

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF REVENUE
OFFICE OF THE COMMISSIONER OF CUSTOMS
CUSTOMS: BANGALORE
C. R. BUILDING, QUEEN'S ROAD: BANGALORE – 01.

C.No.I/22/36/2006 Cus Admn-Systems Part II

Date:24-05-2010

TENDER NOTICE

1. Preliminary

A Document Management System (DMS) is proposed to be set up at Air Cargo Complex, Devanhalli: Bangalore, 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, Airways Bills etc.) are proposed to be stored both in digital as well as hard form (in dockets). The digital storage will be done by way of scanning the documents and retrieving Bill 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 no, so that in future by way of Bill of Entry no the dockets 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 10 lakh pages per month. 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. 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., Envelope –II should contain the financial bid indicating the proposed charges.

Receipt of Offer: On or before 4.00 P.M of 30th June 2010 by the Additional Commissioner of Customs (Systems), O/O the Commissioner of Customs: Bangalore, C. R. Building, Queen's Road: Bangalore - 560001.

2. Basic 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 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.
- iv Rate quoted shall be valid for total period of contract. 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:Bangalore 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 Air Cargo Complex, Devanhalli: Bangalore and storing the dockets digitally as well as 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 future date.

- ii. The following services to be provided by the Tenderer.
 - a. receipt of documents,
 - b. document preparation,
 - c. scanning,
 - d. storing in the appropriate folders,
 - e. barcoding,
 - f. maintenance of the software,
 - g. generation of periodical performance reports and other related reports,
 - h. regular back-up of DMS Server data,
 - i. archival of DMS server data in media TO THE AUTHORIZED REPRESENTATIVE OF THE DEPARTMENT ONLY,
 - j. re-organization of the documents and sending the documents to the Section(s) concerned.

- iii. 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, smoothing 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, importer's name etc so that retrieval at later date is EASIEST.

4. **Responsibilities of the vendor:**

- (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 in 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 the entire day-to-day activity within the same day. The Vendor is responsible for doing adequate background checks 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 the address of their previous employer where ever 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 with out assigning any reason.

- (iv) Necessary hardware for scanning and storing the electronic images are to be provided by the vendor.
- (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) 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.
- (xi) On breach of the terms of contract, either party can terminate the contract by giving one month's prior notice. Accumulation of unscanned 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

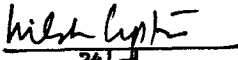
- (i) The department will provide suitable space in the Air Cargo Complex, Devanahalli: Bangalore for functioning of the DMS with power supply.
- (ii) Space and shelves for the physical storage of the dockets after scanning and storing of scanned electronic documents will be provided by the department;
- (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 vendor, 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 Bangalore alone shall have 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.


.. 24/5/10

(N.K.GUPTA)

ADDITIONAL COMMISSIONER
(SYSTEMS)