MINISTRY OF FINANCE DEPARTMENT OF REVENUE
OFFICE OF THE COMMISSIONER OF CUSTOMS
Custom House, New Harbour Estate Thoothukudi – 628004.
Tel: 0461 2352655, 2352633 Fax 0461 2352019

C.No.VIII/48/365/2016-Cus Pol   Dated 15.11.2016

TENDER NOTICE

The Commissioner of Customs, Tuticorin invites tender from experienced parties having technical capability in digitization / scanning of documents for the work relating to scanning of processed Customs documents namely Shipping Bills and Bills of Entry along with their attached documents available in Container Freight Station (CFS), Inland Container Depot (ICD) and Custom House. Elaborate details of work including eligibility criteria is available at www.tuticorincustoms.gov.in.

Interested parties may submit their proposal along with supporting documents in all aspect on or before 09.12.2016 at 5 p.m. to the O/o the Commissioner of Customs, Custom House, New Harbour Estate, Tuticorin -628004.

(SURESH BABU BODDULURI)
ADDITIONAL COMMISSIONER

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
तूतुक्कुडी – 628 004 / Thoothukudi – 628004.
दूरभाष / Tel: 0461 2352655, 2352633 फैक्स / Fax 0461 2352019

C. No. VIII/48/365/2016- Cus Pol.   Date: 11 .11.2016

TENDER NOTICE FOR DOCUMENT MANAGEMENT SYSTEM (DMS)

INVITATION OF EXPRESSION OF INTEREST (EOI)

1 . PRELIMINARY

Office of the Commissioner of Customs, Custom House, Tuticorin invites Expression of interest (EOI) from the Documents Management System Provider. A Document Management System (DMS) is proposed to be set up at Custom House, Tuticorin under the Jurisdiction of the Commissioner of Customs, Tuticorin. The documents in the above location viz., Bills of Entry, Shipping Bills, Bill of Lading/Airway Bill, TR6 challans, certificates and any other document as directed by the Commissioner of Customs, Tuticorin or the officer authorized by the Commissioner of Customs for the purpose, are proposed to be stored both in digital as well as physical/hard form. The documents will have to be scanned, indexed, bar coded and stored as detailed later in the tender document.

The DMS is to be setup independently at Custom House, Tuticorin and at St. John ICD, Tuticorin. The volume of work is expected to be about **1000 dockets per day**. These dockets would primarily be sets of Bills of Entry and Shipping Bills along with enclosures like Invoice, Packing List, Bill of Lading/AWB, TR6 Challans, Certificates, etc. but could also contain any other documents directed by the authorized person. Each docket would contain 20 pages on an average. Sealed quotations are invited from reputed and qualified vendors to carry out the activities of DMS as detailed in "Scope of work" in Paragraph 4. Interested parties are required to submit tenders in two parts in separate sealed envelopes. Envelope-I should indicate the commercial standing of the bidder, their experience in the field of DMS, the technology(both hardware & software) they propose to deploy, planned architecture, number of personnel they propose to deploy, the core strength of the bidder to undertake DMS etc. Envelope —II should contain the financial bid indicating the proposed charges (per docket). The charges should be indicated as per the provisions contained in the Commercial terms of payment to the bidder mentioned hereinafter.

2 . <u>PRE QUALIFICATION CRITERIA OF BIDDERS</u>

a)   The Bidder should be highly experienced with good infrastructure and sound knowledge of Scanning, Digitization and Archiving Techniques and should be in operation for a period of at least 5 years on 31.10.2016, as evidenced by the Certificate of Incorporation issued by the Registrar of Companies.

b) The bidder must have own digitization software and hardware set up for Scanning, digitizing, indexing and bar coding. Purchase Order or Delivery Challan of the same should be submitted as documentary evidence by the bidders.

c) The bidder should be having valid SEI - CMM Level-3(minimum), ISO 9001:2008 and ISO27001:2005 certificates. Evidence of the same needs to be submitted.

d) The bidder must have minimum annual turnover of Rs. 3 Crore during each of the last three financial years (up to March 2016). Attested & audited copy of the company's annual report has to be attached along with the bid.

e) The bidder should submit certificate from their Chartered Accountant, certifying their annual turnover from the scanning and digitization of records exclusively for last three financial years, as evidence.

f) The bidder should have experience of executing in last 3 Years atleast 4 projects of digitizing/Scanning, indexing & storing scanned images in a Document Management System for a reputed organization in India OR atleast 2 projects of digitizing/Scanning, indexing & storing scanned images in a Document Management System for any State Govt./Central Govt./ PSU. OR atleast 1 Project of Scanning, storing & retrieving Bill Of Entry & Shipping Bill documents at any of the Customs locations in India will be preferred.

g) As time, accuracy and security is the essence of the project, the Bidder must have Automated Production Control System for managing digitization centre to track the real time progress of digitization activity. The Bidder should possess valid licenses of the same.(Should provide proof of the same).

h) As quality of Scanned Image is of supreme importance to the Customs Department, Bidder must have Automated Document Quality analyzer mechanism to check quality of 100% of the documents along with the manual process of random or complete checking. Bidder has to use legal licenses of the same (Should provide proof of same).

i) Sub-Contracting of the Job, Consortium Agreements and MOU's will not be allowed.

j) All the employees/operator deployed by the vendor for the digitization activity must comply with Government of India rules and regulations like minimum wages act, Provident fund and ESI facility standard. Proof of compliance and labour license needs to be submitted along with the quotation.

k) The bidders shall among other things furnish the following

i) Company credentials;
ii) Bidder's understanding of the Department's requirements;
iii) Solution methodology and approach including proposed architecture;
iv) Implementation details/manpower requirements for the project.
v) High level project plan and
vi) A comprehensive case study of one DMS project having been successfully implemented, similar to the department's requirements. Bidders who do not fulfil the above pre-qualification criteria 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 envelope - I. In such cases envelope — II will not be opened. The bidder can claim back such unopened envelopes within 15 days from opening of Envelope — I. False information will lead to disqualification of the Bidder at any stage.

3 . EVALUATION
3 (a) Technical

A Technical Evaluation Committee (hereinafter referred to as the TEC – 1) consisting of qualified personnel will be formed by the Commissioner of Customs, Tuticorin to evaluate the shortlisted bids received from the bidders. The TEC – 1 will scrutinize, analyse and evaluate the tender documents containing in Envelope – I only. The TEC – 1 shall take into consideration the following bid parameters:

☐ Certification if any, which the company or organization possesses
☐ Competency/capability in terms of undertaking similar projects
☐ Work Experience in terms of successfully delivering solutions in similar projects
☐ Case studies for reference
☐ Human Resources- Strength, Employees engaged in DMS - Skill Set relevant to the job requirement
☐ Bidder's understanding of Business Requirements
☐ Solution Methodology & Approach
☐ Valid Assumptions/Risks if any
☐ Components and Sub-Systems
☐ Integration Capabilities
☐ Performance & High Availability in the Solution
☐ Capability in terms of meeting the service-level agreement (SLA) Requirements
The TEC – 1 shall furnish to the Commissioner of Customs, Custom House, Tuticorin, the evaluation of each bidder based on above parameters not later than 45 days from the date of communication to the TEC-1.

3(b) Commercial

A Tender Evaluation Committee (hereinafter referred to as the TEC – 2) consisting of Officers of Custom House, Tuticorin headed by the Additional Commissioner of Customs, Custom House, Tuticorin shall scrutinize the financial bids received in envelope – II. TEC-2 headed by the Additional Commissioner of Customs shall consider the evaluation received from TEC-1 and the financial bids and award the contract as deemed fit. Rate quoted shall be valid for the total period of contract. The initial proposal is to give contract for a period of ONE YEAR. 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. The Commissioner of Customs reserves the right to assess the capacity / capability of the applicants in the overall interest of the Department without assigning any reason. The Commissioner of Customs, Tuticorin is not bound to accept the lowest offer / bid.

4 . SCOPE OF WORK

Detailed activities of Scanning Work
4(a) (I) Receiving of documents

4(a)(I) i. Bills of entry dockets generally consisting of invoice, packing list, airway bill or bill of lading, declaration of the importer, certificates like country of origin, fumigation, test reports etc. and all copies of the bills of entry (original set mentioned as Customs copy).

4(a)(I) ii. Shipping bill dockets consisting of invoice, packing list, ARE 1, airway bill or bill of lading, declaration by the exporter, certificates, if any and shipping bill copy. The above documents have to be physically collected by the bidder from the place(s) specified by the Commissioner of Customs separately. A list of enclosures like Invoice, Packing List, ARE, Certificates shall also be listed. All documents so collected have to be entered in a register by furnishing proper acknowledgement to the Officer at the collection point. At present, the process of completion of the dockets is as follows: Out of Customs charge is given in the case of Bill of entry and post shipment endorsement given in the case of shipping bills. In the EDI system, certain dockets are selected for Post Clearance Audit (PCA). List is generated by the EDI system in respect of such dockets selected for PCA will be provided to the vendor by Internal Audit Department (IAD) section every morning. The vendor shall collect all the dockets including the dockets meant for PCA, segregate into PCA and non-PCA dockets. The non-PCA dockets shall be taken for processing under DMS immediately. The dockets meant for PCA shall be handed over to the PCA Officer nominated by the Single Point of Contact(SPOC) hereinafter referred to as SPOC under proper acknowledgement. After the audit is over, the dockets will be received back by the vendor from the PCA Officer under proper acknowledgement and the same shall be taken up for processing under DMS. Any change in the system of PCA will be intimated to the vendor by the SPOC of the location to make suitable changes.

4(a) (II) Document Preparation
The documents so received from the specified locations have to be prepared for scanning, bar coding etc. The document preparation includes among other things, unbinding / defiling / de-tagging of each document, removal of pins, clips etc. Documents which are in fragile state have to be restored for scanning purposes wherever required with cello tapes and by other necessary methods.

4(a) (II) i. Scanning
After document preparation, the documents should be scanned taking into consideration its condition and quality of the image. Scanning mode is Black & White for good quality pages with minimum 200 DPI resolution. The documents which are in fragile state can be scanned in Monochrome / Grey scale with minimum 600 DPI resolution. Each Docket (which contains above mentioned documents) will be scanned as a single image. The images are to be scanned as multipage TIFF file

and then converted to PDF/A format to be stored in Document Management System. Further Vendor should also be able to come up with Mobile capturing solution tool.

4(a) (II) ii. Indexing, data entry, Quality verification etc

After Scanning, the indexing of the scanned images has to be done. The indexing field will be a maximum of 3 Fields with 15 Characters each. A unique number needs to be provided to validate against the inward inventory register. Meta data entry has to be done and quality of the entire docket needs to be verified. If required, re-scanning etc has to be performed wherever necessary.

4(a) (II) iii. Re-Filing & Bar Coding

Once quality verification of the scanned documents is done, the dockets need to be re filed in the same format as received and the docket should be super scribed with the stamp **FILE IS SCANNED / DIGITISED.**

Bar coding is required to be done at two stages. In the first stage, bar coding for dockets will be done, with mapping of two or three fields from the Bills of entry and Shipping bills as specified by the Department. At the second stage, the boxes containing the storage of physical files have to be bar coded for easy retrieval of the required Bill of entry or Shipping Bill from the box. Good quality bar code stickers should be used for the dockets as well as the boxes.

4(a) (II) iv. Storing

The Scanned images along with Meta data need to be stored in appropriate folders in DMS for easy retrieval. The access to DMS need to be provided to persons authorized by the Commissioner of Customs to retrieve the data / images on a day-to-day basis. All physical dockets after the completion of the processes involved have to be stored in corrugated boxes which have to be provided by the vendors. The size and thickness of the corrugated boxes to be provided have to be furnished by the bidder in their bid. These boxes should be properly sealed, labelled with list of contents and would be placed in the Centralized Store Room/Ware House designated by the Commissioner of Customs. The vendor shall store the boxes in a manner which can be retrieved easily for future reference whenever required.

4(a) (II) v. Quality check

To ensure quality of the scan, sample retrieval based on indexes and bar codes readable by barcode reader, Quality reports are to be provided daily.

4(b) Hardware

A stand alone server shall be used to store the scanned documents and the indexed documents. A backup stand alone server with the software system should also be available. Each evening the daily backup will be loaded onto the back up stand alone server. The DMS activity will be limited to each location only. At no point of time, the processing will be through internet or online. An independent LAN connectivity is to be installed by the vendor with a maximum of 5 nodes each at the Custom House and St. John ICD to the Sections specified by the Commissioner of Customs to

access DMS data. Required PC's and Hardware for networking to be provided by the vendor All upgrades and maintenance of the system shall be carried out after prior approval of the Commissioner of Customs. Such work shall be executed in a manner that causes least delay to the on-going scanning process. All hardware and software used by the vendor shall have a maintenance contract with the supplying party. Such maintenance documents must be submitted to the Commissioner of Customs. The vendor must protect the system, hardware, software, peripherals and network to ensure that unauthorized access is not allowed and log of all activity is to be maintained in the system. The vendor must maintain documentary evidence to show that the logs are being verified by their security personnel.

4(c) Software

The bidders must use customised software free from all obligations and covenants. The data so retrieved from the customised software must be capable of being used by the Department in any of the Operating System platforms. It is expected that the bidder will provide the necessary scanning software required for the purpose of scanning. Following are the software requirements/ specifications that need to be supported by the software-

Technical Specification of Scanning & Document Management System Software Scanning Software Features

Data capturing software module, should have the capability to integrate with any of the open standard DMS	**Yes / No**
The vendor must have their own scanning solution capable of uploading documents directly to Server	
The system shall support scanning , indexing and quality checking of documents.	
The solution should have the feature of automatic cropping / masking of signatures from the customer documents, if required	
Automatic categorization of scanned images as different documents (Bills, Supporting documents, Examination report etc.)	
Facility to scan multiple pages into batches for auto/manual processing	
The scanning interface should have a GUI based template definition module	
Support Wide variety of scanners from low-speed to high-speed production scanners; flat-bed and page feed scanners	
Delete, re-scan and insert pages into document before saving to disk	
Support High-volume scanning	
Automatic segregation of batch of dockets based on Barcode, Blank page, Fixed page and auto Form recognition	
Facility for assigning document types (as Bill of Entry, Shipping Bill, Invoice, Check-List etc)	
Standard Image Operations such as deskew, despeckle, rotate, invert, zoom-in/zoom-out, zoom percentage, Remove black border, Vertical line removal, Noise removal, Auto-cropping, Background removal, Delete area, Remove punch hole etc	
Scanning solution should have inbuilt capability to analyze bad quality images like blurred, sewed, folded, torn, too dark, too light,	

Software Features	Yes/No
wrong orientation black like blurred, sewed, folded, torn, too dark, too light, wrong orientation, black band, punch hole mark automatically	
Simplified Export of scanned batches into DMS with Auto folder/Subfolder creation, document filing & indexing on user defined fields especially at runtime.	
Extensive Reports & Audit trail like Report on total records scanned along with associated indexes, Records exported or not exported to DMS etc	
Easy to use GUI for setting the scanning properties like indexing parameters document and folder nomenclature, zones for data extraction etc	
Facility to upload scanned batches from different scanning stations with Auto folder/Subfolder creation document filing & indexing on user defined fields	
System ability to provide Group4 and JPG (with option to define compression factor)Compression of scanned image files in TIFF Format	
Support special image enhancement functionality.	
Produces/uses standard TIFF V6 CCITT G4 files without modification. State whether further compression is possible.	
Produce PDF/A file apart from TIFF file format	
Scanning module ability to define Template to change scanning mode (like monochrome to grey scale or colour, DPI etc.) at runtime while scanning without human intervention	
Scanning module should have ability to store scanners settings for different types of documents within same record at scanning software level.	

Document Management System:
Following are the Document Management Software features that at a minimum need to be supported by the proposed Software of the Bidder –

Software Features	Yes/No
Architecture & Scalability Considerations	
System should be platform independent and support both Linux and Windows	
Support open, scalable, Multi-tier architecture with each tier fully independent with support for clustering	
The system shall support separate Document/Image server for better management of documents and store only metadata information in database	
Support distributed Document Repositories for document upload and access at local level , which can be replicated with central repository at scheduled intervals	
The system should be capable of integration with workflow (Business Process Management) solution out-of the box, if required in future.	
Archival of documents	
Categorization of documents in folders-subfolders just like	

windows interface. There should not be any limit on the number of folder and levels of sub folder	
Document Version Management with Check Out / Check In, Version Management shall be both major and minor.	
Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc by authorized users.	
Repository should be format agnostic	
Support archival of PDF/A format documents (open ISO standard for long term archival of documents)	
Document View	
Server based Inbuilt Document Image Viewer for displaying image of document without native viewer	
Viewer should be platform independent and should support all standard Web browser	
Support comprehensive annotation features like highlighting, marking text, underlining, putting sticky notes on documents, and provide support for text and image stamps etc.	
Securing annotations for selective users	
Built in Support for rendering and viewing PDF/A document format with support of applying annotation	
Search & Retrieval	
Extensive search facility to retrieve documents / Folders/Files	
Support saving of search queries and search results	
Search for documents/Folders using user-defined indexes and document classes i.e. Bill of Entry/Shipping Bill Number, date etc.	
Reports and Audit Trails	
Support Extensive Audit-trails	
Facility to generate Audit trails on separate actions	
Log all the actions done by individual users with user name & Date-Time stamp	
Administration and Management	
System should provide web-based administration module.	
Adequate administrative controls and security features with ability to set access controls at multiple levels.	
It should support multiple level of access rights like read, create, modify, delete etc on documents and folders	
Roles and Privileges: Super User, Administrator Login, Group Manager and User profiles	
The system shall support extensive reporting facility at document, folder and user level	
The DMS should Support various Meta Data Types like Numeric, Float, text etc	

4(d) Data back up and retention:-

Back up of data have to be taken daily at the end of the day on HDD and maintained for seven days. Overall system backup should be taken each weekend on HDD and maintained for three weeks. Back up should be provided to the SPOC daily and

weekly respectively. These backup media must be stored in a safe place within the premises as agreed with the Commissioner of Customs.

4(e) Transportation:-

The bidder shall transport the corrugated boxes containing the processed dockets of DMS on a weekly basis to a location specified by the Commissioner of Customs. If the location for storage of processed dockets is not in the same premises where the Document Scanning is happening, vehicle will be arranged by Customs. The bidder shall undertake to load / unload and stack the said corrugated boxes at both places and the same shall be arranged neatly in the said storage place by the bidder free from damage. Necessary racks for storage shall be provided by the Bidder. Specification of the storage rack provided have to be furnished by the bidder in their bid.

4(f) Document Retrieval:-

The bidder shall retrieve the required dockets from the corrugated boxes based on requests given by the SPOC within 30 minutes of receiving such request, in the occasion of the original document being required by the Department. Bidder should maintain a log for the documents handed over to the SPOC and replace the document back in the original box soon after the document is returned

4(g) Reports:-

The Commissioner of Customs and / or SPOC may seek certain reports that are to be generated from the data captured and stored by the vendor. The vendor shall cull out the required report and furnish the same to the Commissioner of Customs and / or SPOC, as the case may be.

5 . PROJECT DATA

☐ Number of pages in docket: Approximately 20
☐ Number of indexes per docket:5-6
☐ Document Size: A3/A4.
☐ Scanning mode: 200 DPI B/W

6 . COMMERCIAL TERMS

Rate quoted should be valid for the entire period of the contract. The initial proposal is to award the contract for a period of 12 months. The contract may be extended on the basis of mutually agreed terms and conditions. The rate quoted should be per docket of Bill of entry / shipping bill. The rate shall be the same for one docket of bill of entry / shipping bill. It is assumed that on an average 20 pages /images will have to be processed per docket. Irrespective of the fact that in some of the dockets, the number of pages /images may be more or less than the assumption, the rate should be the same. The price quoted per docket should be inclusive of all taxes and levies by any Government, local authorities etc on all inputs. However, e tax if any payable on the final stage of the service shall be paid by the bidder. No payment over and above the prices quoted shall be payable on account of any cost factor. However, suitable increase will be considered for any new taxes that will become applicable, if any to the service to be provided. It is proposed that the

charges / price quoted per docket will be collected by the bidder directly from CHA, Importers/Exporters at the EDI centre, where Bills of entries / Shipping Bills are submitted by the importers / exporters / CHA's, whether submitted at the EDI centre or through ICEGATE web portal.

The bidder may collect the charges per docket themselves by pre-printing coupons for the amounts. In case the bidder wishes to authorise the agency operating the EDI centre to collect the charges, then the amount payable to such other agency should also be specified separately in the bid document. The bid document should specifically mention whether the bidder wishes to collect the charges by themselves or through such other agency. The total price quoted per docket shall be inclusive of all such amounts. If the charges are proposed to be collected by other agency, the said other agency should be approved by the Commissioner of Customs. If any sub agreement is proposed between the bidder and such other agency, then the same shall be vetted by the Commissioner of Customs. 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 amendment/corrigendum/clarification in this regard. Any clarification / information pertaining to the overall tender processing may be addressed to the EDI section of Custom House at edi.tuticorincustoms@gmail.com or Phone No.(0461)-2352655

7 . RESPONSIBILITY MATRIX
7(a) Responsibilities of the bidder / Vendor

i. The bidder shall be responsible for collection of the dockets from designated officers in the premises of the Custodians and shall take the same for processing under DMS;

ii. The list of documents which would be needed to be taken up for scanning shall be specified and communicated to the bidder by the Designated Officer from each location who shall also function as the SPOC for coordinating and liaison with the Project Management Team of the bidder for the DMS. The list of fields identified by the bidder for the purposes of bar coding of the dockets shall be submitted to the SPOC for scrutiny and necessary approval be obtained before the DMS implementation commences;

iii. The bidder shall provide a list of their Project Management Team Members including delineation of their precise roles and responsibilities in the DMS. The bidder shall provide verification report from the local police in respect of all the personnel who will be in the project team;

iv. The bidder shall provide identification proof by way of documents etc in respect of each member of the Project Management and Implementation Team, so as to enable the Commissioner of Customs to obtain the necessary approval from the Custodian to allow their authorized ingress and egress in the cargo areas of the custodians for the purposes of collection of the dockets for barcoding and scanning purposes and deposition of the same in defined storage areas to be specified by the Commissioner of Customs;

v. The bidder shall be liable and responsible for all acts of omission and/or commission of the Project Management and Implementation team

members and shall ensure that the members maintain confidentiality of the information contained in the documents or within the dockets and shall not part with any document or docket or such information contained within such docket or documents contained within the dockets with any unauthorized person or persons;

vi. The bidder shall ensure that the members of the Project Management and Implementation Team do not interfere with any of the already existing IT Infrastructure including the Commissionerate's LAN and other associated hardware, while implementing the DMS solution and shall also ensure that the hardware and other IT equipment, infrastructure supplied as per the bid document for implementing the DMS are kept segregated from the existing IT Infrastructure of the Department;

vii. The bidder shall also ensure that access to the DMS Database is provided to designated officers and shall ensure that the necessary software is installed in the PCs provided to the Department, so as to enable uninhibited access to the database;

viii. The bidder shall be responsible for the activities as laid down in the Scope of the Project.

7(b) <u>Responsibilities of CUSTOMS Department</u>

i. The Commissioner of Customs (through the Custodian) shall provide the requisite office space including electrical power, air conditioning (wherever feasible) and adequate seating chairs and tables for the members of the Project Implementation Team of the DMS;

ii. The Commissioner of Customs shall appoint a SPOC for each location, for coordinating and liaison with the Project Implementation and Management

iii. team of the bidder and shall review the progress of implementation of the DMS on a weekly basis with the Project Management team; The Commissioner of Customs reserves the right to modify or alter any process being carried out by the bidder in the course of implementation of the DMS, should the need so arise.

iv. The Commissioner of Customs/ (through the Custodian) shall provide the requisite storage space for the storage of boxes containing documents. The Commissioner of Customs/ (through the Custodian) shall provide vehicle for collection of documents, and storage of processed dockets if these are not in the same premises where the Document Scanning is happening

v. It is proposed that the charges per docket will be collected by the vendor directly from CHA, Importers/Exporters at the EDI service centre, where Bills of Entries / Shipping Bills are submitted by the importer / exporter / CHA in respect of all Bill of Entries / Shipping Bills, whether submitted at the service centre or through ICEGATE.

8 . Last date for receipt of tenders:-

For the implementation of the above mentioned work, interested parties should submit their detailed EOI proposal along with all the supporting documents by superscibing the words **"Tender Document Management System"**, complete in all aspects on or before **5.00 pm of 09/12/2016** to the Office of Commissioner of Customs, Custom House, New Harbour Estate, Tuticorin – 628 004. The Tender documents submitted will be opened on **19 /12/2016 at 11:00 AM as per norms** in the **Conference Hall, Custom House, New Harbour Estate, Tuticorin, Tamil Nadu PIN – 628 004.**

9 . ASSUMPTIONS

It is assumed that the bidder / vendor shall
I. bring all the hardware and software required;
II. provide cables and LAN connections wherever required;
III. pick up the dockets for DMS from the place/s to be specified in each location;
IV. provide corrugated boxes for storing the DMS completed dockets;
V. provide racks for storing the DMS completed dockets
VI. load of the filled corrugated boxes at the project site;
VII. transport of the filled corrugated boxes from the project site to the storage area to be specified by the Commissioner of Customs, location wise
VIII. unload and stack of the filled corrugated boxes at the storing place /s to be specified by the Commissioner of Customs.

10 . PENALTY

The Vendor is be liable to penalty for Non maintenance of 99% up time for all equipment's associated with DMS, percentage of dockets scanned and barcoded, quality of scanned image etc. The vendor shall be liable for penalty for damage of document during collection, scanning and storage of documents. The extent of penalty from the Commercial bid price will be detailed in the SLA between Customs and Vendor.

11 . GENERAL/ OTHER TERMS OF PROJECT
i. There shall be a contract / agreement between the successful bidder (the ultimate vendor) and the Commissioner of Customs covering all aspects of the scope of work, responsibility matrix and including a service level agreement covering among other things, Up time, force majeure etc.

ii. The Commissioner of Customs is not responsible for non-receipt / late receipt /loss of tender documents on account of postal/courier delay;

iii. Consortium agreements and MOU's will not be considered;

iv. Notwithstanding the above, the Commissioner of Customs reserves the right to choose/accept/reject any or all the applications/tenders in full.

v. Any bid received after the expiry of the date and time as mentioned in Para 8 above shall not be considered.

vi 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 envelope - I. In such cases 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

vii. The Commissioner of Customs is not necessarily bound to accept the lowest bid offer.

viii. The contract is not transferrable.

ix. The bidder 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 document.

x. On breach of the contract, the Commissioner of Customs can terminate the contract by giving a month's prior notice. However, if at any time during the tenure of the contract, if the Commissioner of Customs has reason to believe that the confidentiality of the documents / data is being leaked /compromised, then the Commissioner of Customs reserves the right to terminate the contract and any agreement or agreements signed between the Commissioner of Customs and Vendor immediately without any time frame for notice.

xi. On termination of the contract, the vendor shall hand-over the DMS Software as well as the Server & Back-up Server Hardware and racks to Customs Department. Scanners & PC's used for operation is not required to be handed over

xii. In accordance with the Laws of India., the parties hereby agree that the Court in Tuticorin alone shall have the jurisdiction to entertain any application or any award/s made by the Sole Arbitrator of other proceedings in respect of anything arising under this contract including the service level agreement and any other agreement connected with DMS.

Sd/-

(ASHOK)
COMMISSIONER OF CUSTOMS,
CUSTOM HOUSE, TUTICORIN