

OFFICE OF THE COMMISSIONER OF CUSTOMS (EXPORT)
NEW CUSTOM HOUSE, BALLARD ESTATE
MUMBAI (MAHARASHTRA) - 400 001.

F.No. GEN/EDI/WEBS/5/2021-EDI-O/o COMMR-CUS-EXP-ZONE-I-MUMBAI

Date: - 03.2024

NOTICE INVITING E-TENDER

The Commissioner of Customs, Export, Mumbai Customs Zone-I, NCH invites online tender in two bid system (technical and financial) through e-submission of competitive bids from the reputed and experienced company/firms/contractors/enterprises for carrying out Security Audit of official website of Mumbai Custom Zone - I (<https://mumbaicustomszone1.gov.in>). Technical Bid will cover information relating to all aspects other than the price quoted and Financial Bid will cover the price quoted in the given proforma in the Annexure part of this tender document.

2. The tender documents including application form, format for Technical Bid and Financial Bid etc. are enclosed as Annexures to this Tender Notice which are available on our website www.mumbaicustomszone1.gov.in, www.cbic.gov.in and www.gem.gov.in. Any change, modification in tender will be intimated through above websites only. Bidders are, therefore, requested to visit above mentioned websites regularly to keep themselves updated. For reference the CRITICAL DATE SHEET is given below: -

Sr. No.	Description of activities	Date (dd/mm/yyyy) & Time (hrs)
1	Publishing Date	12.3.2024
2	Bid Submission Start Date	12.3.2024
3	Bid Submission End Date	22.3.2024
4	Technical Bid Opening Date	22.3.2024
5	Financial Bid Opening Date	01.4.2024

3. **EMD (Earnest Money Deposit):** The tender should be submitted with a Demand Draft of Rs. 20,000 (Rupees Twenty Thousand Only) of any nationalized bank in the name of "**Commissioner of Customs (Export), NCH, Mumbai Zone I**", payable at Mumbai in original and scanned copy of Demand Draft for EMD is to be uploaded with the tender. Exemption as per Government of India rules will be applicable.

4. Details of documents enclosed

Sr. No.	Annexure	Title of the Document
1	Annexure-A	GENERAL TERMS AND CONDITIONS
2	Annexure-B	SCOPE OF WORK
3	Annexure-C	PREQUALIFICATION CONDITIONS
4	Annexure-D	TENDER ACCEPTANCE LETTER
6	Annexure-E	FORMAT FOR TECHNICAL BID
7	Annexure-F	FORMAT FOR FINANCIAL BID

5. The details of eligibility criteria, specification, scope of work, terms and conditions, agreement details, payment schedules etc. are enclosed as Annexure to this Tender Notice. In case of any further clarification or queries, the bidders may contact Appraiser/Supdt.(P) of Customs, EDI Office of the Commissioner of Customs, Export, Mumbai Customs Zone-I, Mumbai, (Maharashtra) - 400001/ 022-22757460, 22757497 from 11 A.M. to 5 P.M or E-mail at edi.helpdeskmcz1@gov.in with the subject as 'Security Audit of Official Website of Mumbai Customs Zone I'.

6. The Commissioner of Customs (Export), Mumbai Zone-I, Ballard Estate, Mumbai, reserves the right to reject any or all of the bids without assigning any reasons.


(G. L. NARASIMHAM)

Deputy Commissioner of Customs,
EDI, Mumbai Customs Zone-I

Encl: As

above:

Copy to:

- Notice Board.
- CBIC website (www.cbic.gov.in) through telex section, New Custom House, Mumbai.
- MumbaiCustomsZone-1 website(<http://www.mumbaicustomszone1.gov.in>)

ANNEXURE - A
GENERAL TERMS AND CONDITIONS

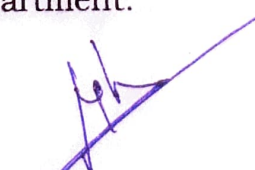
1. The Commissioner of Customs, Export, Mumbai Zone-I, NCH does not bind himself to accept the lowest tender and reserves the right to reject any or all the tenders in which any of the criteria are not fulfilled, without assigning any reason whatsoever.
2. Tenders in which any of the particulars and prescribed information are inadequate or incomplete in any respect or the prescribed conditions are not fulfilled, are liable to be rejected.
3. In case of any disputes regarding the interpretation of the terms and conditions, scope of work etc. of this tender notice, the decision of the Commissioner of Customs, Export, Mumbai Customs Zone I will be final and it shall be binding on all the parties.
4. At any point of time, the Commissioner of Customs (Export), Mumbai Customs Zone I reserves the right to terminate the contract without assigning any reason thereof.
5. All typographical errors are subject to corrections.
6. All the terms & conditions of this tender should be complied with.
7. The bidder shall not sub-contract/outsourced the job to any other agency.
8. The payment shall be made only after satisfactory completion of the work.
9. The time limit for completion of subject security audit of website is 15 days and the same needs to be adhered to by the service provider.
10. **TECHNICAL BID:**
The following documents are to be furnished by the bidder along with Technical Bid as per the tender document:
 - a) Technical Bid should be submitted in requisite format as per Annexure E.
 - b) Scanned copy of all supporting documents.
 - c) A scanned copy of Tender Acceptance Letter (Annexure-D) on company letterhead duly signed and stamped by authorized signatory of the bid should be submitted by bidder company, failing which bidder's bid may be rejected.
 - d) Scanned copy of Demand Draft for EMD should be uploaded on the portal.
 - e) The original copy of Demand Draft (for EMD) from any nationalized bank as per respective details mentioned above should be submitted in a duly sealed envelope with **"EMD for the tender no. <Tender No> for "Security Audit of Official Website of Mumbai Customs Zone I as per CERT-In Guidelines"** written on it which must reach at the address mentioned below:

"The Deputy Commissioner of Customs, EDI Section, Mumbai Customs Zone I, New Customs House, Ballard Estate, Mumbai, Maharashtra-400001."

by post/speed post/courier/by hand on or before Bid Submission End Date & Time as mentioned in Critical Date Sheet. Otherwise the tender will be summarily rejected without assigning any reason.

11. FINANCIAL BID

- a. Financial bids of only those bidders will be opened whose technical bids are found suitable by the committee appointed for the purpose. Date and time of opening of price bids will be decided after technical bids have been evaluated by the committee. In exceptional situation, an authorized committee may negotiate price with the qualified bidder quoting the lowest price before awarding the contract.
- b. Format of Financial Bid to be submitted by bidder company is provided in the form of template (Annexure-F), along with this tender document. Bidders are advised to download this template and quote their offer/rates in the permitted column and upload the same in financial bid. In case if the same is found to be tempered/ modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with NCH.
- c. The Financial Bid should be duly signed & stamped by the authorized signatory of the bidder company along with Company Seal/Stamp. The rates to be quoted in Financial Bid should be in Indian Rupees inclusive of all taxes.
- d. The financial bid should clearly indicate the price quoted by the bidder inclusive of all taxes and other terms and conditions, if any. The financial bid of only those bidders will be considered, if the Technical Bid is acceptable to the Department.


(G.L. Narasimham)

Deputy Commissioner of Customs,
EDI, Mumbai Customs Zone I

ANNEXURE B

SCOPE OF WORK

The specifications of official website of Mumbai Customs Zone I for which the said security audit is to be carried out as per CERT-In guidelines are:

1. Dynamic Pages – 100 approx.
 2. Static Pages – 236 approx.
 3. No. of Input Fields – 10-20 approx.
 4. No. of Users – 1 (Superadmin for managing content of website)
 5. Technology - DOT NET (NET FRAME WORKS).
 6. Server – IIS Server, MSSQL for database.
2. Conducting Security Audit of official website of Mumbai Customs Zone, I (<https://www.mumbaicustomszone1.gov.in>) and providing a security audit certificate.
3. The Security audit work must be completed within 15 days from date of award of contract which includes issuance of Security Audit Certificate.
4. A security Audit is a specified process designed to assess the security risks facing an organization and the controls of countermeasures adopted by the organization to mitigate those risks. As a part of any audit, the auditors will interview key personnel, conduct vulnerability assessments and penetration testing, catalog existing security policies and controls and examine IT assets.
5. IT security auditing should include a combination of the following:
- i. Vulnerability assessment
 - ii. Application security assessment
 - iii. Password cracking
 - iv. Log review, incident response and forensic auditing
 - v. Integrity checks
 - vi. Virus detection
6. **Audit Environment** - Audit can be done off-site. Department shall provide source code and necessary assistance as and when required to complete the security audit.
7. **Roles and Responsibilities** - The auditor responsibilities need to articulate not just the audit tasks, but also the documentation of

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their activities, reporting their actions etc. and providing necessary guidance to the developer as and when requested during the audit phase.

8. **Audit Report** - Security Audit Report from the security auditor should clearly state that these web-pages, including the backend database and scripts, if any, are free from any vulnerability and malicious code, which could be exploited to compromise and gain.

ANNEXURE C
PRE-QUALIFICATION CONDITIONS

During the preparation of Technical Bid, the following details should also be given:

1. A brief description of the organization and an outline of recent experience in assignments of similar nature in Government Departments/Government Undertakings/corporate Sector etc.
2. Proof of CERT-In empanelment.
3. Proof of GST Registration.
4. Copy of PAN & GST Registration.



(G.L. Narasimham)
Deputy Commissioner of Customs,
EDI, Mumbai Customs Zone I

ANNEXURE D
TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

Tender Reference No:

To,
The Commissioner of Customs
(Export), Mumbai Customs
Zone-I
New Customs House, Ballard Estate, Mumbai,
Maharashtra- 400 001.

Sub: **Security Audit of the Mumbai Customs Zone-I Website**
(<https://www.mumbaicustomszone1.gov.in>), New Customs
House, Ballard Estate, Mumbai-400001

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned "Tender/Work" from the website(s) namely: _____
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc.) which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organization too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality/entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/debarred by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore, or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Name of Authorized Signatory:

Designation:

Contact details:

ANNEXURE - E
FORMAT FOR TECHNICAL BID

Sr. No.	Particulars	Details
1.	Name of the "The Service Provider"	
	Full Address of the Service Provider	
	Telephone No. / Mobile No.	
	Fax No.	
	Email id	
	Complete name, designation and contact no. of authorized signatory for bid purpose	
2.	Bank details of company with MICR & IFSC (Submit Mandate Form for ECS payment)	
3.	PAN No.	
4.	GST Registration No.	
5.	Whether the company is a CERT-In Empaneled Auditor?	Yes or No
6.	Details of CERT-In Empanelment along with validity	
7.	Whether blacklisted by any Bank/Govt./PSU organization (Submit self-declaration certificate)	Yes or No
8.	Details of EMD	

Note: - Attested photocopies of all above for proof should be uploaded with technical bid.

Annexure- F
FORMAT FOR FINANCIAL BID

To,
The Commissioner of Customs (Export),
EDI Section, New Customs House,
Ballard Estate, Mumbai - 400001

Sir,

Sub: - Submission of financial bid for Security Audit of the Mumbai Customs Zone-I Website ([http:// \(www.mumbaicustomszone1.gov.in\)](http://www.mumbaicustomszone1.gov.in))-reg.

With the reference to the above, I/We hereby submit the quotation for the subject mentioned above including applicable taxes.

Sr. No.	Scope of Work	Location	Amount in Rs. including all government taxes.
1.	Security Audit of the Mumbai Customs Zone-I Website (https://www.mumbaicustomszone1.gov.in).	Office of the Commissioner of Custom (Export) New Custom House, Ballard Estate, Mumbai Zone-I.	

Date: -

Place: -

Signature of the Bidder

DECLARATION

I/WE hereby certify that information furnished above is true and to the best of my/our knowledge. I/WE understand that if any deviation is found in above statement at any state, I/WE shall be black listed and will not have any dealing with department in future. I/WE have read the terms and condition of the tender notice along with all requirements.

I hereby confirm that I am authorized to sign the tender document.

Signature & Name of the authorized
Signatory
Seal/Stamp

Name of Authorized
Signatory:

Designation:

Contact details: