Assistant High Commission of India, Mombasa

No. MOM/302/01/2020

Dated 06.03.2020

The Assistant High Commission of India, Mombasa invites **sealed bids** from Indian Website Maintenance, Development, Hosting agencies/companies for Annual maintenance and VPC maintenance & managed services for its official web-site extendable for a period of three years, after review on annual basis.

**Scope of work:** Hosting of website on VPC with dedicated hosting having data centre in India only, Database Management, Website backup and Security. (Details in Annexure A).

**Eligibility:** The conditions of eligibility to be read at Annexure B.

**Disqualification:** Canvassing or false information or improper submission of bid.

**Contract agreement:** Successful bidder will enter into a Service Level Agreement (SLA) on award and before taking charge of the website. Non-disclosure agreement has to be signed by bidder.

**Other conditions:** The details of termination of contract and other conditions to be read at Annexure C.

**Procedure of submission of bid:** The bid must be submitted in **two sealed envelopes** accompanied with Bid Securing Declaration; the first envelope should be super-scribed **“Mombasa AHCI Website Maintenance - Technical Bid”** and the second envelope should be super-scribed **“Mombasa AHCI Website Maintenance – Financial Bid”** contain Financial Bid. Bidder must sign and affix his seal on every page of the Bid and the complete document must be submitted with Bid Securing Declaration Proforma (Annexure D).

**Information / clarification:** Shri. B. Prakash, Attache (1000 – 1700 hrs.)

Email: hoc.mombasa@mea.gov.in ; Mobile / Whatsapp: +254 718077376

**Address:** The sealed bids should be sent by Courier addressed to:
The Head of Chancery, Assistant High Commission of India – Mombasa
Bank of India Bldg., 3rd floor, Nkrumah Road, Treasury Square, Mombasa, Kenya.

**Last date:** The last date for submission of bids is 17.03.2020 (1200 hrs.).
Scope of Work

1. Website layout / design and maintenance should comply to all parameters with guidelines issued by Government of India for websites. The website should conform to the template recommended by "Guidelines for Indian Government Website" (GIGW).

2. SSL Certificate should be incorporated in website.

3. Database Management – i. Periodic bug-fixing, trouble-shooting and periodic update of searchable data, ii. Maintain Site search engine by ensuring any content updates and new pages are searchable, iii. Advanced search option to be incorporated, iv. Automated reconciliation and generation of necessary reports, etc., v. Logs of database access need to be maintained.

4. Security measures - i. Regular repairs as needed to scripting languages, basic HTML, broken images, broken links and all other malfunctioning code or components, ii. Provide a report on site traffic statistics and search engine analysis reports on monthly basis or as and when required including updated reports about number of visitors, geographical distribution of visitors, average time spent on the website, most visited sections / pages, etc. besides other analysis, iii. Regular audit of the website to ensure website Source Code is free from any potential vulnerability, iv. Website framework to be kept as per desired security standard. Necessary security path management and security update to be carried out on regular basis.
Eligibility conditions

1. The agency should be registered and legally valid entity and in existence for a minimum period of three years in the business. The proof should be submitted in the envelope of Technical Bid.

2. It should be able to provide a qualified web designing, building and maintenance team for under taking the work. A confirmation letter with details of team dedicated should be provided and their skills should be submitted in the envelope of Technical Bid.

3. An undertaking (Self Certificate) that it has never been black-listed by a Central / State Government institution or Indian Missions / Posts abroad.

4. There should not be any litigation with any Government department on account of IT services at the time of bidding.

5. It should have worked with minimum four Embassies of Government Ministries / Departments in past 3 years.

6. The agency should fulfill following requirement and submit supported documents in this regard:
   i. Past experience in creating and maintaining very professionally and exceptionally creative websites;
   ii. Excellent IT skills and project management skills;
   iii. Strong editorial team with communications skills to write clearly in English;
   iv. Ability to respond quickly to the maintenance requirements;
   v. Awareness and use of the latest smart technologies for website development;
   vi. Ability to regularly maintain and update the developed website;
   vii. Employees with security certification in website design, development and auditing;
   viii. Employees with proficiency and certification in secure hosting and management of hosting platform.

7. Annual Turnover: Minimum 3 years average turnover of at least 10 lakhs per year which should be exclusive for the agency / company and parent Company. No joint venture allowed.
8. The office of the bidding agency must exist physically with no other entity sharing working space. There should be minimum 10 employees in the agency/company for the past 6 months including certified Auditors who look after the vulnerabilities in the code of the website.

9. The agency/company will deploy adequate manpower to meet 24*7 support and provide Warranty, Maintenance and Technical Support for the period of contract for all matters related to website management, website security and website hosting.
Annexure C

Termination of contract / agreement & other conditions

1. The contract can be terminated by either party after giving 90 days’ notice to the other party extendable by mutual agreement till alternate arrangements are made.

2. However, the right to terminate the Contract by giving a lesser period of Notice under special circumstances, such as security considerations, violation of privacy laws, etc. The decision of AHCI Mombasa in such a situation shall be final and shall be accepted by the agency / company without any objection or resistance.

3. AHCI Mombasa reserves the right to impose a financial penalty equivalent to the service charges of one year, in case the latter terminates the contract without providing three months’ termination notice.

4. On termination of the contract, the agency / company will hand over all the credentials, source codes and associated data, if any, with an undertaking that agency / company is not retaining any data in any forma and credentials related to AHCI Mombasa.

5. Other conditions:-
   i. It is expected that the bidder who wish to bid for the tender have highest standards of ethics,
   ii. Bid shall be rejected if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this contract,
   iii. Bidder may be declared ineligible, either indefinitely or for a stated duration, if it, at any time, determines that the bidder has engaged in corrupt and fraudulent practices during the execution of contract.
Annexure D

Bid Securing Declaration

M/s. ........................................... (name of agency / company) as a responsible bidder accept that if the bid is withdrawn or modified during the period of validity, or if awarded the contract and failing to sign contract, then they will be suspended for the period of three years with the Assistant High Commission of India, Mombasa.

Name and Signature of authorized Signatory

Stamp

Seal

Place and Date: