भारत सरकार/Govt. of India

प्रधान मुख्य आयकर आयुक्त, गुजरात का कार्यालय

Office of the Principal Chief Commissioner of Income tax, Gujarat
कमरा नं. 240, दूसरी मंजिल, आयकर भवन, आश्रम रोड, अहमदाबाद -380 009.
Room No. 240, 2nd Floor, Aaykar Bhavan, Ashram Road, Ahmedabad – 380 009
E-mail Id : ahmedabad.dcit.hq.estate@incometax.gov.in

No. PCCIT-GUJ/HQ/ESTATE/Website_Maintenance/81/2026-27 Date: 29.08.2026

To Whomsoever it may concern

Notice inviting Quotation for the work of Maintenance (Annual Maintenance Contract) of the Departmental Website- www.incometaxgujarat.gov.in

Sealed quotations are invited on behalf of Govt. of India, by the Pr. CCIT, Gujarat, Ahmedabad from interested Service Providers/Agencies for the work of maintenance of Departmental website- www.incometaxgujarat.gov.in. The detailed scope of work is enclosed with this notice as annexure B. The eligibility criteria is enclosed as annexure C and the detailed terms and conditions are enclosed as annexure D. The bidders are advised to go through all the enclosures meticulously before quoting their respective bids.

The date/time for submission of quotations is on or before 31/08/2026 at 05.00 P.M. The address for submitting bids is given below:

Room no. 232, 2nd floor, Aaykar Bhawan, Ashram Road, Ahmedabad-380009

All the quotations received shall be opened by the Local Purchase Committee constituted by the Pr. CCIT, Gujarat, Ahmedabad on same working day or any subsequent date. The Local Purchase Committee will recommend the price for the above mentioned work. The Local Purchase Committee will have exclusive jurisdiction for evaluation of the technical qualification as well as financial bidding in the said services. The execution of work/services shall start after issuing of work order.

The notice inviting quotation alongwith all the enclosures is available on website www.incometaxgujarat.gov.in. The bidders may download all the documents from the website.

(Devenkumar Keshwala)
Dy. Commissioner of Income Tax(Estate)
For the Pr. Chief Commissioner of Income Tax-Gujarat
Ahmedabad

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No. PCCIT-GUJ/HQ/ESTATE/Website Maintenance/81/2026 -27 Date: २१ .05.2026

Scope of Work

The AMC for Maintenance and regular updation of content and all associated activities linked with the work related to English/Hindi/Gujarati contents of the website of the Income Tax Department (www.Incometaxgujarat.gov.in) hereinafter referred as "DEPARTMENT" which include the following works:

1. Web hosting which includes server space, SSL Certificate, Security, bandwidth on server and other related tasks.

2. The service provider shall be responsible for major updation such as adding a new webpage, adding a new link, re-designing on existing pages, public notices, tenders, facility notices, meeting notices/Minutes etc. and same should be done with the prior approval of Departmental Officers.

3. Maintenance of static pages of information.

4. Regularly checking for dead links on website.

5. Archival of information (as per instruction from the department).

6. Updation of data elements on existing pages.

7. Regular Updation of Sitemap.

8. Updation of navigation schemes.

9. Re-designing of Home Page (as and when Required by Department)

10. Content research and management.

11. Website visitor experience and feedback Option.

12. Complaint/suggestion menu.

13. Uploading of the English/Hindi/Gujarati Contents on the website.

14. To make the website mobile responsive.

15. Any other related work, if required. (During the contract period, if scope of work is diversified then the VENDOR shall have to provide the engineer with requisite caliber to the department and no additional amount will be paid).

16. Vendor shall ensure mandatory security protocols are in place so that any security threats such as phishing/malware/malicious attacks are eliminated.

17. Website is to be upgraded regularly to avoid any aesthetic irregularities and the UI of the website is neat and organized.

18. Measures to keep the Data backup of the website content should be ensured to avoid any loss of content.

19. Site Availability and Uptime

The site has to be available 24x7 apart from permitted planned maintenance activities. The service provider shall be responsible for downtime arising out of applications, database, OS, Anti-Virus and other related components.

20. It shall be ensured that website be accessible on all browsers like Microsoft edge, Mozilla Firefox & Google Chrome etc.

21. It shall be ensured that Hindi, English and Gujarati content is universally accessible to users.

22. Website shall conform to the essential prerequisites of UUU trilogy i.e. Usable, User- Centric and Universally Accessible.

23. The service provider shall possess state-of-the-art multi-tier security infrastructure at both, physical and network level as well as security policies to ensure the best possible security to Government websites. The Service Provider MUST also use devices such as firewall and intrusion prevention systems to make the website more secure.

24. The Service Provider MUST have a redundant server infrastructure to ensure fastest restoration of the website in the event of any unforeseen hardware/software failure.

25. The Service provider MUST have a Disaster Recovery (DR) Centre in a geographically distant location and a well drafted DR plan for fast restoration of the services during any disaster.

26. The service provider shall submit CERT-IN certification i.e. certificate provided by a CERT Empanelled Security Auditor after conducting a detailed security audit of the website, at the interval of every 6 months. The cost of such audit for the entire year should be included in the financial bid.

27. The other activities to be carried out during the AMC period:

a. Rectification of any programming bug.

b. Code changes to implement security recommendations.

c. Application and database tuning.

d. OS and Anti-Virus maintenance.

e. Regular application and database backups.

f. Restoration of application and database in case of server crash/ changeover/ up-gradation etc.

g. Telephonic, remote and onsite application support.

28. The contract duration shall be one year from the date of commencement of contract.

The list is not exhaustive the service provider would be required to do any other task related to maintenance of website.

29/05/2026

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Eligibility Criteria

1.The bidder shall have minimum of 2 years' experience in website creation/development, maintenance & other related matters as given below (documents related to work experience along with satisfactory work completion certificate is required):

a. Development of portals of similar nature, with static content and database driven dynamic content/interactive content.

b. The AMC holder (Supplier) must have the expertise in maintenance of website contents, uploading on websites, development of home-page, etc. and expertise in generation of online modules of reports etc. They should have well qualified persons with experience in development of website including new home-page etc. and having managed of similar nature, i.e. as described in above point.

c. Support team should be proficient in HTML, JSP, PDF, RDBMS FLASH, Applets, servlets, XML and content management tools.

2. The bidder must have an average annual turnover of Rs. 5 Lakh for assessment year 2023-24, 2024-25 & 2025-26. CA certified certificate annual turnover certificate is required to be submitted with the bid.

3. Proof of registration with GST & PAN is essential and copies of the proof should be submitted.

4. The bidder shall submit the copies of returns of income tax returns for the assessment year 2023-24, 2024-25 & 2025-26.

5. Price quoted in the financial bid should be inclusive of all taxes and other charges, if any.

6. The bidder shall have to provide services at Ahmedabad and should have operational branch or operational office in Ahmedabad. In this regard, current address proof of operational branch/office in Ahmedabad is required to be submitted with the bid.

7. The bid should be signed by the authorized person and his/her full name and status should be indicated below his signature.

8. Every paper of the tender should be signed by the contractor and properly affixing the seal of Agency/Firm/Company.

9.The applicant should not have been blacklisted or debarred from participating in the tenders at any point of time by any of the Central or State Government, Semi Government or local body or any other agencies at any point of time. A self-declaration is required to be submitted.

10. The bidder must currently have at least one contract for maintenance and updating of government website, work orders are required in this regard.

11. The bidder firm must have been registered with EPFO and ESIC.

12. The bidders who are verified MSEs and verified Startups are exempt from mandatory requirement of annual turnover and years of experience.

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Terms & Conditions

i) Ownership by Site Owner (Income Tax Department, Gujarat- ITD) of Web Pages.

With the sole exception of any software created by Developer independently for the services provided under this Agreement and any preexisting third-party software used in connection with the satisfaction of Developer's obligations hereunder, all materials, products, and related modifications thereto developed or prepared by Developer (including any of its subcontractors) in connection with the Web Pages, including, without limitation, all text, images, music, audio, video, and other information, and all code relating thereto ("Web Page Elements"), are, as between Developer and ITD, the sole and exclusive property of ITD, and all right, title, and interest thereto shall vest in ITD and be deemed to be a "work-made-for-hire" and made in the course of services rendered hereunder. To the extent that title to any such works may not, by operation of law, vest in ITD or such works may not be considered works-made-for-hire, all right, title, and interest therein are hereby irrevocably assigned to ITD.

All Web Page Elements shall belong exclusively to ITD, with ITD having the right to obtain and hold in its own name all copyright, patent, and trademark registrations and such other protections as may be appropriate to the subject matter and any applications, extensions, continuations, and renewals thereof and all merchandising rights therein. Developer agrees to give ITD and any person designated by ITD, any reasonable assistance required to perfect the rights defined in this section.

ii) Without limiting any other rights or remedies the Client may have against the tech resources hired /service providing agency arising out of or in connection with this Contract, the buyer/ Client may terminate this Contract effective immediately by giving written notice to the SPA/ Tech Resources if: the SPA/ Tech Resources breaches a material provision of this Contract where that breach is not capable of remedy; the SPA/ Tech Resources breaches any provision of this Contract and fails to remedy the breach within 14 days after receiving notice requiring it to do so; or an event specified in any clause of the contract happens to the SPA/ Tech Resources . Termination of this Contract does not affect any accrued rights or remedies of a party.

iii) The service provider shall acknowledge and agree to maintain the confidentiality of Confidential Information (as hereafter defined) provided by the user department (the "Disclosing Party'). The Receiving Party shall not disclose or disseminate the Disclosing Party's Confidential Information to any person other than those employees, agents, contractors, subcontractors and licensees of the Receiving Party, or its affiliates, who have a need to know it in order to assist the Receiving Party in performing its obligations, or to permit the Receiving Party to exercise its rights under the Contract Agreement. The term "Confidential Information", as used herein, shall mean all business strategies, plans and procedures, proprietary information, software, tools, processes, methodologies, data and trade secrets, and other confidential information and materials of the Disclosing Party, its affiliates, their respective clients or suppliers, or other persons or entities with whom they do business, that may be obtained by the Receiving Party from any source or that may be developed for the Disclosing Party as a result of the Contract Agreement.

The provisions respecting confidentiality shall not apply to the extent, but only to the extent, that the information or document is: (i) already known to the Receiving Party free of any restriction at the time it is obtained from the Disclosing Party, (ii) subsequently learned from an independent third party free of any restriction and without breach of this provision; (iii) is or becomes publicly available through no wrongful act of the Receiving Party or any third party; (iv) is independently developed by the Receiving Party without reference to or use of any Confidential Information of the Disclosing Party; or (v) is required to be disclosed pursuant to an applicable law, rule, regulation, government requirement or court order, or the rules of any stock exchange (provided, however, that the Receiving Party shall advise the Disclosing Party of such required disclosure promptly upon learning thereof in order to afford the Disclosing Party a reasonable opportunity to contest, limit and/or assist the Receiving Party in crafting such disclosure). The obligations under this clause shall survive for five years from termination or expiration of this Contract. The work order/contract with the user department may define more stringent confidentiality obligations depending on the nature of information / data being shared. In such event, the more stringent obligations shall prevail.

iv) Penalty

If the Service Provider is not able to carry out continuously 3(three) Service Request within the time frame of 24 hours from initiating a request, the Department may deduct 25% of Web

Maintenance Fee for that particular quarter or fifteen days of prior notice period may be served for termination of the contract. For that 15 days notice period the Service Provider should support without any maintenance cost.

v) Breach of Contract

The following conditions shall specify breach of contract and buyer shall have right to immediately terminate the contract.

(a) Cumulative penalties reaches 20% of the contract value.

(b) Repeated breach of SLAs beyond 3 instances in the entire contractual period shall be treated as breach of contract. Breach of SLA is defined as performance lower than defined lower performance in this agreement.

(c) In case of major default on the part of the Service Provider, the Buyer may provide a 24-hour written notice terminating the contract to the Service Provider.

vi) Optional Services

The service provider provides for any services that are not normally required by the user, but might be required as an exceptional case, for these kinds of services the Service Provider would take prior approval from the department and also cost for such service must also be finalized with the department.

vii) Training

If so requested by Department, the service provider shall provide department with basic training in the use of coding and scope of such training would be to ensure content updation on website. Such training shall take place at buyer's office at a time reasonably convenient to both parties.

viii) Duration of the service contract may be extended up to 6 months beyond the initial contract duration (subject to satisfactory performance and mutual consent).

ix) The service provider shall ensure compliance to all applicable statutory provisions issued by Central and state Government.

x) The service provider shall ensure that the downloadable content on website is checked for viruses and clean them as well.

xi) The service provider shall have to update the content/design of the website as requested by the department to implement directions contained in Guidelines for Indian Government Websites.

xii) The bidder shall not sub-contract/outsource the job to any other agency.

xiii) The bidder firm should ensure the security aspect of the website. In case of security breach, it's the responsibility of bidder firm to keep all the data safe and secure.

xiv) The Department, taking note of overall facts and circumstances can change, add and relax any of the terms and conditions of this tender notice.

xv) No advance payment shall be made.

29/05/2026

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