



राजस्व आसूचना निदेशालय  
Directorate of Revenue Intelligence  
7वां मंजिल, डी.-ब्लाक, इन्द्रप्रस्थ भवन  
7<sup>th</sup> Floor, D Block, Indraprasth Bhawan  
इन्द्रप्रस्थ इस्टेट, नई दिल्ली - 110002  
Indraprastha Estate, New Delhi-110002

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DRI F.No. D-16011/01/2019-Admn.

Date: 28-08-2019

**NOTICE INVITING TENDER (NIT)**

Subject:- Notice Inviting Tender (NIT) for maintenance and updation of the official website <http://www.dri.nic.in> (English and Hindi) of Directorate of Revenue Intelligence (Hqrs.), New Delhi -Reg.

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Sealed tenders are in two separate parts namely (i) Technical bid and (ii) Financial, bid for website Development, maintenance, Designing, Modifications, Updation and Fixation of Vulnerabilities of the Website of "Directorate of Revenue Intelligence (Hqrs.), 7<sup>th</sup> Floor, Drum Shape Building, I.P. Estate, New Delhi" i.e. [www.dri.nic.in](http://www.dri.nic.in) are invited, from Website Developers. The period of maintenance shall be initially for one year which may be further extended up to three years at the same rates, terms and condition on discretion of the competent authority.

2. Tender Document can be downloaded from the department's websites [www.cbic.gov.in](http://www.cbic.gov.in) and [www.dri.nic.in](http://www.dri.nic.in) or collected the hard copy from the Administrative Officer, Directorate of Revenue Intelligence (Hqrs.), 6<sup>th</sup> Floor, Drum Shape Building, I.P. Estate, New Delhi-110002 on office working hours.

3. The hosting of the website has already been done on the NIC servers and hence the tender does not include the cost/ work of hosting of the website. The domain name [www.dri.nic.in](http://www.dri.nic.in) is already registered and hence the tender does not include cost/work of domain name registration. The schedule of the bid is as per the assigned date given below:-

S. No.	Activity Description	Schedule
1.	Availability Tender Documents	From <b>28.08.2019</b> to <b>11.09.2019</b> , Tender documents can be downloaded from the Central Board of Indirect Taxes & Customs website <a href="http://www.cbic.gov.in">http://www.cbic.gov.in</a> or <a href="http://www.dri.nic.in">www.dri.nic.in</a>
2.	Last date and time for submission of Tender / Bid	<b>11.30 P.M. of 11.09.2019</b>
3.	Time and Date of Opening of Technical Bid	<b>16.00 P.M. on 11.09.2019</b> Technical bids will be opened in the presence of bidders/authorized representatives
4.	Address for submission and opening of Technical bid	The Deputy Director (Admn.) Directorate of Revenue Intelligence (Hqrs.), (Room No. 7 <sup>th</sup> Floor, Drum shape Building, I.P. Estate, New Delhi-110002

2. **The scope / details of work are as follows:**

**Updating and maintenance:** The Vendor has to maintain and update the website as per the inputs to be given by the department. If static information is required to be updated then there is no need of Security Audit. In case security audit is required, the payment charges for audit shall be borne by the Vendor. Provisions for posting by the officers must also be provided.

3. Aspiring Bidders who have enrolled / registered in CBIC should enroll/register before participating through the website <http://www.cbic.gov.in> The portal enrolment is free of cost. Interested bidders may submit their quotation offline as per the tender document in the website [www.cbic.gov.in](http://www.cbic.gov.in) or [www.dri.nic.in](http://www.dri.nic.in) .

4. Interested service providers are advised to visit website [www.cbic.gov.in](http://www.cbic.gov.in) and [www.dri.nic.in](http://www.dri.nic.in) regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.

4. Interested Service Providers/Venders may submit the bid/tender as per the Annexure-1, II and III. The service providers will be shortlisted on the basis of their technical competency after opening of Technical Bids and only after ascertaining their technical competency and fulfillment of the same, the financial bids of the successor bidders would be opened.

5. The bids should be submitted in a sealed cover, addressed to the Deputy Director (Admn.), Directorate of Revenue Intelligence (Hqrs.), 6<sup>th</sup> and 7<sup>th</sup> Floor, Drum Shape Building, I.P. Estate, New Delhi-110002. The Envelope should be super scribed "**Tender for AMC of DRI website**". It should reach the above authority on or before 11.09.2019 by 11.30 Hrs. Incomplete bid documents shall be summarily rejected.

10. The Pr. Addl. Director General, DRI (Hqrs.), New Delhi-110002 reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.

Sd/-  
Administrative Officer

Encls. :-

1. **Annexure- I (General Terms & Conditions)**
2. **Annexure- II (Technical Bid /Pre-qualification requirement)**
3. **Annexure- III (Financial Bid Performa for quoting rates)**
4. **Annexure- IV (Instructions for online bid submission)**

**(1) GENERAL TERMS AND CONDITIONS**

1. The tender shall be submitted offline in two separate parts mentioning specifically "Technical Bid" and "Financial Bid". All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before sending.
2. The bids submitted by Telegram / Fax/ email etc. shall not be considered. No correspondence will be entertained in this matter.
3. The bidder may contact above office on any issues with regard to the above tender on any working day between 15:00 hrs. to 17:30 hrs for clarification, if any.
4. Tenderer, who has downloaded the tender from the Department's website [www.cbic.gov.in](http://www.cbic.gov.in) or [www.dri.nic.in](http://www.dri.nic.in) shall not tamper / modify the tender form including downloaded price bid template in any manner. In case, if the same is found to be tampered/ modified in any manner, tender will be completely rejected and tenderer is liable to be banned.
5. In the event of any of the above-mentioned date being subsequently declared as a holiday /closed day for this office, the tenders will be opened on the next working day at the scheduled time.
6. The Service Provider shall undertake to indemnify the department against all damages / charges arising on account of or connected with the negligence of the service provider or his staff or any person under his control whether in respect of accident / injury to the person or damages to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demand thereof.
7. The empanelment will be initially valid for a period of one year from the date of award of contract which may be further extended on same terms and conditions subject to satisfactory performance of services. However, if the quality of service is found wanting, the competent authority may terminate the contract prematurely after giving 15 days notice.
8. In case quality of service by the service provider is found wanting, the competent authority of this Directorate may terminate the contract after giving 15 days notice. In case of such termination, services of other empanelled Service Provider may be utilized.
9. GST and other applicable taxes will be reimbursed on production of proof of it's payment by the service provider.
10. In case of any dispute of any kind and in any respect whatsoever, the decision of the competent authority of this Directorate shall be final and binding.
11. Contract can be terminated by either party prematurely by giving advance notice of 15 days. However, if the Directorate of Revenue Intelligence, New Delhi not able to engage another service provider within the notice period, then the existing service provider shall be required to will have to provide contracted services till the appointment of a new service provider.

**(2). Eligibility /Qualification Criteria**

- (a) The bidder shall have to provide services required by DRI (Hqrs.) office at Delhi.
- (b) The bidder shall have a minimum of 3 years experience, preferably in website creation /development, maintenance & other related matters as given below:-

- (i) Development of at least of one portal of similar nature, with static content and database driven dynamic content/ interactive content
  - (ii) Having managed for minimum two years for at least two portals of similar nature i.e. as described in the above point
  - (iii) Support team should be proficient in HTML, JSP, PDF, RDBMS FLASH, JAVA, .NET ,Applets, servlets, XML and content management tools,
  - (iv) Domain knowledge of the industries sector is preferable.
- (c) All bidders must enclose GST Registration Certificate along with the tender documents.

(d) Addresses where Services are required:-

**DIRECTORATE OF REVENUE INTELLIGENCE (DRI-Hqrs.)**  
**6 AND 7<sup>TH</sup> FLOOR,**  
**DRUM SHAPE BUILDING, I.P. ESTATE,**  
**NEW DELHI 110002**  
*Phone: 011-23378629, Fax: 011-23370954*

**(3). Prices**

Prices should be indicated in both figures and words. 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 pay 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.

**(4). Taxes and Duties**

The successful bidder (hereinafter referred to 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. If there is any enhancement in taxes and duties, the enhanced expenditure will be borne by the supplier.

**(5). Security Bid:**

The bidder is required to make the Earnest Money Deposit (EMD) of **Rs.25,000/- (Rupees Twenty five thousand only)**, refundable (without interest), accompanied with the Technical bid in the form of Demand Draft/ Pay Order from any of the scheduled Banks drawn in the favour of Pay & Accounts Officer, DRI, AGCR Building, New Delhi, payable at New Delhi, valid for a period of 90 days. Bids not accompanied by Earnest Money of the requisite amount or without proper validity will be summarily rejected and EMD (Earnest Money Draft) should reach this office through Speed Post on or before the close of bid submission.

**(6). Opening of Bids:**

- a) The Department will open the Technical bids on the prescheduled time, date and venue in the presence of the bidders/ their authorized 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 firm who have submitted the bids and whose bids found technically qualified, only their Financial Bids will be opened subsequently. Date and time of opening of financial bids will be informed accordingly.

**(7). Performance Security:**

The successful bidder shall submit a "Performance Security" in the form of a Bank Guarantee from a Commercial Bank / Nationalized Bank for an amount equal to 10% of the total value of the contract for proper functioning, Updation and maintenance of the Website throughout the contract period.

**(8). Maintenance & Updation of Website:**

The following shall be covered under the scope of the development, maintenance and regular updation of the all associated activities linked with the work related to English and Hindi contents of the website of the Customs Commissionerate at New Custom House, New Delhi:-

- a) 24\*7 monitoring of website availability.
- b) The AMC holder (supplier) must have expertise in updation of website contents, uploading on website, development of home page etc. and expertise in generation of online modules, reports etc. They should have well qualified persons with experience in development of website including new home page etc.
- c) 24\*7 support w.r.t. any technical issue faced by the purchaser such as hecking etc.
- d) Dynamic live chat facility with Officers / Trade.
- e) The AMC holder (supplier) must have expertise in updation of website contents, uploading on website, development of home page etc. and expertise in generation of online modules, reports etc. They should have well qualified persons with experience in development of website including new home page etc.
- f) The updation will be done from the premises of purchaser or from other location convenient to the Department. The AMC holder will be responsible or any loss or damage caused to any of the machines owing to the negligence on their part.
- g) Representative of the AMC holder (supplier) will visit the premises of purchaser on weekly basis for uploading/ updation of website or any other work prescribed by the purchaser.
- h) Initially the work of maintenance and updation of the official website will be granted for 3 months on trial basis. After completion of 3 months, the period may be extended further, if work thereby has been found satisfactory.

**(10). Brief Details of Work:**

- (i) The existing website of the DRI shall be updated, maintained and made compliant of DGFT at [www.dgft.gov.in](http://www.dgft.gov.in) guidelines.
- (ii) 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 would be required to be provided to the 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; putting up public notices, tenders, facility notices, meeting notices, minutes etc. The same should be done with the prior approval of Departmental Officers.
  - (c). Maintenance of static pages of information.
  - (d). Checking for dead links (Monthly).
  - (e). Archival of information (as per instruction).
  - (f). Updation of data elements on existing pages.
  - (g). Updation of Sitemap (Monthly).
  - (h). Updation of navigation scheme.
  - (i). Re-designing of home page (as and when required).
  - (j). Content research and management.
  - (k). Uploading of the English Contents on the website.

- (l). Applications of the following:
  - i). System Administrator 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
- m) Database Administration (Oracle and java based applications & other software based application if required).
- n) 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.
- o) 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.
- p) Any work not specified above but required for website will be done by the vendor.

**11. Payment:**

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

**12. 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.
- d) During the period of one year, if the services of the Vender is not satisfactory to the extent, the contract will be treated as discontinued with immediate effect without any prior notice.
- e) In case of any dispute arises, the court of jurisdiction will be Delhi only.

**TECHNICAL BID FORMAT**

**Pre-qualification requirements for award of contract for providing the services of Website Developers for the maintenance and updation of the official website [www.dri.nic.in](http://www.dri.nic.in) (English and Hindi) of DRI (Hqrs.) 6 and 7<sup>th</sup> Floor, Drum Shape Building, I.P. Estate, New Delhi for a period of one year**

1.	Name of the Firm with Full Postal Address: Telephone / Fax No. / E- mail:	
2.	Year of incorporation / establishment of the Firm/ Company	
3.	Details of Firm / Company Registration (with date) obtained from various concerned authorities.	
4.	GST Registration Details (Please attach self attested copies)	
5.	Permanent Account Number (PAN). (Please attach self attested copy)	
6.	Details of 3 years technical experience in maintaining website in large and reputed organizations (like Govt. & PSU) along with supporting documents	
7.	Income Tax Return Details for last three years (Please attach attested copies)	
8.	Company Profile along with Turnover Additional information if any	
9.	Details of pending legal disputes relating to providing of vehicles, if any	

**DECLARATION/ UNDERTAKING**

1. I/We undertake that I /We have carefully studied all terms and conditions of the tender as indicated in Annexure-A and shall abide by them. Further, it is certified that I/We have never been blacklisted by any Govt./PSU Department.

2. I/We hereby certify that none of my relative (s) is/ are employed in the DRI (Hqrs), New Delhi or in field formations of DRI.

3. I/ We further undertake that the information given in this tender are true and correct in all respect.

4. I/We understand that in case, any deviation is found in the above statement at any stage; I/We will be blacklisted and will not have any dealing with the Department in future.

1. Signature:

2. Name of the Authorized Signatory:

3. Designation:

4. Office Seal:

5. Telephone No:

6. Fax No:

7. Email:

**(FINANCIAL BID FORMAT)**

**The Financial Bid should be submitted in the following format for the Updating and Maintenance Cost of the official website of DRI (Hqrs.) website**

<b>S. No.</b>		Basic price , (in Rs.)	Any other charges; if any ( in Rs..)	GST
<b>1.</b>	Maintenance cost for 1 year as mentioned in scope of work			

1. Signature:

2. Name of the Authorized Signatory:

3. Designation:

4. Office Seal:

5. Telephone No:

6. Fax No:

7. Email:



**Instructions for offline Bid Submission**

The bidders are required to submit hard copies of tender documents in two parts (i.e. one as Technical Bid and second as Financial Bid) and each bid sealed in a separate envelop mentioning on envelop as “TECHNICAL BID” and “FINANCIAL BID”, and both envelops packed in a envelop super-scribed that “**Tender for AMC of DRI website**” and addressed to :-

The Deputy Director (Admn.),  
Directorate of Revenue Intelligence (Hqrs.),  
6<sup>th</sup> and 7<sup>th</sup> Floor, Drum Shape Building,  
I.P. Estate,

2. More information useful for submitting offline bids is available in the NIT.
3. The complete tender document should reach the above authority on or before.....by 15.00 Hrs.
4. Incomplete bid documents shall be summarily rejected;

**PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

**SUBMISSION OF BIDS**

- 1) The bidders are required to submit hard copies of their bids at Directorate of Revenue Intelligence (Hqrs.) office, New Delhi.
- 2) Bidder should prepare the EMD as per the instructions specified in the tender document.
- 3) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable.

**ASSISTANCE TO BIDDERS**

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

Yours faithfully,

(Poonam Agrawal)  
Administrative Officer