

No. Hon/302/1/2011

December 26, 2017

Consulate General of India
Hong Kong

Press Notice

Consulate General of India, Hong Kong, invites on behalf of President of India, sealed bids from experienced firms for “Redevelopment and Maintenance of Website for Consulate General of India, Hong Kong’ for two years.

Tender processing fee: Nil

Last date and time of submission of bid: 22.01.2018 up to 3:00 pm.

The bid forms and other details can be obtained from the website <https://eprocure.gov.in/epublish/app> → Tenders by Location → Hong Kong

Detailed Notice Inviting Tender is also available on www.cgihk.gov.in or the bid forms can be obtained from the Consulate without any fee/charges.

(Narayan Singh)
Head of Chancery
Consulate General of India
hoc.hongkong@mea.gov.in



GOVERNMENT OF INDIA

**CONSULATE GENERAL OF INDIA
HONG KONG**

**Tender for 2-year Contract for Redevelopment and Maintenance of website for
Consulate General of India, Hong Kong**

Tender Documents

Government of India
Consulate General of India
Hong Kong



Consulate General of India
16-A,B &D, United Centre,
95 Queensway, Admiralty, Hong Kong
Telephone : 3970 9922; Fax : 2866 4124
E Mail: hoc.hongkong@mea.gov.in
culture.hongkong@mea.gov.in

No. Hon/302/1/2011

December 26, 2017

TENDER NOTICE

Subject: Tender for 2-year Contract for Redevelopment and Maintenance of website for Consulate General of India, Hong Kong

The Consulate General of India, Hong Kong (hereafter also referred to as CGI Hong Kong or the Consulate), would like to maintain its website. The website address is www.cgihk.gov.in. The objectives of this tender are:

- Maintenance & regular updation of the Consulate General of India Hong Kong's website including the mobile version;
- CMS updation and Website security;
- Security auditing;
- Providing for Indian citizen registration, business enquiries and communication facilities;
- 24 X 7 website content updates;
- Search engine optimization;
- Social Media updates on website.

2. Broad details of scope of work of website is in Section-IV. Last date of submission of bids: **22nd January 2018 (1500 hrs.)**

(Narayan Singh)
Head of Chancery
Consulate General of India, Hong Kong
16 A United Centre, 95 Queensway,
Admiralty, Hong Kong
Email: hoc.hongkong@mea.gov.in
Tel: 39709922

Consulate General of India
Hong Kong

Instructions to Bidders (Section-I)

Subject: 2-year Contract for Redevelopment and Maintenance of website for Consulate General of India, Hong Kong

1. The Bidding Documents comprise of:

Section-I	Instructions to bidder
Section-II	Introduction and Credentials of Bidder
Section -III	Terms and conditions of Contract
Section - IV	Scope of work
Section - V	Financial bid document - Form of Tender

2. Tenders are invited under two bid system viz. Technical Bid and Financial bid from reputed and experienced firms on the subject.

3. Tender document can be downloaded from the following websites:

www.cgihk.gov.in

<https://eprocure.gov.in/epublish/app> -> Tenders by location -> Hong Kong

4. The tender should be submitted in two sealed envelopes as below:-

- The first sealed cover superscripted as “Technical Bid” should contain details of technical capabilities of the agency/company (as per Section-II).
- The second envelope superscripted “Financial Bid” should contain rates only for 2-year contract as per Section V.
- Both sealed covers should be placed in the main sealed envelope superscripted “Tender for 2-year Contract for Redevelopment and Maintenance of website for Consulate General of India, Hong Kong”
- The Bid shall be submitted before **3.00 p.m. on or before 22/01/2018** at the following address:

Consulate General of India, Hong Kong,
16-A, United Centre, 95 Queensway,
Admiralty, Hong Kong”.

- e) Bids may be hand delivered or sent by post at the aforementioned address so as to reach on or before the prescribed date and time. The Consulate will not be responsible for any postal delay.
5. **Opening of Bids** - Bids shall be opened at **3.30 pm** on the last day of submission **i.e. 22/01/2018** at the Consulate General of India.
6. **Validity of Bid** - The Bid shall remain valid for a period of 180 days from the date of the opening of the bid or up to any mutually extended period.
7. **Cost of Tendering** – The Consulate will not be responsible to compensate for any expense or losses which may be incurred by the bidder in the preparation and submittal of his bid.
8. **Amendments to Tender Document** - At any time prior to the date of opening of the bid, the Consulate General of India Hong Kong may issue an addendum in the Tender Document in writing to all persons or firms to whom the Tender documents have been issued, deleting, varying or extending any item of this Tender Document. Prospective bidders shall promptly acknowledge receipt of each Addendum by email to the Consulate General of India Hong Kong.
9. **Lump Sum Fixed Price Tender** - This is a LUMPSUM FIXED PRICE TENDER with extent of work as shown in Scope of Work. The bidder shall examine the scope of work and other Documents and all Addenda (if any) before submitting his bid and shall become fully informed as to the extent, quality, type and character of operations involved in the Scope of Work. The bidder shall visit the website and explore & acquaint himself with the Scope of Work. The bidder shall take entire responsibility in the interpretation of this tender. No consideration or compensation will be given for any alleged misunderstanding of the nature of the work to be executed. Price escalation, in rates due to any reason shall not be applicable.
10. **Final Tender Price - Decision on bid will be taken based on the final price quoted on the Form of Tender.** Lump-sum Fixed Price/Amount as quoted in the “**Form of Tender**” shall be the basis for deciding the tender quote and the L1 bidder.
11. **Conditional Acceptance of the Tender** - The acceptance of the bid shall be conditional and not finally binding upon the Consulate General of India Hong Kong. The Consulate General of India Hong Kong may withdraw the acceptance of the bid without any notice or other formality and may enter into a new Agreement for the execution of the Scope of Works or any part of it.
12. Any further information or clarification which the bidder may require in order to complete his bid may be obtained from:

**“Mr. Narayan Singh,
Head of Chancery,
Consulate General of India, Hong Kong,**

**16-A, United Centre, 95 Queensway,
Admiralty, Hong Kong”.**

Tel: 852 39709922

E-mail: hoc.hongkong@mea.gov.in

The last date for receiving the clarification requests is **20 January 2018**. Any query received beyond the specified timeline would not be entertained.

13. Disqualification of Tender - Tender may be disqualified for any reason including, but not limited to the following:

- a) If bidder sets forth any conditions which are unacceptable to the Consulate General of India Hong Kong.
- b) If any bid is submitted under a name other than the name of the individual firm, partnership or corporation that was issued the Tender Document.
- c) If there is evidence of collusion between Bidders.
- d) If bidder sets forth any offer to conditionally discount, reduce or modify its bid.
- e) If Bid price is disclosed before opening of Financial Bid.

14. Compliance with Tender Document - Bidder shall have deemed to have read carefully all the Tender Documents and visited the website. The quoted Lump-sum Fixed price are inclusive all cost and charges and complete in all respect to make the contract functional as per the standard and to the entire satisfaction of the Consulate General of India Hong Kong.

15. The tender Reference No. is as follows:

Reference No.	Hon/302/1/2011
Name of Organization	Consulate General of India Hong Kong

16. The important schedule and dates are given below:

S. No.	Key Event	Dates
1.	Date of publishing on CPP Portal	01.01.2018
2.	Date of receiving the bids (Start)	01.01.2018
3.	Date of clarification (Start)	01.01.2018
4.	Date of clarification (End)	20.01.2018
5.	Bid submission closing date & Time	22.01.2018 (1500 hrs)
6.	Technical Bids opening date (date and time for opening of financial bids of technically qualified will be Intimated separately	22.01.2018 (1530 hrs)

17. No proposal will be accepted after the deadline for submission. In no event will Consulate General of India, Hong Kong be responsible for ensuring that Agency inquiries have been received by it. Consulate General of India, Hong Kong 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.

18. Payment will be made in INR by Consulate General of India, Hong Kong to the successful vendor. Payments shall be subject to deductions of any amount for which the Vendor is liable as per the penalty clause of this tender document.

19. It is to be noted that

- a) 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 CGI Hong Kong.
- b) The quotation shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.
- c) All prices should be quoted in Indian Rupees and indicated both in figures and words. Figures in words will prevail.
- d) 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.

20. It may be noted that:

- a) Unless it is in formal manner described above, any representation or explanation to the Bidder shall not be considered valid or binding on the Consulate General of India Hong Kong as to the meaning of anything connected with the Tender Document.
- b) The date and time for submission may be deferred by an official notification in writing issued by the Consulate General of India Hong Kong to all Bidders. Bids received after this date will not be considered.
- c) The Consulate reserves the right to amend any of the terms and conditions contained in the tender document or rejects any or all bids without giving any notice of assigning any reason thereof. The decision of Consulate in the regard will be final and binding upon all the bidders.

21. All bidders are requested to read and understand the terms and conditions of the contract before submitting their bids. No change or violation of aforementioned terms and conditions is permissible once the bid is accepted by the Consulate.

(Narayan Singh)
Head of Chancery

Signature of bidder_____

Stamp of bidder/Company_____

Date_____

Section-II

**Introduction and Credentials of Bidder/Technical Information
(Proforma to be submitted with Technical Bid by the Bidder)**

1. Name of Company:
2. Address of the Registered Officer :
3. Correspondence address:
4. Contact details:

Telephone No. :

Fax No. :

E-mail:

S. No.	Requirements	Response
1.	a) Brief introduction of the company	
	b) Previous experience in the field (minimum three years)	
	c) Total number of regular employees with the company	
	d) Annual turnover of the company for the last two years. Whether the firm has suffered loss in any of previous 5 years.	
	e) Registration certificate and license for the services	
2.	Work plan and methodology for undertaking the job	
3.	List of other Indian Missions where the company is providing similar services.	
4.	Articles of Association (in case of registered firms), By laws And Certificates for registration issued by the Registrar of Companies. (Please upload only relevant portions).	
5.	An undertaking (self-certificate) that the agency hasn't been blacklisted by a central/state Government institution and there has been no litigation with any government department on account of IT services.	
6.	An undertaking (self-certificate) that the agency has sufficient competencies and essential knowledge and experience as detailed in Para 18 & 19 of Section III and has resources having domain knowledge in	

	Web Development Governance applications. Agency needs to have a documentary proof of Guidelines for Indian Government Websites (GIGW) Compliance expertise.	
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Supporting documents are to be attached

(Documents about the bidders, experience, name of other offices/establishments where the bidder is working/has worked earlier, etc. and any other information about bidder – these documents can be supplied and attached by the bidders).

Signature of bidder _____

Stamp of bidder/Company _____

Date _____

Section III

Terms and Conditions

1. To implement all security instructions provided by CERT-IN, MEA or the Consulate to ensure that websites comply with the 'Guidelines for Indian Government Websites (GIGW)' <http://guidelines.gov.in/> in full}, will be the responsibility of the service provider including the cost involved.
2. Identify and execute training requirements along with preparation of User Manual will be the responsibility of the service provider including the cost involved.
3. Mere submission of tender shall not confer any right whatsoever on the submitting entity.
4. The tender shall remain valid for a period of 6 months from the date of publication of tender.
5. It shall be obligatory on part of the submitting entity to furnish any further information as may be sought by Consulate General of India, Hong Kong.
6. Neither the issue of this invitation for bid nor any part of its contents is to be taken as any form of commitment or acknowledgement on part of Consulate General of India, Hong Kong to proceed with any tender or any entity. Consulate General of India, Hong Kong reserves the rights to annul or terminate the process or reject any tender at any time or stage without assigning any reason.
7. Incomplete proposals are liable to be rejected.
8. **Penalty Clause** - If the service provider does not deliver the work to the satisfaction of the Customer within the stipulated time (as per Scope of Work) a penalty of Rs. 2500/- (Five Thousand and Five Hundred Indian Rupees) per calendar week shall be imposed on the service provider. An additional penalty of Rs. 500/- (Rupees Five Hundred) per calendar day shall be imposed on the service provider if the work is not completed in additional period of two weeks i.e. after applying penalty of Rs. 1000/- per week.
9. This tender is not an agreement and is neither an offer nor invitation by Consulate General of India, Hong Kong to any person. The purpose of this tender is to provide interested parties with information that may be useful to them in preparing their proposal pursuant to this tender. This tender includes statements, which reflect various assumptions and assessments arrived at by Consulate General of India, Hong Kong. Such assumptions, assessments and statements do not purport to contain all the information. This tender may not be appropriate for all persons, and it is not possible for Consulate General of India, Hong Kong, its employees to consider the investment objectives, financial situation and particular needs of each party who reads or uses this tender. The assumptions, assessments, statements and information contained in this tender 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 tender and obtain independent advice from appropriate sources.

10. Consulate General of India, Hong Kong 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 tender.

11. The issue of this tender does not imply that Consulate General of India, Hong Kong is bound to select a particular entity or to appoint the Selected entity, as the case may be, for the Project and Consulate General of India, Hong Kong reserves the right to reject all or any of the proposals without assigning any reason whatsoever.

12. Further, all information/data/reports/pitches/data or other material submitted to Consulate General of India, Hong Kong under this tender by the bidder shall become the property of Consulate General of India, Hong Kong. The bidder hereby agrees that they shall not have any right claim, authority whatsoever over the submitted information/reports/pitches/data or other material to Consulate General of India, Hong Kong. The bidder further agrees and undertakes that Consulate General of India, Hong Kong may use the aforesaid information/data/reports/pitches/data or other material at its sole discretion and the bidder shall not have any objection whatsoever in Consulate General of India, Hong Kong using the same.

13. The firm shall be a legal entity as per the GOI rules/regulations and laws of the land.

14. The firm must have service tax registration, PAN, TIN, Service Tax reg. No. and should be income tax assess.

15. The firm should not have been blacklisted by any Government organization

16. If the performance in whole or part of any obligation under this contract is prevented or delayed for a period exceeding 60 days, Consulate may, at its option, terminate the contract.

17. Any dispute or difference arising out of or in connection with this contract shall be determined by the appointment of a single arbitrator to be appointed by the Consulate General of India, Hong Kong. All disputes arising out of or in connection with this Agreement are bound to the exclusive jurisdiction of the Courts in New Delhi, India.

18. **The Company should possess following competencies:**

- a. Past experience in creating and maintaining very professionally and exceptionally creative websites for Indian missions.
- b. Excellent I.T. skills and project management skills

- c. Strong editorial team with communications skills to write clearly and compellingly in English and Hindi.
 - d. Ability to juggle priorities and deadlines and perform well under pressure;
 - e. Ability to respond quickly to the maintenance requirement in the post commissioning phase.
 - f. Awareness on the latest smart technologies for website development.
 - g. Ability to regularly maintain, update the developed website.
19. **The company should possess following essential knowledge and experience:**
- a. Good information technology skills, with previous experience of website maintenance, management, editing, and/or development.
 - b. Expertise with HTML and content-management systems and latest trends and technology in website content and social media.
 - c. 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.
 - d. Knowledge of the mandate and work of a government department website would be desirable.

Signature of bidder_____

Stamp of bidder/Company_____

Date_____

Section-IV

Scope of work

1. Scope of Work

The primary focus of the website is to provide clear and easily understandable information to citizens of India and foreigners about Consulate General of India, Hong Kong services. Broadly the scope of work includes:

1. Website Management & Security management

- i. Redesign of website as per MEA and NIC website guidelines as a responsive website.
- ii. Redesign of the **Content Management System** of the website for contents like visa information, Passport , Press releases, galleries, events , live feeds, social media contents, if any and periodic archiving the old contents automatically, etc.
- iii. Providing 24 X 7 unlimited update of the content with mission officials for all the tasks related to the website design and maintenance and updates respectively.
- iv. Agency would be required to provide Warranty, Maintenance, and Technical Support for the period of contract for all matters related to Website Management, Website security and Website Hosting.
- v. Preparation of User Manual and provide online technical support for Training of Indian staff for content upload on the Website.
- vi. Social Media updates such as Facebook/Twitter and other MEA and Mission required Social Media updates in the live feed of the website.
- vii. To ensure that website complies with the "Guidelines for Indian Government Websites (GIGW)" <http://guidelines.gov.in/>
- viii. Creation, maintenance and updation of mobile version of the website.

2.1 Detailed 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 Consulate General of India, Hong Kong.

2.1.1 Redevelopment and Maintenance of Customized Web Based application/portal solutions/ Web designing:

- i. Redevelop the website for contents like visa information, Passport , Press releases, galleries, events , live feeds, social media contents, if any and periodic archiving the old contents automatically, etc..
- ii. Study and analysis of existing /Similar website and include best practices in draft design.
- iii. Coordination and collection of required content for website updates.
- iv. Design should comply on all parameters with guidelines issued by Government of India for websites.
- v. Comply with website security guidelines issued by NIC, GOI.
- vi. The website should have features like an event calendar which would be updated regularly.
- vii. The page download response should be quick and fast.
- viii. The website 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.
- ix. Develop an application through which the Consulate is able to upload contents remotely. Approval rights will be with Consulate General of India, Hong Kong.
- x. In the CMS, provide front-end user interface/ network login details that allows a user, even with limited expertise, to add, modify and remove content from a website.

- xi. Prepare the mobile version of the website.
- xii. Creation, maintenance and updation of mobile version of the website.

2.1.2 Website Maintenance

- i. Upgrade/update content and structure of Consulate's current website.
- ii. Update Content on the website on a regular basis, as provided by Consulate.
- iii. Develop banners/images/info graphics/flyers or any other graphics as may be needed from time to time.
- iv. Manage and maintain Consulate's domain, including hosting facility in India with secure server.
- v. Regularly monitoring of the website with 24 X 7 monitoring tools and intrusion detection system facility
- vi. Complete regular repairs as needed to scripting languages, basic HTML, broken images, broken links and all other malfunctioning code or components.
- vii. Periodic full backup of website through the duration of the contract.
- viii. Provide a report on site traffic statistics and search engine analysis reports on a monthly basis.
- ix. Give monthly updated reports to Consulate about no. of visitors, geographical distribution of visitors, average time spent on the website, most visited sections/pages etc. besides other analysis.
- x. Show number of visitors to the website.
- xi. 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.
- xii. Provide Consulate with two off site coordinators for all the tasks related to the website design and maintenance and repairs respectively.

2.1.3 Content Management System

- i. Content Management-Redesign the 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 a regular basis.
- ii. Layout/homepage to be redesigned according to Consulate and MEA strategy periodically.

2.1.4 Database Management

- i. Maintain registered Indian citizen database.
- ii. Content archiving for periodic review of the content up on need from missions
- iii. Database- requires periodic bug fixing, troubleshooting and the periodic update of searchable data.
- iv. Maintain Site Search Engine by ensuring any content updates and new pages are searchable.
- v. Advanced search option to be incorporated.
- vi. Automated reconciliation and generate necessary reports etc.

2.1.5 Adherence to Web Application Audit/ Compliance and Approval / Security Features.

Comply with Security Audit and other security instructions as and when issued by the Consulate General of India Hong Kong.

2.1.6 Indicative Deliverables

- High Level Design/ Architecture Document

- Provide a report on site traffic statistics and search engine analysis reports on a monthly basis.
- Give monthly updated reports to Consulate about no. of new visitors, geographical distribution of visitors, average time spent on the website, most visited sections/pages etc. besides other analysis.
- Show number of visitors to the website.
- Development and implementation of the online web strategy with major upgrades in the design and content of the current website.
- Editing and proof reading of the website content.
- Development of new content for the website as per the advice forms the Consulate.
- Regular updates on the website.
- Prompt and Proper Maintenance of website.
- Registered and online information database.
- Source code will be handed over to Consulate, whenever requested.

Signature of bidder_____

Stamp of bidder/Company_____

Date_____

Tender No: Hon/302/1/2011
Consulate General of India
Hong Kong

Section-V

Financial bid document - Form of Tender

(To be submitted by the Bidder)

To: Consulate General of India

We have examined and read the tender conditions for 2-year Contract for Redevelopment and Maintenance of website for Consulate General of India, Hong Kong. We offer to execute and complete the services, in conformity with this tender, which includes all these documents for the **Lump-sum Fixed Price of INR:**

-----exclusive of VAT.

If this offer is accepted, we will commence the services immediately on receipt of work order and signing of Service Agreement.

We understand that you are not bound to accept the lowest or any tender you may receive.

Signature_____

In the capacity of:

Duly authorized to sign tender for and on behalf of:

Address:

Date & Place:

Amendments