

**TENDER DOCUMENT FOR**

**TURNKEY HOSTED SOLUTION**

**FOR**

**CUSTODIAN MANAGEMENT SYSTEM (CMS)**

**TENDER DOC NO: 982A DATED: 19.08.2021**

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HOURS**

**Note: Tender is amended due to change of IT person**

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## 1.0 INTRODUCTION :

AI Airport Services Limited is one of the Custodians at International Cargo, Sahar, Mumbai. AIASL is handling Customer Airlines and Non Customer Airlines at Exports, Import and APEDA at Cargo Complex, Mumbai.

This tender is issued to invite quotations from reputed Application Service Providers (ASPs) for providing, implementing and maintaining a Hosted Custodian Management System for AIASL on turnkey basis. The services should consist of custodian functions (both Exports and Imports), EDI with Customs, all the reports required for accounting and a Custodian Management System (CMS) which will be a front end of AIASL to interact with its various trade partners viz. Cargo Agents/Shippers, Handled Carriers, Banks etc.

The services would also include provisioning of interfaces to Mumbai Customs, so also to interface with the Cargo Operational System used by Air India which is the Unisys Logistics Management System (LMS).

AIASL as a Custodian in Mumbai is presently using a computerized system for all its custodian functions. This system provides interface to Customs as well as the Air India Cargo application presently hosted on a Unisys as well as the accounting system in SAP.

The scope of work would also involve migration of application data from the present Custodian Management System used by AIASL and also the accounting system.

Interface with AFS Mulund (3<sup>rd</sup> Custodian) and any additional Custodian at Mumbai Airport and all over India (without any additional cost to AIASL) at a later date, would required to be developed.

An automated Interface with SAP to be developed and made available (or any other Accounting System that would be used by AIASL in future) to be developed for each head of Revenue collected. and integration with GST department for e-invoicing. This is to be developed as per AIASL Finance Department requirements.

NEFT / RTGS facility for payment. When the system of the Bank will give the credit intimation (preferably instantly) to the AIASL CMS system, this system should given payment confirmation as a pop-up.

The selected vendor providing the Application System will be awarded the Contract for a initial period of two (02) years & extendable by another two (02) years (One year at a time).

## 2.0 SCOPE OF WORK:

The implementation for Export & Import function would be simultaneous from day one. The front end should be the AIASL Cargo Custodian website on which the agents, Banks, and airlines will interact while direct access to the system may be given to AIASL

custodian personnel, including personnel of AIASL Finance Department, required to perform the various custodian functions listed in the following paragraphs.

The fall back access to the Custodian server shall be provided. There should be Kiosk for agents to view the status of the Export/import consignment.

## 2.1 EXPORT FUNCTIONS

The vendor has to develop a custodian website which the trading partners will be able to access from their office to interact with the custodian for the export functions. The vendor has to further develop the required export EDI messages which will be picked up by Customs as per EDI procedures set up by Customs.

## 2.2 IMPORT FUNCTIONS & EDI WITH CUSTOMS

The vendor will design and develop the import functionalities and the associated EDI messages as specified by Customs. The EDI module for imports will have to be developed in the vendor solution and the Customs system will directly interact with the developed system.

## 2.3 Additional Scope of work:

1. Amendment provision for part /short landed/ shipments having discrepancies should be made available.
2. CMS must provide remark facility to update part /short/excess/damage / missing /back to town shipments for record purpose (image/ scan copy / email correspondences and text messages )
3. CAN / Auction / intimation messages facility must be available to send messages to trade partners, regulatory authorities, airlines etc. through CMS.
4. Paper less or reduction in the paper work by e-CAN, e-gate pass/TSP receipt/forwarding /intimation messages etc. Paper less solution must be provided to export section for e-gate pass
5. CMS should have Payment acceptance facility through all modes i.e. Cash/cheque/Demand draft/RTGS/IMPS/NEFT etc.
6. All the records must be stored electronically as per Custom's act for future reference. i.e. messages, images, emails , scan etc.
7. CMS to LMS System interface must be provided, all the required data must be flown to and from CMS and LMS. Real time data transfer from and to LMS to CMS should be provided.
8. In case of slow down or failure of system manual –electronic interface must be made available to regularize the data when system is restored.
9. In case of emergency Technical assistance /support must be provided 24 X 7
10. Payment confirmation (Confirm Pay) tab must be available to finance team, funds transferred into PD via RTGS/NEFT/IMPS must be auto updated to galaxy system.

11. Incorporating forwarding details on TSP receipt to reduce paper and duplication of work.
12. Vendor need to update software as per evolving systems/procedures without costing to user (cost to be bear by vendor).
13. For import CONSOL and DD part shipments the receipt must be generated on actual good arrived /received and not on full shipment. And the system should provide the details of part shipment delivered as well as pending.
14. For import shipment the CMS must be interfaced with ICE gate and auto incorporated the details/status of
  - Customs examination done/pending-time and date,
  - Bill of entry number-filed /pending -time and date,
  - Out of charge processed/pending- time and date
  - Details of assessable value- time and date
15. To override/correction / rectification the data the Super sign-in/higher sign-in facility made available to authorized users. Reports for number of instances such overrides /correction monthly basis.
16. As and when required the vendor must provide free programming /testing for minimum 72 hours. \*
17. CMS should provide” **Demurrage Charges Calculation Tool**’ for export/re-report to town/part shipment-cargo, postal mail etc.

### 3.0 REQUIREMENTS

It is required to have a ready solution for the following functions of the custodian and EDI message exchange with Indian Customs for both Imports and Exports.

#### 3.1 Export Function: Flow of transactions:

- a. The flow of transactions will be initiated by the agent who will request for carting order for a consignment. At this stage the agent will be keying in the required AWB information and should be stored in the database. CARIMP format messages will be routed by AI LMS cargo system to the Custodian system and these messages should be processed to create the initial AWB information.
- b. On the Custodian System the airline should be able to display the carting orders waiting for clearance and will accept or reject the request depending on the airline requirement.
- c. Whenever Customs send EDI messages with shipping bill information (Shipping Bill No. & Date) is sent to the proposed AIASL custodian server, the messages will be routed to the custodian system. The messages should be stored in the database by the vendor's software for future reference.

- d. Agent will request the AIASL as the custodian, to cut the receipt for **Terminal Storage Processing (TSP)** charges or cut the receipt themselves through a portal for the agents to be given by the vendor offering the custodian system. This receipt charges should be calculated as per specifications given by AIASL as the custodian. The receipt should be cut only if the shipping bill information (Shipping Bill No. & Date) received from the Customs matches the shipping bill information keyed in by the agent and the carting order for the airway bill has been cleared by the customer airline of the AIASL custodian system through a portal to be given to AIASL customer airline.

The vendor should maintain an account balance database for the agents (pre-deposit account or PD account) for payment of the receipt. Agent should be able to top up PD Account through NEFT / RTGS facility as designated by AIASL finance. Screens should be available for update of the PD accounts for deposit amounts by AIASL Finance staff.

- e. The agent will have to make the payment for the receipt. The payment option should display the following items:
- i. Pre-deposit accounts (PD account) maintained in agents database at the custodian System.
  - ii. Payment with cheque or cash.
  - iii. Online Payment (E Payment)

In case of first option, the PD Account of the agent should be accordingly debited at the time of creation of any receipts in PD Mode and updated in Custodian & Ledger Folio report of the agent on the custodian system being offered.

In case of second and third option, a screen has to be developed in which, bank will confirm the payment and payment details will be stored and updated in all the respective screens of the users viz. Custodian (AIASL users) & confirmation should be displayed on the webpage (Ledger Folio) of the agent.

In case if the cargo doesn't come to Export Shade till 23:59 hours same day the receipt should get cancelled and payment roll backed in respective PD Account of Agent after deduction of applicable Cancellation charges including GST.

- f. As the goods arrive in the custodian warehouse, the AIASL custodian staff will register this arrival by an appropriately developed transaction after getting shipping bill confirmation. At this point, two messages will have to be sent, from the proposed AIASL custodian system, in a specific format. The first message of goods arrival in custodian warehouse to be sent to the Customs via the AIASL custodian system using the EDI interface. The second message should be sent to the AI Cargo LMS system giving details of the goods which have arrived for update in the AI cargo database. These shall include at the minimum the following data such as

1. Airway bill number
2. No of Pieces

3. Gross weight
4. Chargeable weight
5. Shipping bill number
6. Shipping Bill date

After getting LEO from Customs system to Custodian system, Goods are accepted in acceptance.

Further a facility for Cargo Tracking (such as Shipping Bill, carting order, TSP, CARR, LEO, GAC) should be possible on the proposed Custodian system portal for use by customer airline. The third message also to be generated for sending the GAC status to the airline Cargo system and to agents' portal which should be parameterized based on airline system.

The proposed Custodian System should be able to generate Carting challans for cargo carted from Export shed to ETV warehouse. The custodian system should also be able to generate messages to customer airlines for carting status. The reports shall be generated, daily or for a given period, Datewise, Airlinewise giving carting details such as AWB, Number of Packages, Gross Weight, Chargeable Weight, Flight Details, Shipping bills details etc.

- g. Whenever Customs send EDI messages with Let Export Order (**LEO**) Information (No, Date, Time of receipt), they should be stored for future reference.
- h. Provision for Back to Town consignment after collecting demurrage charges/return carting charges.

**The System should also provide for the following:**

- Issuance of advance TSP
- Provision for manual TSP data in the Custodian system
- Validation of Shipping bill & date
- Amendment/voiding of GAC in the system
- Inclusion of Strapping Charges in TSP/Miscellaneous receipt.
- All the screens of webpage for airlines should be updated with AWB/ Shipping Bill (SB) details/Carting Order (CO) / TSP/CARR/LEO/GAC status on real time basis.
- Provide Ledger Reports to agents on custodian management system portal.
- Search AWB (Custodian Desktop) should display all the details of AWB viz, SB/CO/Commodity Type /Shipper/Consignee/Agents Details/Packaging details/Number of pieces / Gross Weight/Charging Weight / Type of Cargo (Light-Heavy) / CARR (Time of 1st CARR & Date) /GAC/LEO with Date & Time
- Option to Create/ Confirm/ Print/ Void Miscellaneous Receipts and Recovery Receipts.
- Computation of GST as per Indian Government regulations
- Provision to issue various receipts in all type of modes viz.PD /Cash/Cheque/E Payment)

- Invoices to be generated through system for APEDA as per ground Handling Agreement.
- All the invoices generated shall be in e-invoicing mode as per the GST law and the same shall be uploaded in the GST website.
- Weighment functions to be interfaced with the proposed Custodian system.
- GST to be applied for all receipts viz. TSP/ Demurrage/Miscellaneous/ Recovery.
- Any modifications necessitated due to Industry / Customs / Regulatory requirements for Custodian Management shall be incorporated at no additional cost to AIASL.

### 3.2 Export Reports:

System should provide Operational, Administrative and Accounting reports The following Reports are indicative as per the current practices and not exhaustive. Additional Reports as and when required should be provided at no extra cost. The system provider should enable AIASL user to create a customizable report on demand based on any fields required for the report creation.

#### A) Operational Reports

- a. Search Airway Bill (AWB) in which all the details of AWB/Shipping Bill (SB) / Carting Order (CO) /(General or APEDA)Commodity Type /Shipper/Consignee/Agents Details/Packaging details/Number of pieces/ Gross.Weight /Charge Weight /Type of Cargo (Light-Heavy)/ Cargo Arrived (CARR) ( Date and Time of 1<sup>st</sup> CARR) / Let Export Order (LEO ) with Date & Time / Goods Acceptance (GAC)with Date & Time.
- b. Damage Report at the time of acceptance/GAC
- c. Cargo Uplift Report
- d. Hourly Consignment Report of CARR/LEO/GAC (General/Perishable).
- e. List of AWB with Confirmed shipping bills (Date wise)
- f. List of Consignments CARR done but LEO received/not received (Date wise)
- g. List of consignments LEO received GAC not done (Date wise)
- h. Carting report with various parameters as required.
- i. Update of Foreign Exchange Rate in Custodian System
- j. Entry of Airline Code / Flight Number for a given Airway Bill should provide for an additional pop-up to check whether data entered for airline code / flight number is in sync with Airway Bill of that airline.
- k. Validity check should exist for Airway Bill number when entered in the system
- l. Any other reports required at no extra cost.

#### B) Administrative Reports

- a. Ledger Report
- b. TSP Register Report -PD/Cash/Cheque/E Payment or ALL
- c. Demurrage Receipt Report – PD/Cash/Cheque/E Payment or ALL
- d. Miscellaneous Receipt Report – PD/Cash/Cheque/E payment or ALL
- e. Recovery Receipts Report- PD/Cash/Cheque/E Payment or ALL
- f. Existing Discount report should be amended/disabled as and when required as per Management policy,
- g. General - Commodity wise report -Customer Airlines Wise
- h. Airline-wise Destination Report - Customer Airlines Wise



- i. Destination-wise Airline Report -AI& Customer Airlines
- j. APEDA Commodity wise Report - AI, Customer Airlines & NonCustomer Airlines
- k. Perishable Cargo Export - AI, Customer Airlines & Non Customer Airlines
- l. Cargo Charges Report -AI, CustomerAirlines & Non Customer Airlines
- m. Revenue wise Weight wise Cargo Handling Report - AI, CustomerAirlines & Non Customer Airlines
- n. Export Cargo Statistics Report - All Airlines
- o. Any other report at No Extra Cost

### C) Finance related Reports

- a. PD Account Reconciliation
- b. TSP Register /Discount TSP List/TSP Recovery/Miscellaneous TSP Register/ Cancelled & Expired Receipts
- c. PD Account Management
- d. Pending Receipts Report
- e. GST Reconciliation and Adjustment Report
- f. IRN for e-invoicing on monthly basis.
- g. Ledger Report for individual PD Account.
- h. For all the airlines commodity wise report giving details such as gross weight, chargeable weight, Total Amount, GST on the amount and Total Billable amount to each airline for the month.
- i. Monthly Billing letters to Airlines. (In prescribed format)
- j. Total monthly billing register of APEDA for the month (Airline wise)
- k. Update payments received against the bill raised.
- l. Update details of tax deducted by airlines from the billed amount
- m. To print the receipt of the payment made by airline.
- n. Billing / Payment register of each airline.
- o. Option of giving credit/debit and recharge of billed amount in case of excess billed or less billed or wrong data correction.
- p. Total Billing amount and Receipt and outstanding amount register month-wise and yearly of all the airlines
- q. Payments outstanding report (Individually for the Airline month-wise)
- r. GST report giving bifurcation such as CGST/SGST/IGST.
- s. TDS recovery amounts report.
- t. Bank Reconciliation
- u. Daily collection report with details such as Receipt No, Date, AWB No., Weight,
- v. Handling, Demurrage, Packing-Strapping, Other charges, Rounding off, GST with bifurcation and Total for all the mode of Payments PD Account, Cash & Cheque.
- w. Export carting invoices for billing purpose for Airlines.
- x. Any other Report at No Extra Cost

### 3.3 Import Function

Handling of all import functionalities listed below also EDI interchange with Customs for Imports. For this a Customs EDI directory structure will have to be created as per directory structure specified by Customs. Link should be set up with Customs server so that Customs can log in and send and receive messages (Put and Get as in FTP) as per procedure set by them.

**Flow of transactions in Imports:**

- a. Airlines will be sending prior Import General Manifests (IGMs) IGMs to Customs via their website (ICEGATE) which will be sent to the custodian system with house AWB information. These IGMs should be stored in the custodian system for future reference.
- b. The custodian system shall provide screens in which these IGMs for a flight from Customs can be viewed and updated regarding arrival of goods as arrived/short landed/excess cargo by AIASL custodian staff.
- c. Completion of above functionality should generate an EDI message of segregation report in the Customs EDI directory. This also should create the goods information database for the custodian system for further processing.
- d. The details of damage should be updated in location screen in the Custodian system in the web page for Customer Airline & Agents.
- e. Whenever the consignments are updated as "Delivered" in the Custodian system, the same should be reflected in AI Cargo System (LMS) and also on the web page for the Customer airlines and Agents.
- f. As the goods are stored by AIASL custodian staff in the warehouse, screens should be provided to update the goods record for storage location in the database and this should create EDI messages for Customs ("Location" EDI message).
- g. The agent will simultaneously initiate the process of request for **Delivery Order** to the concerned Customer airline.
- h. The respective customer airline staff should be able to display the Delivery Order requests waiting for clearance and will **Accept** or **Reject** the request.
- i. When the **Customs system** sends EDI messages with **Bill of Entries**(BE Details after submission ) for AWB (Airway Bills) /HAWBs (House Airway Bills) to the custodian system, they should be stored in the custodian system database. If a match is found for AWB/HAWB numbers with existing AWB data already created, the bill of entry should be attached to it accordingly. If the AWB is not found, the data should be stored in the database for future attachment to the AWB when it arrives in the custodian warehouse.
- j. When the EDI message "request for examination" is received from Customs, the next step for an AWB is initiated.  
The Custodian System should provide screens in which these requests for examination from Customs can be viewed and actioned as "**Forwarded for examination**" by AIASL custodian staff. The software should put a check if delivery order has been sanctioned by the airline. These goods, which are forwarded, should be available in another screen as "**Pending Customs examination**". This action should also create EDI message of Forwarded for Examination in Customs EDI directory.
- k. If the clearance for the goods examined is sent by the Customs through the EDI message "**Out of Charge**"(OC) this should be updated in the database for further reference. These goods should be removed from "**Pending for Examination**" screens and should be stored as "**Pending for delivery**" automatically which should be available for display and further action when necessary.
- l. If the examination is incomplete a transaction should be provided by which the goods will be taken back by AIASL custodian staff and

stored again in his warehouse location. These goods should be removed from "**Pending for Examination**" screens and put back in location for further action. The appropriate EDI message of Location should be created for Customs.

For the Customs cleared goods the agent should have the facility to request the custodian for cutting the receipt in the custodian system. This receipt should be calculated as per specifications given by the custodian. The receipt should be cut when the **Out of Charge** EDI message has been received from the Customs. The **Gate Pass** should be created only when the Out of Charge EDI message is received from Customs or provision to update on the CMS system "Out of Charge" message to be inserted manually.

- m. The vendor offered Custodian System should maintain an account balance database for the agents (pre-deposit account or PD account) for payment of the receipt. Agent should be able to top up PD Account through NEFT / RTGS facility as designated by AIASL Finance. Screens should available for update of the PD accounts for deposit amounts by AIASL Finance team.
- n. The agent makes the payment for the receipt. The **payment option** should display the following items:
  - i. **Pre Deposit accounts** (PD account) maintained in agents database at the custodian website.
  - ii. **Traditional** payment with cheque or cash
  - iii. Online Payment (E Payment)

**In case of first option** the PD account should be accordingly debited.

**In case of second option** a screen has to be developed in which the bank will confirm the payment and the payment details should be stored.

**For the third option** the vendor should maintain a secured link with an industry standard established payment gateway as required by AIASL. The confirmation for the payment should also be displayed on the website

- o. Appropriate transaction should be developed to **record delivery of the goods** by AIASL custodian staff. The system should generate EDI message of consignment delivered in the Customs EDI database. A message should also be sent to the **AI LMS Cargo system** to update delivery date and time.
- p. If goods are not taken delivery after certain number of days, a module should be available to view and auction such consignments.

List of **unclaimed/undelivered** consignment with segregation for General/Hazardous/Cold Storage cargo giving **Bill of entry details/AWB Details/IGM/ Flight Details** and so on.

Creation of intimation letter to consignee about **Auction of Cargo** in a specified format, giving all the details of AWB/IGM/ Flight Details / Number of Packages /

Weight and Contents of Consignment and so on.

The goods stored in the Light and Heavy Import warehouse **under Rotation Number**, a Serial Number generated while transferring data from AI Cargo System (LMS) to proposed Custodian System (CMS). The Direct Delivery, Baggage, Valuable consignments do not possess Rotation Number. The Custodian System should have provision for issuance of Online Delivery Orders, for Master Airway Bills of Consol Shipments and Direct shipments. The Agents shall create House delivery orders thru portal.

The custodian system should enable custodian system generated or Online forwarding, re-forwarding requests by Agents recording date and time. The report for the same shall be generated shipmentwise, agentwise, airlinewise, datewise and for a specific period.

In Import warehouse (Light & Heavy) once the Bill of Entry is filed in Customs System the data must seamlessly flow in to the proposed AIASL custodian System.

Amendment of chargeable weight must be enabled on Shipment Details mask.

Once the shipment is shown as “delivered” in AIASL system it must automatically be shown as delivered in the Air India Cargo LMS system.

Entire Shipment History option should be available. The AWB number entered should remain available for reference online while accessing any field related to that airwaybill.

Flight segregation report should be generated in the proposed custodian system.

Also dwell Time Report, for flight wise / date wise (date range) or consignment number should be able to be generated.

Facility to create, Import TSP receipts **along with gate pass** and also Delivery Order receipts, online through portal by Agents (to act as Pure Agent). Provision to update Consignee's Name & GST Number for issuance of Delivery Order.

### 3.4 Import Cell:

The system should reflect all the details pertaining to a consignment such as Airway Bill Number / IGM Number / Flight Number / Flight Arrival Date / Flight Arrival Time / Segregation Time/Consignee name/Number of Packages / Gross Weight / Chargeable Weight/ Customs House Agent (CHA) Details. Provision has to be made for information amendment.

The system should enable part shipment receipt reflecting the data of all the previous parts. Facility for issue of Online of Delivery Order(DO should be made available in the custodian system. Receipt with correctly configured charges as per classification and details of agents/consignee should also be available. The system should enable changes to be made to the details.

Provision to create DO as per part shipment should be available in the system. In case of partshipment, the details of each of flight number, flight arrival date, IGM Number, Number of packages, Weight to be reflected on Delivery Order. The system should enable issuance of Delivery Order in the Name of Consignee for GST purpose.

Monthly Reports for Delivery Orders/Direct shipments/TSP for Tonnage/Revenue statistics to be generated Customer Airline wise/ DO Date wise with all details for General Cargo/Baggage/Perishable/Valuable Cargo (VAL).

The Custodian System should enable to generate A **Cargo Arrival Notice** (CAN) for the consignee

In the prescribed format to be forwarded by auto e-mail.

The system should be able to schedule automatically customizable reports, to be auto emailed to customer airline, in the format that would be required, to be discussed with the L1 Vendor

### 3.5 Consol :

Facility to create On line Airline MAWB DO should be available. The system should have the facility for receipt creation for **break-bulk** (Consol) agents with correct configuration charges. This is to be made available to AIASL personnel. The system should have a facility of a portal in order to enable Break Bulk Agents to create House Airway Bill (HAWB) Delivery Order (DO). The data from Air India Cargo system (currently LMS) should be captured in the proposed Custodian system for issuance of Consol Master Delivery Order (DO) such as Name of Consol Agent, Number of Packages, Gross Weight, Chargeable Weight, Number of HAWBs and with a facility in the system to update the details.

Appropriate Consol DO charges should be calculated for Airlines for whom AIASL is issuing Master DO (s) and for those customer airlines for whom AIASL does not issue Master DO (s).

The Consol DO Receipts generated by AIASL should be able to be printed in agent's office, with a "Possible Duplicate" in case of printing of receipt is done more than once from the system.

Reports for Consol DO/Receipts issued monthly/for particular period; Airline wise, Agent wise giving tonnage, revenue etc. Provision for making receipts for Bonded trucking/Miscellaneous receipts/Short collection and corresponding Reports daily, monthly or for a specific period.

**The System should also provide for the following:**

- Amending manually, EDI BOE value received from Customs in case of part shipment/multiple Rotation Numbers (R Numbers) , based on sign-in authorization level
- Changing location/chargeable weight in the system till the delivery is given.
- Enabling agents issue TSP/Demurrage online.
- Enabling Strapping charges in TSP/Miscellaneous Receipt.
- Giving part delivery in the system.
- Voiding GD in the system
- Provision for manual data entry in the system, for Bill of Entry, Out of Charge, Weight, IGM, House Number and so on.
- Details of all transactions on webpage in the portal for Agents and Customer Airlines
- The facility to top up Pre Deposit Accounts on line.
- Ledger Report with details of Airway Bill (AWB) for different payment modes for Agents on Web page in the portal given to them.
- Option for checking of status of Arrival Cargo either from Challan received from Air India Cargo system ( currently LMS system ) or from IGM number from Customs to enable AIASL personnel to check information
- Customs House Agent (CHA) Number, Name of Agency and GST Number of the Agency to be printed on the TSP Receipt as per required format
- IGM Number ,Challan Modification should be allowed even if one of the consignments on a given flight has been processed for any activity
- Provision to update Location Date & Time in the system based on authorization time
- BOE details & Custodian location should be mandatory, for creation of TSP
- At the time of issuance of second or subsequent TSP/Demurrage the revalidation/Cancellation charges to be incorporated in the TSP Receipt itself
- Provision to create a Check Sheet, in the prescribed format, from the Challan for enabling physical check of Cargo
- Provision to update Location & Chargeable weight in the check sheet in addition to individual Rotation Number (R Number) Screen
- System should display all valid receipts for a given consignment
- Computation of GST as per Indian Government regulations
- Provision to issue various receipts in all type of modes viz. PD / Cash / Cheque or E Payment
- Provision to create TSP/Demurrage Receipts in PD/Cash/Cheque/Epyment for Direct Delivery Consignments without Rotation Number(R Number).

### 3.6 Import Reports:

System should provide Operational, Administrative and Accounting reports. The following reports are indicative as per the current practices and not exhaustive. Additional Reports, should also be generated on as and when required basis with no extra cost.

#### Operational Reports

- a. Search – Challan/Location/R.No.-Challan No- Check sheet  
No/Location/Commodity/R History/Auction List/MAWB Search/DO Creation/  
DO Receipts
- b. Damage Reports at the time of receiving/delivery
- c. Challan - Create/Modify
- d. TSP - Create/Search
- e. TSP Recovery- Create/Search
- f. Miscellaneous - Create/Search
- g. Update of Foreign Exchange rates in Custodian System
- h. Customs Holidays
- i. Calculate Charges
- j. Print Check sheet
- k. IGM -Edit/Manifested
  - a. Rotation No - Display Rotation number
- l. Monthly Auction List Report (Commodity-wise)
- m. Hold List Report
- n. Warehouse Details Report
- o. Backlog tonnage report
- p. Challan details report
- q. List of pending examination/TSP/Auction/On Hold/Challan Location(Date wise)
- r. Consolidated Hourly report of TSP issued/OC received/Goods Delivery.
- s. Hourly segregation report (Airline wise).
- t. Forwarding/Delivery report for consignment date wise
- u. Weight wise revenue report
- v. Daily/ Monthly Report of TSP/Demurrage for Direct Delivery consignments.
- w. Consol/Direct shipment Delivery Order/Bonded trucking reports
- x. Dwell time report for a given period
- y. Any other reports required, at no extra cost.

#### **Administrative Reports**

- a. Registration of Airlines, Agents and users
- b. Date wise Forwarding/Delivery
- c. Date wise Revenue
- d. Airline wise date wise Revenue
- e. TSP Register Report – PD/Cash/Cheque/E Payment
- f. Miscellaneous Report - PD / Cash / Cheque / E Payment
- g. Recovery Receipt Report - PD / Cash / Cheque / E Payment
- h. Weight wise Revenue Report
- i. Airline wise Receiving Report
- j. Import Cargo Clearance/Delivery
- k. Time Analysis of delivery
  - l. Dwell-time Agent wise/Airline wise for a given period.
- m. Price markup report
- n. Monthly report of hazardous consignments (Received & Delivered)
- o. Monthly report of Cold Storage consignments (Received & Delivered)
- p. Monthly report of Valuable consignments (Received & Delivered)
- q. Monthly report for Strapping charges (AWB/No of packages/type of  
straps/Receipt No)

- r. Discount TSP/Demurrage report should be available (On Permission Level). - (The same should be amended/disabled as per Managements policy).
- s. Flight Arrival Configuration report to be amended as and when required (only on permission level).
- t. Daily/ Monthly Report TSP/Demurrage for Direct Delivery consignments, (PD / Cash / Cheque / E Payment).
- u. Average flight segregation time daily/monthly report
- v. Any other report at No Extra Cost.

#### **Finance related Reports**

- a. PD Account Reconciliation
- b. TSP Register /Discount TSP List/TSP Recovery/Misc TSP Register/ Cancelled &Expired Receipts
- c. PD Account Management
- d. Pending Receipts Report
- e. GST and Adjustment Report with bifurcation such as CGST, SGST, IGST
- f. Ledger Report for Individual PD Account
- g. Bank Reconciliation
- h. Daily collection report with details such as Receipt No, Date, AWB No.,Weight,
- i. Handling, Demurrage, Packing-Strapping, Other charges, Rounding off, GST with bifurcation and Total for all the mode of Payments PD Account, Cash & Cheque.
- j. Import carting invoices for billing purpose for Airlines.
- k. Any other report at No Extra Cost.

#### **4.0 Vendor Qualification:**

- a. **Vendor should have at least three years' experience in performing Custodian Software services for airlines/airports/custodians and necessary expertise for maintaining the software.**
- b. The vendor must have an **average annual sales turnover of at least Rs. 75 Lakhs each year for the last three years.**
- c. The vendor should have **web connectivity/centralized server.**
- d. The Vendor as part of the Technical Bid evaluation would have to be ready for a **Proof of Concept (POC) Testing evaluation to be done** at no charge to AIASL. The POC would be done by AIASL Technical Bid evaluation team nominated personnel preferably within a week of opening of Technical Bid.
  - i. **Functionality Testing** using sample **data set created on** the Vendor offered Quality Assurance (QA) or Test system as part of Technical Bid Evaluation
  - ii. **Interface Testing (if feasible)** using sample **data set created on** Vendor QA or Test system interfacing with Customs ICE Gate Quality Assurance (QA) or Test System as part of Technical Bid Evaluation

The Technical Bid evaluation would not be just based on the vendor submitted Response documents but also would be based on the results of the POC testing done by the evaluation team of AIASL.
- e. Vendor **shall provide soft copy** of the entire response document **identical to that was** submitted in physical form for enabling speedier technical evaluation.
- f. The vendor should have **interface with operational Cargo System of Air India** (currently UNISYS LMS) system.
- g. If the interface is not automated from the AI LMS Cargo System to the vendor provided CMS System, then the vendor shall commit to automate the



process in a period of **six to eight weeks** of the cutover.

- h. In case the interface of data transfer from AI LMS Cargo System (as is presently used) to Vendor provided CMS system, is not automated, till such time the automation process is completed as required, the Vendor shall agree to deploy personnel round the clock to ensure that the data set required from the AI Cargo System is fed into the Vendor provided CMS system for further processing. The cost involved (if any) should be quoted as part of the Price Bid by the vendor who is employing manual data entry for the period up-to completion of automation.
- i. A similar interface for data transfer from the Custodian System to the AI Cargo LMS system (or any other Cargo system used) be present.
- j. If the interface is not automated from the Custodian System to the AI LMS Cargo system (or any other system in use for Cargo functionality) then the vendor shall commit to automate the process in a period of **eight to twelve weeks** from cutover.
- k. In case the interface of data transfer from vendor provided CMS system to the current used AI LMS system is not automated, while completing the automation process as required, till such time the Vendor shall agree to deploy personnel round the clock to ensure that the data set required from the Vendor provided CMS system is fed into the AI LMS Cargo system for further processing. The cost involved (if any ) should be quoted as part of the Price Bid by the vendor who is employing manual data entry for the period upto automation.
- l. The vendor system should have an automated EDI interface with Indian Customs ICE Gate system to send and receive all required Customs EDI messages.
- m. The vendor should commit and ensure that necessary modifications are done in the software in a timely manner to take care of any Introduction of new Taxes / Changes in existing Taxes for TDS, GST etc.
- n. Any Report requirements arising dues to these changes should also be provided. Provision to forward Reports as per Custom's requirement at any given time, within the timeframe specified by the authorities at no additional cost.

#### 5.0 Testing & Training Requirements:

The **selected L1 vendor** would have to agree to an **User Acceptance Testing (UAT)** required to have

- a. **Functionality Testing:** Application System functions to be tested using **Sample Migrated Data from the existing CMS system of AIASL** with test Airlines and test Agents created on the L1 vendor offered test system where UAT is done
- b. **Interface Testing:** ( if feasible ) using Migrated Data for testing arrange a Demo of the offered custodian system to AIASL personnel preferably
- c. The data migration testing **would have one or two Dry Runs before actual Production System cutover, in order to ensure that the migration process is perfected. This would enable that during actual Production system Cutover, the data migration is done correctly without any issue of either duplicate data or issue of missing data set during the migration from the current CMS system used by AIASL.**

- d. The comprehensive UAT including the Dry Runs Testing done shall be setup by vendor and the test process conducted would be done at no cost to AIASL.
- e. The chosen L1 vendor **should have a proper Data Migration plan discussed and documented and agreed by AIASL team** to ensure that all data required by AIASL Business User Team from the current AIASL CMS system are migrated to the proposed new Custodian Management System.
- f. The migration of data plan should be such that **only minimal data would be required to be migrated on the Cutover Date** (only the changed data or data that were created later than the already migrated data prior to the Cutover date, but after the two Dry Runs were completed. This **would ensure that the blackout period on the Cutover Date is kept to the minimum**, as during the blackout period the Custodian system would not be available for business Users.
- g. The **vendor shall provide a Test System, which should be a copy of the Production System** that would be made available to AIASL to enable them to conduct required testing and for also conducting training for it's personnel from time to time during the contract period .
- h. The vendor expert team **shall provide comprehensive User Functionality Training on the product to the required users and personnel identified by AIASL**, the training must cover all the features of the system and include hands on training and exercises, to enable proper evaluation of the learning of the personnel trained on system functionality.
- i. The vendor should agree to impart **Train the Trainer** type User Training at the **AIASL Training Centre at Mumbai**.
- j. The Vendor team shall accompany AIASL personnel to attend meetings with Customs, Trade as and when requested in advance by AIASL.
- k. The meeting with AIASL or Customs shall be done by Chosen Vendor at no cost to AIASL

#### 6.0 Service Level Agreement(SLA)

- a. The vendor should provide uninterrupted service from day one.
- b. The vendor is required to maintain **98.5%** uptime computed on a weekly basis with 24 X 7 operations.
- c. The L1 Vendor shall provide 24 x 7 help desk support services for both AIASL end user and technical support and also for Customer Airlines & Agents.
- d. Vendor shall provide with well-defined escalation process for resolving problems.
- e. Vendor will need to provide for a Toll Free Number(s) within India for problem reporting.
- f. The Response time for each function should be a maximum of 5 seconds.
- g. The System should be scalable to meet the growing needs of Custodian.
- h. The Application Service Provider (ASP) shall have well defined policies for data backup and restore of all relevant databases maintained for the custodian.
- i. The procedures followed should adhere to the defined policies for database Back-up and recovery.
- j. The vendor shall provide for an alternate Disaster Recovery (DR) site at a different location than the Production Data Centre and have proper Business Continuity Plan (BCP) is in place.

- k. The vendor must also commit to provide within the quoted price 150 man days of customization support which will be utilized any time during the initial period of the contract and if extended for the extended period of contract.

## 7.0 General Requirements

- a. The Solution offered by the vendor should be flexible enough to cater to the Custodian functions at multiple locations within the same city and if required at multiple locations within India.
- b. Various types of MIS reports should be available as per specification to be generated periodically.
- c. The Custodian system through a portal or website should enable viewing of the latest status of the goods at all stages by all the customer airlines and agents.
- d. All activities on the website should be logged and the history maintained for display on demand for at least one year, at least as an archive and online upto a period three months.
- e. The software should be able to process CARIMP format messages forwarded by the mainframe to the website for update of goods status.
- f. The software should also be able to create such CARIMP messages for automatic status update to the mainframe.
- g. The vendor will have to maintain the following **static databases**:
- h. **Registered agent database** with user ID and password. This database will also have a deposit balances which will be credited by deposits made with AIASL and debited by receipts cut for both imports and exports.
- i. **Handled airlines database** with user ID and password
- j. **Authorized banks database** with user ID and password
- k. **Location database** for the imports warehouse.
- l. The system should provide a display of Airline schedules
- m. The vendor should commit to keep the System updated with the Industry Standard and Government Regulatory requirements at all times, this will be at no additional cost.
- n. All Vendors will have to attach the Technical Requirement Comparison table, as given in Section 12.

## 8.0 Hardware & Software solution for the Requirements

- a. A brief write up on technical and functional features of the software solution should be provided with the technical bid.
- b. The vendor has to provide the configuration required for the Hardware for hosting the AIASL custodian system with a website access as per their programming and technology requirements based on **below database sizing**.
- c. Appropriate **database mirroring, recovery** and **Disaster Recovery site** should be provided.

## 9.0 Database Sizing

Sizing of the vendor database has to be calculated depending on the following parameters (**On per day basis**)

**Exports:**

- 1) No of AWBs : 500
- 2) No of Receipts : 500
- 3) Shipping bills messages : 4000
- 4) Arrival messages : 500

**Imports:**

- 1) No of AWBs : 500
- 2) No of Receipts : 500
- 3) Bill of entry messages : 3500
- 4) Location messages : 2000
- 5) Request for examination messages : 500
- 6) Sent for examination : 500
- 7) Out of charge messages : 500
- 8) Delivery messages : 500

The Vendor should have provision for an **incremental growth** at the rate of 5 per cent year on year.

**10.0 General Guidelines for designing website:**

- a. Image, test content, flash program must be balanced so that loading time for any page does not exceed 10 seconds.
- b. The test content and images should be easy to read and understand.
- c. Use of interesting and attractive colour schemes.
- d. Navigation should be user friendly. The number of clicks to reach any required information should not be exceeding 2-3. The vendor should provide creative suggestions in this respect.
- e. Each page should have a trail so that the user has a sense of his / her location within the website.
- f. The site must be designed to be compatible on all widely used latest compatible versions of browsers.
- g. Design and navigation standards should be followed with an objective to make browsing user friendly, comfortable and easy.

**11.0 Norms to be observed by the Vendor:**

- a. The specifications and all material and information provided by AIASL will be regarded as confidential information. Likewise, all documents and information contained within the vendor's proposal, as well as the materials and the information distributed during the vendor presentations will be treated as confidential information.
- b. Upon award of contract, the selected vendor will enter into an appropriate Non-Disclosure Agreement (NDA) with AIASL.
- c. Vendor's proposal will confine its submission to matters necessary to define its proposal, and to provide an adequate basis for AIASL's evaluation of the vendor proposal, but should avoid unnecessary details.
- d. The software developed by the vendor will undergo an Acceptance Test Procedure (ATP). The software will be subjected to an intensive test comprising of functionality / feature checks and response testing. System would be tested initially with data created on the proposed custodian system and later with the migrated data loaded the functionality test would be conducted again. In order to successfully complete the ATP, the software

should

- i) Run without any failure / crash
  - ii). Support up to 500 simultaneous connections of users browsing AIASL's Custodiansystem without degradation in the performance level specified in the tender for a period of thirty consecutive days.
- e. Time frame for commencement of operation after completion of ATP: Upto a **maximum of Twenty One (21) days** from the date of placement of Purchase Order, but to ensure that the migration is completed before the planned cutover date.

### 12.0 Clarifications:-

Amendments and clarifications, if any, to this tender will be hosted on the website of AIASL will not intimate the tenderers individually of the same. The tenderers are, therefore, advised to visit the AIASL website regularly till the date of closing of the tender. The last amendment, if any, will be hosted a minimum of seven days before the closing date of the tender.

### 13.0 Details of the contact persons for tender clarifications:

Department	Name	Contact	Email
Cargo (Queries related to user section)	Mr. Abdul Gafar	022 – 2831 8184 / 86	<a href="mailto:abdul.gafar@airindia.in">abdul.gafar@airindia.in</a>
Cargo (Queries related to user section))	Mr. Kamlesh Sawant	022 – 2831 8053	<a href="mailto:bom.cgoopsmgr@airindia.in">bom.cgoopsmgr@airindia.in</a>
COT (Queries related to IT issues)	Anish Chaudhary	09967023748	<a href="mailto:hqit@aiaps.in">hqit@aiaps.in</a> , <a href="mailto:anish.chaudhari@airindia.in">anish.chaudhari@airindia.in</a>
Finance (Queries related to Finance)	Mr. Vishwesh Bhat	022 – 2831 8544	<a href="mailto:mgrfinbom@aiaps.in">mgrfinbom@aiaps.in</a>
MMD (Queries related to Buyer)	Mr. Ganesh Chaudhari	022 – 2831 8424	<a href="mailto:mmd.aiatsl@airindia.in">mmd.aiatsl@airindia.in</a> , <a href="mailto:mmd@aiaps.in">mmd@aiaps.in</a>

### 14.0 Intention to quote:

You are requested to confirm your intention to quote/regret by email to [mmd.AIASL@airindia.in](mailto:mmd.AIASL@airindia.in)

### 15.0 POINT OF CONTACT:-

Supplier should provide his single point contact along with email ID and telephone number of the contact person for clarification

## 16.0 General Terms & Conditions of the Tender

### 16.1 Submission of bids

The quotes should be submitted as per following Annexures:

- Declarations - Annexure 1 A & Annexure 1 B, Annexure 2 & Annexure 3
- Technical Bid Annexure 4 & 5
- Price Bid Annexure-6
- EMD Payment Receipt - Bank Draft / NEFT Payment Receipt

**Reference: Tender No.982A Dated 19.08.2021**

Sealed tenders are to be submitted in a two-bid system (Technical Bid and Price Bid separately) as per the following details:

**1. Technical Bid (COVER – I)**

To be superscribed with “**Technical Bid**” for the Tender Reference:

“Tender No. 982A dated 19.08.2021 due on: 03.09.2021” and must contain the following:

- Vendors’ response for Declaration as per Annexures 1A, 1B, 2 & 3
- Vendors’ response to tender Terms & Conditions,
- Technical Bid - Pre Qualification Criteria - Annexure-4 & Section 4 ( Vendor Qualifications ) and

Annexure 5 (Technical Specification compliance) and all requirements mentioned in the following sections

Section 2 (Scope of Work ),

Section 3 (Requirements ),

Section 4 (Vendor Qualifications),

Section 5 ( Testing and Training Requirements ) ,

Section 6 ( Service Level Agreement )

Section 7 ( General Requirement )

Section 8 ( Hardware and Software Solutions for the requirements )

Section 9 ( Database Sizing )

- EMD Draft / EMD paid receipt for amount specified as per Point 16.1.

**2. Price Bid (COVER –II)**

To be superscribed prominently with “**Price Bid**” for Tender Reference:

“Tender No. 982A dated 19.08.2021 due on: 03.09.2021” and must contain the following:

Vendors should submit the rates for each month along with the complete details

of applicable GST rates & GST Registration No as per Annexure-6 (Price Bids).

**16.2 TENDER SUBMISSION:-**

- i. The two sealed envelopes i.e. one Technical Bid (Cover I) and one Price Bid (Cover II) should be further placed in a Master Envelope superscribed with “Tender Reference:“ Tender No. 982A dated 19.08.2021 due on: 03.09.2021” for Turnkey Hosted Solution for Custodian Management

Systems. The above should be submitted at the following address by 1400 hours on or before 03.09.2021

- ii. C E O -AIASL, GSD COMPLEX, NIPTC, NEXT TO SAHAR POLICE STATION, NEAR CSI AIRPORT GATE NO. 5, TERMINAL2, MUMBAI – 400099, MAHARASHTRA, INDIA, TEL: 022-28318424.
- iii. Tenders received late, delivered at different address other than as specified in the tender/or lost in transit will not be accepted irrespective of whether the delay has arisen on account of the delivery system i.e. postal, courier etc.
- iv. Tenders received through fax and/or e-mail will not be considered.
- v. Tenders that are incomplete or those which are not in the prescribed format will be rejected.
- vi. **The Technical Bid should not contain any indication of the price. In case the price quoted is indicated in the Technical Bid, the Bid will be rejected, without any reference to the tenderer. No correspondence will be entertained in this regard.**
- vii. The Tenders should be neatly filled/typed, duly numbered and signed and stamped by an authorized signatory of your company. Unsigned Bids will be rejected.
- viii. The submission of a tender implies that the tenderer has read Notice and Conditions of the Tender and is fully aware of the Scope of work, Specifications and Project execution and Solution implementation requirements.
- ix. All information related to the price to be quoted by the tenderer should be given ONLY in the Price Bid format as provided in Annexure 6 of the tender document.
- x. The Tenderer shall bear all costs associated with the preparation and submission of the Bids, including cost of presentation, attending pre-bid conference, demonstrations for the purposes of clarification/evaluation of the bids and negotiations with the successful tenderer, etc. AIASL will not be responsible or liable for any such costs, regardless of the conduct or outcome of the bidding process.

**16.2.1. Conditional discounts, if any, shall not be given any consideration in the evaluation.**

16.2.2 AIASL reserves the right to accept or reject, in whole or in part, any of the Bids, without assigning any reason whatsoever at any stage.

16.2.3 The Bids must be valid for acceptance by AIASL for a minimum period of 120 days from the date of opening of the Technical Bid.

16.2.4 The tenderer shall not be at liberty to withdraw or modify the Bids or any terms and conditions. Tenderers are required to promptly respond to requests for any

clarifications from AIASL. Any withdrawal or unilateral modification of the Bids shall constitute a breach of the terms of the tender and the Bids shall be liable for rejection as a consequence thereof. In addition, EMD will be forfeited.

16.2.5 The price submitted in the Price Bid shall be final. Requests, if any, for revision of the price after the closing date of the tender shall not be entertained.

16.2.6 The prices quoted shall remain firm/fixed for the entire term of the agreement.

16.2.7 A Purchase Order which would contain all the principal terms and conditions of the tender will be released on the successful tenderer whose bid is determined to be L1 in terms of the evaluation parameters as defined in the tender. The successful bidder must confirm in writing that they have accepted the Purchase Order and the job must commence as soon as possible but definitely within 1 month.

16.2.8 The Price Bid must be comprehensive and inclusive of all costs of the work scope as detailed in tender, including all out of pocket expenses, such as the travel costs, per diem expenses, hotel accommodation, etc for the tenderer's personnel.

It is noted that an increase in the price, beyond that quoted in the Price Bid would not be accepted after the closing date of the tender for any reason whatsoever.

### 16.3 DEFINITIONS

In this tender, the following terms shall be interpreted as indicated:

- a. "Contract" means the agreement entered into between the Purchaser and the Contractor, as recorded in the contract form signed by the parties including all annexure thereto and appendices therein.
- b. "Goods" or "Items" shall mean all of the materials including their accessories and / or other materials, which the Vendors is required to supply to the Purchaser under the contract.
- c. "Purchaser" or "Buyer" or "Owner" means Air India Air Transport Services Limited (AIASL).
- d. "Tenderer" or "Seller" or "Bidder" or "Vendor" means the individual or firm or company, who are manufacturers and suppliers or dealers, or service providers on whom the order for work is placed and shall be deemed to include their approved successors, heirs, executors and administrators, holding company /Group /Group Companies, Conglomerate as the case may be.
- e. "AIASL representative" means the authorized representatives of the Purchaser.
- f. "Manufacturer" means original material manufacturer (OEM). "Vendor" means tenderer / contractor/supplier/ distributor / bidder/ service provider etc.

### 17.0 Penalty:

- i. There should be a system log in the Custodian system wherein all the EDI messaged exchanged with Customs system and also that with the Air India Cargo (currently LMS ) system, log should contain date and time of these messages exchanged.



### Uptime Calculation and Penalty Calculation

Below is the required Uptime percentage and the applicable penalty for downtime over and above the allowable downtime computed on a weekly basis.

With reference to the uld, maintenance and administration functions, the vendor is required to maintain a minimum of **98.5% Server Uptime computed on a weekly basis** with 24 X 7 operations. This works to a maximum time of 151.2 minutes per week of allowed downtime.

Documented Information of System Uptime in minutes and as percentage shall be made available for **each day of the Previous week** after Production Cutover. This report is to be made available every Monday morning in Excel Work Book form for **Monday to Sunday**, each day of the Previous Week. This System Availability Uptime Report shall be made available and sent by email to designated AIASL Stakeholders in Excel Work Book.

This System Uptime shall also be made available in cumulative form in a Excel Work Book each month for the previous month.

Penalty for service outage over and above the expected Uptime will be calculated as follows:

Down time over and above of allowable downtime ( over and above 151.2 minutes per week )	Penalty Points
0 – 15 minutes	Nil
16 – 50 minutes	One
51 – 120 minutes	Three
121 – 180 minutes	Five
181 – 240 minutes	Seven
241 minutes and above minutes	Five for every 30 minutes

Every penalty point will be equivalent to 5% of the proportionate daily Operation, Maintenance and Administration charges, which will be deducted / recovered from the annual Operation, Maintenance and Administration charges payable to the vendor.

### Average Response Time measurement for various Business Function and Penalty Calculation:-

The L1 chosen vendor shall provide to AIASL a document listing the bench mark **Average Response Time** for each of the business function available in their Custodian Management System before the planned UAT process.

Each business function shall be grouped in terms of average response time range given below to be made available to check as part of the UAT check

Serial Number	Group Type	Average Response Time of Business Functions		Remarks
		Lower Limit in Seconds	Upper Limit in Seconds	
1	1 <sup>st</sup> Group	0	5	Based on average response time of the various business functions including report functions the list of business functions to be identified and listed against each group and this average response time of each of the function would have to be checked whether it is actually as listed by Vendor to be tested as part of UAT exercise
2	2 <sup>nd</sup> Group	6	10	
3	3 <sup>rd</sup> Group	11	20	
4	4 <sup>th</sup> Group	21	60	
5	5 <sup>th</sup> Group	61	300	

This would be checked on a regular basis by Application Service Provider (ASP) help desk proactively regularly each week and also it would be checked by AIASL Business User to identify any business function whose Average Response Time is exceeding the time limit provided earlier the ASP would have to work to ensure that the Average Response times for those Business Function is as per stated benchmark.

The penalty for delay in receiving and staging a message in the appropriate directories in the AIASL Custodian website server will be Rs.5,000/- per penalty point, which will be calculated as follows:

Delay in Receipt & Creation per message	Penalty Points
0 – 5 minutes	Nil
6 – 10 minutes	One
11 – 15 minutes	Two
16 – 20 minutes	Three
21 – 30 minutes	Four
31 minutes and above minutes	Five for every 30 minutes

In case of requirement based on any perceivable delay in response, the tenderer shall provide information of date and time of the receipt and storing of these messages for the required period of time.

The planned downtime should not exceed two hours calculated on a monthly basis.

In addition to penalty stated above, penalty for delayed deliveries/non response for any query/amendment required from time to time which will directly or indirectly affect cargo imports/exports functions or revenue loss for which penalty will be imposed @ 0.5% per incidence subject to maximum of 5% of monthly bills.

## **18. COMMERCIAL TERMS**

**18.1. Earnest Money Deposit (EMD): Non Compliance on EMD terms will lead to disqualification.**

**Earnest Money Deposit (EMD)**

(a) An Earnest Money Deposit of INR 2,00,000/- (Rupees two lakhs only) must be submitted by means of a Bank Draft or Banker's Cheque or ECS in favor of "AI Airport Services Limited", payable at Mumbai, and should be submitted along with the technical bid. EMD can also be submitted through wire transfer to AIASL's account in Mumbai. In the case of remittance of EMD through wire transfer, proof of remittance is to be submitted along with the Technical Bid. No other mode of payment is acceptable.

(b) If the bidders submit EMD by ECS, following particulars are to be noted:

- 1) NAME OF THE BENEFICIARY: AI AIRPORT SERVICES LIMITED.
- 2) NAME OF THE BANK : HDFC
- 3) BRANCH NAME : FORT – NANIK MOTWANI MARG
- 4) BRANCH ADDRESS : MANECKJI WADIA BLDG,GROUND FLOOR,  
NANIK MOTWANI MARG,FORT, MUMBAI
- 5) TYPE OF A/C (SB/CURRENT) : CURRENT
- 6) BANK ACCOUNT NUMBER : 00600310003602
- 7) TELEPHONE NO. OF BANK : 022-61606161
- 8) MICR CODE NO. : 400240015
- 9) SWIFT CODE. : HDFCINBBXXX
- 10) IFS CODE : HDFC0000060
- 11) PAN NUMBER(AIASL) : AAECA6186G
- 12) GST NUMBER (AIASL) : 27AAECA6186G1ZJ

In case of any query relating to wire transfer / ECS of the EMD, the bidders may contact at the following address of AIASL:

**Finance Department, AIASL**

GSD Complex, Near Gate No.5, Sahar, Andheri (East), Mumbai 400 099.

**Tel no:** 091-22-2831 8543

**E-mail:** fin.AIASL@airindia.in.

(c) EMD will not carry any interest.

(d) EMD in respect of the successful bidders will be refunded after receipt of Security Deposit.

(e) EMD of unsuccessful bidders will be refunded after opening of Price Bids.

(f) EMD will be forfeited in the event of a bidder withdrawing or modifying his bid after opening of the tenders and till completion of the tender process, i.e. till award of the contract, and / or in the event of the bidder, who has been awarded the contract, declining to honor the same.

(g) EMD will be accepted only in Indian Rupees. EMD in any other currency will not be accepted.

(h) SSI units registered with the NSIC under its Single Point Registration Scheme / Public Sector Units / Central / State Government undertakings / A-I widows Associations / A-I Co-Operative Society / Handicraft Boards, Khadi Village and Cottage Industries / Social Welfare Organizations / Handicapped and Blind Associations will be exempted from submission of EMD.

**18.2 Security Deposit (SD) / Performance Bank Guarantee (PBG):Non Compliance on SD / PBG terms, as below will lead to disqualification :**

The bidder who qualifies for award of PO will have to deposit with AIASL 5% of the total Contract value in the Purchase Order towards interest free Security Deposit, within 2 weeks of the receipt of the Purchase Order. The Bank Guarantee should be valid for 90 days after the end of contract period. Applicable Security Deposit / Performance Bank Guarantee will be in the form of Bank Guarantee/Demand Draft or Bankers Cheque in favour of 'AI AIRPORT SERVICES LIMITED', payable at MUMBAI.

In case of submission of Security Deposit / Performance Guarantee by means of Bank Guarantee / Demand Draft or Bankers Cheque, it may be noted that the original BG has to be forwarded by the Bank directly to AI Airport Services Limited through registered AD. The expenses incurred towards submission of Security Deposit / Performance Bank Guarantee will have to be borne by the successful bidder.

Bank Guarantee or Demand Draft or Pay order will be refunded after 30 days of scheduled completion of delivery of entire quantity, submission of quality assurance certificate and completion of all obligations under the Purchase Order. In case of Bank Guarantee, same should be issued through Indian Bank as per guidelines by RBI.

SSI units registered with the NSIC under its Single Point Registration Scheme / A-I widows Associations / A-I Co-Operative Society / Handicraft Boards, Khadi Village and Cottage Industries / Social Welfare Organizations / Handicapped and Blind Associations will be exempted from submission of Security Deposit.

**18.3 Billing and Payment terms: (Non acceptance by the Bidder on Payment terms will lead to disqualification):-**

18.3.1 The Application Service Provider (ASP) shall raise invoices as follows:

i. On Monthly basis after completion of the month.

18.3.2 Will be made within 60 days (45 days for MSME) from the date of receipt of the material/original invoice, whichever is later.

18.3.3 All payment will be effected by AIASL-Finance through Cheque or ECS transfers.

**18.4 Taxes, Duties, Levis**

All Government taxes such as GST imposed under India Law, upon the services provided by the ASP to AIASL are applicable.

All taxes, present or future, shall be borne by ASP.

All payment to be made by AIASL to the ASP shall be subject to deduction of Tax at Sources (TDS), such as Withholding Tax, as applicable under the Indian Law from time to time. It is clarified that the liability on account of such deductions will rest with the ASP.

### **18.5 Enforceability**

If for any reason, any one or more of the foregoing conditions are partially / wholly invalid or unenforceable; the other conditions shall still remain in full force and effect.

### **18.6 Infringement**

All products delivered by the ASP must be free from any claim by way of infringement of copy right, trade mark, patents, IPR, etc.

### **18.7 Termination / Exit Clause:**

a. AIASL may at any time terminate the Contract with immediate effect by giving written notice to the successful bidder, if the successful bidder being a partnership or sole proprietorship firm, if the sole proprietor or any partner is adjudged as bankrupt or otherwise insolvent, or order for administration of his estate is made against him or shall take proceedings for liquidation under any insolvency act for the time being in force in India or make any assignment of his effects or composition or arrangement for the benefit of his creditors or purports to make such assignment, composition and/or arrangement provided that such termination shall not prejudice or affect any right of action or remedy which has accrued or shall accrue thereafter to AIASL.

b. AIASL may at any time terminate the Contract with immediate effect by giving written notice to the Successful Bidder, if the Successful Bidder, being a company, if bankruptcy or liquidation proceedings are commenced or likely to be commenced against or if it enters into or is likely to enter into any arrangement or compromise for the benefit of its creditors generally or if a liquidator or receiver is appointed for its assets

c. The Contract can be terminated by AIASL at any time by giving one months notice during the term of the Contract without assigning any reasons and liability on AIASL. The Service Provider shall not have any right to dispute or question the judgment of AIASL of unsatisfactory performance of the Service Provider.

d. The Service Provider have liberty to terminate the Contract by giving a prior written notice of 3 (three) months. In such an event, the Service Provider shall have no right to claim compensation/damages etc from AIASL on account of early termination. If a suitable replacement is not found by AIASL, within the period of 3 (three) months, the Service Provider shall continue to provide the same services until the period such replacement is found. The Service Provider shall be paid, in accordance with the terms of the Tender for all the work carried out by it, during the notice period and if applicable, for the work done by it for the period after the notice period, until a suitable replacement is found by AIASL.

e. In case of failure of the successful bidder to carry out the services to the satisfaction / requirement / standards of AIASL, AIASL shall be free to get the services by some other Agency / Party at their sole discretion but at the risk and cost of the Successful Bidder.

AIASL also reserves the right to claim from the Successful Bidder for any loss sustained due to unsatisfactory performance of the contract.

f. In case of breach of the Contract by the Successful Bidder, AIASL shall have a right to rescind the contract at any time without assigning any reasons & without any liability to AIASL. AIASL also reserves the right to claim from the successful bidder for any loss sustained due to unsatisfactory performance of the Contract.

g. AIASL may terminate the Contract if it comes to the knowledge of AIASL that the Successful Bidder has obtained the Contract via non-bonafide methods of competitive bidding.

### **18.8 Settlement of disputes:**

By receiving or responding to this tender, the vendor agrees that it shall first attempt to amicably resolve all disputes arising out of or in relation to this tender and the contract, if awarded, by negotiations and consultations.

Should the above method of amicable negotiation fail, such disputes shall be referred to Arbitration in accordance with the rules of Arbitration of the Scope Forum of conciliation and Arbitration India (SFCA.)" and the award made pursuant thereto shall be binding upon the parties. Details of the Scope Forum of conciliation and Arbitration India (SFCA.)" may be obtained from their website.

It is agreed by the vendor and AIASL that for disputes concerning both the tender and the contract, the governing law shall be Indian law and any remedies (except where Arbitration is the course to be followed) shall be restricted to the courts at Mumbai, India.

### **18.9 Evaluation of Technical Bids:**

18.9.1 Compliance with Basic Eligibility Criteria will be determined on the basis of the responses of the respective vendor as per Technical Evaluation Criteria of the tender.

18.9.2 The Price Bids of only those tenderers who qualify in the technical evaluation will be opened and evaluated.

### **18.10 Evaluation criteria for Commercial Bids:**

The Price Bids of only those vendors who have qualified in Technical evaluation will be opened for evaluation. The evaluation of Commercial Bids will be based on the following criteria:

18.10.1 Determination of the L1 vendor will be based on the Technical qualified Bidders and the lowest cost based on **commercial** evaluation as per the format given in the Commercial/ Financial / Price bid

18.10.2 Unconditional discounts / concessional offers, if any, indicated by the vendor, would be considered in the commercial evaluation. Conditional discounts, if any, will not be considered.

**ANNEXURE 1A**

**DECLARATION**

(To be given on Company's Letter Head)

Date.....

To  
C E O  
AIASL  
GSD Complex –NIPTC  
Next to Sahar Police Station  
Near CSI Airport Gate No. 5  
Near Indian Oil Depot  
Terminal 2, Sahar, Andheri (West)  
Mumbai – 400099,  
Maharashtra, India

Dear Sir,

Ref: Tender No: 982A dated 19.08.2021

I/We,..... hereby confirm that our Firm/Company /Group/Group Company has not been black listed / debarred by Air India / AIASL or any of the State or Central Government of India or Organization of State or Central Government of India.

Place:

Signature of Tenderer.....

Name.....

Designation.....

Seal/Stamp



**ANNEXURE 1B****DECLARATION FOR PRICE BID****BID FORM**

To  
C E O  
AIASL  
GSD Complex –NIPTC  
Next to Sahar Police Station  
Near CSI Airport Gate No. 5  
Terminal 2, Sahar, Andheri (West)  
Mumbai – 400099,  
Maharashtra, India

Sir,

Ref: Tender No: 982A dated 19.08.2021

Having examined the bidding documents, I/we undersigned, offer to deliver (description of services) in conformity with the said bidding documents as per the prices given in the price bid. We undertake, if our bid is accepted, to commence and provide service in specified delivery period as mentioned in the Tender from the date of receipt of PO.

I/We agree to abide by this bid for a period of 120 days from the date fixed from bid opening in instructions to bidders and it shall remain binding upon us and may be accepted at any time before the expiration of that period. Until a formal purchase order is prepared and executed, this bid, together with your written acceptance thereof, shall constitute a binding contract between us.

Date:  
Place:

Signature of the Bidder  
Name:  
Designation:  
Seal

**ANNEXURE 2**

**DECLARATION**

(To be given on Company's Letter Head)

Date.....

To  
C E O  
AIASL  
GSD Complex –NIPTC  
Next to Sahar Police Station  
Near CSI Airport Gate No. 5  
Near Indian Oil Depot  
Terminal 2, Sahar, Andheri (West)  
Mumbai – 400099,  
Maharashtra, India

Dear Sir,

Ref: Technical Bid as per Tender No: 982A dated 19.08.2021

With reference to Tender No. 982A dated 19.08.2021 for Turnkey Hosted Solution for Custodian Management System, where by submit our Technical Bid as per the format enclosed in the tender.

All specifications, terms and conditions of the tender have been received, seen, understood and here by agreed.

Thanking you,

Place:

Signature of Tenderer.....

Name.....

Designation.....

Seal/Stamp

**ANNEXURE 3**

**DECLARATION**

(To be given on Company's Letter Head)

Date.....

To  
C E O  
AIASL  
GSD Complex –NIPTC  
Next to Sahar Police Station  
Near CSI Airport Gate No. 5  
Near Indian Oil Depot  
Terminal 2, Sahar, Andheri (West)  
Mumbai – 400099,  
Maharashtra, India

Dear Sir,

Ref: Price Bid as per Tender No: 982A dated 19.08.2021

With reference to Tender No. : 982A dated 19.08.2021for Turnkey Hosted Solution for Custodian Management System, where by submit our best offer / Price Bid in the format enclosed in the tender.

All specifications, terms and conditions of the tender have been received, seen, read, understood and here by agreed. Further, it is certified that, over and above the prices in the Price Bid, there are no additional / hidden costs to AIASL.

Thanking you,

Place: Signature of Tenderer.....

Name.....

Designation.....

Seal/Stamp

## ANNEXURE 4

**23.0 TECHNICAL REQUIREMENT COMPARISON TABLE:**

Sr. No.	DESCRIPTION	Yes / No	Deviation
	<b>GENERAL</b>		
1	The status of the goods for imports and exports should be available on the Custodian Management system both in the Application Interface and the Web Interface ( portal) on a real time basis, as and when the activity is completed		
2	The Custodian Management System (CMS) should be capable of interfacing with Air India cargo system (Currently Unisys LMS ) to receive and send messages		
3	The Custodian Management System (CMS) should be capable of interfacing with Indian Customs System and should be able to receive and send messages to the Customs System as per their requirement. Any change or new interface also should be taken care to ensure compliance with Indian Customs ICE Gate System.		
4	The CMS application should be capable of generating MIS reports as specified, periodically and on demand		
5	The vendor should ensure that the CMS system has proper mirroring of data. Also tenderer should ensure regular backup of data and whenever required Restore of the same should be tested and enabled.		
6	The vendor shall provide for a Disaster Recovery system at a different location		
7	The CMS system shall provide for the following facility for payment ii. Pre Deposit ( PD ) Account iii. Cash /Cheque iv. E Payment On line top up of PD Account Balance should be available for Agents.		
8	The system shall have the facility to Create and Display various activities both in the Application System and Portal System as per the respective requirements		
9	System shall have the provision for creating Static Data in the form of Agents Information, Customer Airline, Non – Customer Airline Information.		
10	CMS shall have the facility for configuration of Charges as per Commodity.		
11	CMS shall have a facility to update Foreign Exchange Rate		
12	CMS system shall generate Cargo Arrival Notice (CAN) message via email to Consignee		
13	CMS shall have a feature of Issuance of online Delivery Order (DO) both in Application Interface and Portal Interface		
14	All reports and Statistics mentioned in earlier section shall be made available		
15	The system shall have a feature for Dynamic Report generation using any of the field in the database		
16	AIASL team should be provided with static data and dynamic data as and when required in format that would specified		
17	All receipts including cancelled receipts, entries of PD a/c management etc to be interfaced with SAPfor Bank Reconciliation, PD A/c Reconciliation, Revenue Booking under different Accounting Heads ,		

	GST Reporting ,Generation of APEDA Invoices, Export-Import Carting Invoices etc.		
18	The Portal system shall provide for information about Damage of Goods both Imports and Exports		
19	The system shall have online tracking facility for reflecting the status of the shipment for both airline as well as agent.		
20	Vendor need to update software as per evolving systems/procedures without costing to user		
	<b>EXPORTS</b>		
1	CMS system shall have the feature for enabling Carting Order (CO) request on its portal by Agent to Airline.		
2	<b>Sanction or Rejection</b> of the carting order on CMS system portal by the Airline		
3	The CMS System should be capable of processing Shipping Bills (SB)details message from Customs System		
4	CMS system shall have the feature for cutting of Receipt by Agent on it's portal		
5	CMS system shall have the feature for payment ( all possible options )for the Receipt, to be done by agent on it's portal		
6	The CMS System shall have the feature to enable <b>Amendment to Airway Bill (AWB) , Commodity, Weight, Flight Details, Agent's Details and Shipping Bill and so on.</b>		
7	CMS system shall have the feature of sending of <b>Cargo Arrival( CARR )</b> messages to Customs system		
8	CMS system shall have the feature of sending Cargo Arrival (CARR) message to Air India Cargo ( currently LMS) system and also to Customer Airlines systems		
9	CMS system shall have the feature of Acceptance of Let Export Order ( <b>LEO</b> ) EDI message from Customs system		
10	CMS system shall have facility for Goods Acceptance (GAC) activity on it's Application Interface		
11	CMS system shall have the feature of processing Export General Manifest (EGM) EDI message from Customs system		
12	CMS system shall have the feature of processing <b>Cargo Withdrawal( back to town )</b> message from Customs system and also a provision to create <b>Back to TownTSP</b> with reverse Carting Charges		
13	CMS system shall have the feature of generating <b>Cargo Exit</b> message to be sent to the Customs System		
14	CMS system shall have a facility to create <b>Carting Challan</b> from Export Shed to ETV Cargo		
	<b>IMPORTS</b>		
1	CMS system shall have the feature of processing Import General Manifest ( <b>IGM</b> ) EDI message from Customs System		
2	CMS system shall have the feature of generating <b>Segregation Report (SEG)</b> EDI message to the Customs System		
3	CMS system shall have the feature of generating <b>Line Regularization</b> EDI message to the Customs System		
4	CMS system shall have the facility of Receiving and Storage of goods in location by Custodian staff ( <b>location</b> ) with a provision of updating Chargeable Weight.		
5	CMS system shall have the feature of processing Bill of Entry Details after Submission (BoE) EDI message from Customs System		
6	CMS System shall provide a facility of cutting Terminal Storage Process		

	(TSP) receipt by Custodian staff using Application Interface and also by Agents using the Portal Interface		
7	CMS system should be capable of accepting Request for Examination (RFE) EDI message from CustomsICEGatesystem		
8	CMS system should be capable of sending Forward for Examination (FFE) EDI message to Customs System		
9	CMS system should be capable of receiving <b>Out of Charge</b> EDI message (OOC) from Customs system		
10	CMS system shall have a facility for creating Gate Pass for Delivery of goods by Custodian staff		
11	CMS system shall be capable of sending Goods Delivery (GD) EDI message to Customs system and AI Cargo System and Customer Airlines system		
12	CMS System shall have functionality for auctioning Unclaimed , Uncleared goods lying in Import Warehouse		
13	Custodian system should enable generate system forwarding request for examination of goods thru application or online.		
14	System should enable agents to calculate charges for any required date through portal and application		
15	System should have the facility to generate Miscellaneous Receipts with applicable charges		

## Annexure 5

## 24. Vendor Eligibility Criteria

CHECK SHEET: Following Documents must be attached with Technical Bid:

		Yes	No	Pg. No
1	The bidder should have an average annual turnover of at least INR 75 lakhs each year for last 3 financial years (FY 2016-17, FY 2018-19 and FY2020-21). Copies of <b>Certified</b> Financial Statement& IT Returns for above mentioned period to be submitted. Proforma statement is not acceptable.			
2	EMD Rs.2,00,000/- (DD/ Banker's cheque/ Pay order) of Nationalized bank / Scheduled bank to be submitted			
3	Bidder should meet with following criteria: (Attested copies to be attached for following):			
	A Bidder should be registered as Public / Pvt. Ltd. Company or Partnership Firm or Proprietary Firm for minimum 3 Years: Company Incorporation Certificate, partnership Registration Certificate or shop& establishment certificate to be attached, to prove that the firm is in existence for minimum period of 3 years.			
	B Bidders should possess existing Valid Contract Labour license -(Copy of One Valid License Only) (with up to date renewal)			
	C Bidders should possess PF Registration No in the bidder's name. Latest PF Returns to be submitted.			
	D Bidders should possess ESI Registration No in the bidder's name along with seventeen digit allotment letter. (Latest ESI Returns to be submitted).			
	E Bidders should possess PAN/GIR No: (Copy to be attached)			
	F Bidders should possess GST Registration No: (Copy to be attached along with latest GST returns).			
	G Bidders should possess BCAS Clearance certificate ( Copy to be attached)			
	H Authorization certificate of Signatories to be attached			
	I Registration with any recognized regulatory / quality / safety Agencies[e.g. DGCA / ISO / IOSA etc and quality accreditation certificate like valid ISO 9000/20000 etc), if any			
4	As on date of submission of tender, bidder should have sufficient qualified engineers and support staff strength for providing uninterrupted service 24 x7 and a help line 24x 7 for Custodian, Airline and Agent. (List of employees to be submitted).			
5	Bidders should have experience of minimum 3 years in similar			

	contract: Copies of 2 Contracts depicting the 3 years' experience, duly certified by hiring company/ self-attested.			
6	The bidder shall have experience of interfacing with Customs ICEGATE for 3 years ( Proof to be submitted)			
7	Company/Partnership Firm/Proprietary Firm Profile to be submitted			
8	Tender document duly signed, stamped and completed in all aspects			
9	As on date of submission of the tender, the tenderer or its parent company or subsidiary, or a group company should not have been black listed / debarred by Air India / AIASL or any of the State or Central Government of India or Organization of State or Central Government of India. Declaration as per Annexure 1A to be attached			
10	Declaration for Price Bid as per Annexure 1B to be attached			
11	Declaration for technical specifications as per Annexure 2 to be attached			
12	Declaration for Specifications, terms & Conditions as per Annexure 3 to be attached			
13	Declaration that the bidder has accepted all the terms & conditions of the Tender			

Date:  
Place:

Signature of the Bidder  
Name:  
Designation:  
Seal



**ANNEXURE - 6**

**25. Price Bid Format:**

Turnkey Hosted Solution for Custodian Management System, at AIASL –Cargo, CSI Airport, Sahar, Andheri (East), Mumbai.

Particulars		Details & Proofs Provided
1	Name of the Company / Establishment	
2	Registered office address / principle place of business	
3	Telephone No. _____ Mobile No. _____	
4	Fax No. _____	
5	Name of the Contact Person	
6	E-mail ID	
7	<b>Monthly Charges in Rupees in figures and words excluding GST</b>	Rs.: _____
8	Customisation Cost Charges during Initial Contract period and during extended contract period <b>Per Man Day cost Rs:</b> _____ <b>Total cost calculated for 150 Man Days of Customisation</b>	Rs: _____
9	Manual Data Entry Charge per Man Day (if any) as required till automation of interface between current AI LMS System and the proposed CMS system both ways <b>Per Man Day cost Rs:</b> _____ <b>Total cost would be calculated</b> for the maximum allowable period of twelve weeks.	
10	GST Percentage & amount	Rs. _____
11	Grand Total	Rs. _____ =

**B) Price/Financial Bid Terms and Conditions:** Price/Financial bid shall be evaluated on the basis of overall lowest party (L1) calculated by the rates quoted as above.

1. Royalty etc (if any) will be reimbursed on proof of payment.
2. Any overwriting must be signed.

**C) Undertaking:**

1. I have carefully gone through and have understood the General Terms and Conditions, Scope of Work, of the tender.
2. The Price/Financial bid shall be valid for 120 days from the last date of opening of Technical Bid.
3. I hereby confirm that I am authorized to sign the tender document.
4. All the pages of the Price/Financial bid are signed and also over writings are signed.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Place: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Company/Partnership Firm/Sole Proprietorship Firm Name & Seal: \_\_\_\_\_