



**प्रधान आयुक्त का कार्यालय, सीमा शुल्क, अहमदाबाद**

.सीमा शुल्क भवन”, पहली मंजिल, पुराने हाई कोर्ट के सामने, नवरंगपुरा, अहमदाबाद – 380 009”

दूरभाष: (079) 27545741 फैक्स: (079) 2754 2343 ई-मेल: [customs.adm@gmail.com](mailto:customs.adm@gmail.com)

13/12/2021

**Inviting quotations for Redesigning, Developing and Maintenance of the Official website of Ahmedabad Custom “<https://ahmedabadcustoms.gov.in>”**

1. The Office of the Pr. Commissioner of Customs, Ahmedabad under Department of Revenue, Ministry of Finance, Government of India intends to take services from firms/agencies having experience of developing and maintaining websites for maintenance and overall management of its official website (<https://ahmedabadcustoms.gov.in>) as per guidelines and regulations issued by NIC (National Informatics Center) from time to time. Accordingly, Tender Notice are invited for quotations under GFR 155 from Reputed Parties/Firms/Service Providers /Organizations providing such services in Gujarat and presently handling similar nature of work for any other Government Department/PSU.
2. The firms should submit the quotations is sealed envelopes. The sealed covers should be placed in the main sealed envelope super scribed “ **Tender Quotations for Redesigning, Developing and Maintenance of the Official website of Ahmedabad Custom “<https://ahmedabadcustoms.gov.in>”** and the same should be addressed to “ **The Additional Commissioner (P&V), Customs HQ, Ahmedabad, 1<sup>st</sup> floor, Customs House, Opp. Old High Court, Navrangpura, Ahmedabad – 380009** ”, and should reach the office latest by 04.00 PM on 31.12.2021 and no quotations will be entertained after 31.12.2021.

**3. Scope of Service:**

The scope of work includes Redesigning, Developing present website to Dynamic website and its regular maintenance, periodic updating of official website of Ahmedabad Customs Commissionerate i.e. <https://ahmedabadcustoms.gov.in> for 02 year from **01.03.2022 to 29.02.2024**. Details of the scope of work are as follows:

Sr. No.	Nature of work
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1	<p>The website of Ahmedabad Custom <a href="https://ahmedabadcustoms.gov.in">https://ahmedabadcustoms.gov.in</a> shall be redesigned, developed, maintained and updated and made it compatible with GIGW(Government of India Government Website) guidelines.</p> <ol style="list-style-type: none"> <li>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.</li> <li>ii. The website should be optimized for load time, response time, navigation and search.</li> <li>iii. The optimization should cover all the areas like HTML, CSS, GRAPHICS, PDF , DOC etc. and would involve smaller page size and faster downloads.</li> <li>iv. State of the art technologies should be used in developing the website.</li> <li>v. The website should be supported by all current and latest version browsers like Internet Explorer, Mozila Firefox, Google Chrome, Apple Safari, Netcape Navigator etc.</li> <li>vi. Record 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.</li> <li>vii. Modification of Site Map as and when required.</li> </ol>															
2	<p>Updation of Static Information :</p> <ol style="list-style-type: none"> <li>(a) Minor updating 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.</li> <li>(b) The bidder would be responsible for major updating and uploading such as bidding a new webpage, adding a new link, re-designing an existing page, Public Notices, Trade Notices, Tenders, Meeting Notices/Minutes, Orders etc and same should be done within time limit with the proper approval of departmental officer.</li> </ol> <p><u>Timeline for Updation:</u></p> <p>The following time lines should be strictly adhered to based on the nature of the request from the competent authority.</p> <table border="1" data-bbox="255 1518 1407 1742"> <thead> <tr> <th>Sr. No.</th> <th>Nature of work</th> <th>Time Limit</th> </tr> </thead> <tbody> <tr> <td>01.</td> <td>Most Urgent</td> <td>Same day</td> </tr> <tr> <td>02.</td> <td>Urgent</td> <td>Within two days</td> </tr> <tr> <td>03.</td> <td>Normal</td> <td>Within five days</td> </tr> <tr> <td>04.</td> <td>Other</td> <td>Based on work</td> </tr> </tbody> </table>	Sr. No.	Nature of work	Time Limit	01.	Most Urgent	Same day	02.	Urgent	Within two days	03.	Normal	Within five days	04.	Other	Based on work
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01.	Most Urgent	Same day														
02.	Urgent	Within two days														
03.	Normal	Within five days														
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3	Re-design of home page (as and when required)															
4	Database Administration (Oracle and java based applications and other software based application if required).															
5	Updating contents of all existing pages															
6	Designing of new pages as per the requirements.															
7	Uploading of images on demand basis.															

8	Technical Support for the Auditing of website.
9	Coordination with the NIC for the server related problems/issues.
10	Debugging and trouble-shooting the website for errors and security issues and fixing them.
11	Periodic updation of website to prevent illegal access by hackers and attacks from malwares etc.
12	Checking the website for dead links.
13.	Identifying non-operative functions of the website and making them operative.
14	Correction of contents both in Hindi & English.

Any other type of work related to the said website as instructed by the competent authority from time to time should also be adhered to.

4. Main Modules in the Website Development:

1. About us (general overview of the Commisionerate)
2. Jurisdiction
3. Who's who (contact details of the officers of this Commissionerate)
4. Information of the other formations of the Commissionerate
5. Information of Customs Act, Rules and other rules (related useful links)
6. Public Notices, Trade Notices, Other Notices and Tenders year wise
7. Photo gallery
8. Holiday list
9. Citizen charter, Baggage rules, Guide for travelers, Customs FAQs, RTI and other relevant links.
10. Social Media Integration
11. Staff Corner- History of posting of officers, Establishment Orders etc.
12. Others
13. Contact us

5. **Eligibility/Qualification Criteria:**

- a. The Bidder shall have to provide services required at Ahmedabad and should have an office located at Ahmedabad/Gandhinagar.
- b. The Bidder shall have good experience, preferably in website creation/ development, maintenance & other related matter.
- c. The vendors should be having proven expertise in System Study, Design, Development, CMS, Implementation and Maintenance of bilingual (English & Hindi) Website/ Web Portal/ Web enabled application, using latest available

technologies like PHP, Java, .Net, Open Source, SQL, IIS, etc.

- d. The Bidder should provide monthly backup of website.
- e. The Bidder should not be black listed by any Govt. /Semi-Govt./ PSU. An undertaking to that extent may be furnished.
- f. The bidder may enclose documentary evidence regarding execution of **Government** work order, specifically maintenance and creation of websites.
- g. All bidders must enclose GST registration certificate, PAN No along with the tender documents.
- h. Technical Bid should contain tools and technologies which are to be used for Website Development.

**6. Important Guidelines:**

- The vendor has to share source code of the product with Customs, Ahmedabad office time to time.
- All materials/products and related codes would be property of Customs, Ahmedabad (Government of India) and vendor would have no claim over the same in future.
- All contents should be stored and kept confidential and vendor should not reuse/replicate/transfer the same to anyone else.
- The vendor should provide all admin/user manuals to this office.
- The vendor should also provide support for all future upgrades /initiatives of Customs, Ahmedabad related to website.

**7. TENDER PROCESS:**

- a. Quotations may be submitted in sealed envelopes on or before bid submission closing date & time.
- b. Not more than one tender shall be submitted by a bidder having business relationship. Under no circumstances shall father and his son (s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition shall render the tenders of both parties liable to rejection.
- c. Bidder, who has downloaded the tender from the website, shall not tamper /modify the tender from including downloaded price bid template in any manner. In case same is found to be tampered/modified in any manner, tender will be completely rejected and tender is liable to be banned.
- d. Interested bidders are advised to Customs Ahmedabad Website i.e. "**<https://ahmedabadcustoms.gov.in>**" regularly till closing date of submission of tender for any Corrigendum/Addendum/Amendment.

- e. Work order will be given to the bidder who quotes the lowest price.
- f. Late submission of tenders shall not be accepted in any case.
- g. The Technical Bid and Financial Bid complete in all respect shall only be taken into consideration. Incomplete bid documents shall be rejected without assigning any reason.
- h. The bidder shall abide by the Terms & Conditions as specified in this Notice.
- i. Performance Guarantee: The successful bidder has to submit 5% of the contract value as performance guarantee deposit in the form of Bank Guarantee from a Nationalized Bank / Demand Draft/ Banker's cheque from a scheduled bank drawn in favour of "O/o the Principal Commissioner of Customs, Ahmedabad" before the contract is awarded.
- j. The Additional Commissioner, Customs Commissionerate, Ahmedabad reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.

For any query or any information, the same may be obtained from Superintendent (Systems), Room No. 309, 2<sup>nd</sup> Floor, "Custom House", Opp. Old High Court, Income Tax Circle, Navrangpura, Ahmedabad – 380009.

8. This is issued with the approval of Additional Commissioner (P&V), Customs Ahmedabad.

MUNIM SINGH, DC(MS)-Customs-AHMD, DC/AC-IV-O/o Pr Commissioner-Customs-Ahmedabad

Copy to:

1. The Deputy Commissioner (System), Customs, Ahmedabad for information.
2. System Cell, Customs, Ahmedabad for uploading to website.
3. Notice Board.

