



Government of India  
Directorate of Legal Affairs  
Central Board of Indirect Taxes & Customs  
4<sup>th</sup> Floor, Rajendra Bhawan 210, Deen Dayal Upadhyay Marg,  
New Delhi – 110 002

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**Tender No. F.No.1080/07/DLA/Website/2022**  
**Dated: 21<sup>st</sup>, February, 2022**

**Tender for**  
**Designing, Development, Hosting and Maintenance of Website/Web portal for**  
**Directorate of Legal Affairs**

**General Information**

a) Last Date and Time of Receipt of Tender	02 <sup>nd</sup> March, 2022 at 15.00 hrs.
b) Date and Time of Opening of Tender	03 <sup>rd</sup> March, 2022 at 11.00 hrs.
c) Place of Opening of Tender	Directorate of Legal Affairs Central Board of Indirect Taxes & Customs, 4 <sup>th</sup> Floor, Rajendra Bhawan 210, Deen Dayal Upadhyay Marg, New Delhi – 110 002

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## Section – I Invitation of Tender

### Eligibility Criteria

- a) The firm has to compulsorily follow the “Website Security Guidelines” issued by NIC-Computer Emergency Response Team (CERT) for website development, hosting, administration and management.
- b) The Design & Development of the Website/Web portal should be completed within a period of 30 days from the date of placing the order.
- c) The penalty clause will be effective, if the work is not completed within stipulated time period. A penalty at the rate of 1.00% of the total cost of the item will be levied if it is delayed by more than 15 days from the stipulated time. The penalty will be doubled, if it is delayed by 30 days or more. For delays beyond 30 days from the stipulated time, tender may also be liable to be cancelled.

### Bid:-

- 1) Designing and Development of the Website,
- 2) Hosting of the Website,
- 3) Updating and Maintenance of the Website on Annual Contract Basis.

2. **Sealed tender under Two-Bid system (Technical and financial Bids):** must be deposited in the tender box of Directorate of Legal Affairs not later than 02<sup>nd</sup> March, 2022 at 15.00hrs. The tender will be opened on 03<sup>rd</sup> March, 2022 at 11.00hrs..

3. **Earnest Money Deposit (EMD):** The Tender must be submitted together with a refundable Demand Draft drawn in favour of Pay and Account Officer, DGPM, Drum Shape Building, I.P. Estate, New Delhi, on any scheduled Bank for **Rs.20,000/- (Rupees Twenty Thousand Only)** towards Earnest Money Deposit (EMD), without which tenders will be rejected.

4. **Sealing and Marking of Bids** The copies of the Technical Bid should be placed in sealed **Envelope 1** clearly marking “**Technical Bid**” on top most right hand side of the envelope along – with tender No and Date. The commercial Bid should be placed in separate sealed **Envelope 2** clearly marking “**Financial Bid** – do not open with Technical Bid”. Both the Envelope should be placed in the **3<sup>rd</sup> Envelope**, which shall also appropriately sealed and marked as “**Bid for Designing, Development, Hosting and Maintenance of Directorate of Legal Affairs Website**”. The Bid complete in all respect should be deposited in the box placed at the Reception of the Directorate of Legal Affairs. The same can also be sent through Courier/ Speed Post/ Registered Post in the Name of Pr. Commissioner, Directorate of Legal Affairs, 4<sup>th</sup> Floor, Rajendra Bhawan 210, Deen Dayal Upadhyay Marg, New Delhi – 110 002.

**Note:** *The Tender received after 15.00 hours of 02<sup>nd</sup> March, 2022 by any source of communications will not be accepted. The competent authority of Directorate of Legal Affairs reserves the right to reject any or all the tenders received without assigning any reason thereof.*

## Section – II

### Scope of Work and Terms & Conditions

#### A. Scope of Work

#### Designing, Development, Hosting and Maintenance of Website/Web portal

##### I. Website/Web portal Characteristics:

1. Website/Web portal should be accessible to all irrespective of technology, platforms, devices or disability of any kind.
2. The Website/Web portal will be dynamic as well as static in nature.
3. Website/Web portal will have a unique Web Address or URL (*Uniform Resource Locator*) obtained from NIC viz. **dla.gov.in** in compliance with Government Domain Name policy.
4. The Homepage of the Website/Web portal must have Title page, Lineage of the Department, National Emblem, Indian Identity and ownership of Indian Government.
5. Homepage and subsequent other important pages of the Website/Web portal must provide a prominent link to the National Portal as per linking policy of National Portal.
6. As per requirement of this Directorate, the following configuration will be sufficient:
  - a) RAM 8 GB.
  - b) Bandwidth limited.
  - c) Storage 100 GB.
  - d) Rest everything will be as per Website Security Guidelines issued by NIC-CERT.

##### A. Deliverables:

- Software Requirement Specification Document
- Design Document, Architecture, Use Case, Acceptance Testing
- User Manual
- Training Manual
- Source Code with All the Documents and designs
- Project Management Plan and AMC Plan

##### B. GUI Details

- 1.1 New Unique latest design

- 1.2 Mobile and tablet friendly responsive website with QR code enabled.
- 1.3 The website would be bilingual (Hindi and English) with smart translation service. The links of different government websites (as desired by this Department shall be displayed on the Home Page of the website.

2. Display Header

- 2.1 Display Logo
- 2.2 Display Social Media Links (Facebook, Twitter, MyGov, PIB releases etc.)

3. Home Page

- 3.1 Interface with Dashboard Display
- 3.2 Display Calendar of events as flash reminders
- 3.3 Display Information
- 3.4 Objectives and Activities
- 3.5 Information about Committees, Divisions, member, Affiliated Institutes and Regional Centers
- 3.6 Display Advertisements and Notices Information
- 3.7 Online Acceptance of Application form by different divisions for various schemes

4. Display Menu Pages

- 4.1 About us
- 4.2 Forms and Downloads
- 4.3 Media Centre
  - 4.3.1 Press Release
  - 4.3.2 Photo Gallery
  - 4.3.3 Events Calendar
- 4.4 Tenders
- 4.5 Recruitments
- 4.6 Related Links
- 4.7 Frequently Asked Questions
- 4.8 Feedback
- 4.9 Notices and Circulars
- 4.10 RTI and Personal Matter
- 4.11 Site Search
- 4.12 Latest News
- 4.13 Events
- 4.14 FAQs
- 4.15 Contact Us
- 4.16 Link with National Portal

- 5. Officer Login with 14 login IDs and passwords for senior officers.

The users will be able to login via the Username and password provided by the admin. Experts will have their Profiles.

### C. **Other Features**

- All the contents of the website will be searchable via the keywords of the content
- Bibliography and Catalogues
- Access of email through website
- Display footer
- Display Quick links.
- Display copyright details
- Sitemap
- Display Visitor Count
- Manage CMS Pages
- Ability to add/Edit/Delete menu items
- Ability to add/Edit/Delete slider images
- Ability to add/Edit/Delete News/other information
- Ability to add/Edit/Delete all CMS pages
- Ability to add/Edit/Delete Contents for Pages
- Ability to approve Content Contributor/Creator
- Ability to add content to Download section (file upload)

### D. **Manage Gallery**

- The website will have options for multiple level of administrative control. The super admin can create users and assign them following roles and access.
- Authenticate Web Users – These users will be able to share files and notification via their page.

### II. **Technical Specifications:**

Directorate of Legal Affairs is a Government of India organization. All Website/Web portal of the Government of India offices are to follow the guidelines laid down in “Guidelines for Indian Government Websites” which can be downloaded from the website of NIC . Therefore, technical specification in respect of Visual Identity, Page Layout, Graphic Buttons & Icons, Typography, Colour, Images, Audio/ Video/ Animation, Navigation, Site Search, Sitemap and Fames should be as per the “Guidelines for Indian Government Websites”. For more clarification in this regard bidder may read the guidelines available on the website of the National Informatics Centre.

### E. **Terms & Conditions**

#### i. **Evaluation Criteria / Evaluation of Technical Bids**

The technical evaluation will be done by the Tender Evaluation Committee/ Purchase Committee.

**ii. Evaluation of Commercial Bids**

- a) The commercial evaluation will be based on lowest cost basis (L1).
- b) The bidder who quotes the lowest cost will be declared the successful bidder and will be issued the **Letter of Intent** (LoI).

**iii. Award of Contract**

Directorate of Legal Affairs will notify the successful bidder in writing. No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties.

**iv. Earnest Money Deposit**

The Technical Offer must be submitted together with a Demand Draft drawn in favour of Pay and Account Officer, DGPM, Drum Shape Building, I.P. Estate, New Delhi, on any scheduled Bank for **Rs20,000/- (Rupees Twenty Thousand Only)** towards Earnest Money Deposit (EMD), without which tenders will be rejected.

The tenderer is not entitled for any interest on EMD nor can he claim any right for award of the contract. The deposit amount shall be forfeited if the tenderer, after opening the price bid, withdraws/modifies his offer or modifies the terms and conditions thereof or fails to take up the work within 15 days from the date of awarding the contract. Earnest Money Deposit shall be returned to all un-successful tenderers within 15 days from the date of acceptance of award of work by the successful tenderer.

**v. Security Deposit:**

The successful Bidder shall furnish **Security Deposit** worth 10% of the total contract value to **Directorate of Legal Affairs**. The Security Deposit should be deposited on receipt of the work order in the form of Pay Order, Demand Draft or Bank Guarantee in the name of **Pay and Account Officer, DGPM, Drum Shape Building, I.P. Estate, New Delhi**. No interest will be paid to the firm for the amount of Security Deposit during the period of agreement.

Failure to pay the **security deposit** shall be treated as failure to discharge the duties under the contract and shall result in cancellation of the offer of the contract and the tenderer shall forfeit the Security Deposit. The security deposit shall be returned within a reasonable time after the date of expiry of the contract subject to the firm carrying out all obligations / operations as required under the contract.

Directorate of Legal Affairs reserves the right to recover any part or the whole of the amount of the security deposit for losses suffered by Directorate of Legal Affairs due to failures on the part of the contractor or due to termination of contract or contractor becoming disqualified because of liquidation / insolvency or change of composition. The decision of Directorate of Legal Affairs in respect of such losses, damages, charges, expenses or costs, shall be final and binding on the contractor and the decision shall not be questionable.



**v. Arbitration**

Except where otherwise provided for in the contract, all questions and disputes relating to or arising out of this contract, whether during the progress of the contract or after the completion thereof, shall be referred to the sole arbitration of the Head of the Department or to the sole arbitration of some other person appointed by the Head of the Department willing to act as such arbitrator. The case referred to arbitration shall be other than those for which the decision of the Principal Commissioner, Directorate of Legal Affairs as expressed in the contract, is to be final and conclusive. The arbitrator to whom the matter is originally referred being transferred or vacating his office or being unable to act for any reason, such Head of the Department, as aforesaid, at the time of such transfer, vacation or inability to act, shall appoint another person to act as arbitrator in accordance with the terms of the contract. Such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.

Subject as aforesaid, the provision of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause. It is a term of the contract that the party involving arbitration shall specify the dispute or disputes to be referred to arbitration under this clause together with the amount or amounts claimed in respect of each such dispute. The arbitrator may from time to time with consent of the parties enlarge the time, for making and publishing the award. The work under the Contract shall, if reasonably possible, continue during the arbitration proceedings and no payment due to be payable to the contractor shall be withheld on account of such proceedings. The Arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties fixing the date of the first hearing. The Arbitrator shall give a separate award in respect of each dispute or difference referred to him. The venue of arbitration shall be such place as may be fixed by the Arbitrator in his sole discretion. The award of the arbitrator shall be final, conclusive and binding on all parties to this contract.

**Section-III (Financial Bid)**

The below mentioned Financial Proposal/ Commercial bid format is provided as without changing the format. In case the format is found to be tampered/ modified in any manner, the bid may be rejected.

S.No.	Attribute	Cost (in Rs.) - Both in words and figures
	Quote as per the scope of work in Section-II	
	Support and maintenance for 1 <sup>st</sup> year	
	Total of A and B above	

### Section – III

Tender No. F.No.1080/07/DLA/Website/2022, dated 21<sup>st</sup> February, 2022

#### A) Technical Bid (To be submitted on the letter head of Bidder)

**Part “A”:** Pre-qualification Bid (Technical Bid) must be duly completed and sealed along with Demand Draft super-scribed as “Tender No. F.No.1080/07/DLA/Website/2022, dated: 21<sup>st</sup> February, 2022. The bidder shall expressly accept all the terms and conditions of the tender. The tender which does not comply with the terms and conditions of the tender will be rejected.

1. Name & Address of the Bidder:
  
  
  
  
  
  
  
  
  
  
2. Name & address of Directors and / or Partners (in case of Partnership firm) or name & address of the Proprietor (s) in the case of sole proprietorship firm. (Documentary evidence to be enclosed).
  
  
  
  
  
  
  
  
  
  
3. Address for all communications during the execution of the project
  
  
  
  
  
  
  
  
  
  
4. Whether firm is ready to compulsorily follow the “Website Security Guidelines” issued by NIC-Computer Emergency Response Team(CERT) for website development, hosting, administration and management.
  
  
  
  
  
  
  
  
  
  
5. Whether Individual or Company or Partnership Firm?, if yes Registration No. of the company registered with competent registering authority
  
  
  
  
  
  
  
  
  
  
6. GST No. along with documentary proof

I/ We declare that I/We have examined the terms and conditions mentioned in the Bid document and accordingly agree and accept the same for tender/bid filing.

Seal of the firm/ company  
Authorized

Signature of the  
Representative of Bidder/

Tenderer

Date:

**The above tender cum bid format should be typed on the official letter head of the bidder. Separate sheet is to be enclosed if the space provided is not sufficient for the data to be provided. List of enclosures should be attached with the bid form.**

**Tender No.F.No.1080/07/DLA/Website/2022, dated: 21<sup>st</sup> February, 2022**

**B) FINANCIAL BID (To be submitted on the letterhead of bidder)**

**Subject:** Financial Bid for Design, Development, Maintenance and other related activities of Directorate of Legal Affairs website.

Dear Sir/Madam,

With reference to tender document giving scope of work or Design, Development, Maintenance and other related activities of Directorate of Legal Affairs Website, we submit our commercial bid as under:

<b>S.N.</b>	<b>Particular</b>	<b>Price in Rs</b>
1.	Design and Development of Website with text/graphics/animation (lump sum amount for complete website containing static & dynamic pages) (Please refer para scope of work while quoting the lump sum amount)	Lump Sum cost may be quoted
2.	Loading of information or data as and when required(per page rate should be given)	
3.	Hosting of Website	
4.	Support, Update and Maintenance of website (annual maintenance charge)	
	<b>Total Cost (Sum of item 1 to 4)</b>	

1. I/ We hereby submit our financial bid of Rs ----- for design, develop and maintain Directorate of Legal Affairs website and provide other related services.
2. Offer price is inclusive of all not specifically mentioned in the specification but essential for successful running of the website.
3. I/We agree to keep this offer valid for 90 (Ninety days) days from the Bid Due date (last date of submission of Bid) specified in the bid document. We shall also be agreeable to extent the validity of the bid, if so desired by the Directorate of Legal Affairs.
4. I / We agree and undertake to abide by all the terms and conditions of the bid document. In witness thereof, I/We submit this Bid under and in accordance with the terms of the bid document.

Sd/-

Yours faithfully,

(Signature of the authorised Signatory)

(Name and Designation of the Authorised signatory)

Name and seal of Bidder/ Lead Firm

Date:

Place: