सीमा शुल्क (निवारक) के प्रधान आयुक्त का कार्यालय
Office of the Principal Commissioner of Customs (Preventive)
नवीन सीमा शुल्क भवन, नई दिल्ली-37
New Custom House, Near IGI Airport, NEW DELHI-37
Phone: 011-25652984, E-mail: commrprev-cusdel@nic.in

Tender No. F.No. II-39(63)Cus.Prev./Admn./Website/2022
Dated: 30th August 2022

19060
30/08/22

Tender for

Designing, Development, Hosting and Maintenance of Website/Web portal for Customs Preventive (Delhi Zone)

General Information

1. Last date and time of receipt of Tender	14th September 2022 at 1200 hrs
2. Date and time of Opening of Tender	16th September 2022 at 1100 hrs
3. Place of Opening of Tender	O/o the Principal Commissioner, Customs Preventive Delhi, NCH, New Delhi-37

Contents

-Sd-
(M.N. Sharma)
Assistant Commissioner (Admn.)
Customs Preventive Commissionerate Delhi

Copy to:

1. Notice Board, NCH, New Delhi,
2. The Manager Website, Directorate General of Systems & Data Management, Indirect Taxes & Customs, 4th & 5th Floor, Hotel Samrat, Chanakyapuri, New Delhi-110 021 For Uploading On Website Of CBIC.
3. Guard File.

(M.N. Sharma)
Assistant Commissioner (Admn.)

Section – I: Invitation of Tender

Eligibility Criteria

a) The firm must have ISO 9001, ISO 27001, SEI CMMI Level 3 certificates and has to compulsorily follow the "Website Security Guidelines" issued by NIC-Computer Emergency Response Team (CERT) for website development, hosting, administration and management. The firm must be NICSI empanelled.

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) Getting Security Audit certification as per prescribed norms
4) Loading of information and data as and when required.
5) Updating and Maintenance of the Website on Annual Contract Basis.

2. **Sealed tender under Two-Bid System (Technical & financial Bids):** must be deposited/sent through Speed Post/ Registered Post in the Name of Joint Commissioner (Admn.), O/o the Principal Commissioner, Customs Preventive Delhi, NCH, New Delhi-37 not later than 12th September 2022 at 1200 hrs. The tender will be opened on 14th September 2022 at 1100 hrs. in the presence of the bidders/bidders' representatives who choose to attend.

3. **Earnest Money Deposit (EMD):** The Tender must be submitted together with a refundable Demand Draft drawn in favour of Principal Commissioner, Customs Preventive Delhi, NCH, New Delhi-37, 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 3rd Envelope, which shall also

appropriately sealed and marked as **"Bid for Website Designing, Development, Hosting and Maintenance of Customs Preventive Delhi Zone".** The Bid complete in all respect should be deposited/sent through Speed Post/ Registered Post in the Name of Joint Commissioner (Admn.), O/o the Principal Commissioner, Customs Preventive Delhi, NCH, New Delhi-37.

Note: The Tender received after 1200 hours of 12th September 2022 by any source of communications will not be accepted. **The Principal Commissioner, Customs Preventive Delhi, NCH, New Delhi 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

1. **Website/Web portal Characteristics (as per Guidelines for Indian Government Websites "GIGWS"):**

   I. Website/Web portal should be accessible to all irrespective of technology, platforms, devices or disability of any kind.
   II. The Website/Web portal will be dynamic as well as static in nature.
   III. 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.
   IV. The Homepage of the Website/Web portal must have Title page, Lineage of the Department, National Emblem, Indian Identity and ownership of Indian Government.
   V. 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.
   VI. As per requirement of this office, the following configuration will be sufficient:
      a) RAM 8 GB.
      b) Bandwidth limited.
      c) Storage 100 GB.
   VII. As per Website Security Guidelines issued by NIC-CERT, security Audit certification need to be done.

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 Suitable for all operating systems of Desktop, Laptop & Mobiles.

1.4 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, Photo Gallery

3.2 CCPU Home

3.3 Commissionerates-3.3.1 Delhi Customs (P)

3.3.2 Amritsar Customs (P)

3.3.3 Ludhiana Customs (P)

3.3.4 Jodhpur Customs (P)

3.4 Display Calendar of events as flash reminders

3.5 Display Information, Updates, Press Release, Latest News

3.6 Forms & Downloads

3.7 Quick links, Link with National Portal

3.8 Display Tenders, Advertisement and Notices Information

3.9 Site Search Option

3.10 Report Smuggling/Give Information

4. Display Menu Pages

4.1 Home

4.2 About us

4.2.1 History

4.2.2 Objective, Mission, Division

4.2.3 Jurisdiction

4.2.4 Organizational Structure

4.2.5 Citizen Charter

4.2.6 .....

4.3 Commissionerate

4.4 Report Smuggling

4.5 RTI

4.6 Contact US- Who's who

- Helpdesk
- Twitter
- Facebook

4.7 Law

4.8 Frequently Asked Questions

4.9 Feedback
4.10 RTI & Personal Matter
4.11 Contact Us

5. Officer Login with 05 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 crate 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 Specification:

This office is a Government of India organization. All Website/Web portal of the Government of India offices are to follow the laid down in "Guidelines for Indian Government Websites" which can be downloaded from the website "www. https://guidelines.india.gov.in." 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 https://guidelines.india.gov.in.

III. No Private vendors name in the form of copy right is allowed on website.

IV. The preventive measures against hacking must be taken for website security and SSL certificate shall remain valid at all levels.

V. Certification from STQC and CERTIN Empanelled labs must be provided by the firm.

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 work order.

iii. Award of Contract

This office 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 both the parties.

iv. Earnest Money Deposit

The Technical Offer must be submitted together with a Demand Draft drawn in favour of Principal Commissioner, Customs Preventive Delhi, NCH, New Delhi-37, on any scheduled Bank for **Rs 20,000/- (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. Payment:

Payment will be made only after the completion of whole work no advance payment will be made to the firm.

a. Design & Development: to be paid after certification of D&D.

b. Hosting and maintenance: Quarterly payment and loading of information done.

vi. Security Deposit:

The successful Bidder shall furnish **Security Deposit worth 10% of the total contract value** to this office. 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 **Principal Commissioner, Customs Preventive Delhi, NCH, New Delhi-37**. 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.

O/o the Principal Commissioner, Customs Preventive Delhi reserves the right to recover any part or the whole of the amount of the security deposit for losses suffered by O/o the Principal Commissioner, Customs Preventive Delhi 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 Principal Commissioner, Customs Preventive Delhi 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.

Section – III

Tender No. F.No. II-39(63)Cus.Prev./Admn./Website/2022
Dated: 30th August 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. II-39(63)Cus.Prev./Admn./Website/2022 Dated: 30th August 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

7. Copy of NICSI Empanelment, ISO 9001, ISO 27001 & SEI CMMI Level 3 certificate.

I/ We declare that I/We have examined all 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 Signature of the Authorized 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. II-39(63)Cus.Prev./Admn./Website/2022
Dated: 30th August 2022

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

Subject: Financial Bid for Designing, Development, Hosting and Maintenance of Website/Web portal for Customs Preventive (Delhi Zone).

Dear Sir,

With reference to tender document giving scope of work of Designing, Development, Hosting and Maintenance of Website/Web portal and other related activities for Customs Preventive (Delhi Zone) we submit our commercial bid as under:

S.N.	Particular	Price in Rs
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 for 03 years)	
	Total Cost (Sum of item 1 to 4)	

1. I/ We hereby submit our financial bid of Rs ---------- for design, develop and maintain Customs Preventive (Delhi Zone) 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 Customs Preventive Commissionerate, Delhi.
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 authorized Signatory)
(Name and Designation of the Authorized signatory)
Name and seal of Bidder/Lead Firm

Date:
Place: