

OFFICE OF THE COMMISSIONER OF CUSTOMS (EXPORT)
ELECTRONIC DATA INTERCHANGE (EDI)
NEW CUSTOM HOUSE, BALLARD ESTATE
MUMBAI 400 001.

F. NO. S/1-136/17-18 EDI

Date:- 05 .04.2018

NOTICE INVITING E-TENDER

The Office of Commissioner of Customs, Export, EDI, Mumbai Customs Zone-1, invites online quotations through E-procurement Portal of www.eprocure.gov.in in two bids – Technical and Financial Bid from reputed website developers for maintaining and updating the current website of Mumbai Customs Zone-I (www.mumbaicustomzone1.gov.in) time to time and design it responsive with the existing URL and content for mobile phones, **for a period of one year from 02.05.2018 to 01.05.2019**. The complete tender documents are available in CBIC website: www.cbec.gov.in, www.mumbaicustomszone1.gov.in and also on www.eprocure.gov.in.

The e-tender is invited in a two-bid system, viz., Technical/ Qualifying Bid and Financial Bid. The details of work specifications, terms & conditions outlined in the Annexure to this e-tender are as under:-

1. Annexure-I Terms & Conditions
2. Annexure-II - Technical Bid form
3. Annexure-III - Financial Bid form

All prospective bidders are invited to submit their bids under Two-Bid systems for the subject work, as detailed below, in accordance with the tender documents enclosed:-

MODE OF TENDERING:	e-tendering through portal https://eprocure.gov.in
EARNEST MONEY DEPOSIT:	Rs. 50,000/- (Rupees Ten Thousand only)
LAST DATE & TIME FOR SUBMISSION OF BID:	28.04.2018 & 16.00 hrs
DATE & TIME FOR OPENING OF TECHNICAL/ QUALIFYING BID:	30.04.2018
DATE & TIME FOR OPENING OF FINANCIAL BID:	01.05.2018

Interested bidders may download the Notice Inviting e-Tender from the e-procurement portal <https://eprocure.gov.in> .The tender enquiry documents will be available on official website of CBIC (www.cbec.gov.in), official website of Mumbai Customs Zone-1 (<http://www.mumbaicustomszone1.gov.in>) and on <https://eprocure.gov.in> from 05.03.2018. In the event of any of the above mentioned dates being subsequently declared as a holiday / closed day for this office, the tenders will be opened on the next working day at the scheduled time.

The e-Tenders should be submitted on-line on the website <https://eprocure.gov.in> in complete in all respects on or before 28.04.2018 in two separate files addressed to the Commissioner of Customs (Export), EDI, New Custom House, Ballard Estate, Mumbai-400001.

The technical/ qualifying bid shall be opened by the e-Tender Evaluation Committee on 30.04.2018. Incomplete bid documents shall be rejected. The valid bids shall be scrutinized by the e-tender evaluation committee to shortlist the eligible bidders. Thereafter, the financial bids of the short listed bidders shall be opened on 01.05.2018 by the e-tender evaluation committee.

Bidders shall submit the technical as well as the financial bid through e-tendering portal (<https://eprocure.gov.in>) only. Bids submitted by courier/ post/ in person shall not be accepted in this tender.

The Bidder should clarify any doubts/queries regarding the specification from the Inspector/Superintendent of Customs, on any working day between 11.00 AM to 5.00 PM before 28.04.2018. The Bidder should fulfil pre-qualification conditions of the e-Tender and should sign each and every page of the e-tender including the annexure as a token of acceptance of all the terms and conditions contained therein and submit all documents attested by the authorized person along with the bid. The e-tender form shall be rejected if it is not complete in all respects.

Sd/-
(RAJKUMAR V. KENDRE)
DEPUTY COMMISSIONER OF CUSTOMS
EDI/ NCH, MUMBAI.

Encl: Annexure I, II & III

Copy to

I. Notice Board

ii. e-procurement portal (<https://eprocure.gov.in>)

iii CBIC website (www.cbic.gov.in) through telex section, New Custom House, Mumbai – I

iv Mumbai Customs Zone-1 website (<http://www.mumbaicustomszone1.gov.in>)

ANNEXURE-I

TERMS & CONDITIONS

(To the Tender Notice F. NO. S/1-136/17-18 EDI Dtd 05.04.2018)

1. Description of Work:

- i. The bidder is liable to maintain/ update the existing website of Mumbai Customs Zone-I i.e. <http://www.mumbaicustomszone1.gov.in>
- ii. The bidder should make the changes in the exiting website of Mumbai Customs Zone-I, proposed by this office.
- iii. The bidder should ensure the responsiveness of existing website of Mumbai Customs Zone-I to smart phones and tabs.
- iv. The should ensure the security aspects of the website.

The following shall be covered under the scope of this work:-

The updating will be done from the premises of the AMC holder or from other location convenient to the Department. The AMC holder will be responsible for any loss or damage caused to any of the website pages owing to the negligence on their part.

A brief detail of work is as below:

1. Total maintenance and updating of current website of Mumbai Customs (www.mumabaicustomzone1.gov.in) time to time and Design and developing responsive with the existing URL and content for mobile phones and tablets for a period of one year
2. Static information update:
 - a) Minor update would be done by Departmental Officer with help of the AMC holder through a control panel access. A user-friendly Control Panel shall be provided to Departmental Officers for this purpose.
 - b) AMC holder would be responsible for updating such as adding a new link. Public Notice, Tenders, Facility Notice, Meeting Notice/Minutes, etc. and the same will be done by the departmental staff with the prior approval of Departmental Officer.
3. Maintenance of static pages of information.
4. Content management and further improvement of the website.
5. Incorporation of adding more features as instructed by Department from time to time.
6. Checking and correcting dead links (Monthly).
7. Archival of information (as per instruction).
8. Updating data elements on existing pages.
9. Updating sitemap (Monthly).
10. Updating navigation schemes.

11. Content research and management.
12. Uploading of English contents on the website.
13. To make the website compatible for mobile phones and tablets viewing i.e. making it mobile/tablet friendly and its maintenance for a period of one year.
14. Applications of the following:
 - i. System admin Module.
 - ii. Security logging module.
 - iii. Website feedback and guest book.
 - iv. Archive of visitors interaction.
 - v. Static site authentication module.
 - vi. Reporting and reviews.
15. Database administration (Oracle and java based application & other software based application if required)
16. Any other related work, if required (During the AMC period, if scope of diversified the AMC holder shall have to provide the engineer with requisite caliber to this office and no additional amount will be paid for that).
17. Whenever any dynamic content is required to be updated, the same may be done only after Security Audit Clearance by CERT-IN Empanelled Auditor. If static information is required to be updated then there is no need of Security Audit.
18. The bidder shall not sub-contract/outsourcing the job to any other agency.
19. The bidder firm should ensure the security aspect of the website. In case of security breach, it's the responsibility of bidder firm to keep all the data safe and secure.
20. The hosting of the website is already done on the NIC servers and hence the tender does not include the cost/work of hosting the website. The domain name www.mumbaicustomszone1.gov.in is already registered and hence the tender does not include the cost of domain name registration.

2. Eligibility/Qualification Criteria for technical bids:

Technical/ qualifying bid shall be submitted in a prescribed format as laid down in the Annexure II. The bidder shall furnish all the documents/ information/ annexure as listed below:

1. The Bidder shall have a minimum of 05 years experience, preferably in website creation/development, maintenance & other related matters as given below:
 - A. Development of at least five portals of similar nature, with static content and database driven dynamic content/interactive content.
 - B. The AMC holder (Supplier) must have the expertise in maintenance of website contents, uploading on websites, development of home-page, etc. and expertise in generation of online modules of reports etc. They should have well qualified persons with experience in development of website including new home-page etc. and

having managed for minimum five years for at least five portals of similar nature, i.e. as described in above point.

C. Support team should be proficient in HTML, JSP, PDF, RDBMS FLASH, Applets, Servlets, XML, and content management tools.

2. The bidder should have annual turnover of more than Rs. 1,00,00,000/- (Rupees one crore) in last financial year, in this regard CA certified certificate & balance sheet should be submitted.
3. The bidder shall have to provide services required at Mumbai and should have office in Mumbai. In this regard, the bidder should have to furnish the Establishment certificate of the shop.
4. The bidder should not have been disqualified or served memorandum by any central Govt./State Govt./Semi Govt. Private Organization. If later on, it is found that any AMC holder has been disqualified or served memo, he will be banned for next five years by the department. NOC/ satisfactory report be furnished in this regard.
5. The bidder must have at least five contracts for maintenance and updating of government website, work orders are required in this regard.
6. The bidder should have quality management certificate ISO 9001:2015 in support of providing the qualitative services.
7. All bidders must enclose GST registration certificate and income-tax return of last three financial years of the firm along with tender documents.
8. The bidder must give wages to its employees as per Minimum Wages Act, 1948. Compliance certificate should be given by the bidder in this regard.

3. **Financial Bid Requirement:-**

The bidder shall submit financial bid in the prescribed format as laid down in Annexure-III. The quoted rate shall include all taxes and all other liabilities.

4. **Earnest Money Deposit:-**

An Earnest Money Deposit (non-interest bearing) of Rs.50,000/- (Rupees fifty thousand only) should be submitted by the Bidders by way of Demand Draft/ Bank guarantee in favour of "**President of India (acting through the Commissioner of Customs)**", payable at Mumbai in original. Demand Draft/ Bank Guarantee should be sent in original to 'Deputy Commissioner of Customs, EDI, 1st floor, Annexe Building, New Custom House, Ballard Estate, Mumbai-400001.' E-Tender without Earnest Money deposit shall be rejected. EMD shall be forfeited in case the eligible bidder withdraws or the details furnished by the bidder are found to be incorrect or false during the tender selection process. No interest of whatsoever the nature shall be payable by the department towards Earnest Money Deposit.

EMD will be exempted for Micro and Small Enterprises (MSEs), however, the bidder firm must furnish attested copy of Valid Registration/Exemption certificates, if any, in this regard.

5. **Performance Security Deposit:-**

The successful bidder shall furnish security deposit to the Office of Commissioner of Customs (Export) within 30 days of the issuance of the contract, which shall be Rs. 10% of the total annual maintenance contract value and shall be in form of Bank Guarantee from a

Scheduled Bank drawn in favour of "**President of India (acting through the Commissioner of Customs)**", payable at Mumbai, valid for the contract period and plus three months thereafter. Earnest Money Deposit of the successful bidder will be refunded only after depositing of Performance Security Deposit.

- No interest will be payable by the office of the Commissioner of Customs (Export) on Performance Security Deposit.
- In case of breach of contract or violation of any terms of contract, security deposit shall be forfeited.

6. Bidding Procedure:-

- a) Bids are invited in two bid systems, (1) Technical and (2) Financial, which shall be uploaded separately on E-procurement Portal of www.eprocure.gov.in as per annexure-II and annexure-III.
- b) The technical bids of all bidders will be opened by e-tender evaluation committee on pre-scheduled date.
- c) The financial bids of only successful bidders will be opened later.
- d) No bids will be accepted after pre-scheduled date & time under any circumstances.
- e) All relevant rules and regulations of Government of India will be final and applicable and binding on all bidders.
- f) All commercial bids must contain "**terms of payment, delivery period**", etc.

7. Terms of Payment:-

- a. The bidder shall submit the bill on quarterly basis at the end of each quarter, in original or duplicate, duly certified by EDI section and the same shall be paid thereof after making recovery, if any. No interim bills will be entertained.
- b. The bill payment will be subjected to TDS applicable under the Income Tax Act 1961. The bill payment shall be subjected to verification by EDI staff certifying the proper execution of the contract work.
- c. The payment for last quarter would, however, be made only on successfully handing over the Website (www.mumbaicustomszone1.gov.in), to the next year's contractor. However if the defects, shortcomings noticed during next year's Handing over/Taking over are not set right by the successful bidder of this tender notice then the same will be done by the Department through other means and cost towards that would be deducted from the last quarter bill to be paid to them.
- d. Payment due to the bidder shall be made by the Office of Commissioner of Customs (Export) by ECS/NEFT. For this, the bidder is supposed to submit a mandate form to the office. In all cases, the bidder shall present his bill pre-receipted with proper revenue stamp.

8. Taxes and Duties:-

The successful bidder shall be entirely responsible for all taxes, duties, license fees, etc. until delivery of the contracted Goods and Services to the Purchaser. No tax of duty will be payable by this office.

Sd/-
(Rajkumar V. Kendre)
Deputy Commissioner of Customs
EDI, NCH, MUMBAI

ANNEXURE-II

Technical Bid Form

(To the Tender Notice F. NO. S/1-136/17-18 EDI Dtd 05.04.2018)

Sr. no.	Name of Documents	Yes/ No	Page Nos.	Reason (If any)
1.	Documents related to the 5 years experience in maintaining the website contents,			
2.	Copy of Income-tax return of last three financial years.			
3.	Details of turn over etc.			
4.	Proof of present office address in Mumbai			
5.	Shop and Establishment certificate			
6.	Service Tax registration certificate			
7.	Copy certifying to have at least two contracts for updating and maintenance of government website.			
8.	Quality management certificate			
9.	Declaration of not having been black-listed			
10.	Minimum Wages Act, 1948 Compliance Certificate.			

The bidder should submit all the documents in support of Eligibility Criteria of Technical Bid and a copy of the turnover of their companies in respect of last 3 financial years duly certified by Chartered Accountant to be enclosed with Performa of annexure (Technical bid form).

DECLARATION

I/We hereby certify that the information furnished above is true and correct to the best of my /our knowledge. I/ We understand that if any deviation is found in above statement at any stage, I/We shall be blacklisted and will not have any dealing with department in future.

I hereby confirm that I am authorized to sign the Tender Documents.

Date:

Sign:

Place:

Name:

Designation:

CO. Name & Seal:

ANNEXURE-III

Financial Bid Form

(To the Tender Notice F. NO. S/1-136/17-18 EDI Dtd. 05.04.2018)

Sr.No.	Particulars (scope of work)	Amount (P/A)	Tax	Total Amount P/A (inclusive of all taxes)
1	maintenance and updating of current website of Mumbai Customs Zone-I (www.mumabaicustomzone1.gov.in) time to time and design and developing responsive with the existing URL and content for mobile phones.			

DECLARATION

I/We hereby certify that the information furnished above is true and correct to the best of my /our knowledge. I/ We understand that if any deviation is found in above statement at any stage, I/We shall be blacklisted and will not have any dealing with department in future.

I hereby confirm that I am authorized to sign the Tender Documents.

Date:

Sign:

Place:

Name:

Designation:

CO. Name & Seal: