



OFFICE OF THE ADDITIONAL DIRECTOR GENERAL (SYSTEMS)

West Zonal Unit, New Custom House, Mumbai- 400001

Phone No. 022-22757255, Fax No. 022-20825148 , Email id: systems.wzumumbai@gov.in

Notice Inviting Tender

Subject: Request for Proposal (RFP) for selection of Vendor for Application Support, Helpdesk operations and Maintenance Services for Express Cargo Clearance System (ECCS)

1. The office of Additional Director General(Systems), West Zonal Unit, Mumbai under Central Board of Indirect Taxes and Customs (CBIC), on behalf of the President of India (the ‘Purchaser’), invites online bids from reputed and experienced companies for application support, helpdesk operations and maintenance services for Express Cargo Clearance System (ECCS). The ECCS is an application for automation of Customs clearances of goods through courier mode at notified International Courier Terminals.
2. Procurement of RFP: Interested bidders can either visit the office of The Additional Director General (ADG), Systems, West Zonal Unit (WZU), located at Ground Floor, New Custom House, Ballard Estate, Mumbai 400001 (**Timings: 11 a.m. to 4 p.m.**) or may use courier/ post to send the original documents fulfilling the following conditions:
 - a. Payment of INR 5000/- (Five thousand rupees only) as non-refundable RFP Fee by Demand Draft from any Nationalized bank in favour of “The PAO Customs, Mumbai”, payable at Mumbai;
 - b. Submission of a valid and duly executed Confidentiality Undertaking, as per format given in Schedule-I;
 - c. Letter of Authorization for procurement of RFP, as per format given in Schedule-II.

Interested bidders sending documents through courier/ post (**Address: office of The Additional Director General (ADG) Systems, West Zonal Unit, Ground Floor, New Custom House, Ballard Estate, Mumbai 400001**) are also required to send an email (to be sent by authorised person) with scanned copies of original documents to Mr. Rahul Tirse (rahul.tirse@gov.in). Upon verification and subject to receipt of all documents, copy of RFP document will be emailed to the authorised person of concerned bidder. Interested bidder must ensure that all the documents

must be received in hard copy at WZU office on or before last date of bid submission, as specified in the data sheet.

3. The bidder, who has procured the RFP after fulfilling the above mentioned conditions, will only be allowed to participate in the subsequent bid process.
4. The Bidders are requested to note the information, which is indicative and not exhaustive, provided in Schedule III of this Notice Inviting Tender and use their discretion before taking a decision to procure the RFP.
5. Shri. Najib Shah, IRS (Retd.) has been appointed as the Independent External Monitor (IEM) for this RFP. He may be contacted at najibshah@hotmail.com.

[On stamp paper of INR 100/-]

CONFIDENTIALITY UNDERTAKING

We, <***> [Please insert full legal name of the entity], a Company incorporated under the Companies Act, 1956, having its registered office at <***> hereby acknowledge that any and all information disclosed or to be disclosed to us by the office of Additional Director General, West Zonal Unit (WZU), Mumbai having its office at Ground Floor, New Custom House, Ballard Estate, Mumbai 400001, in relation to RFP bearing No. 01/ECCS/WZU/2021 for Application Support, helpdesk operations and Maintenance services of Express Cargo Clearance System (ECCS) is confidential and proprietary in nature, and we hereby agree with O/o ADG, West Zonal Unit (WZU), Systems, Mumbai and undertake (for ourselves and on behalf of our representatives, agents, subcontractors, associates and affiliates) the following:

1. That we will treat all information provided/ to be provided by West Zonal Unit, Systems, CBIC in relation to RFP bearing No. 01/ECCS/WZU/2021 (including subsequent corrigendum, clarifications, amendments, etc. thereto) as confidential and proprietary information of West Zonal Unit (WZU), Systems, CBIC (hereinafter referred to as ‘Confidential Information’);
2. That we will use the Confidential Information for the sole purpose of preparation of response(s) to the aforementioned RFP issued / to be issued by West Zonal Unit, Systems, CBIC;
3. That we will disclose the Confidential Information only to such of our employees, officers, directors, agents, affiliates, subcontractors who (a) have a need to know such information for preparing the response(s) to the aforesaid RFP issued / to be issued by West Zonal Unit (WZU)- Systems, CBIC; and (b) who have agreed in writing to abide by the terms and conditions of this Confidentiality Undertaking;
4. That we may disclose Confidential Information if called upon by any court of competent jurisdiction in India only after providing West Zonal Unit, Systems, CBIC prior written notice and allowing West Zonal Unit, Systems, CBIC to take any appropriate steps required to maintain the confidentiality of the Confidential Information;
5. That we will use our best efforts to protect the Confidential Information against unauthorized disclosure and unauthorized use;

6. That we will immediately notify West Zonal Unit, Systems, CBIC in the event of any loss or unauthorized disclosure or use of any the Confidential Information;
7. That nothing contained herein shall be construed as granting any property or proprietary rights, by license or otherwise, to the Confidential Information;
8. That nothing contained herein shall constitute, create, give effect to or otherwise imply any obligation on West Zonal Unit , Systems, CBIC to disclose, supply or otherwise communicate any information, general or specific, to us;
9. That our strict compliance with this undertaking is a condition of our participation in the bidding process and a breach of our obligations may be regarded as an infringement and we may, without prejudice to any other rights that West Zonal Unit, Systems, CBIC may have in law, be liable to be blacklisted and refrained from bidding;
10. That the obligations of confidentiality and proper use in this Confidentiality Undertaking shall remain in force for a period of 5 years from the date of signing this Confidentiality Undertaking.
11. That we would indemnify West Zonal Unit, Systems, CBIC against any and all claims, damages, losses, court and attorney fees, etc. arising due to breach of this undertaking by us.

Authorized Signatory's Signature: _____

(Note: Please bring proof that the person signing as Authorized Signatory is authorized by the company to sign on the document. The proof may be in form of Power of Attorney or certified true copy of Board Resolution.)

Name (in block letters): _____

Address: _____

Telephone #: _____

Date: _____

Letter of Authorisation For Procurement of RFP

(To be typed on letterhead of the company)

To

The Additional Director General

West Zonal Unit, Ground Floor, New Custom House, Ballard Estate, Mumbai 400001

Subject: Authorization for procurement of RFP for selection of Vendor for Application Support, helpdesk operations and Maintenance Services for Express Cargo Clearance System (ECCS)

The following person is hereby authorized to procure the RFP document mentioned above on behalf of (name of the Bidding entity).

Name and contact details of Authorised Person (including mobile number and email ID)	Specimen Signature	Company Id Number (scanned copy of company ID to be submitted)
-	-	-

Authorized Signatory's Signature: _____

Name (in block letters): _____

Designation: _____

Address: _____

Telephone #: _____

Mobile: _____

e-mail: _____

Date: _____

Schedule III

1. Data Sheet

Item	Description
Name of the Purchaser and Tender Inviting Authority	The Additional Director General (Systems), Directorate of Systems, West Zonal Unit, Mumbai
Job Requirement	Selection of Vendor for providing Application Support, Helpdesk Operations and Maintenance Services for the Express Cargo Clearance System (ECCS) of Central Board of Indirect Taxes and Customs (CBIC)
Method of Selection	Quality Cum Cost Based Selection (QCBS) process (70:30) Technical Weightage- 70% Commercial Weightage- 30% (Bidders who have qualified in the pre-qualification will be considered for technical bid evaluation. Bidders attaining the minimum 60 marks in the technical evaluation will be eligible for commercial bid evaluation.)
Date of RFP Issuance	18 May, 2021 **
RFP Fee (Non-Refundable and Not Exempted)	INR 5000 (Five thousand rupees only) to be paid in form of a Demand Draft drawn in favour of 'The PAO Customs, Mumbai' payable at Mumbai
Availability of RFP Documents	The RFP document can be purchased from the office of The Additional Director General (ADG) Systems, West Zonal Unit (WZU) located at Ground Floor, New Custom House, Ballard Estate, Mumbai 400001 after meeting following conditions, either by physically visiting the office with the documents or sending these by post/courier: a. Payment of the requisite RFP Fees; b. Submission of a valid and duly executed Confidentiality Undertaking (NDA) in the format provided by the Purchaser in the Notice Inviting Tender (NIT)

Item	Description
	<p>c. Letter of Authorization for procurement of the RFP</p> <p>The bidder, who has procured the RFP after fulfilling the above-mentioned conditions, will only be allowed to participate in the subsequent bid process.</p>
RFP Procurement - Start Date & Time	18 May 2021, 11:00 AM**
Last Date for procurement of RFP – Date and Time	18 June 2021, 5:00 PM**
Bid Covers	<p>Bidders are required to upload all covers as per instructions given on CPPP to submit bid online.</p> <p>The bid should be submitted in four (4) covers viz.</p> <p>(a) First Cover: Bid Security Cover comprising of Duly signed Bid security declaration, Copy of signed and stamped Integrity Pact, Authorization letter in the form of a written power of attorney;</p> <p>(b) Second Cover: Pre-Qualification proposal;</p> <p>(c) Third Cover: Technical Proposal;</p> <p>(d) Fourth Cover: Commercial / Financial proposal.</p>
Bid Security/ Earnest Money Deposit (EMD)	<p>Amount: NIL</p> <p>As part of Bid security, bidder shall furnish Bid-Security Declaration form as per RFP document.</p>
Pre-Bid Conference & Application Demo: Date & Time	<p>27 May 2021, 11:30 AM**</p> <p>The pre-bid conference shall be held online. The meeting link would be shared with all interested bidders who have purchased the RFP</p>
Last date for Online Submission of Pre-Bid Queries – Date and Time	31 May 2021, 5:00 PM**
Publishing of Responses to pre-bid queries / corrigendum by CBIC –Date	7 June 2021**

Item	Description
Last Date and Time for online Bid/Proposal submission (on or before)	18 June 2021, 5:00 PM**
Submission of Integrity Pact/Bid Security Declaration, and Letter of Authorisation (Physical hard copy submission) (on or before)	<p>19 June 2021, 5:00 PM **</p> <p>Bidders shall submit the original signed and stamped hard copy of the Integrity Pact, Letter of Authorisation along with the Bid Security Declaration in a sealed envelope titled “Integrity Pact, Bid Security Declaration & Letter of Authorisation - RFP for Selection of Vendor for providing Application Support and Maintenance Services of Express Cargo Clearance System (ECCS)” to the office of Directorate General of Systems and Data Management, CBIC located at O/o The Additional Director General (Systems), WZU, New Custom House, Mumbai- 400001.</p> <p>If the Integrity Pact, Bid Security Declaration & Letter of Authorisation are not received by the prescribed date and time, the Proposal submitted by the Bidder will be liable to be forthwith and summarily rejected.</p>
Opening of Cover 1 (Integrity Pact, Authorisation Letter and Bid security declaration format) on Central Public Procurement Portal (CPPP) - Date and Time	<p>21 June 2021 at 12:30 PM **</p> <p>Note: Opening of pre-qualification bids will be done in presence of bidders through virtual meeting. The invitation shall be sent by the purchaser after receiving bids online. Interested bidders are requested to keep a check on their inbox during the said duration.</p>
Opening of Cover 2 (Pre-Qualification bid proposal) on Central Public Procurement Portal - Date and Time	22 June 2021 at 3:00 PM**
Publishing of Results of pre-qualification evaluation on Central Public Procurement – Date and Time	1 July 2021 at 12:00 Noon**
Technical Proposal opening on Central Public Procurement Portal of bidders	1 July 2021 at 3:00 PM**

Item	Description
who have qualified under pre-qualification evaluation - Date and Time	Note: Opening of technical bids will be done in presence of bidders through virtual meeting. Purchaser shall send invitation through email.
Technical Presentation, Demo of Module and Interview of key resources (from Bidders who have qualified in pre-qualification evaluation)- Date, Time and Venue	To be communicated later
Publishing of Results of Technical Evaluation on Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app)- Date and Time	19 July 2021 at 12:00 Noon**
Commercial Bid opening on Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app)(of Bidders who have qualified in the Technical Qualification evaluation)- Date and Time	19 July 2021 at 3:00 PM**
Publishing of Results of Commercial Bid Evaluation and name of successful bidder on Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app)- Date and Time	To be communicated later
Publishing of name of Bidder to whom contract has been awarded	To be communicated later
Language of Bid Submission	English
Bid Validity	180 Days
Currency	INR

Item	Description
Name, designation and address of the person from the Purchaser's side to be contacted for this RFP	Mr. Rahul Tirse Deputy Director O/o The Additional Director General (Systems), West Zonal Unit, New Custom House, Mumbai- 400001 Email: Rahul.tirse@gov.in <u>Tel:</u> +91-9503222927

** - Purchaser reserves the right to change the scheduled date/ time of any event and bidders shall be notified well in advance through email communication. Further, if any of the date of scheduled event falls on a gazetted holiday, the event shall take place on next working day.

1. The Proposals may be submitted by one legal entity only. Bidding as a consortium is not allowed under this RFP.

2. **Sub-contracting:**

Sub-contracting of integrated helpdesk services for ECCS and trade related queries is allowed however vendor will have to seek prior approval from purchaser on services being sub-contracted to third party for the helpdesk. Vendor will have to indicate clearly in their technical proposal on which services are proposed to be sub-contracted. The overall responsibility of the helpdesk operations and ensuring quality of services will be sole responsibility of the Vendor even if the same is sub-contracted. If sub-contracted, vendor must ensure that helpdesk agents are full time employees of the sub-contracted agency. It is imperative to note that monitoring will be the sole responsibility of the vendor and must ensure that helpdesk is operational within stipulated SLAs. It will also be the sole responsibility of the vendor to ensure that sub-contracted agency has desired skill set and relevant experience to efficiently manage helpdesk operations. Furthermore, the sub-contracted vendor will not be allowed to further sub-contract it to any other agency.

3. Pre-qualification criteria for the Bidders

#	Parameter	Pre-qualification criteria Description	Evidence required
1.	Legal Entity	<p>Bidder should be</p> <ul style="list-style-type: none"> ▪ A company incorporated in India under the Companies Act, 1956 / 2013 and subsequent amendments thereto; ▪ Bidder should have been operating for the last five years as on the date of publication of the RFP notice (including name change/mergers/acquisitions). 	<ul style="list-style-type: none"> ▪ Certified true copy of Certificate of Incorporation ▪ Certified true copy of GST registration Certificate ▪ Certified true copy of the purchase orders showing that the bidder has been operating for the last five years ▪ Certificate from the Statutory Auditor
2.	Turnover	<p>Bidder should have had an average annual turnover of more than INR 200 Crores in three financial years (FYs) i.e. 2017-18 & 2018-19 and 2019-20 from following:</p> <ul style="list-style-type: none"> • IT application implementation and operational support. Further Operational support does not include support for IT infrastructure. It should only include application development, implementation, Operations and maintenance; <p style="text-align: center;">AND</p> <ul style="list-style-type: none"> • Helpdesk operations. <p>Note: For the purpose of this criterion, turnover of only the Bidding entity will be considered. Turnover of any parent,</p>	<p>Certificate from the Statutory Auditor/Chartered Accountant. In case Chartered Accountant certificate is submitted the said certificate also needs to be counter signed by the Company Secretary of the Bidder.</p> <p>Note: The certificate should clearly mention the turnover requirement as mentioned in these criteria</p>

#	Parameter	Pre-qualification criteria Description	Evidence required
		subsidiary, associated or any other related entity will not be considered.	
3.	Profitability	<ul style="list-style-type: none"> The bidder should be profit making as per the audited consolidated financial statements in FYs i.e. 2017-18 & 2018-19 and 2019-20. For the purpose of this criterion, profitability of only the bidding entity will be considered. Profitability of any parent, subsidiary, associated or any other related entity will not be considered. 	<p>Certificate from the Statutory Auditor/Chartered Accountant.</p> <p>In case Chartered Accountant certificate is submitted the said certificate also needs to be counter signed by the Company Secretary of the Bidder.</p>
4.	Relevant Experience	<p>Bidder should have executed projects of both natures (as listed below) in Financial Years (FY) 2017-18 onwards:</p> <ol style="list-style-type: none"> Nature of Project: Manage end to end operations and maintenance of large-scale IT application <ul style="list-style-type: none"> Bidder should have executed at least one (1) project of aforementioned nature of value not less than INR 30 crores <p style="text-align: center;">OR</p>	<p>Copy of Work Order and Completion Certificates from the client; OR</p> <p>Work Order and Self Certificate of Completion certified by the Statutory Auditor or the Company Secretary; OR</p> <p>Work Order and Phase Completion Certificate from the client OR</p> <p>Copy of client certificate as documentary proof for the stated criteria and implementation status;</p> <p>OR</p> <p>Certificate by the Company Secretary of the bidder for the stated criteria and implementation status.</p>

#	Parameter	Pre-qualification criteria Description	Evidence required
		<ul style="list-style-type: none"> • Bidder should have executed at least two (2) projects of aforementioned nature with combined value not less than INR 20 crores each <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • Bidder should have executed at least three (3) projects of aforementioned nature with combined value not less than INR 15 crores each. <p>Note:</p> <ul style="list-style-type: none"> • Project executed with joint consortium is not allowed. If so, Bidder may provide relevant certificate from Statutory auditor mentioning value of work executed by the vendor with clearly defined scope of work. This shall be the basis of evaluation of the bidder for past project experience. <p style="text-align: center;">AND</p> <p>2. Nature of project: Managed entire operations of atleast 20 seater helpdesk</p>	<p>(Note 1– In case of integrated project, relevant certificate from the Statutory Auditor confirming value of relevant work done by bidder to be submitted.</p> <p>Note 2– All the projects cited should be in the name of the Bidder and not in name of any parent, subsidiary or affiliate entity.)</p> <p>Note-3- If any purchase order or work order does not specify the scope of work, a certificate against each citation or project should be produced from statutory auditor stating clearly the scope of work executed through the work order by the vendor, completion certificate or phase wise completion certificate.</p> <p>Note 4- Client certificate stating scope of work executed by the vendor will also be considered along with completion certificate or phase wise completion certificate</p>

#	Parameter	Pre-qualification criteria Description	Evidence required
		<ul style="list-style-type: none"> •Bidder should have executed at least one (1) project of aforementioned nature of value not less than INR 3 crores OR •Bidder should have executed at least two (2) projects of aforementioned nature with combined value not less than INR 2 crores each OR •Bidder should have executed at least three (3) projects of aforementioned nature with combined value not less than INR 1.5 crores each. 	
5.	Blacklisting	The Bidder/ All Contractors/ sub-contractor should not have been blacklisted by Govt. of India/ State Government/Central PSU on the date of submission of the Bid.	Self-certificate to this effect on Company's letter head signed by company's authorized signatory in the format provided in Annexure 2 Section 6.3 of Volume II of this RFP. The Bidder must disclose any blacklisting by Govt. of India/ State Government/Central PSU on the date of submission of the Bid. The Purchaser reserves the right to select or reject the Bidder.
6.	Helpdesk Compliance	<ul style="list-style-type: none"> • If bidder is going to provide helpdesk from its own BPO/Call Center services or the parent company of whom the Bidder is a wholly owned subsidiary providing BPO/Call Center services, shall have 	Copy of DOT/TRAI certificate/License for the proposed helpdesk site

#	Parameter	Pre-qualification criteria Description	Evidence required
		<p>registered itself with Department of Telecommunication (DoT).</p> <ul style="list-style-type: none"> If sub-contracted, bidder should produce relevant certificate from DoT 	
7.	Quality certification	The Bidder shall have Valid ISO 9001:2008 and ISO27001:2013 certificate on the date of submission of bid	Copy of the certificate duly attested by the statutory Auditor

****End of Document****