

**EMBASSY OF INDIA
KATHMANDU
(PIC Wing)

NOTICE INVITING BIDS

Embassy of India, Kathmandu invites tenders through email from established/reputed Vendors who are hosting and maintaining websites/portals of GoI's Ministries/Department, other Missions/Posts' websites for followings:

- i.** Redesign, development, hosting and maintenance of the website of the Embassy of India, Kathmandu;
 - ii.** Design, develop a Dashboard, accessible by general public at large, which will provide information regarding all the projects implemented by Embassy of India in Nepal.
2. The quotation should include maximum corporate discount. Interested parties are requested to contact FS(PIC), PIC Wing at the Embassy of India, Kathmandu, Nepal through email cpic.kathmandu@mea.gov.in & picsection.kathmandu@mea.gov.in
3. The last date of receipt of offer through email is on or before 07 June 2023 up to 1730hrs (Kathmandu Time).
4. The Embassy of India reserves the right to reject/cancel any or all bids without assigning any reason.

No. Kat/P&I/305/02/2022 dt 17th May 2023

Sd/-
First Secretary (PIC)

**Embassy of India
Kathmandu**

Request for Proposal for:

- i.** Redesign, development, hosting and maintenance of the website of the Embassy of India, Kathmandu;
- ii.** Design, develop a Dashboard, accessible by general public at large, which will provide information regarding all the projects implemented by Embassy of India in Nepal.

Contact details for queries:

Dr. Sahil Kumar, FS (Press, Information & Culture)

Email: cpic.kathmandu@mea.gov.in

picsection.kathmandu@mea.gov.in

1. Introduction

Embassy of India, Kathmandu hereafter referred to as 'Mission' is one of the Indian missions and posts located around the world under Ministry of External Affairs, Government of India. Missions abroad carry out jobs like issuing visa, passports, other consular services, bilateral relationships, defense co-operations between countries, educational co-operation, commercial and social-cultural activities.

Existing website of the mission is **<https://indembkathmandu.gov.in>** and currently is hosted on MeitY empaneled Virtual Private Cloud infrastructure with data center in India by current maintenance agency.

This RFP is for (i) Redesign, development, hosting and maintenance of the website of the Embassy of India, Kathmandu; (ii) develop an interactive dashboard which will be a web-page of the Mission's website URL i.e. <https://indembkathmandu.gov.in/dashboard> and hereafter will be referred to as 'Dashboard' and integrate to Mission's project database already available on a server through API.

Subsequent pages of the proposed Dashboard will be after URL <https://indembkathmandu.gov.in/dashboard> **i.e.** <https://indembkathmandu.gov.in/dashboard/new-page>. Any visitor of the Mission's website can visit the Dashboard by clicking on the info graphic link given on the home page of the Mission's website.

The Mission's website & Dashboard will be hosted in the same server and on same domain.

The Missions/Posts main website and its sub-domain/web-pages are now becoming one of the attracted sites among netizens. This has resulted in frequent access of portal and its sub-domains/web-pages from various locations across the world. There have been incidents of some of the accesses which contained targeted Distributed Denial of Service (DDoS) and attack against source code vulnerabilities amongst other. This entails that the website and its sub-domains (including Dashboard) should be hosted on a platform which provides enhanced security, auto-failover and redundancy features.

2. The objectives of this RFP

Redesign, development, hosting and maintenance of the website of the Embassy of India, Kathmandu; (ii) develop an interactive Dashboard which will be a web-page of the Mission's website's URL i.e. <https://indembkathmandu.gov.in/dashboard>.

A. Redesign, Development & Maintenance:

Website:

- Redesign & Develop Mission's website. An complete overhaul of the website design to make its layout more attractive, user friendly and practical;
- Its template/theme should be thematically inspired and aligned with MEA main website i.e. <https://mea.gov.in> (but not exact replica) with additional features;
- The website to be developed should be in dual language i.e. English & Nepali (i.e. not using Google translator);
- English & its Nepali translation to be uploaded on the website will be provided by the Mission.
- Website should be translated to other language (other than English & Nepali) using Google Translator or other similar software.
- Hosting & maintenance of the website and its sub-domain (including Dashboard) for duration of one (1) year after complete hand-over of the website & Dashboard.
- Enhance the website, new pages, application forms, form filling related to the website.
- Deployment of a dedicated team for changes/updates on the website. The changes/update will be also done on weekend & holidays.
- Editing & uploading of content may include documents, PDFs, Images, videos, web links, etc and contents should be uploaded and published within 30 minutes to one hour.
- The agency needs to handle contents in English & Nepali language.
- Designing of webpages/modules on special occasions on a case to case basis as per Embassy's requirements. eg. On the occasion of International Day of Yoga, Republic day / National day events etc.
- To ensure that the website is GIGW 3.0 (Guidelines for Indian

Government Website) compliant and has the requisite features ensuring accessibility to physically disabled persons i.e voice over feature for visually impaired person.

- Carrying out security audit of the website and procurement of SSL Certificate.

Dashboard:

- India has developed many projects in Nepal (such as school, road, bridges etc.) to promote infrastructural development.
- Create an interactive Dashboard integrated with the digital database of all the projects undertaken by India in Nepal in line with MEA's Dashboard website <http://meadashboard.gov.in>
- The Dashboard proposed to be developed will be hosted in the same server as our mission's website and it will be a subdomain of the Mission's website. Subsequent pages of the proposed Dashboard will be after URL <https://indembkathmandu.gov.in/dashboard> i.e. <https://indembkathmandu.gov.in/dashboard/new-page>.
- The vendor to be selected through this RFP will develop the Dashboard and subsequently manage & maintain and update the Dashboard for one year after launch of the portal.
- The Dashboard to be developed should be in dual language i.e. English & Nepali (i.e. not using Google translator).
- English & its Nepali translation to be uploaded on the Dashboard will be provided by the Mission.
- The Dashboard should be translated to other language using Google Translator or other software.
- The portal will be accessed by the Embassy officials for various purposes, citizens of Nepal & India and public at large across the globe and will be providing real-time information to different stakeholders.
- The portal should be accessible/ compatible with different platform such as desktop, mobiles and handheld devices etc.
- CMS updation and Website security.
- Cyber Security audit before launch of the portal by CERT-In empaneled auditor.
- 24 X 7 portal content updates
- Search engine optimization
- Language – English & Nepali with select language option

B. Hosting:

- Currently mission's website is hosted on MeitY empaneled Virtual Private Cloud infrastructure with data center in India. The website & Dashboard to be developed will be hosted on MeitY empaneled Virtual Private Cloud infrastructure with data center in India.
- If data transfer/backup from currently running website to the website to be developed is needed, coordination with our existing website maintenance agency has to be done.
- Currently Mission's website is in Gov.in domain. The website and the dashboard to be developed will be in the same domain i.e. <https://indembkathmandu.gov.in> & <https://indembkathmandu.gov.in/dashboard>

3. Scope of Work

(This section provides indicative scope of work for vendors. However, below work is only indicative and would vary depending upon actual requirements of Embassy of India, Kathmandu.)

Redesign, development, hosting and maintenance of the website of the Embassy of India, Kathmandu i.e. <https://indembkathmandu.gov.in> & develop an interactive Dashboard which will be a web-page of the Mission's website's URL i.e. <https://indembkathmandu.gov.in/dashboard>.

The purpose of the website is to provide important and timely information to various stakeholders in easily understandable manner. The primary focus of the Dashboard proposed to be developed is to provide real time information in easily understandable manner to different stake-holders about projects implemented by Embassy of India in Nepal.

A. Redesign, development of the website

- Redesign & Develop Mission's website. It will be complete overhaul of the website design to make its layout more attractive, user friendly and practical;
- Its template/theme should be inspired to that of MEA main website i.e. <https://mea.gov.in> (but not exact replica). Design should be Aesthetic and Modern;
- The website to be developed should be in dual language i.e. English

& Nepali (i.e. not using Google translator).

- English & its Nepali translation to be uploaded on the website will be provided by the Mission.
- Website should be translated to other language using Google Translator or other similar software.
- Website must be Responsive and compatible with all hand-held devices.
- Hosting & maintenance of the website and its sub-domain (including Dashboard) for duration of one (1) year after complete hand-over of the website & Dashboard.
- Enhance the website, new pages, application forms, form filling related to the website.
- Deployment of a dedicated team for changes/updates the website. The changes/update will be also done on weekend & holidays.
- Editing & uploading of content may include documents, PDFs, Images, videos, web links, etc and contents should be uploaded and published within 30 minutes to one hour.
- Develop banners/images/info graphics/flyers or any other graphics as may be needed from time to time
- The agency needs to handle contents in English & Nepali language.
- Website must be designed, developed, deployed and maintained according to W3C Guidelines and latest version of the Guidelines for Indian Government Websites (GIGW) i.e GIGW 3.0.
- 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;
- Enterprises Database and SSL to be used for the website development and maintenance;
- Compliance of web standards and guidelines issued by Government of India time to time and certification by the CERT empaneled agencies;
- Creation of documents including user and technical manuals.
- Providing training to the users of Embassy.
- Periodic full backup through the duration of the contract. Transfer/backup of source code and other credentials for the website to the designated officials of the Mission, if requested.

- One design option/ template must be provided with technical presentation for home page as well as inner pages of the website for the technical evaluation.
- Upon awarding of the work order, the selected agency will be required to provide FRESH designs incorporating inputs from Embassy of India, Kathmandu within two weeks from the date of award of the work order.
- Embassy will reserve the right to choose and finalize the new design for the website. Redevelopment of the website will start only after the design of the website gets finalized.
- Design must have Search Engine Optimization (SEO) boosting elements/SEO friendly. Highly user-friendly information architecture (IA) and clear navigation. The Design of the website may undergo changes during the period of contract as per the guidelines of MEA from time to time. The company should make such mandatory changes without any additional cost to the Embassy.
- Website speed optimization.
- Customization of user interface in terms of color, font size and language, etc.
- Social Media Integration.

B. Development of the Dashboard

- Design, develop a Dashboard, an **interactive online portal in line with MEA Smart DashBoard (i.e. <https://meadashboard.gov.in>), providing information regarding India's development activities in Nepal through various projects done by India.**
- The Dashboard, proposed to be developed, will be one stop place of information regarding all the projects implemented by the Embassy of India in Nepal.
- A basic design template of the dashboard is provided on the page NO. 14 to 17 of this RFP reflecting the base features that have to be included in the envisaged dashboard. The proposed dashboard design presented by the agency for technical evaluation must be in sync with the design of the main website.
- Develop and manage/update the Dashboard as per Mission's requirement/ instructions and as per MEA and NIC website guidelines as a responsive website.
- Data of projects to be displayed on the Dashboard are already hosted on a server. The vendor selected will take the projects' data from the server through API dynamically. However, provisions for uploading photos, videos and a few other selected details of

projects for reflecting into the dashboard will have to be made through the **Content Management System (CMS)** and will be hosted along with the data of main website.

- This RFP also envisages management/maintenance & update of the website and Dashboard for 1 (one) year period after launch & complete handover on the direction of the Mission.
- The dashboard will be hosted in the same server as our mission's website.
- Make changes, if any in the future, in **Content Management System (CMS)** of the Dashboard for contents like addition of new project, make new category for projects, sorting of the projects etc, if any and periodic archiving the old contents automatically, etc.
- Providing unlimited update of the content for all the tasks related to the Dashboard design and maintenance and updates respectively.
- Develop banners/images/info graphics/flyers/thumbnails or any other graphics as may be needed from time to time for seamless integration with the website design/dashboard.
- Agency would be required to provide Maintenance, and Technical Support for the period of contract for all matters related to portal development, management/ maintenance & its security.
- Preparation of User Manual/SOP and provide online technical support for Training of Indian staff for content upload/ change on the portal.
- To ensure that the Dashboard complies with the "Guidelines for Indian Government Websites (GIGW 3.0)" <https://guidelines.india.gov.in/>
- Vendor will apply/ update security patches to remove vulnerability in the source code/module of the website & Dashboard on receipt of report regarding such vulnerability from the Ministry/Mission or any other Indian Government Department under the intimation to the Mission.

C. Hosting on MeitY empaneled Virtual Private Cloud Infrastructure

- Currently Mission's website is hosted on MeitY empaneled Virtual Private Cloud (VPC) infrastructure with data center in India by current website agency.
- The website & Dashboard, to be developed, will be hosted on MeitY empaneled Virtual Private Cloud infrastructure with data center in India.
- The vendor selected through this RFP will be responsible for underlying Operating system software, server software licenses, infrastructure,

bandwidth, and hosting. Hosting space should be minimum 100 GB with provision for further expansion on need basis

- If data transfer/backup from currently running website to the website to be developed is needed, coordination with our existing website maintenance agency has to be done.
- Currently Mission's website is in Gov.in domain. The website and the dashboard will be in the same domain i.e. <https://indembkathmandu.gov.in> & <https://indembkathmandu.gov.in/dashboard>
- The agency/vendor selected for developing and maintaining the website and the Dashboard will be responsible for the audit/security of the website (<https://indembkathmandu.gov.in>) and Dashboard (i.e. <https://indembkathmandu.gov.in/dashboard>)
- If need arises to change VPC for any reason, the vendor selected will do smooth migration from previous VPC to new VPC with data center in India with least downtime of the website/portal (not more than 4 hours).
- The portal development/ maintenance agency will provide Non-Disclosure Agreement (NDA).

D. Maintenance of the website & the Dashboard

- This RFP also envisages management/maintenance & update of the website & the Dashboard for 1 (one) year period after launch and complete handover as per directions/instructions of the Mission. In no case, will Mission pay for such update/ change.
- Upgrade/update content and structure of the website & the Dashboard, if required by the Mission during period of the agreement.
- Study and analysis of existing /similar websites and make changes, if any, from time to time to incorporate best practices
- Layout/homepage to be redesigned/changes according to Mission and MEA strategy periodically.
- Update Content on the website & the Dashboard on a regular basis, as provided by Mission.
- Develop banners/images/info graphics/flyers or any other graphics as may be needed from time to time for seamless integration into the website/dashboard.
- Mission's current website is already hosted on the URL i.e. <https://www.indembkathmandu.gov.in/>. It is the responsibility of the Mission to get .Gov.in domain from NIC and keep it working state in coordination with NIC. The vendor selected through this RFP will provide full support and technical assistance in this regard.
- Regularly monitoring with 24 X 7 monitoring tools and intrusion detection system facility. Maintenance of access logs. Keeping activity log for all web updates.

- Complete regular repairs as needed to scripting languages, basic HTML, broken images, broken links and all other malfunctioning code or components.
- Periodic full back-up through the duration of the contract.
- Provide a report on traffic statistics and search engine analysis reports on a monthly basis separately for the website & the Dashboard.
- Give monthly updated reports to Mission about no. of visitors, geographical distribution of visitors, average time spent, most visited sections/pages etc. besides other analysis separately for the website & the Dashboard.
- Apart from uploading the contents, the CMS will also enable the user to assign specific timeline for the contents to be displayed on the website.
- Provide Mission with two off site coordinator for all the tasks related to the separately for the website & the Dashboard maintenance and repairs respectively.
- Creation of new web pages within existing site as and when required.
- Website technical functionality upgrade as and when required.
- Monitoring and maintaining website speed, sign up process, navigation links etc.
- To design and upload banners, Query, graph artwork, info graphics, thumbnails etc. for the website.
- Formatting and posting of content updates, images, videos etc. on regular basis. Conversion of documents to required formats such as HTML/HTMLS or other format.
- Creation and maintenance of archive section on the website. Timely archiving of old content, documents on the instruction of the Mission.
- Customization of user interface in terms of color, font size and language, etc.

E. Security Audit by CERT-In Empanelled Agency and adherence to security guidelines

- The agency/vendor selected through this RFP will be responsible for the security audit of the website (<https://indembkathmandu.gov.in>) & the Dashboard (i.e. <https://indembkathmandu.gov.in/dashboard>) by a CERT-In empanelled agency before launch of the website and the portal.
- Comply with website security guidelines issued by CERT-In, NIC, GOI from time to time.
- Website will be launched only after successful Security Audit by CERT-In Empanelled Agency.
- In case any vulnerability is detected by NIC, CRET-In or any other agency, the same may be rectified in prompt manner.

- The agency/vendor selected will maintain the access log of the website.
- Bug fixing and keeping website (s) secured from all possible cyber-attacks and hackers at all time

F. CMS Development and Maintenance

- Development of customized Content Management System (CMS) for the website and the Dashboard.
- Maintenance and changes in Content Management System (CMS) from time to time at the request of the Mission. CMS must be flexible and scalable to accommodate suggested changes/modifications including design and as and when required during the contract period.
- CMS must have simple workflow and publishing controls.
- CMS should have simple and easy administration.
- CMS must have Search Engine friendly attributes.
- CMS must have security features.
- CMS must have robust content templates.
- CMS must support detailed analytics for each section of the website.
- Comprehensive SEARCH functionality on homepage as well as each section of the website. Auto archival mechanism to maintain the archived documents with proper classification and auto archival system.
- Content optimization including images.
- Role/Level based access to users for content updates.
- Audit trails of the documents hosted on the website should be maintained and should be accessible to the administrator as and when required.
- Apart from uploading the contents, the CMS will also enable the user to assign specific timeline for the contents to be displayed on the website.
- Content of each section should be sharable by the user on multiple platforms such as Facebook, Twitter, WhatsApp, Email, etc.
- Develop, manage CMS, edit, revise, update or create new textual content and graphics on existing pages based on mission's request. The content (Text & Graphics) updates will be on mission's requirement basis
- A few must have options in CMS pertaining to the Dashboard:
 - i. There should be an option in CMS so that an authorised mission's official can add a new project and related information for

that project (such as location, year of completion, its usefulness & other information)

ii. There should be an option in CMS so that an authorised mission's official can add a new category & sub category of projects (example of new category "Education" and its subcategory "Primary School" etc).

iii. Every project must be related to a category & its sub category. (No project should be orphaned i.e. not coming under any category)

G. General Features of the website and the Dashboard

- The website and the Dashboard should have features like an event calendar which would be updated from time to time.
- Facility to embed/view PDF document in a web-page with option to scroll-up & scroll down.
- Facility to embed/view videos in a web-page with option to full screen play. Such videos can be uploaded on the website itself or hosted on other sites e.g. Youtube.
- Facility of photo gallery (in ribbon format similar to MacBook ACDsee viewer).
- When photos/videos are uploaded on the website, there should be minimum quality loss without specifying any maximum file size.
- Option to see data/images/other details etc. when mouse pointer hovers over text/photos/info graphics etc. There will be requirement to perform this hovering functionality in different way.
- Features to take/display data for dashboard from other server through API.
- Use of PHP, HTML, CSS, Javascript to enhance the look and feel of the website.
- Following features may/will be implemented/required in the design:
 1. drop-down;
 2. use of tooltip;
 3. hover state;
 4. different design/effect using parallax;
 5. call to action button;
 6. option for favicon;
 7. use of Hero headers in different forms e.g. static, animated or video;
- The page download response should be quick and fast.
- Use of sitemap for helping search bots to index the site.

- The website and the Dashboard should be database driven / modular so that it can store & handle all the information and be able to handle the documents that would get uploaded on it on a regular basis.
- Post the design, development and the audits, the vendor shall hand over the complete code of the website and the Dashboard applications to the Mission in specified location.
- Mission shall hold frequent meetings with the design agency/vendor to ensure that the project is running on time and all the technical and functional requirements of the Mission are being addressed by the design agency.
- Provide Mission with two off site coordinator for all the tasks related to the website and the Dashboard maintenance and repairs respectively.

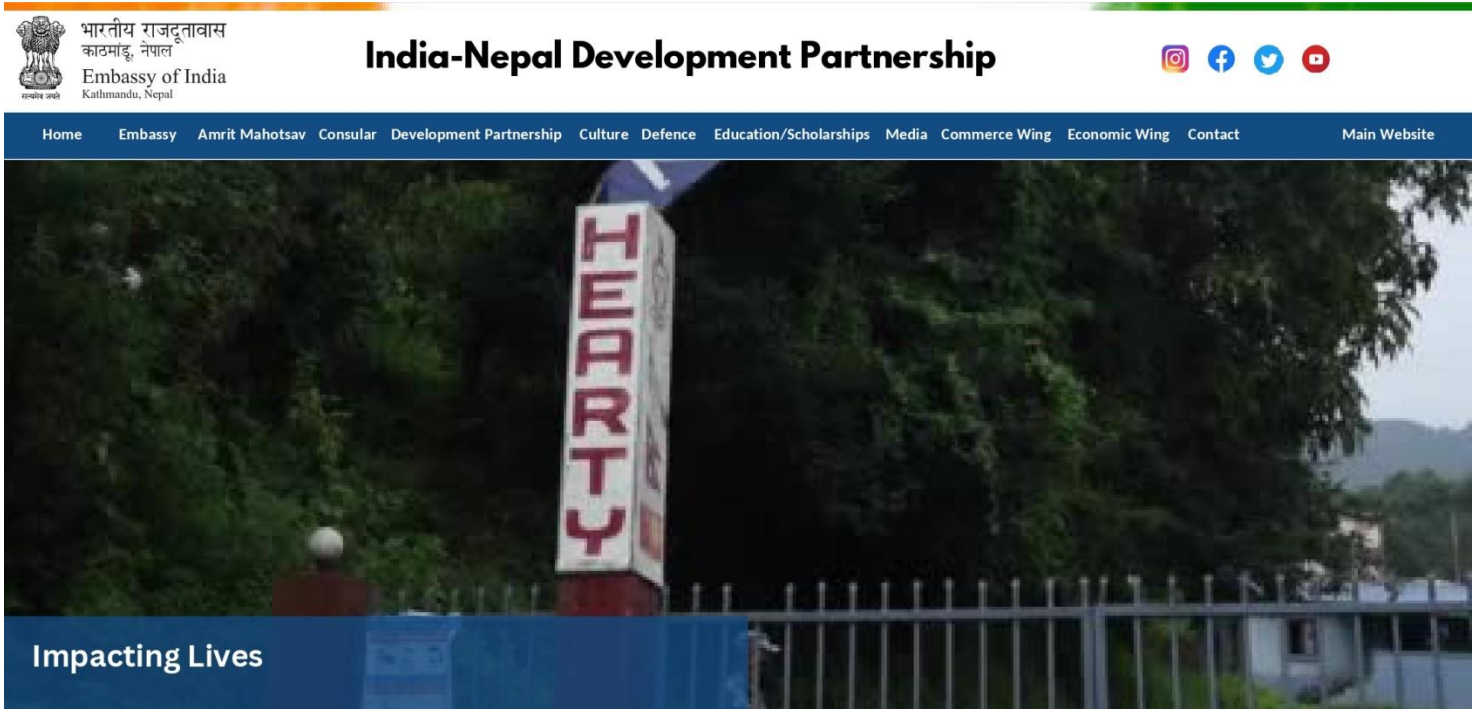
H. Database Management

- Content archiving in a local server for periodic review of the content by the Mission.
- Database- requires periodic bug fixing, troubleshooting and the periodic update of searchable data.
- Maintain Site Search Engine by ensuring any content updates and new pages are searchable.
- Advanced search option to be incorporated.
- Automated reconciliation and generate necessary reports etc.

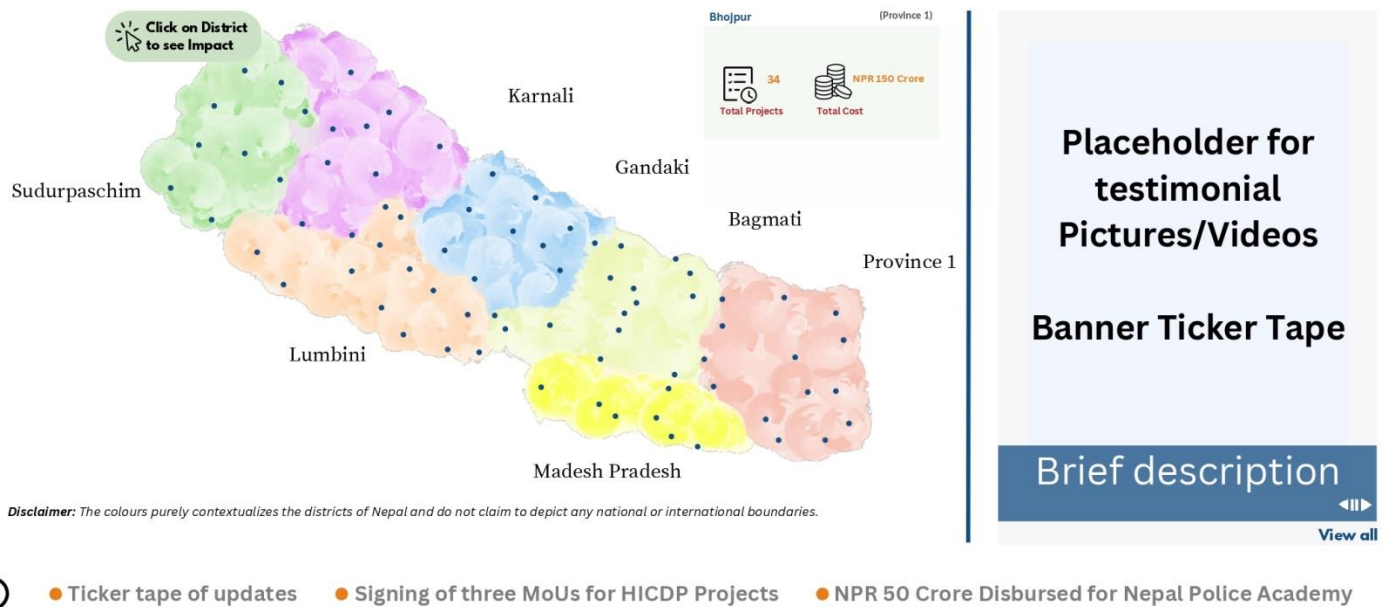
I. Indicative Deliverables

- High Level Design/ Architecture Document.
- Show number of visitors to the website & Dashboard.
- Development and implementation of the online web strategy with major upgrades in the design and content
- Editing and proof reading of the portal content.
- Development of new content for the website and the Dashboard as per the need of the Mission.
- Regular updates on the website and the Dashboard.
- Prompt and Proper Maintenance of the website and the Dashboard.
- Registered and online information database.
- Post the design, development and the audits, complete code of the website and the Dashboard should be handed over to the Mission.

3.1. Dashboard Design Template:



(Image 1 – Home Page)



(Image 2 - Home Page)

Completed Projects Ongoing Projects

Select Province ▼ Select District ▼ Project Category ▼ Project ▼ Search

S.No	Project	Sector	Location	Cost
1.	Nepal Police Academy	Security	Kavrepalanchok, Bagmati	NPR 1600 Crore
2.	Name	Detail	Name	NPR
3.	Name	Detail	Name	NPR
4.	Name	Detail	Name	NPR
5.	Name	Detail	Name	NPR
6.	Name	Detail	Name	NPR
7.	Name	Detail	Name	NPR
8.	Name	Detail	Name	NPR
9.	Name	Detail	Name	NPR
10.	Name	Detail	Name	NPR

View all

(Image 3 - Home Page)



भारतीय राजदूतावास
काठमाडौं, नेपाल
Embassy of India
Kathmandu, Nepal

India-Nepal Development Partnership



Home
Embassy
Amrit Mahotsav
Consular
Development Partnership
Culture
Defence
Education/Scholarships
Media
Commerce Wing
Economic Wing
Contact
Main Website



12
Total Projects



64
Schools



456
Ambulances



15
Healthcare



13
Water & Sanitation



25
Roads



9
Energy



5
Culture



3
Bridges

Kavrepalanchok

Impacting Lives



Project Name

Cost

Project Completion

Sector

Ward-Level Location

▶▶▶

(Image 4 - District Page)

Completed Projects Ongoing Projects

Project Category ▼ Project ▼ Search

S.No	Project	Sector	Location	Cost
1.	Nepal Police Academy	Security	Kavrepalanchok, Bagmati	NPR 1600 Crore
2.	Name	Detail	Name	NPR
3.	Name	Detail	Name	NPR
4.	Name	Detail	Name	NPR
5.	Name	Detail	Name	NPR
6.	Name	Detail	Name	NPR
7.	Name	Detail	Name	NPR
8.	Name	Detail	Name	NPR
9.	Name	Detail	Name	NPR
10.	Name	Detail	Name	NPR

[View all](#)

(Image 5 – District Page)



भारतीय राजदूतावास
काठमाडौं, नेपाल
Embassy of India
Kathmandu, Nepal

India-Nepal Development Partnership



Home
Embassy
Amrit Mahotsav
Consular
Development Partnership
Culture
Defence
Education/Scholarships
Media
Commerce Wing
Economic Wing
Contact
Main Website

Impacting Lives



Project Name

Cost

Project Completion

Sector

Ward-Level Location

Placeholder for project picture

Placeholder for project picture

Placeholder for project video/testimonial


(Image 6 – Project Page)

► Project Details

Objective	Description	Cost
To augment education opportunities for children in Nepal	To augment education opportunities for children in Nepal	NPR XYZ
Location	Sector	Status
Palpa, Lumbini Province	Education	Ongoing
Project Completion Date		
Not Applicable		

(Image 7 – Project Page)

Completed Projects **Ongoing Projects**

Bagmati ▼ District Name ▼ Project Category ▼ Project ▼  Search

S.No	Project	Sector	Location	Cost
1.	Nepal Police Academy	Security	Kavrepalanchok, Bagmati	NPR 1600 Crore
2.	Name	Detail	Name	NPR
3.	Name	Detail	Name	NPR
4.	Name	Detail	Name	NPR
5.	Name	Detail	Name	NPR
6.	Name	Detail	Name	NPR
7.	Name	Detail	Name	NPR

(Image 8 – Master Search Page)

Images from 1-8 of the template are for vendors to have better understating of the Dashboard proposed to be developed. This is to mention that images 1-8 are for only depiction purpose and there may be major variation in the Dashboard proposed to be developed/ end product for seamless integration in sync with the design of the main website. This is also to mention that Images 1-8 are static representation of Dashboard. Dashboard to be developed should be dynamic and it will incorporate many design elements to make it more attractive/ impacting.

This is also to mention that frequent meetings may be held between the selected vendor and the Mission to monitor the design and development process in accordance with the defined requirements. For this the mission intends to use online meetings (Webex, chat or phone conferencing) during the development process. To expedite the planning of these meetings, key project meeting dates will be planned as early as possible after award of work order.

Explanation of template of Dashboard (Images 1- 8)

Homepage:

Top (1st) row: Mission's logo, Text "India-Nepal development Partnership", Social media handles of Mission.

2nd row: All the tabs as given in Mission's website (white text on blue back-ground).

3rd row (Impacting Lives): A high quality video message of duration 25-40 sec. will be played in loop. The video will be provided by the Mission.

[Note: 1st & 2nd rows should be visible on every page of the Dashboard. In case of district page, 3rd row may contain projects information related to a particular district]

4th row (Nepal Map) : A representational (abstract) map of Nepal will be displayed. The map will have different provinces of Nepal in different color with dotted representation of all the districts. Each dot (representing a district) should be hover-able and click-able. When mouse pointer hovers over a dot, its related information should be displayed in the rectangular box as shown in the template.

4th row: (testimonials) Ticker tape picture/video testimonial should be displayed on the right side with an option to forward/backward/pause.

When a user clicks on the 'View all', testimonial page will open with having all testimonials. (Design of testimonial page will be share separately).

5th row: Ticker-tape of update/news/information will be displayed. When a user clicks on any of information, it should direct to complete news/information hosted on other site. It should also have option to pause.

6th row: Master Search: There will be 2 tabs i.e. Completed Projects & Ongoing Projects. By default, Completed Projects should be selected and 10 most recent '**Completed Project**' should be displayed.

When Completed Projects is selected, search should run on '**Province**', '**District**,' **Category**' and '**Project Name**' of Completed Projects Only.

When only Province is selected and clicked '**Search**', then all projects within that province should be listed.

[Note: When a particular Province is selected, district within that province should be displayed in drop-down menu. (The same goes for '**Project**' i.e. only projects within that province should be listed).]

[Note: When a Province and one of its districts are selected, project within that particular district should be displayed in drop-down menu.]

Search result of any query should be displayed as shown in tabular form (consecutive row should have slightly different shade). Max 10 result with option to '**View all**'. View all option should only come when result contains more than 10 rows.

[Note: When any one clicks on 'view all', a new page should open with complete search result in tabular form. The page such opened should have 1st & 2nd rows of Homepage as its top view. 20 Max rows should be there in single view. If there are more than 20 rows, option of Next & Previous [i.e. 1.2...6] should be there. This new page should also have **Master Search at its top.]**

The projects' name displayed in tabular form should be linked to its project's page.

District Page (1st scroll):

3rd row: When any one clicks on dotted representation of a particular district on the home-page, that district's page should open. Here, 3rd row should contain details of that particular district in small icons format.

4th row: Back-ground of 4th row should be triangular tiled shade with opacity of 10%. Left side blue box should contain "name of the district & text 'Impacting Lives'". It should also contain a particular project's image & its four details. For each district's page, 3-4 projects will be selected and will be displayed in ticker tape format (with an option of forward, backward & pause).

District Page (2nd scroll):

There will be abridged version of **Master Search**. This Search option should have only '**Project category & Project**'. It should display 10 most recent projects by default. When any one clicks on 'view all', it should expand on the same page with max 20 row with option of moving to next & previous [i.e. 1.2...6]. When any user clicks on the project's name given in the tabular form, it should open the project's page.

Project Page:

Project's Details should be presented in the format as shown in the page. Provision of images/videos should be there. It will have images/videos and details of the project.

Master Search Page:

When any user clicks on 'view all' on home page, this page will open. Its detailed explanation is given in the **Explanation of Homepage**.

4.1. Validity & Extension of Contract

- The contract will be signed initially for development of the website and the Dashboard as per deliverables mentioned in this RFP and security audit by CERT-In empanelled agency and subsequent maintenance of both for a period one year from the date of complete hand over of the website and the dashboard.
- The contract may be extended for a further period of two years (one year at a time i.e. two successive extensions of one year each) at the sole discretion of the Embassy on the existing terms and with the written consent of the selected agency. The agency during the period of contract will carry out changes to the website, without any additional cost to the Embassy, as may be necessary [viz., technical, content, design, security features or other parameters] if and when such changes are required by the Embassy.
- In case of extension of contract for 2nd and 3rd year for maintenance, Security audit by CERT-In empanelled agency may be carried out by the selected vendor at the request from the Mission at the cost mentioned for component “*One time cost of Security audit of website & Dashboard*”. The request of security audit by CERT-In empanelled agency will be initiated by the Mission only.

4.2. Bids

QCBS (Quality and Cost Based Selection) system will be followed involving a two bid system (Technical & Financial Bids). Weightage of technical to financial bids would be in the ratio, 60:40. The technical bids shall be opened on 13.06.2023 in Conference Room, Embassy of India, Kathmandu in the presence of those bidders who may desire to be present at that time (or can join through VC). The Technical Bid/presentation will be evaluated by the Technical Evaluation Committee.

Selection of Successful Bidder-QCBS Method

Contract will be awarded to the Highest Bidder (H1 Bidder) (Bidder who has scored highest score) as per the QCBS method.

- **Technical Bid Score:** The Technical Bid Score ‘St’ of the Bidder shall be derived as under

$St = (Stm / Sh * 100)$, where

St is the Technical Bid Score

Stm = Total technical bid marks of the bidder under consideration

Sh = Highest Total Technical bid marks amongst all evaluated bids.

- **Financial Bid Score:** The bidder/agency applying will quote their rate as mentioned in **5.5. Financial Evaluation**. The Financial Bid Score 'Sf' of the Bidder shall be derived as under:

$Sf = (FL / F * 100)$ Where

Sf is the Financial Score

FL is the value of the lowest Commercial Bid among all bidders

F is the price quoted in the bid under consideration

(all the price/quote used in the calculation will be inclusive of tax/GST).

- **The Total score of the Bidder will be determined as under Total Score = (TS) = (0.6 x St) + (0.4 x Sf)**
- **The bid of the bidder, who obtains the highest TS value, will be rated as the Most Responsive Bid. In the event of the same TS score of bidders, the bid with the highest technical score (St) will be rated as the most responsive bid. Beyond that, Bid Evaluation Committee will decide the matter in its full discretion.**

5. Competencies, essentials knowledge & experience:

5.1 Minimum Eligibility Criteria

The Agency should be able to provide a qualified web/portal designing, building and maintenance team, for undertaking this assignment. The Agency team would work closely with Embassy of India, Kathmandu. A confirmation letter from the Agency for being able to provide the qualified team should be attached. Details of the team dedicated to Embassy of India, Kathmandu should be provided.

The minimum eligibility criteria to participate in the tender process are provided below–

	Descripti on	Document Proof	Supporting Documents
1	<i>Details of agency mentioning the name, address, Email and mobile phone number of the bidder/ authorized representative.</i>	<i>Details are to be submitted along with the quotation: Details of the Bidder/ Organization</i>	<i>Eligibility- pdf1</i>
2	<i>Proof of registration with the Service Tax department and carry a valid PAN/TAN.</i>	<i>- Copy of Service Tax Registration/ GST - Copy of PAN/ TAN Card</i>	<i>Eligibility- pdf2</i>
3	<i>The agency should produce certificates for registration/ incorporation issued by the Registrar of Companies.</i>	<i>Certificate of registration/ incorporation issued by the Registrar of companies</i>	<i>Eligibility- pdf3</i>
4	<i>An undertaking (self-certificate) that the agency hasn't been blacklisted by a central/state Government institution and missions. Also there has been no litigation with any government department on account of IT Services.</i>	<i>Self-declaration that the bidder has not been blacklisted.</i>	<i>Eligibility- pdf4</i>
5	<i>Self- Certificate that the agency has resources having domain knowledge in web Development/ Governance applications. And have knowledge & expertise to implement Guidelines for Indian Government Websites (GIGW) Compliance matrix.</i>	<i>Self-Certificate</i>	<i>Eligibility- pdf5</i>
6	<i>The bidder should have completed at least 5 orders for website/portal development and maintenance for GoI's Ministries/ Department, Indian missions since 1 Jan, 2018</i>	<i>Copies of purchase orders or agreements/contracts may be submitted as supporting documents</i>	<i>Eligibility- pdf6</i>
7	<i>The Agency must get at least 2 satisfactory work completion letters/emails from GoI's Ministries/ Department, Indian missions for the work performed in the period since 1 Jan, 2018</i>	<i>Copy of Valid Certification or email from clients</i>	<i>Eligibility- pdf7</i>

8	Turnover	The average annual turnover of the agency should be at least INR 3 Cr for the last three completed financial years. The agency is required to submit a certificate from its auditor to this effect. The turnover figures for the preceding three financial years should also be marked clearly on the balance sheet. Turnover figures only for complete (not partial) financial years shall be accepted. In case the agency has multiple business wings, turnover figures of only the software development /related branch shall be considered and the agency will have to submit the said figure	Eligibility-pdf8
9	Tax Return	Agency must have filed Tax Returns for the last three years.	Eligibility-pdf9
10	Certification	Agency must be at least a CMMI level 3 company or above.	Eligibility-pdf10

5.2. **Pre-bid Meeting**

- i. A prospective bidder, requiring a clarification on the Tender document shall notify Embassy of India, Kathmandu via email to cpic.kathmandu@mea.gov.in & picsection.kathmandu@mea.gov.in within the time.
- ii. Embassy of India, Kathmandu will conduct the Pre-bid Meeting on (23 & 30 May 2023) at 3 PM (Nepal Standard Time) virtually to

address the submitted queries.

5.3. Bidding process:

Prospective bidders may send their bids (technical & Financial) through email on email IDs cpic.kathmandu@mea.gov.in & picsection.kathmandu@mea.gov.in. Financial Quotation must be password protected. Bids, having non-password-protected financial quotation, will not be accepted.

5.4. Technical Evaluation:

Only the agencies who fulfill the Minimum Eligibility Criteria and sent the documents as mentioned shall be eligible for technical evaluation. As part of the technical evaluation, agencies will have to give a technical presentation to the Embassy covering the points as mentioned in the table below. The technical evaluation of the bidders shall be made on the following points:

S.N.	Description	Max Points	Supporting Documents
1	Number of websites including portal development/maintenance contracts (duration equal/more than 1 year) <i>since 1 Jan, 2018</i> . (exclusive of websites of Government of India or Nifty-Fifty companies)	10 marks [<= 5 = 02 marks 6 <= 10 = 04 marks 11 <= 15 = 06 marks 16 <= 20 = 08 marks 21 >= = 10 marks]	Tech-pdf1
2	Number of contracts (duration equal/more than 1 year) for development/maintenance of Web Applications/portals for Government of India or Nifty-Fifty companies <i>since 1 Jan, 2018</i> . A bonus of 2 marks (subject to a maximum of 10 Marks) would be given for companies having experience of hosting/maintaining	10 marks [<= 02 = 02 marks 03 <= 04 = 04 marks 05 <= 06 = 06 marks 07 <= 08 = 08 marks 09 =< = 10 marks]	Tech-pdf2

	international agency/marquee events websites such as Olympics, FIFA, UN organization event, G-20.		
3	Presentation of any 2 websites already developed by the vendor (both should be based on different theme and template)	10 Marks (marks will be based on i. Modern, aesthetically appealing design. ii. Well Structured, clutter free iii. Ease of navigation. iv. Improved GUI)	Tech-pdf3
4	Presentation of the final product required by EOI Kathmandu (website + dashboard). Presentation should cover both website & Dashboard. The template design may be presented through PPT, pdf or any online design application hosted on a server.	20 Marks (Marks will be based on i. overall design theme. ii. Color code iii. De-cluttered-clean design iv. Ease of navigation)	Tech-pdf4
5	Company Standards (Vendor must provide certificate issued for the respective certification. In case of CMMI Level certification, certificate for the highest level certification will be considered)	10 marks ISO 9001:2015(2.5 Marks) ISO 27001:2013(2.5 Marks) & CMMI Level III = 3 marks, or CMMI Level IV = 4 marks, or CMMI Level V = 5 marks	Tech-pdf5
6	Technical manpower (MP)	10 Marks [10<= 20 = 02 marks 21 <= 30 = 04 marks 31 <= 40 = 06 marks 41 <= 50 = 08 marks 51 >= = 10	Tech-pdf6

		marks]	
7	Annual Turnover	10 Marks [<= 3 = 02 marks 3 <= 4 = 04 marks 4 <= 6 = 06 marks 6 <= 10 = 08 marks 10 >= = 10 marks] (Annual turnover for FY 2023)	Tech-pdf7
	Total	80	

Companies must obtain at least 65% (52 marks) from above said criteria to gain Minimum Eligibility Criteria.

5.5. Financial evaluation:

- i. Only the agencies, who qualify the Technical evaluation round, will be eligible to participate in the financial bidding round. The date and time for opening of the Financial Bid will be intimated on a later date.
- ii. The bidder will quote their 'one time rate' for carrying out the entirety of the scope of work (as per tabular format given below).
- iii. No change in financial bids is allowed after its submission.
- iv. Financial quotation will be provided in the following format (in INR):

S.N.	Particulars	Cost
1	<i>Redesign, development of the website</i>	
2	<i>Development of the dashboard</i>	
3	<i>One time cost of Security audit of website & Dashboard</i>	
4	<i>Maintenance for one year period of the website & Dashboard after complete handover (including cost of SSL certificate)</i>	
	Total cost(without tax)	
	Total cost(with tax)	

**cost of one year maintenance (including SSL) (without tax) should not be more than 20% of total cost (without tax).*

**Onetime cost of Security audit of website & Dashboard by CERT-In empanelled agency (without tax) should not be more than 10% of total cost (without tax).*

**Financial quotations must be password protected.*

5.6. Competencies:

- Past experience in creating and maintaining very professionally and exceptionally creative websites/portals for GoI Ministries/Departments, Indian missions.
- Excellent I.T. skills and project management skills.
- Strong editorial team with communications skills to write clearly and compellingly in English and other languages.
- Ability to juggle priorities and deadlines and perform well under pressure;
- Ability to respond quickly to the maintenance requirement in the post commissioning phase.
- Awareness on the latest smart technologies for website/portal development.
- Ability to regularly maintain, update the developed website/portal.

5.7. Essential knowledge and experience:

- 5.7.1. Good information technology skills, with previous experience of website/portal maintenance, management, editing, and development.
- 5.7.2. Expertise with HTML and content-management systems and latest trends and technology in website/portal content and social media.
- 5.7.3. Strong analytical and research skills, including the ability to analyze audiences, attitudes, communications products and messages and to translate them into the design and implementation of effective websites/portals.
- 5.7.4. Knowledge of the mandate and work of a government department website would be desirable.

5.8. Performance Bank Guarantee:

The successful bidder shall provide a Performance Guarantee for the due and faithful performance of contract for a sum of 10% of the total contract price before the signing of Agreement. The Performance Guarantee should remain valid for a period of 60 days beyond the date of completion of contractual obligations.

Refusal or inability or delay by successful bidder to supply all deliverables as per scope of work at the contracted rate may result in

termination of the contract and forfeiture of Performance Guarantee (PG) as well as disqualification of the bidder from participating in future tenders.

5.9. Agreement deed:

The successful bidder shall execute an agreement for the fulfillment of the contract at the time of award of contract. The incidental expenses of execution of agreement/Contract shall be borne by the successful bidder. Agreement/contract will be signed after the submission of the Performance Bank Guarantee (PBG) which shall be 10 percent of the contract value.

Liquidated damages and termination:

- In case of quality of service provided by the contractor found wanting / inadequate, the competent authority may terminate the contract agreement after giving 30 days' notice. In that case the competent authority may forfeit the Performance Guarantee deposit.
- In case of a material breach of any of the terms and conditions mentioned in the tender document, the competent authority will have the right to terminate the contract, cancel the work order without assigning any reason and nothing will be payable by this Embassy in that event and the Performance security deposit may also be forfeited .

Closure of Contract

While making the final payment to the contractor and before releasing the PBG, a "no claim certificate" shall be taken from the contractor.

5.10. Payment Terms & Conditions:

- (i) 50% of total value of project cost will be processed after complete handover and successful launch of the website and the Dashboard.

(ii) 30% of total value of project cost will be processed after completion of 6 months of maintenance period from the date of complete handover and successful launch.

(iii) Remaining 20% of total value of project cost will be processed after completion of 12 months of maintenance period from the date of complete handover and successful launch.

(iv) After launch of the portal, this RFP envisages that the vendor selected will manage/maintain the website and the dashboard for a period of one year effective from the date of the launch of the website & Dashboard.

(v) Payment will be made in Indian Rupees by Embassy of India, Kathmandu to the successful vendor by cheque/bank transfer.

(vi) Payments (subject to satisfactory job done) shall be subject to deductions of any amount for which the Vendor is liable as per the penalty clause of this tender document.

It is to be noted that

- a) Taxes / GST as mentioned in the financial quotation should be in adherence to applicable tax/GST rate.
- b) The cost quoted will be firm and fixed for the duration of performance of the contract. At no point of time will any deviation from the quoted rate be entertained by Mission.
- c) The quotation shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.
- d) All prices should be quoted in Indian Rupees and indicated both in figures and words. Figures in words will prevail.
- e) The cost should include all travel costs, shipping/mail, telephone/fax charges and agency administrative costs that may be incurred by the agency as part of this contract.

5.11. Submission of quotations and proposals:

- a) Proposals/ quotation must be submitted to Embassy of India, Kathmandu at the below mentioned email address:

Email:

Signed, stamped and scanned copies can be e-mailed to the above mentioned email IDs

- b) Embassy of India, Kathmandu may, at its discretion, extend the deadline for submission of quotations by issuing an Addendum in which case all rights and obligations of the proposed project and the agencies will thereafter be subject to the deadlines as extended.
- c) **The Proposal should be submitted on or before 1730hrs (Kathmandu Time) of 07-06-2023**

No Proposal will be accepted after the deadline for submission.

In no event will Embassy of India, Kathmandu be responsible for ensuring that Agency inquiries have been received by it. Embassy of India, Kathmandu will endeavor to provide a timely response to all questions and would provide information to the extent it is currently available to the best of its knowledge. The responses will be communicated through email.

The last date for receiving the clarification requests is 05.06.2023. Any query received beyond the specified time-line would not be entertained.

Reply of any clarification/ documents required by the Mission should be provided within 2 days of seeking such details. Failure to do so will result in annulment of the proposal.

6. Penalty:

Non- adherence to Timeline:

- a) If the vendor selected does not deliver the work to the satisfaction of the Mission within the stipulated time, a penalty of INR 10,000/- (Indian Rupees Ten Thousand) per calendar week shall be imposed.

b) An additional penalty of INR 2000/- (Indian Rupees Two Thousand) per calendar day shall be imposed on the service provider if the work is not completed in additional period of two weeks [i.e. over and above applying penalty of INR 20,000/- (Indian Rupees Twenty Thousand) for 2 weeks].

7. General Terms and Conditions

- (i) To implement all security instructions provided by CERT-IN, MEA or the Mission to ensure that the website and the dashboard comply with the 'Guidelines for Indian Government Websites (GIGW 3.0)' { <https://guidelines.india.gov.in/> in full}, will be the responsibility of the service provider including the cost involved.
- (ii) Identify and execute training requirements along with preparation of User Manual/SOP will be the responsibility of the service provider including the cost involved.
- (iii) Mere submission of RFP shall not confer any right whatsoever on the submitting entity.
- (iv) The RFP shall remain valid for a period of 6 months from the date of issuance of RFP.
- (v) It shall be obligatory on part of the submitting entity to furnish any further information as may be sought by Embassy of India, Kathmandu.
- (vi) Neither the issue of this invitation for RFP nor any part of its contents is to be taken as any form of commitment or acknowledgment on part of Embassy of India, Kathmandu to proceed with any RFP or any entity and Embassy of India, Kathmandu reserves the rights to annul or terminate the process or reject any RFP at any time or stage without assigning any reason.
- (vii) Incomplete proposals are liable to be rejected.
- (viii) This RFP is not an agreement and is neither an offer nor invitation by Embassy of India, Kathmandu to any person. The purpose of this RFP is to provide interested parties with information that may be useful to them in preparing their proposal pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by Embassy of India, Kathmandu in relation to

the Project. Such assumptions, assessments and statements do not purport to contain all the information. This RFP may not be appropriate for all persons, and it is not possible for Embassy of India, Kathmandu, its employees to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each entity should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

- (ix) Embassy of India, Kathmandu may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.
- (x) The issue of this RFP does not imply that Embassy of India, Kathmandu is bound to select a particular entity or to appoint the Selected entity, as the case may be, for the Project and Embassy of India, Kathmandu reserves the right to reject all or any of the proposals without assigning any reason whatsoever.
- (xi) Further, all information/data/reports/pitches/data or other material submitted to Embassy of India, Kathmandu under this RFP by the Applicant shall become the property of Embassy of India, Kathmandu. The Applicant hereby agrees that they shall not have any right claim, authority whatsoever over the submitted information/reports/pitches/data or other material to Embassy of India, Kathmandu. The Applicant further agrees and undertakes that Embassy of India, Kathmandu may use the aforesaid information/data/reports/pitches/data or other material at its sole discretion and the Applicant shall not have any objection whatsoever in Embassy of India, Kathmandu using the same.
- (xii) The firm shall be a legal entity as per the GOI rules/regulations and laws of the land.
- (xiii) The firm must have service tax registration, PAN, GST, Service Tax reg. No. and should be income tax assess.
- (xiv) The firm should not have been blacklisted by any Government organization.

- (xv) If the performance in whole or part of any obligation under the contract to be signed is prevented or delayed for a period exceeding 30 days, the Mission may, at its option, terminate the contract.
- (xvi) Any dispute or difference arising out of or in connection with the contract to be signed shall be determined by the appointment of a single arbitrator to be appointed by the Embassy of India, Kathmandu. All disputes arising out of or in connection with the Agreement to be signed are bound to the exclusive jurisdiction of the Courts in New Delhi, India.

8. Important Dates:

Reference No.	RFP NO. No. Kat/P&I/305/02/2022
Name of Organization	Embassy of India, Kathmandu

	Date	Time (Kathmandu Local time)
Date of Publishing/Issuance	17.05.2023	1700 hrs. (Kathmandu Time)
Clarification end date	05.06.2023	
Submission end date by vendors	07.06.2023	1730 hrs. (Kathmandu Time)
Opening & Examination of quotation	08.06.2023	
Seeking queries and clarification from vendors	09- 12.06.2023	
Technical Evaluation	13.06.2023	
Financial Evaluation	15.06.2023	
Approval & Contract Signing	16.06.2023	

9. **Project Time Line:**

Vendor will deliver the completed project (website & Dashboard) within 60 days after issuance of work order.
