



सीमा शुल्क (निवारक) के आयुक्ते का कार्यालय

OFFICE OF THE COMMISSIONER OF CUSTOMS (PREVENTIVE) COMMISSIONERATE

55-17-3 , सी -14 , 2 तल , औद्योगिक एस्टेट, ऑटो नगर , विजयवाड़ा - 520,007

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C. No.VIII/48/76/2019-Comp

Dated: 06.03.2019

NOTICE INVITING TENDER

Sealed tenders in two separate parts namely (i) Technical, bid and (ii) Financial, bid for Site Development, maintenance, Designing, Modifications, Updation and Fixation of Vulnerabilities of the Website of “*Commissioner of Customs (Preventive), Vijayawada*” i.e www.apcustoms.gov.in are invited, from Website Developers. The period of maintenance shall be for one year initially, from 01.04.2019 **which may be extended up to three years** at the discretion of the Principal Commissioner.

A. General:

1. Tender Document can be collected from the Superintendent of Customs, Computers Section, 2nd Floor, Office of the Commissioner of Customs, Stalin Corporate, Industrial Estate, Autonagar, Vijayawada on office working hours. For further details of tender application along with technical bid and Financial bid, may be down loaded from the websites of www.cbic.gov.in; www.apcustoms.gov.in ; www.eprocure.gov.in; and www.gem.gov.in (GeM Portal)

2. Details of Bid: -

- | | | |
|---------------------------------------|---|--|
| a) Bid Reference: Tender No | : | 3 |
| b) Last date & time of receipt of bid | : | 21st March, 2019 17.00 Hrs. |
| c) Opening of Technical bids | : | 22nd March, 2019, 11:30 a.m. |
| d) Opening of Financial Bids | : | 22th March, 2019, 3 :30 p.m. |
| e) Place of receiving the bid | : | Superintendent (Computer),
O/o. The Commissioner of Customs,
Customs Commissionerate (Preventive),
Room No. 212, 2 nd Floor, Stalin Corporate
Industrial Estate, Autonagar, Vijayawada. |
| f) Cost of Tender Documents | : | Free of Cost |
| g) Performance Bank Guarantee | : | 5 % of the contract
(After awarding Contract) |

h) Contact person : M. Sreekanth
Joint Commissioner (Computers),
Customs Commissionerate (Preventive),
Phone No. 8985271556

3. 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 Technical Bids of all the bidders will be opened on pre scheduled date, time & venue.
If the Bid opening could not be held on pre scheduled date, time, then all bidders/applicants will be informed individually about the rescheduled date & time.
- c) The Financial Bids of only successful Technical Bidders will be opened later and technically successful bidders will be informed accordingly.
- d) Sealed Bids shall be received, not later than 17:00 hrs on March 21st 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 & binding on all bidders.
- f) All financial bids must contain “terms of payment, delivery period”, etc. Bidders may also please note that, as per relevant rules, any advance to the supplier may require submission of a valid bank guarantee in lieu of the advance amount to be paid. Further, the successful bidder may have to submit a “Performance Guarantee” for proper functioning of the web content management (English) throughout the contract period.

4. Eligibility / Qualification Criteria:

- a) The bidder shall have to provide services required at Vijayawada and should have an office located at Vijayawada.
- b) The bidder shall have 3 years’ experience, preferably in website creation / development, maintenance & other related matters as given below:
 - i. A minimum three year experience in maintaining at least two websites.
 - ii. Support team should be proficient in html, JSP, PHP, RDBMS, FLASH, Applets, Servlets, XML and content management Tools.
 - iii. Domain knowledge of the Industries sector is preferable.
 - iv. The Bidder **should not be black listed** by any Govt./Semi-Govt./PSU. An undertaking to that extent may be furnished.
- c) The bidder may enclose documentary evidence regarding execution of Government work order, specifically maintenance and creation of websites.
- d) All bidders must enclose GST registration certificate along with the tender documents.

e) It may be necessary for the bidder to liaise with various divisional offices under the Commissionerate and gather required information.

f) Technical bid should contain tools and technologies used for Web Site Development.

5. Period of validity of bid:

The bid shall remain valid for 60 days after the date of bid opening. The acceptance of the tender rests with Principal Commissioner of Customs (Preventive), Vijayawada, who will be the final authority and the said authority, reserves the right to reject any or all of the bids so received at its discretion without assigning any reasons what so ever.

6. 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. The Bid Security shall be enclosed with the envelope marked "**Technical Bid**".

b) The second envelope shall be super scribed with the name of work and the words "**FINANCIAL BID**" 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 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 form.

7. 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.

b) The bidders' representatives, who will be present, shall sign in the designated register evidencing their attendance, 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.

c) The firms who have submitted the bids and whose offers are found technically suitable shall be informed of the opening date of the second envelop i.e. "**FINANCIAL BID**".

8. Prices:

Total price offered would be inclusive of all taxes. The Department shall not pay any additional charges except price offered. In case, some additional software is needed to get the work done, the same (licensed software) shall be provided by the successful bidder free of charge.

9. Taxes and Duties

The successful bidder (Hereinafter referred as “Supplier”) shall be entirely responsible for all taxes, duties, license fees, etc, incurred until delivery of the Contracted Goods & services to the Purchaser. No tax or duty will be payable by the Purchaser.

The Department will sign a Contract with the supplier after allotment of work. This contract will have more details about termination by default, resolution of disputes, applicable law, etc.

10. General

- i. The design consideration for the website should result in an eye-catching website, with a pleasant and appealing color-codes portraying activities of the Indian Customs.
- ii. The website should be optimized for load time, response time, navigation and search.
- iii. The optimization should cover all the areas like HTML, CSS, GRAPHICS, PDF and would involve smaller page size and faster downloads.
- iv. State of the art technologies should be used in developing the Web Site.
- v. The website should be supported by all current browsers like Internet Explorer, Mozilla Firefox, Google Chrome, Apple safari, Netcape Navigator etc.
- vi. Submission for Security Audit and its clearance shall be undertaken by the bidder.
- vii. Records of updation in web contents (English) should be maintained to determine the performance of the site with respect to page load speed and these statistics will be stored and examined, on a monthly basis and analyzed.
- viii. Modification of Site Map as and when required.
- ix. The vendor shall indemnify the Commissionerate against all third party claims of infringement of patent, trademark or industrial designs, rights arising from the use of the software programs and/or goods or any other part thereof. The software developed on behalf of this contract will be sole property of the Commissionerate and all rights will be reserved with the Commissionerate.

11. Time Schedule for completion of work shall be,

Phase	Name of the Work	Time Schedule
1	Updating of data elements on existing pages, Re-design of Home Page (as and when required), data to be uploaded bilingual	Has to be completed within 1 day from the date of work order.
2	Signing off	Within 15 days of giving final feedback in writing.

12. Payment

The payment to the successful bidder under the Contract will do as below:

Sl. No.	Name of the Work	Payment Due	Amount in Rs.
1.	Maintenance Cost for one year as mentioned in scope of work.	4 equal installments at the end of each quarter	25% per quarter

13. TERMS & CONDITIONS

TECHNICAL: Scope of Work

Site Development, maintenance, Designing, Modifications, Fixation of Vulnerabilities, Converting website from static mode to dynamic mode, and regular updating of all associated activities linked with the work related to English contents of the website of Customs Commissionerate (Preventive), Vijayawada.

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

- A) The Bidder (developer) must have expertise in developing of websites and maintenance. They should have well qualified persons with experience in website designing and development.
- B) Maintenance and updating will be done from the premises of the Bidder. In any case if the same is not possible, the Bidder has to update the files through the VPN connection of the officer system.

Brief Details of work is as below:

1. The website of Customs Commissionerate (Preventive), Vijayawada shall be maintained, updated, and made compatible with GIGW (Government of India Government website) Guidelines. The GIGW Guidelines may be obtained in the internet.
2. Static information updation
 - (a) Minor updations would be done by Departmental Officer with the help of the Bidder through a Control Panel access. A user-friendly Control Panel may be provided to Departmental officers for this purpose.
 - (b) The Bidder would be responsible for major updations such as adding a new webpage, adding a new link, re-designing an existing page, Public Notices, Tenders, Meeting Notices/Minutes etc. and same should be done with the prior approval of Departmental Officer.
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 Sitemap (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 Contents on the website.

12. Database Administration (Oracle and java based applications & other software based application if required).

14. The content of Web Site should have primary information on:
 1. About us (general overview of the Commissionerate)
 2. Jurisdiction with map indicating geographical boundaries.
 3. Who's who? (Contact details of all the officers under this Commissionerate)
 4. Information of other formations of the Commissionerate (Divisions & Ranges)
 5. Top Commodities & Top Importers, Refunds sanction status; Drawback sanction status; Personal Hearing intimations; Office Orders and Circulars; Deputation notices; Training notices etc.
 6. Public Notices & Tenders year wise
 7. Photo Gallery
 8. Links to items in CBEC like
 - Cutsoms Acts, Rules, etc.,
 - Contents available under drop down menu of Ombudsmen
 - Contents available under drop down menu of Information
 - Budget, Citizen Charter, Legal Affairs, Baggage Rules, Guide for Travellers, Customs FAQs, RTI, Online Services and other relevant links.

(ASSISTANT COMMISSIONER)
OFFICE OF THE COMMISSIONER OF CUSTOMS (PREVENTIVE)
VIJAYAWADA

Check list to be submitted along with Technical bid

Tender for developing, updating and maintaining of the Official Website of “*Customs Commissionerate (Preventive), Vijayawada*”.

Sl. No.	Name of the documents	YES/NO	Page Nos.	Reason (If any)
1.	Documents related to the 3 years Experience in maintaining the website contents.			
2.	Copy of GST/ Service Tax/Income Tax Registration.			
3.	Additional information (if any) Like details of turn over etc.			

Signature: -

Name of the Authorized signatory: -

Designation: -

Office Seal: -

On the Letter Head of the Bidder.

FORMAT FOR SUBMITTING THE FINANCIAL BID

Tender for developing, updating and maintaining of the Official Website of “*Customs Commissionerate (Preventive), Vijayawada*”.

Name of Work: As mentioned in scope of work.

Sl. No.	Name of the Work	Price Quoted	Amount in Rs.	Remarks, if any
1.	Maintenance Cost for 1 year as mentioned in scope of work at page no.	Basic Price		
		Taxes, etc		
	Total Cost			

Signature: -

Name of the Authorized signatory: -

Designation: -

Office Seal: -