

## **Business Solution Services**

### ➤ **Objective:**

- To provide single window solution for all the logistics requirements of the customers in cost effective & efficient manner to bring down total logistics cost at our terminals.
- To provide services for all activities pertaining to **Customs, Cargo & Container facilitation** at reliable & reasonable rates by the way of competitive & transparent bidding among the empanelled “**Service Providers**” on a digital platform where participation is possible through Mobile as well as Desktop/Laptop.

### ➤ **Empanelment of Service Providers:**

- Licensed Customs Brokers (CHAs)
- Shipping lines
- Freight Forwarders
- Business Associates / Associate Partners
- Existing contractors

### ➤ **Validity of empanelment:**

- Empanelment of service providers is open throughout the year with validity of two (02) years from the date of execution of agreement except in case of existing/working vendors at the terminals where it is co terminus with the validity of their contract.

### ➤ **Group of Terminals:**

- Service Provider, empanelled at a Terminal, is eligible to participate in e-Auction process & provide the services at any of the terminal within the same Group of Terminals.
- For the proposed e-Auction, only empanelled service providers at terminal having a User ID & Password (to be issued by CONCOR) shall be eligible to participate.
- The process and participation is on the digital platform “FMLM App”. As soon the reverse auction is created on FMLM App, invitation is being sent to empaneled vendors through text message on mobile and email notification.

### ➤ **Rates & Template for e-Auction Process:**

- For the purpose of e-Auction, a template is being made on the basis of prevailing market rates & customer’s requirements.

- Empanelled service providers can quote their rates below the CONCOR's reserve price i.e. SOR as per pre-defined decrement value.

➤ **Process of competitive bidding on Digital App:**

- Three phases on digital platform i.e. e-Auction, e-Reverse Auction & Consent.
- The main objective behind having three phases i.e. e-Auction, e-Reverse Auction & Consent is to provide wider opportunity to empanelled "Service Providers" to participate in the bidding process.

➤ **Validity of rates:**

- Up to a maximum period of six (06) months.
- The Registration document is free of cost and may be downloaded from the below link.

[Registration document for empanelment as "Service Providers" under Business Solution.pdf](#)

[Terminal wise contact details for information regarding Business Solution Services.pdf](#)