



GOVERNMENT OF INDIA
MINISTRY OF FINANCE, DEPARTMENT OF REVENUE
CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS
OFFICE OF THE ADDITIONAL DIRECTOR GENERAL DIRECTORATE
GENERAL OF ANALYTICS AND RISK MANAGEMENT NATIONAL
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Request for proposal for empanelment of ECTS Service Providers

Any cost incurred in connection with or relating to this proposal, all such costs and expenses will remain with the applicant and the department shall not be liable in any manner whatsoever for the same or for any other costs or expenses incurred by the applicant in preparation for submission of the proposal, regardless of the conduct or outcome of the selection process.

**OFFICE OF THE ADDITIONAL DIRECTOR GENERAL OF ANALYTICS &
RISK MANAGEMENT**

F.No.....

Dated the ___ Sept, 2022

Sub: Request for Proposal / applications for empanelment of ECTS Service Providers for providing ECTS (Electronic Cargo Tracking System) Services on ‘user to pay’ basis -reg.

- 1. Background:** Central Board of Indirect Taxes and Customs (CBIC) is a part of Department of Revenue under the Ministry of Finance, Government of India. It deals with the task of formulation of policies concerning levy and collection of Customs duties, GST, and Central Excise duties, Prevention of Smuggling and the administration of matters relating to Customs & GST, Central Excise, Service Tax and Narcotics to the extent under the CBIC’s purview. CBIC has prescribed the use of ECTS seals in a number of situations during the movement/transportation of goods from one place to another including transits through LCSs/Warehouses/Ports/ICDs/CFSs.
- 2. Scope:** This RFP covers only those situations that are specified under Circular 52/2017-Customs dated 17.09.2018 (as amended), Circular 42/2018-Customs dated 02.11.2018 (as amended), Circular 08/2022-Customs dated 17.05.2022 (as amended) and Circular 17/2022-Customs dated 09.09.2022 or any other such requirement for ECTS, which may be specifically prescribed by CBIC from time to time.
- 3. Applications:** Applications are invited from ECTS Service Providers seeking to be empanelled for providing services to users on “user to pay” basis in compliance of Customs requirements at LCSs/Warehouses/Ports/ICDs/CFSs etc. The users (e.g. Exporters, Shipping line, Airline, Carrier, Custom Broker) as authorized by CBIC from time to time will use the services of empanelled ECTS Service Providers to facilitate and monitor cargo and vehicles moving under Customs control.
- 4. Eligibility:**
 - (i) The ECTS Service Provider should have experience of providing ECTS services for the last two years immediately preceding the date of application.
 - (ii) The ECTS Service Provider should be registered with GSTIN.
 - (iii) The ECTS Service Provider should be Financially Solvent.
 - (iv) The ECTS service provider should have ISO 9001:2015 and ISO 27001:2013 certificates.
- 5. General conditions to be satisfied:**
 - (1) The seal/device and its accessories to be used for providing services under the Electronic Cargo Tracking System should be capable of securing and tracking,-
 - (i) a container.
 - (ii) cargo in Unit Load Devices (ULDs).
 - (iii) the cargo compartment of a full-bodied truck.

- (iv) an open bodied truck (covered by a tarpaulin or a similar wrapping).
- (v) a tanker carrying liquid cargo.
- (vi) over dimensional cargo.

(2) The seal/device and its accessories shall be rugged, strong, and able to absorb shocks and vibrations typically present in a road and/or rail transport environment in India including when a container is hauled across different modes of transport such as trucks, trains or barges used in inland waterways;

(3) The seal/device shall provide a high degree of resistance to intentional and unintentional attempts to tamper or open it. The solution to be provided by the ECTS Service Provider shall be so designed as to be capable of electronically alerting and/or leaving clear evidence of tampering of the sealing mechanism.

6. Mechanical Characteristics:

(1) The device should be compliant to ISO/IEC standards for vibration (IEC 60068-2-6), drop (IEC 60068-2-31) and shock (IEC 60068-2-27);

(2) The device should be rated IP 67 and above for outdoor use;

(3) Where the seal is to be used to secure open bodied trucks, the cable length shall be up to 50 meters with or without junction box. The cable should be designed in such a way to detect tampering at any point in the cable.

7. Electronic Characteristics:

(1) Any unauthorized remote device should not be able to unseal the ECTS seal;

(2) The technical solution shall have a feature of recognizing the physical proximity of the authorized official by means of Near Field Communication (NFC) based smart card or any other similar solution that ensures protection against unauthorized usage/unsealing of ECTS seals;

(3) The ECTS seal should be compliant with relevant statutory provisions in India, including those related to telecommunications;

(4) The device shall have a Universal Mobile Telecommunications System (UMTS) and/or General Packet Radio Service (GPRS) modem that reports location data and alerts to the monitoring platform and is compatible with telecommunication networks in India;

(5) The device should have dual SIM slots;

(6) The device should support OTA (Over the Air) commands for changing Reporting Interval during a journey;

(7) The device shall have a built-in flash memory to store all information logs in case of unavailability of connectivity;

(8) The device should be capable of sealing/unsealing through at least 50 smart Identity (RFID) cards to be mapped to customs officers authorized for sealing/unsealing of devices;

(9) The bolt/locking mechanism should be such that it contains a sensor wire so that any cutting or breaking of the locking/sealing mechanism shall disrupt the electronic circuit and generate an alert.

8. Battery Requirements:

(1) The ECTS seal should be powered by a self-contained Li-ION re-chargeable battery of power no less than 15000 mAh;

(2) The battery, when fully charged, should be capable of supporting the continuous operation of an activated ECTS seal for not less than 240 hours, with a reporting interval of 15 minutes.

9. Functional Characteristics:

(1) The ECTS seal shall have a built-in Global Navigation Satellite System (GNSS) functionality for monitoring the status of the cargo laden vehicle being tracked;

(2) The ECTS seal should have a receiver with a built-in antenna that is capable of receiving 72 channels or more;

(3) Receiver sensitivity of the GNSS module shall be better than or equal to -166 dBm;

(4) Position error of the GNSS shall not exceed 2.5 meters;

(5) The GNSS shall be capable of refreshing and submitting positioning data to the information platform at intervals of every 10 seconds;

(6) The GNSS shall be capable of reporting positioning data of the vehicle moving under the ECTS seal to the monitoring platform, to be made available for this purpose, and shall be capable of communicating with the platform via telecommunication means for the following events:

- (i) Activation and de-activation of the ECTS seal, whether authorized or unauthorized, shall trigger an alert to be sent to Customs, which shall be visible in real time on the Monitoring Platform and also be sent via SMS/Email to designated mobile number/email ID respectively.
- (ii) Deviation from a geo-fenced route, if any, such as over speeding, excessive stoppage times, idling periods, overtime driving hours, pre-accident reports (the list is illustrative not exhaustive) shall trigger an instant alert message to be sent to Customs, which shall be visible in real time on the Monitoring Platform and also be sent via SMS/Email to designated mobile number/email ID respectively.
- (iii) Breakage of the sealing mechanism of the ECTS seal shall trigger an instant alert message to be sent to Customs, which shall be visible in real time on the Monitoring Platform and also be sent via SMS/Email to the designated mobile number/email ID respectively.
- (iv) When the signal of the ECTS seal or the tracking functionality is unresponsive (anti-jamming functionality), an alert message is to be sent to Customs, which shall be visible in real time on the Monitoring Platform and also be sent via SMS / Email to the designated mobile number/email ID respectively.

(7) Time to First Fix (TTFT) – The time to first fix shall be as follows:

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(i) Cold start: Computation of position fix shall be completed within 40 seconds after power on.

(ii) Hot start: Computation of position fix shall be completed within 10 seconds.
* (*Under normal operating conditions.).

(8) The ECTS seal should support security features, such as internal logging of data to flash memory to prevent spoofing of data to the Monitoring Platform.

(9) The service provider shall provide the facility to securely read the data directly from the device.

10. Unauthorized Deactivation:

While all activation/deactivation events would be recorded, there should be alerts generated in case of deactivation by other than authorized officials and/or outside of authorized customs locations.

11. Software Platform & Monitoring capability:

(1) The customs officer should be able to view the time of sealing/unsealing, and view/track the journey to the customs station of destination;

(2) The monitoring platform should provide for recording the name of the customs officer who seals and unseals the ECTS seal and his/her designation;

(3) Technical solution for ECTS monitoring should also incorporate capturing the details of the serially numbered tamper evident RFID/ one-time-seal, which shall serve the purpose of simultaneously being a unique journey identification number. This unique seal number shall be recorded by officers of customs on the documents and be used to identify the journey on the monitoring platform;

(4) Technical solution should allow for journey summary/report generation downloadable by customs after completion of journey;

(5) Monitoring Platform should allow for closure of transshipment journey without any manual intervention;

(6) In the case of a missing or damaged lock, the monitoring platform should provide for an ability to record closure of transshipment by the authorized officer of customs, subject to completion of such checks as he may deem fit;

(7) Monitoring Platform must provide for multiple data fields to accommodate multi-modal transshipment of goods involving back to back movement from truck to truck or of truck to train to truck or truck to inland waterways to truck or any probable combination thereof;

(8) Monitoring Platform should provide for full audit trail in case of replacement of device for any reason by officers of customs, after initially sealing;

(9) Monitoring Platform should not allow mapping of the container number/truck number before the device is locked securely; Monitoring Platform should allow locking and mapping

only inside the geo-fenced area;

(10) Monitoring Platform should alert for any unsealing outside of geo-fenced destination customs station, or any tampering of the lock both inside and outside the geo-fenced areas;

(11) Data entry and printable reports/forms must be generated as per prescribed formats under Board's circulars/regulations/notifications as may be applicable;

(12) The web-based monitoring platform and a downloadable application on a mobile device, together shall provide for control room functionality and real-time transshipment monitoring by jurisdictional customs officers;

(13) The monitoring platform shall provide for simultaneous tracking visibility to custodian, customs broker, transporter and exporters, to the extent authorized by Customs.

(14) The monitoring platform and database should be hosted/maintained on Indian server only;

(15) The ECTS Service provider shall preserve all records of ECTS up to 5 years and shall not be able to expunge the records without the permission from the DGARM/NCTC, Mumbai.

12. Testing, Trials & Eligibility:

(1) ECTS device should have been manufactured by a manufacturer having ISO 9001:2015 and ISO 27001:2013 certifications;

(2) Any ECTS Service Provider desiring to provide services of ECTS will have to present/demonstrate such software cum hardware solution for trial before an Evaluation Committee, as may be constituted by the Board;

(3) The ECTS Service Provider shall be required to meet the functional requirements in its initial 25 trial trips to the satisfaction of jurisdictional Commissioner failing which such service provider may be de-empanelled;

(4) The software platform shall be required to go through STQC audit, Ministry of Electronics and Information Technology (MeitY) annually;

(5) The service provider must undertake to deploy a minimum of 500 devices for services at multiple locations.

13. Technical assistance / Manpower:

(1) Depending upon the requirements prescribed for the transshipment operation, the ECTS Service Provider shall make arrangements for technical manpower to assist the customs officers for sealing / unsealing at border points/customs stations;

(2) The ECTS Service Provider shall be required to provide technical training to officers of customs at the customs stations of deployment;

(3) Call centre support shall be provided for all customs stations / custodians wherever

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services are made applicable;

(4) The ECTS service provider will have to provide proof of deployment of technical manpower at all Land Customs Stations prescribed under Board's Circular issued from time to time.

(5) DGARM reserves the right to direct an ECTS service provider to deploy devices at any Customs Station as may be required.

14. Application for consideration by Evaluation Committee:

- i. The applications may be submitted in the format specified at Annexure -I of this RFP along with prescribed declaration specified at Annexure -II of this RFP via online mode on CPPP website <https://eprocure.gov.in/eprocure/app>. The closing date and time for submission of such applications shall be 1800 hrs IST on 12th October, 2022. The applications will be evaluated by Evaluation Committee as may be constituted by the Board.
- ii. The Department reserves the right to call for any additional information or clarification from the applicants during the process of evaluation.
- iii. The Applications received after the closure date and time shall not be considered.

15. Termination: The service provider's performance is subject to periodic review by the Customs. DGARM reserves the right to suspend/de-empanel any ECTS Service Provider in the event of any data breach or lack of conformity to the above specification or unsatisfactory services or any other reason.

Signed by Manish
Thapliyal
Date: 13-09-2022 15:12:22
(Manish Thapliyal)
Additional Director
NCTC Mumbai

ANNEXURE-I

Application for empanelment of ECTS Service Provider for providing services of ECTS

1. Name of the Applicant:
2. PAN No:
3. GSTIN:
4. IEC (if any):
5. Constitution of business (Tick as applicable and attach copy of the proof of establishment):
 - (a) Proprietorship
 - (b) Partnership
 - (c) Limited Liability Partnership
 - (d) Registered Public Limited Company
 - (e) Registered Private Limited Company
 - (f) Registered Trust
 - (g) Society/Cooperative society
 - (h) Others (please specify)

Note: Copy of certificate of incorporation along with Memorandum of Objects and Article of Association in case of companies and partnership deed in case of partnership firms should be attached.
6. Registered office:
 - Address:
 - Tel:
 - Fax:
 - E-mail:
 - Website:
7. Bank Account details:
 - Name of the Bank:
 - Branch name:
 - Account Number:
8. Name, Address & DIN (if applicable):
 - [of Proprietor/Partners/Directors etc.
 - (Please attach copies of ID proof)].
9. Name & Designation of the Authorized Signatory: (Please attach copy of Aadhaar Card as proof of ID alongwith copy of Authorization).
10. Brochure of the device(s) along with photograph:
11. Device(s) model no.
12. Application URL:

13. Certificates (to be attached):
 - a. ISO 9001:2015
 - b. ISO 27001: 2013
 - c. Certificates from authorized and accredited organizations (ISO/IEC standards for vibration (IEC 60068-2-6), drop (IEC 60068-2-31), shock (IEC 60068-2-27) and IP 67 to be attached.
14. Brief on operations of the Applicant.
15. Details of relevant past experience.
16. Please list any two client references:
17. Whether the Applicant has rendered services to State/Central/PSU in the past involving Electronic sealing/ tracking? If yes, please provide details and attach documents.
18. Please attach the following documents:
 - (a) Copy of balance sheet of last three financial years
 - (b) Copy of last filed GSTR – 3B

ANNEXURE-II

Declaration

(to be submitted along with application for functioning as an ECTS Service Provider for providing services of ECTS)

I/We, M/s. _____ having registered office at _____ and holding PAN No. _____, hereinafter referred to as the “applicant”, (which expression shall include our successors, heirs, executors, administrators and legal representatives) hereby jointly and severally declare that:

- (a) I/We are a registered or incorporated entity in India.
- (b) I/We have not been declared insolvent or bankrupt by a court or tribunal.
- (c) I/We have not been convicted for an offence under any law.
- (d) I/We have neither been convicted nor been prosecuted for an offence under the Customs Act, 1962 or Central Excise Act, 1944 or Finance Act, 1994 or Central Goods and Services Tax Act, 2017 Integrated Goods and Services Tax Act, 2017 or Goods and Services Tax (Compensation to States) Act, 2017.
- (e) There is no bankruptcy or criminal proceedings pending against us.
- (f) The device(s) conforms to all the specifications laid down in the Request for Proposal /applications.
- (g) I/We shall comply with the law as may be applicable and fulfill conditions as required under the Request for Proposal / applications.
- (h) I/We undertake that the device (s) approved only shall be used and in case of change of devise (s), I/We shall seek separate approval.
- (i) The information given in this application form is true, correct and complete in every respect and that I am authorized to sign on behalf of the applicant (copy of authorization is enclosed).

I/We also hereby agree that DGARM:

- (a) may terminate the application process at any time and without assigning any reason.
- (b) makes no commitments, express or implied, that this process will result in a business transaction for the applicant.
- (c) will not be liable, in any way, to any person in case of termination of this empanelment process.
- (d) reserves the right to reject any or all applications without assigning any reason thereof.
- (e) reserves the right to assess the applicant’s capabilities and capacity on the basis of functional demonstration and the decision of the DGARM shall be final and binding.
- (f) has the right to review the quality and performance of our services and has the right to suspend our services at any time in the event of any data breach or lack of conformity to the specifications prescribed or unsatisfactory services or any other reason.

(Signature of the applicant/authorized signatory)

Stamp

Date:

Place: