



वित्त मंत्रालय / Ministry of Finance
राजस्व विभाग / Department of Revenue

सीमा शुल्क आयुक्त कार्यालय / Office of the Commissioner of Customs
कस्टम हाउस नयी हारबर एस्टेट / Custom House, New Harbour Estate
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TENDER NOTICE

INVITATION OF EXPRESSION OF INTEREST (EOI)

Office of the Commissioner of Customs, Tuticorin invites Expression of interest (EOI) from the Document Management System Provider. Companies who have the technical capability and experience to provide complete solution from receiving of document, scanning and maintaining hard copy as well as soft copy. Firms having technical capability and experience in digitization /scanning of documents with archival and retrieval/recovery applications are encouraged to participate in the EOI.

For the implementation of above mentioned work, interested parties should submit their detail EOI proposal along with all supporting documents complete in all aspect on or before 5.00 p.m. of **20.07.2016** in the drop box kept in the Public Relation Officers room at the ground floor of the Office of the Commissioner of Customs, Custom House, New Harbour Estate, Tuticorin-628 004, in the prescribed format.

EOI documents which include eligibility criteria etc can be downloaded from Tuticorin Customs Website tuticorincustoms.gov.in Any amendment/corrigendum/clarification with respect to this bid will be uploaded on Tuticorin Customs Website only. The prospective bidder should regularly follow up for any any amendment/corrigendum/clarification on the above Website.

DISCLAIMER:

Though adequate care has been taken while preparing the EOI documents, the prospective parties shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately.

Commissioner of Customs, Tuticorin reserves the right to modify, amend or supplement this EOI document.

While this EOI document has been prepared in good faith, neither this office nor the Officers of this Custom House, Tuticorin accepts any responsibility or liability, whatsoever, in respect of any statement or omission herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulation as to the accuracy, reliability or completeness of this EOI document, even if any loss or damage is caused by any act or omission on their part.

1. Preliminary

A Document Management System (DMS) is proposed to be set up at Custom House, Tuticorin and at St John ICD, Tuticorin, wherein Customs documents viz., Bills of Entry (and also Shipping Bills at later date i.e. after the DMS for Imports gets stabilized) and related documents (including invoice, packing list, bill of lading B/L, Country of Origin Certificates (COO), FTA certificates etc.) are proposed to be stored both in digital as well as hard form (in docket). The digital storage will be done by way of scanning the documents and retrieving the Bills of Entry from the EDI system and store the same in digital form in the stand alone PC for future retrieval. The hard copy storage is to be done by way of giving the docket a unique barcode and keep the information stored in the system against Bill of Entry number, so that in future by way of Bill of Entry number the docket would be located by way of its storage location uniquely assigned by the barcode already generated.

The volume of work is expected to be about 1000 docket per day. Sealed quotations are invited from reputed and qualified vendors to carry out the aforesaid activities of DMS. Interested parties are required to submit tenders in two parts in separate sealed envelopes. Technical bid (Envelope-I) should indicate the commercial standing of the organization, their experience in the field of work, the technology (both hardware & software) they propose to utilize, the number of personnel they proposed to employ on the job, the core strength of the vendor to do the job bided for etc., Financial bid (Envelope -II) should contain the financial bid indicating the proposed charges.

Receipt of Offer: On or before 5.00 P.M of **20.07.2016** in the drop box kept in the Public Relation Officer's room at the ground floor of the Office of the Commissioner of Customs, Custom House, New Harbour Estate, Tuticorin-628 004.

2. Basic conditions/ Criteria

- i. Technically proficient Firms / Companies having proven experience in Document Management System for similar organization(s) only shall be eligible to submit the Tender.
- ii. The tender document should be supported by letter(s) of proof of having successfully carried out Document Management work in reputed organization(s) / Firms.
- iii. Parties who do not fulfill the requisite qualification or who do not furnish documentary evidence to the above effect will be summarily rejected during the round of preliminary screening based on information provided in Technical bid (envelope - I). In such cases Financial bid (envelope - II) will not be opened. The tenderer can claim back such unopened envelopes within 15 days from opening of Envelope - I. Any false information will lead to disqualification of the Tenderer at any stage.
- iv. Rate quoted shall be valid for total period of contract. The rate quote should be in unit cost per docket including taxes. The initial proposal is to give contract for a period of SIX months. However the contract will have provision for termination of the contract at short notice in cases where the terms of the contract are not complied with.
- v. The Commissioner of Customs, Custom Hous, Tuticorin is not responsible for non- receipt/late receipt/loss of tender documents on account of postal delay.

vi Consortium Agreements and MOU's will not be considered.

vii Notwithstanding anything above, Commissioner of Customs reserves the right to choose/accept/reject any or all applications in full including rejection of any request for the issue of tender forms.

viii. Commissioner reserves the rights to assess the capacity / capability of the applicants in the overall interest of the Department without assigning any reason.

ix. Any bid received after the expiry of the date and time shall not be considered

x. Commissioner of Customs is not necessarily bound to accept the lowest offer / bid.

xi. The contract shall be awarded to the short-listed tenderer as and when the financial sanction is accorded by the appropriate authority.

3. Scope of Work:

i. The main objective and function of the DMS is to receive the dockets from various locations of CFSs and at St John ICD and digitization of the documents by way of scanning and storing the dockets physically, as discussed in para 1, on a daily basis and bundling the scanned documents with proper barcoding of the dockets as well as storage on the shelf where the docket is to be stored physically, enabling its easy retrieval TO THE AUTHORIZED REPRESENTATIVE OF THE DEPARTMENT ONLY at the required future date.

ii. The following services to be provided by the Tenderer.

- Receipt of documents,
- Document preparation,
- Scanning,
- Storing in the appropriate folders,
- Barcoding,
- Maintenance of the software,
- Generation of periodical performance reports and other related reports,
- Regular back-up of DMS Server data,
- Archival of DMS server data in media and periodical submission of the same to the authorized representative of the department only.

- Re-organization of the documents and sending the documents to the Section(s) concerned.
- ii. The primary task is to prepare the documents received in the DMS, for scanning and barcoding. This job involves removing of staple pins, detaching from strings, straightening dog-eared edges, smoothening the papers etc.
 - iv. The quality of each image scanned must conform to 100% accuracy. It should be ensured that every document scanned can be retrieved with ease. After completion of the scanning, the documents have to be reorganized to its original structure and to be physically stored by properly barcoding the dockets as well as the shelf where the docket is to be stored. The barcoding information must be kept in the system with reference to Bill of Entry no/ Shipping Bill No, importer's name etc so that retrieval at later date is made possible with ease.
 - v. The departmental users are to be given access to the DMS either from the scanning site from a designated machine or from any machine from the work place of Custom House or ICD, as the case may be.

4. Responsibilities of bidder/vendor/tenderer.

- (i) It will be the responsibility of the vendor to ensure that the documents are handled with the required secrecy and safety against any type of loss while the custody of the vendor Or through any action of the personnel employed by the vendor at any stage.
- (ii) It will be responsibility of the vendor to maintain the quality of scan. The vendor is required to set up his own equipments such as Servers, Scanners and other necessary hardware and software to ensure quality of the scan and to handle the entire scope of work as mentioned above.
- (iii) Suitable manpower has to be provided by the tenderer for completing a day's(24 hrs) activity within the same day. The vendor is responsible for doing adequate background checks and antecedent verification of the personnel to be employed so that no persons with malicious intent get chance to handle customs documents. The vendor shall give a list of the personnel they want to be their employee(s) with their names, address and address of their employer wherever applicable or any such details as may be asked for. The department reserves the right to refuse permission to any individual to work on this job without assigning any reason.
- (iv) Adequate equipments and hardware necessary for scanning and storing the electronic images and to run a basic office are to be provided by the tenderer.
- (v) Media for storing electronic records will be decided on mutual agreement. The tender submitted should separately indicate the cost of media for storage of the documents for each month:
- (vi) The Tenderer shall quote the amount proposed to be charged, per image basis and separately for media to be used.
- (vii) The contract is not transferable.
- (viii) The Tenderer shall ensure compliance of all legal requirements including minimum wages and other provisions of Labour Laws and the same should be specified in the bid.

- (ix) Prices/cost quoted should be per docket inclusive of all taxes and levies by any Government, local authorities etc. on all inputs. However the tax if any payable on the final stage of the service shall be paid by the service provider. No payment over and above the prices quoted shall be made on account of any change in cost factors. However suitable increase will be given for any new taxes at the final stage of the service to be billed.
- (x) The bidder shall provide identification proof by way of documents etc in respect of personnel under the control of bidder to show their identity to collect the docket for bar coding and scanning purposes, from the custodians and deposit the same in defined storage area to be specified by the Commissioner of Customs.
- (xi) The bidder shall ensure that the personnel employed by the bidder do not interfere with any of the already existing IT infrastructure including Commissionerate's LAN and other associated hardware.
- (xii) Once this office notifies the successful Tenderer that its bid has been accepted, this office will send the contract form incorporating all agreements between the parties. Within seven days of the receipt of the contract form, the successful Tenderer shall sign and date the contract and return it to this office. The Tenderer shall not assign, sub-contract, or in any way involve any third party in part or whole of the task, without the explicit and written permission from this office.
- (xiii) On breach of the terms of contract, either party can terminate the contract by giving one month's prior notice. Accumulation of un-scanned documents, lack of clarity in the scanned images, malicious handling of the documents etc. are sufficient reasons to terminate the contract

5. Responsibilities of the Customs Department

- (i) The department will provide suitable space, power and pack up in the Custom House, Tuticorin for functioning of the DMS.
- (ii) Space for the physical storage of the dockets after scanning and storing of scanned electronic documents will be provided by the department;
- (iii) This Office shall in no case be liable or responsible for any compensation under any Act, in respect of any staff employed by the Tenderer.
- (iv) It is proposed that the charges per docket will be collected by the bidder, directly at the EDI service centre, where Bills of Entries / Shipping Bills are submitted from the importer / exporter / CHA in respect of all Bill of Entries / Shipping Bills, whether submitted at the service centre or through ICEGATE.

6. Court jurisdiction

The contract with the selected bidder shall be governed by any and construed in accordance with the Laws of India. The parties hereby agree that the Court in the city of Tuticorin alone shall have jurisdiction to entertain any application or any awards made by the Sole Arbitrator of other proceedings in respect of anything arising under this Contract.


(K.C. JOHNY)
COMMISSIONER