

AAI Cargo Logistics & Allied Services

Invitation for Expression of Interest for Implementation of Enterprise Application for Integrated Cargo Management System (ICMS) A Complete End to End ICMS-2.0 Solution Project (For AAICLAS & all its operations across India.)

September 2nd, 2019

DATA SHEET

S.NO	Item	Description
1.	Company Name	AAICLAS
	Address	Chief Manager-IT, AAI Cargo Logistics and Allied Services Company Ltd. (A 100% AAI Subsidiary), AAICLAS Complex, Delhi Flying Club Road, Safdarjung Airport, New Delhi-110003, India
3.	EOI Reference Number	
4.	Date of Issue of EOI	Sept 02 nd , 2019
6.	Cost of EOI document	Rs. 2,000/- (Interested Bidders can download the EOI from the website " https://aaiclas-ecom.org/Live/index.aspx " OR " https://etenders.gov.in/e procure/app ") Bidders interested in participating shall pay non-refundable tender fee in the form of Account Payee Demand Draft drawn on any Scheduled/ Nationalized Bank in favour of 'AAI Cargo Logistics and Allied Services Company Ltd.', payable at New Delhi. The same should be submitted physically in an envelope. The envelope should have the name of the bidder, name of bidders contact person, contact persons email id and mobile number. Address for Physical DD Submission: To, CEO, AAICLAS-AAI Cargo Logistics and Allied Services Company Ltd. AAICLAS Complex, Safdarjung Airport, Flying Club Rd, Opp Northern Rly Nursery, New Delhi-110003
7.	Website	https://etenders.gov.in/e procure/app

DATE SHEET

Publication of EOI-Expression of Interest	02 September 2019 (14.30 Hrs)
Last Date of Submission of Interest	24th September 2019 (15.00 Hrs)
Last Date of Submission of Query	10 th Sept 2019 (15:00 Hrs)
Opening Of EOI	25th September 2019 (15.00 Hrs)
Publication of Short Listed Candidates	Will be informed to all the qualified bidders

AAI Cargo Logistics and Allied Services Company Ltd.
(A 100% AAI Subsidiary)
AAICLAS Complex, Delhi Flying Club Road,
Safdarjung Airport, New Delhi-110003, India

Note:

1. The documents for EOI can be downloaded from the AAICLAS website “<https://aaiclas-ecom.org/Live/index.aspx>” OR eTender portal “<https://etenders.gov.in/eprocure/app>“ on any working day from 02.09.2019 to 24.09.2019. The potential bidders who download the tenders from the website and who wish to participate in the EOI should attach the xerox copy of the EOI fees of Rs.2000/- (Demand Draft drawn on any scheduled/ Nationalized Bank in favour of “AAI Cargo Logistics and Allied Services Company Ltd.”, payable at New Delhi) and submit the same along with other documents at the time of submission of EOI responses.
2. EOI response documents must be uploaded on <https://etenders.gov.in/eprocure/app> not later than time, date and venue mentioned in the above Data Sheet table. Proposals that are received after the deadline will not be considered in this procurement process.
3. All the EOI responses will be electronically opened & downloaded for evaluation from <https://etenders.gov.in/eprocure/app>.
4. AAICLAS reserves the right to change any schedule of the EOI Selection process. Please visit AAI website mentioned in document regularly for the same.
5. The Department reserves the right to cancel any or all the EOI without assigning any reason thereof. The decision of Department will be final and binding.
6. In the event of date specified for EOI opening being declared a holiday then the due date for opening of EOI shall be the next working day. Time will remain the same. The timing and place is the same. Please see e- portal regularly for any changes.
7. All the required documents required to be uploaded by the e-Bidder electronically in the PDF/XLS format. The required electronic documents for each document label of Technical (Qualification details, Technical Specification etc.) schedules/packets can be clubbed together to make single different files for each label.
8. The companies/firms interested in participating in this EOI, have to register them-self at the authorized e-Procurement portal for e-tendering with AAI/AAICLAS

INDEX

S.NO	Section	Page
	DISCLAIMER	4
	Proprietary Notice	5
1	INTRODUCTION	6
2	PURPOSE OF EOI	7
3	SCOPE OF ICMS 2.0 PROJECT	8
4	SCOPE OF SERVICES FOR SI	12
5	PREQUALIFICATION PROCESS AND GENERAL CONDITIONS	12
6	PREQUALIFICATION CRITERIA FOR SI	14
7	RESPONSE REQUIREMENTS	16
	APPENDIX I: COVER LETTER FORMAT	17
	APPENDIX II: RESPONSE FORMATS AND SUPPORTING DOCUMENTS	19
	APPENDIX III: LITIGATION IMPACT STATEMENT	24

DISCLAIMER

AAI Cargo Logistics & Allied Services Company Ltd. intends to implement an Integrated Cargo Management System (ICMS-2.0) for the modernization and computerization of the operations of its Cargo Business, warehouses, Import/Export, Truck Queue Management, Ground Handling Support, Messaging with various stakeholders, Information/Data exchanges with all the stake holders, Integration with 3rd party/stake holder applications at all the Regional stations/terminals and the Corporate office. AAICLAS intends to select a Systems Integrator (SI) for customization, development as required, implementation and deployment of preferably single commercial-off-the-shelf (COTS) software solution having all the integrated E2E cargo functionalities and the cargo functionalities as in ICMS-1.0. This may require all the customizations that would be required for this purpose. AAICLAS would also be open to integrate/combine more than one product if it provides maximum of the required functionalities with limited or no customization. This document has been prepared on the basis of available information, expertise, knowledge in and other publicly available within AAICLAS. The sole objective of this document (the Expression of Interest) is to solicit response from interested parties for taking part in the future process leading to selection of Systems Integrator for implementing the COTS-based Integrated Cargo Management System (ICMS). AAICLAS reserves the right to discontinue with the selection process of the System Integrator in case the selection process of the COTS product is discontinued.

While this document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by AAICLAS or any of their employees, advisors or agents as to or in relation to the accuracy or completeness of this document and any liability thereof is hereby expressly disclaimed. Interested Parties may carry out their own study/ analysis/ investigation as required before submitting their responses.

This document does not constitute an offer or invitation, or solicitation of an offer, nor does this document or anything contained herein, shall form a basis of any contract or commitment whatsoever.

Some of the activities listed to be carried out by AAICLAS subsequent to the receipt of the responses are indicative only. AAICLAS has the right to continue with these activities, modify the sequence of activities, add new activities or remove some of the activities, as dictated by the best interests of AAICLAS.

Proprietary Notice

This document contains confidential information of AAICLAS which is provided for the sole purpose of permitting the recipient to evaluate the proposal submitted herewith. In consideration of receipt of this document, the recipient agrees to maintain such information in confidence and to not reproduce or otherwise disclose this information to any person outside the group directly responsible for evaluation of its contents, except that there is no obligation to maintain the confidentiality of any information which was known to the recipient prior to receipt of such information from AAICLAS or becomes publicly known through no fault of recipient, from AAICLAS or is received without obligation of confidentiality from a third party owing no obligation of confidentiality to AAICLAS.

AAI Cargo Logistics & Allied Services Company Ltd - (AAICLAS)

Implementation of Integrated Cargo Management System (ICMS-2.0)

EXPRESSION OF INTEREST

1 Introduction

- 1.1 Keeping in mind the current economic boom, the importance of air cargo and its impact on the overall economy of India, AAI proposed to demerge and corporatize the cargo department into functionally and administratively independent organization, which is professionally driven and responsive service enterprise. With a vision to become the foremost integrated logistics network in India, AAI Cargo Logistics and Allied Services Company Limited (AAICLAS) was incorporated on 11th August 2016. It will work as multi modal interface linking air, surface & water transport. Thus becoming the largest networked and fastest logistic solution provider company of India. AAICLAS will promote, represent, organize, undertake, establish, conduct, handle, arrange, own, operate, participate, facilitate, sponsor, encourage, and provide the business as Cargo Terminal Operator, Free Trade Zone, Air Freight Station and Inland container depot for cargo and passengers. AAICLAS Operates its Cargo Business from approx. 26 Terminals;
- 1.2 The volume of air cargo being moved globally is ever increasing and airports are increasingly finding it difficult to keep pace with adequate expansion in terms of infrastructure, man-power and level of automation. Cargo Terminal Operations are interdependent on several stakeholders like ground handlers, airlines, customs, other regulatory agencies, freight forwarders, cargo handling agents, banks etc. Cargo handling processes involve multiple data entry points and complex paperwork that often lead to manual errors, increased cargo processing time, non-compliance, loss of revenue and goodwill.
- 1.3 AAICLAS has been managing air cargo terminals using the Integrated Cargo Management System (ICMS) at multiple airports since 1999. The existing ICMS is an airport cargo management solution that assists terminal operators in addressing some/all of the issues listed above by bringing in collaboration, planning and process integration in the cargo terminal operations. Depending upon the requirement and upgradation of Customs EDI program, progressively, AAICLAS has also upgraded its Integrated Cargo Management System (ICMS) over time. It now intends to further upgrade the existing ICMS system based on new requirements including implementation for e-freight compliance, web based feedback system including mobile application and IT for domestic cargo handling.

2 Purpose of this EOI

- 2.1 AAICLAS is in the process of selecting an end to end integrated customisable commercial-off-the-shelf (COTS) software solution to enable the computerization of its entire end to end cargo business that comprises of:
- i) Operations (Import-Export, Warehouse Management, Ground Handling, Reporting etc) supporting all AAICLAS's internal (day to day) functions,
 - ii) Operations with external entities and
 - iii) Operations that require to integrate with external/3rd party applications across each of its terminals/stations and corporate office.
- 2.2 The objective of this document is to solicit Proposal from interested parties of Implementation Service providers OR System Integrators (SI) OR Cargo Product Development Software Companies OR Cargo Solution Providers OR Cargo OEMs Product firms (having office in India and who wish to participate as SI), OR Indian Partners of Cargo OEMs who wish to participate as SI who satisfy the eligibility criteria set out in this document, who offer implementation and maintenance services for ICMS-2.0 applications that provides integrated solutions to AAICLAS.
- 2.3 Bidders who have expressed their interest would be evaluated on the eligibility criteria and only successful bidders found acceptable post evaluation by AAICLAS, will be short-listed to participate in the subsequent bidding process for procuring the ICMS-2.0 COTS implementation services. Once the selection process of COTS product is complete, the Request for Proposal (RFP) for selection of SI for implementation of the ICMS-2.0 product shall be issued, and the interested bidders short-listed for implementation shall be invited to participate in the bidding process. AAICLAS will finally select the SI partner through technical and commercial evaluation process as per RFP.
- 2.4 It is expected that only the IT service/product provider firms (as mentioned in above section 2.2) offering services for implementation of ICMS products will respond to this Expression of Interest notice. Bidders/Firms who do not match the eligibility criteria or who do not have any experience in Cargo/Logistics Solution offerings other than those short-listed by AAICLAS are not expected to respond this notice.

2.1 Definition Of SI-System Integrator

SI can be a Software Product Development Company, Software Development Company, Software Product OEM, Software Integrator, Indian Software/Software Product Development Company who is an official partner of an International Cargo Product company. SI should have experience in software product development, product customization, customization and development around the basic COTS product, product maintenance and operational support.

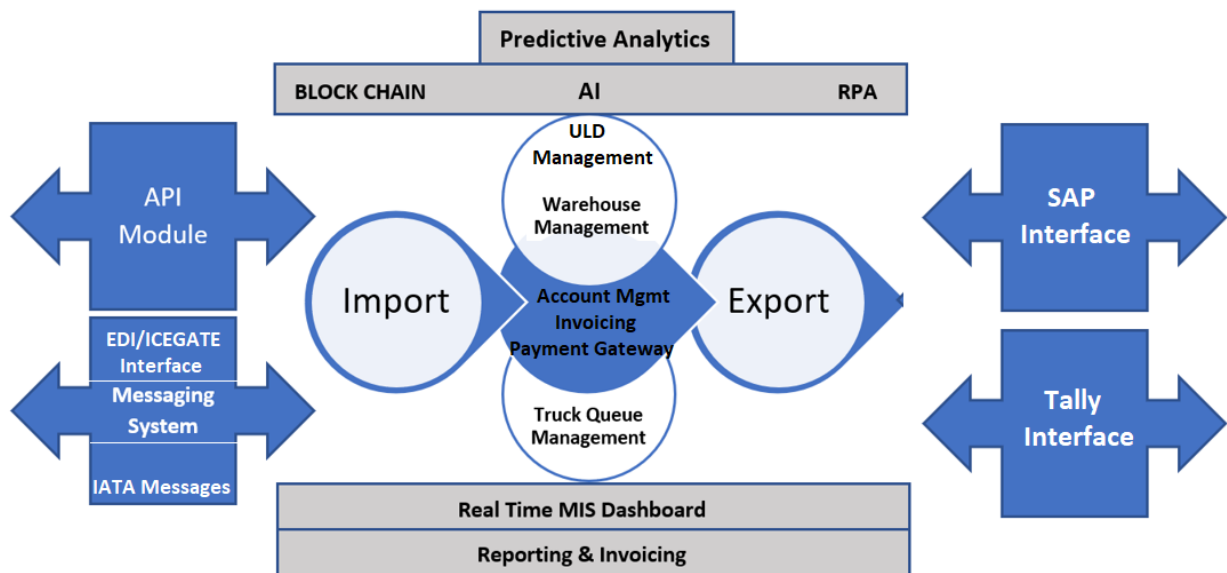
3 Scope of ICMS 2.0 Project

3.1 The envisaged web-based ICMS system should be customizable, secured, scalable, flexible and low on maintenance. It should not only help cargo terminal operators manage the internal warehouse operations at the terminal but also simultaneously provide a common platform for communication with external stakeholders. Primarily, the proposed ICMS2.0 system should:

- The SI is further required to document detailed Functional and Technical Requirement Specifications for the proposed system based on the study carried out as above which will then become the base document for choosing and finalization of the required functional modules with and without customization of the proposed system ICMS-2.0. While documenting the requirements the SI shall study other successful implementations of cargo/ warehouse management systems, best practices, standards and guidelines.
- Support Custodian functions like basic import and export handling, customs clearance, disposal management, maintenance of pre-deposit account, transactions, transactions and reporting.
- Support in controlling the movement and storage of cargo at the warehouse by deploying best-in class warehouse management technologies.
- Aim to automate the custodian functions at airports and also the internal warehouse and cargo management processes to increase operational effectiveness, reduce delays in custodian activities and ensure compliance to local customs rules sync with AEO requirements.
- Support end-to-end outbound domestic air cargo handling processes like acceptance, loading and departure for export operations.
- Support end-to-end inbound domestic air cargo handling operations like arrival, segregation, finalization, warehousing, invoicing and delivery of cargo operations
- Keep pace with the changing regulatory requirements and bring in greater efficiency and visibility in the air cargo handling at airports.
- Should be able to integrate with the upcoming National Air Cargo Community System (NACCS) to reduce paperwork and time consumed in manual processes.
- Operate on open source & open architecture principles and ensure easy interfacing with third party applications including but not limited to the proposed NACCS system, airlines and ground handling systems
- In addition to export and import handling processes, the proposed ICMS-2.0 solution should also provide for trans-shipment operations, ULD management, service level management, tracking, TSP invoicing, mail and courier handling among other functions and related accounting/booking keeping functions.
- AAICLAS intends to implement ICMS-2.0 enterprise software, The Integrated Cargo Management Solution (ICMS-2.0) on its central server residing within the AAICLAS Data Center in CHQ-Delhi and should be able to serve to all the remote regional terminals/stations though a centralized and web-enabled solution.
- API Module: It should also allow the desired stakeholders in the supply chain to enter the required data into the system, download/upload the required data/reports, data extraction from the stake holders systems through simple API plugins that can be used as is or through simple customizations if required.

- These APIs should be secured by design through automatic API registration and policy management, and plug into a fully-featured platform for analytics, portals and developer communities.
- APIs (application programming interfaces) should allow businesses to put that data to use and give existing and potential customers new reasons to interact with a business and connect.
- API module developed keeping in mind all the best practices and should be easy to build, productize, deploy and change.
- It should also be in a position to adopt or build changes. API Module should offer businesses easy-to-implement solutions for API integration and development. It should support Information exchange requirements.
- It should provide all the current functionalities in a more efficient way by implementing automations & smart services in each and every business processes. Each of these services will include multiple service processes. These processes describe the required information exchange and interaction between the parties. This will involve messages between systems (system-system messages), messages between people (notifications) and common processes & workflows.
- The SI should also identify the information required and related processes to provide track & trace capabilities which can be provided to various stakeholders through the proposed ICMS system by integrating the backend systems in real time.
- The SI also has to Project/Program Manage the complete Implementation rollout of ICMS 2.0 in addition to the activities of study, procurement, implementation, customization, testing, migration of existing users/data from old system to new system, parallel run go live, actual go live, training, maintenance & support. The SI will also will establish a PM team for successful implementation of ICMS 2.0, roll out of value added services in a phased manner and migration of existing users/data into the new system without causing any disruption to services.

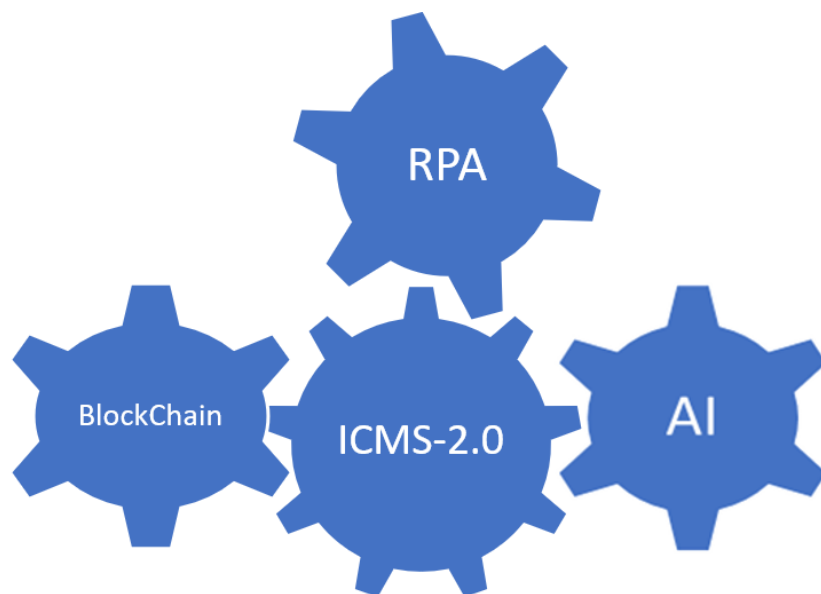
3.2 ICMS 2.0 High Level Block Diagram Overview: The tentative solution components Integration Entities & Messaging Systems would be as below:



3.3 RPA, Block Chain & AI capabilities within ICMS-2.0 :

At the initial stage AAICLAS would like to begin with smaller implementations in all the three technology areas to understand the benefits realised. The strategic implications and implementation challenges can be resolved progressively and the same functionalities can be further scaled up to realize larger benefits which will help in increasing the operational efficiency, transparency and predictability.

- The ICMS-2.0 should have capabilities to implement Block Chain for a select/defined set of document workflow. Block Chain capabilities can be adopted by using built-in functionality or by integrating with a 3rd party product.
- The ICMS-2.0 should have capabilities of providing predictive analytics and intelligent alerts using AI functionalities. Post implementation the AI functions should start performing the data labelling & segregation activities and build the database required for performing AI activities. AI capabilities can be adopted by using built-in functionality or by integrating with a 3rd party product.
- The ICMS-2.0 should have capabilities of providing predictive analytics and intelligent alerts using AI functionalities. Post implementation the AI functions should start performing the data labelling & segregation activities and build the database required for performing AI activities. AI capabilities can be adopted by using built-in functionality or by integrating with a 3rd party product.



3.4 Operational Support :

Scope for resource requirement post implementation of ICMS-2.0:

In addition to remote support and maintenance that would be provided by the SI.

The SI would also depute at least two technical resources & two operational resource each in Chennai, Kolkata, one technical resource in Delhi and one operational resource for each zone like “eastern zone”, “western zone”, “northern zone”, “north east zone” etc. Total of 13 resources would be deputed at AAICLAS for 5 years. The no of resources need to be ramped down once the local resources are trained post stability of the system.

3.5 High level overview of the desired functionalities within ICMS-2.0 is listed as below:

High Level Overview of ICMS-2.0 Functional Modules and built-in features	
1	Claims Handling
2	Customs Status Entry
3	Messaging Management (All types of cargo messaging e.g Custom, Airlines, Freighters, Courier, GHA etc)
4	Dangerous Goods Handling
5	Complete Export Processing
6	Complete Import Processing
7	Invoicing/Data transfer interface to Tally
8	Invoicing/Data Transfer interface to SAP
8	Loading/Unloading
9	Flight Management
10	Report & Label Printing
11	MIS & Management Reports
12	Shipment management
13	Manifest Management
14	Misc Charges processing
15	ULD Management & Tracking
16	Email, SMS, WhatsAPP notification facility
17	IATA interline reporting
18	Transfer Management
19	Facility to accept AWB Document
20	Facility to read & enter AWB document data into the system
21	Online Booking
22	Claims Handling
23	Electronic FSU status updating
24	Electronic FWB AWB processing
25	GSA Management
26	Flight schedule management
27	Consignment/Capacity Allocations
28	Capacity Management
29	Warehouse Management
30	Truck Queue Management
31	Truck Queue Display System
32	Truckers Messaging System (Whatsapp, email, SMS)
33	Integration with Payment Gateway
34	GHA/Freighters Account Mgmt. having Provision of double entry Credit-Debit management
35	Ready to use API Module that could be made available to all
36	Consignment Weight Management
37	Weighing machine interface
38	OCR Reader to read data from scanned documents
39	Realtime MIS Dashboard
40	Predictive MIS
42	Block Chain Enabled Document Workflow
43	Automatic Data Labelling for Analytics using AI
44	Automizing repetitive tasks using RPA
45	Handheld Scanning facility
46	Capable of interacting with commonly used wireless devices like PDA's, Handheld devices etc.

- The system shall be hosted centrally into the AAICLAS Data Centre at CHQ-Delhi
- The system shall be used for multiple locations of air sector custodian.
- The system shall be fully compatible with the customs ICES 1.5 messaging format
- The system shall be fully compatible with UN.EDIFACT/IATA (FFM,FHL & FWB for Airlines) and FHL, AWB and FSU for forwarders.
- It shall have facility of filing of SB/BOE to customs
- It shall have facility for consolidated manifests (Air and Sea)
- The system shall be easily integrated with 3rd parties (freight forwarders, CHAs, airlines, shipping lines and consolidators, both in AIR and SEA segment) Or they should be able to easily use the system.
- Should be integrated with SITA a worldwide cargo community system company to provide messaging between freight forwarders, airlines and customs based on international protocols as defined by IATA, Cargo IMP
- It should be easily interfaced with DIAL,MAIL and NACCS as required.
- EDI filling of Manifest for Air/Sea both for Import (IGM) and Export (EGM) through the value added network service provider to the Customs gateway- ICEGATE, which in turn forward the message to the respective customs station as per customs ICES 1.5 messaging format.
- Generation AWB/HAWB as per IATA format & Inventory of AWB/HAWB
- Generate Bar Code Label as per IATA standard
- Generation of Invoice to Exporters on behalf of IATA agents/maintenance accounts IATA Agents
- Document Tracking with Indian Customs
- Disposal & e-Auction
- Transshipment (TP)
- Custodian Charges Calculator
- Service Level Management
- Internal Messaging and Workflow/Task Management

Export Operations

- AWB Data Capture
- Payment Advise Generation
- BUP ULDs (BILT UP ULDs)
- In Hand Cargo List
- Load Plan
- Assign AWBs/ULD
- Tracking of ULDs
- Generate Manifest
- Export Flight Listing/Enquiry

Import Operations

- Import Manifest

- Segregation Management & Report
- AWB/HAWB Data Capture
- De-Stuffing/Binning
- Consignee Notification
- Delivery Details Capture
- Payment Advice generation (Bank Challan cum location slip)
- Generation of Gate Pass
- Import Flight Listing/Enquiry

Warehouse Management

- Warehouse Set-Up
- Warehouse Operations
- Warehouse Enquiry and Reporting
- Physical Inventory of Warehouse/Re-cancellation
- Shipment Transfers
- Warehouse Transfer
- Tracing
- Found Shipment Discrepancy
- Tracing Messages

ULD Management

- ULD Stock Management
- ULD Maintenance
- ULD Tracking
- ULD Messaging

Terminal Invoicing and Payments

- Payment Type Setup
- Billing/Invoice Generation

Mail and Courier Handling

Online Carting, TSP & Tracking Processes

Multiusers & Multitasking capabilities

User Friendly, Scalable, Secured and highly available.

Audit Capabilities

Easily Interfacing Abilities

3.6 List of modules that are existing in Old Legacy ICMS 1.0 :

It's old D2K client server application providing online cargo functionalities to the best of its abilities. Services provided by ICMS-1.0 through some of the functional modules towards the cargo operations, external entities and end user may lack the desired automation, efficiency and E2E operations and is not as per the expectation. Some of the functionalities are good to be reused if required. The overview of the modules are listed as below:

EXPORT MODULES/EXPORT Functional Modules
ICMS Web Login Configuration
Cargo Booking (AWB Entry)
Collect Charges (TC)CASH/PDA
TDG Acceptance (send to customs also)
Custom Message Integration (SB,LEO,EGM)
BAG Acceptance
Allocate Location
Internal Movement
X-Ray
Load Advice
Unitization & Billing to Airline
Issue GP
Offloading
AWB Amendment (With history data management)
TC Cancellation with or without refund
Cargo Withdrawal
BARCODE Implementation is different issue (partially used/non-functional)
Tonnage and revenue reports consignment/Date/Month/Year wise, Invoice wise Tax report
Query Dashboard
Non-EDI AWB Entry
Non-EDI AWB Acceptance
Detention and Releasing
EXPORT WEIGHTMENT OF CONSIGNMENTS
CHANGE OF AIRLINE IN EXPORT
WITHDRAWAL /REJECTION /CANCELLATION OF PART SHIPPING BILL BY CUSTOMS
BACK DATED ENTRY OF TRUCK DOCK AND BONDED AREA ACCEPTANCE
EGM ENTRY IN EXPORT
INVENTORY
SEZ cargo

Import Modules
Custom Message Integration (IGM,BOE,OOO,02)
Flight Check (IGM,AWB Entry)
Online Segregation & Report
Allocate Location
Internal Movement
Collect Charges (BC)CASH/PDA
Issue GP
Pre Delivery
Final Delivery
Amendment EL / SL REGULARISATION (IGM,AWB,BOE) with history data management
BC Cancelation
Cargo Disposal
Tonnage and revenue reports consignment/Date/Month/Year wise, Invoice wise Tax report
Query Dashboard

Non-EDI IGM/AWB Entry
Non-EDI BC GENERATION AND GP (BC COME GP)
DETENTION / SEIZURE AND CLEARANCE
PREVENTIVE CHECK
RECORD EXAMINATION OVER IN IMPORT
IMPORT TP OPERATIONS
INVENTORY
Cancel GP
SEZ cargo

3.7 Tentative Implementation/Rollout Plan:

AAICLAS has as of now total approx. 26 operational stations/terminals distributed across southern, western, northern & eastern regions. The selected bidder post RFP process has to provide an implementation and rollout plan at all these locations.

3.8 Estimate Cost of the ICMS Project Scope:

The cost of the project is approximately estimated to be around INR 15 to 25 Crores.

4.0 Scope of Services for SI

4.1 The System Integrator shall be completely responsible for the overall program execution of the project. A detailed functional, technical and non-functional requirements specification document will be provided by AAICLAS to the SI as part of the RFP.

4.2 The following is the scope of services for the SI during the implementation of the ICMS-2.0 solution:

- **FRS-Functional Requirement Study**
- **SRS-System Requirement Study**
- **Customization & configuration Services**
- **Hosting at AAICLAS CHQ Delhi Data Centre**
- **Integrating/Interfacing with systems of Trade Partners & Testing**
- **Testing Connectivity**
- **Implementing EDI Exchange Services & Testing inbound & Outbound EDI Messages**
- **Master Data Migration Services**
- **Testing**
- **UAT-User Acceptance Testing**
- **Problem/Bug Resolution Phase**
- **Parallel Run Phase**
- **Go Live Phase**
- **Capacity Building & Training Services**
- **Implementation Rollout plan at all other locations region wise**
- **Post Go-Live Application Maintenance Services**

5.0 The Prequalification Process and General Conditions

5.1 The Procurement Process

The activities leading to the procurement of the services of the SI to provide the System Integration services to AAICLAS will consist of the following key activities

5.2 **Invitation for EoI:** AAICLAS invites System Integrators to submit Expression of Interest (EoI) for consideration in the subsequent tendering process for selection of System Integrators (SI) for implementation of ICMS project. A notice inviting for Expression of Interest has been published in leading daily newspapers and also

uploaded on the AAICLAS website www.aaiclas.aero , as per standard practice of Government of India. This document with key details of the project and response formats is available for all potential and interested bidders through website or through the AAICLAS office.

- 5.2 **Receipt of responses:** The responses from potential bidders who are interested in participating in the SI selection process should be uploaded in <http://etenders.gov.in/eprocure/app> as defined in the section 7 under
- 5.3 **Evaluation of responses:** The information provided by the potential bidders as part of the response to this EOI will be evaluated against the conditions specified in the EOI to qualify for the subsequent processes of SI selection. Please refer section 7 in this EOI.
- 5.4 **Request for Proposal:** A detailed Request for Proposal (RFP) with information on the specific requirements of AAICLAS will be circulated to the short listed bidders. Only the short listed bidders will be invited formally by AAICLAS to respond to Request for Proposal (RFP) and submit the techno commercial proposal as per the specifications to be elaborated in the RFP.
- 5.5 **Evaluation of the Proposals:** The responses from bidders who submit their technical and commercial proposals against the requirements of AAICLAS specified in the RFP, will be evaluated and the best value bid will be decided based on the criteria which will be elaborated in the RFP documents.
- 5.6 AAICLAS makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone.
- 5.7 This EOI does not constitute an offer by AAICLAS. The bidder's participation in this process may result in AAICLAS selecting the bidders to engage in further responses, discussions and negotiations towards execution of a final contract.
- 5.8 The commencement of any subsequent procurement activity resulting out of this EOI does not signify a commitment by AAICLAS either to continue the activities or to culminate such activities with a definitive contract.
- 5.9 AAICLAS reserves the right to withdraw this EOI if AAICLAS determines that such action is in the best interest of the organisation without assigning any reason whatsoever. Short-listed bidders would be issued formal Request for Proposal inviting their technical and commercial bids at a later date, provided AAICLAS decides to go ahead with the process. AAICLAS undertakes that all the information shared by the bidders will be held in strict confidence and will not be made public unless directed by court of law or under Govt. norms.

5.10 Authenticity of the Information and Right for Verification

- 5.10.1 AAICLAS reserves the right to verify all statements, information and documents submitted by the potential bidder in response to the EOI. Any such verification or lack of such verification by the AAICLAS shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of the AAICLAS there under.
- 5.10.2 In case it is found during the evaluation of the responses or at any time during the subsequent procurement process or before signing of the contract or after its execution and during the period of project execution resulting out of the contract thereof, that one or more of the pre-qualification conditions have not been met by the bidder, or the bidder has made material misrepresentation or has given any materially incorrect or false information, the bidder shall be disqualified forthwith if not yet awarded the contract either by issue of the letter of intent or entering into a contract

5.11 Additional Conditions

- 5.11.1 Timing and sequence of events resulting from this EoI shall ultimately be determined by AAICLAS.
- 5.11.2 The functionalities desired within ICMS-2.0 product is subject to change and the final list of functionalities/functional requirements would be defined in the ICMS-2.0 RFP.
- 5.11.2 Responses are subject to rejection if they limit or modify any of the terms and conditions or specifications of this EOI.
- 5.11.3 Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against AAICLAS or any of its respective officials, agents, or employees arising out of or relating to this EOI or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).

6 Pre-Qualification Criteria for the Bidder/Systems Integrator

- 6.1 AAICLAS invites eligible firms to indicate their interest as potential bidders for selection of System Integrator for implementation of ICMS product to address the requirements mentioned as described in Sections 3 and 4. Potential bidders must provide the information against the following qualifying criteria to facilitate the assessment that they are qualified to provide the required implementation services.
- 6.2 The interested firms should have the credentials to meet all of the following criteria to become eligible bidders for the selection process of System Integrator for implementation of ICMS at AAICLAS:

1) **Criteria 1: Related to Incorporation of the Firm:**

- a. The potential bidder must be a single legal entity ("System Integrator" OR "Software Product Development Company" OR "Software Product OEM" OR "Logistics Software Product OEM" OR "An Indian Partner of the International Logistics Software product OEM and having registered office and software development & maintenance operations in India".
- b. The entity should have been operational in India for at least the last three financial years.
- c. The potential bidder must not be a consortium of firms.

2) **Criteria 2: Related to financial viability and successful track record of delivering implementation services.**

- a. The potential bidder, a single legal entity registered in India, should be a profitable company for the last three years
- b. The annual turnover for the last three financial years should be at least Rs 20 crores or more.
- c. Of the total annual turnover, at least Rs. 10 crores or above must be from IT services for the last three financial years.
- d. The potential bidder should provide the certified statement from the current statutory auditors of the bidder.

3) **Criteria 3: Related to experience in implementing Integrated Cargo Management System OR Implementing single/multiple cargo management module OR Integrating various Cargo Management Modules for any Air Cargo/Logistics/Airlines/Shipping/Warehouse management companies across the world.**

- a. The potential bidder must have experience of successful implementation and completion of at least 2 or more projects in the Cargo/logistics/shipping/warehouse management domain for National & International companies (Airlines/Logistics/Shipping/Warehouse/Air Cargo).
- b. Of these two successful implementations, at least one project should be full scope implementation of the basic ICMS modules of cargo operations covering import, export & warehouse functional modules OR covering at least 50% of major functional areas similar to the scope of ICMS-2.0 defined in the EOI.

**4) Criteria 4: Related to availability of certified consultants in adequate capacity
The potential bidder should provide a declaration for the above signed by the competent authority (HR Head, MD etc)**

- a. The potential bidder must have a team of at least 50+ IT staff on its rolls. At least 15 or more staff should be having experience in cargo/logistics/shipping/warehouse domain.
- b. The bidder should also have consultants with experience of 3rd party Integration, EDI Messaging/Cargo Community Systems either in entirety or collectively or individually.

5) Criteria 5: Work Experience

- a. The potential bidders must provide details of experience (Work Order/Work Completion) in Implementing a solution in the Warehousing OR EDI Messaging OR Shipping OR Logistics OR Customs Interface for Airlines/Aircargo/Cargo/Shipping companies.

7 Deliverable expected from prospective bidders who have qualified the EOI Criteria

7.1 **The** prospective bidders who have expressed their interest and have qualified the EOI criteria would be required to give presentation covering the following to the AAICLAS Committee (Duration 60 minutes):

- Company Overview, Turnover and over all experience in delivering services for Cargo or Cargo related business operations/functions
- No of resources and overall experience in Logistics Domain
- High-level Solution Offering for AAICLAS ICMS-2.0 requirements
- Product or Products offerings
- % of functionalities covered by your product/s, Modules/Functionalities that would be covered through your single/multiple product/s.
- % of Customization /Development/Integration required to be built around your base product for functionalities that are not supported by your product/s.
- Strategy for the delivering the uncovered functionalities (Customization/Development)
- Technology Overview & Security features
- Strategy for optimal recurring cost
- Software/Product Licensing Model
- Testing Strategy
- Training Strategy
- Implementation Roll Out Plan
- Operational Support & Maintenance Model
- Change Request Methodology
- Approximate Time lines to go live.

- 8.1 Screening of EOIs shall be carried out as per eligibility conditions mentioned in this document and based on verification of testimonials submitted.
- 7.2 EOI will be evaluated for short listing inter alia based on their past experience of handling similar type of project, strength of their man power, financial strength of firm and EOI / proposal to the selection committee whose decision will be final.
- 7.3 Bidders who qualify as per the eligibility conditions and shortlisted in EOI will be called for a detailed presentation at a future date and the dates for the same would be informed via mail to all the qualified bidders.
- 7.4 All qualified bidders in the EOI will automatically be qualified to respond to the detailed RFP that would be published at a later stage.

9 Response Requirements

- 9.1 Potential bidders may furnish their Expression of Interest by submitting the following documents in English language as per the indicated formats.
- Covering Letter as per the format provided in Appendix I.
 - Supporting documents as per formats provided in Appendix II against each of the abovementioned qualifying criteria as proof of having the capabilities to support the requirements of AAICLAS.
 - Litigation Impact Statement as per format in Appendix III.
 - Xerox copy of DD for Tender fee as mentioned in page no. 2 , Data Sheet & Note point no. 1.

- 9.2 Indicative Timelines for this Expression of Interest notice are given below:

Activity	Tentative date for the activity
Publication of Expression of Interest	Sept 02, 2019 (1430 Hrs)
Last Date Of submitting Query	Sept 10, 2019 (1500 Hrs)
Last date of Bid submission Opening of bid responses	Sept 24, 2019 (1500 Hrs) Sept 25, 2019 (1500 Hrs)
Publication of short-listed candidates	Will be Informed to all Qualified Bidders later.
Presentation Date	Will be Informed later.

- 9.3 For further details on AAICLAS and its operations please visit Website www.aaiclas.aero.

- 9.4 The response should be sent to the following address

Manager (IT)

AAI Cargo Logistics & Allied Services Company Ltd.

AAI Complex, Delhi Flying Club Road,

Near Safdarjung Airport,

New Delhi-110003

Email: it-aaiclas@aero.com

Appendix I: Cover Letter from the System Integrator/Implementor

Company letter head

[Date]

Chief Manager (IT)

**AAI Cargo Logistics & Allied Services Company Ltd.
AAI Complex, Delhi Flying Club Road,
Near Safdarjung Airport,
New Delhi-110003**

Reference: Notice on Expression of interest to implement ICMS-2.0 at AAICLAS

Dear Sir,

This is to notify you that our company intends to submit a response to the EOI for implementation of ICMS-2.0 applications at AAICLAS for their cargo business operations

Primary and Secondary contacts for our company are:

	Primary Contact	Secondary Contact
Name:		
Title:		
Company Name:		
Address:		
Phone:		
Mobile:		
Fax:		
E-mail:		

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to AAICLAS is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the AAICLAS in its short listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process or unduly favours our company in the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so, for undertaking the ICMS-2.0 implementation project at AAICLAS.

Appendix II: RESPONSE FORMATS & SUPPORTING DOCUMENTS

The respondent must use the following formats to provide the information against each of the qualifying criteria specified in **Section 6**.

Form	Supporting Document Checklist(Technical)
1	Form 1: Details of the Organization(Related to Incorporation of the Firm)
2	Form 2: Financial Information(Related to financial viability and successful track record of delivering implementation services) along with certified copies of the Auditor.
3	Form 3: Air Cargo/Logistics/Warehouse Application/Product Implementations with at least with one implementation comparable to ICMS.(Related to experience in implementing Integrated Cargo Management System OR Implementing single/multiple cargo management module OR Integrating various Cargo Management Modules for any Air Cargo/ Logistics/Airlines/Shipping/Warehouse management companies across the world).
4	Form 4: Certified Consultants Information(Related to availability of certified consultants in adequate capacity The potential bidder should provide a declaration for the above signed by the competent authority (HR Head, MD etc))
5	Form 5: Work Experience (Information about Experience in Warehouse Management And other Air Cargo related services (EDI Messaging, Shipping, Logistics, Customs Interface, etc))

Form 1**Criterion I: Details of the Organization**

Name	
Nature of the legal status in India	
Nature of business in India	
Date of Incorporation	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in India	
<u>Supporting Documents</u>	
Certificate of Incorporation from Registrar of Companies (ROC)	

Form 2**Criterion II: Financial Information**

	FY 2018-19	FY 2017-18	FY 2016-17
Revenue (in INR crores)			
Profit Before Tax (in INR crores)			
<u>Supporting Documents</u>			
a) Auditor Certified financial statements for the Last three financial years, 2018-19, 2017-18, and 2016-17 (Please include only the sections on P&L and the assets, not the entire balance sheet.)			
b) Certification by the company auditors supporting the revenue break-up			

Form 3**Criterion III: Air Cargo/Logistics/Warehouse Application/Product Implementations with at least with one implementation comparable to ICMS**

Client Information
Name of client
Name of the person who can be referred to from Clients' side, with name, designation, postal address, contact phone, fax number, e-mail id,
Nature of business / operations of client
Revenue/Budget (in case of Government dept.) of the client
Size of operations of customer impacted by the solution in terms of turnover, number of locations, number of employees etc.
Project Details
Brief description of the Project
Functional areas of business covered in the project
Implementation Geographical Location/ Number of Locations / business units at which the project is implemented
Duration of engagement (with Start date and end-date/expected end-date)
Scope of the Project (Consulting, Implementation, Networking, Training, Post-Implementation,)
Details of the Solution in terms of the following:
Modules implemented
Version of Product Implemented
Number of Users of the solution
Relevance of the implementation to the current project (Indicate clearly which of the five projects is similar in scope to the current ICMS project)
<u>Supporting Documents</u>
Relevant documents indicating the successful completion of the project

Form 4**Criterion IV: Certified Consultants Information**

Number of Consultants with domain knowledge Cargo/Freight Handling/Import-Export/Shipping /Logistics /Warehouse management in the Company	
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Supporting Documents

Certification by the company HR Head/Director/MD supporting the number of the above consultants in the organization

Form 5**Work Experience****Warehousing/EDI Messaging/Shipping/Logistics/Customs Service Industry Project Information (one form for each project reference duly certified by authorized signatory)****Client Information**

Name of client

Product

Name of the person who can be referred to from Clients' side, with name, designation, postal address, contact phone, fax number, e-mail id,

Nature of business / operations of client

Revenue/Budget (in case of Government dept.) of the client

Size of operations of customer impacted by the solution in terms of turnover, number of locations, number of employees etc.

Project Details

Brief description of the Project

Functional areas of business covered in the project

Implementation Geographical Location/ Number of Locations / business units at which

the project is implemented
Duration of engagement (with Start date and end-date/expected end-date)
Scope of the Project (Consulting, Implementation, Networking, Training, Post-Implementation,)
Details of the Solution in terms of the following:
Modules implemented
Version of Product Implemented
Number of Users of the solution
Whether Extended Warehousing module implemented (Y/N)
<u>Supporting Documents</u>
Relevant documents indicating the successful completion of the project

Appendix III: LITIGATION IMPACT STATEMENT

Company letter head

[Date]

Chief Manager (IT)

**AAI Cargo Logistics & Allied Services Company Ltd.
AAI Complex, Delhi Flying Club Road,
Near Safdarjung Airport,
New Delhi-110003**

Reference: Notice on Expression of interest to implement ICMS-2.0 solution at AAICLAS

Dear Sir,

We have read and understood the contents of the Notice on Expression of Interest and pursuant to this hereby confirm that we satisfy the eligibility criteria laid out therein.

We hereby confirm that save as may be set out in the schedule attached to this statement, there is no litigation (including court, arbitration and other proceedings), inquiry or order from any regulatory authority, current or pending against us, which if adversely determined might have material adverse impact on our ability to carry on our business or pay our debts as they fall due or on our ability to enter into any of the transactions contained in or contemplated in respect of the implementation and maintenance of ICMS application for the cargo business operations sat AAICLAS.

(Signature)

(In the capacity of)

Duly authorized to sign the EOI Response for and on behalf of:

Sincerely,

[Product Company's name]

Name

Title

Signature

Date

(Name and Address of Company)

Seal/Stamp of the Product Vendor