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**OFFICE OF THE COMMISSIONER OF CUSTOMS, CHENNAI PORT
CUSTOM HOUSE, NO.60 RAJAJI SALAI, CHENNAI - 600 001
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**TENDER SPECIFICATION BOOK
(INCLUDING TENDER NOTICE IN DETAIL)**

(With reference to the advertisement Published in The Hindu dated 14/02/2011)

1. Preliminary

A Document Management Centre (DMC) has been functioning in this Custom House since February 2002 wherein basically Customs documents viz., Bills of Entry (both EDI & Manual) and allied documents and Shipping Bills (both EDI & Manual) are scanned and stored using necessary software for future retrieval. Sealed quotations are invited from reputed and qualified vendors to carryout the aforesaid activities of DMC. Interested Tenders are required to submit tenders for the techno-commercial bid in a separate sealed envelope.

Receipt of Offer: On or before 05.00 P.M. of 23.02.2011 by the Asst. Commissioner (EDI), O/O the Commissioner of Customs(Export), Custom House, 60, Rajaji Salai, Chennai-600 001.

2. Basic Criteria

- i. Only such technically proficient Firm / Companies having proven experience in Document Management shall be eligible to submit the Tender.
- ii. The tenderer should be able to work with the available software i.e., Zylimage Version 4.0 and File Pro. Experience in both the software will be preferred.
- iii. The tender document should be supported by letter(s) of proof of having successfully carried out Document Management work in reputed organization(s).
- iv. The offer of Tenderers who do not fulfill the requisite qualification or who do not furnish documentary evidence to the above effect will be summarily rejected. Any false information will lead to disqualification of the Tenderer at any stage.
- v. Rate quoted by the "Tenderer shall be valid for total period of contract.
- vi. The Commissioner of Customs (Export) is not responsible for non-receipt/late receipt/ loss of tender documents on account of postal delay.
- vii. Consortium Agreements and MOU's will not be considered.

- viii. The said site (DMC) can be visited for inspection before submission of bids, after obtaining permission from the Superintendent of Customs (Systems) in O/o The Commissioner of Customs (Export), Custom House, 60, Rajaji Salai, Chennai- 600 001, by the interested Tenderer from 11.00 AM to 5.00 PM on any working day before 23.02.2011.
- ix. Interested Tenderers may seek any further information or clarification from the Supdt. / ADO (EDI) or Document Management Centre in 5th Floor, O/o The Commissioner of Customs (Export), Custom House, 60, Rajaji Salai, Chennai- 600 001. (Ph 044 25254415/ 25254424/ 25254329)
- x. Notwithstanding anything above, Commissioner reserves the right to choose/ accept/ reject any or all applications in full including rejection of any request for the issue of tender forms and Tenderer.
- xi. Commissioner reserves the rights to assess the capacity / capability of the applicants in the overall interest of the Department without assigning any reason.
- xii. Any bid received after the expiry of the date and time shall not be considered.
- xiii. Commissioner of Customs is not necessarily bound to accept the lowest offer / bid.

3. Scope of work:

- i. The main objective and function of the DMC is receiving the said documents from various locations of this Custom House and storing the documents electronically on a daily basis. A Server, Fujitsu Fi 5750 model and High Speed Scanners are provided at the DMC for this purpose. The Document Management software, Zylimage Version 4 is being used for the purpose.
- ii. The primary task is to prepare the documents received in the DMC, for scanning. The job involves removing the staple pins, detaching from strings, straightening dog-eared edges, smoothening the papers etc. The documents should be scanned through the using the software, necessary fields are attached, OCR (conversion of image to text) and finally indexed in the Server for storage. Besides, Digital Photographs of various goods (both imported and those for export) are available and have to be scanned and linked to their respective Bills of Entry/ Shipping Bills. Also, provision for scanning and storing Digital photographs of important functions/ events, Departmental Orders, etc. have also been made in the Server.
- iii. The quality of each image scanned must conform to 100% accuracy. It should be ensured that every document scanned can be retrieved with ease. After completion of the scanning, the documents have to be reorganized to its original structure and sent back to the section(s) concerned in this Custom House as per the procedure that may be prescribed from time to time.
- iv. As such, the above work involves receipt of documents, document preparation for scanning, scanning, OCR, storing in the appropriate folders, indexing, maintenance of the software, generation of periodical performance reports and other related reports, regular back-up of DMC server data, archival of DMC server data, re-organization of the documents and forwarding of the document to the section(s) concerned.

4. General terms and conditions:

- i. The Tenderer should have proven experience in Document Management.
- ii. The proposed contract is for a period of one year.
- iii. It is responsibility of the Tenderer to maintain the quality of scan and proper functioning of the system. Scanners and Server should be handled properly. Mishandling of Hardware will attract penalty on the Tenderer i.e. equal to the repairing cost.
- iv. The number of computer required to complete the job has to be arranged by the service provider.
- v. The service provider has to acknowledge the receipt of documents like B/Es and S/Bs (excluding enclosures) from DMC official & the same has to be returned after scanning the same.
- vi. Suitable manpower has to be provided by the Tenderer for completing the entire day to day activity within the same day efficiently.
- vii. Either party can terminate the contract by giving one month's prior notice.
- viii. The Tenderer should submit the Technical Bid in a separate Envelop marked "A-Technical Bid for Document Management Center" and Commercial Financial Bid in Envelop marked "B-Commercial / Financial Bid for Document Management Center".
- ix. The Tenderer shall quote the amount proposed to be charge, per image basis.
- x. The cost per image is towards the following services to be provided by the Tenderer.
 - a) Receipt of documents,
 - b) Document preparation,
 - c) Scanning with OCR,
 - d) Storing in the appropriate folders,
 - e) Indexing,
 - f) Maintenance of the software,
 - g) Generation of periodical performance reports and other related reports,
 - h) Regular back-up of DMC Server data,
 - i) Archival of DMC Server data,
 - j) Re-organization of the documents and sending the documents to the Section(s) concerned.
- xi. The Contract is not transferable.
- xii. The Contract charges will be payable on monthly basis.

- xiii. This Custom House shall in no case be liable or responsible for any compensation under any Act, in respect of any staff employed by the Tenderer.
- xiv. The tenderer shall ensure compliance of all legal requirements including minimum wages and other provisions of Labour Laws and the same should be specified in the Bid.
- xv. Prices/cost quoted should be inclusive of all taxes and levies by any Government, local authorities etc. No payment over and above the prices quoted shall be done in respect of any such levies brought to the notice at a later date.
- xvi. At the time office notifies the successful Tenderer that its bid has been accepted, this office will send the contract form (Annexure-I to this tender document) incorporating all agreements between the parties. Within seven days of the receipt of the contract form, the successful Tenderer shall sign and date the contract and return it to this office. The tenderer shall not assign sub-contract, or in any way involve any third party in part or whole of the task, without the explicit and written permission from this office.

5. Applicable law & jurisdiction of Court

The Contract with the selected bidder shall be governed by any and construed in accordance with the Laws of India. The parties hereby agree that the Court in the City of Chennai alone shall have jurisdiction to entertain any application or any award/s made by the Sole Arbitrator or other proceedings in respect of anything arising under this Contract.
