SERVICES EXPORT PROMOTION COUNCIL

Set up by Ministry of Commerce and Industry, Government of India,

417, 4TH FLOOR, PRIME TOWERS, PLOT NO. 79 & 80,
Pocket F, Okhla Phase I, New Delhi-110020.
Phone: +91 11-41046327-28-29, +91 11-41734632 | Web: www.servicesepc.org

20th March, 2026

TENDER NOTICE

Subject Tender Reference No.: SEPC\Tender\website-www.servicesepc.org\2025-26\01

Tender for Portal/Website Routine development/ Maintenance/ Server management and Mass mailing services of SEPC website -www.servicesepc.org

The Services Export Promotion Council (SEPC) invites sealed bids from reputed and experienced Indian agencies for portal/website routine development, maintenance, server management, and mass mailing services.
Detailed Scope of Work, Deliverables, Eligibility Criteria, and Terms & Conditions are provided below.

Tender Submission Guidelines
Interested bidders may submit their bids in hard copy only, in a properly sealed envelope clearly superscribed as:
"Tender for Portal/Website Development & Technical Support Services for SEPC Website"
Address for submission:
Services Export Promotion Council (SEPC)
417, 4th Floor, Prime Towers, Plot No. 79 & 80,
Pocket F, Okhla Phase I, New Delhi – 110020
SEPC invites bids from reputed Indian agencies (professional website/portal development agencies) for the development and maintenance of its existing website: **www.servicesepc.org**

1. Introduction
- **Project Title:** SEPC Website (www.servicesepc.org) – Routine Development, Maintenance, Server Management & Mass Mailing Services
- **Organization:** Services Export Promotion Council
- **Tender Reference Number:** SEPC/Tender/Website-www.servicesepc.org/2025-26/01
- **Date of Issue:** 20th March 2026

2. Objective
SEPC requires comprehensive technical support and infrastructure services for the smooth functioning of its official website and digital communication systems.
The objective of this tender is to invite proposals from qualified technology vendors for providing cloud hosting infrastructure, website maintenance, development enhancements, and mass mailing services for the SEPC digital ecosystem.

3. Scope of Work

The selected vendor will be responsible for providing the following services:
- Cloud server infrastructure and hosting
- Website annual maintenance and monitoring
- Routine development enhancements
- Email mass mailing infrastructure and management
- Security, backup, and monitoring services
- Technical support and system administration

4. Cloud Server Infrastructure Requirements
The vendor must provide a managed cloud hosting environment with the following minimum configuration:
- Cloud NVMe-based server
- Minimum 12 GB RAM
- Minimum 5 vCPU
- Minimum 240 GB NVMe cloud storage
- Minimum 6000 GB bandwidth
- Linux-based OS (CentOS or equivalent)
- Control panel (cPanel/WHM or equivalent)
- Web server optimization (LiteSpeed or equivalent)
- Automated server backups
- Dedicated public IP address
- Managed server services
- Backup storage (minimum 250 GB)
- Advanced server security (malware protection, firewall, etc.)
- Server monitoring with automated alerts
- 24x7 uptime monitoring

5. Website Annual Maintenance Requirements
- Website uptime monitoring
- Bug fixing and troubleshooting
- Security updates and patches
- Plugin/module updates
- Performance monitoring
- Database optimization
- System health checks
- Server log monitoring
- Minor design adjustments (as required)
- Technical support

6. Routine Development Enhancement Requirements
- Feature improvements
- Functional upgrades
- UI/UX enhancements
- Integration with new modules/systems
- Form and workflow improvements
- Backend enhancements
- Performance optimization

- Testing and deployment

7. Mass Mailing System Requirements
The vendor must provide a professional system capable of handling high-volume communications.
Key Features:
- Capacity of 1.5 lakh+ emails/month
- Email API integration
- SMTP relay services
- Webhook integration
- Dynamic templates
- Email testing tools
- Delivery optimization
- Activity tracking and reporting
- Email validation
- Dedicated mailing IP
- Sub-user management
- Single Sign-On (SSO)
- Multi-channel technical support

8. Security & Compliance
- Web Application Firewall
- Malware detection and removal
- Secure server configuration
- SSL implementation
- Vulnerability monitoring
- Data protection and backup policies
- Secure email practices

9. Backup & Disaster Recovery
- Daily automated backups
- Backup storage management
- Quick restoration capability
- Disaster recovery planning

10. Technical Support Requirements
- Dedicated technical support
- Ticketing system
- Email and phone support
- Defined response time for critical issues
- Continuous monitoring

11. Deliverables
- Fully configured cloud infrastructure
- Managed hosting environment
- Continuous website maintenance
- Regular enhancements
- Functional mass mailing system

- Security, monitoring, and backup services

12. Eligibility Criteria
- Minimum 3 client references
- Company profile and annual report (Preference would be given to the agencies having min 3 years of experience)
- List of similar website/portals where your services were provided along with client references
- Copy of PAN number and GST registration
- Office presence in Delhi/NCR

13. Submission Deadline
Bids must be submitted in a sealed envelope latest by: **05:00 PM (1700 Hours), 30th March 2026**
Envelope must be clearly marked:
"Tender for Portal Development, Maintenance, cloud Server infrastructure Management & Mass Mailing Services"
Include:
- Company profile
- Technical proposal
- Financial proposal
- Project plan

14. Evaluation Criteria
- Technical expertise: 40%
- Cost-effectiveness: 30%
- Timeline: 20%
- Past experience: 10%

15. Terms & Conditions
- Only sealed hard-copy bids will be accepted
- No online/email submissions
- SEPC reserves the right to accept/reject bids without assigning reason
- All intellectual property rights will belong to SEPC
- Disputes will be resolved through mutual discussion; failing which, arbitration
- Jurisdiction: Courts at New Delhi

16. Remarks
Bidders are requested to submit four separate costs of the followings:
- Website Maintenance Cost
- Portal Development Cost
- Server Management Cost
- Mass Emailing Services Cost