



OFFICE OF THE COMMISSIONER OF CUSTOMS (IMPORT)
AIR CARGO COMPLEX, SAHAR, ANDHERI(E), MUMBAI 400 099.

F.No. EDI/80/2011/CCACC

Date: 27.09.2019

TENDER NOTICE

1. Sealed bids in two separate parts namely (i) Technical and (ii) Financial, for the Official website (English and Hindi) of the Customs Commissionerate at Air Cargo Complex, Sahar, Andheri (East), Mumbai - 400 099, are invited from reputed Website Developers for Maintenance and Updating. The scope of work is: Updating and Maintenance of the existing website having domain name 'http://www.accmumbai.gov.in' for one year.
2. The details of work- Updating and maintenance of existing website: The Vendor has to maintain and update the website as per the inputs to be given by the department for one year from the date of finalising the tender. 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. The payment charges for audit shall be borne by the Vendor. Provision for posting by the officers must also be provided.
3. Any other specific modules when asked by the designated officer, the developer must be in a condition to develop the same.
4. The Bids may be submitted in the following format.

(On the letter Head of the Bidder)

TECHNICAL BID:

The Technical Bid should consist of the following information:

- i. Documents related to 3 years' experience in 'maintaining the website.
- ii. The technical expertise in updating and maintaining the website.
- iii. The complement of technical and support staff available to maintain the website.
- iv. Copy of GST/Income Tax registration.
- v. Company Profile along with turnover, additional information, if any.

FINANCIAL BID:

The Financial Bid should be in the following format.

UPDATING AND MAINTENANCE COST FOR 1 YEAR

Quote for the updating and Maintenance Cost of the Official website of the Customs Commissionerate air Cargo Complex, Sahar, Mumbai.

Name of the Work: As mentioned in scope of work at page 1

Sl. No.	Name of Work	Price quoted	Amount in Rs.	Remarks, if any
1	Maintenance cost for one year as mentioned in scope of Work	Basic Price		
		Taxes etc.		
		Total Cost		

Signature:

Name of the Authorised Signatory:

Designation

Office Seal

5. 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. In case of any further clarification or queries, the bidders may contact, The Dy. Commissioner of Customs, EDI Section, Air Cargo Complex, Sahar, Mumbai during office working hours. The bidders should send his representative on the date of opening the Bids.

6. The duly filled bids may be submitted as per the details given below:

- a) Last date & Time of receipt of Bid: 16.10.2019
- b) Opening of Technical Bids: 17.10.2019
- c) Opening of Commercial Bids: 17.10.2019
- d) Place of receiving the Bid: EDI Section, Air Cargo Complex, Mumbai.

7. The Principal Commissioner of Customs (Import), Air Cargo Complex, Sahar, Mumbai, reserves the right to reject any or all of the bids without assigning any reasons.

Sd/-

(Priya Jadhav)

Asstt. Commissioner of Customs (EDI)

Air Cargo Complex, Mumbai

ANNEXURE

(To the Tender Notice F.NO.EDI/80/2011 CC ACC Dtd. .09.2019)

1) Eligibility/ Qualification Criteria:

The bidder shall have to provide services required at Mumbai and should have office at Mumbai.

- a) The bidder shall have a minimum of 03 years' experience, preferably in website creation/development, maintenance & other related matters as given below:
 - I. Development of at least one portals of similar nature, with static content and database driven dynamic content/interactive content.
 - II. The AMC holder (Supplier) must have expertise in maintenance of website contents, uploading on websites, development of home-page etc. and expertise in generation of on line modules reports etc. They should have well qualified persons with experience in development of website including new home-page etc. and having managed for minimum two years for at least two portals of similar nature, i.e. as described in above point
 - III. Support team should be proficient in HTML, JSP, PDF, RDBMS FLASH, Applets, servlets, XML and content management tools.
 - IV. Domain Knowledge of the industries is preferable.
- b) All bidders must enclose GST registration certificate and income-tax return of the firm along with tender documents.
- c) Preference will be given to bidders having ISO 9001 certification.

2) Bidding Procedure:

- a) Bids are invited in two bid systems, (1) Technical and (2) Financial, which shall be sealed separately and enclosed in a single sealed envelope.
- b) The financial bids of all bidders will be opened by on pre-scheduled date, time and venue. If the bid opening could not be held on pre-schedule date, time, the all bidders/applicants will be informed individually about the rescheduled date and time.
- c) The financial bids of only successful bidders will be opened later and technically successful bidders will be informed accordingly.
- d) Sealed bids shall be received, not later than 17:00 hours on 16/10/2019. No bids will be accepted after this date & time under any circumstances. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
- e) All relevant rules and regulations of Government of India will be final and applicable and binding on all bidders.
- f) All commercial bids must contain terms "**terms of payment, delivery period**", etc.

3. Submission of bids:

- a) The first envelope shall be super scribed with the name of work and the words "**Technical Bid**" in capital letters. The first envelope shall be opened on the date of opening of tender. The bidder should specifically provide full technical details of the service offered and also shall provide full details of deviation they intend to make from the technical specifications and contract terms detailed in the Bid. No price details shall be given in this envelope. Violation to this would result invalidation of tender.

- b) The second envelope shall be super scribed with the name of work and the words, “**Price Bid (Financial)**” in capital letters. It shall contain full details of the price & commercial conditions.
- c) Any deviation of any sort e.g. Technical or Financial or terms and conditions shall be specifically indicated in the Technical & Financial Bids itself.
- d) All offers shall be made available in hard and soft copies as specified in the technical specifications and should be signed by the proprietor, President, partner, or Director of the firm on all the pages of the hard copy.
- e) 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 offer format.
- f) The bid shall remain valid for 60 days after the date of bid opening. The acceptance of the tender rests with Commissioner of Customs (Import), Air Cargo Complex, Mumbai, who will be final authority and his decision shall be final and reserves the right to reject any or all of the bids so received at their absolute discretion without assigning any reasons.

4. Price:

Price charged by the bidder for any goods and services under the contract shall not vary from the prices quoted by the supplier in its bid. Total price offered would be inclusive of all taxes. The purchaser shall not be paid any additional charges except price offered. In case, some additional software is needed to get the work done, the same shall be provided by the successful bidder free of charge.

5. Taxes and Duties:

The successful bidder (Herein after referred as “Supplier”) shall be entirely responsible for all taxes, duties, license fees, etc. until delivery of the contracted Goods & Services to the Purchaser. No tax of duty will be payable by the purchaser.

6. Security Bid:

The prospective Bidders shall submit Bid Security (Earnest Money) in the form of Account Payee Demand Draft of Rs. 5,000/- in the name of "Commissioner of Customs, ACC, Mumbai" along with the Bids.

7. Opening of Bids:

a) The Department (herein after referred as “Purchaser”) will open the Technical bids on prescheduled time, date and venue in the presence of the bidder’s representatives who choose to attend. In the event of the specific bid opening being declared a holiday for the purchaser, the bid shall be opened at the same time and location on the next working day.

b) The firms who have submitted the bids and whose offers are found technically suitable and shall be informed of the opening date of the second envelop i.e. “Price Bid (Financial Bid)”.

8. Performance Security: The successful bidder shall submit a "Performance Security" in the form of a Bank Guarantee from a Commercial Bank Nationalised Bank for an amount equal to 5% of the value of the contract for proper functioning, updation and maintenance of the Website throughout the contract period.

9. Maintenance & Updating of Web site:

The Development, Maintenance and regular updation of the all associated activities linked with the work related to English contents of the web site of the Customs Commissionerate at Air Cargo Complex, Mumbai.

The following shall be covered under the scope of this work:

(a) The AMC holder (supplier) must have expertise in updating of website contents, uploading on website, development of home page etc and expertise in generation of on line modules, reports etc. They should have well qualified persons with experience in development of web site including new home page etc.

(b) The updation will be done from the premises of the vender or from other location convenient to the Department. The AMC holder will be responsible for any loss or damage caused to any of the machines owing to the negligence on their part.

10. Brief Details of work is as below:

1. The existing website of the Customs Commissionerate at Air Cargo Complex, .Mumbai, shall be maintained and all the latest information should be uploaded on the web site.

2. Static information updation:-

a. Minor updations would be done by Departmental Officers with the help of the AMC holder through a Control Panel Access. A user-friendly control panel may be provided to departmental officers for this purpose.

b. AMC vendor would be responsible for major updations 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.

3. Maintenance of static pages of information.

4. Checking for dead links (Monthly).

5. Archival of information (as per instruction).

6. Updation of data elements on existing pages.

7. Updation of Site map (Monthly).

8. Update navigation schemes.

9. Re-design of Home Page (as and when required).

10. Content research and management.

11. Uploading of the English Hindi Contents on the website.

12. Applications of following:

- i) System Admn. 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

13. Data base Administration (Oracle and java based applications & other software based application if required).

14. Any other related work, if required. (During the AMC period, if scope of work is diversified then the AMC holder shall have to provide the engineer with requisite caliber to this office and no additional amount will be paid).

15. 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. The payment charges for audit shall be borne by the vendor.

11. Penalty Clause:

a. The updations required to be made on the basis of data provided by this office shall be done within 12 hours failing which a penalty @ 10% of the contract value shall be levied for each such lapse.

b. The design and other formats of the website approved by this office shall not be changed/modified without prior permission failing which penalty @ 10% of the contract value shall be levied for each such lapse.

c. Any deviation from the terms and conditions as mentioned above shall also attract appropriate penalty as applicable.

S/d on 27.09.2019

(Priya Jadhav)
Assistant Commissioner of Customs,
EDI Section, ACC, Mumbai