



Indo-German Science & Technology Centre

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REQUEST FOR PROPOSAL (RFP)

*Comprehensive Annual Maintenance Contract (CAMC) and Hosting of IGSTC
Website on Microsoft Azure*

Section-I: Introduction and General Tender Information

Indo-German Science and Technology Centre (IGSTC) has been registered as Society under Society Registration Act, 1860 to promote research partnerships of industrial relevance on a PPP mode, connecting academia and industry from both countries for socio-economic benefits/development of people of both India and Germany. IGSTC mandate is towards facilitating and promoting Indo-German bilateral collaborations in basic and applied science, research & technology, nurturing contacts between young and mid-career scientists and technologists to develop a sense of mutual trust, partnership/leadership and entrepreneurship. For more details of IGSTC and its activities, please refer www.igstc.org.

Section-II: Background

1. Introduction

This Scope of Work (SOW) outlines the requirements and expectations for the Comprehensive Annual Maintenance Contract (CAMC) and hosting of the IGSTC (Indo-German Science and Technology Centre) website on Microsoft Azure. The purpose of this contract is to ensure that the website is upgraded/modified functionally with modern UI and UX as per the requirements of the IGSTC stated in the subsequent paragraphs of this document. The website should remain functional, secure, and up-to-date, while providing hosting services on Microsoft Azure to enhance its performance and reliability.

2. Objectives

The primary objectives of the CAMC and hosting services are:

- Website upgradation/ enhancement/ modifications aligning with modern web standards
- Ensure uninterrupted availability and functionality of the IGSTC website.
- Maintain the website's performance, security, and reliability. Provide hosting services on Microsoft Azure.
- Implement updates, bug fixes, and necessary enhancements.

Section Terms of Reference (TOR): IGSTC proposes to identify a service provider for providing the Comprehensive Annual Maintenance Contract (CAMC) and Hosting of IGSTC Website on Microsoft Azure.

Tender Document No.	IGSTC/Website/07/2021/2025-26
Name of the Work	Comprehensive Annual Maintenance Contract and Hosting of IGSTC Website on Microsoft Azure
Client/Owner	Indo-German Science & Technology (IGSTC)
Contract Period	One year from the date of allotment of work
Last date & time of submission of Tender	30 October 2025
Opening of the bids	31 October 2025
Mode of communication (only by e-mails)	admin.igstc@igstc.org
Estimated cost of work	Rs. 5,00,000/- (including taxes)
Minimum man-days to be provisioned	150 hour block (for design and development work)

The selected bidder will be responsible for ensuring the smooth operation, maintenance, upgradation, enhancements and support of the website and its hosting for a period of one year. The contract may be renewed annually for two more years for further based on mutual agreement and satisfactory performance.

Section-III: Eligibility criteria and guidelines for submission of bid:

1. The bidder must be a legal entity registered eligible to carry out business in India.
2. The bidder should have been in operation for at least five years and complied with Indian Statutory Laws.
3. The bidder must have an average minimum turnover of at least Rs. 50 lakhs from the similar or the comparable service. A certificate for practicing Chartered Accountant as per Annexure-IV should be attached.
4. Incomplete bids, bids not in format and conditional bids shall be rejected outrightly. Alterations, amendments or modifications are not allowed after submission of proposal.
5. IGSTC may at any time during the Tendering process but before opening the technical proposal request the Bidders to submit revised Technical /Commercial Bids and/or Supplementary Commercial Bids, in case of change in Scope of Work, without thereby incurring any liability to the affected Bidder or Bidders.
6. More than one bid is not permissible from one bidder company.
7. This RFP would not have any binding on IGSTC and does not provide guarantee of allotment of work to the shortlisted company. Further, IGSTC reserves the right to update or amend any information pertaining to RFP or cancel it.
8. It is expected that bidders have carried out their own surveys, investigations and all other related examinations pertaining to the project before submission of bid documents.
9. Conditional bids will not be entertained.
10. The bidder should not be backlisted by any institutions in India.
11. The interest bidder should submit their proposal on or before the last date with requisite documentation as per RFP. The Bids received via email at admin.igstc@igstc.org will only be considered.
12. The selected bidder may enter into a Non-disclosure agreement with IGSTC related to data security, privacy and other CAMC clauses.
13. Any bid received after the deadline will be rejected outright.
14. If any statement or any form submitted by bidder turns out to be false/incorrect/manipulated/etc. at any time during the on or before CAMC period, the contact shall be terminated immediately and IGSTC reserves the right to take appropriate action deemed necessary.

Section III – Scope of Work

Detailed scope of work is attached at Annexure-I forming part of this RFP.

Section-IV Submission and opening of bids

The Technical proposals and Financial Bids are to be submitted in the password protected PDF via email at admin.igstc@igstc.org . The password for the opening of the proposal shall only be shared be shared during the bid opening meeting. The technically successful bids will be opened on 31st October 2025 at IGSTC New Delhi. The link for virtual participation will be shared only with the technically eligible bidders. Bids of the technically unqualified bidders will not be opened

Section-V: Technical Proposal

- (i) The bidder may provide requirements under technical proposal in this RFP as attached at Annexure-II forming part of this RFP.
- (ii) **Documentation to be submitted with technical proposal:**
 - a. A covering letter in bidder's letterhead for submission of RFP and showing willingness to provide services to IGSTC as per scope of work as defined in this RFP. The format is attached to Annexure-V in this RFP.
 - b. The signed copy of the RFP document as a token of acceptance of RFP terms.
 - c. Incorporation certificate of the bidder, if applicable
 - d. Documentary proof for carrying out at least two similar works in the organizations of repute.
 - e. Copy of PAN and GST certificate of the bidder firm.
 - f. Audited Turnover certificate from the Copies of Balance sheet and Profit & Loss Account for last three years as per Annexure-IV
 - g. Brief profile of the bidder including its client(s) to demonstrate the range of client(s).

Section-VI: Financial Bid

The financial bid format is attached at Annexure-III.

- a. All the prices mentioned are in accordance with the terms specified in the RFP documents. The prices should be INR only.
- b. All the prices and other terms and conditions of this Bid are valid for the scope of work.
- c. All prices should be inclusive of taxes. Taxes should be separately mentioned. Any change in rate of taxes during the intervening period to be claimed by the bidder at the time of final settlement. The amount claimed as a result of change in rate of taxes, if any, has to be supported by Govt. Notification in this regard. IGSTC shall be authorised to deduct any tax as applicable from the bidder. Deduction of all statutory and necessary Tax from each bill will be made as per Government orders prevailing at the time of payment.
- d. Prices quoted by the Bidder shall remain the same and fixed and shall be valid until the CAMC period.

Section-VII: Opening of the bids and Award of contract and completion of work:

The bids will be opened on 31st October 2025. The venue of the bid opening will IGSTC office at New Delhi. The financial bids of only Technically qualified bidders will be considered for opening of financial bids. IGSTC shall award the contract to Lowest Technically qualified Bidder based on cost per man hour basis {i.e. (Amount quoted)/ (No. of days committed *8)} by issuance of a purchase order with terms & conditions. The selected bidder must furnish the acceptance of purchase order with three days of its issuance. The contract would be valid until the completion of the contract. The bidder is expected to deliver services as per IGSTC's requirements and satisfaction. Further,

The following deliverables are to be ensured:

- Minimum 99% uptime (excluding scheduled maintenance)
- Timely issue resolution per SLA entered between IGSTC and the successful bidder
- Monthly reports of maintenance activities
- Updated system documentation

Section-VIII: Payment Terms:

The payment will be structured as follows:

- Initial Setup Fee: To be paid upon signing the contract and successful renewal of hosting at Microsoft Azure.
- Quarterly Payment: For ongoing maintenance and other services, the payment will be released on receipt of the quarterly SLA report/data.

Section-XI: Evaluation of technical proposals:

The Evaluation Committee shall evaluate the Technical Proposals only for those bidders who satisfy the pre-qualification/eligibility criteria. The Technical proposals which are unsigned and incomplete shall not be evaluated. The technical proposals will be evaluated on the basis of their responses.

Scope of Work (SOW) for Comprehensive Annual Maintenance Contract (AMC) and Hosting of IGSTC Website on Microsoft Azure

1. Introduction

This Scope of Work (SOW) outlines the requirements and expectations for the Comprehensive Annual Maintenance Contract (CAMC) and hosting of the IGSTC (Indo-German Science and Technology Centre) website on Microsoft Azure. The purpose of this contract is to ensure that the website is upgraded/modified functionally with modern UI and UX as per the requirements of the IGSTC stated in the subsequent paragraphs of this document. The website should remain functional, secure, and up-to-date, while providing hosting services on Microsoft Azure to enhance its performance and reliability.

2. Objectives

The primary objectives of the CAMC and hosting services are:

- website upgradation/ enhancement/ modifications aligning with modern web standards
- Ensure uninterrupted availability and functionality of the IGSTC website.
- Maintain the website's performance, security, and reliability.
- Provide hosting services on Microsoft Azure.
- Implement updates, bug fixes, and necessary enhancements.

3. Scope of Services

The scope of services to be provided includes the following:

3.1 Website Maintenance Services

- a) Regular Maintenance:
 - i. Routine checks and maintenance to ensure the website's functionality, including bug fixes, error resolution, and updates.
 - ii. Regular updates to plugins, themes, and CMS to ensure compatibility and security.
- b) Content Updates:
 - i. Support for content updates, including text, images, and other media on the website as requested by IGSTC.
 - ii. Assist in updating event announcements, workshop details, news, and other relevant information.
- c) Backup and Restore:
 - i. Weekly and monthly backups of the website and database.
 - ii. Ensure a disaster recovery plan is in place with the ability to restore the website from backups in case of any data loss.
- d) Security Management:
 - i. Monitor and resolve security vulnerabilities, implement security patches, and provide a firewall.
 - ii. Regular malware scanning and removal to keep the website secure.
 - iii. SSL certificate management and renewal.
- e) Performance Optimization:
 - i. Regular analysis and optimization of website speed and performance.
 - ii. Address any issues related to loading speed, page errors, and server downtime.
 - iii. Optimize website for search engine indexing (SEO).

3.2 Hosting Services on Microsoft Azure

a) Website Hosting:

- i. Provide hosting services for the IGSTC website on Microsoft Azure.
- ii. Configure and manage resources including virtual machines, storage accounts, and databases required for hosting the website.

b) Scalability & Load Management:

- i. Implement auto-scaling features to handle traffic spikes.
- ii. Load balancing to ensure high availability and reliability of the website.

c) Database Management:

- i. Manage database instances, including regular backups, updates, and optimization.
- ii. Address database-related issues and ensure secure access.

d) Monitoring and Reporting:

- i. Real-time monitoring of website uptime, server performance, and resource usage.
- ii. Provide monthly reports on website traffic, uptime, and performance metrics.
- iii. Notify IGSTC of any critical incidents or potential issues.

e) Data Security and Compliance:

- i. Ensure compliance with GDPR and other relevant data protection regulations.
- ii. Implement data encryption for data in transit and at rest.
- iii. Periodically audit and report on data security and compliance status.

Microsoft Azure Configuration for IGSTC Website		
Service type	Region	Description
Virtual Machines	Central India	1 D4ds v5 (4 vCPUs, 16 GB RAM) x 730 Hours (Pay as you go), Linux, (Pay as you go); 1 managed disk — S20, 100 transaction units; Inter Region transfer type, 5 GB outbound data transfer from Central India to East Asia
Azure Backup	Central India	Azure VMs, 1 Instance(s) x 256 GB, LRS Redundancy, Moderate Average Daily Churn, 38 GB Average monthly snapshot usage data
IP Address		1 Static IP Address
Bandwidth		100 GB
C panel		for 5 accounts
SSL Certificate		1 domain
Imunify 360 Security		up to 30 Users Per Server

3.3 Website Enhancements and Redesigning

a) Homepage Redesign and Layout Enhancements:

Redesign and refresh the IGSTC website homepage to improve user engagement, navigation, and visual appeal.

b) Introduce updated banners, sliders, and dynamic content sections for announcements, events, and featured programs.

Enhance responsiveness and accessibility across all devices and browsers.

c) User Interface (UI) and User Experience (UX) Improvements:

- i. Review and optimize website structure and navigation for ease of access to key information.
 - ii. Implement minor redesigns for internal pages (such as About, Programs, Events, and Contact) as per IGSTC requirements.
 - iii. Improve design consistency, typography, and visual hierarchy in line with IGSTC branding.
- d) Feature Enhancements:
 - i. Integrate new sections or modules such as event archives, fellowship dashboards, success stories, and interactive media galleries.
 - ii. Implement quick links, newsletter subscription forms, and social media feed integration.
- e) Content Presentation Enhancements:
 - i. Improve visual presentation of existing content (images, infographics, tables, reports, etc.).
 - ii. Provide recommendations for enhanced readability and information flow.
- f) Approval and Implementation Process:
 - i. All redesign and enhancement proposals will be presented to IGSTC for review and approval before implementation.
 - ii. Changes will be tested in a staging environment prior to deployment on the live website.
- g) System Integration, Accessibility, and API Linkages
 - i. Develop custom APIs between IGSTC website and other internal (e.g PMS of IGSTC) / external (e.g : Department of Science and Technology, India/ Federal Ministry of Research, Technology and Space, Germany) platforms:
 - Enable seamless data exchange between the IGSTC website and PMS for real-time updates on project information, calls, and fellowships.
 - Implement secure API connections to allow automated synchronization of approved project data, fellowship details, and funding calls.
 - Ensure that the integration complies with IGSTC's data security protocols and privacy guidelines.
 - ii. Accessibility for Specially Abled Users:
 - Enhance website accessibility in compliance with WCAG 2.1 (Web Content Accessibility Guidelines).
 - Implement accessibility features such as keyboard navigation, text-to-speech compatibility, adjustable contrast, and font resizing.
 - Conduct accessibility testing to ensure an inclusive experience for all users.
 - iii. Linking with External Pages and APIs:
 - Integrate and maintain secure API connections with external partner institutions, databases, and event portals where required.
 - Provide functionalities for dynamic content retrieval and display from linked external sources.
 - Ensure all API integrations are secure, properly documented, and tested before deployment.

3.4 Technical Support

- a) Helpdesk Support:
 - i. Provide email and phone support during business hours (9 AM to 6 PM IST) for any technical issues related to the website.
 - ii. Address critical issues within 24 hours and routine issues within 72 hours.
- b) On-Demand Support:

- i. Support for any major changes or upgrades requested by IGSTC.
- ii. Assistance with integrating new features or third-party services as needed.
- c) Training and Documentation:
 - i. Provide training sessions for IGSTC staff on content management and basic troubleshooting.
 - ii. Deliver documentation related to website architecture, backup procedures, and common troubleshooting steps.

4. Deliverables

The service provider is expected to deliver the following:

- a) Monthly maintenance and performance reports.
- b) Regular backups and data recovery logs.
- c) Security audit reports every quarter.
- d) A disaster recovery plan and detailed hosting configuration on Microsoft Azure.
- e) Training materials, source code and user guides for website management.

5. Service Level Agreement (SLA)

The SLA will define the performance standards and response times for various services:

- a) Uptime Guarantee: 99.9% uptime for website availability.
- b) Response Time: Acknowledge critical issues within 2 hours and resolve within 24 hours.
- c) Routine Issue Resolution: Acknowledge within 24 hours and resolve within 72 hours.
- d) Security Patches: Apply security patches within 48 hours of release.

6. Duration and Renewal

- a) The initial duration of the CAMC will be for 1 year, starting from the date of signing the contract.
- b) The contract may be renewed annually for two more years for further based on mutual agreement and satisfactory performance.

7. Payment Terms

The payment will be structured as follows:

- a) Initial Setup Fee: To be paid upon signing the contract and successful renewal of hosting at Microsoft Azure.
- b) Quarterly Payment: For ongoing maintenance and other services, the payment will be released on receipt of the quarterly SLA report/data.

8. Responsibilities of IGSTC

- a) Provide access to website hosting accounts and Microsoft Azure portal.
- b) Share content updates, event details, and other information required for content updates.
- c) Collaborate with the service provider for scheduled maintenance and updates.

9. Acceptance Criteria

- a) The website must remain functional and accessible as per the SLA.
- b) All maintenance tasks, updates, and backups must be documented and shared with IGSTC.
- c) Any changes or upgrades must be tested in a staging environment before deployment on the live website.

10. Termination

- a) Either party may terminate the agreement with a 30-day written notice.

- b) In case of termination, the service provider will assist with the transition of website data and hosting to a new service provider.

11. Confidentiality

The service provider agrees to keep all information related to the IGSTC website confidential and not disclose it to any third party without written consent from IGSTC.

TECHNICAL PROPOSAL

FOR

Comprehensive Annual Maintenance Contract (CAMC) and Hosting of IGSTC Website on Microsoft Azure

1. Name of the entity:
2. Date of Establishment:
3. Office address details:

Country/State	Address	Manpower	Name of the Office Chief

4. Bidder's PAN:
5. Bidder's GST:
6. Bidder Email id:
7. Bidder Phone Number:
8. Turnover of the Bidder in last three years (audited figures):

Particulars	Financial Year		
	2022-23	2023-24	2024-25
Turnover from relevant service			

9. Bidder's legal status:
10. Details of five major developments/customization /Annual Maintenance Contract of Website rendered to any organizations

S No	Name of client	Type of work developments/ customization /AMC	Financial year in which service is rendered	Contract value

11. Personnel responsible to this tender

S No	Name of Employee	Designation	Contact details

12. Website link (if any):

-Declaration-

I....., the undersigned and submitting herewith our bid as per RFP requirements for evaluation and consideration. I am the authorized representative of M/s..... do hereby declare and certify that;

- (i) The information made here is true to the best of my knowledge.
- (ii) Agrees to abide by all the terms and conditions laid down in the RFP Document.
- (iii) I confirm that authority submits the RFP documents and comply the provisions laid down in the RFP documents.
- (iv) I further declare that presently firm/company M/s..... is not **Blacklisted and or debarred** due to any reasons by any State / Central Government / PSU / Autonomous Body(s) / other organizations on the date of bid Submission and there has not been any work cancelled or reckoned in respect to the poor services/performance rendered by the company.
- (v) I am authorized to attend meetings and sign relevant documents on behalf of the company.

Name of authorized person:

Designation:

Signature:

Contact details:

Date & Place:

Company stamp:

Address of Company:

FINANCIAL BID

for
Comprehensive Annual Maintenance Contract (CAMC) and Hosting of IGSTC Website on
Microsoft Azure

S No.	Description	Amount (INR)
1	As stated in Scope of Work (Annexure-I to RFP No. IGSTC/Admin/Website/2025-26)	
2	Add: Taxes	
	Total Bid Amount in INR (Amount in words _____)	

While providing the above financial bid, I/We hereby certified that;

1. Prices have been quoted in INR.
2. The above bid includes all statutory taxes/levies
3. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
4. We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.

Date:

Name of authorized person:

Designation:

Signature:

Contact details:

Date & Place:

Company stamp:

Address of Company:

Annexure IV

(To be provided in Chartered Accountant's letterhead)

TO WHOMSOEVER IT MAY CONCERN

This is to certify that M/s....., having registered office at is registered under..... in the Year..... has not defaulted in the last three years and the following the turnover in the last three years.

<i>S No</i>	<i>Financial Year</i>	<i>Audited Turnover (amount in INR)</i>
1	2022-23	
2	2023-24	
3	2024-25	

We have checked and verified from books of accounts and certified that the above information is true and correct.

Person signature:

Person name:

Firm/company name:

Firm/company registration No:

Firm/company stamp/seal:

Annexure V

(To be provided in the bidder's letterhead)

To,
Chief Administrator Officer
Indo-German Science and Technology Centre (IGSTC)
Ground Floor, Technology Bhavan
New Mehrauli Road, New Delhi -110016

Subject: Willingness toward acceptance of RFP terms and conditions and Scope of work for Comprehensive Annual Maintenance Contract (CAMC) and Hosting of IGSTC Website on Microsoft Azure

Sir,

I/We have hereby provided our acceptance towards terms and conditions of RFP documents no. IGSTC/Admin/Website/2025-26 for providing the Comprehensive Annual Maintenance Contract (CAMC) and Hosting of IGSTC Website on Microsoft Azure.

I/We have carefully understood the nature of work/services to be delivered and hence provide our willingness on scope of work stated in the RFP document. With due consideration of the quantum of work and time involvement in execution, the price bid is submitted against the RFP.

Yours faithfully,

Name of authorized person:
Designation:
Signature:
Contact details:
Date & Place:
Company stamp:
Address of Company