



TARIFF AUTHORITY FOR MAJOR PORTS

Government of India

**INVITES LIMITED TENDER INQUIRY FROM THE NICSI EMPANELED
WEBSITE DEVELOPMENT SERVICE PROVIDERS FOR ANNUAL
TECHNICAL SUPPORT FOR TARIFF AUTHORITY FOR MAJOR PORTS
WEBSITE**

Tariff Authority for Major Ports (TAMP), a statutory body under Ministry of Shipping, Government of India, invites proposal from interested NICSI empaneled Service providers for web development, hereafter referred to as service provider, for providing Annual Technical Support for carrying out tasks mentioned in the Scope of Work of this Tender Document for TAMP Website, www.tariffauthority.gov.in. Tariff Authority for Major Ports functions in Mumbai and it has no branches anywhere in India. This document provides the scope of work, bidding terms and conditions.

About Tariff Authority for Major Ports (TAMP)

Tariff Authority for Major Ports (TAMP) is statutory body under Ministry of Shipping, Government of India. TAMP's core activity is to determine Tariff of Eleven Major Port Trusts and Private Terminal Operators operating thereat and other related matters within the framework of Tariff Policy Guidelines issued by the Government. TAMP is an ISO 9001:2015 & ISO 27001:2013 certified Organisation.

About TAMP Website

TAMP Website, www.tariffauthority.gov.in, is an bilingual (English & Hindi) website hosted on National Informatics Centre Cloud service, Meghraj. The site is updated regularly with Order approved by the Authority and notified on Gazette, Joint Hearing schedules, tenders, RTI and other sections by IT Section of TAMP. The TAMP website is built on Microsoft platform with ASP.NET with C# as frontend and MS SQL database as the backend. It has a Content Management System to update most of the dynamic sections of the site. The site www.tariffauthority.gov.in is hosted on NIC Cloud service, Meghraj. The website is GIGW Complaint Website, a Website Quality Certificate has been issued by STQC Website Quality Certification Services, which is valid till 19.01.2020. Security Audit for the website was valid till 12.03.2017. Source code for the TAMP Website is available with the office.

GENERAL TERMS

1. OBJECTIVE OF THIS TENDER DOCUMENT

The objective of this tender document is to solicit proposals from the interested NICS empaneled service providers for Website Development, as per **Annex II**, for participation in a bid process for selection of a Annual Technical Support Service provider for carrying out tasks mentioned in Scope of Work section of this Tender Document for TAMP Website, www.tariffauthority.gov.in, hosted on NIC Cloud Meghraj.

2. TENDER ISSUING AUTHORITY

This tender is issued by the **Tariff Authority for Major Ports, Ministry of Shipping**, intended to select a potential Annual Technical Support from the NICS empaneled service providers for web development as per the **Annex II**. TAMP's decision with regard to the selection of the Annual Technical Support service provider through this tender shall be final and the TAMP reserves the right to reject any or all the tenders without assigning any reason thereof.

1	Project Title	Selection of Annual Technical Support Service Provider from List of service providers empaneled by NICSI for activities mentioned in Scope of Work section of this Tender Document for TAMP Website.
2	Project Initiator Details:	
(a)	Organization	Tariff Authority for Major Ports (TAMP)
(b)	Contact Person	Shri Manish Bangera Astt. Director (IT) (Tel: 022-2379 2009)
(c)	Contact Details	Tariff Authority for Major Ports 4 th Floor, Bhandar Bhavan, Muzawar Pakhadi Road, Mazgaon, Mumbai - 400 010. Tel: 022-2379 2009 Email: ad-it@tariffauthority.gov.in
(e)	Website	www.tariffauthority.gov.in

3. Pre-Bid Meeting

Potential Bidder are encouraged to attend the Pre-bid meeting to be held on **14.10.2019 at 03:00 pm.** Queries, if any, relating to the Tender Document can also be sent by email to email id ad-it@tariffauthority.gov.in before 03:00 pm on 14.10.2019.

4. TENTATIVE CALENDAR OF EVENTS

The following table enlists important milestones and timelines for completion of bidding activities:

Sr. No.	Milestone	Date and time (dd-mm-yyyy hh:mm)
1.	Release of Tender	07.10.2019
2.	Pre-Bid Meeting	14.10.2019 03:00 pm
3.	Last date for submission of Tender	24.10.2019 03:00 pm
4.	Opening of Tender (at the premises of TAMP)	24.10.2019 03:00 pm

5. SCOPE OF WORK

5.1 TASK – 1: Security Audit of the TAMP Website & GIGW 2018 Compliance with migration of TAMP Website from HTTP to HTTPS

i)	<p>a. Security Audit of the TAMP Website should be conducted using the services of CERT-IN empaneled service providers.</p> <p>b. Prior to Conducting Security Audit it should be ensured that the website is free from all vulnerabilities and bugs.</p> <p>c. If any recommendations / remedies are suggested by the Security Auditor to the existing website and is needed to be implemented on TAMP website, the same should be carried out after seeking approval of TAMP.</p>
ii)	<p>a. After Security Audit of TAMP Website hosted on NIC Cloud, it should be migrated from http to https.</p> <p>b. For migration of the TAMP website from http to https, the SSL Certificate to be procured by the Service provider shall be of type Domain Validation Certificate & valid for maximum permissible period of validity as per rules applicable to SSL Certificates of type Domain Validation (DV), currently being 27 months.</p>

iii)	TAMP Website has been issued Website Quality Certificate by STQC Website Quality Certification Services, which is valid till 19.01.2020. Necessary activities for renewal of this certificate beyond validity to be carried out as per new GIGW 2018 guidelines, which shall be in accordance with the prevailing mandatory requirements of the CERT-IN Security guidelines. The activities should be carried out in co-ordination with NIC and STQC Website Quality Certification Services.
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Note: Audit report along with Security Audit Certificate, Website Quality Certificate, Details of SSL Certificate, etc. Should be forwarded to TAMP for its records.

TASK – 2: Comprehensive Technical Support for TAMP Website

- i) To provide online service for Comprehensive Technical Support for TAMP website for a period of one year, from the date of completion of TASK – 1 as mentioned above, with on-site support whenever required by TAMP
- ii) Technical Support includes, but not limited to following functions :
 - a. To protect TAMP website from hacking, malware & viruses. In case of Virus attack or website hacking, the service provider shall have to re-create/restore the websites as per the requirements of TAMP.
 - b. The Service provider to monitor the content & form, broken links on Website like Feedback, etc. If any bugs or vulnerabilities are found the same should be rectified.
 - c. Service provider should address Website Performance related issues like no response, slow response, downtime, website crashing etc. It shall be the responsibility of the Service provider to bring website up / restore within 24-48 hours from the time of intimation by TAMP.

- d. As & when TAMP requires to add / delete / modify the contents displayed on TAMP Website, necessary support and guidance for the same should be provided.
- e. Any other tasks/ assignment, if found necessary for implementation on the TAMP Website, Technical support for the same should be provided as requested by TAMP.

Notes:

- a. **Technical Support team of the Service provider should keep TAMP informed about details of any activities that needs to be performed for upkeep of the TAMP website by email and seek TAMP approval prior to implementing the proposed activity on TAMP website.**
- b. **It should be ensured that modification done on the website should be compatible with all Major Internet browsers like internet explorer, chrome, Mozilla Firefox and smart mobile phones etc. & should works flawlessly across different web browsers.**
- c. **Modifications if any done on the website should comply with Website's bilingual feature i.e. English & Hindi. Hindi translation of the content, if required, shall be provided by TAMP.**
- d. **Updated source code of the application & database shall be provided to TAMP after completion of all contractual obligations of the service provider at the end of contract before releasing of last payment due.**
- e. **The service provider should use his own equipment/ products/ server etc. for all the technical support activities as mentioned in the Scope of Work of this tender document and also for providing test link. TAMP will not provide/ extend any software/ hardware support on this account. No additional cost shall be paid by TAMP in this regard.**

6. TIME FRAME:

- i) The completion period for entire scope of work will be **1 year & 4 months** from the date of award of work. The Contract may be extended for further period of **2 years** on the same terms and conditions and same payments terms.
- ii) Time Schedule for completion of each task mentioned in the Scope of Work of this Tender Document are as follows :

Sr. No.		Task	Commencement Date	Completion by Date
1.	Task – 1	i) Security Audit of the TAMP Website	From the date of award of contract	By December 2019
		ii) Migration of the TAMP Website from http to https		By January 2020
		iii) Website Quality Certificate for TAMP Website complying with GIGW 2018 guidelines		By February 2020
2.	Task - 2	Comprehensive Technical Support for TAMP Website	On completion of Task-1 in all respects	Ongoing, valid for one year from the commencement of Task-2

7. ARBITRATION

Disputes, if any, between TAMP and the Service provider during the currency of the Agreement or after the completion of the work or abandonment thereof shall be settled in accordance with Indian Arbitration & Conciliation Act, 1996 or any statutory modification or re-enactment thereof and rules made there under and for the time being in force shall apply to arbitration proceedings under this Agreement.

The disputes so raised shall be referred to a panel of two arbitrators, of which one to be appointed by the TAMP and other by the Service provider. The arbitration proceeding shall take place in Mumbai only and the same shall be under jurisdiction of High Court of Bombay.

8. No breach of Agreement

- (i) The inability of TAMP to continue the contract shall not be considered to be a breach of, or default under this contract in so far as such inability arises from an event which is beyond the reasonable control of TAMP, and which makes TAMP to continue the contract impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to change in the role of TAMP as per government Orders, war, riots, civil disorder, earthquake, fire, explosion, or other adverse weather conditions etc.,
- (ii) The TAMP affected by events mentioned at 8 (i) shall notify the Service provider of such event as soon as possible, and in any event not later than 14 (fourteen) days following the occurrence of such event, providing evidence of the nature and cause of such event, and discontinue /terminate the contract without any financial liability. The payment due up to the Task that are carried out by that service provider will be made.

9. FINANCIAL PROPOSAL CONTENT

- (i) In the Financial proposal the service provider should quote a lump sum amount inclusive of all expenses and taxes other than GST(In Indian Rupees) for the entire Scope of work prescribed in clause 5 of the Tender Document in the format prescribed at **Annex-I** in a sealed envelope. The envelope shall bear the title of the assignment **“ANNUAL TECHNICAL SUPPORT FOR TARIFF AUTHORITY FOR MAJOR PORTS WEBSITE”**

10 RATES AND AMOUNTS INCLUDE ALL CHARGES INCLUDING TRAVEL AND ACCOMMODATION OF AMC PROVIDER STAFF.

- (i) The amount quoted by the Tenderer shall be lump sum and must include all payments on account of taxes (other than Good and Service Tax, payable to the State Government or Government of India).
- (ii) The Service provider shall at his own expense provide Living accommodation and transport to and from the site of work for his employees, if need be for onsite visit. The intention being that the sum quoted in the tender shall be inclusive of all expenses, whatsoever in connection with the completion of the Agreement.(Including Travel, Boarding, Lodging, Local conveyance, etc).

8.3 List of NICS I empaneled Website Development service providers, available on NICS I Website, from whom the limited tender is called is attached as Annex II.

11. INDEMNITY

Notwithstanding that all reasonable and proper precautions may have been taken by the NICS I empaneled service provider, it shall nevertheless be wholly responsible for all damages whether to the works themselves or to any other TAMP property or to the lives or persons or property.

12. TERMS OF PAYMENT

- i) No payment shall be made in advance. Payment shall be processed on receipt of proper invoice with GST.
- ii) As regards Task – 1, following payment schedule shall be observed

Table A: Payment schedule for TASK-1

Sr. No.	On completion of activities under Task -1	Payment % of the Quoted amount for the Task-1
1.	Security Audit of the TAMP Website	40%
2.	Migration of the TAMP Website from http to https	10%
3.	Website Quality Certificate for TAMP Website complying with GIGW 2018 guidelines	40%
4.	Completion of all activities as per Scope of Work for Task – 1	10% After 6 months of completion of tasks under Task - 1

- iii) As regards payment for Task – 2, payment shall be made quarterly for one year starting from the date of commencement of Task – 2 and following payment schedule shall be observed .:

Table B: Payment schedule for TASK-2

Sr. No.	Task	Payment % of the Quoted amount for the Task
1.	Comprehensive Technical Support for TAMP Website	25% of the amount quoted under Task – 2 after completion of each quarter (i.e. one in each three months)

Penalty

- a) In case of Task-1, penalty at the rate of Rs. 500 per day will be deducted for delay of each day in completion of the task.
- b) In case of Task-2, TAMP shall make deductions of Rs. 200 /- per day for delay in completion of assigned scope of work.

- c) If delay is beyond the reasons attributable to the Service provider or on account of TAMP, the penalty shall not be charged. The decision shall be at the discretion of competent authority for justifiable reasons provided by the Service provider.

Note:

- i) All payments made shall be subject to deduction of TDS at applicable rates, if any, GST shall payable by us as per applicable rules at the time of payment.
- ii) All payments shall be made through online mode only as per the orders of Government of India.
- ii) The Tariff Authority for Major Ports shall be at liberty to withhold any of the payments in full or in part.

13. LAST DATE FOR SUBMISSION OF PROPOSAL

The proposal should be submitted in a sealed cover. The last date for submission of proposal is 24 October 2019 at 03.00 pm. Submission of proposals should be addressed to:

**The Administrative Officer
Tariff Authority for Major Ports,
4th Floor, Bhandar Bhavan,
Muzawar Pakhadi Road,
Mazgaon, MUMBAI - 400 010**



**(D.S.Bhople)
Administrative Officer
Tel.: 022-2379 2013**

Tariff Authority for Major Ports, MumbaiAnnex-IFINANCIAL BID

Sub.: Tender Inviting Bid for providing Annual Technical Support for Tariff Authority for Major Ports Website

1. Name of the tenderer :
2. Contact details :
3. Permanent Account No. :
4. Good and Service Tax Number (GSTN) :
(Copy to be attached)
5. Price Schedule for AMC of Website :

Sr. No.	Task	Amount in ₹
1.	TASK – 1 : Security Audit of the TAMP Website & Website Quality Certificate for TAMP Website with migration of the TAMP Website from http to https	
2.	TASK – 2 : Comprehensive Annual Technical Support for TAMP Website	
	Total	

(In words Rupees _____)

- Note: 1) The Total amount excludes GST
2) GST shall be extra as per applicable rates

Signature of the Tenderer

(Name of the Tenderer with seal of the organization)

Annex-II

LIST OF NICSI EMPANELLED SERVICE PROVIDERS FOR WEBSITE DEVELOPMENT

Sr. No.	Empanelled service provider	Contact Person	Contact Details	e-mail
1	Tech Mahindra	Vishwas Kher	8587970511	VK00468494@TechMahindra.com
2	Wipro Ltd.	Deepak Pandey	9811306180	deepak.pandey@wipro.com
3	Silver Touch Technologies Ltd.	Sanjay Roy	8802368633	sanjay.roy@silvertouch.com
4	Uneecops Technologies Ltd.	Nisha Priyadarshani	9818784789	nisha.p@uneecops.in
5	Velocis Systems Pvt. Ltd.	Rahul Rajput	9990686602	rahul.rajput@velocis.in
6	ABM Knowledgeware Limited	Niraj Kumar	9313931418	niraj.kumar@abmindia.com
7	Kellton Tech Solutions Ltd.	Anurag Mishra	8099919719	gv@kelltontech.com
8	Akiko Sherman Infotech	Manu Tandon	9350017723	manu@shermanindia.com
9	ADG Online Solutions Pvt. Ltd.	Ankur Sharma	8447702380	ankur@adgonline.in
10	AKAL Information Systems Ltd.	Seema Joshi	9871092722	seema@akalinfosys.com
11	Indus Net Technologies Pvt. Ltd.	Abhishek Kumar	8697732844	abhishek.kumar@indusnet.co.in
12	Cyfuture India Private Limited.	Nitin Mohan	8377905384	nitin.mohan@cyfuture.com
13	Computer ware India Pvt. Ltd.	Deepanshu Ahuja	9811469796	deepanshu@computerware.in
14	Silicon Techlab Pvt. Ltd.	Suresh C Nayak	9338233330	suresh.nayak@stlindia.com
15	PS QuickIT Pvt. Ltd.	Pradeep Arya	9811824051	Pradeep.Arya@PSQuickIT.com
16	Net Prophets Cyberworks Pvt. Ltd	Ashish Chauhan	9212230524	ashish.chauhan@npglobal.in

