

LIMITED TENDER ENQUIRY DATED 25.08.2025

Last date 23.09.2025 at 3.00 P.M

Sealed quotations are invited from bidders qualifying the eligibility criteria and other terms and conditions mentioned hereunder for Website Maintenance and System Software Maintenance for the period from 01.10.2025 to 30.09.2026 in respect of the departmental regional Website www.incometaxmumbai.gov.in positioned at data Centre, MTNL at Worli, Mumbai.

1. OVERVIEW OF WORK

Supply of goods & services in relation to providing Website Maintenance and System Software Maintenance for the period from 01.10.2025 to 30.09.2026 in respect of the departmental regional Website www.incometaxmumbai.gov.in positioned at data Centre, MTNL at Worli, Mumbai.

A. The Scope of Work includes the following items:

(1) Website Maintenance		
Website Updates	(A) Upkeep	Monthly periodic Analysis-checking the website for the following- Error reporting (If any) Checking of broken links and using relevant redirections Test and resolve any other issues to upkeep the website for smooth function of website
	Website upkeep	(i) Test and resolve for any broken links, broken images and template distortion (ii) Test functional areas such as Feedback Forms, Career section, Quick enquiry forms and other interactive elements and resolve errors-bugs, (iii) Test all sections and links of the website (iv) Resolve error-bugs with scripting languages, basic HTML, cascading style sheets, broken images, and all other existing malfunctioning code or components. (v) Test and Resolve error-bugs due to the periodic addition of new webpages, file uploads, any changes that prevent website from operating properly (vi) Maintain monthly backup of the website and database using permanent redirection codes for broken links (vii) W3c Validation of website (viii) Test and resolve other issues hindering smooth functioning of website
	(B) Enhancement	(i) Graphical user enhancement with existing animation, graphical element, icons, buttons, search bars, menus tools tips, overlays, dialogue boxes and text boxes such as: size changes/modification Alignment changes/modifications



		Existing animation/Script adjustments Homepage Banner and image changes Addition of new link for functional purpose in top menus, submenus, left menus, breadcrumbs, menu images etc.
	(C) Updates	(i) (website updates)- Pre-decided number of text and image updates (ii) Product/Service Updates- New product/service/link uploads, images, details specifications PDFs/Videos/Animation Series Product update in menu, sub-menu & breadcrumbs
(2) System Software Maintenance		
	Maintenance of all the system software for smooth functioning of the website	(i) Operating Systems Maintenance- as required in the server
		(ii) Firewall-Commodo SSL as required in the server
		(iii) Control Panels-updated version as required in the server
		(iv) Web Server-(Apache)
		(v) Security Patches-Smart/Patch, Vulnerability Scan, SMART, SSL Scan, True shield, Domain Verification, Malware Scan, Spam Scan, Port/services Open Scan etc.

The vendor may visit the site before and to better understand the scope of work

The bidders are advised to visit the above-mentioned site before quoting bid for the tender. Bidder shall be responsible for the above-mentioned scope of services and shall be the Single Point of responsibility for the end user/client officials for the entire contract period.

2. PAYMENT

- No advance payment would be made in any case. Payment shall be made on **"Quarterly Work Completion Certificate"** which shall be obtained from the authorized representative of the Department appointed for this purpose.
- The vendor will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reasons.
- No demand for revision of rate on any account shall be entertained during the contract period.



Eligibility Criteria:

- (i) The Bidder must have work experience in website maintenance with any government organisation (if they do not fall in MSME/start-up category)
- (ii) The bidder should have head office/branch office in the state of Maharashtra. In this regard, documentary evidence of address in the form of any registered document has to be submitted.
- (iii) The bidder should have experience of such contract with the contract value of minimum Rs. 1,00,000 with any Government Organization or PSU.
- (iv) The bidder must submit copy of acknowledgement of Return of Income filed and Balance Sheet and Profit & Loss accounts for the A.Ys. 2022-23, 2023-2024 and 2024-25.
- (v) The bidder should submit PAN and GST number.
- (vi) Necessary documentary proof and details should be submitted with the quotation documents in respect of item numbers (i), (ii), (iii) (iv) and (v) mentioned above.
- (vii) The Service Provider must conform to the applicable government IT security standards and guidelines and periodic security audits.

4. Other Terms and Conditions of the Contract:

- (i) Bids once submitted shall not be allowed to be withdrawn and any default after acceptance of the bid shall be deemed to be non-compliance of terms of contract.
- (ii) The bidder will be qualified for Financial Bid only if it fulfills the eligibility criteria and
Conditions stipulated in the "Technical Bid"
- (iii) The Income Tax Department reserves the right to accept or reject any bid without assigning any reason.
- (iv) Tender bid should be submitted in a big sealed envelope marked as Tender of carrying out services related to Website Maintenance and System Software Maintenance for the period from 01.10.2025 to 30.09.2026 in respect of the departmental regional Website www.incometaxmumbai.gov.in positioned at data Centre, MTNL at Worli, Mumbai containing two smaller sealed envelopes marked as **"Technical Bid" & "Financial Bid"**.
- (v) This office reserves the right to terminate the contract at any time
- (vi) Rates quoted should be all inclusive.
- (vii) The vendor will have to fulfill the safety rules, security rules as governed by the applicable rules/laws for the representatives of the vendor, prevailing from time to time.
- (viii) The quotation documents are to be submitted in office of the ITO(HQ)Admin-III, Mumbai at Room No.345, 3rd Floor, Aaykar Bhavan, M K Road, Mumbai - 400020 on or before 3.00 PM On 23.09.2025. No bid will be accepted thereafter.
- (ix) The Tender will be awarded to bidder who qualified "Technical Bid" & whose "Financial Bid" is found to be lowest (i.e. L1 bidder).



(x) The quotation will be opened at 3.30 P.M. on 23.09.2024 in the room of Old Conference room, 3rd Floor, Aayakar Bhavan, Mumbai.

(xi) The decision of Income Tax Department, Mumbai shall be final in all matters of selection of the contractor for carrying out services related to Website Maintenance and System Software Maintenance of the income tax department regional website for Mumbai region i.e., incometaxmumbai.gov.in

The bidders can contact the O/o the ITO (HQ) Admin-III, Mumbai at Room No.345, 3rd floor, Aaykar Bhavan, M. K. Road, Mumbai 400 020 for further details or clarifications if any on any working day during the office hours.

5. PERIOD OF CONTRACT

(i) The contract shall be valid for a period of one year starting from date of award of contract.

(ii) The contract may be extended further at the discretion of the O/o. the Pr. CCIT Mumbai. No demand for revision of rate on any account shall be entertained during the contract period.

6. PENALTY

(i) If the successful Vendor does not attend the complaint and rectify/solve the faults within 24 hours from time of complaint registered, the Vendor shall be liable for penalty

@ Rs.1000/- per day w.e.f. time and date of complaint registered. This may also entail termination of contract.



CARRYING OUT WEBSITE MAINTENANCE AND SYSTEM SOFTWARE
MAINTENANCE FOR THE PERIOD FROM 01.10.2025 TO 30.09.2026 IN
RESPECT OF THE DEPARTMENTAL REGIONAL WEBSITE
WWW.INCOMETAXMUMBAI.GOV.IN POSITIONED AT DATA CENTRE,
MTNL AT WORLI, MUMBAI.

ANNEXURE-B

FINANCIAL BID

1	Name & Address of the Bidder	
2	Telephone Nos. of the Bidder	
3	Rate (Excluding Taxes) in rupees.	Rs.(in fig.) _____ (in words) _____ _____
4.	GST (if applicable)	
5	Total	

(Name & Sign of the Authorised Signatory)



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ANNEXURE –A

TECHNICAL BID

1	Name & Address and Telephone Nos. of the Bidder	
2	P.A.N	
3	GST No & Registration Certificate (Copy to be attached)	
4	Details of Return of Income submitted (Copy to be attached)	
5	Details regarding experience in the field(Proof to be attached)	



(Name & Sign of the Authorized Signatory)