

**NOTICE INVITING
TENDER**

**FOR DESIGN AND DEVELOPMENT OF WEBSITE FOR THE OFFICE
OF DEVELOPMENT COMMISSIONER COCHIN SEZ
IN
THE OFFICE OF THE DEVELOPMENT COMMISSIONER, COCHIN
SEZ**

NIT NO. CSEZ-CSZ0H(ICT)/2/2025-SEZ Cochin Dated.02.01.2026

(This document contain 29 Pages)

PREFACE

The office of the Development Commissioner Cochin Special Economic Zone a subordinate office under the Ministry of Commerce and Industry, Government of India is inviting tenders for design and development of website for the office of Development Commissioner, Cochin SEZ. In this regard, this office is inviting tender from firms meeting the prescribed qualifying criteria as mentioned in the tender document.

The firms may submit their bid with all necessary documents along with the covering letter duly signed by an authorized signatory on or before 20.01.2026 at 15:00 Hrs at the following address.

**Office of the Development Commissioner,
Cochin Special Economic Zone,
Sea Port Airport Road,
CSEZ PO
Kakkanad
Cochin682037.**

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PART –I
NOTICE INVITING TENDER (NIT)

CSEZ-CSZ0H(ICT)/2/2025-SEZ Cochin

Dated.02.01.2026

Subject: Design and Development of a Website for the office of Development Commissioner Cochin SEZ.

Tenders are invited by Development Commissioner, CSEZ on behalf of President of India from eligible and registered firms for Development of website for the operation of the office of the Development Commissioner CSEZ

| | | |
|----|--|---|
| 1. | Name of the work | Development of websites for Development Commissioner, CSEZ |
| 2. | Location | CSEZ, Kakkad, Cochin, Kerala |
| 3. | Tender Document | The Tender document can be downloaded from www.csez.com www.eprocure.gov.in from 02.01.2026 17:00 Hrs onwards |
| 4. | Validity of Tender | 60 days |
| 5. | Last date & time of Submission of queries | 13.01.2026 upto 15:00Hrs via email harikumarcsez@gmail.com cc: sunil@csez.gov.in) |
| 6. | Pre-Mid Meeting | Pre-Bid meeting will be conducted through virtual mode on 14.01.2026 12:15 Hrs. All parties shall send their name, and e-mail id's before 13.01.2026 16:00 Hrs in the e-mail mentioned in the Tender. |
| 7 | Last date and time of Submission of Tender | 20.01.2026 at 15:00Hrs |
| 8 | Date and Time of Opening of Technical Bids | 20.01.2026 at 15:30Hrs |
| 9 | Contact Person for queries | Assistant Development Commissioner, Cochin Special Economic Zone, Kakkad, Kochi, Kerala harikumarcsez@gmail.com cc: sunil@csez.gov.in |
| 10 | Submission of Proposal to be addressed to | Development Commissioner, Cochin Special Economic Zone, Kakkad, Kochi, Kerala |

(Sd/-)

Assistant Development Commissioner
Cochin Special Economic Zone

PART-II

INTRODUCTION

1. Office of the Development Commissioner, Cochin Special Economic Zone (CSEZ) is one among the 7 DC, offices functioning under the Administrative control of the Department of Commerce, Ministry of Commerce & Industry, and Government of India. This office is the licensing authority for SEZs and EOUs operating in Karnataka, Kerala, Mahe, and Lakshadweep. Accordingly, Tenders are invited from interested, experienced, registered firms meeting the prescribed qualifying criteria as mentioned in tender document for Development of Website for the Office of Development Commissioner, Cochin SEZ.

ELIGIBILITYCRITERIA

2. While submitting the proposal, the applicant shall ensure that the applicant meets the conditions of eligibility as prescribed below:

| Sl No | Qualification | Criteria | Mandatory Documentary Evidence to be Submitted |
|-------|----------------------|---|---|
| 1 | Legal Entity | Bidder must be Registered Company / MSME in India under the Companies Act/ Proprietary firm/Partnership | <ul style="list-style-type: none"> • Company Profile • Copy of Certificate of Incorporation • Udyam Registration Certificate |
| 2 | GSTIN | The Bidder should have GSTIN starting with 32 | <ul style="list-style-type: none"> • GSTIN Certificate |
| 3 | Annual Turnover | Average Annual financial turnover should be at least 20 lakhs during the last three financial years 2021-22, 2022-23, 2023-24 | <ul style="list-style-type: none"> • Audited Balance Sheets Certificate duly certified by CA |
| 3 | Profit/Loss | Should not be a loss-making firm during the last 3 financial years 2021-22, 2022-23, 2023-24 | <ul style="list-style-type: none"> • Audited P&L statement Certificate duly certified by CA |
| 4 | Blacklisting | Bidder should not have been banned or blacklisted by any Government or Quasi-Governmental bodies/PSUs | <ul style="list-style-type: none"> • Self-Declaration in Letter Head. If banned/blacklisted It must be clearly stated. |
| 5 | Technical Capability | Bidder should have Successfully completed (minimum Two projects with two different clients) with similar scope of work | <ul style="list-style-type: none"> • Relevant Support Certificates. • Copies of Supply Order & Project completion |

| | | | |
|---|-----------------|---|---|
| | | in State / Central Ministries/ Departments OR | certificate. |
| | | Bidder should have successfully completed Design & Development of dynamic web sites and web portals during the last 5 years (Minimum 3 web sites) | Details of Website |
| 6 | On-Site Support | Branch office in Cochin, Kerala | <ul style="list-style-type: none"> • The list of offices. • List of technical support Personnel for the region. |

3. ADDITIONAL DOCUMENTS TO BE SUBMITTED

1. The following documents also need to be submitted along with the bid. Non submission of the below documents will result in the disqualification of the bidder

| | | | |
|---|----------------|--|--|
| 1 | Signatory | Signatory for signing the contract | <ul style="list-style-type: none"> • Authorisation for the person to sign on behalf of the firm |
| 2 | Tax | PAN and GSTIN | <ul style="list-style-type: none"> • Copy of PAN Card • Copy of GSTIN |
| 3 | Integrity Pact | Integrity Pact as per format | <ul style="list-style-type: none"> • Integrity Pact as per Central Vigilance Commission website https://pledge.cvc.nic.in |
| 4 | Training | The Successful bidder is required to provide free of cost training for personnel Of CSEZ | <ul style="list-style-type: none"> • Undertaking for the same. |

SELECTION PROCESS:

STUDY OF SCOPE

2. Intending Bidder(s) have to visit the current CSEZ website to examine the web pages, modules, external links, User Interface and satisfy themselves before submitting their bids.
3. Intending Bidder(s) shall attend the Pre-bid meeting to acquaint themselves with extend of the scope of work involved and seek clarifications regarding the nature of work involved during or after the meeting by corresponding with the Contact Person assigned for handling queries.
4. The bidder(s) shall be deemed to have full knowledge of the scope of the work, whether he examines it or not and no extra charge consequent on any misunderstanding or otherwise shall be allowed.
5. The bidder(s) shall be responsible for arranging and maintaining at his own cost all equipments, materials, facilities for workers and all other services required for executing the work unless otherwise specifically provided for in the contract documents. Submission of a bid by a bidder(s) implies that he has read this notice has made himself aware of the scope and specifications of the work and other factors having a bearing on the execution of the work.

BIDDING PROCESS

6. Intending Bidders shall submit two bids (Technical Bid and Financial Bid) in two sealed envelopes separately clearly mentioning “Technical” and “Financial” proposals. Technical Bids of all Bidders shall be evaluated to determine as to whether they meet the Eligibility Criteria of the tender document for undertaking the Project. Once it is determined that the Bidder fulfils the Minimum Eligibility Criteria and the Bid is responsive, those bidders have to make a Presentation at the Office of Development Commissioner before the tender evaluation Committee. The evaluation shall be based on the technical parameters. The weightage for the technical parameters shall be 70% and the financial parameters shall be 30%.
7. In the case of Core Team members, the proposal should contain all the documentary evidences to substantiate the claim for technical weightage criteria set in Para 15 below i.e. Names, CVs and duration of association of personnel who will be engaged in the said work/ activities (duly signed CVs must have name and nationality of staff, profession/ designation of staff, proposed position in the team, the number of years with the firm, key qualifications, academic background, experience and languages known). Each CV should be a maximum of 4 pages and signed (by the key personnel) confirming that the information given in the CV is correct.
8. Moreover, Firm/ Agency is supposed to present brief write up on the methodology it intends to follow to undertake Proposal for carrying out the scope of

work of this tender along with timelines for project completion which must not exceed 90 days from date of awarding of contract. The write up is expected to cover Bidder's understanding of project scope, objectives, and methodology, Project plan, milestones, and deliverables, Risk assessment and mitigation plan, Communication & stakeholder management plan.

9. Only firms which score a minimum of 70% points out of maximum 100 in the Technical bid shall qualify for the financial bid.
10. Financial bids of those firms who did not qualify in the Technical bid due to non attainment of minimum 70% threshold will not be opened and subsequently will be returned to the bidder.
11. Financial Bid or traces of information regarding financial bid should not be included in the Technical Bid. If found so, the bid shall be summarily rejected.
12. Technical Bids are to be submitted to determine that the bidder has a full comprehension of the tendered work. Where a bidder's technical submission is found non-compliant with the requirement or work, it may be rejected. The Financial Bid will be opened only for the agencies whose technical bids are accepted by the competent authority.
15. The technical evaluation marks will be awarded based on the write-up of the proposed methodology for carrying out the work, Sample wireframes or design mockups as well as on the verification of details from previous works mentioned in the eligibility criteria.

CRITERIA FOR TECHNICAL WEIGHTAGE (TW)

| Sl. No. | Evaluation Parameter | Marks | Maximum Marks |
|--|--|--------------|----------------------|
| 1. Relevant Experience | Experience in developing dynamic, secure, and responsive websites for Government/PSUs- 3–4 projects (last 5 years): 10 marks - 5–7 projects: 15 marks - More than 7 projects: 20 marks | 20 | 20 |
| 2. Team Composition & Expertise | Qualification and experience of proposed project team (Project Manager, Developer, UI/UX Designer, Security Specialist, Content Manager)- Meets minimum requirement: 10 marks - Highly experienced team (avg. 5+ years): 15 marks | 15 | 15 |
| 3. Understanding of Requirements & Proposed Approach | Bidder's understanding of project scope, objectives, and methodology - Project plan, milestones, and deliverables-10 Mark - Risk assessment and mitigation plan- 5 Mark | 20 | 20 |

| | | | |
|--------------------------------------|---|-----|-----|
| | <ul style="list-style-type: none"> - Communication & stakeholder management plan- 5 Mark | | |
| 4. Technical Solution & Architecture | <ul style="list-style-type: none"> Proposed technology stack, CMS, scalability, and compliance with Government guidelines - GIGW 3.0, WCAG 2.1 compliance - 5 Mark - Security (OWASP, SSL, HTTPS, etc.) - 5 Mark - Hosting & scalability (NIC, MeitY, cloud or in house server) -5 Mark | 15 | 15 |
| 5. Design & UI/UX Quality | Sample wireframes or design mockups demonstrating usability and accessibility | 10 | 10 |
| 6. Maintenance & Support Plan | Post-deployment support, AMC plan, response and resolution timelines | 10 | 10 |
| 7. Presentation / Demonstration | Evaluation of bidder's presentation or demo of similar projects | 10 | 10 |
| Total Marks: | | 100 | 100 |
| Minimum Qualifying Marks: | | | 70 |

15.1 The bidders who get 70 marks or above under Technical Score will only be considered for Financial evaluation.

15.2 Technical Weightage (TW): The technical score (T) marks scored by the bidder in technical evaluation shall be calculated to 70 points as below:

15.3 Technical Weightage $TW = T * 0.70$ where **T** is the **Technical score** awarded to the bidder as per Technical Evaluation Criteria.

16 . CRITERIA FOR FINANCIAL WEIGHTAGE (FW):

The financial scores of all proposals will be determined by

| Financial Evaluation | Maximum Marks |
|---|---------------|
| Financial Score(F)= $\frac{\text{Financial Value of Lowest Evaluated Tender Proposal}}{\text{Value of Financial Proposal of the Bidder}} \times 100$ | 100 |
| Total Financial Score(F) | 100 |

Financial Weightage (FW): The marks scored by the bidder in financial evaluation shall be calculated to 30 points as below:

$$\text{Financial Weightage (FW)} = F \times 0.30$$

CRITERIA FOR FINAL SCORE (F):

Proposals will be ranked according to their combined **Technical Weightage (TW)** and **Financial Weightage (FW)**. The combined Final score shall be calculated as:

$$F = TW + FW$$

The bidder with the **highest Final score (F)** will be considered as the successful bidder who will be awarded the contract.

17. OTHER TERMS AND CONDITIONS OF EVALUATION CRITERIA ARE AS UNDER:

17.1 If deemed necessary, CSEZ in its sole discretion can make required variations in the cut off points for technical evaluation including criteria for technical evaluation.

17.2 The Tender Evaluation Committee may choose to conduct technical negotiation or discussion with any or all the Bidders. The decision of the Tender Evaluation Committee in the evaluation of the Technical and Financial bids shall be final and binding on all the parties.

17.3 Any effort by a Bidder to influence the Tender Evaluation Committee's processing of Bids or award decisions may result in the rejection of the Bid.

17.4 Failure of the Bidder to agree with the Terms & Conditions of the Tender/ Contract shall constitute sufficient grounds for the annulment of the award of contract, in which event the contract may be awarded to the next most responsive bidder.

18 Please note:

- There should be no mention of prices in any part of the bid other than the financial bids.
- Unit prices for each component of the financial proposal should be mentioned. Any spelling mistakes or incomplete information furnished would invite for a disqualification of the bid.
- Basic price and GST should be shown separately in the financial bid. If no segregation is given, it will be presumed that the price includes the applicable GST element.
- Substantially Responsible Bids: A substantially responsive Bid is one, which conforms to all the requirements, terms, conditions and specifications of the tender document.

INSTRUCTIONS TO BIDDERS

19.1 The Tender document can be downloaded from www.csez.gov.in ,www.eprocure.gov.in. All costs & expenses associated with the submission of Tender shall be borne by the company for submitting the application and the Office of the Development Commissioner, CSEZ shall have no liability in any manner in this regard or if it decides to terminate the process of short- listing for any reason whatsoever. While submitting the tender, the bidder shall ensure that the bidder meets the conditions of eligibility described in the tender document. Failure to comply with the requirements spelled out in the tender Document shall make the proposal liable to be rejected.

19.2 The bid must be accompanied by a letter on firm's letter head showing the full registered name(s) and registered office address of the bidder. It should be signed by a person of suitable authority to commit the bidders to a binding contract.

19.2 Development Commissioner, CSEZ reserves the right to verify all statements, information, and documents submitted by the applicant in response to the Tender Document. Failure of the office of the Development Commissioner, CSEZ to undertake such verification shall not relieve the applicant of its obligations or liabilities hereunder nor will it affect any rights of the office of the Development Commissioner CSEZ there under.

19.3 The Tender document shall be submitted by the bidder duly signed on each page of the document. In case the proposal is submitted as per the document downloaded from the official website, the applicant shall be responsible for its accuracy and correctness as per the version uploaded by office of the Development Commissioner CSEZ and shall ensure that there are no changes caused in the content of the downloaded document. In case of any discrepancy between the downloaded or photocopied version of the Tender document and the original

Tender document issued by the office of the Development Commissioner CSEZ, the latter shall prevail.

19.4 Cover Letter: - The cover letter must clearly mention the name, address, telephone and email id of the authorized person who will serve as the primary point of contact for all communication. The person who is signing the cover letter and the proposal should have authorization.

19.5 The Organization should submit their Proposal with Cover Letter in two separate envelopes marked as ENVELOPE-A and ENVELOPE-B.

19.6 Envelope-A:-One Hard Copy of Technical Proposal, in original, with signature of authorized personnel and stamp/ seal of the organization. The sealed envelope should be superscribed with the wordings **“TECHNICAL PROPOSAL FOR DESIGN AND DEVELOPMENT OF WEBSITE FOR THE OFFICE OF DEVELOPMENT COMMISSIONER COCHIN SEZ”**

19.7 Envelope - B: - One Hard Copy of Financial Proposal, in original with signature of authorized personnel and stamp/seal of the organization. The sealed envelope should be superscribed with the wordings **“FINANCIAL PROPOSAL FOR DESIGN AND DEVELOPMENT OF WEBSITE FOR THE OFFICE OF DEVELOPMENT COMMISSIONER COCHIN SEZ”**.

19.8 Each document in the two envelopes of Proposal should be a complete document and should be bound as a volume separately. Each of the document should be page numbered and appropriately flagged and contain the list of contents with page numbers. Different copies must be bound separately. The deficiency in documentation may result in the rejection of the Proposal. This envelope shall be sent to the Development Commissioner, Cochin Special Economic Zone, CSEZ Administration Building, Kakkanad, Kochi – 682 037.

19.9 The Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated above. Any Proposal received after the closing time for submission of proposals shall be returned unopened. CSEZ does not take any responsibility for the delay and any explanation for the same.

19.10 The sealed cover should also clearly indicate the name, address, and telephone number of agencies to enable the proposal to be returned unopened in case it is declared "Late".

19.11 The soft copy of the Technical Proposal should be submitted, in the form of a Pen Drive and placed in appropriate envelope. The Pen drive must be duly signed by the Firm/ Agency using a “Permanent Pen/ Marker” and should bear the name of the Agency.

19.12 Agency must ensure that the information furnished by him/her in respective Pen drives is identical to that submitted by him/her in the original paper document. In case of any discrepancy observed in the contents of the Pen Drives and original paper

documents, the information furnished in original paper document will prevail over the soft copy. The firm will bear all costs incurred in connection with the preparation and submission of the proposal and to bear any further pre-contract costs.

19.13 The proposal should contain all the documentary evidences to substantiate the claim for Eligibility criteria. Moreover, Firm/agency is supposed to present a 5 page write up on the methodology it intends to follow to undertake Proposal “**FOR DESIGN AND DEVELOPMENT OF WEBSITE FOR THE OFFICE OF DEVELOPMENT COMMISSIONER COCHIN SEZ**” along with timelines for project completion which must not exceed 90 days from date of awarding of contract.

19.14 The right to suspend the short-listing process or part of the process to accept or reject any or all applications at any stage of the process and / or to modify the process or any part thereof at any time without assigning any reason therefore is reserved by the Development Commissioner, CSEZ without any obligation or liability whatsoever.

19.15 **Language of Bid:** The Bid and all related correspondence and documents relating to the Project shall be in English language only. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate English translation which shall be certified by a qualified translator. Any material that is submitted in a language other than English and which is not accompanied by an accurate English translation will not be considered.

19.16 **Currency of Bid:** Bid prices shall be quoted in Indian Rupees (INR). Tender submitted by tenderer shall remain valid for acceptance as mentioned in NIT from the date set for submission of the tender. The tenderer shall not be entitled within the said period to revoke or cancel or vary the tender given or any item there of, without the consent of CSEZ.

19.17 The bidder, whose tender is accepted, will be required to furnish performance guarantee of 5% (Five percent) of the contract amount within seven days of issue of the letter of intent depending on the magnitude and/ or urgency of work. Performance Security may be furnished in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank or, Online payment in an acceptable form, safe guarding the purchaser’s interest in all respects.

19.18 The bidder whose tender is accepted will also be required to furnish by way of Security Deposit for the fulfillment of his contract, an amount equal to 2.5% of the contract value of the work. Otherwise, the Security deposit will be collected by deductions from the running bills as well as final bill of the contractor at the rates mentioned above. The Security amount will also be accepted in the shape of Government Securities. Fixed Deposit Receipt of a Scheduled Bank or State Bank of India will also be accepted for this purpose provided confirmatory advice is enclosed.

19.19 Undertaking from the firm that:

- There has not been any disciplinary action initiated or contemplated or pending/ suspension of practice against the entity or debarment from conducting any

activity, by RBI/ C&AG or other financial sector regulator / statutory authority during the last five years.

- ii) None of the partners /employees of the firm have been convicted of any offence involving moral turpitude or have been found guilty of any economic offence.
- iii) No appeal / unresolved dispute / suit / case/ application has been pending at any court of law/ Tribunal in India regarding the existence of the business/ right to carry on practice of the firm or any of its partners/ directors.

19.20 **Conflict of Interest:** Bidders must disclose in their bid, details of any circumstances, including personal, financial and business activities that will, or might, give rise to a conflict of interest. Where bidders identify any should state how they intend to avoid such conflicts. Development Commissioner, CSEZ reserves the right to reject any bid which, gives rise, or could potentially give rise to, a conflict of interest, including on account of association with any intermediaries registered with CSEZ.

19.21 The bidders shall sign a declaration under the Officials Secret Act 1923, for maintaining secrecy of the tender documents drawings or other records connected with the work given to them.

19.22 **Indemnity:** The successful bidder shall exercise reasonable skill, care and diligence in the performance of the assignment and indemnify and keep CSEZ, its members, officers, employees etc., indemnified at all times in respect of any loss, damage, harm or claim whatsoever, arising out of or related to any breach of contract, violation of any law/ rule ,breach of statutory duty or negligence by the firm or by its staff, employees, agents or subcontractors, in relation to the performance or otherwise of the Services to be provided under the present tender and Contract thereto.

19.23 **Assigning to Others:** The successful bidder shall not, without the prior written consent of Development Commissioner, CSEZ assign or transfer or cause to be assigned or transferred, whether actually or as the result of takeover, merger or other change of identity or character of the successful bidders, any of its rights or obligations under present tender and Contract thereto or any part, share or interest therein. Upon any such assignment or transfer, this engagement may forthwith be terminated by CSEZ.

19.24 **Termination:** CSEZ may, at its sole discretion and at any time, terminate the Contract with the successful bidder/ firm by giving a month's notice, and inform the firm of CSEZ's decision by written instructions to that effect. Termination could also take place on such breaches as may be specified in the Contract. In the event of the Contract being so terminated, the firm shall take such steps as are necessary to bring the Services to an end, in a cost effective, timely and orderly manner, without making any claim of whatsoever nature, against CSEZ or any of its officers, employees, etc.

19.25 **Validity of Bids:** The Bids submitted shall remain valid for a period of 60 days from the date of bid submission. If the bid validity given in the received bid is lesser than the period specified, the Bid will be rejected as non-responsive. The Successful Bidders should extend the price validity till the completion of the order or as requested by CSEZ.

19.26 **Modification and Withdrawal of Bids:** The Bids once submitted may not

be allowed to be modified or amended or withdrawn at any cost.

19.27 The Tender should contain the following documents:

1. Tender document and Checklist as per Annexure 1 with specified documents attached as annexure.
2. A copy of the Tender Document signed, at the bottom of all pages as a token of acceptance of all terms and conditions.
3. Certificates as per Tender.
4. Soft Copy in the suitable format of the Proposal on a USB Drive.
5. If the envelope is not sealed and marked as instructed above, the office of the Development Commissioner CSEZ assumes no responsibility for the misplacement or premature opening of the contents of the Proposal submitted. Office of the Development Commissioner CSEZ is not responsible for the non-receipt or delayed receipt of tender document send through courier or post.

19.28 **Note**

1. The Proposal shall be made in the Forms specified in this Tender Document. Any attachment to such Forms must be provided on separate sheets of paper and only information that is directly relevant should be provided. This may include the copies of the relevant pages of printed documents.
2. Tender received by the office of the Development Commissioner CSEZ after the specified time on the due date shall not be eligible for consideration and shall be summarily rejected.
3. In exceptional circumstances, the office of the Development Commissioner CSEZ may request the bidder's consent for an extension to the period of bid validity. The request and the response thereto shall be made in writing. A bidder accepting the request and granting an extension will not be permitted to modify his bid.
4. Office of the Development Commissioner, CSEZ is not bound to accept any tender and reserves the right to accept or reject any tender, and reserve the right to annul the selection process and reject all tender at any time before the award of the selection without assigning any reason(s) whatever and without thereby incurring any liability towards the affected participant(s) on this ground.

20. Payment:

Payment terms are as follows:

| | |
|---|--|
| Development | 50 % after satisfactory User Acceptance Test and Completion of change requests based on UAT feedback |
| | 20% on Security Audit |
| | 20% on hosting in Server, SSL certificate, Domain Name integration ,etc &Launch |
| Maintenance(After initial free Maintenance period of 1 year warranty) | 10% after 45 days of commissioning of website Quarterly-at the end of every quarter on producing invoice and report of work done. |

1. No interest will be paid for delayed payments.
2. Payments will be made after deducting TDS on Income tax
3. GST as applicable.
4. No Advance payments will be made.

21. Timelines:

| | Activities | Timeframe |
|---|--|-----------|
| 1 | Project Start date(Award/Acceptance of the order) | T |
| 2 | Signing of Agreement and sharing of source code | T+7days |
| 3 | Development ,Data porting and reports | T+25days |
| 4 | User Acceptance Testing(UAT) | T+35 days |
| 5 | Changes to be made based on UAT feedback | T+40 days |
| 6 | Security Audit | T+50days |
| 7 | Hosting in Server, SSL certificate ,Domain name integration, etc | T+55days |
| 8 | Launch | T+60days |

22. Scope of Work**22.1 Scope of Work for the Development of Website of CSEZ**

The scope of this tender includes the design, development, deployment, and maintenance of a modern, secure, and accessible web portal for the Office of the Development Commissioner, Cochin Special Economic Zone (CSEZ), in compliance with the latest Guidelines for Indian Government Websites (GIGW 3.0) issued by the National Informatics Centre (NIC) and adopted by the Department of Administrative Reforms and Public Grievances (DARPG), Government of India.

22.2 Development of the Official Website

1. The successful bidder shall design and develop a dynamic, responsive, and multilingual website for the Office of the Development Commissioner, CSEZ, ensuring compliance

with GIGW 3.0, WCAG 2.1 Level AA accessibility standards, and other applicable Government of India web policies.

2. The new website shall include pages for publishing official information such as About CSEZ, Notifications, Circulars, Tenders, Instructions, Minutes of Meetings, Posting a and Transfer Orders and other resources, along with secure hyperlinks to relevant government portals.
The content structure and reference material shall be drawn from the existing website <https://csez.com>.
3. The website must be built using modern open-source technologies, such as:
 - o Frontend: HTML5, CSS3, JavaScript (React / Angular / Vue)
 - o Backend: Node.js / Python (Django / Flask) / PHP (Laravel)
 - o Database: MySQL / PostgreSQL
 - o API Layer: RESTful or GraphQL APIs for modular and scalable data handling
4. All information, data, and functionalities from the existing website and databases (MySQL & SQL Server) shall be migrated seamlessly to the new platform to ensure data integrity and business continuity.
5. The system must support data analytics and reporting, allowing historical and current data comparison.
6. A role-based Admin Panel shall be developed to allow secure content management, including creation, modification, and publishing of website content and statistical data.
7. Website Dashboard to display, data, information in respect of SEZs under the DC, CSEZ in Kerala and Karnataka with provisions for real time update using Power BI.

22.3 Security, Compliance, and Certification

7. Prior to hosting, the entire website and all related modules must undergo a security audit by a CERT-In—empanelled agency, and obtain a “Safe-to-Host” certificate.
8. The website must also be certified by the Standardization Testing and Quality Certification (STQC) Directorate. Details of certification requirements are available at <https://www.stqc.gov.in>.
9. Any future dynamic updates or major feature additions shall require a re-audit and re-certification to ensure ongoing compliance and security.
10. The website must be “Accessible for All”, including Divyangjan (Persons with Disabilities), in line with Government of India accessibility guidelines.
11. The website must be hosted with a valid SSL/TLS security certificate, ensuring encrypted communication and compliance with current cybersecurity norms.
12. Access to data entry, viewing, and modification of statistical information shall be controlled via role-based authentication using secure protocols (e.g., OAuth 2.0 / SAML).
13. Integration or updating of any existing statistics or MIS software with the new system shall be the responsibility of the successful bidder.

22.4 Training, Maintenance, and Support

The bidder shall provide:

- i. User and administrator training.
- ii. User manuals, quick reference guides, and short video tutorials.
- iii. Technical documentation covering architecture, deployment, and maintenance.
- iv. The bidder shall provide comprehensive maintenance, updates, and change management support for one year post-deployment, including on-site technical assistance as required.

- v. The bidder shall advise CSEZ on server provisioning, database management, and backup strategies to ensure performance, uptime, and data integrity.
- vi. The bidder shall undertake any additional development or enhancement work as deemed necessary by CSEZ during the project lifecycle.
- vii. The bidder shall assist the CSEZ Computer Cell in monthly website audits and reporting, ensuring that all information—such as officer hierarchy, vacancies, tenders, and notices—remains current and publicly accessible.

22.5 Hosting Environment and Infrastructure

Upon contract execution, the successful bidder shall:

- i. Recommend the hardware and cloud infrastructure (NIC Cloud / MeitY-approved cloud / Government Data Centre/in house server) required for secure hosting.
- ii. In case of hosting in house server, the server need to be configured and securing of the server and network has to be carried out .
- iii. Assist in server setup, firewall configuration, vulnerability hardening, and load balancing
- iv. Ensure data backup, disaster recovery, and performance optimization

22.6 Email Server Configuration

- i. The bidder shall configure the official email system (@csez.gov.in) on the new server, restore all existing mailboxes, and implement:
- ii. Anti-spam and anti-phishing measures
- iii. Encryption (TLS/SSL)
- iv. Regular security patches and monitoring
- v. Cyber attack prevention mechanisms

22.7 Power BI Report server Installation/Configuration etc.

- i. Install Power BI Report Server On-Premise server
- ii. Install SQL Server
- iii. Install Power BI Report Server
- iv. Configure Report Server
- v. Publish Reports
- vi. Web server Integration
- vii. Embed Power BI Report in Your Website and securely publishing of report.
- viii. Power BI license has to be supplied by the developer for a period of one year.

22.8 Deliverables Summary

- i. Dynamic, GIGW 3.0-compliant website
- ii. Admin Control Panel, Power BI Control panel.
- iii. Secure Database Migration
- iv. CERT-In & STQC Certification
- v. Accessibility and SSL Implementation
- vi. Hosting & Security Setup
- vii. One-year maintenance and support
- viii. Training, documentation, and monthly audit reports

23 Terms and Conditions for the execution of work:-

- i) The Web modules have to be developed as per the **Guidelines for Indian Government Websites (GIGW) published by the Ministry of Electronics and Information Technology**.
- ii) The language / framework / database application set used for the development of the website should be of the latest industrial standard with Long Term Support.
- iii) The web modules and database structures should have provisions to facilitate the expansion of the modules.
- iv) The existing source code and data will be provided to the successful bidder and they have to share source code with CSEZ from time to time during the period of contract.
- v) The websites developed should be compatible for viewing on laptops, desktops, and Mobile.
- vi) The websites should have suitable translation features to present the content of the websites in English, Hindi, Kannada, Malayalam, or any other languages as recognized in the 8th Schedule of the Constitution.
- vii) The websites should have accessibility provisions for Divyang and should be compatible with mobile, tablets etc.
- viii) The information pertains to a person, login details, or of any sensitive nature should be encrypted and stored in the database.
- ix) There set password request has to be processed through OTP authentication.
- x) The website should be audited [undergo penetration testing] and certified by an agency recognized by the Government of India.
- xi) The Software modules developed will be the property of the Cochin Special Economic Zone, Ministry of Commerce and Industry, Govt. of India and will hold all the rights on these modules. The full Source code on the modules developed/ modified shall be made available to this at the time of installation of the modules. All content should be stored and kept confidential and should not reuse/ replicate/ transfer to anyone else.
- xii) The Agency should provide all admin/ user manuals. They should also provide support for all future upgrades/ initiatives of CSEZ related to website. The Agency shall not sublet whole or part of the work to any other agencies.
- xiii) The Agency shall execute, comply and organize the function, in accordance with the contract to the complete satisfaction of CSEZ.
- xiv) The Agency may engage enough manpower so as to complete the project in time. In case of default on the part of the Agency in carrying out any order, CSEZ shall be entitled to get the work done by any other persons and all expenses consequent thereon or incidental thereto shall be borne by CSEZ and will be deducted by CSEZ from any money due or it may become due to the Agency.
- xv) The decision of CSEZ in the matter arising out of this contract shall be final and binding in regard to all matters relating to the contract. In the event of the Agency committing breach of any of the above terms and conditions or the services of the Agency being found to be unsatisfactory, the contract can be terminated by CSEZ even before the expiry of the period of agreement by giving 15 day's notice to the Agency. Even otherwise the CSEZ will have the right to terminate the engagement of Agency by giving one month's notice.

- xvi) CSEZ shall have right to issue addendum to tendered documents to clarify, amend, modify supplement or delete any of the condition, clause or items stated therein. Each addendum shall form a part of the original invitation to tender.
- xvii) The successful bidder will have to sign a contract agreement with the authorized official of the CSEZ on a Rs. 200/- non-judicial stamp paper. All the terms and conditions, scope of work etc. contained in the tender documents shall form part of and shall be taken as if they were included in contract agreement to be executed with the Agency.
- xviii) The CSEZ reserves the right to accept or reject any or all the tenders at any stage of the tendering process without assigning any reason thereof. The CSEZ in this regard will entertain no claim or complaint. In the event of the Agency committing a breach of the contract the CSEZ is entitled to receive from the Agency compensation to the extent of loss incurred as determined by the CSEZ for any loss or damage caused to the CSEZ.
- xix) The bidder should reserve a minimum qualified dedicated team as listed in the Core Team members in Para 15 to carry out the work smoothly.
- xx) The web modules developed shall not be distributed in part or in full to any third party without obtaining prior permission from the Development Commissioner, CSEZ in writing.
- xxi) Necessary training on the module shall be imparted to CSEZ Officials. User manuals for CSEZ officials and end-users have to be provided.
- xxii) CSEZ and its officials shall be indemnified from any dispute arising out of using any third-party components while developing the modules.
- xxiii) The Modules developed should be covered with one year of warranty from the date of completion of the work; any issues arising in the modules or the hosting environment have to be rectified with minimum downtime. No extra charges will be provided for any other reasons. Following application support plan should be covered under warranty.
 - a. Change requests and additions to Web pages.
 - b. Troubleshoot/fix simple application user interface-related queries.
 - c. Assist application users in understanding application's functionalities.
 - d. Performing standard base services such as application health check and preventive maintenance.
 - e. Critical issues will be addressed and fixed within 48 hours.
 - f. Non-show stoppers and non-critical issues will be fixed within 5 working days.
 - g. Support will be provided on all working days (Monday to Friday except on Public holidays, but in case of emergency, the support should be available on public holidays.
 - h. Any modification in the software after acceptance shall be done free of cost during the first year of implementation.

24 Declaration

A declaration may be submitted in the following format.

DECLARATION

I/We have completely read and hereby accept the scope of work , requirements, terms & conditions, post warranty, Settlement & Disputes conditions.

Signature of bidders' authorized representative with seal:
Full address:

25 Post Warranty Maintenance

- a. Post Warranty Maintenance based on the performance of the developing agency, may be extended further for a period of up to five years. This includes all types of modifications to the website & technical support for the smooth running of the web & modules ,hosting environment server related matters. One-time Charges per year claimed shall be quoted in the financial bid.
- b. The schedule for attending the issue may be required to be adjusted as per requirements of the Office of the Development Commissioner, CSEZ and post-warranty maintenance/ support has to be carried out as per the direction of the Computer Cell, CSEZ or any authorized officials of CSEZ. Any maintenance/ urgent changes which is required to be carried out in the module for the smooth operation/ ensuring the security of the application have to be intimated and permission has to be taken before implementation.
- c. It will be the responsibility of the bidder to comply with all statutory obligations on its part arising out of this tender.
- d. The agency shall be required to undertake full responsibility for the safe custody and to maintain secrecy / proper care of documents/ data supplied by the Office of the Development Commissioner, CSEZ. Each document and data provided by Office of the Development Commissioner, CSEZ will have to be kept strictly confidential and no part of it shall be divulged to any person at any time without written authorization from the Office of the Development Commissioner, CSEZ. In case of lapse, the agency will be fully responsible for the consequences and action will be taken as per the provisions of the relevant Acts/Rules.
- e. The Files, Database, Tables, data / images shall be the property of the Office of the Development Commissioner, CSEZ. The agency should transfer the Files, Tables, and Database to the servers assigned for this purpose by Office of the Development Commissioner, CSEZ. At any point of time, Office of the Development

Commissioner, CSEZ should have access to all the data (csv, xml etc) related files containing the information of the records recorded in the database or folders or drives etc without the support of the front end of the web modules.

- f. The scope of maintenance shall include the optimization of the performance of the web modules and their accessibility on the internet.

26 Settlement of Disputes & Arbitration

- a. Any dispute, controversy, or claims arising out of or relating to this Agreement or the breach, termination, or invalidity there of, shall be settled through the following mechanism:
- b. Firstly, the aggrieved party shall write a letter to the other party detailing its grievances and calling upon the other party to amicably resolve the dispute by convening a joint meeting. Accordingly, the parties as per their convenience shall jointly convene the said meeting (s), wherein minutes of the said meeting(s) shall be prepared and countersigned by all the parties. It is mandatory to prepare minutes of meeting(s) and to be counter signed by all the parties, irrespective of the out come of the said meeting(s).
- c. In the event, the parties are unable to reach on any settlement in the said meeting(s),then the aggrieved party shall mandatory resort to Pre-litigation mediation mechanism with Kerala High Court Mediation Cell, Ernakulam.
- d. It is only upon failure of the Pre-litigation mediation mechanism with Kerala High Court Mediation Cell, and then the aggrieved party shall resort to resolution of disputes through arbitration of a Sole Arbitrator. The appointing authority of sole Arbitrator is Office of the Development Commissioner, CSEZ, to which neither of the parties have any objection nor they shall ever object.
- e. Subject to the parties agreeing otherwise, the arbitration proceedings shall be conducted in accordance with the provisions of the Indian Arbitration and Conciliation Act, 1996 (amended as on date).
- f. The Contract and any dispute or claim arising out of or in connection with it or its subject matter or formation(including non-contractual disputes or claims)shall be governed by and construed in accordance with the laws of India and the Parties submit to sole & exclusive jurisdiction of Courts at New Delhi.

27 Liquidated Damages for delays and Penalties

If the successful bidder fails to execute the work properly time, the agency shall pay liquidated damages to CSEZ at the rate of the 0.5 % of contract value for per week of delay or part thereof subject to maximum of 5% of the contract value. CSEZ may, without prejudice to any other method of recovery, deduct the amount of such damages from any monies due or to become due to the agency. The payment or deduction of such damages shall not relieve the agency from his obligation to complete the Works, or from any other of his

obligations and liabilities under the contract.

PART-III

ANNEXURE-I

ORGANISATION DETAILS

| Sl.No. | Particulars | Details Submitted by Bidder |
|--------|--|-----------------------------|
| 1. | Name & address of the Bidder | |
| 2. | Telephone no./Mobile No./Telex no./Fax no. | |
| 3. | Email id for communication | |
| 4. | Legal status of the bidder (attach copies of original document defining the legal status) (a) A proprietary firm (b) A firm in partnership (c) A limited company or Corporation | |
| | Particulars of registration with various Government Bodies (attach attested photocopy) | |
| 5. | Organization/Place of Registration 1. 2. | Registration No. |
| 6. | Names and titles of Directors & Officers with designation to be concerned with this work along with their contact number and Email id | |
| 7. | Designation of individuals authorized to act for the organization | |
| 8. | Has the bidder, or any constituent partner in case of partnership firm Limited Company/ Joint Venture, ever been convicted by the court of law? If so, give details. | |
| 9. | Bank Details Name of the Bank: Address of the Branch: Account Number: RTGS IFSC Code: | |

Signature of Bidder(s)

ANNEXURE-II**Technical Bid Format****(Form-1)**

Details of portal / websites done during the past 5 years

| Sl. No. | Name of Work/Project | Name and contact details Of client | Technology Used | Cost of project (Rs. in lakhs) |
|---------|----------------------|------------------------------------|-----------------|--------------------------------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |

Details of Government Clients/Projects

| Sl. No. | Name of Work/Project | Name and contact details of client | Technology Used | Cost of project (Rs. in lakhs) |
|---------|----------------------|------------------------------------|-----------------|--------------------------------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |
| 6 | | | | |
| 7 | | | | |
| 8 | | | | |

ANNEXURE-III

(Form-2)

Further Information of projects mentioned in Form-1 above

| | |
|---|--|
| Name of Client (End User): | |
| Name of the Work : | |
| Nature of Work: | |
| Description of services Performed by the company: | |
| Project Location: | |
| Name ,e-mail ID, telephone no. And fax no. Of client's representative: | |
| Project Cost(Rs. in lakhs) | |
| Start date and finish date of The services(month and year): | |
| Brief description of the Work: | |

Note:

- The Firm should provide details of only those assignments that have been completed successfully by own firm.
- Use separate sheet for each Eligible Assignment
- Satisfactory completion certificate from client should be enclosed.

ANNEXURE-IV

(Form-3)

Statement of Annual Turn Over

| Sl.No. | Financial Year | Annual Turnover(in Lakhs) |
|--------|----------------|---------------------------|
| 3 | 2022-23 | |
| 4 | 2023-24 | |
| 5 | 2024-25 | |

Note:

- Please do not attach any printed Annual Financial Statement.
- This form should be duly signed by the auditor of the company with his registration number
- Attach audited Profit and Loss Account, Balance sheet 2020-21,2021-22,2022-23,2023-24.

ANNEXURE-V**Financial Bid Format
(in Letter Head of Firm)****Form-4****PART -A**

| Sl. No. | Description | No of Man Hours(A) | Man hour rate per hour (B) | Total Cost (Ax B) | Applicable Taxes including GST (C) | Total (A +B +C) |
|---------|---|---------------------|----------------------------|-------------------|------------------------------------|-----------------|
| 1 | Design, Development Of Website For The Office Of Development Commissioner, Cochin SEZ | | | | | |

PART-B

| Sl. NO | Item | Qty | UoM | Unit Price | Applicable Taxes including GST | TOTAL |
|--------|---------------------------|-----|-----|------------|--------------------------------|-------|
| 2 | POWER BI LICENCE (1 year) | 1 | Nos | | | |

PART -C

| | |
|-------------------------------|------------|
| TOTAL PART A | Rs. |
| TOTAL PART B | Rs. |
| GRANTD TOTAL | |
| (Rupees in words.....) | |

Annual Maintenance Charges (from 2nd year to 5th year)

| Sl. No. | Description | Amount | Taxes | Total |
|---------|----------------------------------|--------|-------|-------|
| 1 | Maintenance charges for 2nd year | | | |
| 2 | Maintenance charges for 3rd year | | | |
| 3 | Maintenance charges for 4th year | | | |
| 4 | Maintenance charges for 5th year | | | |

ANNEXURE-VI

Form-5

APPROACH AND METHODOLOGY
(To be filled in by the bidder)

Annexure VII

FORMAT FOR UNDERTAKING REGARDING BLACKLISTING/NON-DEBARMENT
[On the letterhead of the Organization]
Form-6

Name of work: "Notice Inviting Tender For Design And Development Of Website For The Office Of Development Commissioner Cochin SEZ in The Office Of The Development Commissioner, Cochin"

To
The Development Commissioner
Office of the Development Commissioner, CSEZ
CSEZ Admin. Building, Kakkanad,
Cochin, Kerala--682037

This is to certify that we have taken the cognizance of Blacklisting Policy of Government of India Further, we hereby confirm and declare that we, M/s _____, is not blacklisted/ De-registered/ debarred by any Government Department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/Undertaken the works/Services during the last 5 years.

Yours faithfully,

Date: _____ (Signature, name and designation
of the Authorized signatory)

Place:

Name and seal of Bidder