



OFFICE OF THE COMMISSIONER OF CUSTOMS (NS-I)
JAWAHAR LAL NEHRU CUSTOM HOUSE,
NHAVA SHEVA, TAL. URAN, DISTRICT RAIGAD
MAHA RASHTRA- 400 707

F.No. EDI-123/02-03 JNCH Part-III

Date: 06.09.2022

E-TENDER NOTICE

AMC FOR MAINTENANCE AND UPDATION OF THE OFFICIAL WEBSITE (ENGLISH AND HINDI) OF JNCH, NHAVA SHEVA (HTTP://WWW.JAWAHARCUSTOMS.GOV.IN)

The Commissioner of Customs, NS-I, Mumbai Zone-II, hereinafter referred to as "THIS OFFICE" invites tenders from interested bidders for the AMC for Maintenance and Updation of the official website (English and Hindi) of this office i.e. <http://www.jawaharcustoms.gov.in> for a period of one year from the date of awarding a Contract for the said work. Interested agencies may send quotations under TWO BIDS SYSTEM i.e. Technical Bid and Financial Bid. The technical bid will cover information relating to all aspects other than the price quoted and the Financial bid will cover the price quoted in the given proforma in the Annexures part of this tender document.

2. The tender document including the application form, format for Technical Bid and Financial Bid etc. are enclosed as Annexure to this Tender Notice which are available on our websites www.jawaharcustoms.gov.in and www.gem.gov.in. Any change/modification in the tender inquiry will be intimated through the above websites only. Bidders are, therefore, requested to visit above mentioned websites regularly to keep themselves updated. For reference the CRITICAL DATE SHEET is given below:

Sr. No.	Description of activities	Date (dd/mm/yyyy) & Time	
1	Published Date	07.09.2022	17:00 Hrs.
2	Bid Submission Start Date	08.09.2022	11:00 Hrs.
3	Bid Submission End Date	22.09.2022	14:00 Hrs.
4	Technical Bid Opening Date	26.09.2022	11:00 Hrs.
5	Financial Bid	29.09.2022	11:00 Hrs.

3. EMD (Earnest Money Deposit): Earnest Money deposit as per GeM is to be deposited through GeM portal or at EDI (Software)/JNCH in the form of a Demand Draft of Rs.15,000/- (Rs. Fifteen Thousand Only) of any nationalized bank in the name of "PAO CUSTOMS, Nhava Sheva" payable at "NHAVA SHEVA" in an original and scanned copy of EMD is to be uploaded with tender. Exemption applicable to MSME & NSIC etc. as per GOI Rules. If any of the bidders desires to submit EMD in EDI(Software)/JNCH, the same would be submitted within the time limit i.e. the last date of submission of the bid. Bids received without EMD will be rejected.


4. 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

5. The details of eligibility criteria, specifications, the scope of work, terms and conditions, agreement details, payment schedules etc. are enclosed as annexures to this Tender Notice which are available on

our website www.jawaharcustoms.gov.in. and GEMS Portal. In case of any further clarification or queries, the bidders may contact the Appraising Officer of Customs, EDI Software, Office of Commissioner of Customs, NS-I, JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA, TAL. URAN, DIST – RAIGAD, Maharashtra-400707 during office working hours.

6. The COMMISSIONER OF CUSTOMS NS-I, JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA, TAL. URAN, DIST – RAIGAD,400707, reserves the right to reject any or all of the bids without assigning any reasons.


(Yogesh S. Chitte)

Dy. Commissioner of Custom
EDI Section, JNCH.

Encl: As Above

Copy to: 1. Notice Board, OFFICE OF THE COMMISSIONER OF CUSTOMS NS-I JNCH, NHAVA SHEVA, TAL. URAN, DIST- RAIGAD,400707.

2. EDI Software, JNCH for uploading on www.jawaharcustoms.gov.in and www.cbic.gov.in.

ANNEXURE – A
(Application Form)

Date:

From,

To,

The Commissioner of Customs (NS-I),

Jawaharlal Nehru Customs House,

Nhava- Sheva, Uran,

Raigad, Maharashtra- 400 707.

Subject: 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.)

ANNEXURE-B

SCOPE AND TECHNICAL SPECIFICATION OF WORK

1. 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 to as "DEPARTMENT" which includes the following works:
2. The existing website of the Jawaharlal Nehru Customs House, Nhava Sheva shall be maintained as per Guidelines for Indian Government Website hereinafter referred to 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 existing pages, public notices, tenders, facility notices, meeting notices/Minutes, searchable content etc. and the 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. Organizational 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 the following: -
 - i) System Admin Module
 - ii) Security logging module
 - iii) Website feedback and guest book
 - iv) Archive of the visitor's 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 caliber 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 empaneled Auditor. If static information is required to be updated, then there is no need for a Security Audit.

ANNEXURE-C

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 a minimum of two years for at least two portals of similar nature, i.e. as described in the above point. He is required to attach the certificate for completion of work done in the 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 an 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 copies of income tax returns for the assessment year 2018-19, 2019-20 and 2020-21.
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 affix the seal of the 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 the form of a demand draft of any nationalized bank in the name of "PAO CUSTOMS, Nhava Sheva". The bidder has to attach the scanned copies of EMD along with the e-tender. EMD of the successful bidder will be converted into a security deposit. However, the EMD of the 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.

ANNEXURE- D

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 the form of a Demand Draft of any nationalized bank in the name of the "PAO CUSTOMS, NHAVA SHEVA"
6. Tenders received without requisite EMD will be rejected outrightly.
7. EMD exemptions will be as per Central Government rulings.
8. The TDS will be deducted as per the 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 a Bank Guarantee with an auto-renewal clause from any Nationalized Bank till the completion of the 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 in 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 the JNCH website in accordance with the 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 the requirement of the 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 in two separate files addressed to Deputy 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 the scheduled date.
- b. The Technical Bids of all the bidders will be opened on a pre-scheduled date time and venue. If the Bid opening could not be held on a pre-scheduled date, and 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 the CRITICAL DATE SHEET under any circumstances.
- e. All relevant rules and regulations of the 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 the 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 the 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 at 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 authorization 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 Nationalized 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 part of the security deposit.

22. Payment:

The maintenance and updation cost shall be paid on a quarterly basis (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 the following rate from any bill: -

Description	Rate of Penalty
1 lapse/default	5% of Quarterly Bill
2" lapse/default	10% of Quarterly Bill
3" lapse/default	15% of Quarterly Bill
More than 3'	20% of Quarterly Bill lapse/default

- 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 does 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 the 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 an 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 the JNCH website. The tenure may be extended for such period as may be mutually agreed by both the signatories to the contract on the same term & conditions.

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.

ANNEXURE-E

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. 2018-19, 2019-20, 2020-21	
5	CA Certificate for last 3 years turnover i.e. 2018-19, 2019-20, 2020-21	
6	GST Registration No.	
7	Shop & Establishment certificate	
8	Whether blacklisted by any Bank/Govt./PSU organization (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 photocopies of all the 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
by 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 the authorized person

Name & Seal

Date:

ANNEXURE- F
GENERAL INSTRUCTIONS

1. The bidder shall submit bids through GEMS portal only.
2. All relevant documents should be attached with the bid and in accordance with the instructions/term & conditions 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 the contract, should be submitted in the form of a 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 the prequalification condition of the tender.
6. The Service Provider should submit attested copies (attested by an 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 Section, JNCH either personally or on Tel: -022-27244717
9. Last date and time for accepting tender:
Opening of bids-
Technical Bid-26.09.2022
Financial Bid- 29.09.2022
10. Tender document is available on the website www.jawaharcustoms.gov.in, and GEMS Portal.


(Yogesh S. Chitte)
Dy. Commissioner of Custom
EDI Section, JNCH.

ANNEXURE-G
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>)

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: