



## OFFICE OF THE COMMISSIONER OF CUSTOMS (EXPORT)

EDI SECTION, 4<sup>th</sup> FLOOR, NEW BUILDING  
NEW CUSTOM HOUSE

F.No. III/(17)/9/2020-EDI

Date: 13.12.2023

### **AMC FOR MAINTENANCE AND UPDATION OF THE OFFICIAL WEBSITE (ENGLISH AND HINDI) OF NEW CUSTOM HOUSE, MUMBAIZONE I ([HTTPS://WWW.MUMBAICUSTOMSZONE1.GOV.IN](https://www.mumbaicustomszone1.gov.in))**

The Commissioner of Customs, Export, Mumbai Customs Zone-I, hereinafter referred as "DEPARTMENT" invites e-tender from interested bidders for the AMC for Maintenance and Updation of the official website (English and Hindi) of New Customs House, Mumbai, i.e. <https://www.mumbaicustomszone1.gov.in>, for a period of one year from the date of issuance of work order for the said work. The complete tender documents will be available on [www.gem.gov.in](http://www.gem.gov.in) and [www.mumbaicustomszone1.gov.in](http://www.mumbaicustomszone1.gov.in)

2. Interested agencies may send quotations under TWO BIDS SYSTEM i.e. Technical Bid and Financial Bid along with Earnest Money Deposit of Rs. 30,000/- (Rs. Thirty Thousand Only) in the form of Demand Draft from any nationalized bank in favour of the "President of India (acting through the Commissioner of Customs (Export), New Custom House, Mumbai Zone I)" payable at "Mumbai" as per schedule given in CRITICAL DATE SHEET and in accordance with documents enclosed below.

#### **CRITICAL DATE SHEET**

Sr. No.	Description of activities	Date&Time
1	Date of Publishing of E-tender	15.12.2023 12:00 Hrs
2	Start date for Submission of bid	15.12.2023 12:00 Hrs
3	End date for Submission of bid	05.01.2024 12:00Hrs
4	Date of opening technical bids	05.01.2024 12:30Hrs
5	Date of opening financial bids	10.01.2024 12:00

#### **3 Details of documents enclosed**

Sr. No.	Annexure	Title of Document
1	Annexure-A	Application Form
2	Annexure-B	Scope and Technical specifications of the work
3	Annexure-C	Prequalification Conditions
4	Annexure-D	Detailed Terms and Conditions
5	Annexure-E	Format for Technical Bid

6	Annexure-F	General Instructions
7	Annexure-G	Format for Financial Bid

4. EMD amount through Demand Draft of any nationalized bank with respective details as mentioned above are to be deposited physically in original at EDI Section, 4<sup>th</sup> Floor, New Building, New Custom House, Ballard Estate, Mumbai 400 001 and a scanned copy of the DD is to be uploaded with Tender. Exemption applicable for EMD are as per GOI Rules. The Bidder has to submit the EMD through Demand Draft in EDI Section, New Custom House within the prescribed time limit i.e. the last date of submission of the bid. Bids received without EMD will be rejected.

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 which are available on our website: [www.mumbaicustomszone1.gov.in](http://www.mumbaicustomszone1.gov.in), and on GeM portal ([www.gem.gov.in](http://www.gem.gov.in)). Any change / modification in tender enquiry will be intimated through above websites only. Bidders are, therefore, requested to visit above mentioned websites regularly to keep themselves updated.

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

(G.L. Narasimham)  
Dy. Commissioner of Customs,  
EDI Section, NCH,  
Mumbai Customs Zone-I

Encl: As above.

Copy to: -

1. Notice Board, Office of The Commissioner of Customs, Export, Mumbai Customs Zone-I, New Customs house, Ballard Estate, Mumbai.
2. DC/EDI Mumbai Customs Zone-I for uploading on website [www.mumbaicustomszone1.gov.in](http://www.mumbaicustomszone1.gov.in)

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**APPLICATION FORM****ANNEXURE-A****Date:**

From: \_\_\_\_\_,

To,  
The Commissioner of Customs (Export),  
Mumbai Customs Zone-I, NCH,  
Ballard Estate, Mumbai-400001.

**Sub: AMC for Maintenance and Updation of Official Website (English and Hindi) of  
New Custom House, Mumbai(<https://www.mumbaicustomszone1.gov.in>)**

Ref: 1). Your Tender Notice No.

Dated:

2). EMD DD No.

Dated:

for Rs.30000/-

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

I/We have also examined the Mumbai Customs Zone - I's website and my/our offer is to provide the required service in accordance with the requisite Scope of Work and Guidelines for Indian Government Websites.

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.)

**ANNEXURE-B****SCOPE AND TECHNICAL SPECIFICATIONS OF WORK**

1. The AMC for Maintenance and regular updation of the all associated activities linked with the work related to English/Hindi contents of the website of the New Customs House, Ballard Estate, Mumbai hereinafter referred as "DEPARTMENT" which include the following works:

2. The maintenance & updation of existing website of the Mumbai Customs Zone I, New Custom House, Ballard Estate, Mumbai (<https://www.mumbaicustomszone1.gov.in>) and hosting and maintenance of its various modules such as:

- (i) Custom Aawas Module.
- (ii) Samarth Sevak Module.
- (iii) Sadaiva Saathi Module.
- (iv) NCH EPCG and DEEC Licenses Module.

and various other modules as informed in due course of time which need to be hosted on private servers of the vendor and maintained as per Guidelines for Indian Government Website hereinafter referred to as GIGW by the vendor. The guidelines are available at <https://guidelines.india.gov.in/>

3. Design, aesthetics, color combination, background and screens according to the logo and screens, structure and layouts to be in accordance with GIGW guidelines and consultation with this office. The website should have User Responsive page design compatible to multiple devices like computers, tablets, mobiles and any other etc.
4. The vendor shall be responsible for major updation 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.
5. The development approach should conform to the best practices in the website maintenance industry. The website should be maintained with the latest technology, using up-to-date and well established maintenance tools and software.
6. Protection against defacement, hacking. Design should incorporate security features to protect the site from session hijacking, SQL injection, Cross scripting, Denial of Service etc.
7. Maintenance of static pages of information.

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8. Checking for dead links (Monthly).
9. Archival of information (as per instruction from the department /GIGW).
10. Updation of data elements on existing pages.
11. Updation of Sitemap (Monthly).
12. Updation of navigation schemes.
13. Re-designing of Home Page (as and when Required by Dept. or GIGW)
14. Content research and management
15. Website visitor experience and feedback Option.
16. Complaint/suggestion box.
17. Rating of ease of doing business with Mumbai Customs Zone-I.
18. Organizational chart along with the works assigned to each section/branch in NewCustom House.
19. Uploading of the English/Hindi Contents on the website.
20. Applications of following: -
  - (i) System Admin Module
  - (ii) Security logging module
  - (iii) Website feedback and guest book
  - (iv) Archive of visitor's interaction
  - (v) Static site authentication module
  - (vi) Reporting and reviews
21. A user friendly Control panel shall be provided for the use of EDI staff so that in case of extreme emergency they can also upload the data.
22. To make the website compatible for mobile phones and tablets viewing and to maintain and keep updated the mobile and tablet versions of the website for a period of one year.
23. Any other related work, if required. (During the contract period, if scope of work is diversified then the VENDOR shall have to provide the engineer with requisite caliber to the department and no additional amount will be paid).
24. Whenever any dynamic content is required to be updated, the same may be done only after Security Audit Clearance by CERT-IN empaneled Auditor. If static information is required to be updated, then there is no need of Security Audit.
25. 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.

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26. Vendor shall ensure mandatory security protocols are in place so that any security threats such as phishing/malware/malicious attacks etc. are eliminated. The vendor will be responsible for any kind of losses to the department resulting due to negligence or lapses in the security protocol of the website on part of the vendor.
27. Website is to be upgraded regularly to avoid any aesthetic irregularities and the UI of the website is neat and organized.
28. Measures to keep the Data backup of the website content should be ensured to avoid any loss of content.

**29. Penalty Clause:**

- a. 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 any bill as mentioned in below table:

	<b>Time Schedule</b>	<b>Rate of Penalty</b>
i.	From 24-36 hours	5% of quarterly bill
If	From 36-48 hours	10% of quarterly bill
	From 48-60 hours	15% of quarterly bill
	From 60-72 hours	20% of quarterly bill

the breakdown in website lasts for more than 72 hours, the department reserves the right to terminate the contract suo moto with the penalty of bills due with the department and transfer the work to any other agency as deemed fit.

- ii. In case of any lapse in the safety and security of website and data available on the website, a penalty of full quarterly bill will be imposed on the vendor, also the department reserves the right to terminate the contract suo moto with the penalty of bills due with the department and transfer the work to any other agency as deemed fit.

- b. In case of unsatisfactory performance, the department may levy a penalty at following rate from any bill:

<b>Description</b>	<b>Penalty (in Rs.)</b>
1st lapse/default	500/-
2nd lapse/default	1500/-
3rd lapse/default	3000/-
More than 3 <sup>rd</sup> lapse/default	As decided by the department

- c. The department will have the right to withhold payment of the contract at any time if the service of the agency is not found satisfactory. The decision of the department in this regard will be final and binding.

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- d. In case of uploading of data provided by the department, if data is provided between 9:30 A.M. to 7 P.M. it shall be done within 2 hours, if data is provided after 7 P.M. then it should be uploaded before 10:30 A.M. of the next day, failing which in both the cases a penalty at the rate of Rs. 100 per hour of delay will be imposed on the vendor. Notwithstanding the above, if it is informed by the department that data is required to be uploaded urgently then it should be done within 30 minutes of data provided by the department failing which a penalty at the rate of Rs. 500 per 30 minutes of delay will be imposed on the vendor.
  - e. In case of monthly works required to be performed by the vendor as per the "Scope and Technical Specifications of the work" is not completed by the 1st working day of the month than a penalty at the rate of Rs. 500 will be imposed for every subsequent 24 hours' delay in completion of the work.
  - f. Any other work assigned to the vendor as described in this contract shall be completed within 24 hours of the intimation by the department, in any case work required to be performed is of complex nature there should not be a delay of more than 72 hours, although it will be the discretion of the department to decide whether the work required to be done is of complex nature or not.
  - g. The vendor or his/her representative if called upon should present themselves in front of the departmental officers at short notice, failing which a fine as decided by the appropriate authority will be imposed.
  - h. The design and other formats of the website approved by the department shall not be changed/modified without prior permission failing which a penalty as decided by the department shall be levied for each such lapse.
  - i. Any deviation from the terms and conditions as mentioned above shall also attract appropriate penalty as decided by the department.
  - j. In case of breach of contract or violation of any terms of contract such that false disclosure of information during tender process, submission of forged documents during tender process, repeated lapse in performance of the work mentioned under the "scope and technical specification" etc, security deposit shall be forfeited and will be debarred from participation of future tenders.
30. The tenure of contract is one year from the date of the work order is handed over to the service provider for revamping, maintenance and updation of Mumbai Customs Zone I, New Custom House's website. The tenure may be extended for such period as may be mutually agreed by both the signatories to the contract on same terms & conditions.
31. In case of any dispute, the decision of the Commissioner of Customs, Export, Mumbai Customs Zone-I shall be final & binding on both, the purchaser & the vendor.

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



**ANNEXURE-C**  
**PREQUALIFICATION CONDITIONS**

1. The bidder shall have minimum 3 years of experience, of at least 02 portals in website creation/development, maintenance & other related matters as given below (documents related to work experience along with work completion certificate is required) and overall experience of 05 years in the field.
  - a. Development of 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 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.
  - d. Domain knowledge of the industries sector is preferable.
2. The bidder must have an average annual turnover of Rs. 25 Lakh for financial year 2020-21, 2021-22 and 2022-23. CA certified certificate annual turnover certificate is required to be submitted with the bid.
3. Proof of registration with GST & PAN is essential and copies of the proof should be submitted.
4. The bidder shall submit the copies of returns of income tax returns for the assessment year 2020-21, 2021-22 and 2022-23.
5. Price quoted in the financial bid should be inclusive of all taxes and other charges, if any.
6. The bidder shall have to provide services at Mumbai and should have operational branch or operational office in Mumbai. In this regard, current address proof of operational branch in Mumbai or operational office in Mumbai is required to be submitted with the bid.
7. The bid should be signed by the authorized person and his/her full name and status should be indicated below his signature.
8. Every paper of the tender should be signed by the contractor and properly affixing theseal of Agency/Firm/Company.
9. The applicant should not have been blacklisted or debarred from participating in the tenders at any point of time by any of the Central or State Government, Semi Government or local body or any other agencies at any point of time. A self-declaration is required to be submitted.

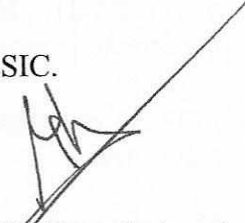
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10. Every bid should be accompanied with an Earnest Money Deposit (EMD) of Rs. 30,000/-(Rupees Thirty Thousand Only) in form of demand draft of any nationalized bank in the favour of “**President of India (acting through the Commissioner of Customs(Export), New Custom House, Mumbai Zone I)**” payable at “**Mumbai**.” Bidder has to attach the scanned copies of EMD along with e-tender and submit the original demand draft at the following address before the end date and time of the submission of bid:

**To,  
The Dy. Commissioner of Customs,  
EDI Section, Mumbai Customs Zone-I,  
Fourth floor Annex Building,  
New Custom House,  
Ballard Estate, Mumbai-400001**

EMD of successful bidder will be converted into security deposit till the submission of the performance security deposit. However, EMD of unsuccessful bidder will be returned as early as possible. Tenders received without EMD will be rejected out rightly. EMD exemptions will be as per Central Government rulings.

11. The bidder must currently have at least one contract for maintenance and updating of government website, work orders are required in this regard.
12. The bidder firm must have been registered with EPFO and ESIC.

  
**(G.L. Narasimham)**

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

## ANNEXURE-D

## DETAILED TERMS AND CONDITIONS

1. Interested bidders should visit the website ([www.mumbaicustomszone1.gov.in](http://www.mumbaicustomszone1.gov.in)) which is to be maintained in accordance to GIGW guidelines and further to be maintained and updated. The guidelines are available at <https://guidelines.india.gov.in/>
2. Conditional/ Unsolicited tender shall not be considered.
3. No other person except Vendor/ Vendor's authorized representative shall be allowed to enter the office premises.
4. The Service Provider should directly deal with the concerned departments.
5. Every tender should be accompanied with an Earnest Money Deposit (EMD) of Rs.30000/- (Rupees Thirty Thousand only) in form of Demand Draft of any nationalize bank in favour of the **"President of India (acting through the Commissioner of Customs(Export), New Custom House, Mumbai Zone I)"** payable at **"Mumbai**.
6. **Tenders received without requisite EMD will be rejected out rightly.**
7. EMD exemptions will be as per Central Government rulings.
8. The TDS will be deducted as per provision of the Income Tax law and Goods and Service Tax law.
9. Offers vaguely described or incomplete offers are liable to rejection.
10. Successful bidder should deposit, within seven days of receipt of the work order, 10% amount of the total value of the order as Performance Security in the form of Bank Guarantee with an auto renewal clause from any Nationalized Bank, valid till at least six months after the completion of contract, drawn in favour of **"President of India (acting through the Commissioner of Customs(Export), New Custom House, Mumbai Zone I)"** payable at **"Mumbai**, failing which the work order issued by the department will be cancelled and financial bid of second lowest bidder will be accepted. Earnest money deposit of the successful bidder will be refunded only after depositing of performance security deposit.
11. Submission of bills shall be in triplicate.
12. No advance payment shall be made.
13. The Commissioner of Customs (Export), Mumbai Customs Zone-I, is not bound to accept the lowest tender and also reserves the right to reject any or all tenders at any time without assigning any reason.
14. The Commissioner of Customs (Export), Mumbai Customs Zone-I, taking note of overall facts and circumstances can change, add and relax any of the terms and conditions of this tender notice.
15. The Commissioner of Customs (Export), Mumbai Customs Zone-I, reserves the right to terminate the contract at any time after giving due notice to the contractor in the event of unsatisfactory services or breach of contract of this tender in any respect. The Performance Security amount will be forfeited accordingly.
16. **The prices quoted in the financial Bid should be inclusive of all taxes.** The Service Provider should quote the prices for the maintenance and updation of New Customs

House website in accordance with Guidelines for Indian Government Website (<https://guidelines.india.gov.in>. may be visited for detailed guidelines. Further, any extra amount which is not mentioned in the financial Bid will not be paid by the department.

17. The bidder shall not sub-contract/outsourcing the job to any other agency.
18. 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.
19. 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. However, the modules mentioned in Point no. 2 of Annexure B "Scope and Technical Specifications of Work" are to be hosted by the vendor on their private servers. All work related to maintenance and updation of the said modules is to be done by the vendor while ensuring that the security protocol of the said modules is in place to eliminate security threats such as phishing/malware/malicious attacks etc. The vendor will be responsible for any kind of losses to the department resulting due to negligence or lapses in the security protocol of the modules on part of the vendor. The domain name [www.mumbaicustomszone1.gov.in](http://www.mumbaicustomszone1.gov.in) is already registered and hence the tender does not include the cost of domain name registration.
20. All tools, tackles, equipment etc. that shall be required by the contractor will have to be arranged by the contractor himself.

**21. E-tendering Procedure:**

- a. Bids are invited in two Bid systems, (1) Technical bid and (2) Financial bid format. The tender for Technical and Financial bid as prescribed in the tender details, duly completed in all respect shall be submitted online on [www.gem.gov.in](http://www.gem.gov.in) in two separate files addressed to Commissioner of Customs, Export, EDI Section, Mumbai Customs Zone-I, New Customs House, Ballard Estate, Dist.- Mumbai, Maharashtra - 400001.
- b. The Technical Bids of all the bidders will be opened on pre-scheduled date time and venue.
- c. The Financial Bids of only successful Technical Bidders will be opened later and technically successful bidders will be informed accordingly.
- d. No Bids will be accepted after the date and time mentioned in CRITICAL DATE SHEET 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 financial bids must contain "Acceptance of Terms and Conditions".

**22. Submission of Bids:**

- a. Bidders should submit the technical as well as financial bids through e-tendering portal only.
- b. No bid submitted by the courier/post/by hand shall be accepted.
- c. 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.
- d. The bid shall remain valid for 60 days after the date of bid opening. The acceptance of the tender rests with Commissioner of Customs (Export), Mumbai Customs Zone-I, 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.

**23. Opening of Bids:**

- a. The Department will open the Technical bids on prescheduled time, date and venue. In the event of the specific bid opening date being declared a holiday, the bid shall be opened at the same time and location on the next working day.
- b. The firms who wish to be present at the time of opening of the tender may represent themselves or authorize their representative with an authority letter.
- c. The financial bids of only those bidders shall be opened whose technical bids are qualified.
- d. The work order will be issued to successful bidder only after verification of submitted bid documents with the original documents. **The successful bidder has to furnish the original documents within 2 days of intimation of success of the financial bid, failing which his/her successful bid will be cancelled.**
- e. If the bidder whose bid has been found to be the lowest evaluated bid withdraws or whose bid has been accepted, fails to sign the procurement contract as may be required, or fails to provide the security as may be required for the performance of the contract or otherwise withdraws from the procurement process, the department shall cancel the procurement process. Provided that the department, on being satisfied that it is not a case of cartelization and the integrity of the procurement process has been maintained, may, for cogent reasons to be recorded in writing offer the next successful bidder an opportunity to match the financial bid of the first successful bidder at the price bid of the first successful bidder.

**25. Performance Security:**

- a. The successful bidder shall submit within seven days of issuance of work order, a "Performance Security" in the form of a Bank Guarantee from a Nationalized Bank

for an amount equal to 10% of the value of the contract for the AMC for Maintenance of the Website valid till at least six months after the completion of contract period, drawn in favour of “**President of India (acting through the Commissioner of Customs (Export), New Custom House, Mumbai Zone I)**” payable at “**Mumbai**, failing which the work order issued by the department will be cancelled.

- b. No interest will be payable by the office of the Commissioner of Customs (Export) on Performance Security Deposit.

## 26. Terms of Payment:

- a. The bidder shall submit the bill on quarterly basis at the end of each quarter, in triplicate, no interim bills will be entertained.
- b. The bill payment will be subjected to TDS applicable under the Income Tax Act 1961 and GST law.
- c. The payment for last quarter would, however, be made only on successfully handing over of all the essentials, 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 department. In all cases, the bidder shall present his bill pre-receipted with proper revenue stamp.

## 27. Penalty Clause:

- a. 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 any bill as under:

Time Schedule	Rate of Penalty
From 24-36 hours	5% of quarterly bill
From 36-48 hours	10% of quarterly bill
From 48-60 hours	15% of quarterly bill
From 60-72 hours	20% of quarterly bill

- b. If the breakdown in website lasts for more than 72 hours, the department reserves the right to terminate the contract suo moto with the penalty of bills due with the department and transfer the work to any other agency as deemed fit.
- c. In case of any lapse in the safety and security of website and data available on the website, a penalty of full quarterly bill will be imposed on the vendor, also the department reserves the right to terminate the contract suo moto with the penalty of

bills due with the department and transfer the work to any other agency as deemed fit.

- d. In case of unsatisfactory performance, the department may levy a penalty at following rate from any bill:

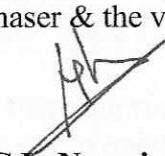
Description	Penalty (in Rs.)
1st lapse/default	500
2nd lapse/default	1500
3rd lapse/default	3000
More than 3 <sup>rd</sup> lapse/default	As decided by the department

- e. The department will have the right to withhold payment of the contract at any time if the service of the agency is not found satisfactory. The decision of the department in this regard will be final and binding.
- f. In case of uploading of data provided by the department, if data is provided between 9:30 A.M. to 7 P.M. it shall be done within 2 hours, if data is provided after 7 P.M. then it should be uploaded before 10:30 A.M. of the next day, failing which in both the cases a penalty at the rate of Rs. 100 per hour of delay will be imposed on the vendor. Notwithstanding the above, if it is informed by the department that data is required to be uploaded urgently then it should be done within 30 minutes of data provided by the department failing which a penalty at the rate of Rs. 500 per 30 minutes of delay will be imposed on the vendor.
- g. In case of monthly works required to be performed by the vendor as per the "Scope and technical specification of the work" is not completed by the 1<sup>st</sup> working day of the month than a penalty at the rate of Rs. 500 will be imposed for every subsequent 24 hours' delay in completion of the work.
- h. Any other work assigned to the vendor as described in this contract shall be completed within 24 hours of the intimation by the department, in any case work required to be performed is of complex nature there should not be a delay of more than 72 hours, although it will be the discretion of the department to decide whether the work required to be done is of complex nature or not.
- i. The vendor or his/her representative if called upon should present themselves in front of the departmental officers at short notice, failing which a fine as decided by the appropriate authority will be imposed.
- j. The design and other formats of the website approved by the department shall not be changed/modified without prior permission failing which a penalty as decided by the department shall be levied for each such lapse.
- k. Any deviation from the terms and conditions as mentioned above shall also attract appropriate penalty as decided by the department.
- l. In case of breach of contract or violation of any terms of contract such that false disclosure of information during tender process, submission of forged documents during tender process, repeated lapse in performance of the work mentioned under

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the “scope and technical specification” etc, security deposit shall be forfeited and will be debarred from participation of future tenders.

28. The tenure of contract is one year from the date of the work order is handed over to the service provider for revamping, maintenance and updation of Mumbai Customs Zone I, New Custom House’s website. The tenure may be extended for such period as may be mutually agreed by both the signatories to the contract on same term & condition.
29. In case of any dispute, the decision of the Commissioner of Customs, Export, Mumbai Customs Zone-I shall be final & binding on both, the purchaser & the vendor.

  
**(G.L. Narasimham)**

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



## ANNEXURE-E

**FORMAT FOR TECHNICAL BID  
PART I**

Sr. no.	Particulars	Yes/ No	Page Nos.	Details
1.	Name of Service Provider			
	Full Address of the Service Provider			
	Telephone No./ Mobile No.			
	Fax No.			
	Email Id			
	Complete name and contact no.			
7.	Have you submitted all documents in terms of experience and minimum number of portals as per Annexure-C			
8.	Bank Details with MICR & IFSC (Submit Mandate Form for ECS payment)			
9.	Copy of Income-tax return of assessment year-2020-21,2021-22 and 2022-23			
10.	Details of turn over for financial years 2020-21, 2021-22, 2022-23 duly certified by Chartered Accountant			
11.	Proof of present office address in Mumbai			
12.	PAN registration certificate			
13.	GST registration certificate			
14.	Copy of work order certifying to currently having at least one contract for updating and maintenance of government website.			

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15.	Quality management certificate			
16.	Declaration of not having been black-listed by any Bank/Govt./PSU Organization (Submit self-declaration)			
17.	EPFO and ESIC registration certificate			
18.	EMD details			

The bidder should submit all the documents in support of Eligibility Criteria of Technical Bid and every page of the document under the bid should be attested. **Attested photo copies of all above for proof should be attached.**

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**PART II**  
**DECLARATION**

- 1.I .....Son / Daughter /Wife ofShri  
.....Proprietor  
/ Partner / Director / authorized signatory  
of.....competent to sign this  
declaration and execute this tender document;
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide to them;
3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law;
4. I understand that in case any deviation is found in the above statement at any stage, the concern shall be blacklisted and shall not have any dealing with the Department in future.

Date:

Sign:

Place:

Name:

Designation:

Co. Name & Seal:

## Annexure-F

**GENERAL INSTRUCTIONS**

- 1.The bidder shall submit bids through GeMs portal i.e. [www.gem.gov.in](http://www.gem.gov.in) only.
- 2.All relevant documents should be attached with bid and in accordance of the instructions/terms& condition of this tender.
- 3.EMD (Earnest Money Deposit): The tender should be submitted with a Demand Draft of Rs.30000 (Rupees Thirty thousand only) of any nationalized bank in the favour of “**President of India (acting through the Commissioner of Customs (Export), New Custom House, Mumbai Zone I)**” payable at Mumbai.
- 4.PG (Performance Guarantee), 10% amount of the total value of contract, should be submitted in form of Bank Guarantee valid till at least six months after the completion of contract from any Nationalized Bank, in the favour of “**President of India (acting through the Commissioner of Customs(Export), New Custom House, Mumbai Zone I)**” payable at Mumbai.
- 5.The Service Provider should fulfil prequalification condition of the tender.
- 6.The Service Provider should submit attested copies (attested by authorized person) of all the documents.
- 7.The technical bid will be opened first in the presence of the Tender Committee Members. Financial bids of only the technically qualified bidders will be opened in the presence of the Tender Committee Members and bidders. The bidders, if they wish, may remain present.
- 8.For any clarification/ inspection regarding the subject tender the interested parties may contact the EDI Section, Mumbai Customs Zone-I either personally or on Tel:- 022- 22757497/22757460 or send an email at [atedi.helpdeskmcz1@gov.in](mailto:atedi.helpdeskmcz1@gov.in) with subject ‘AMC for website maintenance’.
- 9.Last date and time for accepting tender: **05.01.2024 till 12.00 Hrs.**
10. Opening of Bids:  
**Technical Bid: 05.01.2024 12.30 Hrs.**  
**Financial Bid: 10.01.2024 12.00 Hrs.**
11. Tender document is available on website [www.mumbaicustomszone1.gov.in](http://www.mumbaicustomszone1.gov.in), and [www.gem.gov.in](http://www.gem.gov.in).

**FORMAT FOR FINANCIAL BID**

To,  
The Deputy Commissioner of Customs,  
EDI Section, New Customs House,  
Ballard Estate, Mumbai – 400001.

Sir,

Sub: - Submission of financial bid for comprehensive annual maintenance contract (AMC) for maintenance and updation of official website (English and Hindi) of New Custom House, Mumbai (<http://mumbaicustomszone1.gov.in>)– reg.

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

Sr. No	Scope of Work	Location	Amount in Rs. For the period of 1 year including government taxes.
1	Submission of financial bid for comprehensive annual maintenance contract (AMC) for maintenance and updation of official website (English and Hindi) of New Custom House, Mumbai ( <a href="http://mumbaicustomszone1.gov.in">http://mumbaicustomszone1.gov.in</a> ) – reg.	Office of the Chief Commissioner of Customs, Mumbai Zone-I.	

Date:

Place:

Signature of the Bidder

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**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 of and 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 its annexures.

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

Signature & Name of the authorized Signatory

Seal/Stamp