

GOVERNMENT OF INDIA
MINISTRY OF FINANCE, DEPARTMENT OF REVENUE
DIRECTORATE GENERAL OF SYSTEMS AND DATA MANAGEMENT
CENTRAL BOARD OF INDIRECT TAXES AND CUSTOMS
4th& 5thFLOOR, HOTEL SAMRAT
NEW DELHI 110021

REQUEST FOR PROPOSAL



**Request for Proposal for running of Customs Service Centres at Select EDI sites of
Indian Customs**

RFP Number: F.No. IV(26)/43/2003-Systems Part III

Volume 1

Scope of Work, Technical and Operational Requirements

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Disclaimer

The information contained in this Request for Proposal document (“RFP”) or subsequently provided to bidders, whether verbally or in documentary or any other form by or on behalf of Directorate General of Systems and Data Management, Central Board of Indirect Taxes and Customs (hereafter referred to as CBIC) or any of its employees or advisers, is provided to bidders on the terms and conditions set out in this RFP.

This RFP is neither a Contract nor an offer by the Department to the prospective bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals in pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Department in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. This RFP may not be appropriate for all people, and it is not possible for the Department, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each bidder should, therefore, conduct his own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources. Information provided in this RFP to the bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Department accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein. The Department, its employees and advisers make no representation or warrants and shall have no liability to any person including any bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.

The Department also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon the statements contained in this RFP.

The Department may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP. The issue of this RFP does not imply that the Department is bound to select a bidder or to appoint the selected bidder, as the case may be, for this project and the Department reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever. The bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Department or any other costs incurred in

connection with or relating to its Proposal. All such costs and expenses will remain with the bidder and the Department shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a bidder in preparation for submission of the Proposal, regardless of the conduct or outcome of the Selection Process

Abbreviations

ACC	Air Cargo Complex
BE	Bill of Entry
BG	Bank Guarantee
CBIC	Central Board of Indirect Taxes and Customs
CB	Custom Broker
CFS	Container freight station
CH	Customs House (Port)
DGFT	Directorate General of Foreign Trade
EDI	Electronic Data Interchange
EGM	Export General Manifest
EMD	Earnest Money Deposit
GSTN	Goods and Service Tax Network
ICD	Inland Container Depot
ICEGATE	Indian Customs EDI Gateway
ICES	Indian Customs EDI System
IGM	Import General Manifest
KT	Knowledge Transition
LCS	Land Customs Station
LEO	Let Export Order
OOB	Out of Charge
PBG	Performance Bank Guarantee
RES	Remote EDI System
RFP	Request for Proposal
SB	Shipping Bill
SLA	Service Level Agreement
UAB	Unaccompanied Baggage
UPS	Uninterrupted Power Supply

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Invitation for Proposal

Date:

Directorate General of Systems and Data Management, Central Board of Indirect Taxes and Customs (hereafter referred to as CBIC), having its Office at 4th and 5th Floor, Hotel Samrat, Kautilya Marg, New Delhi 110021, invites responses (“Proposals”/ “Bids”) to this RFP from eligible Bidders to be appointed as “Service Providers for running of Customs Service Centres at Select EDI sites of Indian Customs”.

Interested Bidders are advised to study this RFP document carefully before submitting their proposals in response to this RFP Document. Submission of a proposal in response to this RFP shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

The RFP document can be downloaded from <http://eprocure.gov.in/eprocure/app> OR www.cbic.gov.in. Any subsequent corrigenda / clarifications will be uploaded on <http://eprocure.gov.in/eprocure/app> OR www.cbic.gov.in

The time, date and venue details related to the pre-bid conference and proposal submission are mentioned in the Data Sheet of Volume 2 of the RFP. Proposals must be received not later than the time and date mentioned in the Data Sheet. Proposals that are received after the deadline WILL NOT be considered in this procurement process.

A firm will be selected under Lowest Cost Based Selection (LCBS) or L1 System and procedures described in this RFP.

To obtain first-hand information on the assignment, Bidders are encouraged to attend the pre-bid meeting on the date and venue mentioned in the Data Sheet of Volume 2 of the RFP. Attending the pre-bid meeting is optional.

Joint Director - ICES,
Directorate General of System & Data Management,
Central Board of Indirect Taxes and Customs,
4th & 5th FLOOR, Hotel Samrat, New Delhi
Email ID : Servicecentre.Rfp@icegate.gov.in

1. Structure of RFP

1.1. RFP Format

This RFP is meant to invite proposals from interested Bidders capable of delivering the services described herein.

This Request for Proposal document consists of three volumes as explained below:

Volume 1: Scope of Work, Technical and Operational Requirements (Functional, Technical and Operational Requirements)

Volume 1 of RFP provides details of the Scope of Work and Deliverables. A brief outline of the contents in Volume 1 is provided below:

- Introduction to CBIC
- Overview of Customs Service Centre's
- Scope of Work and Deliverables
- Ceiling Rates/ Charges for Services
- List of Customs Service Centre

Volume 2: Instruction to Bidders (Commercial and Bidding Terms)

Volume 2 of RFP provides the details of the process and details in the proposals to be submitted by the bidders. A brief outline of the contents in Volume 2 is mentioned below:

- Data Sheet
- Instruction to Bidders
 - General
 - Eligibility Criteria
 - EMD
 - Integrity Pact
 - Commercial format
- Selection Process for Bidder
 - Preliminary Examination of bids
 - Evaluation Process
- Award of Contract
 - Notification of Award
 - Signing of Contract
 - PBG
- Annexures - Templates
 - Pre-bid queries
 - Bid cover letter

- Citations
- PBG (Performance Bank Guarantee)
- Integrity Pact
- No Deviation certificate

Volume 3: Agreement (Contractual and Legal Specifications)

Volume 3 of RFP provides the details of the Master Service Agreement and other contractual terms & conditions.

- Definitions and Interpretations
- Term and duration of agreement
- Conditions Precedent
- Key performance measurement
- Representations
- Department's Obligations
- Use of Assets by Service Provider
- Access to CBIC or nominated agencies
- Financial matters
- Events of Default, Termination and Suspension
- Indemnification and limitation of liability
- Force Majeure
- Confidentiality and Information Security
- Audit, Access and Reporting
- Ownership and Intellectual Property Rights
- Insurance Cover
- Miscellaneous
- Bank Guarantees
- Governing Law and Dispute Resolution

1.2. Terms

1. **“Request for Proposal (RFP)”** means this entire document and any other documents provided along with this RFP or issued during the course of the selection of bidder, seeking a set of solution(s), services(s), materials and/or any combination of them.
2. **“Project”** means running Customs Service Centre’s at Select EDI sites of Indian Customs under the scope of the RFP.
3. **“The Department”** means the President of India acting through Directorate General of Systems and Data Management, CBIC, Ministry of Finance, Government of India).
4. The term **“Commissioner”** would include Principal Chief Commissioner/Chief Commissioners / Principal Commissioner / Commissioner of Customs and Principal Chief Commissioner/Chief Commissioners / Principal Commissioner / Commissioners of Central Excise and Central Tax.
5. **“Contract / Agreement / Contract Agreement”** means the Master Services Agreement, Operational Threshold Agreement and Non-Disclosure Agreement to be signed between the successful bidder and Department including all Articles, Annexures, Schedules and the contents and specifications of the RFP and, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
6. **“Bidder”** means the parties who will be offering the service(s) and /or materials as required in the RFP. The word bidder when used in the pre-award period shall be synonymous with parties bidding against this RFP, and when used after award of the Contract shall mean the successful party with whom CBIC signs the agreement for rendering of services for implementation of this project.
7. **“Proposal / Bid”** means the Technical and Commercial bids submitted for this project against this RFP.
8. **“Project Start Date”** means date of signing of the contract by the Department and the Bidder
9. **“Requirements”** shall mean and include all the documents prepared by the Department for the Project including scope, Operational Thresholds, schedules, details, description, statements of technical data, performance characteristics and standards (Indian & International) as applicable and specified in the RFP.
10. **“Applicable Law”** means any statute, law, ordinance, notification, rule, regulation, judgment, order, decree, bye-law, approval, directive, guideline, policy, requirement or other governmental restriction or any similar form of decision applicable to the relevant party and as may be in effect on the date of the execution of this Agreement and during the subsistence thereof, applicable to the Project.
11. **“Confidential Information”** means all information including Department’s Data (whether in written,

oral, electronic or other format) which relates to the technical, financial and business affairs, dealers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how, plans, budgets and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with this Agreement (including without limitation such information received during negotiations, location visits and meetings in connection with this Agreement);

2. Introduction to CBIC

Central Board of Indirect Taxes and Customs (CBIC) earlier called as Central Board of Excise and Customs (CBEC) is a part of the Department of Revenue under the Ministry of Finance, Government of India. CBIC was constituted under Section 3 of the Central Boards of Revenue Act, 1963 for matters relating to Indirect Taxation, viz., Customs & Central Excise and mainly deals with the tasks of formulation of policy concerning levy and collection of Customs & Central Excise duties and GST, prevention of smuggling and administration of matters relating to Customs, Central Excise, GST and Narcotics to the extent under CBIC's purview. The Board is the administrative authority for its subordinate organizations, including Custom Houses, Central Excise and Central GST Commissionerates and the Central Revenues Control Laboratory.

The Central Board of Indirect Taxes and Customs has initiated a number of projects aimed at harnessing Information & Communication Technology (ICT) in achieving the objectives of Customs and Central Excise administration. These projects are of far reaching consequence and will alter in a fundamental way, the manner in which the department delivers its services. The Directorate General of Systems and Data Management (referred to as the Department) has been entrusted with the implementation of the projects related to Information & Communication Technology.

- It is responsible for the design, development, programming, testing, implementation and maintenance of Customs, GST and Central Excise automated systems, and for overseeing and managing the projects sanctioned by CBIC related to IT;
- It is responsible for the management of all Centrally deployed Customs and Central Excise computer facilities, hardware, software, data communications;
- In the automated environment, it acts as a point of reference and validation concerning procedural changes in Customs, GST and Central Excise, in addition to being a resource centre on business process issues;
- It is responsible for identifying and evaluating new technologies for application to automated systems within the department;
- It is responsible for developing and maintaining all policy and subsequently, on the implementation of centralized systems, the operational aspects of the Department's Computer Security;
- It establishes requirements for computer-to-computer interfaces between the department and various trading partners and government agencies;
- It represents Customs, GST and Central Excise on matters related to automated processing and systems development;
- It implements information resource and data management.

Various field offices namely Commissionerates, Divisions and Ranges are primarily responsible for interface with the taxpayers and for enforcement of tax laws and border controls based on their geographical jurisdictions. Directorates were created for ancillary support functions. The organizational structure of CBIC was also

designed to focus on revenue collection and augmentation, anti-smuggling and anti-evasion. The “Non-Core” functions were essentially designed to support the core functions. For more information, refer to CBIC Website (<https://www.cbic.gov.in/>)

2.1. Background of ICES

The Indian Customs Electronic Data Interchange System (ICES) is the core IT application for Indian Customs through which import and export documents are processed. ICES version 1.0 was initially launched as a Pilot project at Delhi Custom House in 1995 and was implemented at other major custom houses beginning 1997. Subsequently, ICES 1.5 was developed and the migration from ICES 1 to ICES 1.5 was completed in early 2013. At present ICES 1.5 is implemented at 250 Customs locations across India accounting for more than 95% of India’s international trade and 99% of the Customs revenue.

The system was introduced to bring in transparency in the Customs processes and quicken the entire process by handling it electronically. Over the years, the application has evolved considerably to keep pace with the Government’s objective of Digital India and Ease of Doing Business. With risk based management, the dwell time has reduced considerably and various modules have been designed to provide end to end automation in Customs clearance processes, thus minimizing the cost of compliance for the trade. All the developments in the ICES application are aimed at:

- Creating a conducive atmosphere to do business with ease
- Reducing the Dwell time for clearance of goods
- Minimizing the need for trade to interact with different Government agencies involved in Border clearance
- Bringing uniformity and certainty in assessment of goods across custom locations

Recently, several other initiatives have been introduced, such as Single Window (SWIFT), e-Sanchit, mobility solutions like ICETRAK, ICETAB etc, and the Department has consistently strived towards improving the Ease of Doing Business in India.

ICES has been a constant driver in making Indian Customs digital and paperless. End to end automation in business processes is an objective governments and business the world over are striving for and ICES too has been keeping pace with, thus making Indian Customs one of the most digitally advanced government agencies of the country. For more information, refer to ICEGATE Website (<https://www.icegate.gov.in/>)

3. Overview of Customs Service Centres

3.1. Background

Section 46 and Section 50 of Customs Act 1962 mandate that the Importers and Exporters shall make entry of goods by presenting the specified documents **electronically**. Indian Customs had implemented Electronic Data Interchange (EDI) System for facilitating the electronic filing of documents. The Indian Customs EDI System (ICES) 1.5 makes it possible for all the documents to be filed and processed electronically. The trading community is required to submit their declarations to the Indian Customs in electronic format. This can be done by using Remote EDI System (RES) for online filing through the Indian Customs EDI Gateway (ICEGATE) or filing the documents through a facilitation centre set up at the Customs EDI sites for documents digitization and printing requirements of the trade. The latter facility is called **Customs Service Centre**. These Customs Service Centres are essentially a Trade Facilitation Measure by the Indian Customs to digitize the manually submitted documents and printing at the customs EDI sites. The Customs Service Centres are run by private operators, i.e., the service providers by charging the trade a nominal specific sum for the services rendered. The activities at the Customs Service Centre's are by way of facilitation for members of the trade who, for various reasons, are unable to file documents electronically from their own premises.

3.2. Indian Customs EDI System

A brief outline of the Indian Customs EDI System (ICES), especially in the context of work at the Customs Service Centre is given below.

The Indian Customs EDI System consists of two broad subsystems-Imports (ICES/I) and Exports (ICES/E). The main interchange documents are the Bill of Entry (Import document) and Shipping Bill (Export document), which are filed by the trading community comprising importers, exporters and Custom Broker (CB). A brief outline of the two major subsystems is given below.

A. Imports procedure at Customs Service Centre

An importer or a Customs broker submit details regarding imports to the Customs Service Centre in the form of paper documents as prescribed by the law. These details are entered by the data entry operator into the system and a checklist is generated by the system. The print of this checklist is then handed over to the importer or Customs house agent for confirming the correctness of the data entered. The checklist is then returned to the Customs Service Centre by the importer/ Customs broker after putting his signatures on it, mentioning therein corrections, if any, which are to be made by the data entry operator. Once the data is corrected, another checklist is generated and given to the importer/ Customs broker for final confirmation of correctness of data. If no further corrections are required, the Importer/ Customs broker finally approves the draft Bill of Entry (BE) by signing the checklist and the same is handed over to Customs Service Centre operator for submission into the

system. The system on acceptance of the data generates a bill of entry number and date, which is communicated to the Importer/ Customs broker. The bill of entry is then assessed online. The assessing officer may raise a query, which is communicated to the importer/ Customs broker. A reply submitted by the importer/Customs broker is to be correctly entered by the data entry operator at the Customs Service Centre. Once the bill of entry is assessed, the pdf copy of the assessed Bill of Entry is sent to the Shed/docks officer and email is sent to the Importer/Customs Broker. If Importer/Customs Broker wants to print assessed BE copy then Customs service centre operator hands over a print out of the BE. After payment of duty, the importer/Customs broker approaches the Customs authorities in dock/ shed for clearance of goods. The System then generate the final OOC pdf copy of the BE and it is sent to the importer/Custom Broker through Email. If Importer /Custom Broker wants to print out of BE then they can approach to the Customs Service Centre and take print out from there.

B. Exports procedure at Customs Service Centre

An exporter or Customs broker submits details to the Customs Service Centre in the form of paper documents as prescribed by the law. The data entry operator enters these details and a checklist is generated by the system. The print of this checklist is handed over to the exporter or Customs broker for confirming the correctness of the data entered. The checklist is then returned to the Customs Service Centre by the exporter/Customs broker after putting his signatures on it, mentioning therein corrections if any, which are to be made by the data entry operator. Once the data is corrected, another checklist is generated and given to the exporter/Customs broker for final confirmation of correctness of data. If no further corrections are required, the exporter/Customs broker finally approves the draft Shipping Bill by signing the checklist and the same is handed over to Customs Service Centre operator for submission into the system. The Customs Service Centre operator hands over to the exporter/Customs broker, the checklist indicating shipping bill number on the checklist. The exporter/Customs broker then brings goods to the customs port on the basis of this checklist. The designate officer gives Let Export Order (LEO) in the system. The System now generate a pdf copy of Shipping Bill and send to the Exporter and Custom Broker through Email. If Exporter/CB wants a print out then they can approach to the Customs Service Centre. Upon receipt of the Export General Manifest (EGM), export promotion copy is generated

After submission of Bill of Entry or Shipping Bill in the system, the importer/ exporter/ Customs broker may request for an amendment in the document, the details of which are also entered at the Customs Service Centre.

The carriers of the goods (like shipping lines, airlines) are required to submit import and export manifest to the customs. These can also be submitted in the system through the Customs Service Centre. Checklists, as in the case of Bill of Entry or Shipping Bill, are also generated and handed over to the carrier.

3.3. Existing Customs Service Centres

Customs Service Centre setup at EDI sites facilitate digitizing of documents filed manually to facilitate Customs clearance process. The Incumbent Service Provider operates these select Customs Service Centres and perform all operations concerning the manual submission of the documents and printing at the Customs sites, as indicated below:

1. Digitization of documents filed manually at the Customs Service Centres and printing of all documents at Customs EDI sites, including documents filed through Remote EDI System (RES). The Service Provider (SP) is required to perform all operations concerning the manual submission of the documents and printing at the Customs sites
2. Performing any additional functions / operation, incidental to digitization / data entry / scanning / printing of documents etc., as requested by the jurisdictional Commissioner of Customs or CBIC, like providing services of testing in upcoming EDI sites etc.
3. Providing various defined services like digitization, data entry, printing etc., to the trade at the pre-specified rates where a part of its receipts charged on certain services rendered is to be paid to CBIC as a charge for use of the premises and other infrastructure facilities
4. Service Provider collects charges for the services rendered directly from the trade, its representatives or any other person on whose behalf data entry or other related work is carried out, at the prescribed rates. For the services provided at the Customs Service Centre the Service Provider does not recover charges more than the rates agreed with DG Systems in the contract

A complete list of Customs Service Centres is included in Annexure A of this document

3.4. Current Work Volume

At present, the Customs Service Centres operate as per the following parameters:

- There are total number of 250 EDI Customs Sites. Presently, Customs Service Centre facility is provided by CBIC in 143 EDI sites (List in Annexure A) out of the total 250 Sites. At the remaining sites, the responsibility of providing a Customs Service Centre rests with the custodians operating those sites.
- Number of States the Customs Service Centres are spread across in India: 20+ States/Union Territories
- Number of documents (BE/SB) filed at Customs Service Centre (average documents per month): Around 60,000 documents

4. Scope of Work and Deliverables for Bidders

4.1. Scope

The present bid aims at inviting competent agencies/ bidders for running the Customs Service Centres at select existing and proposed new sites. As on April 1, 2020, the EDI system is in place at 250 Customs EDI sites. The scope of this RFP at present is limited to Customs EDI sites listed in **Annexure A** and any new sites that may be included in future (indicative list in Annexure B).

Scope of the current bid will include running of the Customs Service Centres at the Customs EDI sites mentioned for a period of two years, from date of signing of contracts and further extendable in blocks of one year on mutually agreeable terms. The service provider will have to produce all necessary documents as desired by the Department for arriving on the agreeable terms. Further, the decision of the Department would be considered final. The Service Provider will be given a time of 1 month from the Project Start Date for transitioning and taking over from the incumbent vendor. Post completion of 1 month, the Service Provider will be expected to take over complete Customs Service Centre operations for 2 years at all the locations as per Annexure A.

During the transition period of 1 month, the incoming Service provider will not be authorized to collect any fee from Customs Service Centre operations. The Bidder will be solely responsible for bearing any costs associated during the Transition period.

The deliverables for the Customs Service Centre operator have been divided into following parts:

4.1.1. Customs Services

1. The operations to be performed by the Bidder at the Customs Service Centres shall include, interalia, the following:
 - a. Accepting documents for data entry of Bill of Entry, Shipping Bill, IGM and EGM, UAB declaration, Transshipment document and any other document.
 - b. Data entry of details of accepted documents mentioned above
 - c. Printing of check list of accepted documents mentioned above
 - d. Editing of the data as suggested in the corrected check list
 - e. Document submission into ICES application
 - f. Printing of queries and feeding of replies as given by the trade to these queries
 - g. Challan print outs for import/export
 - h. Printing of Out of Charge (OOC) Copy
 - i. Printing of Let Export Order (LEO) Copy
 - j. Printing of all assessed bills of entry and shipping bills or other documents including those filed under RES

- k. Informing trade about the current status of their document in the ICES
 - l. Preserving the documents received for data entry and forwarding the same as required by Jurisdictional Commissioner
 - m. Provide appropriate manpower to capture documents / data relating to various stake holders in Single Window Project like Plant / Animal Quarantine, Banks, Chamber of Commerce, Insurance etc. Capturing of documents/data may involve scanning of documents and uploading in EDI apart from the usual data entry in various fields of EDI including new fields that may be added in future in Single Window Project.
 - n. Any other work incidental to this facility for the trade may be assigned by the Jurisdictional Commissioners by a specific or general order from time to time.
2. The Bidder shall provide assistance services in filing of declaration for unaccompanied baggage clearance.
 3. The Bidder shall provide data entry services using RES software to assist stakeholders (like Custodians, Shipping Lines, Notified carriers, Custom Brokers etc.) in preparation of their different customs declaration in a prescribed format. RES (Remote EDI System), is windows based series of packages which facilitates in preparation of Bill of Entry, Shipping Bill, Import Report, Export Report, Consol Manifest declarations in the format acceptable to ICES for remote submission at Customs House through Indian Customs EDI Gateway (ICEGATE).The Packages designed, developed and successfully implemented under Remote EDI System are RES/Export, RES/Import, RES/Export Report (for Border Ports), RES/Import Report (for Border Ports), RES/Consol (Air). Bidder will support in the following for RES filing - Preparation of documents, Modification of documents, Message file creation .
 4. The list of services to be provided at Customs Service Centre is subject to change. The list of services can be increased or decreased as required, solely based on the discretion of the Department. New services can be added, or existing services be removed, based on the future outlook and policy decisions of CBIC

4.1.2. Additional Services

1. **Trade Related Services:** The services related to cross border trade would be provided by the Bidder in consultation with the jurisdictional commissioner in view of guidelines issued for the purpose. To illustrate; If the Bidder is empaneled to provide other services related to cross border trade from DGFT/ GSTN related to support in Registration/Enquiry, etc., then the Bidder shall be permitted to render those additional services. The charges for these services should be in line with prescribed charges of those organizations. The services so offered should not conflict/ impinge on any restrictions of other Departments. Focus should continue to remain on core business operation of Customs Service Centre.
2. **Printing Kiosk:** The Bidder shall set up a print kiosk for printing pdf or any other files as required by anyone. Bidder shall be responsible for procurement of all the required infrastructure for providing this service including but not limited to procurement of Kiosk, Computer, UPS, A4 printer, consumables like cartridge, paper and any other Kiosk related items. The devices should comply with the minimum specifications as detailed in Annexure D

3. **“May I Help You” Services:** The Bidder shall set up a “May I Help You” section in the premises of Customs Service Centre for providing information to Trade on various aspects related to customs. The Bidder must have detailed knowledge about the services and processes as mentioned below, so that, they can provide trade with the information they may require. The information to be provided by the Bidder shall include, interalia, the following:
- a. **EXIM: Know your product** – Information related to duty on various commodities. The Commodity wise – Duty information including details of various Notification issued can be provided under it.
 - b. **EXIM: Know Your Customer (KYC)** – Information related to completing KYC for various EXIM related functionalities can be provided under it.
 - c. **Know your stakeholders** – Information related to various stakeholders involved in the Customs process can be provided to the trade. The information can include, interalia, the port wise details for the following –
 - i. Customs Brokers directory and rates
 - ii. Transporters Directory and rates
 - iii. Logistics provider Directory and rates
 - iv. Warehouse and rates
 - d. **Know your Participating Government Agencies (PGA'S)** – Information related to various PGAs can be provided to the trade (Refer to <https://www.icegate.gov.in/SWIFT/pga.html> for details on PGAs). The information can include, interalia, the following –
 - i. Updated information related to various PGAs
 - ii. List and address of PGAs
 - iii. Contact person email and phone numbers
 - iv. Forms used by PGAs - how to fill and where to submit
 - e. **Know Customs Processes** – Information related to various customs processes involved in Export, Import can be provided to the trade. The information can include, interalia, the following –
 - i. How to Export
 - ii. How to Import
 - iii. Details about Duty Refunds (Drawback Duty etc.)
 - f. **Other Related Services** – Information related to various other services related to Cross Border Trade can be provided. The information can include, interalia, the following –
 - i. Help in applying for IEC/ GSTIN No.
 - ii. How to apply
 - iii. Where to apply
 - iv. Documents required
4. **Other Services:** If Bidder would like to provide any other service at Customs Service Centre, then the details for the same can be presented to CBIC for review. The department will review the service to be

provided. If deemed appropriate, the approval may be provided, which is solely on the discretion of CBIC and rates would be finalized by CBIC in consultation with Bidder.

4.1.3. Feedback Mechanism

1. The department will implement a digital system to record visits of traders to Service Center. At the time of entry, the trader will Check-in to the system and the system will capture IN time along with the identity of the users (Name, Contact Number, purpose of visit etc.). At the time of exit, traders will Check-out of the system and system will capture the OUT time and ask users to fill a feedback form about their experience at the Customs Service Centre. This system will be centrally integrated and hosted at Department's own data centre.
2. For the purpose of capturing the Feedback, the Bidder should provide Android/ iOS handheld device. The device should have a screen size of atleast 10.5 inches. The tablet should comply with the minimum specifications as detailed in Annexure D

The Bidder must factor the connectivity for the handheld device – SIM or Wifi or Broadband.

When the person would enter the Service Centre, he would enter personal details like Name, Contact number and purpose of visit and a photo would be clicked from the handheld. Once the details are submitted, an OTP would be sent to his mobile phone which would have to be presented to the Service Centre representatives for availing the service. The OTP would be emailed to the Service Desk representative of the respective Service Centre for validation and also be available on a screen for validation for the Service Centre representative. Once, validated the service centre representative would proceed with services. If the OTP is not received, then a re-send option would be available. The OTP may also be sent to the email ID of the visitor.

In case there are any device issues, then the details would be fed into the system by the Service Centre representative. OTP would still be required to avail services.

Once, the services have been availed, and invoice has been generated then the visitor would have to share his feedback for the services delivery.

The Bidder will have to create a system to seek the visitor details and feedback which will be hosted in CBIC data centre. The Bidder will also have to make MIS reports on the data which may accessed by officers of DG Systems.

3. The Bidder will have to set up a CCTV camera so that all service points are clearly covered and faces of service representatives and visitors are clearly visible in the camera. Records should be available for upto a month and may be shared with CBIC on demand. The video records should be available for replay centrally at the premise of DG Systems

4. The users will have an option to provide a 3 point star rating (1 i.e. Unsatisfied, 2 i.e. Neutral, and 3 i.e. Satisfied) on 4 rating parameters with questions including but not limited to
 - a. timely completion of service,
 - b. quality of service,
 - c. experience of Interaction with the Bidder and,
 - d. facilities provided at service center etc.
 - e. A free text field should also be provided so that traders can input qualitative feedback.

The user will have an option to provide 3 point star rating for the 4 rating parameters as mentioned above. The feedback received will be stored to a central server. The format of the Feedback form will be discussed with the Selected bidder at a later stage. The template of the feedback form may be amended suitably at a later date by the Department and in discussion with the Bidder.

5. Monthly feedback reports would be drawn from the feedback system for any analytical purposes.

4.1.4. Receipts and Payments

1. The Bidder shall take suitable measures and promote to collect fees via digital modes of payment like wallets, account transfer, Point of Sale Machine etc. which will reduce the cash handling costs, increase the transparency in the operations of Customs Service Centre and will be a step towards cashless economy
2. For the services provided at the Customs Service Centre's the Bidder shall not recover charges more than the rates per the contract with the Department.
3. The Bidder must issue tax invoice with GST Number for the services it has rendered. The receipt for payment must be digitally generated, and it should not be a handwritten manually filed receipt. For this, it would be desirable for the Bidder to have a centralized Point of Sale system, with a dedicated software for billing, invoice generation, and payment receipts management.

4.1.5. Reporting

1. **Services Report:** Bidder shall submit a monthly report with detailed records of number of services delivered at each site. An Indicative list of fields for this report may include site location, type of service (filing, printing etc), daily volume and revenue etc. The format for the same will be discussed with the selected bidder.
2. **Payments Report:** Bidder shall submit a monthly report consisting aggregate number of payments collected for the services delivered at each site wise. An Indicative list of fields for this report may include site location, type of service (filing, printing etc), daily volume, payment collected, mode of payment etc. The format for the same will be discussed with the selected bidder.

3. **Resources Report:** Bidder shall submit a monthly report with details of the resources deployed at each site. An Indicative list of fields for this report may include site location, Name of the Resource, Date of Joining, Designation etc. The format for the same will be discussed with the selected bidder.
4. **Feedback Report:** The department shall draw a monthly feedback report from feedback system with ratings and comments from each site. An Indicative list of fields for this report may include site location, star rating, details submitted by users in Feedback form, action taken to improve services etc. The format for the same will be discussed with the selected bidder.
5. The Bidder shall note that the reporting requirements and the reporting format may evolve with time at the discretion of the Department. The Bidder would be required to comply with any changes in Reporting Requirement.

4.1.6. Infrastructure

1. The space for the Customs Service Centres along with limited IT Infrastructure (AIO, Line Printer etc) will be provided either by Department or by the custodian concerned. The Bidder shall use all such premises and equipment as the jurisdictional Commissioner may deem proper for the purpose of carrying out the legitimate business of operating the Customs Service Centres and shall not be put to any other use except with the written authorization of CBIC. The CBIC/Custodian shall be responsible for maintaining the limited IT Infrastructure they have provided if necessary at its own cost
2. The Bidder shall be responsible for providing all the other IT infrastructure that may be required, which is not under the purview of Department as per above point, including but not limited to desktop computer, UPS for Desktop computers, scanner, printer etc. Maintaining the same including replacement if necessary, will be done by the Bidder at its own cost.

An indicative list of infrastructure is given below –

Indicative list of Infrastructure	
Provided By	Details
CBIC/ Custodian concerned	<ul style="list-style-type: none"> • AIO • Connectivity to CBIC Network • Required network devices like Switch, Router • Existing line printers at large volume sites • UPS for devices provided by CBIC/ Custodian Concerned
Service Provider	<ul style="list-style-type: none"> • Desktops • A4 printer • Tablets for Feedback • Internet Connectivity • Required network devices like Switch, Router for Internet connectivity for devices provided by Service Provider • UPS for devices provided by Service Provider • Any other infrastructure that may be required for smooth operations at Customs Service Center

3. The Bidder shall be responsible for providing all the physical infrastructure including but not limited to furniture, office supplies and consumables (including but not limited to printer cartridges for the printers provided by the Department as well as those provisioned by the Bidder etc), and other infrastructure that may be required. Maintaining the same including replacement if necessary, will be done by the Bidder at its own cost.
4. The Bidder shall provide for facility management services such that the look and feel, ambience, aesthetics can be consistent across major Customs Service Centres, giving the feeling of Modern Customs Service Centre to the traders. The Facility shall also include a “May I help you” section to assist trade representatives.
5. Maintenance/minor repairs for all the civil works such as expansion joints, painting, Door frames, flush door shutters, Fire Doors, flooring(Italian marble, vitrified tiles/carpet), wall paneling (Laminate/veneer), Pantry cabinets, Aluminum/glazed windows, Spider glazing, Granite Dry Cladding, False Ceiling, Rest room cubicles, Acrylic solid surfaces in toilets, sign ages, roller blinds, roads, pavements/foot paths etc, SS railing, Staircases, Lift lobbies, furniture, sofas, chairs, tables etc shall be done by the Bidder.
6. The Bidder would maintain necessary hygiene standards at the premise including periodic disinfection etc and any relevant standards prescribed by the Government.
7. The Bidder shall be responsible for the provision of stationery items, printer consumables including ribbons/ink cartridges and print head etc. for the printer. The printer consumables are to be procured from the original manufacturer or their authorized agents/distributors.
 - a. For all printouts taken from ICES - The computer stationery shall be pre-printed with **running serial numbers** with single water mark “**INDIAN CUSTOMS**” pre-printed diagonally across each page with not less than 60 gsm paper shall be used for printing of checklist and not less than 80 gsm paper shall be used for final printouts.
 - b. For all other printouts – The print out should contain the Customs Service Centre Location in Header of the document.
8. The Bidder is required to display Fee, Desired Operational Thresholds for services on placards / Visual Display Units at a prominent place within the premises of Customs Service Centre
9. The Bidder is required to display a message requesting the users to provide feedback at the time of billing, on placards / Visual Display Units at a prominent place within the premises of Customs Service Centre
10. The Bidder is required to display a message asking the customers to collect GST Invoice and receipt of payment for services on placards / Visual Display Units at a prominent place within the premises of Customs Service Centre
11. The Bidder is required to display the list of services provided in the “May I Help You” Section on placards / Visual Display Units at a prominent place within the premises of Customs Service Centre.

12. The bidder would be given a time period of 3 months from Project Start Date for provisioning of all infrastructure including IT and Physical Infrastructure items including but not limited to printing kiosk/ help desk/ display board/ painting etc

4.1.7. Non-Functional Requirements

1. The Bidder shall ensure secrecy and confidentiality of the information/documents handled at the Customs Service Centre
2. The Bidder may maintain a log register for the purpose recording the time of receipt of a document and its delivery back to the user with the check list/error report etc. and shall ensure that the documents are processed strictly on first come first served basis. The documents received should be time stamped and the customer should be given a sequentially generated cash receipt. The jurisdictional Commissioner may require the Bidder to set up an elaborate system of sequencing the documents to ensure that the documents are processed on first come first served basis.
3. The Bidder shall ensure that the data entry into the system is complete and correct in all respects as per the declarations filed by those availing and is in accordance with the requirements let out in the 'Public Notices' issued by the jurisdictional Commissioner. The proforma for data entry and checklist duly signed by importer/exporter/Customs house agent/ their authorized agents shall be retained by the Bidder for a period of three months from the date of filing of the documents. The processed IGMs/EGMs will also be retained for a period of three months.
4. All operations at the Customs Service Centre in respect of documents received by the Bidder upto the time prescribed in the public notice, issued by the Commissioner from time to time on this behalf, will be completed on the same day. *Note: An officer of Customs is designated as Systems Manager for each of the Location.*
5. The Bidder shall be responsible for providing services and operating the Customs Service Centre's during such period in a day and on such days as may be specified by the specific or general order of Commissioner having jurisdiction over the Customs Service Centre (Bidder may refer to Risk Factors mentioned in Section 4.4 of this document in this regard).
6. CBIC will allow proper access to the personnel deployed by the Bidder at the Customs Service Centre, provided that the number of such personnel permitted access to Customs Service Centre shall not be more than the number fixed by the jurisdictional Commissioner in consultation with the Bidder.
7. The Bidder will do necessary background checks for the personnel deployed at the Customs Service Centre and take all necessary precautionary measures. It is also agreed that the Bidder will employ personnel for managing the Customs Service Centres at their own risk and cost & CBIC will not be in anyway responsible for their security, remuneration, welfare or service conditions. CBIC will not be responsible for any labor dispute between the Bidder and the personnel deployed by it at the Customs Service Centre. Further, the Bidder would be responsible for all logistics arrangements (stay, transport

- etc) of the staff who will work at the Customs Service Centres and the Department would not be liable for any claims for transport.
8. The Bidder will be required to get police verification done for all the personnel deployed at the Customs Service Centre. The bidder should be responsible for retaining and securely storing all the police verification documents and background check documents. The Department at any point can ask the Bidder to produce these documents for personnel deployed at the Customs Service Centre. The Bidder shall be responsible to submit the documents within 15 calendar days of receiving the request.
 9. The Bidder would take appropriate measures (including rotation of staff) as deemed appropriate to avoid any quid pro quo arrangements which may develop at the sites.
 10. CBIC may inspect the Customs Service Centres at any time of the Contract period and also appoint Internal Auditors or Third Party Auditors to monitor the work and efficiency of the Customs Service Centre Operators. The Auditors will be allowed to inspect, among other things, the quality of stationary used, the printing quality, and the accuracy of data entry, correctness of remittances and other related issues. The Bidder would have to undertake corrective actions on the observations of audit and in absence of same the Department may take suitable remedial measures arising on account of deficiency of services available in the contract.
 11. On expiration or pre-mature termination of the contract the vendor shall vacate the premises and handover the equipment provided to it forthwith in condition as at the time of beginning of the contract, except for normal wear and tear, failing which the vendor shall pay damages as may be determined by the jurisdictional Commissioner.
 12. The Department may alter the conditions of this RFP and its requirements, including the number of sites at which services centre facility is tendered now, any time before finalization of the contract and would not be responsible for any damage caused to the bidder.
 13. The Bidder shall be responsible for arranging and deploying suitable number of personnel (trained Data Entry Operators, Supervisor, Manager etc.) required for operating the Customs Service Centre. The number of personnel required for providing effective and speedy service to the trade would be determined by the Bidder in the consultation with the jurisdictional commissioner.
 14. The jurisdictional Commissioner may increase or decrease the number of Customs Service Centres for sites. He/she may choose to have one Customs Service Centre for two or more sites nearby or can have more than one Customs Service Centre for one ICES location.

4.1.8. Knowledge transition

1. The Bidder shall be provided 1 month from the date of signing of the contract to understand the operations from incumbent Bidder and mobilize resources in such period at all Customs Service Centre. Bidder will not be authorized to collect any fee during the KT period. Post completion of 1 month, the Bidder will be expected to take over complete Customs Service Centre operations from the incumbent vendor and provide sign-off to Department and Incumbent Vendor. In case of Incumbent vendor being awarded the contract, the transition period will not be applicable.

2. The Bidder must provide knowledge transition to new Bidder when the engagement under this contract ends to ensure seamless transition.

4.1.9. Customs Service Centre Sites

1. The Bidder needs to provide the services at all the sites as per Annexure A from the project start date. The list of sites is subject to change. The number of sites can be increased or decreased as required, solely based on the discretion of the Department. If a site is being removed from the list, the Bidder will be provided a notice period of 3 months by CBIC so as to ramp down and cease operations at the said site
2. The Customs EDI sites may come up at different times and the Bidder should be able to provide services only after that. Bidder would however ensure that the facility is provided as soon as the basic requirements for starting EDI at that location are set up and he is asked by the jurisdictional Commissioner or the Directorate to start his services.
3. The intimation for initiating services at a new site or terminating services at an existing site would be done by the Department.

4.2. Ceiling Rates / Charges for Services Provided at Service Centre

The amount that the Customs Service Centres operator can charge from the trade will be fixed according to the rates as proposed by the bidder in its commercial proposal. These charges will be standard across all locations in India. The bidders are required to bid for the service 'Filing of Documents' where the ceiling rate has been prescribed by the department. The charges for all other services are fixed.

Note: The below charges are excluding GST and any other taxes. The Bidder shall collect GST from the trade at the prevailing rates and pays the collected GST to the Govt. exchequer.

4.2.1. Charges for Customs Services Provided using the ICES Service Centre Application

Charges for Digitization, Data Entry and Printing of documents filed at Customs Service Centre are as follows:

S.No	Service	Ceiling (C) / Fixed (F) rate	Rate
1	Bill of Entry/ Shipping Bill having up to five items	C	₹ 66
2	Each Additional Block of five items	F	₹ 10
3	IGM	C	₹ 66
4	EGM	C	₹ 66
5	Other documents (such as UAB, Transshipment etc.)	C	₹ 66

6	Each Amendment to original declaration by customer in BE/SB/Other documents	F	₹ 10
7	Queries (including reply feeding)	F	Nil – for 3 queries and ₹10 for each query thereafter
8	Printing check list	F	Rs 2 per page
9	Printing of assessed documents (SB/BE/OOC/LEO/Challan etc.):	F	Rs 2 per page
10	Printing of Document	F	Rs 2 per page

4.2.2. Charges for Customs Services Provided using RES Software

Charges to prepare digital files using RES/any software utility developed for this purpose for submitting electronically through ICEGATE are as follows:

S.No	Service	Ceiling (C) / Fixed (F) rate	Rate
1	Bill of Entry/ Shipping Bill having up to five items	C	₹ 66
2	Each Additional Block of five items	F	₹ 10
3	IGM	C	₹ 66
4	EGM	C	₹ 66
5	Other documents (such as UAB, Transshipment etc.)	C	₹ 66
6	Each Amendment to original declaration by customer in BE/SB/Other documents	F	₹ 10
7	Printing check list	F	Rs 2 per page

4.2.3. Additional Trade related services

Charges for Additional Trade related services at Customs Service Centre are as follows:

S.No	Service	Rates
1	Services related to cross border trade by other department	Rates as defined/ agreed by the respective department

4.2.4. Printing Kiosk

Charges for Printing Kiosk at Customs Service Centre are as follows:

S.No	Service	Rates
1	For printing pdf or any other files as required	Rs 2 per page

4.2.5. May I Help You

Charges for May I Help You Services at Customs Service Centre are as follows:

S.No	Service	Rates
1	EXIM: Know your product	No Charges (Only printing charges if applicable, Rs 2 per page)
2	EXIM: KYC	No Charges (Only printing charges if applicable, Rs 2 per page)
3	Know your stakeholders	No Charges (Only printing charges if applicable, Rs 2 per page)
4	Know your Participating Government Agencies (PGA'S)	No Charges (Only printing charges if applicable, Rs 2 per page)
5	Know Customs Processes	No Charges (Only printing charges if applicable, Rs 2 per page)
6	Other Related Services	No Charges (Only printing charges if applicable, Rs 2 per page)

4.2.6. Other Services

Charges for Other Services at Customs Service Centre are as follows:

S.No	Service	Rates
1	Any additional services related to cross border trade	Rates as agreed with DG Systems, CBIC

4.3. Operational Thresholds

The Bidder is required to provide courteous and efficient service to the trade. The Bidder should ensure that operators are well mannered, polite, courteous and helpful towards the members of the trade. The operators should have minimum educational qualification of 10+2 and should possess a certificate of data entry/typing and computer proficiency from a reputed institute. The Department may seek digital copies of educational qualification proofs, CV

etc for verification and the Bidder must share the same. They should also meet the service delivery standards. The standards for various operations under normal conditions of operation shall be as follows:

	Types of Operation	Desirable Threshold
a	Data entry of document up to 10 line item	30 minutes
b	Time for additional block of 10 items	30 minutes
c	Editing Checklist	30 minutes
d	Submission into ICES system	10 minutes
e	Printing of document	10 minutes
f	Amendment to be carried out	15 minutes
g	Query Response/Submission	30 minutes

The operational thresholds and the rates should be clearly displayed on a board at the Customs Service Centre for awareness of visitors. Further, the board should also contain email details at which grievances can be emailed in consultation with the nodal officer from Customs.

4.3.1. SLA & Penalty

The performance of the Bidder will be evaluated based on the feedback received from the traders. It will be evaluated on the following parameters – timely completion of service, quality of service, experience of Interaction with the Bidder, facilities provided at service center.

The performance of the bidder will be evaluated based on “Feedback Score for a site ” which will be calculated as follows –

“Overall Feedback Rating for a user” = AVERAGE (Feedback rating given by that user on agreed parameters*)

“Feedback Score for a site” = AVERAGE (“Overall Feedback Rating for a user” for all feedbacks received at that site)

* Note – “Feedback Score for a site” will be calculated on a monthly basis for each site

* indicative 4 parameters have been mentioned

Penalty applied to Bidder on failing to meet Feedback score requirements		
Average Volume of Transactions at site per month	“Feedback Score for a site” (rounding off as per practice)	Penalty
≥ 1000	“Feedback score for a site is < 1.5” at < 25% of total sites in this category	1.00% of PBG
	“Feedback score for a site is < 1.5” at ≥ 25% AND < 50% of total sites in this category	2.00% of PBG
	“Feedback score for a site is < 1.5” at ≥ 50% of total sites in this category	4.00% of PBG
≥ 500 AND < 1000	“Feedback score for a site is < 1.5” at < 25% of total sites in this category	0.50% of PBG
	“Feedback score for a site is < 1.5” at ≥ 25% AND < 50% of total sites in this category	1.00% of PBG
	“Feedback score for a site is < 1.5” at ≥ 50% of total sites in this category	2.00% of PBG
≤ 500	“Feedback score for a site is < 1.5” at < 25% of total sites in this category	0.25% of PBG
	“Feedback score for a site is < 1.5” at ≥ 25% AND < 50% of total sites in this category	0.50% of PBG
	“Feedback score for a site is < 1.5” at ≥ 50% of total sites in this category	1.00% of PBG

In case of difference between penalty percentage, the penalty will be applied at a higher rate.

In case of repeated failure to meet the service standards or if the rating stays below the desired threshold for a continuous period of 3 months, corrective actions may be implemented by CBIC including but not limited to liquidation of PBG in partial or full, and termination of contract. Kindly refer Annexure C for illustrative calculation of penalty

4.4. Risk Factor

The bidder is required to take into consideration, inter alia, following risk factors before bidding for the tender. CBIC will not be responsible for any loss caused to the Bidder, for not taking into account any or all of the risk factors.

1. The facility of a Customs Service Centre at customs sites is a trade facilitation measure. The importer/exporter/Customs broker/their authorized agents have an option of filing documents through remote EDI system, which is transmitted to the Customs via the Indian Customs EDI Gateway or through Customs Service Centres. With the growing computer literacy and awareness, the number of

importers/exporters using the Customs Service Centre may go down depending upon the choice of the importer/exporter/Customs broker/other agencies to file documents through ICEGATE or other available means.

2. It is also a declared policy of the government to encourage remote filing of the documents and the Customs Service Centre is essentially a transitional measure till the time such facility is not fully accepted by the trade.
3. The charges for various services given under the scope of this RFP provided would be fixed and for that of additional services introduced at the Customs Service Centre, for which rates were not submitted in commercial bid, would be fixed by CBIC in consultation with the Bidder. The Bidder shall not be at liberty to amend on his own the charges for its services and the charges would remain constant during the contract period.
4. The workload at the Customs Service Centre may also get affected due to changes in the economic, administrative or other policies of the Government, judicial pronouncements as well as other extraneous factors.
5. The policies of the Government may require Customs Service Centre to be open for more than 8 hours (or even be open for 24 hours on all 7 days of a week) at some or all the sites in the interest of the trade. The Bidder would need to abide by the instructions of CBIC and plan staff appropriately.
6. The Bidder must refer and adhere to various regulations, guidelines etc issued by CBIC which impact Customs Service Centre Operations
7. The policies and decisions of the government may also require remote Customs Service Centres (those operating from outside the premises of the customs location) to facilitate remote filing of documents through ICEGATE or other means.

Annexures

5. Annexure A – List of Customs Service Centre

S.No	Site Code	Site Name	State	Transaction volume (monthly average nos.)
1	INKAK1	Custom House, Port Area, Kakinada - 533007	Andhra Pradesh	118
2	INVTZ1	Custom House, Port Area Visakhapatnam 530035	Andhra Pradesh	132
3	INRXLB	Lcs Raxaul, Dist: East Chaparan, Bihar	Bihar	3228
4	INBGUB	Lcs Bairstonia	Bihar	404
5	INSNBB	Lcs Sonabarsa	Bihar	377
6	INBTMB	Lcs Bhitamore	Bihar	1281
7	INBNRB	Lcs Bhimnagar	Bihar	508
8	INKNLB	Lcs Kanauli	Bihar	184
9	INGALB	Lcs Galgalia	Bihar	615
10	INKJIB	Lcs Pipron	Bihar	331
11	INLKQB	Lcs Laukaha	Bihar	90
12	INJAYB	Jayanagar	Bihar	215
13	INJBND	Lcs Jogbani, Dist: Araria, Bihar	Bihar	5998
14	ININD6	Icd 113 Concor Complex Sector Iii Pithampur Dhar	Chattisgarh	261
15	INDEL4	New Custom House, Igi Airport, New Delhi - 110037(Import)	Delhi	590
16	INDEL4	New Custom House, Igi Airport, New Delhi - 110037(Export)	Delhi	1079
17	INPPG6	Icd Patparganj, Gazipur, Nr Gazipur Bus Depot, Nd	Delhi	1593
18	INTKD6	Icd Tughlakabad, New Delhi 110020	Delhi	109
19	INPAN1	Panaji Port	Goa	0
20	INMRM1	New Custom House Marmagoa, Goa Pin-403803	Goa	124
21	INAKV6	Icd Ankleshwar Opp Ongc Tnship Old Nh8	Gujarat	0
22	INAMD4	Acc Ahmedabad Old Airport, Sahibaug Ahmedabad	Gujarat	150
23	INBED1	Bedi Port Jamnagar Gujarat	Gujarat	7
24	INBRC6	Icd Dasrath Vadodara Gujarat - 391740	Gujarat	75
25	INDAH1	Dahej Port Custom House Dist: Baroach Gujarat	Gujarat	12
26	INIXY1	Custom House, Near Balaji Temple, Kandla - 370210	Gujarat	41
27	INMDA1	Magdalla Port Urmi Complex Sangrampura Surat	Gujarat	40
28	INMUN1	Mundra Sez Port, Mundra, Gujarat	Gujarat	86
29	INPAV1	Custom House, Gppl Pipavav Rajula, Amreli Gujarat	Gujarat	20
30	INSAC6	Surat Diamond Park, Gidc, Sachin, Surat-394230	Gujarat	0
31	INSBI6	Icd Sabarmati Kaligam Sabarmati Ahmedabad 382470	Gujarat	78
32	INVPI6	Icd Valvada Nh8 Taluka: Umbergaon Valsad Gujarat	Gujarat	5
33	INPBD1	Porbandar Port	Gujarat	7
34	INBHU1	Bhavnagar Port	Gujarat	44
35	INNAV1	Navlakhi Port	Gujarat	26
36	INOKH1	Okha Port	Gujarat	10

S.No	Site Code	Site Name	State	Transaction volume (monthly average nos.)
37	INPNP6	Icd Panipat, Babarpur Railway Station, Panipat	Haryana	0
38	INREA6	Icd Rewari, Rewari Haryana	Haryana	0
39	INFBD6	Icd Ballabhgarh, Sector 59, Faridabad, Haryana	Haryana	14
40	INSXR4	Acc Srinagar	J&K	17
41	INBLR4	Acc Bangalore Bengaluru International Airport	Karnataka	1364
42	INNML1	New Custom House, Panambur, Mangalore 575010	Karnataka	105
43	INIXE4	Air Cargo Mangalore	Karnataka	12
44	INKRW1	Karwar Port	Karnataka	8
45	INWFD6	Icd Whitefield Plantations, Hoskote, Bangalore	Karnataka	1396
46	INKOK1	Kollam Port	Kerela	0
47	INCCJ4	Acc Kozhikode, Karipur, Kerala, 673647	Kerela	966
48	INCOK1	Cochin Custom House Willingdon Island	Kerela	398
49	INCOK4	Kochi Airport Nedumbassery Cochin Kerala 683111	Kerela	440
50	INTRV4	Acc Shanghumugham Thiruvananthapuram Kerala	Kerela	187
51	INBOM1	New Custom House, Ballard Estate, Mumbai - 400038	Maharashtra	348
52	INBOM4	Air Cargo Comple, Sahar, Andheri (E) Mumbai	Maharashtra	2548
53	INCCCH6	Icd Chinchwad Concor Rly Goods Shed Chinchwad	Maharashtra	28
54	INDIG6	Icd Dighi Talera Nagar Pune Alandi Road Dighi, Pune	Maharashtra	467
55	INJNR4	Acc Janori, Janori Dindori, Dist Nasik, Pin-422207	Maharashtra	23
56	INJNR6	Icd Janori, Janori Dandori Dist: Nasik Pin-422207	Maharashtra	377
57	INMUL6	Icd Mulund, Mumbai, Maharashtra	Maharashtra	50
58	INMWA6	Icd Maliwada, Daulatabad, Aurangabad	Maharashtra	61
59	INNGP6	Icd Nagpur Nr Narendra Nagar Nagpur 440027	Maharashtra	287
60	INNSA1	Jnch, Nhava Sheva, Tal: Uran, Dist-Raigad-400707	Maharashtra	773
61	INNSK6	Cfs Nasik, Complex Of Cwc Ambad Nasik	Maharashtra	611
62	INPMP6	F-li Block, Yeshwant Nagar, Pimpri, Pune 400018	Maharashtra	5
63	INTLG6	Icd Talegaon A-18 & 18/1 Midc Talegaon Pune 410507	Maharashtra	118
64	INWAL6	Icd Waluj, Aurangabad - 431030	Maharashtra	7
65	INJGD1	Jaigarh (Ratnagiri)	Maharashtra	12
66	INPNQ4	Acc Pune Lohgaon	Maharashtra	0
67	INPBLB	Lcs Kamardwisa	Meghalaya	528
68	INDRGB	LCS Darranga	Meghalaya	796
69	INIDR4	Acc Devi Ahilyabhai Holkar Airport Indore Mp	MP	31
70	INMPR6	Icd Malanpur	MP	7
71	INMDD6	Icd Madideep 34-A1 Nia Dist: Raisen Mp 462046	MP	27
72	INRAI6	Icd Raipur Near Goods-Shed Kapa Raipur 492009	MP	3
73	INASR6	Icd Chehertta Amritsar Punjab	Punjab	23
74	INATQ4	Sgrd Jee International Airport, Amritsar	Punjab	2
75	INATRB	Lcs Road Cargo, Attari Road, Amritsar, Punjab	Punjab	2162
76	INJUC6	Icd Jalandhar, Dhogri Road Noorpur Jalandhar	Punjab	7

S.No	Site Code	Site Name	State	Transaction volume (monthly average nos.)
77	INLDH6	Icd Ludhaina, Dhandari Kalan, Ludhiana Pin-141001	Punjab	26
78	INASR2	Amritsar Rail Cargo	Punjab	482
79	INBWD6	Icd Rajsico Sector 9 Uit Colony Bhiwadi Rajasthan	Rajasthan	0
80	INBGK6	Icd Concor New Power House Bhagat Ki Kothi	Rajasthan	1
81	INJAI4	Air Cargo Complex Sanganer Jaipur	Rajasthan	264
82	INJAI6	Icd Sanganer Plot No. Sp7 Sia Jaipur Pin-302020	Rajasthan	16
83	INJUX6	Icd Rajsico Basni Phase-II Jodhpur 342005	Rajasthan	0
84	INKKU6	Icd Concor Kanakpura Jaipur	Rajasthan	232
85	INKTT6	Icd Concor Rawatha Road Post: Mandana Kota	Rajasthan	18
86	INTHA6	Icd Thar Dry Port Barmer Road Pal Gaon Jodhpur	Rajasthan	0
87	INAJJ6	Icd Arakkonam, Maruti Park Netaji Nagar Kainoor-	Tamil Nadu	0
88	INNPT1	C H, No 4 Firstline Beach Nagapattinam 611001	Tamil Nadu	0
89	INPNY1	Custom House No.1 Dumas Street Pondicheery	Tamil Nadu	0
90	INSL6	Icd Singnallur Neelikonnampalayam Coimbatore	Tamil Nadu	0
91	INTUP6	Icd Tirupur Raakiyalalayam Avinashi Tirupur 54	Tamil Nadu	0
92	INCHE6	Icd Chettipalayam, Sf129 Avinashi Taluk Tirupur 52	Tamil Nadu	6
93	INIGU6	Icd Irugur Opp Ioc Terminal Irugur Coimbatore	Tamil Nadu	30
94	INCJB4	Acc Coimbatore Civil Aerodrome Coimbatore - 04	Tamil Nadu	5
95	INTDE6	Icd Thudialur 2/235C M'Palayam Road Coimbatore	Tamil Nadu	15
96	INTHO6	Icd Veerapandi, Sf 352 & 353 Palladam Road Tirupur	Tamil Nadu	2
97	INKAR6	Icd Karur, Andankoil West, Kutkadai, Karur, Tn	Tamil Nadu	48
98	INTUT1	Custom House, Harbour Estate, Tuticorin 628004	Tamil Nadu	242
99	INTUT6	Icd Tuticorin, 1663/2B Harbour Exp. Road Tuticorin	Tamil Nadu	7
100	INTRZ4	Trichy Airport Customs	Tamil Nadu	12
101	INIXM4	Acc Madurai	Tamil Nadu	13
102	INMAA1	Customs House 60, Rajajisalai, Chennai-600001	Tamil Nadu	576
103	INILP6	Icd Irungattukottal, Sriperumbudur – 602105	Tamil Nadu	1
104	INENR1	Ennor Port, Customs House, 60 Rajaji Salai Chennai	Tamil Nadu	2
105	INKAT1	Kattupalli – Inkat1	Tamil Nadu	30
106	INMAA4	Acc Meenabakkam, Chennai, Tamil Nadu - 600027	Tamil Nadu	1080
107	INHYD4	Acc Shamshabad Airport Dist Ranga Reddy, Hyderabad	Telangana	434
108	INSNF6	Icd Sanathnagar, Hyderabad, 500018	Telangana	610
109	INBSAB	Lcs Banbasa	UK	742
110	INDLAB	Dharchula	UK	28
111	INJHOB	Jhulaghat	UK	42
112	INCPC6	Icd Chakeri, Gt Road, Kanpur -208007	UP	1
113	INAPL6	Apl Dadri(All Cargo)	UP	47
114	INCPL6	Cpl Dadri(Albatross)	UP	1
115	INDER6	Icd Dadri, Gautambudh Nagar, Up -203207	UP	2
116	INSTT6	Star Track Terminal Pvt Ltd Icd Dadri	UP	1

S.No	Site Code	Site Name	State	Transaction volume (monthly average nos.)
117	INTTP6	Ttp Dadri(Cma)	UP	115
118	INLON6	Icd Loni, Ghaziabad	UP	4
119	INBLJ6	Icd Agra, East Bank, Motimahal, Agra Up	UP	26
120	INKNU6	Icd Jry Kanpur, Po: Rk Nagar Kanpur - 208012	UP	140
121	INLKO4	Airport Amausi	UP	116
122	INMBD6	Icd Locoshed Moradabad Up	UP	90
123	INBNYB	Lcs Barhni	UP	798
124	INSNLB	Lcs Sonauli	UP	961
125	INTKNB	Lcs Tikonia	UP	1728
126	INNGRB	Nepalganj	UP	4612
127	INNTVB	Lcs Thootibari	UP	197
128	INCCU1	Custom House, 15/1 Strand Road, Kolkata - 700001	WB	1452
129	INCCU4	Acc Kolkata, 15/1 Strandroad, Custom House	WB	717
130	INJIGB	Lcs Jaigaon	WB	2295
131	INMHDB	LCS Mahedipur	WB	451
132	INHLIB	LCS Hili Malda	WB	287
133	INSNG2	Lcs Singhabad	WB	22
134	INPRT1	Paradeep Port Custom House Paradeep Orissa 754142	WB	61
135	INPTPB	Lcs Petrapole, Bongaon, West Bengal	WB	2930
136	INRNG2	Ranaghat	WB	66
137	INDLOB	LCS Birpara	WB	98
138	INCHMB	LCS Chamurchi	WB	80
139	INPNTB	Lcs Panitanki	WB	1293
140	INFBRB	LCS Fulbari	WB	168
141	INCBDB	Lcs Changrabandha	WB	643
142	INGJXB	LCS Ghojadanga	WB	703
143	INTTS1	TT.Shed	WB	12

6. Annexure B – List of Non EDI Sites

S.No.	Name	State	Site Type
1	Golakganj	LCS	Assam
2	Hatisar	LCS	Assam
3	Manikarchar	LCS	Assam
4	Sutarkandi	LCS	Assam
5	Bholaganj	LCS	Meghalaya
6	Borsora	LCS	Meghalaya
7	Dalu	LCS	Meghalaya
8	Dawki	LCS	Meghalaya
9	Ghasuapara	LCS	Meghalaya
10	Mahendraganj	LCS	Meghalaya
11	Shellabazar	LCS	Meghalaya
12	Zokhawthar	LCS	Mizoram
13	Serathang	LCS	Sikkim
14	Khowaighat	LCS	Tripura
15	Manu	LCS	Tripura
16	Old Raghna Bazar	LCS	Tripura
17	Gauriphanta	LCS	Uttar Pradesh
18	Khunwa	LCS	Uttar Pradesh
19	Gunji	LCS	Uttarakhand
20	Shipkila	LCS	Uttarakhand
21	Hemnagar	LCS	West Bengal
22	Kulkuli	LCS	West Bengal
23	Nagarkata LCS	LCS	West Bengal
24	FPO, Vijayawada	FPO	Andhra Pradesh
25	FPO, Guwahati	FPO	Assam
26	FPO, Patna	FPO	Bihar
27	FPO, Ranchi	FPO	Bihar
28	FPO , Raipur	FPO	Chhattisgarh
29	FPO, New Delhi	FPO	Delhi
30	FPO, Ahmedabad	FPO	Gujarat
31	FPO, Leh	FPO	J&K
32	FPO, Sringar	FPO	J&K
33	FPO, Bengaluru	FPO	Karnataka
34	FPO, Cochin	FPO	Kerala
35	FPO, Bhopal	FPO	Madhya Pradesh
36	APSO, Mumbai	FPO	Maharashtra
37	FPO, Mumbai	FPO	Maharashtra
38	FPO, Ludhiana	FPO	Punjab
39	FPO, Jaipur	FPO	Rajasthan
40	FPO(Air), Chennai	FPO	Tamil Nadu

S.No.	Name	State	Site Type
41	FPO(Sea), Chennai	FPO	Tamil Nadu
42	FPO, Hyderabad	FPO	Telangana
43	FPO , Agra	FPO	Uttar Pradesh
44	FPO, Kanpur	FPO	Uttar Pradesh
45	FPO, Varanasi	FPO	Uttar Pradesh
46	FPO, Kolkata	FPO	West Bengal

Note: This is an indicative list only

7. Annexure C - Illustrative Calculation

Illustrative Calculation for Feedback Score for a site

Site 1 - Feedbacks received in 1 calendar month					
Users	Feedback on timely completion of service	Feedback on quality of service	Feedback on experience of Interaction with the Bidder	Feedback on facilities provided at service center	"Overall Feedback Rating for a user"
User 1	3	3	3	3	3
User 2	2	2	2	2	2
User 3	1	1	1	1	1
User 4	3	1	1	1	1.5
User 5	2	1	1	1	1.25
User 6	3	3	1	1	2
User 7	2	2	1	1	1.5
User 8	3	2	1	1	1.75
User 9	3	3	3	1	2.5
User 10	3	3	2	1	2.25
User 11	3	2	2	1	2
User 12	2	2	2	1	1.75
User 13	1	1	1	1	1
User 14	1	3	2	3	2.25
User 15	2	1	1	3	1.75
Feedback Score for a site					1.83

Illustrative Calculation for Penalty to be applied

Average Volume of Transactions at site per month \geq 1000 - Feedbacks received in 1 calendar month	
Site	"Feedback Score for a site"
Site 1	3
Site 2	2
Site 3	1
Site 4	1.5
Site 5	1.25
Site 6	2
Site 7	1.5
Site 8	1.75
Site 9	2.5
Site 10	2.25
Site 11	2
Site 12	1.75
Site 13	1

Site 14	2.25
Site 15	1.75
Count of "Feedback score for a site is < 1.5"	3
% of "Feedback score for a site is < 1.5"	20%
Penalty	1.00% of PBG

Average Volume of Transactions at site per month >= 500 AND < 1000 - Feedbacks received in 1 calendar month	
Site	"Feedback Score for a site"
Site 1	1.25
Site 2	2
Site 3	1
Site 4	1.5
Site 5	1.25
Site 6	2
Site 7	1.5
Site 8	1.25
Site 9	2.5
Site 10	1.25
Site 11	2
Site 12	1.25
Site 13	1
Site 14	1
Site 15	1.75
Count of "Feedback score for a site is < 1.5"	8
% of "Feedback score for a site is < 1.5"	53%
Penalty	2.00% of PBG

In this case Penalty will be applicable at 2% of the PBG

8. Annexure D – Minimum Required Specifications for Devices

The Minimum specifications required for the devices are mentioned below. The bidder must note that devices of higher specifications may be required at the sites where transaction volume is high. Bidder must ensure that devices of appropriate specifications are procured to prevent choking at Service Center sites and that the services to trade are provided in a timely manner as per the Operational Thresholds

Computer

- Minimum 4 GB RAM
- Minimum 500 GB HDD
- Minimum 20 inch Display with minimum resolution of 1280x 800 pixel
- Operating System – Windows 10
- Minimum 2 USB 2.0 Type A; 1 USB 3.1 port, 1 HDMI-out, RJ-45 Ethernet port
- HD Web Camera with integrated digital microphone
- Keyboard, mouse, Speakers
- Connectivity over Ethernet, Wi-Fi
- Required software like Microsoft Office, PDF Viewers / Reader etc.
- All softwares used must be valid licensed versions (in case license is required for usage)

A4 Printer / Scanner

- A4 Black and White Printer
- Print, Copy, Scan functions
- Minimum Print speed (A4) - 15 ppm (black)
- Minimum Scan speed (A4) - 6 ppm (200 ppi, black and white)
- Scan File Type: JPEG (.jpg), PDF (.pdf), PNG (.png), Rich Text (.rtf), TIFF (.tif)
- Scan Resolution- Minimum 200 dpi up to 1000 dpi
- Connectivity over USB, Ethernet, Wi-Fi
- Two-sided printing and scanning

Tablet

- Minimum 10.5 inch Multi Touch Display with minimum resolution of 1280x 800 pixel
- Operating System - Android 9.0 or above OR iOS 12 or above
- Minimum 3500 mAh Battery
- Minimum 4GB RAM
- Minimum 64GB Internal Memory
- Minimum 5 MP Primary Camera
- Minimum 2 MP Selfie Camera,

- Connectivity over 802.11a/b/g/n/ac WiFi, Bluetooth, 4G
- Front-facing speakers
- All softwares used must be valid licensed versions (in case license is required for usage)

UPS

- Minimum 30 minutes power backup to all the devices at a Service center location

***** End of Volume 1 *****