



भारत सरकार GOVERNMENT OF INDIA  
वित्त मंत्रालय MINISTRY OF FINANCE  
राजस्व विभाग DEPARTMENT OF REVENUE  
केन्द्रीय अप्रत्यक्ष कर एवं सीमा शुल्क बोर्ड  
CENTRAL BOARD OF INDIRECT TAXES AND CUSTOMS  
सीमा शुल्क आयुक्त का कार्यालय  
OFFICE OF THE COMMISSIONER OF CUSTOMS  
सीमा शुल्क गृह, विलिंग्डनआईलैंड, कोचीन  
CUSTOM HOUSE, WILLINGDON ISLAND, COCHIN-682009

Website: [www.cochincustoms.gov.in](http://www.cochincustoms.gov.in)  
E-mail: [cochincustoms@nic.in](mailto:cochincustoms@nic.in)

Control Room: 0484-2666422  
Fax: 0484-2668468

दिनांक: 30.01.2025

## निविदा सूचना

1. "कोचिन सीमा शुल्क की वेबसाइट का पुनः डिजाइनिंग, पुनः विकास तथा रखरखाव" हेतु निविदा के लिए बोलियां आमंत्रित की जाती हैं।
2. निविदा सरकारी ई-मार्केटप्लेस (जीईएम) वेबसाइट (<https://gem.gov.in>) पर बोली संख्या Gem/2025/B/5889483 दिनांक 30.01.2025 के साथ उपलब्ध कराई गई है।
3. जीईएम(GeM) के माध्यम से बोलियाँ प्रस्तुत करने की अंतिम तिथि और समय 27.02.2025 15:00 घंटे हैं।
4. बोली प्रदाताओं को सलाह दी जाती है कि वे 19.02.2025 को 15:00 बजे ईडीआई प्रशिक्षण हॉल, सीमा शुल्क आयुक्त कार्यालय, सीमा शुल्क गृह, विल्लिंग्डन आईलैंड, कोचिन - 682009 में निर्धारित अनिवार्य पूर्व-बोली बैठक में उपस्थित रहें।
5. बोलीदाताओं को सलाह दी जाती है कि वे बोलियाँ प्रस्तुत करने से पहले जीईएम (GeM) बोली दस्तावेज और कार्यक्षेत्र(अनुलग्नक) अच्छी तरह से पढ़ लें।

हस्ता/-

सीमा शुल्क अधीक्षक (ईडीआई)

प्रतिलिपि

1. सूचना पट्ट
2. वेबसाइट में अपलोड करने हेतु ईडीआई अनुभाग को।



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Fax: 0484-2668468

Date: 30.01.2025

## **NOTICE**

1. Bids are invited for the tender "Re-Designing, Re-Development and Maintenance of Cochin Customs Website".
2. Tender is made accessible in Government e marketplace (GeM) website (<https://gem.gov.in>) with Bid No. Gem/2025/B/5889483 dated 30.01.2025.
3. The last date and time for submission of bids through GeM is 27.02.2025 1500Hrs.
4. Bidders are advised to attend the mandatory pre-bid meeting scheduled on 19.02.2025 at 1500Hrs at EDI training Hall, Office of the Commissioner of Customs, Custom House, Willingdon Island, Cochin - 682009.
5. Bidders are advised to go through GeM Bid document and Scope of Work (Annexure) thoroughly before submission of bids.

**Superintendent of Customs (EDI)**

**Copy to:**

1. Notice Board
2. EDI for uploading on website



Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2025/B/5889483  
Dated/दिनांक : 30-01-2025

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	27-02-2025 15:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	27-02-2025 15:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	30 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Finance
Department Name/विभाग का नाम	Department Of Revenue
Organisation Name/संगठन का नाम	Central Board Of Excise And Customs (cbec)
Office Name/कार्यालय का नाम	Office Of The Commissioner Of Customs , Kochi
क्रैता ईमेल/Buyer Email	jithesh.k97@gov.in
Item Category/मद केटेगरी	Hiring of Agency for IT Projects- Milestone basis
Contract Period/अनुबंध अवधि	3 Year(s) 3 Month(s) 2 Day(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	20 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	5 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

**Bid Details/बिड विवरण**

<b>Do you want to show documents uploaded by bidders to all bidders participated in bid?/</b>	Yes
<b>Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया</b>	No
<b>Type of Bid/बिड का प्रकार</b>	Two Packet Bid
<b>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b>	3 Days
<b>Estimated Bid Value/अनुमानित बिड मूल्य</b>	500000
<b>Evaluation Method/मूल्यांकन पद्धति</b>	Total value wise evaluation
<b>Arbitration Clause</b>	No
<b>Mediation Clause</b>	No

**EMD Detail/ईएमडी विवरण**

Required/आवश्यकता	No
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**ePBG Detail/ईपीबीजी विवरण**

Required/आवश्यकता	No
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**MII Compliance/एमआईआई अनुपालन**

MII Compliance/एमआईआई अनुपालन	Yes
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**MSE Purchase Preference/एमएसई खरीद वरीयता**

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned

Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1\\_4\\_2021\\_PPD\\_dated\\_18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

4. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

5. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

**Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**

**Scope of Work:**[1738233396.pdf](#)

**Payment Terms:**[1738233477.pdf](#)

**Pre-Qualification Criteria:**[1738233606.pdf](#)

**Pre Bid Detail(s)**

Pre-Bid Date and Time	Pre-Bid Venue
19-02-2025 15:00:00	EDI Training Hall Office of the Commissioner of Customs Custom House, Willingdon Island Cochin - 682009

**Hiring Of Agency For IT Projects- Milestone Basis ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Scope of Work	Site Preparation , Operation & Maintenance (O&M) , As per Scope of Work
Resources Needed	As specified in Scope of work
Deployment of core team	Offsite
Deliverables / Timelines	ReDesigning ReDevelopment and Maintenance of Cochin Customs Website
<b>Addon(s)/एडऑन</b>	

## Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

### Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity set to 1	Additional Requirement/अतिरिक्त आवश्यकता
1	Jithesh K	682009,Office of the Commisioner of Customs, Custom House, Willingdon Island	1	N/A

### Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

#### 1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

#### 2. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

### Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.

10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

**All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.**

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---

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*Scope of the work For*

*Re-Designing, Re-Development and  
Maintenance of Website for*

*Custom House, Cochin*

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**General Instruction to Service Providers/Agencies:**

1. Cochin Customs proposes to appoint an agency to Design, Develop and Maintain the responsive and trilingual (English, Hindi and Malayalam) Website for the Cochin Customs Commissionerate with content migration from the existing website (<https://www.cochincustoms.gov.in>).
2. The agency should be an established web design, development, implementation, and maintenance company with a proven track record.
3. The agency will be appointed to design, develop, implement and launch the website for the Cochin Customs Commissionerate, Department of Revenue within three months from the date of award of work order and to maintain the website for a period of three years from the date of successful launch of the website. Maintenance period can be further extended by one year at a time for a period of two years, subject to the satisfactory performance of the service provider/agency.
4. Agencies have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of Cochin Customs, or that may be reasonably perceived as having this effect. Failure to disclose such situations by the agency may lead to disqualification of the agency or termination of the contract.
5. Agencies must observe the highest standards of ethics during the selection and execution of the contract. Cochin Customs may reject a proposal at any stage if it is found that the firm recommended for award has indulged in corrupt or fraudulent activities in competing for the contract in question, and may also declare a firm ineligible or blacklist the firm, either indefinitely or for a stated period of time, if at any time it is found that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, the contract.

6. The family members/ blood relations of employees and/or consultants of Cochin Customs and/or the Department of Revenue shall not be eligible to participate in the Bidding process. Any proposal submitted by them may be summarily rejected. In case, this office comes to know of the relationship subsequent of the award of contract, the contract shall be liable to be cancelled.
7. Three sample designs for website (<https://www.cochincustoms.gov.in>) must be provided. Each design option/template must include the design for homepage as well as inner page of Website. Selected agency, upon receiving the work order, will need to supply FRESH design options for the Website in discussion with Cochin Customs. A committee formed by Cochin Customs will reserve the right to finalize the website in consultation with the selected agency. Website development will start only after the committee approves design of website for <https://www.cochincustoms.gov.in>
8. Bidders are required to direct all communications, through the nominated Point of Contact persons, mentioned below:

<p>Rajashekhar Goud K            Superintendent of Customs            Email: <a href="mailto:rajashekhagk.g071501@gov.in">rajashekhagk.g071501@gov.in</a>            Telephone: 0484-2668061            Mob: 9490821212</p>	<p>Jithesh K            Inspector of Customs            Email: <a href="mailto:jithesh.k97@gov.in">jithesh.k97@gov.in</a>            Telephone: 0484-2668061            Mob: 7736781547</p>
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**Pre-Bid Meeting:**

For the purpose of presenting three sample designs of the website and clarification of doubts of the bidders on issues related to the scope of work, Cochin Customs intends to hold an offline Pre-Bid meeting on the date and time as indicated in the GeM Portal. The queries of all the Bidders, in writing, should reach by e-mail, minimum 3 days before the date of pre-bid meeting,

on the email address as mentioned above. It may be noted that no queries of any bidder shall be entertained after the Pre-Bid meeting. Clarifications on queries will be given in the Pre-Bid meeting. Only the authorized representatives of the bidders will be allowed to attend the Pre-Bid meeting.

**Minimum Eligibility Criteria:**

1. The bidder should have an experience of over five years working in the area of Website design, development and maintenance. Copy of the certificate of incorporation should be enclosed. The office of the service provider must be located in the state of consignee i.e. Kerala and documentary evidence in this regard should be enclosed.
2. The agency should have achieved a minimum average annual turnover of INR 20 Lakhs during the last three financial years. A CA certificate/ITRs should be enclosed in support of the same.
3. The agency should have demonstrated experience in handling similar projects (designing, development & implementation of CMS based Websites) preferably from Government Sector of comparable stature.
4. The bidder must have successfully executed/completed at least one single order of 80% of the estimated bid value or 2 order each of 50% of the estimated bid value or 3 orders each of 40% of the estimated bid value for similar service in last three years to any Central/ State Govt. organizations/PSU/public listed company. Copies of contracts/work orders and documentary evidence of the successful execution/completion in support of past experience of similar service along with names, address and contact details of clients shall be uploaded with the bid for verification by the buyer.

**Time Frame:**

The time frame for study of <https://www.cochincustoms.gov.in>, creating fresh designs and getting approved by the committee, web development including CMS, migration of content, security audit clearance, STQC certification for GIGW compliance and launching/go live will be 03 months from the date of award of the contract. It is clarified that the Website must be designed, developed, implemented and launched including the security audit as stated above, within 03 months from the date of award of the contract.

**Payment Terms:**

The payment will be made for successful completion of design, development, implementation and maintenance of Website including security audit clearance and STQC certification for GIGW 3.0 compliance as per schedule given below:

Sl. No.	Milestone	Time Frame	Payment (%)
1	Design, Development, implementation and launch of Website including Security Audit, Go- live of website, submission of STQC certificate and SSL certification	03 months	30% of the total project cost will be paid upon successful launch of the website.
2	Maintenance of the website for a period of 03 years from the date of successful launch	03 years	70% of the total project cost will be equally divided in 12 quarters and paid at the end of each quarter

It is clarified that the payment will be made by this office after satisfactory completion of work as certified by the Committee.

### **Bidder Specific Terms and Conditions:**

1. Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regard.
2. Bidders offer is liable to be rejected, if they don't upload any of the certificates/documents sought in the bid document, ATC.
3. Bidder must have Dedicated/toll free telephone no. for service support.
4. Bidder must provide Escalation matrix of telephone numbers for service support.

### **SCOPE OF WORK:**

#### **Broad Guidelines:**

1. Website must be Responsive and Trilingual (English, Hindi and Malayalam) with uniform and user-friendly presentation of the contents.
2. The scope of work does not include content generation. The contents from the existing website need to be migrated in new environment. New content to be uploaded on <https://www.cochincustoms.gov.in> will be provided by this office.
3. Development of the website with an easy-to-use Content Management Facility (CMS). The website must be developed using well established technologies preferably Open-Source environment without using any third-party tool or framework, which may incur any financial implication to Cochin Customs.
4. Website must be designed, developed, deployed and maintained according to W3C, WCAG 2.0 'A' & 'AA' Standards/Guidelines and the Guidelines for Indian Government Websites (GIGW).
5. Hosting will be done on NIC cloud. Since the website is to be hosted at NIC Cloud environment, the agency must ensure and use the available technology environment at NIC Cloud for the development.

6. Compliance of web standards and guidelines issued by Government of India time to time and certification by the STQC, DEITY for GIGW compliance.
7. Compliance of SSL certification.
8. Creation of documents including user and technical manuals.
9. Providing training to the users of Cochin Customs.
10. Transfer of Source code and other credentials for the website.

**Other General Requirements:**

1. Should use the content available on <https://www.cochincustoms.gov.in>
2. Link and integration with other websites/apps of Ministry of Finance and CBIC.
3. User Feedback and review mechanism
4. View and download mechanism for documents
5. Network level security, traffic to be encrypted using secured connectivity.
6. Protection against defacement, hacking. Design should incorporate security features to protect the site from session hijacking, SQL injection, Cross scripting, Denial of Service etc.
7. Continuity measures, risk management plan for the continuity of services and data backup policy
8. Identify risks if any, post implementation along with mitigation plan
9. Role based access to Cochin Customs to update the content.
10. Handover, guidance and training should be provided to make design changes, to update content and to maintain the proposed solution.
11. Website should be PwDs (persons with disability) friendly.
12. Website should be built with Unicode fonts, so no font downloads are required in any condition
13. FAQ (Frequently Asked Question) option will also be a part of the new website.
14. Website should be Cross Browser & Cross Platform compatible i.e. the website will be cross-device compatible i.e. it should work on devices like mobile, tablets, PCs etc.

15. The hosting of the website is already done on the NIC servers and hence the tender does not include the cost/work of hosting the website. All work related to maintenance and updation of the said modules is to be done by the vendor while ensuring that the security protocol of the said modules is in place to eliminate security threats such as phishing/malware/malicious attacks etc. The vendor will be responsible for any kind of losses to the department resulting due to negligence or lapses in the security protocol of the modules on part of the vendor. The domain name <https://www.cochincustoms.gov.in> is already registered and hence the tender does not include the cost of domain name registration.

**Website Designing:**

1. Responsive design compatible to all hand-held devices and browsers.
2. At least three design options/templates need to be provided with technical proposal for home as well as inner page of the website. Upon selection, selected agency will need to provide FRESH designs for website for the committee to choose from. Committee will reserve the right to choose and finalize the design for the website. Development of the website will start only after the design of the website gets finalized.
3. Design must have Search Engine Optimization (SEO) boosting elements/SEO friendly.
4. Highly user-friendly information architecture (IA) and clear navigation.
5. Website speed optimization.
6. Customization of user interface in terms of color, font size and language etc
7. Social Media Integration

**Website Development:**

1. Development of a customized Content Management System (CMS). Third party CMS will NOT be accepted.

2. CMS must be flexible and scalable to accommodate suggested changes/modifications including design and IA, as and when required during contract period.
3. Test site is to be created for updating and testing the content first through CMS, before publishing/updating to production host.
4. CMS must have simple workflow and publishing controls.
5. CMS should have simple and easy administration.
6. CMS must have Search Engine friendly attributes.
7. CMS must have security features.
8. CMS must have robust content templates.
9. CMS must support detailed analytics for each section of the website.
10. Comprehensive SEARCH functionality on homepage as well as each section of the website.
11. Auto archival mechanism to maintain the archived documents with proper classification and auto archival system.
12. Content Migration from exiting website. Content optimization including images before migration.
13. Checking for dead links (Monthly)
14. Re-designing of Home Page (as and when Required by Dept. or GIGW).
15. Role/Level based access to users for content updates.
16. Admin role (in CMS) must be provided to Cochin Customs.
17. Audit trails of the documents hosted on the website should be maintained and should be accessible to the administrator as and when required.
18. Content of each section should be sharable by the user on multiple platforms such as Facebook, Twitter, WhatsApp, Email etc.
19. This module would contain the links to various social media pages of the department like Twitter, Facebook etc.

**Website Security:**

1. Agency will need to get clearance of security audit of the website by CERT-IN empaneled agency before hosting in production environment. The



security audit should be done every six months or as and when any changes are done to the source code.

2. Use SSL certificate site wide. The SSL certificate should be at least 2048 bit SHA 256 encryption or higher.
3. Ensuring that the SSL certificate is valid and keeping track of the certificate expiry and take necessary action to renew/replace the certificate before expiry.
4. Disable support for SSL 2.0, SSL 3.0, TLS 1.0 at the server level.  
Use TLS 1.2
5. Disable weak ciphers like DES, 3DES, RC4. Use strong Ciphers like AEM, GCM.
6. Any “non-https” requests on the website, should be forcefully re-directed to “https”.
7. Ensure that the website and the CMS, 3<sup>rd</sup> party plugins, codes etc., are updated to the latest versions.
8. All passwords, connection strings, tokens, keys etc., should be encrypted with salted hash. There should not be any plain passwords stored in config files or source code or in database.
9. All exceptions should be handled appropriately. Custom error pages should be displayed for any errors/exceptions. At no point of time, a portion of source code should be displayed on the page in case of an error or exception.
10. HTTP response headers should be obscured.
11. Directory traversal should be disabled. In case of any specific attempt by a user to access a portion of the code by typing the url path, then the same should be redirected to a customs error page.
12. HttpOnly cookies should be enabled, to restrict access to cookies.
13. All default user names and IIS/apache pages (like admin, default.aspx, index.aspx etc.) should be renamed. The access url for admin panel/CMS, should also be renamed.
14. The Web Server processes should not be running under Administrator or Root user account. A dedicated User account with limited privileges should be used for the Web Server Processes.

15. The website should be checked on daily basis and in case of any security compromise, then the same should be reported to NIC-CERT immediately.
16. Write + Execution permission – both should not be given to upload directory.
17. Ensure input validation is done properly, while accepting input from the user through the website.
18. Ensure that the Computer/system, from where CMS/site updates are being done, is installed with latest OS + Antivirus Updates and Patches. No unauthorized software/cracks should be installed on the machine.
19. Restrict the web application to run stored procedures, so that SQL injection attempts are averted.
20. If the website is integrated with any 3<sup>rd</sup> party applications or using any APIs for external communication, then ensure that all such communications are done through encrypted channel.

**Three years Maintenance and Technical support:**

1. Vendor should provide dedicated single point contact and team to attend the maintenance requirements.
2. Vendor should maintain the website for a period of three years from the date of successful launch. Maintenance period is extendable for one year at a time for two years.
3. Vendor should provide technical support via email, phone, remote login and in person (if required) to address, analyse and fix any technical glitches within the existing features within 4 working hours.
4. The scope of AMC includes rectification of errors within the already developed solution and uploading/updating of the content within 01 hour of receiving it from Cochin Customs.
5. The updation/maintenance in the source code of the Website should also include quality assurance (as per NIC guidelines) i.e. the same should be hosted after extensive testing and they must be 100% bug free. Maintenance also includes design updates and enhancements.