

**OFFICE OF THE COMMISSIONER OF CUSTOMS NS-I
EDI (HARDWARE) SECTION
JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA
TAL. URAN, DIST – RAIGAD, (MAHARASHTRA) -400 707
TEL: 022 2724 4717 FAX: 022 2724 3303**

F.No. EDI-123/02-03 JNCH (H/W) Part III

Date: 26.10.2018

NOTICE INVITING E-TENDER No.35 (Tender Id 2018_DREV_401950_1)

**AMC FOR MAINTENANCE AND UPDATION OF OFFICIAL WEBSITE (ENGLISH AND HINDI) OF
JNCH, NHAVA SHEVA ([HTTP://WWW.JAWAHARCUSTOMS.GOV.IN](http://www.jawaharcustoms.gov.in))**

The Commissioner of Customs, NS-I, Mumbai Zone-II, hereinafter referred as “THIS OFFICE” invites e-tender for the AMC for Maintenance and Updation of the official website (English and Hindi) of this office i.e. <http://www.jawaharcustoms.gov.in>. Interested agencies may send quotations under **TWO BIDS SYSTEM** i.e. Technical Bid and Financial Bid alongwith Earnest Money Deposit of Rs. 15,000/- (Rs. Fifteen Thousand Only) in the form of Bank Draft in favour of the “PAO CUSTOMS, Nhava Sheva” payable at “NHAVA SHEVA” as per schedule given in CRITICAL DATE SHEET and in accordance with documents enclosed below.

2.

CRITICAL DATE SHEET

Sr. No.	Description of activities	Date (dd/mm/yyyy) & Time	
1	Published Date	31.10.2018	14:00 Hrs
2	Bid Submission Start Date	31.10.2018	14:00 Hrs
3	Bid Submission End Date	22.11.2018	14:00 Hrs
4	Technical Bid Opening Date	27.11.2018	14:00 Hrs
5	Financial Bid	30.11.2018	14:00 Hrs

3.

Details of documents enclosed

Sr. No.	Annexure	Title of the Document
1	Annexure -A	Application form
2	Annexure -B	Scope and Technical Specification of the work
3	Annexure -C	Prequalification Condition
4	Annexure -D	Term & Condition
5	Annexure -E	Format for Technical Bid
6	Annexure -F	General Instruction
7	Annexure -G	Financial Bid Document

4. 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 websites www.jawaharcustoms.gov.in, www.cbic.gov.in and www.eprocure.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.

5. The COMMISSIONER OF CUSTOMS NS-I, JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA, TAL. URAN, DIST – RAIGAD, reserves the right to reject any or all of the bids without assigning any reasons.

Sd/-

(Jitender Singh)

ASSTT. COMMISSIONER OF CUSTOMS,
EDI (H/W), JNCH.

Encl: As above

Contd...

From pre-page

Copy to:-

1. Notice Board, OFFICE OF THE COMMISSIONER OF CUSTOMS NS-I JNCH, NHAVA SHEVA, TAL. URAN, DIST – RAIGAD.
2. EDI Software, JNCH for uploading on www.jawaharcustoms.gov.in and www.cbic.gov.in.
3. AC/CHS for uploading on www.eprocure.gov.in.

ANNEXURE – A

Date:

From,

To,
The Commissioner of Customs (NS-I),
Jawaharlal Nehru Customs House,
Nhava- Sheva, Uran,
Raigad, Maharashtra- 400 707.

**Sub: Contract for AMC for Maintenance and Updation of Official Website
(English and Hindi) of JNCH, Nhava-Sheva (<http://www.jawaharcustoms.gov.in>).**

Ref: 1). Your Tender Notice No. Dated: .
2). EMD DD No. Dated: for Rs.15000/- .

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

I/We have also examined the JNCH 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.)

SCOPE AND TECHNICAL SPECIFICATION OF WORK

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 Jawaharlal Nehru Custom House, Nhava Sheva hereinafter referred as “DEPARTMENT” which include the following works:

2. The existing website of the Jawaharlal Nehru Custom House, Nhava Sheva shall be maintained as per Guidelines for Indian Government Website hereinafter referred as GIGW. The guidelines are available at <http://web.guidelines.gov.in>.
3. 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.
- 4 Maintenance of static pages of information.
- 5 Checking for dead links (Monthly).
- 6 Archival of information (as per instruction from the department /GIGW).
- 7 Updation of data elements on existing pages.
- 8 Updation of Sitemap (Monthly).
- 9 Updation of navigation schemes.
- 10 Re-designing of Home Page (as and when Required by Dept. or GIGW).
- 11 Content research and management.
- 12 Website visitor experience and feedback Option
- 13 Complaint/suggestion box
- 14 Rating of ease of doing business with JNCH
- 15 Organisational chart along with the works assigned to each section/branch in JNCH.
- 16 Uploading of the English/Hindi Contents on the website.
- 17 Applications of following:-
 - i) System Admin Module
 - ii) Security logging module
 - iii) Website feedback and guest book
 - iv) Archive of visitors interaction
 - v) Static site authentication module
 - vi) Reporting and reviews
18. 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 calibre to this office and no additional amount will be paid).
19. Whenever any dynamic content is required to be updated, the same may be done only after Security Audit Clearance by CERT-IN empanelled Auditor. If static information is required to be updated, then there is no need of Security Audit.

PREQUALIFICATION CONDITIONS

1. The bidder shall have minimum of 5 years' experience, preferably in website creation/development, maintenance & other related matters as given below:
 - a. Development of at least one portal of similar nature, with static content and database driven dynamic content/interactive content.
 - b. Having managed for minimum two years for at least two portals of similar nature, i.e. as described in above point. He is required to attach the certificate for completions of work done in last two years.
 - 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 average annual turnover of Rs. 25 Lakh for the last two years.
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 2015-16, 2016-17 and 2017-18.
5. Price quoted in the financial bid should be inclusive of all taxes and other charges, if any.
6. All tools, tackles, equipment etc. that shall be required by the contractor will have to be arranged by the contractor himself.
7. The bid should be signed by the authorized person and his 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 the seal 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.
10. Every bid should be accompanied with an Earnest Money Deposit (EMD) of Rs.15,000/- (Rupees Fifteen Thousand Only) in form of demand draft of any nationalized bank in the name of "PAO CUSTOMS, Nhava Sheva". Bidder have to attach the scanned copies of EMD alongwith e-tender. EMD of successful bidder will be converted int security deposit. However, EMD of unsuccessful bidder will be returned as early as possible. Tenders received without EMD will be rejected outrightly. EMD exemptions will be as per Central Government rulings.

DETAILED TERMS AND CONDITION

1. Interested bidders should visit the website (www.jawaharcustoms.gov.in) which is to be maintained in accordance to GIGW guidelines and further to be maintained and updated. The guidelines are available at <http://web.guidelines.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.15000/- (Rupees Fifteen Thousand only) in form of Demand Draft of any nationalize bank in the name of the "PAO CUSTOMS, NHAVA SHEVA".
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.
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 till the completion contract.
11. Submission of bills shall be in triplicate.
12. No advance payment shall be made.
13. The Commissioner of Customs (Nhava Sheva -I), JNCH 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 (NS-I), JNCH 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 (NS-I), JNCH 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 at 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 revamping of JNCH website in accordance with Guidelines for Indian Government Website (<http://web.guidelines.gov.in> may be visited for detailed guidelines), maintenance and updation. Further, any extra amount which is not mentioned in the financial Bid will not be paid by the department.
17. The revamping, maintenance and updation of the website MUST be in accordance with GIGW guidelines and as per requirement of department.

18. E-tendering Procedure:

- a. Bids are invited in two Bid systems, (1) Technical bid and (2) Financial bid. The tender for Technical and Financial bid as prescribed in the tender details, duly completed in all respect shall be submitted online on www.eprocure.gov.in in two separate files addressed to Assistant Commissioner of Customs, EDI (Hardware), JNCH, Nhava-Sheva, Tal-Uran, Dist.- Raigad, Maharashtra - 400707 . The technical/qualifying bid shall be opened by the e-tender committee on schedule date.
- b. The Technical Bids of all the bidders will be opened on pre-scheduled date time and venue. If the Bid opening could not held on pre scheduled date, time, then all bidders/ applicants will be informed individually about the rescheduled date and time.
- 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 Term and Condition", etc.

19. 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 (NS-I), Nhava- Sheva, 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.

20. Opening of Bids:

- a. The Department will open the Technical bids on prescheduled time, date and venue in the presence of the bidders' representatives who choose to attend. In the event of the specific bid opening 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.

21. Performance Security:

The successful bidder shall submit a "Performance Security" in the form of a Bank Guarantee from a Nationalised Bank for an amount equal to 10% of the value of the contract for

the AMC for Maintenance of the Website throughout the contract period. The EMD submitted with the application shall become the part of security deposit.

22. Payment:

The maintenance and updation cost shall be paid on **quarterly basic (after satisfactorily completion of 3 months period)** on raising the bill by the vendor.

23. Penalty Clause:

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

Description	Rate of Penalty
1 st lapse/default	5% of Quarterly Bill
2 nd lapse/default	10% of Quarterly Bill
3 rd lapse/default	15% of Quarterly Bill
More than 3 rd lapse/default	20% of Quarterly Bill

- b. 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.
- c. The updation required to be made on the basis of data provided by this office shall be done within 24 hours failing which a penalty as decided by the department shall be levied for each such lapse.
- d. 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 the bill as under:-

Time Schedule	Penalty (Rs.)
From 24 – 36 hours	500
From 36 – 48 hours	1000
From 48 – 60 hours	1500
More than 60 hours	2000

- e. If the breakdown in website lasts for more than 72 hours, the department reserves the right to terminate the contract *suo moto* and transfer the work to any other agency as deemed fit.
- f. The design and other formats of the website approved by this office shall not be changed/modified without prior permission failing which a penalty as decided by the department shall be levied for each such lapse.
- g. Any deviation from the terms and conditions as mentioned above shall also attract appropriate penalty as applicable.

24. 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 JNCH 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.

25. In case of any dispute, the decision of the Commissioner of Customs, NS-1, JNCH, Nhava Sheva shall be final & binding on both, the purchaser & the vendor.

FORMAT FOR TECHNICAL BID

Part- I

Sr. No.	Particulars	Details
1.	Name of the "The Service Provider"	
	Full Address of the Service Provider	
	Telephone No./Mobile No.	
	Fax No.	
	Email id	
	Complete name and contact no.	
2.	Bank details with MICR & IFSC (Submit Mandate Form for ECS payment)	
3.	PAN	
4.	Income Tax Returns (ITRs) for last three assessment years i.e. 2015-16, 2016-17, 2017-18	
5.	CA Certificate for last 3 years turnover i.e. 2015-16, 2016-17, 2017-18	
6.	GST Registration No.	
7.	Shop & Establishment certificate	
8.	Whether blacklisted by any Bank/Govt./PSU organisation (Submit self-declaration certificate)	YES/NO
9.	Performance certificate/ work experience of 05 years in Govt./Semi Govt./PSU office	
10.	Details of EMD	

Note:-

1. Attested photo copies of all above for proof should be attached.
2. Original copies should be provided at the time of opening of tender.

PART-II

-DECLARATION-

1. I Son / Daughter /Wife of Shri
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.

Signature of authorized person

Name & Seal

Date:

GENERAL INSTRUCTIONS

The bidder shall submit bids through www.eprocure.gov.in portal only.

2. All relevant documents should be attached with bid and in accordance of the instructions/term & condition of this tender.
3. EMD (Earnest Money Deposit): The tender should be submitted with a Demand Draft of Rs.15000 (Rupees fifteen thousand only) of any nationalized bank in the name of "PAO CUSTOMS, NHAVA SHEVA".
4. PG (Performance Guarantee), 10% amount of the total value of contract, should be submitted in form of Bank Guarantee with auto renewal clause valid till the contract expiry period from any Nationalized Bank, in the name of "PAO CUSTOMS, NHAVA SHEVA".
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 Superintendent of Customs, EDI Hardware, JNCH either personally or on [Tel:- 022-2724 4717](tel:022-27244717).
9. Last date and time for accepting tender:

Opening of bids-

Technical Bid- 27.11.2018
Financial Bid- 30.11.2018
10. Tender document is available on website www.jawaharcustoms.gov.in, www.cbic.gov.in and www.eprocure.gov.in.

Sd/-
(Jitender Singh)
ASSTT. COMMISSIONER OF CUSTOMS,
EDI (H/W) SECTION, JNCH.

FORMAT FOR FINANCIAL BID

Name of work: AMC FOR MAINTENANCE AND UPDATION OF OFFICIAL WEBSITE (ENGLISH AND HINDI) OF JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA ([HTTP://WWW.JAWAHARCUSTOMS.GOV.IN](http://www.jawaharcustoms.gov.in))

Sr. No.	Description	Amount (Rs.) Inclusive of all taxes
1.	Maintenance and Updation etc. in accordance with GIGW.	

Name in block letters.

Signature of Authorized person:

Designation:

Office Seal: