

Jub/302/1/2025

Embassy of India, Juba

South Sudan

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**Subject: Inviting proposals from interested Service Providers (SP) for providing their services for designing/development, hosting of VPC cloud and AMC for the official website of E/I Juba.**

Dear Sir/Madam,

The Embassy of India, Juba is in process of selection of suitable SP for **providing their services for designing/development, hosting of VPC cloud and AMC for the official website of E/I Juba** for an initial period of two years starting in May 2025 (one year at a time). In this regard, you are requested to provide your detailed proposal for the required services as per the scope of work and other terms and conditions as specified in the enclosed limited tender proposal. Proposal from interested and eligible vendors, complete in all respects along with all required supporting documents (including Annexure I and Annexure II) as elaborated in the enclosed limited tender proposal, should reach this Embassy by 25 April 2025 by email on [admn.juba@mea.gov.in](mailto:admn.juba@mea.gov.in) with a copy to [hoc.juba@mea.gov.in](mailto:hoc.juba@mea.gov.in)

3. Further details and information pertaining to this limited tender proposal including important dates such as the date of opening of Financial Proposals of shortlisted SPs qualifying the Technical Evaluation stage, would be intimated in due course by this Embassy.

4. Queries related to this matter, if any, may also be sent through email on above mentioned email IDs (Please clearly mention the subject as "Regarding selection of Service Provider for hosting / AMC of official website of Embassy of India, Juba")



(Rakesh Kumar Yadav)

**Attache(Admin)**

**04.04.2025**

**( Rakesh Kumar Yadav )  
Attache ( Admn. )  
Embassy of India,  
Juba (South Sudan)**

### **Limited Tender Enquiry**

The Embassy of India, Juba (South Sudan) invites proposals/bids from reputed Service Providers (SPs) for design, hosting and maintenance of the website of this Embassy (<https://indembjuba.gov.in> ) The SPs submitting their proposals in response to this inquiry must possess a minimum experience of 5 years (i.e. during 2020 – 2024) of successfully maintaining at least 5 websites of any other Indian Mission/Post abroad.

#### **1. Broad Scope of work:**

The scope of work broadly includes:

- i. Website must have robust and sufficiently responsive design compatible with latest hand held devices and browsers.
- ii. To design and deploy and maintain a user friendly and secure website in conformity with latest W3C guidelines and Guidelines for Indian Government Websites (GIGW) and related instructions/norms pertaining to government websites as and when issued by the Ministry of External Affairs(MEA) / the Government of India.
- iii. The website must be developed using well established technologies preferably Open Source environment without using any third party tool or framework, which may incur any financial implication to the Embassy.
- iv. Enterprise/Open Source Database and SSL to be used for the website development and maintenance.
- v. Hosting of website must be on servers located within India owned by government authorized agencies. If the website is to be hosted at NIC Cloud (Meghraj) environment or on VPC Servers as recommended by the Government of India, the SP must ensure and use the available technology environment at NIC Cloud for development/deployment and would do all necessary liaison with NIC/VPC Servers as the case may be.
- vi. The SP must get clearance of security audit of the website from an authorized and competent agency empaneled by the Ministry of Electronics and Information Technology (MeiTY)/ CERT IN.
- vii. The SP must transfer source code and other credentials for the website to the new SP through the Embassy at expiry of the contract period and as and when so required by the Embassy.
- viii. Must have integration of Social Media handles of the Embassy (e.g. Facebook/Meta, Twitter/X, Instagram, youtube etc.)
- ix. Regular maintenance and update content as well as technical functionalists of the website for entire duration of the contract.
- x. Deploy additional web-pages/modules, banners, alerts, photos, updates, advisories, feedback/data collection forms and other publicity material, maintain relevant database/information, provide required information to the Embassy (from the so maintained database) etc as per day to day requirements of the Embassy.
- xi. To assign a competent and well qualified nodal point of contact who would be

responsible for immediate deployment of requirements conveyed by the Embassy on the website as per the time lines specified by the Embassy and provide trouble shooting and any other required support on a 24X7 basis.

- xii. To carry out security audit of the website and procurement of digital / security / other required certificates (eg. SSL, website quality certificate etc.) as per standard instructions pertaining to government websites in India. To ensure that all required certificates related to security of the website are in place throughout the duration of the contract.
- xiii. To keep activity log for all web updates and audit trails of the documents hosted on the website should be maintained and should be accessible to the Embassy as and when required.
- xiv. Monitoring and maintaining website speed, sign up process, navigation links etc. Bug fixing and keeping website (s) secured from possible cyber-attacks/hackers.
- xv. Any other task related to the efficient functioning/maintenance of the official website of the Mission - as and when specified by the Embassy.

## **2. Eligibility Criterion :**

- i. Experience Criteria: Preferable recent experience of minimum five years (i.e. during 2020 – 2024) in the relevant area such as working with Indian Government websites, including websites of Indian Missions/Posts abroad.
- ii. The agency should hold valid PAN, Sales tax/GST/VAT registrations.
- iii. The agency should neither be blacklisted by any Govt. Department nor should any Criminal Case be registered against the agency or its owner or partners anywhere in India.
- iv. Agency must have filed Tax Returns for the last three years.
- v. Agency must have a minimum annual turnover of INR 10,00,000/- during each of the last 3 years.
- vi. Preference will be given to agencies having a good CMMI level. Agencies with ISO 9001:2015 (Quality Management) and ISO 27001:2013 (Information Security) will also be given preference.

## **3. Submission of proposals by interested SPs**

A two-cover system (each containing Technical Proposal & Financial Proposal separately) will be followed. Interested SPs have to submit detailed response to this inquiry conforming to the Embassy's requirements (as elaborated in the scope of work) in their 'Technical Proposal' (along with Annexure I) on or before the **last date of submission of bids i.e. 25 April 2025**. Submission of bids and all other communication must be sent by email at [admn.juba@mea.gov.in](mailto:admn.juba@mea.gov.in) with copy to [hoc.juba@mea.gov.in](mailto:hoc.juba@mea.gov.in)

Price quoted for proposed services (excluding applicable taxes and strictly as per the format of the Financial Proposal enclosed at Annexure II duly protected by a strong password containing alphanumeric as well as special characters ) must also be forwarded along with the Technical Proposal (without sharing the password at this stage) along with the response submitted by interested SPs.

The proposals received from all interested SPs would be evaluated by an "Evaluation Committee" of the Embassy and **Financial Proposals of only those who are declared qualified at technical evaluation stage by the Evaluation Committee would be opened by seeking passwords from respective successful SPs on the date of opening of the Financial Proposals.** The Evaluation Committee would subsequently declare the name of selected SP.

#### 4. Evaluation of Technical Proposals :

Only the vendors who fulfill the Minimum Eligibility Criteria and forward their Technical Proposal along with the documents listed in **Annexure-I** shall be eligible for technical evaluation. The technical evaluation of the proposals received shall be made using the following criterion :

Development, hosting and maintenance of website of Indian Missions/Posts abroad (each with at least 1 year duration during last 5 years)  (Supporting document to be submitted failing which no marks will be awarded)	Maximum marks = 5 5 <= 10 (01 marks) 10 <= 15 (02 marks) 15 <= 20 (03 marks) 20 <= 25 (04 marks) > 25 (05 marks)
Experience in relevant field as per the eligibility criterion  (Supporting document to be submitted failing which no marks will be awarded))	Maximum marks = 5 <= 5 years (01 marks) 5 <= 7 years (02 marks) 7 <= 9 years (03 marks) 9 <= 11 years (04 marks) > 11 years (05 marks)
Company Standards  (Supporting document to be submitted failing which no marks will be awarded)	Maximum 5 marks ISO 9001:2015 (1 mark) ISO 27001:2013 (1 Mark) CMMI Level 1 =< 3 (1 mark) CMMI Level >= 3 (2 marks)
Minimum turn over (shown in INRs) during each of the last three years  (Supporting document to be submitted failing	Maximum marks = 5 <= 10,00,000/- years (01 marks) 10,00,000/- <= 15,00,000/- (02 marks)

which no marks will be awarded))	15,00,000/- <= 20,00,000/- (03 marks) 20,00,000/- <= 25,00,000/- (04 marks) > 25,00,000/- (05 marks)
Technical Proposal  (Details providing proposed solution as per requirements elaborated in the scope of work)	10 marks
<b>TOTAL</b>	<b>30 marks</b>

The vendors must obtain at least 80% (24 marks) to qualify the Technical Evaluation stage.

#### **5. Evaluation of Financial Proposals :**

- i. Financial Proposals of only those agencies, who qualify the Technical Evaluation stage, as elaborated above, will be considered. The date and time for opening of the Financial Proposals will be intimated on a later date.
- ii. The agencies should quote their 'per year rate' (exclusive of applicable taxes) for carrying out the entirety of the scope of work. The rates should be quoted in the Financial Proposal sheet (sample is enclosed as Annexure II)
- iii. The Financial Proposal , protected with a strong alphanumeric password, is to be submitted along with the Technical Proposal before the last date of submission of bids. The password is not to be shared unless asked for by the the Evaluation Committee on the date of opening of Financial Proposals.

#### **6. Other terms & Conditions:**

- i. Bids received after the closing date and time will not be entertained.
- ii. The Embassy reserves the right to extend the last date and time for submission of the bids on its own discretion.
- iii. The bidding agency shall bear all costs associated with the preparation and submission of its bids and the Embassy of India, Juba will in no way be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. It is also clarified that no binding relationship will exist between any of the bidders and the Embassy until execution of a contractual agreement.

- iv. Failure to furnish all the required information may result in rejection of the bid.
- v. Interested Agencies submitting their bids shall also submit a certificate to the effect that the information submitted by them is correct and they will abide by any decision of the Embassy. In case the information submitted by the agency is found to be false and/ or incorrect in any manner, the agency can be suspended and/or debarred.
- vi. Any notice by one party to the other, pursuant to the Contract shall be sent by e- mail/letter and confirmed in writing to the address specified for that purpose in the Contract.
- vii. To assist in Technical evaluation, the Embassy reserves the right to call for any clarification from any/all bidding agencies during the evaluation of the bids. Such clarification should be submitted only in writing. However no other correspondence on bids will be entertained.
- viii. Participation in this bid will imply that the bidder has accepted all the terms and conditions and subsequent modifications, if any, of this bid document.
- ix. The Embassy shall have the sole proprietary rights over the content created/edited/provided by the agency who has been awarded the contract through this tender.
- x. In all matters related to dispute relating to this tender, the decision of this office will be final and binding upon the agency.
- xi. The Embassy reserves the right to accept or reject any or all bids without assigning any reasons at any stage of tender process. No bidders shall have any cause or claim against the Embassy for rejection of their bid.

## **7. VALIDITY OF THE CONTRACT**

(i) The contract shall come into force from May, 2025 (exact date to be decided) and shall be valid initially for an initial period of two years i.e. upto May 2027 and may be extended by one year each time on same terms & conditions or as agreed with mutual agreement between the two parties to be done sufficiently in advance before expiry of ongoing contract period.

(ii) Notwithstanding the provisions of the Clauses, this Agreement may be terminated without cause by either party upon issuance of not less than Thirty (30) days' advance notice in writing by either Party to the other. Parties hereby agree that a notice to terminate shall be issued only at the end of current billing month. In the event such notice is given any time before end of current billing month, the actual termination or downgrade would take effect from the end of the following billing month.

## **8. Payment terms:**

- i. The price quoted shall remain fixed and not be subject to variations in exchange rate, duties, levies etc.
- ii. The agency who has been awarded the contract shall submit the bills within a week of expiry of the billing period.
- iii. Only applicable taxes shall be applied in addition to quoted rates.
- iv. Total annual cost of the contract will be released by the Embassy in the form of SBI Cheque in three installments. First installment of 50% of annual cost will be released in advance immediately after the signing of the contract. Second installment of 40% of annual cost will be released after completion of first six months from the date of signing of the contract. Third and final installment of 10% of annual cost will be **withheld by the Embassy as Performance Guarantee** and will be released immediately after successful completion of the contract period.

## **9. SERVICE AVAILABILITY, SLA & PENALTY FOR DEFICIENCY IN SERVICE**

The Service Availability SLA is 99% based on the ratio of total hours of service downtime and total hours in a particular month

Penalty to be deducted from monthly payments due to the Service Provider by the Embassy at rate of INR 500/- for each single percentage beyond the admissible SLA of 99%

In addition to exclusions described herein, in calculating SLA compliance, the Service Provider will exclude:

- (a) Failures resulting from outages or disruptions caused by the Embassy;
- (b) Service failures due to reasons of Force Majeure

In addition to the above, in case of failure of the Service Provider in providing timely services by deputing suitable manpower to attend to technical/maintenance related issues, despite such a demand by the Embassy, penalty at rate of INR 500/- per such instance will be deducted by the Embassy while settling monthly invoices of the relevant month.

## **10. Performance Guarantee:**

In lieu of the Performance Bank Guarantee, 10% of the annual cost of contract will be withheld by the Embassy till successful completion of the contract period as performance guarantee for the due and faithful performance of contract by the selected SP. This final installment (10% of the total cost of contract) would be released immediately after successful completion of the contract period as elaborated under Payment Terms.

It would be the first and foremost responsibility of the SP to ensure that the services are being provided satisfactorily and contract is executed as per the scope of work and related terms and conditions as elaborated here. Refusal or inability or delay by selected SP to supply all deliverable as per scope of work at the contracted rate may result in termination of the contract and forfeiture of Performance Guarantee (PG)

**11. Agreement :**

The selected SP shall execute an agreement for the fulfillment of the contract at the time of award of contract. The incidental expenses, if any, for execution of agreement/Contract shall be borne by the successful bidder.

**12. SCHEDULED MAINTENANCE**

The support desk of the Service Provider is also responsible for alerting the Embassy for any planned maintenance in services for which former will provide at least two (2) days' advance notice for such planned outage/maintenance. A shorter notice period may apply in case of emergency maintenance requirements.

**13. CONFIDENTIALITY**

Both the parties shall hold in confidence the information contained in or exchanged in connection with this Agreement. Notwithstanding the foregoing, disclosure is permitted on a confidential and need to know basis by the Embassy to its affiliates, principals, attorneys, auditors, investors, lenders, insurance agents and actual successors in interest.

**14. FORCE MAJEURE**

Neither Party shall lose any rights here under or be liable to the other party for damages or losses, on account of failure of performance by the defaulting party if the failure is the result of an Act of God (e.g., fire, flood, inclement weather, epidemic, or earthquake); war or act of terrorism, including chemical or biological warfare, embargo; governmental acts, orders, or restrictions; and the defaulting party has exercised all reasonable efforts to avoid or remedy such force majeure. The defaulting Party must provides satisfactory justification to the another Party

**15. DISPUTE SETTLEMENT**

Any doubts and dispute in connection with this Contract or anything not specified herein and attached thereto shall be governed or determined under the jurisdiction of Government of India.

Embassy of India, Juba (South Sudan)  
E-mail: [admn.juba@mea.gov.in](mailto:admn.juba@mea.gov.in)

9/10

**Annexure I****(To be submitted along with detailed Technical Proposal)**

S. No.	Document	File type
1	Copies of registration	.pdf
2	Copy of PAN & GST number as applicable.	.pdf
3	Copy of Tax returns for the last three years.	.pdf
4	Copy of Latest Tax/VAT/GST Clearance Certificate or copy of latest tax deposit challan.	.pdf
5	A list of their owners/partners and authorized signatories of the agency	.pdf
6	Copy of Certificate to the effect that the agency is neither blacklisted by any Govt. Department nor any Criminal Case is registered against the agency or its owner or partners anywhere in India.	.pdf
7	Copies of award of contracts	.pdf
8	Copy of an audited statement of account of the agency and relevant documents in support of Annual Turn-over. <b>(turnover figures must be highlighted)</b>	.pdf
9	Details of the bank account for release of payment through Electronic Fund Transfer System.	.pdf
10	Contact details of the agency's authorized representative.	.pdf

Date:

Signatures

Stamp

Important Notes :

- I. This template must not be modified/replaced by the bidder and the same should be submitted after filling the relevant fields and signatures of authorized representative of the SP.
- II. This document, is to be submitted along the Technical Proposal before the last date of submission i.e. 25/04/2025.

10/10

**Financial Proposal****Annexure II**

<b>Name of the bidder</b>			
<b>PRICE SCHEDULE</b>			
<b>Ser</b>	<b>Item Description</b>	<b>Quantity</b>	<b>Annual cost in INRs</b>
<b>First Year</b>			
1.	Website Design & Development	1	
2.	Website Hosting	1	
3.	Annual Maintenance	1	
4.	SSL and Security audit certificate		
<b>Subsequent Years</b>			
1.	Website Hosting	1	
2.	Annual Maintenance	1	
3.	SSL and Security audit certificate		
<b>Total</b>		-	
<b>Details of applicable tax</b>			

Date:

Signatures

Important Notes :

Stamp

- I. Details (other than the cost) of proposed website design and development, website hosting, SSL and Security Audit Certificates to be submitted along with the Technical Proposal.
- II. This template must not be modified/replaced by the bidder and the same should be submitted after filling the relevant columns, else the bidder is liable to be rejected for this tender.
- III. This document, protected by strong alphanumeric password, is to be submitted along the Technical Proposal before the last date of submission i.e. 25/04/2025. Passwords for opening the document would be obtained by the Embassy from respective bidders declared successful in at the Technical Evaluation stage only on the date of opening of Financial Proposals.
- IV. Bidders are allowed to enter the bidder name and values only.
- V. Amount to be entered by bidder in INR only