

Apparel Export Promotion Council

REQUEST FOR PROPOSAL

FOR

“ENGAGEMENT OF AGENCY FOR THE DEVELOPMENT OF PORTAL FOR EXPORT FACILITATION ”

Date:- 5th February 2025

IMPORTANT DATES

1.	Issue of RFP	5 th February 2025
2.	Last date & time for submission of RFP	26 th February 2025
3.	Date & time of opening of Bids	27 th February 2025 11:00 A.M.

REQUEST FOR PROPOSAL FOR

“ENGAGEMENT OF AGENCY FOR THE DEVELOPMENT OF PORTAL FOR EXPORT FACILITATION”

Apparel Export Promotion Council invites Tender for **“ENGAGEMENT OF AGENCY FOR THE DEVELOPMENT OF PORTAL FOR EXPORT FACILITATION “**

Tenders are invited from established agencies/firms (single entity) who have successfully undertaken the similar projects in the Web & Mobile Application Development with a minimum experience of three (3) years in the same domain.

The offer of tender for “ ENGAGEMENT OF AGENCY FOR THE DEVELOPMENT OF PORTAL FOR EXPORT FACILITATION” will be valid for 60 days after opening of Technical Bid & Annual Maintenance Contract for a period of 1 year after the launch of developed portal.

Apparel Export Promotion Council reserves the rights to amend the dates mentioned in the Data Sheet.

SCOPE OF WORK

The scope of the project involves designing & development of the portal for the export facilitation.

SPECIFICATION OF TASKS REQUIRED TO BE CARRIED OUT

Objectives:

- a) To act as an interface between various offices of CBIC, other agencies and Exporters & export promotion bodies/associations.
- b) To resolve pending specific issues concerning individual exporters.
- c) Focussing on hassle free export documentation processing
- d) Handholding exporters on system related changes
- e) Resolving operational bottlenecks at gateway ports
- f) Facilitating timely receipt of export benefits to all exporters

1. Detailed Requirements Specification.

A. User Registration

In this page the Application will help

- New users to Register
- Allow the log in of the existing user

B. User details

At the time of registration, the following details will be taken from the users

- Name [First name], [Middle name] [last name]
- Aadhar no
- Mobile no
- E-mail id
- Is he the Proprietor / Representative of the Unit
- Name of the Unit
- IEC
- IEC Address
- Any branch address
- E mail id of the unit
- Type of business (manufacturer exporter/merchant exporter/ trader etc.)
- Commodity

C. Logging in:

- Once registered the user will be given a user name and password
- There must be option to change password
- There must be option “Forgot password” to retrieve back the old password.
- Logging in with wrong password thrice on the application should result in lockup the user.
- Later it can be resolved by sending a mail from the registered mail id of the user to the Application owner.

D. First page after logging in

- Once the user logs in the application the first page will ask the following questions
 - Is the issue related to the field formation
 - Is the issue related to DG (System)
 - Is the issue related to other agencies like PGA, DGFT, Banks etc
- He can select either of these three options only

E. Issue related to field formation

- If the user selects the option of “Issue related to field formation” then the following details are to be selected
- Field formation drop down. (This drop down will contain the specific Custom house, ACC or ICD where the exporter is facing problem)
- For this purpose, there will be a drop down of all the possible Location codes where Tirupur exporter generally import or export their commodities. For this purpose, there will be a table with location code and name of the Customs formations to be maintained and updated by the Application owner
- The field formation details also include CFS identification codes and names
- The specific sections where the issue to be taken up will be linked to the Category of issue which will be discussed in the “Issue reporting section”
- There will be a table of different key sections and officers posted in those key sections for each filed formation has to be maintained at the back end.
- There will be an Unique identity code of the concerned officer which consists of the designation, section, Commissionerate and location.
- A field formation location can be a single Custom house, but different Commissionerates may be there. To differentiate separate Commissionerate list can also be maintained.
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F. Issue related to DG (System)

- If the officer selects the option of “Issue related” to DG (System) then it will ask whether it is related to ICEGATE or ICES Accordingly the issue will be forwarded
- If the user does not know whether it pertains to ICEGATE or ICES he need not mention the same if the issue is reported for the first time

- The Facilitation center officer will specify whether it pertains to ICEGATE or ICES and accordingly he will forward the issue
- If the user has already taken up the issue with DG (System) and it is pending unresolved he needs to mention the ticket number given by CBIC Mitra in the “Issue reporting” section of the Application.

G. Issue related to others

- Sometimes the issue may be relating to certain actions pending from PGA or the NoCs might have not been received properly from PGA or the issue which need not to have been referred to PGA but by mistake the officers have referred
- Sometimes the issue may be pertaining to DGFT or Authorised Dealers. In such cases the agency where the issue pertains to must be specifically mentioned by the user.
- Sometimes the user may be thinking that the issue pertains to one agency whereas the issue may be pertaining to Customs or other agency, In such cases the officers at the facilitation centre must identify the correct agency before forwarding the issue to the agency as mentioned by the user.
- For this purpose, there has to be a specific check point before forwarding any issue to confirm the right formation / section in the case of within the department or the right agency in the case of outside the department by the facilitation center officer.

H. Issue reporting:

After selecting the formation to which the issue pertains, the user has to give the details of the issue. While doing so the following details will have to be entered.

- Whether it is a new issue or
- Already an ARN (Application Registration Number) of this portal is pending?
- Whether the issue has been already taken up with field formation or DG (System)
- If it is a new issue then he need not mention the ARN.
- If the issue has already been taken up in this portal, then he has to mention the ARN no and further details about the issue need not be mentioned. But if there is a correspondence between the field formation or DG (System) with the user subsequent to taking up the issue by the Facilitation Centre then he needs to briefly mention about the same in the specific box. For which a specific question “Any correspondence happened after issue of ARN” need to be answered as “Yes” by the user.
- If the issue was not taken up in this portal but taken up with the field formation / DG (system) and it is pending then he needs to mention the reference no., if any or CBIC Mitra ticket no. in the specified box. Then he needs to fill up the further details.
- Issue reporting page will have the following menus
 - i. Category of Issue (This will be provided as a drop down box. The possible categories are Drawback, RoSCTL, RoDTEP, IGST Refund, Import assessment, Import Examination, Import RMS – FC, Bonds, Import OOC, CSD, Export Assessment,

Export Examination, Export LEO). This list needs to be updated. These categories are to be linked to the specific Section Code.

- ii. If it is already taken up in this portal mention the ARN Number.
- iii. If any correspondence happened after the ARN please mention the details in brief.
 - a. For the cases where ARN is mentioned the box for entering the details of issue will not be opened, since the Application will get the issue details from the data base.
 - b. For the same ARN one more reminder to the Field formation or DG (System) clearly mentioning the no of reminder to be sent. The system will also keep the count of the reminders for the purposes of escalating the same with higher ups.
 - c. Escalation matrix will work based on the no of reminders and the duration of pendency of the issue.
- iv. If the issue has already been reported to DG (System) or the field formation please mention the CBIC mitra ticket number or field formation reference number.
- v. For the new issue and issue already reported to DG (System) or Field formation the user needs to enter the issue in brief.
- vi. Fact sheet of the issue
 - Import or Export (User has to specify by check box)
 - BE No (user has to enter the no. This field must allow only numeric characters)
 - BE date (User has to select the date from the calendar)
 - SB No (user has to enter the no. This field must allow only numeric characters)
 - SB Date (User has to select the date from the calendar)
 - IGM No (user has to enter the no. This field must allow only numeric characters)
 - IGM Date (User has to select the date from the calendar)
 - Issue in brief. This has to be in free text with a word limit of 200 words.

I. Actions to be taken in the application in the back end

- Once user registers his details a user name and temporary password must be allotted to him. This temporary password can be changed by the user. Apart from that he can also change the password whenever he desires. He will also be given the option of forgot password utility.
- Once the user credentials are correct all works carried out will be attributed to the users.
- A unique user identity will be created in the backend and that will be linked to the ARNs and all other actions carried out by the users in the Application.
- All actions including the user creation will maintain the timestamp.
- The updation of various tables by the Facilitation officer will be kept trail with Officer's identity and timestamp.
- Reminder for escalation / auto escalation to be enabled for long pending issues.
- Once the issue is resolved, the entry will be closed after getting the acknowledgement of satisfaction received from the users.
- Once the issue has been entered by the user the Application must allot the ARN no. This will be referred by the user for all future reference relating to the issue.

J. Actions to be taken by the Application:

- User identity
- Receipt of issues
- Unique identity of issues
- Displaying issues in specified format to the Facilitation centre officer for verification and further actions
- Forwarding the issues to the corresponding formation and section by mail based on the clearance by the facilitation centre officer.
- On receipt of acknowledgement from the field formation or DG (System) or Other agency the same should be kept in the inbox of the officer. If the officer is satisfied with the action taken he can communicate to the user. On receipt of acknowledgement of satisfaction he can permit closure of the ARN in the Application.

K. Application maintenance modules

- a. Updating the field formations code and name
- b. Updating the officers of the field formations and their contact details like email ids, mobile no etc
- c. Updating the DG (Systems) officers name, contact details, email ids, mobile nos
- d. Updating other agencies details
- e. Updating the issue categories

L. **MIS reports:** This application also provides various reports. The format of the same will be decided later.

2. Users

- a. **Facilitation centre officer/Portal Manager:** The officers who manage the facilitation centre. can view, classify, forward the issues to the concerned field formations or DG (System). They can also close the ARNs after resolving the issues reported. They can view, verify and forward the replies received. They can see MIS reports.

Provisions required for the Portal Manager (Officer Handling the Portal)

1. Tickets raised to be displayed in que
2. Provision to examine and check the issue, provision to reclassify in the right category for issue redressal
3. Option to correct the formation/officer/section/agency

4. As there will be routine transfer/posting orders, database of mobile numbers, mail ids of section officers of the formations has to be periodically updated, Since the officer handling the portal will perform this operation, provision to update the formation DB has to be provided
5. Provision to generate delivery acknowledgement receipt
6. Provision to mandatorily record the comments on the action taken to redress the issues raised in the IRNs
 - a) Telephonic conversation with the officer after forwarding the details
 - b) Only SMS/mail communication
 - c) Any other comments (field size restrict to some characters)
7. If ticket remains unresolved/not closed for 7 days auto escalation matrix
 - a) >7 days → AC/DC/JC/AD/DD
 - b) >12 days → JC/ADC/JD/ADD/with a copy to ADC CCO
 - c) >20 days → Comm/Pr Comm/ADG/Pr ADG/
 - d) >30 days → CC/Pr CC/ DG/ Pr ADG
8. When escalation takes place there should be provision of Alert notification to the concerned officer that the message has been escalated to the higher level.
9. Provision to close the resolved tickets.
 - b. **Facilitation Centre DBA:** They will have the role of maintaining and updating formation details, field officers contact details and updating the same.
 - c. **Users:** The exporters, and their representatives or any other stakeholders relating to exports.

General Requirements

1. The Portal framework should be able to securely manage the database of all users. The data can only be available for download from the authorized user only.
2. The concern agency shall implement automated regular backup of all the data and associated database to ensure availability of data in case of any disaster.
3. The agency should design and complete high-quality application using latest web technology within a given time frame and guidelines.
4. The work should be undertaken under the supervision of IT Department of AEPC & Regional office Tirupur.
5. Meet relevant officials to discuss the needs & integrate in designing of website.
6. Agency shall organize review meeting from time to time and receive suggestions, comments from the meeting which should be incorporated by the agency without extra charges.
7. Upon expiration of contract the agency should handover all the data and the source code to AEPC.
8. The web developer shall be encouraged to make use of his/her expertise and creativity to propose and implement relevant website enhancements.
9. A service contract period of one year should be agreed once the website is developed within which all services should be provided by the agency.
10. In any circumstances, the downtime of the Portal should not be more than one hour.

FOR MAINTENANCE OF PORTAL

1. Regular updating.
2. Technical Support Services.
3. In Maintenance, Agency must appoint Manpower for continued support and dedicated services 24x7x365 based services

TIMELINES

1. The Portal should be ready in Maximum 12 weeks of issuance of work order & with all the above mentioned functionalities.

PROCEDURE FOR SUBMISSION OF BIDS

The bidders will be required to submit following documents latest by 26th February 2025 on E-Mail ID tender@aepecindia.com.

The Bid would consist of following.

1. **Detail Technical Proposal** with signature & stamp of authorized signatory on each page.
2. The EMD of Rs. 20000.00 (Rupees Twenty Thousand only) can be paid through NEFT/RTGS to the following bank account up-till 26th February 2025 and the Payment details may also be provided while submitting the quote via e-tender. MSME's are exempted from submitting the EMD.

Beneficiary: APPAREL EXPORT PROMOTION
COUNCIL SAVING A/C NO: 180401000020000
IFS CODE: IOBA0001804
BANK: INDIAN OVERSEAS BANK
ADDRESS: BRANCH – APPAREL HOUSE, SECTOR 44, INSTITUTIONAL AREA,
GURGAON

3. PAN / TAN/ TIN
 4. Self-attested copy of Certificate of incorporation /Registration of firm / Partnership deed /
 5. Proprietorship Deed.
 6. Copy of GST / Sales tax / VAT etc.
 7. Experience certificate of similar work executed/Work order if any.
 8. Affidavit certifying that the firm has not been blacklisted by anyone.
 9. For any assistance/query, please write on gmit@aepecindia.com or call 0124-2708110.
10. **Commercial Bid** duly filled on the Letter head of the agency with signature & stamp of authorized signatory as per the format mentioned below.

Tasks	Amount (Incl GST)
Development of portal Export facilitation & maintenance of same for 1 year.	
Total Amount (Incl. GST)	

BID OPENING

The bid/quotes received will be opened in this office in the presence of the senior officers of the Council. Bidders who wish to attend the opening of the bids at Apparel House Gurgaon may ensure their presence on the mentioned date and time as specified in the Date sheet.

Abhinandan Rajpal
General Manager-IT

DISCLAIMER:

This tender is being issued by the AEPC for development of portal for management of fairs & exhibitions in the council. The words 'Tender' and 'RFP' are used interchangeably to refer this document. The purpose of this document is to provide the Bidder with information to assist in the formulation of their proposal. The information is not intended to be exhaustive. Interested parties are required to make their own inquiries. AEPC reserves the right not to proceed with the project, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the project further with any party submitting a bid or to accept bid in parts or whole. No reimbursement of any cost will be paid to persons, entities submitting a Bid.