



प्रधान आयुक्त सीमाशुल्क का कार्यालय(निवारक)
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (PREVENTIVE)
तलाशी एवं आसूचना विभाग ,नवीन सीमा शुल्क भवन,
RUMMAGING AND INTELLIGENCE DIVISION, NEW CUSTOM HOUSE,
बेल्लार्ड एस्टेट ,मुंबई- 400001
BALLARD ESTATE, MUMBAI – 400 001.

F. No.- SD/INT/ADMIN-I/73/R&I 2017-18

Dated: /Nov/2018

TENDER NOTICE

Sub: Comprehensive Annual Maintenance Contract (AMC) for a period of one year for the Maintenance and Updation of Official website (English and Hindi) i.e “WWW.CCPMUMBAI.GOV.IN” of the Customs (Preventive) Commissionerate at New Custom House, Ballard Estate, Mumbai-400001 – Reg.

Online e-Tender is invited by the office of Pr. Commissioner of Customs (Preventive), Rummaging and Intelligence Division, New Custom House, Ballard Estate, Mumbai-400001 from eligible and experienced/ reputed firms for a Comprehensive Annual Maintenance Contract (AMC) for a period of one year for the Maintenance and Updation of Official website (English and Hindi) i.e “WWW.CCPMUMBAI.GOV.IN” of the Customs (Preventive) Commissionerate

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-Application Form
3. Annexure-III - Technical Bid form
4. Annexure-IV - Financial Bid form

The e-tender for qualifying bid prescribed in Annexure so attached complete in all respects shall be submitted on-line on or before (19.12.2018).

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. 15,000/- (Rupees Fifteen Thousand only)

LAST DATE & TIME FOR SUBMISSION OF BID : 19.12.2018 at 1800 hrs

DATE & TIME FOR OPENING OF TECHNICAL/ QUALIFYING BID : 20.12.2018 at 1100 hrs

DATE & TIME FOR OPENING OF FINANCIAL BID : 21.12.2018 at 1100 hrs

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.cbic.gov.in), official website of Mumbai Customs Zone-1 (<http://www.mumbaicustomszone1.gov.in>) and on <https://eprocure.gov.in> from 28.11.2018.

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 19.12.2018 in two separate files addressed to the office of Pr. Commissioner of Customs (Preventive), Rummaging and Intelligence Division, New Custom House, Ballard Estate, Mumbai-400001. The technical/ qualifying bid shall be opened by the e-Tender Evaluation Committee on 20.12.2018. 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 21.12.2018 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/brand from the Inspector/Superintendent of Customs, on any working day between 11.00 AM to 5.00 PM before 19.12.2018. 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/-
(Sourabh Dabas)
Deputy Commissioner of Customs (P)
R&I Division/Admin-III

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,

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

ANNEXURE-I

1. Eligibility/ Qualification Criteria:

- a) The bidder shall have to provide services required at Mumbai and should have office presently at Mumbai.
 - b) The bidder shall have minimum of **3 years experience**, preferably in website creation/development, maintenance & other related matters as given below:
 - c) Development of at least **one** portal of similar nature, with static content and database driven dynamic content/interactive content.
 - d) Having managed for minimum two years for at least two portals of similar nature, i.e. as described in above point.
 - e) Support team should be proficient in HTML, JSP, PHP, RDBMS FLASH, Applets, servlets, XML and content management tools.
 - f) Domain knowledge of the industries sector is preferable.
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- d) All bidders must enclose GST Registration/VAT Registration/Service Tax Registration Certificate alongwith the tender documents.
 - e) The bidder should have annual turnover of more than Rs. 1,00,00,000/- (Rs. One crore) in last financial year, in this regard CA certificate & balance sheet should be submitted.
 - f) The bidder should have quality management certificate ISO 9001:2015 in support of providing the qualitative service.
 - g) 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.

2. Bidding Procedure/Submission of Bids:

- 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-III and annexure-IV.
- b) The Technical Bids of all the bidders will be opened by e-tender evaluation committee on pre-scheduled date, time and venue. No price details shall be given in this bid. Violation to this would result in invalidation of tender
- c) The Financial Bids of only successful Technical Bidders will be opened later on pre-scheduled date, time and venue.
- d) Sealed Bids shall be received, not later than 18:00 hrs on 19.12.2018. No Bids will be accepted after this date and time under any circumstances. This office will not be responsible for any delay and also for reasons beyond the control of this office.
- e) All relevant rules and regulations of Government of India will be final and applicable and binding on all bidders.
- f) All Financial/commercial bids must contain “**full details of the price & commercial conditions, terms of payment**”, etc. All Prices and other information in this regard having a bearing on the price shall be written both in figures and words in the prescribed format.
- g) Any deviation of any sort e.g. Technical or Financial or terms and conditions shall specifically be indicated in the Technical & Financial Bids itself.
- h) The bid shall remain valid for 60 days after the date of bid opening. The acceptance of the tender rests with Commissioner of Customs (Preventive), New Customs House, Ballard Estate, Mumbai, who will be the final authority and his decision shall be final and reserves the right to reject any or all of the bids so received without assigning any reasons whatsoever.

3. Prices:

Price charged by the bidder for any goods and services under the Contract shall not vary from the prices quoted by the supplier in its bid. Total price offered would be inclusive of all taxes. The purchaser shall

not pay any additional charges except price offered. In case, some additional software is needed to get the work done, the same shall be provided by the successful bidder free of charge.

4. Taxes and Duties:

The successful bidder (Herein after referred as "Supplier") shall be entirely responsible for all taxes, duties, license fees, etc, incurred until delivery of the Contracted Goods & services to the Purchaser. No tax or duty will be payable by the purchaser.

5. Security Bid:

The prospective Bidders shall submit Bid Security (Earnest Money) in the form of Account Payee Demand Draft of Rs. 15,000/- in the name of "Commissioner of Customs (Preventive), Mumbai" along with the Bids.

5. Opening of Bids:

a) The Technical Bids of all the bidders will be opened by e-tender evaluation committee on pre-scheduled date, time and venue. No price details shall be given in this bid. Violation to this would result in invalidation of tender. In the event of the specific bid opening being declared a holiday for the purchaser, the bid shall be opened at the same time and location on the next working day

b) The Financial Bids of only successful Technical Bidders will be opened later on pre-scheduled date, time and venue.

7. Performance Security:

The successful bidder within 30 days of the issuance of the contract shall submit a "Performance Security" in the form of a Bank Guarantee from a Commercial Bank/Nationalised Bank for an amount equal to 10% of the value of the contract for proper functioning, updation and maintenance of the Website throughout the contract period.

3. Maintenance & Updation of Website:

The Maintenance and regular updation of the all associated activities linked with the work related to English/Hindi contents of the website of the Customs (Preventive) Commissionerate at New Customs House, Ballard Estate, Mumbai, which include the following works:

- i) The existing website of the Customs Preventive Commissionerate, Mumbai, shall be re-designed and made compliant with GIGW (Government of India Government website) Guidelines. The GIGW Guidelines are available at <http://web.guidelines.gov.in>.
- ii) Static information updation -
 - a) Minor updations would be done by Departmental Officers with the help of the AMC holder through a Control Panel Access. A user-friendly control panel may be provided to departmental officers for this purpose.
 - b) AMC vendor would be responsible for major updations such as adding a new webpage, adding a new link, re-designing on existing pages, public notices, tenders, facility notices, meeting notices/Minutes etc. and same should be done with the prior approval of Departmental Officers.
- iii) Maintenance of static pages of information.
- iv) Checking for dead links (Monthly).
- v) Archival of information (as per instruction).
- vi) Updation of data elements on existing pages.
- vii) Updation of Sitemap (Monthly).
- viii). Update navigation schemes.
- ix). Re-design of Home Page (as and when required).
- x). Content research and management.
- xi. Uploading of the English/Hindi Contents on the website.
- xii. Website visitor experience and feedback option
- xiii. Complaint/suggestion box
- xiv. Rating of ease of doing business with Preventive Commissionerate.

- xv. Organizational chart along with the works assigned to each section/branch in Preventive Commissionerate.
- xvi. Incorporation of adding more feature as instructed by Department from time to time.
- xvii. 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.
- xviii. Applications of following:-
 - a) System Admn.. Module
 - b) Security logging module
 - c) Website feedback and guest book
 - d) Archive of visitors interaction
 - e) Static site authentication module
 - f) Reporting and reviews etc.
- xix. The bidder/vendor should be able to share the website page on social networking site like Twitter, Facebook, LinkedIn etc.
- xix. Data base Administration (Oracle and java based applications & other software based application if required).
- xx. Any other related work, if required. (During the AMC period, if scope of work is diversified then the AMC holder shall have to provide the engineer with requisite caliber to this office and no additional amount will be paid).
- xxi. 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. The payment charges for audit shall be borne by the vendor.
- xxii. The bidder shall not sub-contract/outsources the job to any other agency.

9. Payment:

The maintenance and updation cost shall be paid **quarterly (after completion of 3 months period)** on raising the bill by the vendor.

10. Penalty Clause:

- a) The updations required to be made on the basis of data provided by this office shall be done within 24 hours failing which a penalty as decided by the department shall be levied for each such lapse.
- b) The design and other formats of the website approved by this office shall not be changed/modified without prior permission failing which a penalty as decided by the department shall be levied for each such lapse.
- c) In case of unsatisfactory performance, the department may levy a penalty at following rate from any bill:-

Description	Rate of Penalty
1 st lapse/default	5% of quarterly Bill
2 nd lapse/default	10% of Quarterly Bill
3 rd lapse/default	15% of Quarterly Bill
More than 3 rd lapse/default	20% of Quarterly Bill

d) Any deviation from the terms and conditions as mentioned above shall also attract appropriate penalty as applicable.

11. In case of any major breakdown in the website the vendor shall have to rectify the problems within 24 hours. If the vendor shall not rectify the problem, the deduction will be made from the bill as under:-

Time Schedule	Penalty
From 24-36 hours	500
From 36-48 Hours	1000
From 48-60 Hours	1500
More than 60 hours	2000

12. The tenure of contract is one year from the date of the site is handed over to the service provider for maintenance. The tenure may be extended for such period as may be mutually agreed by both the signatories to the contract on same terms & conditions.

13. In case of any dispute the decision of Pr. Commissioner/Commissioner (P) shall be final & binding on both, the purchaser & the vendor.

Sd/-
(Sourabh Dabas)
Deputy Commissioner of Customs (P)
R&I Division/Admin-III

ANNEXURE-III
Technical Bid Form

(To the Tender Notice of the Maintenance and Updation of Official website F.No. SD/INT/Admn-I/73/2017-18 R&I dtd.28.11.2018)

Sr. no.	Name of Documents	Yes/ No	Page Nos.	Reason (If any)
1.	Documents related to the 3 years' experience in website creation/development, maintenance & other related matters.			
2.	Documents related to development of at least on portal of similar nature, with static content and database driven dynamic content/interactive content			
3.	Having managed for minimum two years for at least two portals of similar nature, i.e. as described in above point			
4.	Copy of IT return of last three financial years.			
5.	Details of annual turnover etc.			
6.	Proof of present office address in Mumbai			
7.	Shop and Establishment certificate			
8.	GST Registration/VAT Registratoin/Service Tax registration certificate			
9.	Copy certifying to have at least three contracts for maintenance of Maintenance and Updation of Official website.			
10.	Declaration of not having been black-listed			
11.	Quality management certificate			

The bidder should submit all the documents in support of Eligibility Criteria of Technical Bid 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-IV

Financial Bid Form

(To the Tender Notice of the Maintenance and Updation of Official website F.No. SD/INT/Admn-I/73/2017-18 R&Idtd. 28.11.2018)

Sr.No.	Particulars (scope of work)	Amount (P/A)	Tax	Total Amount P/A (inclusive of all taxes)
1	Comprehensive Annual Maintenance Contract (AMC) for a period of one year for for the Maintenance and Updation of Official website (English and Hindi) i.e “ WWW.CCPMUMBAI.GOV.IN ” of the <u>Customs (Preventive) Commissionerate</u> at New Custom House, Ballard Estate, Mumbai-400001			

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-II

From,

To,
The commissioner of Cusotms(P),
R&I Division,
New Custom House,
Mumbai-400001

Sub:- Contract for AMC for maintenance and Updation of official website (English & Hindi) i.e “WWW.CCPMUMBAL.GOV.IN” of the Customs (Preventive) Commissionerate at New Custom House, Ballard Estate, Mumbai-400001 – Reg.

Ref: 1). Your tender Notice No.

Dated:

2) EMD DD No.

Dated For Rs.15,000/-

I/We have read the contents of the term and conditions mentioned in your tender schedule and its enclosure and agree to abide by the same.

I/We have also examined the above mentioned website and my/our offer is to provide the required service in accordance with the requisite Scope of Work and Guidelines for Indian Government Website.

I/We quote the rate inclusive of all taxes, levies etc. in complete.

Yours faithfully

(Signature and stamp of the tenderer,
State legal status, Whether Prop., Partner,
Registered firm, Company etc.)