

TENDER DOCUMENT FOR HOSTING AND MAINTENANCE OF WEBSITE

www.hcisingapore.gov.in

SIN/302/1/13

November 28, 2014

High Commission of India, Singapore invites tenders for hosting and maintenance of its website www.hcisingapore.gov.in . Scope of work would include hosting of the website on servers owned and maintained by service provider or third party service providers and maintenance of website etc. The interested party must also disclose the details of server (its ownership and location included) and the features in place necessary to protect and safeguard the integrity of the website against malware, malicious attacks etc.

2. Details of scope of work:

- Site Hosting on external servers managed by the company or by third-party providers

On-going maintenance work will include the following:

- Discussions with the High Commission officials as and when required
- Content collection and mapping.
- Changes in the website and new pages. Major revamp, redesign or additional feature will be treated as new work.
- Cost of maintenance work up to a minimum of 30 hours a month is included in the annual charges for hosting and maintenance.

Maintenance work will cover the following:

- Creation /editing /updating of web pages-
- Display holiday information
- Maintain event-related photo/video gallery, display recent and forthcoming events on home page
- add/update press releases for maintaining archival information and for future reference
- add/update vacancy announcements and remove when the date given in such announcements are over
- Add /update tender notices and remove immediately after the last date notified for submission of the tender document.
- Maintaining archives of all tenders posted in the website
- Upload information on India-related programs and specified book/publication in soft copy
- Fortnightly uploading of eBiz Newsletter and display
- Quarterly uploading of High Commission newsletter India News and display
- Maintaining database for e-biz newsletter and India News issues.

- Creating and managing event registration forms, compiling the data and sending over e-mail
 - Any other items that may be required.
- Any change request that comes in during normal business hours /working days of the High Commission of India Singapore will be made at the earliest time frame possible. The service provider will respond to service related incidents and/ or requests submitted by the High Commission within the following time frames:
 - (i) 0-8 hours (during working/business hours) for issues classified as **High** priority
 - (ii) Within 48 hours for issues classified as **medium** priority
 - (iii) Within 5 working days for issues classified as **low** priority

3. Interested companies having at least a representative office in Singapore who have designed and/or have experience in maintaining websites of Government of India/Indian Missions abroad and/or large business houses may submit their bids (amount to be specified in Singapore dollar) in sealed envelopes to the High Commission at the following address by Wednesday, December 10, 2014. The bids should be sent by registered post or by courier or in person.

Head of Chancery
High Commission of India
31, Grange Road
Singapore-239702

4. The component of tax, if any, **must** be indicated clearly in the quotation. For clarifications, please contact Ms Bharti S.Bhatnagar, Attache (PIC) at 62382516 or through email at admin@hcisingapore.org