



**Tender Notice**  
**(E-TENDERING MODE ONLY)**

Online Open Tender in two bid system is invited for Annual Maintenance Contract and Software Support for EXIM Commercial Applications namely Export-Import Management System (ETMS), Data Warehousing of ETMS & CCLS, AMC for e-Filing of ETMS and AMC of CCLS Application including its E-filing module for One Year of CONCOR **only through e-tendering mode.**

1. The bid document can only be downloaded from the website ([www.tenderwizard.com/CCIL](http://www.tenderwizard.com/CCIL)) and the intending bidders should submit the document sale price of ₹ 1,000.00 inclusive of all taxes and duties **through e-payment at the time of making online request.**
2. Complete tender papers duly accompanied with requisite EMD shall be received online as per date and time mentioned below and may be opened in presence of the bidders or their authorized representatives.

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| Tender No.                                      | CON/IT/2548/18/01  |
| Estimated Cost                                  | ₹ 2,64,79,200.00 (Incl. of GST@18%)  |
| Completion Period                               | One year AMC and support   |
| Name of Work                                    | Open Tender in Two Bid System for Annual Maintenance Contract and Software Support for EXIM Commercial Applications namely Export-Import Management System (ETMS), Data Warehousing of ETMS & CCLS, AMC for e-Filing of ETMS and AMC of CCLS Application including its E-filing module for One Year of CONCOR  |
| Earnest Money Deposit                           | ₹ 5 Lacs (₹ Five Lacs only) <b>through e-Payment.</b>  |
| Cost of Document                                | ₹ 1,000.00 Inclusive of all taxes and duties <b>through e-payment.</b>   |
| <b>Tender Processing Fee</b>                    | ₹ 4,500.00 plus taxes as applicable.<br><b>(Non-refundable) through e-payment.</b>   |
| Date of Sale (Online)                           | From 21/12/2018 1100 hrs. to 10/01/2019 (upto 1600 hrs.)   |
| Date & Time of submission of tender             | 11/01/2019 at 1100 Hrs.  |
| Date & Time of opening of tender                | 14/01/2019 at 1130 Hrs.  |
| Minimum annual turnover                         | The average annual turnover of the bidder during the last three financial years should not be less than ₹ 1,76,52,800.00   |
| Experience with respect to similar nature works | The bidder should have experience in design/ development/ implementation/ Support of software similar to that of CONCOR's requirement. The minimum amount of single work of the similar nature(AMC and Support) should be amounting to ₹ 1,76,52,800.00 or works of similar nature amounting to ₹ 2,64,79,200.00 during previous 84 months prior to the date of tender opening.<br><br>Out of these orders the vendor should have executed order for the following either in the same order or in separate orders:<br><ol style="list-style-type: none"><li>i. <u>Same Domain experience</u><br/>The bidder should have executed minimum one order for Container logistics/ Rail-Road/ Warehousing/ Port</li></ol> |

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|                          | <p>industry.</p> <p>ii. <u>Centralized System and multilocation Experience</u></p> <p>Bidder should be currently maintaining/ supporting the commercial application of multi location onsite on intranet for at least 50 locations for at least last 2 years, which includes ICDs/ CFS/ PSCT/ Container/Cargo/ Rail/ Road/ Warehousing/ Logistics business developed by other vendor for at least 2 years completed.<br/>(This clause is not applicable for existing AMC service provider).</p> <p>The above mentioned details should be supported by copy of Purchase orders along with the completion certificate indicating completion of such activities i.e. design/ development/ implementation/ Support. For Support /on-going services (separate orders or combined with supply/ implementation order), value of each completed year would be considered.</p>   |
| ISO Certification        | Bidder should be ISO 27001:2013 certified (or its latest version)   |
| CMMi level Certification | Bidder should be CMMi Level-5 company   |
|                          | <p>In order to provide support from Day One for uninterrupted business services to CONCOR, the Bidder should provide documentary proof for successful completion from the concerned company/agency/authority in support for following desired qualifications which may be verified by CONCOR:</p> <ol style="list-style-type: none"> <li>Should be currently maintaining and providing support for online commercial system (running on 24 x 7 basis) which have been developed by other IT vendor.</li> <li>Document in support for the above mentioned application for interfaces with at least two government dept (Railways, Customs, Port Authority etc.)</li> <li>Document in support for the above mentioned application for EDI interfaces with Customs for Export and Import messages which should be integrated with application.</li> <li>Document in support for the mobile interface for EXIM customers like, Shipping line, Importer, Exporter, Customs house agent, other stakeholders.</li> <li>Document in support for web application interface for the EXIM customers like, Shipping line, Importer, Exporter, Customs house agent, other stakeholders.</li> </ol> |
| Certification            | The bidder should have office in Delhi/NCR.   |

3. CONCOR reserves the right to reject any or all the tenders without assigning any reason thereof.



This tender notice is also available on the web site [www.concorIndia.com](http://www.concorIndia.com). The bid document can also be downloaded from the website ([www.tenderwizard.com/CCIL](http://www.tenderwizard.com/CCIL)). However, the intending bidders should submit the document sale price of ₹1,000.00 through e-payment at the time of making online request.

EMD to be paid through e-payment and the receipt of the same should be scanned and uploaded in the e-tendering website [www.tenderwizard.com/CCIL](http://www.tenderwizard.com/CCIL).

To participate in the E-Bid submission, it is mandatory for the bidders to have user ID & password which has to be obtained by submitting an annual registration charges of INR 1500/- plus taxes as applicable to M/s. ITI through e-payment. Bidders have to pay the Tender Processing Fee to ITI through e-payment at the time of downloading/ submission of bid.

The detailed tender document can be viewed from the website [www.tenderwizard.com/CCIL](http://www.tenderwizard.com/CCIL) from - 21/12/2018 1100 hrs. to 10/01/2019 (upto 1600 hrs.).

**Corrigendum / Addendum to this Tender, if any, will be published on website [www.concorindia.com](http://www.concorindia.com), [www.tenderwizard.com/CCIL](http://www.tenderwizard.com/CCIL) and Central Procurement Portal (CPP) only. Newspaper press advertisement shall not be issued for the same.**

**Note :**

1. Tender Document/sets shall be provided free of cost to Micro & Small enterprises (MSE's) registered with the listed agencies or having Udyog Aadhar Memorandum.
2. MSEs registered with the agencies mentioned below or having Udyog Aadhar Memorandum will be exempted from payment of Earnest Money Deposit (EMD).
3. MSEs who are interested in availing themselves of these benefits and preferential treatment, the MSEs will enclose with their offer the proof of their being MSE registered with any of the agencies mentioned in the notification of Ministry of MSME indicated below along with the bid.
  - (i) District Industries Centers
  - (ii) Khadi and Village Industries Commission
  - (iii) Khadi and Village Industries Board
  - (iv) Coir Board
  - (v) National Small Industries Corporation
  - (vi) Directorate of Handicraft and Handloom
  - (vii) Any other body specified by Ministry of MSME
4. The MSEs must also indicate the terminal validity date of their registration.

Failing (3) & (4) above, such offers will not be liable for consideration of benefits detailed in MSE notification of Government of India dated 23.03.12

5. Startup & Make in India.

Executive Director (MIS&CSR)