



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

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Tender No. F.No.1080/51/DLA/Website/2020
Dated: 26th February, 2021

Tender

Designing & Development, Hosting and Maintenance of Website/Web portal for
Directorate of Legal Affairs; CBIC

General Information

a) Last Date and Time of Receipt of Tender	10 th March, 2021 at 15.00 hrs.
b) Date and Time of Opening of Tender	11 th March, 2021 at 11.00 hrs.
c) Place of Opening of Tender	Directorate of Legal Affairs, CBIC 4 th 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 must be approved service provider by Ministry of Electronics and Information Technology (MeITY).
- b) 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.
- c) The Design & Development of the Website/Web portal should be completed within a period of 30 days from the date of placing the order.
- d) 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. For delays beyond 30 days from the stipulated time, tender will be liable to be cancelled with forfeiture of the security deposit.

Sealed tender under Two-Bid system (Technical and financial Bids):-

The tenders/bids must be deposited in the tender box of Directorate of Legal Affairs not later than 10th March, 2021 at 15.00 hrs. The tender will be opened on 11th March, 2021 at 11.00 hrs. in the presence of the bidders/bidders’ representatives who choose to attend.

Earnest Money Deposit (EMD):-

The bids must be submitted together with a refundable Demand Draft drawn in favor 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.

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**”. In the Financial Bid, all the Bidders must quote the amount/cost separately for each item of work viz. 1.) Designing and Development of the Website, 2.) Hosting of the Website, 3.) Updating and Maintenance of the Website on Annual Contract

Basis. Both the Envelope should be placed in the 3rd 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 Principal Commissioner, Directorate of Legal Affairs, 4th Floor, Rajendra Bhawan 210, Deen Dayal Upadhyay Marg, New Delhi - 110 002.

Note: *The bids received after 15.00 hours of 10th March, 2021 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/Item of Work

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

B. Website/Web portal Characteristics

1. Website/Web portal should be accessible to all irrespective of technology, platforms, devices or disability of any kind.
2. Website/Web portal will have the Web Address/URL (*Uniform Resource Locator*) obtained from NIC viz. **dla.gov.in/dla-cbic.gov.in** in compliance with Government Domain Name policy.
3. The Homepage of the Website/Web portal must have Title page, Lineage of the Department, National Emblem, Indian Identity and Ownership of Indian Government.
4. Homepage and subsequent other important pages of the Website/Web portal must provide a prominent link to other relevant Government/Department Websites as requested by this Directorate.
5. 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.

C. Design and Development:

The design/layout and the contents of the Website will be as per the requirements of this Directorate. A tentative outline of the Website/Webportal will as below: -

Sl. No.	Items	Sub-Items
1.	Home Page	Login/Logout for Members, New User Sign Up Link, Main Menu, Search Option, Display for New/Important Information, Notice Board, FAQs, Space for Publicity/Banner, Copyright Policy and Other Such Items as Required by DLA During the Developmental Stage. Each of These Services Being a Subpage.
2.	About Us	About Directorate of Legal Affairs, CBIC, Ministry of Finance, Citizen Charter etc.
3.	Circulars/ Instructions/ Documents	With Upload and Download facility
4.	RTI and Personal Matter	As per the requirement of Directorate of Legal Affairs
5.	Site Search	As per the requirement of Directorate of Legal Affairs
6.	Latest News	As per the requirement of Directorate of Legal Affairs
7.	Events	As per the requirement of Directorate of Legal Affairs
8.	Contact Us	As per the requirement of Directorate of Legal Affairs
9.	Link with National Portal	As per the requirement of Directorate of Legal Affairs
10.	Tender Notice	As per the requirement of Directorate of Legal Affairs
11.	Photo Gallery	As per the requirement of Directorate of Legal Affairs
12.	FAQs	As per the requirement of Directorate of Legal Affairs
13.	Search Engine Optimization	The firm have to make sure that the Website has been well optimized to get higher ranking for listing on search engines like Google, Bing, Yahoo etc.
14.	Copyright & Trademark	The firm will hand over all the software and graphics to the Directorate of Legal Affairs for the purpose of copyright and intellectual ownership.

D. Technical Specifications:

Directorate of Legal Affairs is a Government of India (GoI) organization. All Websites/Web portals 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 National Informatics Centre (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 NIC.

E. Terms & Conditions

i. Evaluation Criteria / Evaluation of Technical Bids

The technical evaluation will be done by the Tender Evaluation Committee and it will be ensured that the bidders/service providers are approved by the Ministry of Electronics and Information Technology (MeITY).

Note: Only those bidders who are approved service provider by Ministry of Electronics and Information Technology (MeITY) will be considered for commercial evaluation.

ii. Evaluation of Commercial Bids

- a) Only those bidders who are found to be approved by the Ministry of Electronics and Information Technology (MeITY) in the technical evaluation will be considered for the evaluation of their commercial bids.
- b) The commercial evaluation will be based on lowest cost basis (L1).
- c) The bidder who quotes the lowest cost will be declared the successful bidder and will be issued the **Letter of Intent (LoI)**.
- d) For each item of work contract may be awarded to different service providers based on L1 quote. However, preference may be given to those Bidders who are capable of rendering service on account of all the three items.

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

- a. The Technical Offer must be submitted together with a Demand Draft drawn in favor 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)** as **Earnest Money Deposit** (EMD), without which tenders will be rejected.
- b. 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.
- c. Earnest Money Deposit shall be returned to all un-successful tenderers within

- 15 days from the date of the award of contract to the successful tenderer.
- d. The EMD of the successful tenderer shall be returned within a reasonable time after the date of expiry of the contract subject to the satisfactory discharge of all the obligations / operation by the successful tenderer as required under the contract.
 - e. No interest shall be payable on the EMD nor can any Bidder claim any right for award of the contract.
 - f. Directorate of Legal Affairs reserves the right to recover any part or the whole of the amount of the EMD for losses suffered 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.

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

Tender No. F.No.1080/51/Website/2020, dated 26th February, 2021

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

Pre-qualification Bid (Technical Bid) must be duly completed and sealed along with Demand Draft super-scribed as “**Tender No. F.No.1080/51/Website/2020, dated: 26th February, 2021**”. The bidder shall expressly accept all the terms and conditions of the tender. The bid 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 (in case of Company) or Partners (in case of Partnership Firm) or Proprietor (in case of Proprietorship Firm). Registration number of the entity. (Documentary evidence to be enclosed).
3. Address for all communications during the execution of the project
4. Whether approved by MeITY. Certificate/ Letter of Empanelment by Ministry of Electronics and Information Technology (MeITY)
5. GST No. / GST documents.
6. Years of Experience in Website development and related field.

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.1080/51/DLA/Website/2020, dated: 26th February, 2021

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

Dear Sir/Madam,

With reference to “Tender No. F.No.1080/51/DLA/Website/2020, dated: 22nd February, 2021”, we submit our commercial bid as under:

S.No.	Particular	Price in Rs.
1.	Designing and Development of the Website.	
2.	Hosting of the Website.	
3.	Updating and Maintenance of the Website on Annual Contract Basis.	
Total Cost		

1. I / We hereby submit that the aforesaid offer price is inclusive of all, not specifically mentioned in the specification, but essential for successful development, hosting and maintenance of the website.
2. I / We agree to keep this offer valid for 90 (Ninety) days from the Bid due date (last date of submission of Bid) specified in the bid document. We shall also be agreeable to extend the validity of the bid, if so desired by the Directorate of Legal Affairs.
3. 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.

Yours faithfully,

Sd/-

(Signature of the authorized Signatory)
(Name and Designation of the Authorized signatory)
Name and seal of Bidder/ Lead Firm

Date:
Place: