

I/671347/2022



भारत सरकार

GOVERNMENT OF INDIA

प्रधान आयुक्त सीमा शुल्क का कार्यालय (बंदरगाह)

OFFICE OF THE PR.COMMISSIONER OF CUSTOMS (PORT)

सीमा सुल्क सदन, १५/१, स्ट्रैंड रोड, कोलकाता - ७००००१

CUSTOM HOUSE, 15/1, STRAND ROAD, KOLKATA 700001

PHONE: 91-33-22436493 FAX: 91-33-22435998

**NOTICE INVITING E-TENDER THROUGH E-PROCUREMENT FOR
COMPREHENSIVE ANNUAL MAINTENANCE OF KOLKATA CUSTOMS
WEBSITE www.kolkatacustoms.gov.in**

Online e-tenders through e-procurement ([www. Eprocure.gov.in](http://www.Eprocure.gov.in)) under two bid system (Technical and Financial Bid) are invited from reputed and experienced Service Providers in respect of comprehensive annual maintenance of Kolkata Customs website www.kolkatacustoms.gov.in for a period of **one year**.

The technical and financial terms and conditions of the AMC shall be as follows:

(A) TECHNICAL :

1.The initial period of contract shall be **one (01)** year, extendable further on satisfactory performance with the approval of the Competent Authority.

2. Only those who fulfill the following minimum criteria may submit their bids:-

a. The agencies should have been in existence for more than **3 years**

b. It should have been registered with the Government authorities concerned as per the norms in vogue (a copy of each of the registrations shall be attached with the technical bid.)

c. It should have PAN / TIN numbers and GST registration number. Necessary documents in this regard may be attached with the Technical bid.

d. It should not have been blacklisted by any Government Organization. Necessary declaration to this effect should be attached with the Technical bid.

e. It should be willing to take up the contract on the terms and conditions as mentioned in the tender document.

f. It is desirable that the Firm/Agency profile should include previous experience of contracts with Government Department.

g. The address of the office/workshop with Telephone Nos. /Fax nos. /E. mail address

I/671347/2022

in Kolkata should be furnished.

h. A copy of this Tender Notice, signed on all pages, has to be returned with the bid as the same will be treated as the contract between the bidder and the Department on successful bidding.

i. The documents and information, as mentioned above, should be submitted with **Technical Bid**.

The Financial bids of firms, who fail to fulfill any of the above conditions, will not be considered.

(B) FINANCIAL

- (i) The quoted rates on comprehensive basis should contain only the rates.
- (ii) The amount of AMC should include GST and all other taxes, if applicable.

Only the firms meeting the above financial terms & conditions should submit their Bid. The firm which fails to fulfill any of the above conditions will be disqualified.

Deliverables

Detailed and technical aspects and requirements of the contract for comprehensive annual Maintenance of Kolkata Customs website:-

- i. The agency to which the contract will be awarded shall be responsible for the maintenance and updating of website in order to make it dynamic, interactive and bilingual (Hindi and English). Daily maintenance would include adding new modules, features / links as and when required, integrating other services, updating old software as per the new technology along with testing/repression after updates, the uploading/updating of different segments of the website like archives, web exclusive. Photographs, contact details, uploading of online advertisements / notices, tenders etc on the website on timely basis. The agency shall have to follow the instructions of the nodal officer authorized for co- ordination.
- ii. The agency will maintain the website and incorporate mandatory elements as required by the guidelines for Indian Government Websites. If necessary, the agency will also be required to redesign the website in accordance with the mandatory requirements of the guidelines or the needs of Kolkata Customs website.
- iii. Any other work not specified above but required for website will be done by the agency.
- iv. A copy of CD containing the backend software/source code shall be made available by the agency to Kolkata Customs on installation and after every Stage affecting the source code.
- v. The agency shall undertake audit of any fresh module as and when necessary.
- vi. The agency will provide experienced website operators having profound knowledge of all latest web designing tools and coding languages like HTML Java, dotnet etc. and with good command over MS Office, Page Maker, Adobe In design / illustrator and other related software for updating & maintenance of the website who will be available in the office of Commissioner of Customs (Port) on a daily basis during office hours. The nodal person should be available and accessible 24 X 7 all days. Instructions given by designated Kolkata Customs officers must be carried out

I/671347/2022

immediately, even after office hours or on holidays. The Assistant Commissioner of Customs (EDI) has the right to change the person if not satisfied with his/her work. The personnel deputed shall be a qualified Computer Engineers with minimum qualification of B. Tech / BE / MCA.

- vii. The agency should use Automatic Task Manager to backup database as per schedule. To ensure security of the website, the agency should make use of encoding / decoding method for managing website data that travels around the webpage.
- viii. The agency should use dynamic webpage with quick response time by using partial postbag of pages like ajax, JSON to make the website more interactive to the users.
- ix. The agency should have CMM level- III certificate, with ISSO-certificate and should have experience of at least 3 years in providing manpower through outsourcing to government organizations.
- x. The developers deployed by the agency should have knowledge to build dynamic webpage in .NET, Java, HTML and PHP, knowledge in client side/server side state management technique. They should use latest versions of software program, three-tier architecture and MVC.
- xi. The agency shall have to provide hosting facility, technical support, etc. which are vital for the proper running of website. The hosting of website must be done on a fully secure server as per the guidelines for Indian Government Website.
- xii. The agency shall have to provide Security from Virus & Hacking of the Website. In case of Virus & Hacking attack, the agency shall have to recreate /re-store the website as per the requirement of Kolkata Customs.
- xiii. The agency will be required to maintain/ develop the content management tool to make the website dynamic and interactive.

(C) Confidentiality Clause:

The Contractor agrees to hold in confidence any confidential information received by the Contractor, as part of the connectivity process or otherwise, and the Contractor shall maintain strictest of confidence in respect of such confidential information.

Any breach of this clause may compel the department to take appropriate legal and penal action against the contractor

(D) Other conditions:-

- i. The agency shall have to follow the instructions of the officer authorized for the purpose of managing website of Kolkata Customs.
- ii. The agency will deposit a Performance Security for an amount equal to 10% of the contract value with the Kolkata Customs in the form of Bank Guarantee which shall be valid for a period of one year from the inception of the contract. The Bank Guarantee shall be in duly pledged in favor of Commissioner of Customs (Port), Kolkata.
- iii. The Performance Security Deposit of the contractor shall be refunded to him only after completion of the contract and after it is ensured that nothing is due from the contractor. Kolkata Customs reserves the absolute right to recover any dues from the contractor out of the Performance Security Deposit or through other means.
- iv. The Contractor shall indemnify the Govt. from and against any loss, damage, from no fault on Kolkata Customs and shall ensure that Government's interest is protected and safeguard at any cost.
- v. The contractor shall at once inform Kolkata Customs in the event of any of his license being cancelled or he is deregistered or blacklisted or any action taken against him by any authority whatsoever.
- vi. The contract can be terminated at any time if the services are not found satisfactory or found deficient in service.

I/671347/2022

- vii. The agency shall have to follow the instructions of officers authorized by the competent authority for this purpose of inspection / supervision of the work any time.
- viii. The competent authority of Kolkata Customs reserves the right to recover from the agency in any manner possible excess payment made / recoverable / any loss to the Department for the ignorance and negligence of the Contractor which may come to the notice during audit or any other time.
- ix. The agency shall not be allowed an escalation / change in the cost during the period of the contract due to inflation of any sort of change of any policy by government, change of by laws or due to any other reason.
- x. All other specifications, requirements and conditions laid down in the Notice Inviting Tender shall mutatis mutandis form part of conditions of the Terms and Conditions.

(E) Payment Mode:-

The payment for maintenance of the website will be made quarterly basis on successful completion of assigned work.

(F) Penalty:-

In case of unsatisfactory performance, Kolkata Customs may levy a penalty at the following rate from any bill:-

DESCRIPTION	RATE OF PENALTY
1 st lapse/default	10% of quarterly bill
2 nd lapse/default	15% of quarterly bill
3 rd lapse/default	20% of quarterly bill
More than 3 rd lapse/default	25% of quarterly bill

Kolkata Customs will have the right to withhold payment of AMC or terminate the AMC at any time if the service of the agency is not found satisfactory. The decision of the competent authority, Kolkata Customs in this regard will be final and binding. In case of any major break down in website, the agency shall have to rectify the Problems within 24 hours. If the agency fails to rectify the problem, the deduction will be made from the quarterly bill as under: -

TIME SCHEDULE	PENALTY
From 24 hours to 36 hours	5% of quarterly bill from any bill
From 36 hours to 48 hours	10% of quarterly bill from any bill
From 48 hours to 60 hours	20% of quarterly bill from any bill
More than 60 hours	25% of quarterly bill from any bill

If the breakdown in website lasts for more than 72 hours, Kolkata Customs reserves the right to terminate the contract *suo moto* and transfer the work of maintenance to any other agency as deemed fit. **For any further enquiry willing firms/agencies may contact at scp.edi@gmail.com**

RAJIB KUMAR SINHA
ASSISTANT COMMISSIONER
Customs-Port-Commissionerate-Kolkata
11-07-2022

I/671347/2022

ANNEXURE- A

**DECLARATION REGARDING ACCEPTANCE OF TERMS AND
CONDITIONS CONTAINED IN THE TENDER DOCUMENT**

To,
The Pr. Commissioner of Customs
(Port), 15/1, Strand Road,
Custom House, Kolkata – 700001.

Date:

Sir,

I have carefully gone through the Terms and Conditions contained in the Tender Notice dated.....regarding comprehensive annual maintenance of Kolkata Customs website www.kolkatacustoms.gov.in under the Commissioner of Customs (Port), Kolkata, as mentioned in the Tender Notice dated

I declare that all the Terms and Conditions of this Tender Notice are acceptable to my Company. My Company does not have any terms and conditions of its own in respect of quotation being submitted for CAMC. I further, certify that I am an authorized signatory of my Company and am, therefore, competent to make this declaration.

Yours very truly,

Signature of authorized signatory with date:

Name:

Designation:

Name of firm:

Address:

Office seal;

Annexure-B

(To be filled by the authorized signatory of the firm & this is to be submitted with Technical Bid for CAMC of Annual maintenance of Kolkata Customs website www.kolkatacustoms.gov.in)

1.	Name of the Organization /Firm	
2.	Name(s) of the Proprietors/Partners/director	
3.	Registered Address, Telephone (Landline/Mobile) & Fax No./E-mail no.	
4.	Other Address of any branches with their telephone No. and Faxes/ E-Mail no.	
5.	Address and Contact Number of the Workshop	
6.	Whether firm is registered under Company Act	
7.	Whether firm is registered under THE CENTRAL GOODS AND SERVICES TAX ACT	
8.	GST Registration Number. Copy of the same to be attached	
9.	Permanent Account Number of the firm. Copy of Pan Card to be attached	
10.	Provident Fund Number allotted by Regional Provident Office, if applicable. Copy of the same to be attached	
11.	Total Engineers working under this firm.	
12.	Total staff except above Engineers working under this firm.	
13.	Name(s) of the Public Sector/Govt Organization to whom similar services have been provided by the firm (Please attach the service Certificate from Govt. Office/Public Sector)	
14.	Name of the website, email ID etc, if available	
15.	CMM-Level III Certificate details	

I/671347/2022

16. Signature of authorized signatory with date:

Name:

Designation:

Name of firm:

Address:

Office Seal :