

**Embassy of India
Brazzaville**

E-NOTICE: Tender for hosting, re-design and management of website of Embassy of India, Brazzaville

TenderNo :BZV/Admn/884/2/2026

Dated:26/10/2026

Event	Date
Published date	26/10/2026
Bid document download start date	26/10/2026
Clarification start date	27/10/2026
Pre-Bid meeting (virtual)	30/10/2026 at 17:00 hrs IST
Clarification end date	31/10/2026
Bid submission start date	01/11/2026
Bid submission end date	22/11/2026 at 18:00 hrs IST
Date of Technical Bid opening	23/11/2026 at 15:00 hrs IST
Date of Technical Presentation (virtual)	24/11/2026 to 25/11/2026
Announcement of Technical Results	26/11/2026
Opening of Financial Bids (virtual)	30/11/2026 at 15:00 hrs IST
Announcement of Final Result	01/12/2026
Handover-takeover from current vendor	01-31/12/2026
Commencement of Contract	01/01/2027

Notes:

1. Prospective bidders seeking clarification on the bid document may submit queries by email to hoc.brazzaville@mea.gov.in on or before the clarification end date.
2. A virtual Pre-Bid Meeting will be held on 30/10/2026 at 17:00 hrs IST for agencies seeking clarification on the tender process. Attendance is not mandatory, and agencies may submit bids without attending. The VC link will be [published on the CPP Portal and the Mission's website / shared by email on request to hoc.brazzaville@mea.gov.in].

Bids shall be submitted only through the email at hoc.brazzaville@mea.gov.in. This notice and any related corrigendum will be published on e-publish portal and the Mission's website.



(Dinan Kumar Bordoloi)
Head of Chancery

e-mail ID: hoc.brazzaville@mea.gov.in

(Dinan K. Bordoloi)
Counselor
Head of Chancery
Embassy of India, Brazzaville

1. **Tender Notice**

The Embassy of India, Brazzaville invites bids from reputed agencies, for redesign, hosting and maintenance of the website of the Embassy.

2. **Broad Scope of work.**

The work would broadly include:

- (a) An overhaul of the website design to make its layout more attractive, user friendly and practical.
- (b) Website design, development, hosting and maintenance of the Embassy website for a period of three (3) years from the commencement of the contract, extendable by one (1) year at the Embassy's discretion.
- (c) Migration of all existing content, data and documents from the current website, without additional cost.
- (d) Enhancement of the website from time to time, including new pages, online application forms and other features required for the needs of the Embassy and the Ministry of External Affairs.
- (e) Deployment of a dedicated team on a 24 x 7 basis. This will be in addition to the tech support the agency is expected to provide. The team should consist of a designer, developer, security auditor and database administrator.
- (f) 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.
- (g) The agency need to handle contents in English language.
- (h) Designing of webpages/modules on special occasions on a case-to-case basis as per Ministry's requirements. Eg. On the occasion of International Day of Yoga, Republic Day / national day events etc.
- (i) Website to be GIGW 3.0 (Guidelines for Indian Government Websites 3.0, formulated by NIC and STQC) and DBIM 3.0 (Digital Brand Identity Manual, under UX4G / Ministry of Electronics and IT) compliant as per applicability and should have requisite features ensuring accessibility to physically disabled persons. The website should also observe the W3C guidelines available at www.w3.org/TR/WCAG20-TECHS/PDF7.html
- (j) Carrying out security audit of the website by a CERT-In empanelled auditor, and procurement of digital and other security certificates (eg. SSL, website quality certificate etc.) as and when required. The annual security audit is included in the quoted price.
- (k) Designing of a URL shortened for the Embassy.
- (l) Appropriate provisions regarding confidentiality and secrecy of materials and documents as deemed necessary must be accorded while hosting the website.
- (m) The scope may be extended by the Embassy based on specific requirements.

3. Detailed Scope of Work

(a) Website Design

- (i) Website must be responsive, compatible with all handheld devices and browsers.
- (ii) Website must be designed, developed, deployed and maintained according to W3C Guidelines and the latest Guidelines for Indian Government Websites (GIGW) as per applicability. **Website should be compliant to latest DBIM (Digital Brand Identity Manual) for having a unified and consistent visual identity with other Gol Digital platforms.**
- (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) Enterprises Database and SSL to be used for the website development and maintenance
- (v) Hosting will be done on servers located in India by and Indian agency. The bidder needs to provide the cloud hosting as Infrastructure-as-a-Service model from a Ministry of Electronics and Information Technology (MeitY), Gol empanelled Cloud Service providers. If the website is to be hosted at NIC Cloud (Meghraj) environment, the agency must ensure and use the available technology environment at NIC Cloud for the development. Agency will need to get clearance of security audit of the website by Ministry of Electronics and Information Technology (MEITY)/ CERT empaneled agency.
- (vi) Compliance of web standards and guidelines issued by Government of India from time to time. A cyber audit including a VAPT as per OWASP Top 10 vulnerabilities must be carried out by a CERT-In empanelled auditor, and clearance obtained, before making the site live, at no additional cost to the Embassy.
- (vii) Creation of documents including user and technical manuals.
- (viii) Training of the Embassy's users on the use of the CMS.
- (ix) Transfer of Source code and other credentials for the website.
- (x) Aesthetic and Modern
- (xi) At least three design options/templates need to be provided with technical presentation for home page as well as inner pages of the website.
- (xii) Upon selection, selected agency will need to provide FRESH designs incorporating inputs from Embassy of India, Brazzaville if any, for website for the Embassy to choose.
- (xiii) 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.
- (xiv) 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.

- (xv) Website speed optimization.
- (xvi) Customization of user interface in terms of color, font size and language ,etc.
- (xvii) Integration with the Embassy's social media accounts.

(b) CMS Maintenance.

- (i) Maintenance and redevelopment of a customized Content Management System (CMS).CMS must be flexible and scalable to accommodate suggested changes/modifications including design and IA, as and when required during the contract period.
- (ii) CMS must have simple workflow and publishing controls.
- (iii) CMS should have simple and easy administration.
- (iv) CMS must have Search Engine friendly attributes.
- (v) CMS must have security features.
- (vi) CMS must have robust content templates.
- (vii) CMS must support detailed analytics for each section of the website.
- (viii) 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.
- (ix) Content optimization including images.
- (x) Role/Level based access to users for content updates.
- (xi) Audit trails of the documents hosted on the website should be maintained and should be accessible to the administrator as and when required.
- (xii) Content of each section should be sharable by the user on multiple platforms such as Facebook, X, WhatsApp, Email, etc.

(c) Technology & Security.

- (i) The website must be designed with higher and stable versions of PHP / Java /Apache / Tomcat with secure framework like Laravel, CodeIgniter, or Spring.
- (ii) No obsolete or end-of-life versions shall be deployed on the server. The vendor shall monitor the CERT-In/MeitY websites for reported vulnerabilities and patch them within [7 days] for critical, [15 days] for high-severity and one month for other vulnerabilities from publication.
- (iii) The server shall be hardened and secured before hosting the website. Server vulnerabilities shall be patched at least once every quarter.
- (iv) Daily backup of the website and database shall be synced to a separate secure location within India through a secure mechanism such as SFTP or VPN.
- (v) The website should not run on commonly used ports like 22,80,8080,21. However, the vendor may use the port redirection through iptables / firewall.
- (vi) A security audit of the website must be conducted every year, as per the guidelines of GoI/MeitY/NIC/CERT-In, by a CERT-In empanelled auditor, at no additional cost as it is included in the quoted price. The vendor shall share the security certificate and audit report with the Mission's contact

point.

- (vii) Website should be capable to handle the load of about 5000 concurrent connections. The contents and database of the website should not be available to any other server / staging server or any public domain.
- (viii) Sharing of public IP is not allowed to any other domain.
- (ix) The server/website should have latest cyber security features like WAF, DDOS protection, Data encryption etc.

(d) **Website Maintenance.** The maintenance support shall be provided throughout the contract period of three (3) years from commencement of the contract, extendable by one (1) more year at the Embassy's discretion. It would include the following: -

- (i) Maintenance of CMS and technical modifications as and when required.
- (ii) Creation of new web pages within existing site as and when required.
- (iii) Website design changes as and when required.
- (iv) Website technical functionality upgrade as and when required.
- (v) Monitoring and maintaining website speed, sign up process, navigation links etc.
- (vi) To design and upload banners, jQuery components, graphic artwork, infographics, audio and video files, etc. on the website.
- (vii) Formatting and posting of content updates, images, videos, etc. on a regular basis. Conversion of documents to required formats such as HTML/HTML5.
- (viii) Bug fixing and keeping website (s) secured from all possible cyber-attacks and hackers at all time.
- (ix) Security audit once a year, included in the quoted price, with the security audit certificate from a CERT-In empanelled auditor provided once a year. Any additional audit requested by the Embassy will be paid at the rate quoted in the Price Schedule. A re-audit needed because of changes made by the agency will be at the agency's cost.
- (x) **Issuance of CA Public Keys & Certificates.** Vendors must comply to guidelines issued by controller of Certifying authority, MeiT, Gol in accordance to Indian IT Act 2000. Reference may be made to www.cca.gov.in for details and updated list of licensed CAs for SSL certificates.
- (xi) Content upload and website support on 24X7 basis.
- (xii) Keeping activity log for all web updates.
- (xiii) Creation and maintenance of archive section on the website.
- (xiv) Trouble shooting.
- (xv) **Compliances.** During development and maintenance of the website, the service provider shall incorporate the latest technology guidelines, including cyber security features, issued by competent Government authorities from time to time, without any additional cost.
- (xvi) **Exit and transition.** At the end of the contract, the agency shall hand over all content, database, source code, documentation and credentials, and cooperate in migration to the incoming vendor for [30] days without additional cost.

- (xvii) **Website Hosting:** The website shall be hosted as per the hosting requirements above, on MeitY-empanelled cloud service providers or NIC Cloud, with servers located in India. The website domain name, including any renewal, shall be in the name of and under the control of the Embassy, and the agency shall provide the technical support needed to configure it.

4. **Validity & Extension of Contract**

- a. The contract will be signed initially for a period of three (3) years from the date of commencement of the contract (see Important Dates). This period may be extended for a further period of one (1) year at the sole discretion of the Embassy, subject to satisfactory performance, on the existing terms and conditions and at the per-year rate quoted in the Price Schedule, and with the written consent of the selected agency.
- b. During the contract period, the agency will carry out changes to the website, without any additional cost to the Embassy, as may be necessary, such as technical, content, design, security features or other parameters, if and when such changes are mandated by the Ministry of External Affairs, Government of India. Enhancements that are not so mandated and fall outside the scope of work will be taken up as an extension of scope.

5. **Bids**

A two-bid system (Technical and Financial Bids) will be followed, as detailed in Section 9.6.

6. **Minimum Eligibility Criteria.**

Bidders must fulfil all of the following mandatory conditions. A bid that does not meet any one of them will be rejected. Marks for company standards (CMMI/ISO) are awarded separately under Technical Evaluation.

- (a) **Bid Securing Declaration.** The bidder shall submit a signed Bid Securing Declaration (Annexure V) in lieu of Earnest Money Deposit.
- (b) **Registration.** The agency shall be a company/firm registered in India, with a valid PAN and GST registration, and in existence for at least [three] years.
- (c) **Project experience.** The agency shall have a minimum of three years of experience in the design, development, hosting and maintenance of websites/portals, preferably for Indian Government organizations, including embassies. It must have successfully completed similar services in the last three completed financial years (2023-24, 2024-25 and 2025-26), supported by work orders and client completion/performance certificates:
 - (i) three similar services, each costing not less than 40% of the estimated cost (INR []); or
 - (ii) two similar services, each costing not less than 50% of the estimated cost; or
 - (iii) one similar service costing not less than 80% of the estimated cost.
- (d) **Turnover.** Average annual turnover of at least INR 1 crore over the last three completed financial years, certified by a Chartered Accountant (with UDIN), with the figures clearly marked in the balance sheets. Only complete financial years will be accepted. Where the agency has multiple business

wings, only the turnover of the software development and related services wing will be considered, and the agency shall state this figure.

- (e) **Integrity.** The agency shall not have been blacklisted or debarred by any Government department or public sector undertaking, and no criminal case relating to its business activities shall be pending against the agency, its owners or partners. A self-declaration to this effect is required.
- (f) **Tax compliance.** The agency must have filed Income Tax and GST returns for the last three financial years.
- (g) Agency must be at least a CMMI level 5 or 3 company. However, ISO 9001:2015 (Quality Management) and ISO 27001:2013 (Information Security) may also apply.

7. Technical Evaluation committee.

- (a) The Embassy shall constitute a Tender Evaluation Committee (TEC) of at least three officials, approved by the competent authority, including an official from the accounts section and an official with knowledge of IT/website matters. [The Embassy may co-opt an external expert for the technical evaluation.] Members shall declare that they have no conflict of interest in this tender and shall keep all bid information confidential.
- (b) The TEC shall be responsible for:
 - scrutinizing bids against the mandatory conditions in Section 6;
 - scoring the eligibility criteria and conducting the technical presentations, with each member awarding marks individually, the average being recorded in signed score sheets;
 - conducting the opening of technical and financial bids as described in Section 9;
 - recommending the technically qualified lowest bidder to the competent authority for award.
- (c) The TEC may waive minor deviations and informalities that do not affect the substance, price, quality or ranking of a bid, in view of maximizing competition and discovery of reasonable prices. Any waiver shall be applied uniformly to all bidders and recorded in writing. The mandatory conditions in Section 6 cannot be waived.
- (d) The TEC may seek clarification from any bidder in writing and may verify the bidder's claims, for example by contacting its clients.

8. Pre-Bid Meeting.

- a) A prospective bidder requiring clarification on the tender document may send its queries by email to hoc.brazzaville@mea.gov.in, with the subject "Query – Tender No. [number] – [Bidder Name]", within the clarification period shown in the Important Dates table (27/10/2026 to 31/10/2026). Queries should quote the relevant clause number.
- b) The Embassy of India, Brazzaville will hold a Pre-Bid Meeting virtually on 30/10/2026 at 17:00 hrs IST to address the queries received. No registration is required, and attendance is not mandatory; bids may be submitted without attending. The VC link will be [published on the CPP Portal and the Mission's

website / shared by email on request to hoc.brazzaville@mea.gov.in. Queries may also be raised during the meeting.

- c) Replies to all queries, including those received after the meeting, and any resulting corrigendum will be published, without naming the bidder who asked, on the CPP Portal and the Mission's website by [02/11/2026]. Only these written replies and corrigenda are binding on the Embassy. Oral clarifications given at the meeting are not.

9. **Submission and Opening of Bids.**

Bids shall be submitted in two separate parts, the Technical Bid and the Financial Bid, as described below. The documents required are listed in Annexure I, the format of the price schedule is at Annexure II, the instructions for submission by email are at Annexure III, and the Bid Securing Declaration is at Annexure V. Bids shall be in English; documents in any other language shall be accompanied by a certified English translation.

(a) Mode of Submission. The tender is published on the Central Public Procurement Publishing Portal (<https://eprocure.gov.in/epublish/app>) and the Mission's website. Bids shall be submitted only by email to hoc.brazzaville@mea.gov.in, with a copy to admn.brazzaville@mea.gov.in, to be received by 18:00 hrs IST on 22/11/2026. The mail server time stamp will be final.

The subject line shall read "Bid – Tender No. [number] – [Bidder Name]".

Each bid consists of two separate PDF files, sent in one email or in two emails marked "1 of 2" and "2 of 2", with total attachments not exceeding [20] MB per email:

- **File 1 (Technical Bid):** [BidderName]_Technical_Bid.pdf, containing the documents listed in Annexure I (eligibility documents and technical credentials) and the signed Bid Securing Declaration (Annexure V), signed and stamped by the authorized signatory. It shall not be password-protected.
- **File 2 (Financial Bid):** [BidderName]_Financial_Bid.pdf, containing the filled Price Schedule (Annexure II), signed and stamped by the authorized signatory, protected by an open password.

The Embassy will acknowledge receipt of each bid by email. Bids received after the deadline, and files that cannot be opened or are found to be infected, will be rejected. A bidder may modify or withdraw its bid by email before the deadline, and the latest submission received before the deadline will be considered.

(b) Password Confidentiality. Bidders must not disclose the password of the Financial Bid at the time of submission or at any time before its opening. Submission of an unprotected financial bid, or disclosure of the password before the opening, will lead to disqualification. All bids received will remain unopened, with mailbox access limited to [two] designated officials, until the scheduled opening.

(c) Opening of Technical Bids. Technical bids will be opened on 23/11/2026 at 15:00 hrs IST by the Tender Evaluation Committee (TEC) at the Head of Chancery's office, in the presence of authorized representatives of bidders joining by video

conference. The link will be emailed to all bidders who have submitted bids. Only bids complying with the mandatory conditions of Section 6 will be taken forward for evaluation. At this stage only the names of the bidders and the documents received will be recorded; no marks will be announced.

(d) Technical Presentation. [All bidders who meet the mandatory conditions of Section 6 and score at least 21 marks in Part A] will give a virtual technical presentation before the TEC on 24/11/2026 and 25/11/2026. The presentation schedule, with slots of [30] minutes, will be emailed to the bidders by 23/11/2026.

(e) Technical Results. The technical score is the total of the marks under the eligibility criteria (30) and the technical presentation (70). Bidders scoring at least 75 out of 100 will qualify for the financial round. Results will be announced on 26/11/2026. Each bidder will be informed of its result by email, and the list of qualified bidders will be [published on the Mission's website]. Financial bids will be opened on 30/11/2026, the second working day after the announcement of results.

(f) Opening of Financial Bids.

- Only the financial bids of technically qualified bidders will be opened. The financial bids of the other bidders will remain unopened.
- A dedicated video conference will be held for the opening of financial bids on 30/11/2026 at 15:00 hrs IST. Qualified bidders will share the password of their file during the meeting, or by email from their registered email ID during the meeting.
- If a file does not open with the password given, the bidder will be allowed [one] re-attempt during the meeting. If it still does not open, the bid will be rejected.
- The TEC will unlock each financial bid on a shared screen, **read aloud the quoted per-year rates, the applicable taxes and the Grand Total including taxes, and record the proceedings**. The minutes will be signed by the TEC.
- If the amounts in figures and in words differ, the amount in words will prevail. The TEC will correct any arithmetical errors.

(g) Award of Contract. After verification of the quoted figures, the contract will be awarded to the technically qualified bidder quoting **the lowest total price including taxes (Grand Total), as defined in Annexure II.** In case of a tie, the bidder with the higher technical score will be preferred. The result will be announced on 01/12/2026, published on the CPP Portal and the Mission's website, and the selected bidder informed by email.

Technical Evaluation:

- Bids that meet the mandatory conditions of Section 6 will be evaluated by the TEC as described in Section 9. The technical score of 100 marks consists of Part A, scoring of the eligibility criteria (30 marks), and Part B, the technical presentation (70 marks).
- Marks are awarded only for contracts supported by work orders and client completion/performance certificates, for the last three completed financial years. Claims without documents score zero.

Part A: Eligibility Scoring (30 marks)

Number of websites including portal maintenance contracts (duration equal/more than 1 year) in last 3 years	10 marks 1 to 20 websites = 2 marks; 21 to 30 = 4; 31 to 40 = 6; 41 to 50 = 8; more than 50 = 10
Number of contracts for development of Web Applications for Government of India in last 3 years	10 marks 1 to 2 contracts = 2 marks; 3 to 4 = 4; 5 to 6 = 6; 7 to 8 = 8; 9 or more = 10.
Company Standards	10 marks ISO 9001:2015 and ISO 27001:2013 : 7 Marks CMMI Level 3/4 : 7 Marks CMMI (Level 3 or above) together with both ISO certifications: 10 Marks CMMI Level 5 : 10Marks <i>Note: Certificates must be valid on the bid submission date.</i>
TOTAL	30 marks

Bidders must obtain at least 70% (21 marks) in Part A. Bidders scoring less than 21 marks in Part A will be rejected and will not be invited to the technical presentation. They will be informed by email.

Part B: Technical Presentation (70 marks)

Technical Presentation: * (described below)	70 marks
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**** In addition to the criteria of Scope of Work, the Technical Presentation will be evaluated on the following criteria covering but not limited to the below**



mentioned areas:

Proposed web design (Weightage: 30)	Technical specifications (Weightage: 20)	Proposed improvements (Weightage: 10)	Resources (Weightage: 10)
- Modern, aesthetically appealing design - Well structured, clutter free - Ease of navigation - Improved GUI	- How does the bidder plan to make the website more secure - Compliance with GIGW norms - Compatibility across devices / operating systems - Search ability of content - Systems/ database, record keeping, troubleshooting, bug testing etc. - Other security features.	- New interactive features - How does the bidder plan to drive more traffic to the site	- How much manpower the bidder plans to dedicate to this contract (front and backend) - Estimated response time for creating a simple module/web page - Time required to switch to the new design - Responsiveness to Ministry's requests for customization

Bidders scoring at least 75 out of 100 in total (Part A plus Part B) will qualify for the financial round.

Financial round:

- Only agencies that qualify in the technical evaluation, as announced under Section 9(e), will be eligible for the financial round. Their financial bids will be opened and the contract awarded as described in Section 9(f) and (g).
- The bidder shall quote in Indian Rupees (INR), exclusive of applicable taxes, in the Price Schedule at Annexure II: the cost for the first year, including design, development and migration, and a single per-year rate applicable to both the second and third years. GST shall be shown separately.
- The quoted rates shall be all-inclusive for carrying out the entirety of the scope of work, including design, development, hosting, SSL and other certificates, the annual security audit, the support team, maintenance and technical support. Only applicable taxes will be paid in addition.
- Bids will be compared on the Grand Total, including taxes, for the initial three-year contract period (first-year cost plus twice the per-year rate, with applicable taxes). If the contract is extended by one year under Section 4, the extension will be at the same per-year rate.
- The quoted rates shall remain fixed for the entire contract period, including any extension.
- Financial bids that are conditional, or that leave any item of the Price Schedule unpriced, will be rejected. The TEC may ask a bidder to justify abnormally low

- rates in writing and may reject the bid if the justification is unsatisfactory.
- vii. No change in a financial bid is allowed after the bid submission deadline.

Terms & Conditions:

- i. Tender bids received after the closing date and time will not be entertained.
- ii. The Mission 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, Brazzaville 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 Mission until execution of a contractual agreement.
- iv. The bids shall remain valid for a period of 180 (one hundred and eighty) days from the bid submission end date.
- v. Failure to furnish all the required information may result in rejection of the bid.
- vi. Agencies applying for the tender will submit a certificate that the information submitted by them is correct and they will abide by any decision of the Mission. 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.
- vii. 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.
- viii. 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.
- ix. 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.
- x. The Embassy shall have the sole proprietary rights over the content, design and source code created/edited/provided by the agency who has been awarded the contract through this tender.
- xi. In all matters related to dispute relating to this tender, the decision of this office will be final and binding upon the agency.
- xii. 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 Ministry for rejection of their bid.
- xiii. **Periodic review.** A project review committee for contract monitoring and periodic review of performance of the vendor shall be constituted as per the General Financial Rules.
- xiv. **Payment terms:**
 - The price quoted shall remain fixed and not be subject to variations in



exchange rate, duties, levies etc. The rates shall be quoted in Indian Rupees (INR) and payment will be made in INR by cheque.

- The agency who has been awarded the contract shall submit the bills within a week of expiry of the billing period.
 - Only applicable taxes shall be applied in addition to quoted rates.
- xv. Agency must procure and provide all the hardware and software required by its project team to enable them to meet the target assignment.
 - xvi. The Embassy expects the agency to engage professionals to undertake the project and reserves the right to call for resumes, documents relating to their professional background, expertise and their achievements.
 - xvii. Quality of work and completion of task within the time schedule (as notified with each assignment) are of paramount importance and any lapse may lead to cancellation of the contract with the agency in accordance with the termination clause..
 - xviii. Notwithstanding any of the provisions mentioned above, for rates and other terms and conditions, in case of any disagreement etc., decision of the Ministry will be final and binding on all bidders participating in this bid.
 - xix. **Bid Securing Declaration:** In lieu of Earnest Money Deposit, bidders shall submit a signed Bid Securing Declaration (Annexure V) with the Technical Bid. A bidder will be suspended from participating in the Embassy's tenders for a period of [2] years if it:
 - withdraws or modifies its bid during the period of bid validity;
 - fails to sign the agreement in time or to furnish the Performance Bank Guarantee after the contract is awarded to it; or
 - fails to provide the password of its financial bid, or provides one that does not open the file, as required by Section 9.
 - xx. The Agency has to provide services on a 24 x 7 basis.
 - xxi. Bidders are required to upload documents exactly as described in Annexure I.

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. The Bid Securing Declaration of the successful bidder will cease to be effective once it furnishes the Performance Guarantee and signs the agreement.

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.

PBG will be refunded without interest after completion of contract in all respects.

In case of extension of contract, the validity of PBG shall also be extended to

suitably cover the extended period.

Exit clause. The Embassy may exit the contract without cause by giving the agency not less than 60 days' written notice. The agency shall continue the services during the notice period and provide the exit and transition support described in Section 3.

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.

Penalty Clause:

- (i) If the bidder withdraws or alters the bid before the expiry of the bid validity period, the Embassy may debar it from participating in future tenders, as provided in the Bid Securing Declaration.
- (ii) If at any future point of time it is found that the bidder has submitted information which is factually incorrect or if the bidder does not fulfill any of the contractual obligations, the Embassy may take a decision to cancel the contract with immediate effect, and/or debar the bidder from bidding prospectively in this and all other tender procedures for a period to be decided by the Mission and take any other action as deemed necessary. The penalty with respect to its time period shall be quantified by the Embassy at its own discretion/satisfaction.
- (iii) It would be the first and foremost responsibility of the contractor to ensure that the services are being provided satisfactorily and contract is executed as per agreed terms and conditions. In the event of delayed or unsatisfactory services, this Embassy may recover from the contractor 0.5% of the price of the portion of services delayed/negligently performed, for each week or part thereof of such delay/negligence. The maximum amount which shall be recovered would be 10% of the price of that portion of services.

Settlement of Disputes and Arbitration:

If any dispute or difference arises between the parties hereto as to the transmission, interpretation, effect and implication of any provision of this agreement including the rights or liabilities or any claim or demand of any party against other or in regard to any other matter under these presents but excluding any matters, decisions or determination of which is expressly provided for in this agreement, which cannot be settled amicably between the parties within 30 days (or such longer period as may be mutually agreed upon) from the date one party informs the other in writing that such dispute or disputes or disagreement exists, shall be referred to be settled by arbitration in accordance with the UNCITRAL Arbitration Rules as at present in force. The award made in pursuance thereof shall be binding on the parties.

- (a) The place of arbitration shall be at New Delhi

- (b) The Language to be used in the arbitral proceedings shall be English.
- (c) Each party shall bear and pay its own cost of the arbitration proceedings unless the Arbitrator otherwise decides in the Award.
- (d) The provisions of this Clause shall not be frustrated, abrogated or become inoperative, notwithstanding this Agreement expires or ceases to exist or is terminated or revoked or declared unlawful.

Compliance with applicable local labour and other laws shall be the sole responsibility of the service provider.

FORCE MAJEURE:

I. The Mission may consider relaxing the penalty and delivery requirements as specified in the tender document, if and to the extent the delay in performance or failure to perform its obligations under the contract is the result of Force Majeure.

II. Force majeure as used herein means any unforeseeable and irresistible act of nature, any act of war (whether declared or not), invasion, revolution, insurrection, terrorism, or any other acts of a similar nature or force, provided that such acts arise from causes beyond the control and without the fault or negligence of the Contractor.

III. In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the affected Party shall give notice and full particulars in writing to the other Party, of such occurrence or cause if the affected Party is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under the contract.

IV. The affected Party shall also notify the other party of any other changes in conditions or the occurrence of any event which interferes or threatens to interfere with its performance of the Contract. On receipt of the notice or notices required hereunder, the Party not affected by the occurrence of any cause constituting force majeure shall take such action as it reasonably considers being appropriate or necessary in the circumstances, including granting the affected Party of a reasonable extension of time in which to perform any obligations under the Contract.

V. If the contractor is rendered unable, wholly or in part, by reason of force majeure to perform its obligations and meet its responsibilities under the Contract, the Embassy of India, Brazzaville shall have the right to suspend or terminate the Contract on the same terms and conditions with immediate effect. In any case, the Embassy shall be entitled to consider the Contractor permanently unable to perform its obligations under the Contract in case the Contractor is unable to perform its obligations, wholly or in part, by reason of force majeure.

Termination:

- 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 and cancel the work order with immediate effect, and no payment will be due for the period

after termination. Payment for services satisfactorily rendered up to the date of termination will be made after deducting penalties and other dues, and the Performance security deposit may also be forfeited.

- On any termination or expiry, the agency shall provide the exit and transition support described in Section 3.

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 as per the format given in Annexure IV of the tender document.



(Dinen Kumar Bordoloi)

Head of Chancery

Embassy of India, Brazzaville

Tel: +242 052033302

e-mail : hoc.brazzaville@mea.gov.in

(Dinen K. Bordoloi)

Counsellor

Head of Chancery

Embassy of India, Brazzaville

Annexure I

S. No.	Document	File type
1	Bid Securing Declaration (Annexure V), signed and stamped by the authorized signatory, in lieu of Earnest Money Deposit	.pdf
2	Certificate of incorporation/registration of the agency	.pdf
3	Copy of PAN and GST registration	.pdf
4	Copies of Income Tax returns and GST returns for the last three financial years	.pdf
5	Copy of latest GST clearance certificate or latest tax deposit challan	.pdf
6	A list of the owners/partners/directors of the agency	.pdf
7	Self-declaration (on letterhead) that the agency is neither blacklisted or debarred by any Govt. Department/PSU, nor has any criminal case relating to its business pending against the agency or its owners/partners	.pdf
8	Copies of work orders/contracts, with client completion/performance certificates, in support of the experience required in Section 6	.pdf
9	Statement of the website/maintenance contracts and web-application contracts claimed for scoring (Technical Evaluation, Part A), giving client, period and value, supported by the documents at S. No. 8	.pdf
10	Copies of audited statements of accounts for the last three financial years, and a CA certificate with UDIN for the average annual turnover (turnover figures must be highlighted)	.pdf
11	Valid CMMI appraisal and/or ISO 9001 and ISO/IEC 27001:2022 certificates, if claiming marks for company standards	.pdf
12	Authorization letter/board resolution in favour of the signatory	.pdf
13	Certificate that the information submitted is correct and that the agency will abide by any decision of the Mission	.pdf
14	Details of the bank account for release of payment through cheque.	.pdf
15	Contact details (name, email, mobile number) of the agency's representative	.pdf
[16]	[Undertaking that the website will be hosted on a MeitY-empanelled cloud service provider or NIC Cloud]	[.pdf]

Note: All documents shall be combined, in the order above, into the single file [BidderName]_Technical_Bid.pdf as per Section 9(a).



Tender Inviting Authority: Embassy of India, Brazzaville

Name of Work Design, Development, Hosting and Maintenance of the website of Embassy of India, Brazzaville

Contract No:

Name of the bidder/bidding firm/Company				
PRICE SCHEDULE				
Ser	Item Description	Rate	Amt in words	Remarks
First Year				
1.	Website Design & Development			
2.	Website Hosting			
3.	Maintenance, SSL and Security audit certificate (including annual security audit)			
A.	Total for First Year (1+2+3)			
Second and Third Year (same charges for each year)				
1.	Website Hosting			
2.	Maintenance, SSL and Security audit certificate (including annual security audit)			
B.	Total per year for Second and Third Year (1+2)			
Total for three years, excluding taxes = A + (2 × B)				
Applicable tax				
Grand Total (including taxes)				

Note: This Price Schedule format must not be modified by the bidder. It shall be filled in, signed and stamped, saved as a PDF, protected with an open password and sent as File 2 as per Section 9. Bidders may enter only the bidder's name and the values; modification of the format may lead to rejection of the bid. If the amounts in figures and words differ, the amount in words will prevail. The Price Schedule will be made available in an editable format with the tender document.

All amounts to be entered by the bidder in Indian Rupees (INR).

Date :

Signature of Authority

Stamp

Annexure III**Instructions for Submission of Bids by Email**

The bidders are required to submit their bids electronically by email, as described in Section 9 of the tender document. The instructions given below are meant to assist the bidders in preparing their bids in accordance with the requirements and submitting them. The tender document is available on the CPP (e-publishing) Portal (<https://eprocure.gov.in/epublish/app>) and on the Mission's website. All times are in Indian Standard Time (IST).

ACCESSING THE TENDER DOCUMENTS

- The tender document, including the Annexures and the editable Price Schedule (Annexure II), may be downloaded from the CPP (e-publishing) Portal or the Mission's website.
- Bidders should make a note of the Tender-No. and quote it in all correspondence.
- Bidders are responsible for checking the CPP(e-publishing) Portal and the Mission's website regularly for replies to queries and corrigenda, and must take them into account before submitting their bids. Corrigenda will not be sent to bidders individually.

PREPARATION OF BIDS

- Please read the tender document carefully, including the documents required in Annexure I and the format of the Price Schedule at Annexure II. Any deviation may lead to rejection of the bid.
- Each bid consists of two separate PDF files:
 - **File 1: [BidderName]_Technical_Bid.pdf.** All the documents listed in Annexure I, combined in that order, with an index and page numbers, together with the signed Bid Securing Declaration (Annexure V). This file shall not be password-protected.
 - **File 2: [BidderName]_Financial_Bid.pdf.** The filled Price Schedule (Annexure II), signed and stamped, saved as a PDF.
- Documents should be scanned at about 150 dpi in grayscale or colour, so that stamps, signatures and certificates remain legible, and files must be readable and not corrupted. Do not use special characters in the file names.
- Each document must be signed and stamped by the authorized signatory. A digital signature may be used in place of a scanned signature.
- **Password for the Financial Bid.** File 2 must be protected with an open password, using the encryption option of the PDF software (AES-256 where supported). Use a password of at least [12] characters. Do not protect the file with a password in any other way, and do not put the password in the email or share it with anyone before the financial bid opening. Keep a written record of the password. After protecting the file, open it on another device with the password to confirm that it works.
- If File 1 exceeds the size limit in Section 9, reduce the scan resolution or compress the file. If it is still too large, write to hoc.brazzaville@mea.gov.in at least [three] days before the deadline.

SUBMISSION OF BIDS

- Bids shall be sent only by email to hoc.brazzaville@mea.gov.in, with a copy to admn.brazzaville@mea.gov.in, so as to be received by 18:00 hrs IST on 22/11/2026. Bids sent by post, fax, in person, or as a link to a cloud-storage folder will not be accepted. Files must be attached to the email.
- The subject line shall read "Bid – Tender No. [number] – [Bidder Name]". If the bid is sent in two emails, mark them "1 of 2" and "2 of 2".
- The email body shall give the name of the agency, the name, email and mobile number of the contact person, and the list of attachments. Do not include the password.
- The bid should be sent from the agency's official email ID. This ID will be treated as the bidder's registered email ID for all communication, including sending the password during the financial bid opening.
- Bidders are advised to send their bids well before the deadline, preferably at least 24 hours before it, so that any problem can be corrected in time. The deadline falls on a Sunday. The mail server time stamp of the Embassy will be the standard time for the deadline. The Embassy will not be responsible for delays in transmission, mail-server or size-limit failures, spam filtering or bounced messages. Bidders should check for delivery failure messages after sending.
- The Embassy will acknowledge receipt of each bid by reply email [within one working day of receipt]. A bidder that has not received an acknowledgement by [the end of the first working day after the deadline] should write to the Embassy immediately.
- A bidder may modify or withdraw its bid by email before the deadline; the latest submission received before the deadline will be considered. Modification is not allowed after the deadline.

AFTER SUBMISSION

- The Technical Bids will be opened on 23/11/2026 at 15:00 hrs IST through video conference. The link will be emailed to all bidders who have submitted bids.
- A bidder qualified for the financial round must attend the financial bid opening through an authorized representative, with the password of File 2 ready, as described in Section 9(f). The file must not be changed after submission.

ASSISTANCE TO BIDDERS

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority at hoc.brazzaville@mea.gov.in, with the subject "Query – Tender No. [number] – [Bidder Name]".
2. Any problems in accessing the tender document on the CPP Portal may be directed to the CPP Portal Helpdesk.

ANNEXURE IV**Annexure 21: No Claim Certificate
(On company letterhead)**

To,
The Head of Chancery
Embassy of India, Brazzaville

NO CLAIM CERTIFICATE

Sub: Contract Agreement no. dated for the design, development, hosting and maintenance of the website of Embassy of India, Brazzaville

We have received the sum of (Rs. only) in full and final settlement of all the payments due to us for the design, development, hosting and maintenance of the website of Embassy of India, Brazzaville under the abovementioned contract agreement, between us and Embassy of India, Brazzaville. We hereby unconditionally and without any reservation whatsoever, certify that with this payment, we shall have no claim whatsoever, of any description, on any account, against the Embassy of India, Brazzaville, against the aforesaid contract agreement executed by us. We further declare unequivocally, that with this payment, we have received all the amounts payable to us, and have no dispute of any description whatsoever, regarding the amounts worked out as payable to us and received by us, and that we shall continue to be bound by the terms and conditions of the contract agreement, as regards performance of the contract.

Yours faithfully,

Signatures of contractor
or officer authorized to
sign the contract documents on
behalf of the contractor
(company stamp)

Date:
Place:



ANNEXURE V

BID SECURING DECLARATION

(to be signed and stamped on the bidder's letterhead and included in the Technical Bid)

Date:

Tender No.:

To,

The Head of Chancery

Embassy of India, Brazzaville

We, the undersigned, declare that:

1. We understand that, according to the conditions of the tender, bids must be supported by a Bid Securing Declaration In lieu of Earnest Money Deposit.
2. We accept that we will automatically be suspended from being eligible for bidding in any tender of the Embassy of India, Brazzaville for a period of [two (2)] years from the date of the breach, if we are in breach of our obligations under the tender conditions because we:
 - (a) withdraw or modify our bid during the period of bid validity; or
 - (b) having been notified of the acceptance of our bid during the period of bid validity, fail or refuse to sign the contract agreement, or to furnish the Performance Bank Guarantee, within the time stated in the tender document; or
 - (c) fail to provide the password of our Financial Bid, or provide a password that does not open the file, as required by Section 9 of the tender document.
3. We understand that this declaration shall cease to be valid if we are not the successful bidder, on the earlier of: (i) our receipt of the Embassy's notification of the name of the successful bidder; or (ii) thirty (30) days after the expiry of the validity of our bid. If we are the successful bidder, it shall cease to be valid once we have signed the contract agreement and furnished the Performance Bank Guarantee.
4. We confirm that the information in our bid is correct and that we accept all the terms and conditions of the tender document.

Signed:

Name:

Designation:

Duly authorized to sign the bid for and on behalf of:

Date:

Place:

Company stamp: