



भारत सरकार / GOVERNMENT OF INDIA  
वित्त मंत्रालय / MINISTRY OF FINANCE, राजस्व विभाग / DEPARTMENT OF REVENUE  
सीमा शुल्क केंद्रीय उत्पाद शुल्क और सेवा कर समझौता आयोग  
CUSTOMS, CENTRAL EXCISE AND SERVICE TAX SETTLEMENT COMMISSION  
अतिरिक्त न्यायपीठ, दुसरी मंजिल, नर्मदा ब्लॉक, कस्टम हाउस  
ADDITIONAL BENCH, II FLOOR, NARMADA BLOCK, CUSTOM HOUSE  
60, राजाजी सालै / RAJAJI SALAI, चेन्नै / CHENNAI-600 001  
दूरभाष / Tel.: 044-25226434; फ़ैक्स / Fax: 044-25216137  
Website: www.settlementcommission-cest@gov.in  
Email: ao-schennai@gov.in

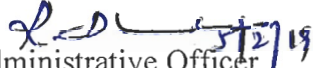
F.No.C.No.I/7/14/2009-SC

Date: 05.02.2019

**TENDER NOTICE**

On behalf of the Commissioner, Customs, Central Excise & Service Tax Settlement Commission, Additional Bench Chennai tenders are invited from web-developer vendor / service provider under two-bid system (Technical & Financial bid) for supply, installation, testing and commissioning of the following service/work. The last date for submission of bid is 19.02.2019 up to 5:00 p.m. The bid will be opened on 20.02.2019 at 2:30 p.m. by the Committee. The bid should be submitted to the Commissioner, Customs, Central Excise & Service Tax Settlement Commission, Additional Bench Chennai, 2<sup>nd</sup> Floor, Narmada Block, Custom House, No.60, Rajaji Salai, Chennai – 600 001 before the closing time.

Sl. No.	Description of Work	Specification
1	Tender for redesigning, redevelopment, implementation and management of website as per the guidelines for Indian Government Websites (GIGW)	As per enclosed scope of work

  
Administrative Officer

Copy to: - The Webmaster, (cbic.gov.in) for uploading the Tender on the official CBIC website.

To

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Sub: Tender for redesigning, redevelopment, implementation and management of website as per guidelines prescribed for Indian Government Website (GIGW) – Regarding.*

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On behalf of the Commissioner, Customs, Central Excise & Service Tax Settlement Commission, Additional Bench Chennai, I am to invite your bid in two bids system (Technical and Financial) bids for redesigning, redevelopment, implementation and management of website of Customs, Central Excise & Service Tax Settlement Commission (hereinafter referred to as 'the Commission') as per the guidelines prescribed for Indian Government Websites (GIGW), W3C Standards.

(1) Instructions to the bidder along with terms and conditions of the Tender:

- (a) The rates quoted shall be valid for a minimum period of 180 days from the last date fixed for the submission of the bids.
- (b) GST and other taxes liable should be indicated in clear terms separately. The quoted rates are inclusive of all taxes / levies and free delivery / services at our office premises. All statutory taxes shall be deducted as per Government norms.
- (c) There should be no cutting, unattested / amended / overwriting figures and the same will not be considered. Stipulation of any additional terms and conditions would result in rejection of the bid. The prices quoted shall be inclusive of all applicable taxes. The rates should be quoted in Indian Rupees only.
- (d) SIGNING OF CONTRACT: Within fifteen days from the issue of the contract order to the purchaser, contract agreement will be signed between service provider / contractor and the Commission's representative on non-judicial stamp paper of Rs.500/- (Rupees Five Hundred Only) before commencement of work. The stamp paper will be provided by the successful Tenderer.
- (e) BILL: Pre-receipted bill (in triplicate) in proper format may be sent to this office. The bill along with GST with HSN/SAC Code against supply will be forwarded for payment strictly in accordance with our supply order and clearly indicating the details of our office order No. and details.

- (f) The rates for the website to be developed, redesigned, should be quoted in enclosed format of financial bid. No other extra charges will be borne by the Commission.
- (g) Terms of Payment: Payment will be made as given below:

1) Website development, completion of user acceptance, web hosting and testing on your server	50% of total cost
2) Completion of Security Audit, STQC Certification, GIGW Certification	30% of total cost
3) Hosting of the certified website and testing on NIC Server	20% of total cost

- (h) No advance payment will be made but payment as per above payment terms, subject to the condition that all the required formalities are accomplished before submission of Bill.
- (i) PAYMENT: Payment of bill along with GST with HSN/SAC Code will be made within reasonable time say within 30 days from the date of receipt of bill as per mentioned terms and conditions. Since the mode of payment will be e-payment system, Bank account No. and IFSC Code No. and Name of the Bank with address, PAN details may be intimated along with the Bill. Payment will be made after deduction of penalty, if any.
- (j) Deduction of necessary TDS as stipulated by the Government.
- (k) The following documents duly attested with seal are required to be submitted with the Tender, failing which the bid may not be considered.
- (i) Copy of ITR for the last three financial years (2015-16, 2016-17 and 2017-18)
  - (ii) Copy of Certificate of Incorporation under the Companies Act, 1956 / 2013 and subsequent amendments thereto
  - (iii) Copy of Registration Certificate under GST
  - (iv) Certificate of Undertaking as per format given below on Non-judicial Stamp Paper of Rs.20/- that the firm has not been blacklisted / debarred from providing IT services by any Central / State Government / Government Undertaking / PSU:  
*“It is certified that our firm M/s. \_\_\_\_\_ has not been blacklisted / debarred from providing IT services by any of the Central / State Government / Government Undertaking / PSU etc. It is further certified that this statement is true and based on facts. If it is found false at any stage, I/We shall be liable*

*responsible for the same and action as deemed fit may be taken against me/firm”.*

- (l) The vendor and their personnel shall not either during implementation or after completion of the project, disclose any proprietary or confidential information relating to the services, agreement or the competent Authority business or operations without the prior written consent of Competent Authority.
- (m) In case of any dispute regarding the technical acceptability or any offer, the tender opening committee will refer the case to the Commissioner whose decision shall be final and binding on all.
- (n) The bidder should physically verify all the technicalities before quoting. No deviations from the intended specification will be entertained afterwards.
- (o) Only those firms who have qualified in the technical bid will be considered for opening the financial bid.
- (p) The Commissioner reserves the right to reject any all the bid(s) received without assigning any reason thereof. In all matters of disputes, the decision of the Commissioner will be final and binding on both the parties.
- (q) The Commissioner reserves the right to change the content of website/webpages within the validity of the contract period without any change in price or other terms and conditions with commensurate increase or decrease in delivery period.
- (r) All disputes subject to Chennai jurisdiction only.
- (s) All communications must be addressed to the Commissioner by designation only and not by name.
- (t) Sub-contracting to the awarded work will not be entertained.

(2) Important Technical Terms and Conditions:

- (a) **General Background:** The website of the Commission ([settlementcommission-cest.gov.in](http://settlementcommission-cest.gov.in)) is hosted in a private webserver. The website is not as per the guidelines for Indian Government Website (GIGW) issued by GoI, W3C Standards. The website has no SSL certificate.
- (b) **Scope of Work:** The detailed scope of work is as follows:  
Redesigning, redevelopment, implementation and management of the Commission's website ([settlementcommission-cest.gov.in](http://settlementcommission-cest.gov.in)) in accordance with the GIGW compliance matrix (<https://guidelines.gov.in/compliancematrx>) as well as W3C standards along with STQC compliance certifications, Security audited and STQC

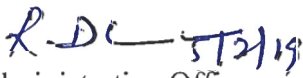
certified through empanelled agency. and latest SSL certificate i.e. TLS 3.0 valid for 2 years, obtained.

- (c) The website should be made GIGW compliant (latest version) and should meet all the points mentions in GIGW compliance matrix (latest version) and certified accordingly.
- (d) The website should be STQC certified by standardization, Testing and Quality Certification (STQC) by qualified Government Agency.
- (e) The bidder will provide work proposal (project deliverables and timeline) with all technical details and will ensure technical feasibility for uploading the website on the NIC Server.
- (f) **Training:** Vendor should provide user training in the use/maintenance of the website. Training manual/documents describing step by step procedures and guidelines for use/maintenance/installation/commissioning should also be provided. Vendor will provide technical support for the Commission's team to become trained in the organization and administration of the Commission's website. Training should also be provided to the Commission's user department personnel associated or responsible for the content management of the website. Vendor will provide necessary technical details including requirement of software, software tools and systems required for the proper upkeep and maintenance of the website.
- (g) Complete website source code and other technical documents associated with the website, its development, administration and use should be provided to the Commission's team to its satisfaction.
- (h) The website developed under the contract should have user-friendly support for visually impaired and other disable or challenged and should have easy to navigate interface. The website should have the following:
  - (1) Proper Hierarchical Structure.
  - (2) International standard look and feel.
  - (3) Content control mechanism (approval from the competent authority before publishing on the site).
  - (4) Structured menu display.
  - (5) Development using Government (GIGW, STQC) Standards.
  - (6) Bilingual features (English & Hindi). Hindi content in website must be universally accepted by using Unicode compliant font. Compatible to all the

latest browsers versions of Internet Explorer, Firefox, Chrome, Safari, Opera, Netscape

- (7) Responsive Design – So website will also be compatible with mobile browsers.
  - (8) Better and advance search capability.
  - (9) Guiding Sitemap and visitor counter facility.
  - (10) The website shall have Security audited and STQC certified through empanelled agency.
  - (11) The website shall have GIGW audited and certified through empanelled agency.
  - (12) After successful security audit and GIGW compliance certification, the website should be hosted on NIC server.
- (i) Copyright: The copyright in respect of all works associated with the website developed for the Commission will be vested with the Commission and shall be exclusive property of the Commission forever.
  - (j) Maintenance: Maintenance period shall be 12 months from the date of satisfactory start of the website. There will be no extra charges paid by the Commission in this regard.
  - (k) The vendor will provide website management towards source code and content updation, problem resolution, improvement in relation to the problems in functionality provided, for a minimum period of 1 (one) year from the date of successful completion of the work. The vendor shall carryout installation / commissioning of the website, if there is a relocation of the website during the period of maintenance. The vendor will provide and establish the policy for website management and maintenance.
  - (l) The vendor should provide all the support to meet STQC standards and should be ready to resolve all the issues raised during STQC certification process.
  - (m) The time frame for study, redesign and development of the website including security audit clearance and STQC certification for GIGW compliance will be 9 weeks from the date of award of the contract.
  - (n) Website should support content and its management for Hindi and English languages.
  - (o) Obtaining of latest SSL Certificate i.e. TLS 3.0 valid for 2 years.
  - (p) Preferred Technology: The website should be developed using the latest version of Open Source Deliverables.
  - (q) Hardware and software requirements with detailed specifications required for the project to be provided.

- (r) Source Code: After the website is made operational and live, the complete source code and the website shall be handed to the Commission with complete rights for perpetual use and modification by the Commission for its own purpose in future.
- (s) Contents may be deleted / increased or decreased as per requirement, while placing the supply order.
- (t) The redesigning, development and implementation will have to be completed within 60 days from the date of receipt of the work order. In the case of failure to execute the supply within the period stipulated in the respective work order, penalty will be charged @ 0.05% per day on the total contract value.
- (u) Conditional offers are liable to be rejected summarily.
- (v) Other Terms & Conditions may be decided by the Commission to ensure observance of all statutory / legal norms.

  
Administrative Officer

### TECHNICAL BID / DETAILS

1.	Name of the Firm/Organization	
2.	Status of the Firm/Organization	Proprietary/Partnership/Pvt./Govt./Joint Venture
3.	Postal Address	
	Mobile/Telephone/Fax	
	E-mail	
4.	Year of Establishment	
5.	Name of the Head of Organization	
6.	PAN No./GSTIN	

7.	Information regarding experience:			
Sl. No.	Name of Organization	Duration	Address & Contact No. of Client(s)	Contract Value
(i)				
(ii)				
(iii)				

8.	Name, Address and Phone No. of Firm's representative		
9.	Whether Paying PF on behalf of employees	Yes	No
	If yes, PF Code Number		
10.	Whether employees are under ESI	Yes	No
	If yes, ESI Code Number		
11.	No. of years of experience in relevant work		
12.	Year-wise turnover for the last 3 years		
13.	Details of Income-Tax assessed	Yes	No
14.	If yes, Income Tax assessed details for the past 3 years [Please enclose photo copy of Income Tax Return]		

Signature and Seal of Authorized Signatory

Place:

Date:



## FINANCIAL / PRICE BID

Financial Bid for redesigning, redevelopment, implementation and management of website of the Customs, Central Excise & Service Tax Settlement Commission as per guidelines for Indian Government Web Site (GIGW)

Sl. No.	Name of Work / Service	Description of Work	Rate	Total Amount
1	Redesigning, redevelopment, implementation and management of website of the Customs, Central Excise & Service Tax Settlement Commission as per the guidelines for Indian Government Websites (GIGW)	As Per the enclosed scope of work		
2.	Security Audit			
3.	SSL Certificate			
4.	GIGW Certification			
5.	STQC Certification			
6.	Tax @ _____ % (if any)			
Total Cost in Indian Rupees (in words):				

Note:

- a) I/We understand that the financial bid will be opened only if the Commission, Customs, Central Excise & Service Tax Settlement Commission, Additional Bench, Chennai is satisfied about my past experience as well as other criteria also. The Commissioner, Customs, Central Excise & Service Tax Settlement Commission, Additional Bench, Chennai has sole discretion to decide about my eligibility and will not be a subject matter of dispute.
- b) I/We also agree that the Commissioner, Customs, Central Excise & Service Tax Settlement Commission, Additional Bench, Chennai has absolute right to reject any or all tenders without assigning any reasons and there is no obligation to award the contract to the bidders.
- c) I/We have read the terms of contract enclosed herewith and I agree to the terms and will execute the agreement before award of the contract.
- d) I/We have carefully read the terms and conditions of the Tender and agree to abide by these in letter and spirit. This financial bid to be enclosed in a separate envelope with seal.

Signature, Name & Address with Seal of bidder  
E-Mail:  
Mobile No.:

Place:

Date:

**CHECK LIST**

Sl. No.	Particulars	Yes	No
1.	Experience in the field of concerned IT services for last three Financial years i.e. (2015-16, 2016-17, 2017-18)		
2.	Profile of Vendor & Client list with address and Email		
3.	GSTIN and PAN Certificate		
4.	Certificate of Firm registration under Companies Act		
5.	Certificate of MSME/NICSI, if any		
6.	ISO and CMMI Certificate, if any		
7.	Bank Details		
8.	Blacklisted / Debarred, if any		
9.	Submission of Financial Bid		
10.	Agreeing for terms of payment		
11.	Agreeing all the terms and conditions of the Tender documents		

Note: Please fill up yes or no in the column above and enclose relevant documents duly certified.

Signature & Seal of Vendor/Bidder

E-Mail:

Mobile No.:

Place:

Date: