

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	27-06-2025 15:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	27-06-2025 15:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Finance
विभाग का नाम/Department Name	Department Of Revenue
संगठन का नाम/Organisation Name	Central Board Of Excise And Customs (cbec)
कार्यालय का नाम/Office Name	New Custom House, Mumbai Customs Zone-1
क्रेता ईमेल/Buyer Email	sanjayk.c090903@gov.in
वस्तु श्रेणी /Item Category	Cyber Security Audit - Security and Compliance Audit, As per bid document
अनुबंध अवधि /Contract Period	3 Month(s) 1 Day(s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Exemption for Years Of Experience and Turnover	Yes Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Exemption for Years Of Experience and Turnover	Yes Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ में नू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	No
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No

बिड विवरण/Bid Details

बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No
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विभाजन/Splitting

कोई विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents to prove his eligibility for exemption.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover, shall upload the supporting documents to prove his eligibility for exemption.
3. If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the the eligibility criteria of

"L. Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents to prove his eligibility for exemption.

4. If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover shall upload the supporting documents to prove his eligibility for exemption.

5. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

6. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the OM No.1 4 2021 PPD dated 18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

7. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

8. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Payment Terms:As per Bid Document

Scope of Work:[1750149547.pdf](#)

Cyber Security Audit - Security And Compliance Audit, As Per Bid Document (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Audit needed	Security and Compliance Audit , As per bid document
Team Deployment	As per bid document
Standards against which compliance needed	As per bid document
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity to be set as 1	अतिरिक्त आवश्यकता /Additional Requirement
1	Sanjay Kumar	400001, New Custom House, Ballard Estate, Fort	1	N/A

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Generic

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

3. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

4. Buyer Added Bid Specific Scope Of Work(SOW)

File Attachment [Click here to view the file.](#)

अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.

5. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for attached categories, trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

This Bid is governed by the सामान्य नियम और शर्तें/General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा। [In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---



सीमा शुल्क प्रधान आयुक्त (सामान्य) का कार्यालय
OFFICE OF THE PR. COMMISSIONER OF CUSTOMS (GENERAL),
सीबीएलएमएस, नवीन सीमा शुल्क भवन, बेलाई इस्टेट
CBLMS, NEW CUSTOM HOUSE, BALLARD ESTATE
मुंबई - 400 001 / MUMBAI - 400 001.

Email-Id: cblms-helpdesk@gov.in

F.No.S/6-142/2018-19/CBS (Part-III)

Date : /06/2025

NOTICE INVITING E-TENDER

The Pr. Commissioner of Customs (General), Mumbai Customs Zone-I, New Custom House invites online tender in two bid system (technical and financial) through e-submission of competitive bids from the reputed and experienced company/firms/contractors/enterprises for carrying out Security Audit of the CBLMS website of Mumbai Custom Zone - I (<https://cblms.gov.in/>). The Technical Bid will cover information relating to all aspects other than the price quoted and the Financial Bid will cover the price quoted in the given proforma in the Annexure part of this tender document.

2. The tender documents including application form, format for Technical Bid and Financial Bid etc. are enclosed as Annexures to this Tender Notice which are available on our website <https://www.mumbaicustomszone1.gov.in>, <https://cblms.gov.in> and www.gem.gov.in. Any change, modification in tender will be intimated through above websites only. Bidders are, therefore, requested to visit above mentioned websites regularly to keep themselves updated. For reference the CRITICAL DATE SHEET is given below: -

Sr. No.	Description of activities	Date (DD/MM/YYYY) & Time (HRS)
1	Bid Submission Start Date	17.06.2025 09:30 hrs
2	Bid Submission End Date	26.06.2025 18:00 hrs
3	Technical Bid Opening Date	27.06.2025 11:30 hrs
4	Financial Bid Opening Date	27.06.2025 15:30 hrs

3. **EMD (Earnest Money Deposit)** : The tender should be submitted with a Demand Draft of Rs.20,000/- (Rupees Twenty Thousand Only) of any nationalized bank in the name of **"RBI A/C COMMISSIONER OF CUSTOMS, MUMBAI"**, payable at Mumbai in original and scanned copy of Demand Draft for EMD is to be uploaded with the tender. Exemption as per Government of India rules will be applicable.

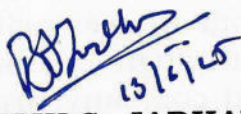
4. **Performance Security** : The successful bidder will be required to submit a Performance Security of 3% of the value of the contract in the form of a Demand Draft of any nationalized bank in the name of **"RBI A/C COMMISSIONER OF CUSTOMS, MUMBAI"**, payable at Mumbai in original.

5. Details of documents enclosed

Sr. No.	Annexure	Title of the Document
1	Annexure-A	GENERAL TERMS AND CONDITIONS
2	Annexure-B	SCOPE OF WORK
3	Annexure-C	CODE MODULES IN CBLMS
4	Annexure-D	PREQUALIFICATION CONDITIONS
6	Annexure-E	TENDER ACCEPTANCE LETTER
7	Annexure-F	FORMAT FOR TECHNICAL BID
8	Annexure-G	FORMAT FOR FINANCIAL BID

The details of eligibility criteria, specification, scope of work, terms and conditions, agreement details, payment schedules etc. are enclosed as Annexure to this Tender Notice. In case of any further clarification or queries, the bidders may contact the Appraiser/Superintendent of Customs (P), CBLMS Helpdesk of the Office of the Principal Commissioner of Customs (General), Mumbai Customs Zone-I, Ballard Estate, Mumbai, (Maharashtra) – 400001 on 022-22757808 from 11:00 A.M. to 05:00 P.M or E-mail at cblms-helpdesk@gov.in with the subject as 'Security Audit of CBLMS Website of Mumbai Customs Zone I'.

The Principal Commissioner of Customs (General), Mumbai Zone-I, Ballard Estate, Mumbai, reserves the right to reject any or all of the bids without assigning any reasons.


(BIPIN S. JADHAV)

Deputy Commissioner of Customs,
CBLMS, Mumbai Customs Zone-I

Encl: As above:

Copy to:

1. Notice Board.
2. Mumbai Customs Zone-1 website (<http://www.mumbaicustomszone1.gov.in>)
3. CBLMS website (<https://cblms.gov.in/>)

ANNEXURE - A
GENERAL TERMS AND CONDITIONS

The Principal Commissioner of Customs (General), Mumbai Zone-I, NCH does not bind himself to accept the lowest tender and reserves the right to reject any or all the tenders in which any of the criteria are not fulfilled, without assigning any reason whatsoever.

Tenders in which any of the particulars and prescribed information are inadequate or incomplete in any respect or the prescribed conditions are not fulfilled, are liable to be rejected.

In case of any disputes regarding the interpretation of the terms and conditions, scope of work etc. of this tender notice, the decision of the Principal Commissioner of Customs (General), Mumbai Customs Zone I will be final and it shall be binding on all the parties.

At any point of time, the Principal Commissioner of Customs (General), Mumbai Customs Zone I reserves the right to terminate the contract without assigning any reason thereof.

All typographical errors are subject to corrections.

All the terms & conditions of this tender should be complied with.

The bidder shall not sub-contract/outsourcing the job to any other agency.

The payment shall be made only after satisfactory completion of the work.

The time limit for completion of subject security audit of website is 03 weeks from the date of award of contract and the same needs to be adhered to by the service provider.

TECHNICAL BID:

The following documents are to be furnished by the bidder along with Technical Bid as per the tender document :

- i. Technical Bid should be submitted in requisite format as per Annexure F.
- ii. Scanned copy of all supporting documents.
- iii. A scanned copy of Tender Acceptance Letter (Annexure-E) on company letterhead duly signed and stamped by authorized signatory of the bid should be submitted by bidder company, failing which bidder's bid may be rejected.
- iv. Scanned copy of Demand Draft for EMD should be uploaded on the portal.
- v. The original copy of Demand Draft (for EMD) from any nationalized bank as per respective details mentioned above should be submitted in a duly sealed envelope with **"EMD for the tender no. <Tender No> for "Security Audit of CBLMS Website of Mumbai Customs Zone I as per CERT-In Guidelines"** written on it which must reach at the address mentioned below:

"The Deputy Commissioner of Customs, CBLMS, Mumbai Customs Zone I, New Custom House, Ballard Estate, Mumbai, Maharashtra-400001."

By post/speed post/courier/by hand on or before Bid Submission End Date & Time as mentioned in Critical Date Sheet. Otherwise the tender will be summarily rejected without assigning any reason.

FINANCIAL BID :

Financial bids of only those bidders will be opened whose technical bids are found suitable by the committee appointed for the purpose. Date and time of opening of price bids will be decided after technical bids have been evaluated by the committee. In exceptional situation, an authorized committee may negotiate price with the qualified bidder quoting the lowest price before awarding the contract.

Format of Financial Bid to be submitted by bidder company is provided in the form of template (Annexure-G), along with this tender document. Bidders are advised to download this template and quote their offer/rates in the permitted column and upload the same in financial bid. In case if the same is found to be tempered/ modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with NCH.

The Financial Bid should be duly signed & stamped by the authorized signatory of the bidder company along with Company Seal/Stamp. The rates to be quoted in Financial Bid should be in Indian Rupees inclusive of all taxes.

The Financial bid should clearly indicate the price quoted by the bidder inclusive of all taxes and other terms and conditions, if any. The Financial bid of only those bidders will be considered, if the Technical Bid is acceptable to the Department.



(BIPIN S. JADHAV)

Deputy Commissioner of Customs,
CBLMS, Mumbai Customs Zone I

ANNEXURE B SCOPE OF WORK

1.	About CBLMS:
	The Customs Brokers License Management System (CBLMS) developed by Mumbai Customs Zone-I is a central platform for managing all the Customs Brokers Licensing processes with end-to-end IT integration and smart automation managing the entire governance completely digital and uniform resulting in ease of application, increased efficiency and transparency.
2.	Modules / E-Applications developed in the CBLMS:
i.	Application for Existing CB Profile
ii.	Application for Adding OPS Details & Employees of Existing CB i.e. Existing CB OPS
iii.	Application for Reg.6 Exam and Issuance of License i.e. F Category Exam and License
iv.	Application for Issuance of License Only i.e. License Only Form
v.	Application for Issuance of Custom Pass
vi.	Application for Renewal of Custom Pass
vii.	Application for Cancellation of Custom Pass
viii.	Application for Change in Security
ix.	Application to Change Partner/Director
x.	Application to modify Correspondence Address
xi.	Application for Intimation in Form-C
xii.	Application for Replacement of Authorised Person
xiii.	Application for Renewal of INVALID License
xiv.	Application for change in Constitution:
xv.	Application for Continuation of License after Death of Proprietor Pt.1
xvi.	Application for Continuation of License after Death of Proprietor Pt.2
xvii.	Application for Surrender of CB License
xviii.	Application for G-Category Exam
xix.	Miscellaneous Application (GRIEVANCE / MISCELLANEOUS)
xx.	Application for Issuance of Self-Category Customs Pass
xxi.	Application for Renewal of Self-Category Customs Pass
xxii.	Application for Cancellation of Self-Category Customs Pass
xxiii.	Application to Modify CB details.
xxiv.	Offence Module
2.	Technology Stack - Hardware, Software and Application:
i.	Development Platform:
	Laravel MVC 8, PHP 8.1.20, Bootstrap 5, HTML 5, CSS 4, J-Query 3.7.1
	Backend Database: MySQL Ver 15.1 Distribution 10.4.27-MariaD
	Application Server: Apache 2.4.37
ii.	Brief details about the Organization of the application and data of CBLMS:
	a) Production Database Server: ○ Database: 1(ONE) Database of size 1.5 GB ○ No of Tables in Database: 413 Tables Some of the Tables have Binary Large Objects (BLOB) and Long Binary Large Objects(LONGBLOB) type data.
	b) Production Application Server:
	Approximate Size. of the CBLMS Application Server [including compiled code modules, data of Images, PDFs etc. stored in the Application Server]: 470 GB

	No of PDFs in Application Server: around 541000 PDFs No of Image Files in Application Server: around 200000 Image files (mostly JPEGs). Total Number of Code Modules in the CBLMS Application: 8123 PHP Pages.		
	c) Business Logic is written in the following layers:		
	Database Layer: Stored Procedures, Functions, Triggers Application Layer (Server Side): Service Layer, Controllers Front-end Layer(Client-Side): JavaScript [for UI Logic and Validation] Middleware Layer: for Authentication, Authorization and Validation		
3.	Website Page List		
I	Internal User		
Sr. No.	Page Name	Type(Form/Dynamic/Static)	Page No.
1	Home	Static	1
2	Application Forms >> Apply for F Category Exam & CB License	Form	1
3	Application Forms >> Apply for CB License	Form	1
4	Application Forms >> Apply for G-Category Exam	Form	1
5	Search CB	Form	1
6	Knowledge Center >> CBLR, 2018	Dynamic	1
7	Knowledge Center >> Circulars	Dynamic	1
8	Knowledge Center >> Orders	Dynamic	1
9	Knowledge Center >> Instructions	Dynamic	1
10	Knowledge Center >> Case Laws	Dynamic	1
11	Knowledge Center >> Advisories	Dynamic	1
12	Knowledge Center >> Help, Manuals & FAQs	Static	1
13	Knowledge Center >> Policy Section-wise >> Notices	Dynamic	1
14	Knowledge Center >> Policy Section-wise >> Public Notices	Dynamic	1
15	Knowledge Center >> Policy Section-wise >> Orders	Dynamic	1
16	Knowledge Center >> Policy Section-wise >> Advisories	Dynamic	1
17	Examinations >> G-Category Examinations	Dynamic	1
18	Examinations >> F-Category Examinations (Notice)	Dynamic	1
19	Examinations >> F-Category Result	Dynamic	1
20	Contact Us	Static	1
21	Privacy Policy	Static	1
22	Login	Form	1
23	Forget Password	Form	1
24	OTP	Form	1
25	Dashboard	Dynamic	1
26	Role Management	Dynamic	1
		Form	2
27	Application Processing >> Inbox	Dynamic	3
		Form	12
28	Application Processing >> Sent	Dynamic	2
29	Application Processing >> View/Transfer Application(s)	Dynamic	2
		Form	2
30	Application Processing >> Report List	Dynamic	25
31	User Management	Dynamic	2

		Form	3
32	Master >> Application Type	Dynamic	1
		Form	2
33	Master >> Bank	Dynamic	1
		Form	2
34	Master >> Custom Pass Category	Dynamic	1
		Form	2
35	Master >> Designation	Dynamic	1
		Form	2
36	Master >> Email Template	Dynamic	1
		Form	2
37	Master >> Intelligence Agency	Dynamic	2
		Form	2
38	Master >> Policy Section	Dynamic	2
		Form	1
39	Master >> SMS Template	Dynamic	1
		Form	2
40	Master >> Station Code	Dynamic	2
		Form	1
41	Generate Admit Card	Form	2
42	Manage CB Profile	Dynamic	1
43	Physical File Upload	Dynamic	1
		Form	1
44	Knowledge Center	Dynamic	1
		Form	2
45	Offence Processing >> Received OR	Dynamic	2
		Form	3
46	Offence Processing >> Created OR	Dynamic	2
		Form	3
47	Offence Processing >> Inbox OCF	Dynamic	2
		Form	25
48	Offence Processing >> Sent OCF	Dynamic	2
		Form	0
49	Offence Processing >> Transfer OCF(s)	Dynamic	2
		Form	1
50	Add CB User	Dynamic	2
		Form	2
51	IO Inbox	Dynamic	2
		Form	8
52	G- Category Examination	Dynamic	2
		Form	3
53	Archive >> Control Registers	Dynamic	1
		Form	1
54	Application for Inter Department Communication	Dynamic	0
		Form	1
55	F- Category Examination	Dynamic	2
		Form	3

II.	CB User		
Sr.No	Page Name	Type (Form / Dynamic /Static)	Page No.
1	Home	Static	1
2	Application Forms >> Apply for F Category Exam & CB License	Form	1
3	Application Forms >> Apply for CB License	Form	1
4	Application Forms >> Apply for G- Category Exam	Form	1
5	Search CB	Form	1

6	Knowledge Center >> CBLR, 2018	Dynamic	1
7	Knowledge Center >> Circulars	Dynamic	1
8	Knowledge Center >> Orders	Dynamic	1
9	Knowledge Center >> Instructions	Dynamic	1
10	Knowledge Center >> Case Laws	Dynamic	1
11	Knowledge Center >> Advisories	Dynamic	1
12	Knowledge Center >> Help, Manuals & FAQs	Static	1
13	Knowledge Center >> Policy Section-wise >> Notices	Dynamic	1
14	Knowledge Center >> Policy Section-wise >> Public Notices	Dynamic	1
15	Knowledge Center >> Policy Section-wise >> Orders	Dynamic	1
16	Knowledge Center >> Policy Section-wise >> Advisories	Dynamic	1
17	Examinations >> G-Category Examinations	Dynamic	1
18	Examinations >> F-Category Examinations (Notice)	Dynamic	1
19	Examinations >> F-Category Result	Dynamic	1
20	Contact Us	Static	1
21	Privacy Policy	Static	1
22	Login	Form	1
23	Forget Password	Form	1
24	OTP	Form	1
25	My Applications	Dynamic	1
26	Offence Matters	Dynamic	1
27	My CB Profile	Dynamic	1
28	Change Password	Form	1
29	Application View	Dynamic	1
30	Application form >> Application for Intimation in Form-C	Form	1
31	Application form >> Application for Renewal of Custom Pass	Form	1
32	Application form >> Application for Issuance of Custom Pass	Form	1
33	Application form >> Application for Cancellation of Custom Pass	Form	1
34	Application form >> Application for Change in Security	Form	1
35	Application form >> Application to modify Correspondence Address	Form	1
36	Application form >> Application for Surrender of CB License	Form	1
37	Application form >> Application for Reconstitution	Form	1
38	Application form >> Application for Renewal of INVALID License	Form	1
39	Application form >> Application for Replacement of Authorised Person	Form	1
40	Application form >> Misc./Grievance Application	Form	1
41	Application form >> Application to Change Partner/Director	Form	1
42	Application form >> Application to modify CB / Person details	Form	1
43	Offence Matters	Dynamic	1

44	Offence Matters >> Documents Received and Replies Sent from CB/Person >> Reply	Form	1
45	Offence Matters >> Letter Received from Inquiry Officer and Replies Sent >> Reply	Form	1
46	Offence Matters >> Penalty Details >> Reply	Form	1
III.	Type of Roles :		
i.	System Admin		
ii.	Nodal Officer of Policy Section		
iii.	Landing Officer		
iv.	Policy Section Officer (Level 1 to 6)		
v.	CBLMS Helpdesk		
vi.	Intelligence Agency		
4.	Details of various Code Modules of the CBLMS Application:		
	There are 22 Code Modules in the CBLMS Application:		
	Brief details of these Modules are in ' ANNEXURE-C '.		
5.	Instructions :		
i.	Conducting Security Audit of the CBLMS website of Mumbai Customs Zone, I (https://cblms.gov.in/) and providing a security audit certificate.		
ii.	The Security audit work must be completed within 03 weeks from date of award of contract which includes issuance of Security Audit Certificate.		
iii.	A security Audit is a specified process designed to assess the security risks facing an organization and the controls of countermeasures adopted by the organization to mitigate those risks. As a part of any audit, the auditors will interview key personnel, conduct vulnerability assessments and penetration testing, catalogue existing security policies and controls and examine IT assets.		
iv.	IT security auditing should include a combination of the following: Vulnerability assessment Application security assessment Password cracking Log review, incident response and forensic auditing Integrity checks Virus detection Any other tests as required		
v.	Audit Environment – Audit can be done off-site. Department shall provide sourcecode and necessary assistance as and when required to complete the security audit.		
vi.	Roles and Responsibilities - The auditor responsibilities need to articulate not just the audit tasks, but also the documentation of their activities, reporting their actions etc. and providing necessary guidance to the developer as and when requested during the audit phase.		
vii.	Audit Report - Security Audit Report from the security auditor should clearly statethat these web-pages, including the backend database and scripts, if any, are free from any vulnerability and malicious code, which could be exploited to compromise and gain and the website is 'safe to host'.		

Annexure - C

Brief details of the Code Modules of the CBLMS Application

1. Customs Broker user Main Module:

Following '**Request applications**' are available under this module:

- **CB Profile Submission:** Customs Brokers (CBs) can submit their profiles directly within the system.
- **Surrender of CB License:** CBs can submit applications to surrender their licenses when no longer required.
- **Renewal of Invalid CB License:** If a CB license has been inactive for more than 365 days in the CBIC/ICEGATE system, renewal license can be requested.
- **Permission/Intimation of License Under Reg. 7(3) (Form-C):** First-time permission applications for working in other policy sections.
- **Reconstitution (Change in Constitution) of CB:** CBs can apply for changes in the legal constitution of their business.
- **Addition/Deletion of Partner(s)/Director(s) of CB:** CBs can manage applications for adding or removing partners or directors.
- **Death/Retirement of Authorized Person:** Notifications and management of authorized person's status due to death or retirement.
- **Issuance, Cancel, & Renewal of Customs Pass:** Includes management of various types of customs passes (F&F/PA, G&G/PA, and H).
- **Change of Address/Email/Mobile Number:** CBs can update their contact details in the system.
- **Change/Return of Security Deposit:** CBs can manage security deposit details, including returning or adjusting deposits.
- **Application for G-Category Written Exam:** CBs can apply for the G-Category Written Exam under Reg. 13(5) of the CBLR, 2018.
- **Application for F-Category Written Exam:** CBs can apply for the F-Category Exam under Reg. 4 of the CBLR, 2018.
- **Modify CB/Person details :** CB can apply for change of CB / Person details.
- **Miscellaneous Application:** Allows CBs to file various miscellaneous applications.

2. New Applicant Registration and Login Module:

This module provides a login interface for new applicants seeking to register and apply for Licenses. Vide this module, new applicants can apply for the F-Category Written Exam, G-Category Written Exam and the issuance of a fresh or new license under Regulation 7(2) of CBLR, 2018.

3. Importer/Exporter Registration & Login Module:

This Module provides a login interface for Importers and Exporters to log in and manage their Self Category Customs Pass applications. Vide this Module, Importers

and Exporters can apply for the issuance, renewal, cancellation of their Self Custom Passes through the system.

4. Policy Section Application Processing Module:

This module handles receiving and processing of all Application Requests from Customs Brokers as well as Offence Reports/Action Matters etc. with Intelligence Agencies.

It provides 'Inbox', 'Sent box' and 'All-application' including 'transfer application and Disposed' user-interfaces for the Officers of the Policy Sections as well as Intelligence Agencies for this purpose.

Following functionalities are provided in this Module:

- **Existing CB Profile Validation:** Policy Section users are responsible for validating existing CB profiles at both the Parent and Other Policy Sections.
- **Processing of CB Applications:** Applications submitted by Custom Brokers (CB) are processed by Policy Section users.
- **Processing of Form-A and G-Category Exam Applications:** Policy Section users handle the applications for Form-A (F-Category License) and G-Category Exam applicants.
- **Processing of Offence Reports from Intelligence Agencies:** Offence reports submitted by intelligence agencies are processed by Policy Section users.
- **Processing of Inquiry Reports from Inquiry Officers:** Inquiry reports sent by appointed inquiry officers are reviewed and processed.
- **Initiating and Processing Suo-moto Offences Against CBs:** Policy Section users can initiate and process suo-moto offences against Custom Brokers.
- **Processing of Customs Pass Applications:** Policy Section users manage the customs pass applications submitted by importers/exporters.
- **Processing Offence Reports and appointing of Inquiry Officer:** The system facilitates the processing of offence reports from intelligence agencies, including appointing an inquiry officer when needed.

5. Dashboard Module:

The Dashboard functions as an information hub for department users, providing critical data related to the Policy Section, with a focus on metrics concerning Customs Brokers (CBs) and their regulatory status.

It has the following features:

- **User-Specific Data:** The dashboard displays only the data that is relevant to the logged-in user's specific Policy Section.
- **Interactive Data Visualization:** Users can view data in various formats, including boxes, pie charts, and bar charts, for a quick and easy overview of key metrics.

Visual Elements :

Boxes:

- Shows the total number of CBs operating under licenses issued as per Regulation 7(2) in the current financial year.
- Shows the total number of CBs operating based on intimation under Regulation 7(3) in the current financial year.
- Shows the number of new licenses issued under Regulation 7(2) in the current financial year.
- Shows the number of new intimations acknowledged under Regulation 7(3) in the current financial year.
- Shows the total number of licenses surrendered in the current financial year.
- Shows the total number of licenses revoked in the current financial year.
- Shows the total number of licenses suspended due to Offences.

Pie Charts:

- Breaks down the total number of new customs passes issued by type (F, F/PA, G, G/PA, H, and Self).
- Breaks down the total number of passes surrendered by type.
- Shows the total number of Offence cases received and disposed of in the current financial year.
- Displays the pending Offence cases categorized by appellate authority (Commissioner Appeal, CESTAT, High Court, Supreme Court).

Bar Chart:

- Displays the total number of applications received and disposed off per month in the current financial year.

6. Role Management Module:

The Role Management Module is a critical component for managing user access, permissions, and actions across the various modules of the system. This module allows for granular control of user roles, ensuring security, compliance, and efficiency in handling sensitive operations. The module is built to accommodate a wide range of roles with varying levels of access and responsibilities within the system.

Features:

- **Role Creation and Assignment:**
 - The module provides an interface to create user roles, defining their specific responsibilities and actions. Administrators can assign roles to individual users, ensuring that only authorized personnel can access specific system functionalities. This includes the ability to set up both predefined and custom roles.
- **Privilege and Action Mapping:**

- Allows detailed mapping of privileges and actions for each role across all modules and form types. Administrators can specify not just basic actions like view, edit, delete, and approve, but also complex role-specific tasks like escalation, report generation, audit initiation, and case reassignment. Each role is assigned its unique access to specific modules and forms, ensuring tight control over critical workflows

Functionalities:

- **Role Add/Update:**

- Administrators can define or update an unlimited number of roles, such as Inquiry Officer, Policy Section Officers (with levels ranging from 1-6 based on their seniority and responsibility), Landing Officer, Customs Broker, Importer/Exporter, and more.
- Role definitions can also include conditions for multi-level approval workflows, hierarchical permissions (e.g., supervisors automatically inheriting subordinates' permissions), and special case-handling rights (e.g., the ability to reassign cases or handle sensitive legal matters).
- Each role can be associated with department-specific duties, cross-department roles (for collaborative functions), and specialized privileges for regulatory compliance.

- **Module/Form Type Assignment:**

- For each created role, specific privileges and actions are assigned at the module and form level. For instance:
 - **Inquiry Officers** can have privileges to view, edit, and approve offence reports, but only view inquiry reports not under their jurisdiction.
 - **Policy Section Officers** can have view-only access to certain reports but can initiate and approve actions within their assigned policy section modules, such as approving new licenses or updating Customs Broker (CB) profiles.
 - **Landing Officers** may be restricted to handling only operational data related to incoming shipments, with no access to broader regulatory actions.
- The system supports dynamic privilege management, allowing privileges to be adjusted in real-time to respond to evolving policy changes or user reassignments.
- The module also supports form-level action assignment, where certain forms may be editable by one role but view-only for another. This enables tighter control over critical data and processes (e.g., regulatory form submission, license renewals, and offence case processing).

- **Audit Trail:**

- Every action within the Role Management Module is logged for compliance and auditing purposes. This includes:

- **Creation/Modification Logs:** Each time a role is added, updated, or deleted, the system records the timestamp, the administrator's user ID, and the changes made.
- **Privilege Change Logs:** Any modification to role privileges, including actions granted or revoked for specific modules and forms, is captured in the audit trail.
- **Assignment/Revocation of Roles:** Logs are maintained for all role assignments and revocations, ensuring traceability of user permissions.
- **Comprehensive Audit Reporting:** Administrators can generate detailed audit reports showing all changes to user roles, privileges, and actions, allowing for transparency and accountability within the system.
- Audit trails are integrated with the system's security framework to ensure that unauthorized users cannot access or alter sensitive logs. Additionally, these logs are used to ensure compliance with government regulations, data protection law, and internal policy requirements
- **Advanced Role Hierarchy:**
 - The module supports complex role hierarchies, where permissions can be inherited or delegated across various levels within an organization. For example: **A Senior Policy Section Officer** can automatically have access to all actions available to Junior Policy Officers under their supervision, with the ability to override decisions or escalate cases.
 - Roles can be configured to allow for **temporary delegation of authority** when the designated user is unavailable (e.g., during leaves or reassignment), ensuring continuous operational flow without compromising security.
- **Multi-level Approval Workflows:**
 - Role-based access to approval workflows can be managed dynamically, where certain roles have privileges to approve specific actions (e.g., license issuance or offence report closure), while others can only submit or recommend actions. This enables a controlled, structured process for decision-making.
 - In cases requiring multi-level approvals (e.g., high-stakes Offence cases or new license approvals), the system automatically routes applications to designated roles based on predefined workflows.
- **Role Expiry and Review:**
 - Roles assigned to users can have predefined expiry dates or periodic review intervals. For example, certain roles may need reauthorization every six months to comply with internal audit policies or government mandates.
 - This module also includes **automatic notifications** for administrators to review and reassign roles based on user activity, ensuring that no outdated or unnecessary privileges remain active.

7. Application Processing Module:

The Application Processing Module is a core component designed to handle the end-to-end lifecycle of applications submitted by Customs Brokers (CBs), Importers, and Exporters. It manages the various stages of application processing, ensuring that applications are processed efficiently, securely, and in compliance with relevant regulatory frameworks.

Features:

- **Inbox for Applications:**

- Provides users with a comprehensive inbox that displays all applications assigned to their role. The inbox categorizes applications by their current status, enabling users to quickly identify pending, forwarded, approved, rejected, or transferred applications.
- The inbox is configurable based on user roles, showing only relevant applications for the logged-in user. For instance, Policy Section Officers may only see applications related to policy enforcement, while Inquiry Officers may only see offence-related applications.

- **Advanced Application Filtering:**

- Users can filter applications by multiple parameters such as:
 - Application type (e.g., CB License Renewal, Issuance of Customs Pass, Reconstitution, Surrender of License).
 - Application status (e.g., Forwarded, Transferred, Approved, Rejected, Under Review).
 - Submission date, application priority, applicant type (e.g., F-Category, G-Category), or processing officer.
- This allows for efficient management of large volumes of applications, especially in high-volume scenarios where hundreds of applications may be submitted daily.

Functionalities:

- **Application Actions:**

- **Forwarding:** Users can forward applications to the next processing stage, along with remarks and necessary documentation. This is often done when a decision requires input from another department or higher authority.
- **Transferring:** Applications can be transferred between officers.
- **Approval/Rejection:** Officers with appropriate privileges can approve or reject applications. This functionality includes the ability to attach remarks, supporting documents, and policy references to justify the decision.
- **Acceptance/Disposal:** For specific application types (e.g., offence reports), the module includes functionality to accept the report for inquiry or dispose of it if deemed unnecessary.

- **Application Tracking:**

- **Detailed Status Tracking:** Users can view the full status history of any application, from initial submission through every processing stage (e.g., "Forwarded to Policy Section," "Under Review," "Approved by Inquiry Officer"). This ensures complete transparency in the application process and reduces chances of errors or delays.
- **Action History:** The system maintains a detailed history of all actions taken on each application, including who performed the action, what action was taken, and the time/date of the action. This audit trail is critical for ensuring accountability and adherence to internal processes.
- **Document Management:** Users can upload and download all related documents, policy references, and supporting files at every stage of the application. The system stores and categorizes these documents, enabling users to access them at any point during the application lifecycle.
- **Alerts/Notifications:**
 - **Application Action Notifications:** The system automatically generates and sends notifications to relevant users when specific actions are taken on an application. For example, when an application is forwarded, the recipient receives an alert to review it. Similarly, applicants are notified when their applications are approved or rejected.
 - **Critical Alerts:** For high-priority applications (e.g., offence reports, time-sensitive renewals), the system can generate critical alerts to expedite processing. These alerts are sent to relevant officers and appear prominently in their dashboard until action is taken.
 - **Reminders:** The module includes automated reminders for pending applications that are approaching processing deadlines. For example, if an application remains unprocessed for a predefined period, the system generates reminders to avoid delays.
- **Multi-Stage Application Workflow:**
 - The module supports complex workflows for applications that require review by multiple departments or stages. For example, the processing of a Customs Broker License Renewal might pass through:
 1. Initial Review by the CB Department.
 2. Verification of CB Profile by the Policy Section.
 3. Approval by the Competent Authority.
 - The system ensures that each application follows the required workflow, and it tracks its progression through each stage with complete visibility for both applicants and officers.
- **Role-Based Access Control:**
 - Access to application actions is tightly controlled through the Role Management Module. Only authorized users can perform specific actions (e.g., only Policy Section Officers can approve certain licenses, while Inquiry Officers can handle offence reports).

- Certain actions, like transferring applications to other officers, require higher-level approvals, ensuring that the system remains secure and adheres to organizational protocols.
- **Dynamic Reporting:**
 - Administrators and officers can generate dynamic reports on the status and volume of applications. Reports can show data such as:
 - Number of applications received, processed, and pending in a given time frame.
 - Average processing times for specific application types.
 - Breakdown of application outcomes (e.g., Approved, Rejected, Under Review).
 - These reports can be exported in various formats (PDF, Excel, etc.) for compliance and performance monitoring.
- Additional Complexities:
 - **Integration with Other Modules:** The Application Processing Module is tightly integrated with other modules such as the Dashboard Module, where application statistics are displayed for higher-level monitoring, and the Role Management Module, which governs access control for processing actions.
 - **Data Archiving:** Processed applications are archived automatically once they are disposed of or closed. Archived applications can be retrieved for audit purposes, ensuring long-term compliance and transparency.

8. Reports Module:

The Report List Module is a comprehensive tool that enables department users to access, generate, and export a wide variety of reports critical for the effective management and oversight of Customs Brokers (CBs), licenses, passes, offence cases, and other regulatory activities. This module is essential for ensuring data-driven decision-making, compliance monitoring, and operational transparency within the system.

Features :

- Only reports relevant to the user's role are visible. For instance, Inquiry Officers may only see offence-related reports, while Policy Section Officers may access reports on license issuance and regulatory compliance.
- **Export Options:**
 - Users can export reports in **multiple formats** (PDF, Excel) for further analysis or presentation purposes. The module provides robust export capabilities, ensuring that exported reports retain formatting and data integrity.

Functionalities:

- **View Report Details:**

- **Structured Report Format:** When a user selects a report, it is presented in a detailed, structured format that includes:

- **Report Summary:** An overview of the report, including key statistics, such as total licenses issued, total offence cases processed, etc.
- **Tabular and Graphical Representation:** Reports are displayed with both data tables and visual charts (e.g., bar graphs, pie charts) to enhance comprehension.
- **Drill-Down Capabilities:** Users can click on individual data points (e.g., total number of surrendered passes) to drill down into more detailed reports, showing individual cases, applications, or licenses.
- **Multi-Level Reporting:** For high-level summary reports, users can navigate through different levels of data aggregation (e.g., from department-wide metrics to individual policy section performance).

- **Customization:**

- **Parameter Customization:** Users have the ability to customize key report parameters before generating or viewing a report. Customization options include:

- **Date Range Selection:** Choose a specific time period for the report (e.g., last month, last fiscal year, custom range).
- **Policy Section Filtering:** Narrow down the report to a specific Policy Section (e.g., Parent Policy Section, Other Policy Section) for focused analysis.
- **Report Metrics Customization:** Users can choose which specific metrics to include or exclude from a report (e.g., focus only on offence cases related to Reg.7(3) licenses).
- **Role-Based Customization:** Customization options vary based on the user role, ensuring that each user only has access to the relevant data fields and metrics pertinent to their responsibilities.
- **Preset Templates:** Frequently used customizations can be saved as preset templates, allowing users to quickly generate reports with predefined filters and parameters.

- **Dynamic Report Generation:**

- **Real-Time Data Retrieval:** Reports are generated dynamically, pulling real-time data from the system, ensuring that the information presented is always current and reflective of the latest activities.
- **On-Demand and Scheduled Report Generation:** Users can generate reports on-demand or schedule regular reports to be automatically generated and sent to them via email or made available for download.

- **Audit Trail for Reports:**

- **User Access Logging:** The module tracks which users access specific reports, providing an audit trail for compliance and security purposes. This ensures that sensitive data is only viewed by authorized personnel and provides transparency for report access.

- **Report Modification History:** If a report is customized, the system logs the changes made to the report parameters, including who made the changes and when. This ensures accountability and traceability of data alterations.

Additional Complexities:

- ***Integration with Other Modules:***
 - *The Report List Module is tightly integrated with other system modules, pulling data from the Application Processing Module, Customs Pass Management, Offence Case Processing, and other critical modules. This ensures that reports encompass a broad scope of the system's operations and provide comprehensive insights.*
 - *Cross-Module Reporting: Certain reports may pull data from multiple modules to provide a holistic view. For example, a report on CB License Issuance might pull data from both the Licensing and Policy Section workflows.*
- ***Role-Based Access Control:***
 - *The Role Management Module defines which reports are accessible to specific users based on their roles and privileges. For example, high-level executives may have access to strategic reports that aggregate data from across departments, while operational officers may only see detailed reports related to their specific tasks.*
 - *Privileged Reports: Certain sensitive reports (e.g., offence cases, security-related reports) are only available to users with special clearance, ensuring that critical data is safeguarded.*
- ***Dashboard Integration:***
 - *Key reports generated by this module can be integrated into the Dashboard Module, providing users with at-a-glance insights into key metrics without needing to access the full report. This integration enhances the user experience by streamlining data access.*
- ***Complex Data Calculations:***
 - *Reports involving complex data calculations (e.g., monthly trends, average processing times, case backlog analysis) are handled by the system's internal algorithms, ensuring that all metrics are accurate and up-to-date.*
 - *Performance Indicators: Advanced reports also display KPIs (Key Performance Indicators) for specific departments, showing how the department is performing in terms of license issuance, offence case resolution, and customs pass management.*

9. User Management Module:

The User Management Module is responsible for the comprehensive management of users, roles, and access controls within the Customs Brokers Licensing and Management System (CBLMS). This module plays a critical role in ensuring that the right users have appropriate access to the system's functionalities based on

their department, policy section, or intelligence agency, while adhering to strict security and compliance guidelines.

Features:

- **Add/Update/Delete Users:**

- User Creation: Admins can create new user profiles, inputting key details such as:
 - Personal Information: Full name, employee ID, contact details, and department.
 - Professional Information: Designation, policy section or agency affiliation, and role.
 - Access Level: Determine access to specific sections of the CBLMS based on the user's responsibilities.
- User Update: Admins can update existing user profiles, modifying details like:
 - Role changes (e.g., promotions, transfers).
 - Contact information (e.g., phone number, email address).
 - Department or section reassignment.
- User Deletion: When users leave the department or agency, admins can securely delete their profiles to revoke system access. A detailed audit trail of the user's past activities is maintained for compliance.

- **Role Assignment Based on Policy Sections and Intelligence Agencies:**

- The system supports the assignment of roles to users based on their affiliation with specific Policy Sections (e.g., Parent Policy Section, Other Policy Section) or Intelligence Agencies. This ensures that each user is only given access to data and functionalities relevant to their work, minimizing risks associated with unauthorized access.
- Cross-Agency Role Assignment: Users affiliated with multiple sections or agencies (e.g., working with both the Policy Section and Intelligence Agencies) can have multiple roles assigned, allowing them to switch between responsibilities seamlessly.

Functionalities:

- **User Add/Update:**

- **Profile Creation:** Admins can create comprehensive user profiles, capturing important data fields such as:
 - Name and Contact Information: Including phone number, email, and department address.
 - Role and Designation: The specific job title or rank of the user, which will influence their access rights within the CBLMS.

- **Policy Section Affiliation:** Users are associated with one or more Policy Sections (e.g., Level 1 Policy Section Officers, Inquiry Officers).
- **Access Privileges:** Define what data the user can access, modify, or approve based on their designation and role within the system.
- **Profile Updates:** Administrators can modify user profiles when necessary, reflecting changes in position, responsibility, or affiliation. These changes are automatically logged in the system to ensure transparency.
- **Role Assignment:**
 - **Predefined Role Categories:** The system offers a set of predefined roles that can be assigned to users, including:
 - **System Admin :** All India Administrator and the Super User of the CBLMS portal has the rights to change anything within CBLMS.
 - **Nodal Officers:** Responsible for overseeing Customs Broker-related activities and communications in a particular Policy Section.
 - **Landing Officer :** Applications received from Customs Brokers of a particular Policy Section will land in the Inbox of the said Officer.
 - **Policy Section Officers:** Roles from Level 1 to Level 6, with varying degrees of responsibility and access privileges, tailored to the officer's rank and involvement in the CBLMS.
 - **Inquiry Officers:** Appointed for handling inquiries related to offence reports, compliance, and disciplinary actions.
 - **Intelligence Agency Officers:** Special roles designated for officers from intelligence agencies involved in monitoring and reporting Customs Brokers' activities.
 - **CBLMS Helpdesk Roles:** Designed for support staff responsible for troubleshooting issues related to the CBLMS platform and assisting users.
 - **Custom Role Creation:** Administrators can also create custom roles with tailored permissions, allowing for flexibility in role management as new needs arise or policies change.
 - **Role Assignment Rules:** Each role is associated with a set of predefined actions (e.g., view, edit, approve, reject) across specific modules (e.g., Application Processing, Report List). These rules ensure that users only have access to relevant system functionalities based on their role.
 - **User Permissions:**
 - **Granular Permission Control:** Permissions are defined not only at the module level but also at the form level, allowing admins to finely tune user access. For example:
 - **View-only Access:** Some users may have view-only access to sensitive data, ensuring they cannot modify or delete information.

- **Edit Access:** Mid-level officers may be able to edit application details but may not have the ability to approve or reject submissions.
- **Approval Privileges:** Higher-level officers (e.g., Level 6 Policy Section Officers) may have the final authority to approve or reject applications, inquiries, or offence reports.
- **Time-Limited Access:** In cases where temporary access is needed (e.g., during a special inquiry), admins can grant users time-bound access that automatically expires after a set period.
- **Cross-Module Permissions:** Certain roles may have permissions that span multiple modules (e.g., an Inquiry Officer might have access to both the Offence Reports module and the Application Processing module), allowing for seamless task execution across different system areas.
- **Audit Trail and Compliance Logging:**
- **Change Tracking:** The system maintains a complete log of all changes made to user profiles and roles. This includes:
 - **Who made the change:** The name of the admin responsible for adding, updating, or deleting a user.
 - **What changes were made:** Specific details about changes to user profiles, including role assignments, access privileges, and personal information.
 - **Timestamped Actions:** Every action is timestamped, ensuring that the audit trail is precise and reliable.
- **Compliance Reporting:** The audit logs can be used to generate compliance reports, which track user activity and role changes to ensure adherence to regulatory guidelines. This is particularly important for roles involving sensitive data or access to restricted system functionalities.
- ***Additional Complexities:***
- ***Integration with Role Management Module:***
 - *The User Management Module is tightly integrated with the Role Management Module. Changes to user roles and permissions in the User Management Module are automatically reflected in the Role Management Module, ensuring consistency across the system. This reduces the need for redundant administrative actions and ensures that role assignments are centralized.*
 - ***Dynamic Role Adjustments:*** *When new roles or policy changes are introduced, the system allows for dynamic role adjustments across multiple users simultaneously, simplifying the task of updating permissions for large groups of users (e.g., when a new policy section is formed).*
- ***User Locking and Deactivation:***
 - ***Temporary User Locking:*** *In cases of suspected misuse or during investigations, user accounts can be temporarily locked, preventing access without deleting the account.*
 - ***Deactivation vs. Deletion:*** *Users can be deactivated without permanently deleting their profiles, allowing them to be reactivated in the future if necessary. Deletion, on the other hand, permanently removes the user from the system.*

- **Multi-Factor Authentication (MFA):**

- *Enhanced Security: To protect against unauthorized access, users can be required to authenticate using Multi-Factor Authentication (MFA), which involves a combination of passwords and secondary verification methods (e.g., SMS OTP, email verification).*
- *Role-Based MFA Requirements: MFA can be enforced selectively, with higher security requirements for users in sensitive roles (e.g., Inquiry Officers, Intelligence Agency Officers).*

10. Masters Management Module:

The Masters Module serves as the core repository for managing foundational data essential for the functionality of other modules within the Customs Brokers Licensing and Management System (CBLMS). It handles various entities such as application types, bank details, user designations, templates, and more, ensuring a standardized and streamlined flow of data across the system.

Features and Functionalities:

- **Application Type Management:**

- Enables administrators to add, update, and maintain a list of application types required across various modules.
- Allows input of key fields such as:
 - **Application Name:** Clearly defines the type of application (e.g., new license, license renewal, pass issuance).
 - **Description:** Brief overview of the application type and its relevance.
 - **Applicable Fees:** Specify fees related to each application type, facilitating automated calculations.
 - **Status:** Define the current status (e.g., active, inactive) of each application type.

- **Bank Management:**

- Provides a central location for managing bank details relevant to the Policy Section's operations.
- Functionality includes:
 - Adding and updating bank names and associated details.
 - Linking banks to application processes where financial transactions are involved (e.g., fee payments).

- **Custom Pass Category Management:**

- Allows administrators to manage the categories of passes (e.g., F, G, H categories) displayed in Customs Brokers forms.

- Provides options to add new categories or update existing ones, ensuring alignment with current regulations.
- **Designation Management:**
 - Facilitates the management of user designations within the Policy Section, playing a crucial role in the User Management and Role Management modules.
 - Key functionalities include:
 - Adding, updating, or deleting user designations (e.g., Level 1-6 Policy Section Officers, Inquiry Officers).
 - Mapping designations to specific roles and permissions within the system.
- **Email Template Management:**
 - Allows for the creation, customization, and management of email templates used for system-generated notifications
 - Functionalities include:
 - Customization of subject lines, body text, and placeholders for dynamic content (e.g., user names, application numbers).
 - Defining templates for various triggers such as application approvals, rejections, or status updates.
- **Intelligence Agency Management:**
 - Enables the addition and updating of intelligence agency details, which is critical for Policy Section users collaborating with intelligence agencies on inquiries and offence reports.
 - Administrators can:
 - Maintain a list of active agencies.
 - Associate specific roles and responsibilities with each agency for ease of management.
- **Policy Section Management:**
 - Supports the creation and maintenance of Policy Sections within the system.
 - Administrators can add new sections or update existing ones with details like:
 - Section names and descriptions.
 - Relevant user assignments and roles within each section.
- **SMS Template Management:**
 - Manages the creation of templates for system-generated SMS notifications, used for purposes such as OTP (One-Time Password) delivery or status alerts.
 - Allows customization of message content while ensuring the correct placeholders are included for dynamic data (e.g., application ID, OTP).

- **Station Code Management:**

- Facilitates the management of custom station codes, which are utilized throughout the system for tracking and reporting purposes.
- Administrators can:
- Add, update, or remove station codes.
- Ensure station codes are linked to relevant applications and reporting modules for accurate data processing.

11. Generate Admit Card Module:

The Generate Admit Card Module facilitates the issuance of admit cards for Customs Brokers (CBs) applying for the G Category examination under the Customs Brokers Licensing Regulations (CBLR), 2018.

Features:

1. Admit Card Generation:

- Enables the generation of admit cards for Customs Brokers whose applications for the G Category examination have been approved by the concerned authorities.
- Automates the process to ensure consistency in formatting and information, minimizing manual errors.

2. Admit Card Tracking:

- Provides tracking capabilities to monitor the issuance and availability of admit cards, ensuring that all eligible CBs receive their admit cards in a timely manner.
- Displays admit card issuance status across various stages, allowing stakeholders to keep track of the entire process.

Functionalities:

- **Admit Card Issuance:**

- Generates PDF versions of admit cards for candidates whose applications have been verified and approved.
- Each admit card includes vital information such as:
 - CB's Name and ID.
 - Examination Center details.
 - Examination Date and Time.
 - Unique QR Code or Barcode for secure verification and validation during the exam.
- Admit cards can be downloaded directly from the system or sent via email to the candidates.

- **Tracking and Reporting:**

- Tracks the status of admit cards issued to all candidates, with detailed search and filter options for easy retrieval.
- Users can search by:
 - Customs Broker ID.
 - Application Number.
 - Examination Date.
- A comprehensive report can be generated for administrative purposes, displaying details like the total number of issued, pending, or rejected admit cards, ensuring compliance and accurate record-keeping.

12. Physical File Upload Module:

The Physical File Upload Module allows users to digitize and securely store past physical documents related to the Policy Section in the system, creating a comprehensive and accessible digital archive.

Features:

- **Secure Document Upload and Storage:**

- Provides a robust platform for uploading scanned copies of physical documents into the system.
- Ensures that all uploaded files are stored securely with appropriate encryption and backup mechanisms to safeguard against data loss or unauthorized access.

- **Searchable File Repository:**

- Allows users to search through the uploaded files using various filters, making it easy to retrieve specific documents when needed.
- Advanced search capabilities, including search by file name, document type, policy section, or upload date.

Functionalities:

- **File Upload:**

- Users can upload scanned versions of physical files related to applications, inquiries, policy decisions, and other records handled by the Policy Section.
- Supports multiple file formats such as PDF, JPEG, PNG, and others, to accommodate different types of scanned documents.
- Bulk upload feature to upload multiple documents at once, streamlining the digitization process for large archives.

- **Categorization and Tagging:**

- Documents can be categorized based on:
 - Policy Section (to indicate which section the file belongs to).
 - Application Type (CB License, Offence Reports, Customs Pass, etc.).
 - Document Type (License Approval, Inquiries, Offence Reports, etc.).
- Tags and metadata can be added to documents to enhance the searchability of the files.
- **Access Control and Role-Based Permissions:**
 - Uploaded files are secured with role-based access control, ensuring that only authorized personnel (e.g., Policy Section Officers, Intelligence Agencies) can view, edit, or manage the documents.
 - Permissions can be defined based on the user's role (e.g., Inquiry Officer, Nodal Officer) and the sensitivity of the documents, such as allowing viewing but restricting editing for certain roles.
- **Audit Trail:**
 - Tracks all interactions with uploaded files, including who uploaded, accessed, modified, or deleted a document.
 - Ensures compliance and provides an accountability mechanism for document handling within the system.
- **Search and Retrieval:**
 - Advanced search functionality allows users to locate specific files using filters such as:
 - Policy Section.
 - Document Type.
 - Upload Date.
 - File Name or Tags.
 - Ensures quick retrieval of critical documents, eliminating the need for manual searches through physical archives.

13. Manage CB Profile Module:

The Manage CB Profile Module enables Policy Section administrators to efficiently manage Customs Brokers (CB) profiles by viewing, updating, and maintaining detailed records of each CB. The module ensures that the information is accurate and up-to-date with an integrated approval workflow for final submission.

Features:

1.View and Update CB Profiles:

- Provides a comprehensive interface for viewing the complete profile of a Customs Broker, including their license details, contact information, and history of activities.
- Enables updates to existing profiles, ensuring that any changes in the Customs Broker's status, such as license renewals, partner additions, or address updates, are properly reflected.

2.Search Functionality:

- Search by CB Name, ID, or License Number: Allows users to quickly locate and access profiles using any of these identifiers.
- Supports advanced filtering options to streamline the search process, especially useful for managing large volumes of CB profiles.

Functionalities:

• Profile Management:

- Add/Update CB Details: Administrators can input or modify Customs Broker details, including:
 - License Information: License number, issuance date, renewal status, and validity period.
 - Contact Information: Name, address, email, mobile number, and other relevant contact details.
 - Customs Pass Types: Information about the different passes issued to the CB, such as F, G, or H category passes.
- Allows administrators to make updates as necessary, with changes subject to an approval workflow.

• Approval Workflow:

- When changes are made to a CB profile, the updates go through an approval workflow before final submission, ensuring accuracy and compliance with regulations.
- Designated officers in the Policy Section review and approve changes, adding a layer of accountability.

• History Tracking:

- Change Log: Maintains a detailed history of all changes made to a CB's profile, including who made the change, what changes were made, and when.
- Facilitates audit and compliance requirements by providing a clear record of profile updates over time.

• Notifications:

- Automatic notifications are sent to relevant stakeholders (Policy Section officers, Customs Brokers) upon the approval or rejection of profile updates.
- Custom alerts can be set to notify CBs about upcoming license renewals, expired passes, or required actions.

14. Knowledge Center Module:

The Knowledge Center Module acts as a centralized repository for storing and managing knowledge articles, official notifications, circulars, and other important documents. It is designed to serve as a reference hub for users, particularly within the Policy Section, providing access to essential legal, procedural, and administrative information.

Features:

1. Centralized Repository for Notifications and Documents:

- Upload Notifications, Circulars, and Orders: Policy Section users can upload various official documents such as government notifications, circulars, and policy-related orders.
- Section-Wise Documentation: Allows for both central (shared) and section-specific documentation. This ensures that each Policy Section can maintain relevant content specific to their operations, while still having access to central documents.
- Document Types: The module supports a wide range of document types including advisories, instructions, case laws, help manuals, FAQs, topics of interest, and articles, all of which can be uploaded in PDF format.
- Historical Records: It retains older versions of documents for future reference, providing a robust archive of relevant materials.

Functionalities:

• Article and Document Upload:

- Add New Knowledge Base Articles: Users can add articles and documents to the knowledge base, specifying the document's subject, date, and uploading the file (in PDF format). The upload process also includes the option to categorize the content based on document type and the concerned section.
- Metadata Management: Each uploaded document can have metadata fields such as author, publication date, and section, which helps in easy identification and retrieval.

• Search and Filter Capabilities:

- Search by Subject or Date: Users can search for knowledge articles using keywords or by selecting a date range, ensuring quick access to relevant information.

- Advanced Filters: Users can filter by document type (notifications, circulars, advisories, case laws), section, or other customizable categories to narrow down search results.
- Sort and Organize: Documents can be sorted based on publication date, subject relevance, or section, helping users easily access the most pertinent or recent information.
- **Role-Based Access:**
 - Different user roles can have varying levels of access to upload, edit, or delete content. For example, only designated administrators or Policy Section officers may have the ability to upload or modify documents, while others may have read-only access.
- **Version Control and Document History:**
 - Maintains a history of document versions, allowing users to access previous versions of a document or article, which is useful in cases where policies have changed over time.
- **Notifications and Alerts:**
 - Automated Notifications: Users can opt to receive notifications when new articles or documents are uploaded, ensuring that they stay updated on the latest changes in policies, regulations, or procedures.
 - Alerts for Important Documents: Critical updates, such as new government advisories or procedural changes, can be highlighted or set as high-priority to ensure that users take note.

15. **Offence Processing Module:**

The Offence Processing Module is designed to manage and track offences or violations committed by Customs Brokers (CBs), providing a structured and secure system for handling various stages of the offence resolution process. This module ensures that offences are documented, processed, and resolved in accordance with regulatory procedures, with a focus on maintaining compliance and enforcing penalties where necessary.

Features:

1.Comprehensive Offence Record Management:

- Offence Registration: Capture detailed information related to offences, including the nature of the violation, the involved Customs Broker, the date of occurrence, and other relevant details.
- Offence Types: Classify offences based on severity, type of violation (e.g., non-compliance, fraudulent activity), and the applicable regulatory clause (such as under the Customs Broker Licensing Regulations).
- Action Status Tracking: Monitor the status of offences from initiation to resolution, with clearly defined stages such as under investigation, inquiry initiated, suspension, or closed.
- Privileged Access: Access to offence records is restricted based on user roles, ensuring that only authorized personnel (such as Policy

Section officers, Inquiry Officers, and Intelligence Agencies) can view or act on these records.

2.Privilege-Based Action and Decision Making:

- **Privilege Levels:** Only authorized users, such as Inquiry Officers, Intelligence Agencies, or Policy Section Officers, can verify, suspend, fine, or take any other action based on the severity of the violation.
- **Inquiry Officers Assignment:** Automatically assign inquiry officers for investigating offences, especially in complex cases involving multiple stakeholders.
- **Fine and Penalty Management:** The system allows for the imposition of penalties, such as fines or temporary suspensions, in case of confirmed violations.

Functionalities:

• Received Offence Report Section:

- **Processing of Offence Reports:** Users with the appropriate privileges can view and process offence reports sent by Intelligence Agencies. These reports typically include detailed information on the alleged violation and recommendations for action.
- **Verification and Action:** The module provides the functionality to verify the authenticity of the offence, determine whether the violation is valid, and take appropriate action such as suspension, fines, or revocation of the Customs Broker license.
- **Processing Inquiry Reports:** After receiving Inquiry Reports from assigned officers, this functionality enables the finalization of decisions based on the inquiry's findings.
- **Suo-moto Offence Initiation:** Allows authorized officers to initiate suo-moto offences against Customs Brokers if violations are detected independently, without external reports from intelligence agencies.

• Offence Reports and Action Matter:

- **Inbox, Sent, Disposed Applications:** The system categorizes offences and actions based on their status—received, sent, or disposed. Users can quickly view which offences are under process and which have been resolved.
 - **Received:** Offence reports received from external agencies are queued here for action.
 - **Sent:** Details offences that have been forwarded for review or action.
 - **Disposed:** Contains records of offences that have been closed after final action, with a complete history of decisions and penalties imposed.

- Processing of Offence Reports by Intelligence Agencies: Intelligence agencies can submit detailed reports on offences, and the system facilitates the assignment of an Inquiry Officer to further investigate and resolve the matter.

- **Offence History and Document Upload:**

- Track Offence History: Maintain a complete history of all actions and decisions taken on each offence, including investigation reports, communications, and legal proceedings.
- Document Upload: Allows for the uploading of supporting documents, such as offence reports, inquiry findings, and legal documents, which can be accessed and reviewed by authorized personnel.
- Legal Proceedings Tracking: For offences that lead to legal proceedings (such as appeals to higher courts or cases referred to the Commissioner Appeal, CESTAT, High Court, or Supreme Court), the system tracks the progress of the case until a final resolution is reached.

- **Notifications and Alerts:**

- Automated Notifications: Stakeholders involved in offence processing (such as Inquiry Officers or the Customs Brokers themselves) are automatically notified at each significant stage of the offence process.
- Escalation Alerts: If an offence remains unprocessed for an extended period, automatic alerts are sent to senior officials for follow-up and escalation.

16. **G-Category Examination Module:**

The G Category Examination Module is designed to manage the scheduling, notification, and overall administration of the G Category examination for Customs Brokers (CBs). This module ensures that the entire examination process is streamlined, from creating schedules to notifying candidates of their allotted exam slots.

Features:

- **Examination Schedule Creation:**

- Create Exam Schedules: Administrators can set up examination dates, specify exam locations, and define the available time slots for the G Category examination.

- **Slot Management:** Allocate available slots based on the number of applicants and exam center capacity.

- **Candidate Notifications:**

- Automated Notifications: Once examination schedules are finalized, registered CBs are notified of their exam dates, times, and locations via email/SMS alerts.

- **Reminder Alerts:** Send automated reminders to candidates as the exam date approaches, ensuring they are informed and prepared.

Functionalities:

- **Schedule Management:**

- Exam Date and Time Assignment: Admins can define multiple examination dates, specify examination centers, and assign candidates to available slots based on their availability and location preferences.
- Exam Venue Management: Admins can manage exam venues by entering or updating details, including the venue address, seating capacity, and contact information for coordinators.

- **Exam Slot Allocation:** Based on the number of applicants, slots are dynamically allocated, ensuring optimal usage of exam centers.

- **Notification System:**

- Automated Exam Notifications: The system automatically sends exam details to CBs who have applied for the G Category exam, including their assigned exam center, date, and time.
- Reminder Notifications: Sends reminders 3 days before the exam date, along with any important instructions or guidelines.
- Cancellation/Reallocation Notifications: If any changes occur in the schedule (such as cancellation or reallocation of slots), the affected CBs are promptly notified.

- **Exam Monitoring:**

- Slot Tracking: Track the number of CBs assigned to each slot and monitor available slots to ensure there are no overbookings.
- Rescheduling Capabilities: In case of unforeseen circumstances, administrators can reschedule exams and inform CBs of their new exam dates.

- **Examination Results:**

- Upload Results: After the exam, the results can be uploaded and mapped to each CB's profile, ensuring that their exam status is reflected in the system for further processing (such as license issuance or next steps in their career development).
- Result Notification: Notify CBs of their exam results, including pass/fail status and next steps, through automated email/SMS alerts.

17. IO Inbox Module:

Shows a list of all Inquiry Officer(IO) data and records.

Features:

- IO-specific data view.

18. Archive Module:

This module shows archived control register data.

Features:

- Access to archived historical data for reporting and compliance

19. Verify PAN Module:

Used to verify PAN details such as full name and date of birth.

20. Application for Inter-Department Communication Module:

Facilitates internal communication between departments and assigns specific roles to handle inter-department requests.

21. F-Category Examination Module:

Similar to the G Cat Examination module but focused on F Category examinations for Customs Brokers.

22. F-Category Examination List

Allows the privileged users to view the number of Applications received during a particular window of the F-Category Examination.

ANNEXURE D
PRE-QUALIFICATION CONDITIONS

During the preparation of Technical Bid, the following details should also be given:

A brief description of the organization and an outline of recent experience in assignments of similar nature in Government Departments/Government Undertakings/corporate Sector etc.

Proof of CERT-In empanelment.

Proof of GST Registration.

Copy of PAN & GST Registration.



(BIPIN S. JADHAV)

Deputy Commissioner of Customs,
CBLMS, Mumbai Customs Zone I

ANNEXURE E
TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Tender Reference No:

Date:

To,

The Principal Commissioner of Customs (General),
Mumbai Customs Zone-I
New Customs House, Ballard Estate, Mumbai,
Maharashtra- 400 001.

Sub: Security Audit of the CBLMS website (<https://cblms.gov.in/>) of Mumbai Customs Zone-I, New Customs House, Ballard Estate, Mumbai-400001.

Dear Sir,

I/ We have downloaded / obtained the tender document(s) for the above mentioned "Tender/Work" from the website(s) namely:
as per your advertisement, given in the above mentioned website(s).

I / We hereby certify that I / we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc.) which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

The corrigendum(s) issued from time to time by your department/organization too have also been taken into consideration, while submitting this acceptance letter.

I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality/entirety.

I / We do hereby declare that our Firm has not been blacklisted/debarred by any Govt. Department/Public sector undertaking.

I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore, or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Name of Authorized Signatory:

Designation:

Contact details:

ANNEXURE - F
FORMAT FOR TECHNICAL BID

Sr.No.	Particulars	Details
1.	Name of the "The Service Provider"	
	Full Address of the Service Provider	
	Telephone No./Mobile No.	
	Fax No.	
	Email id	
	Complete name, designation and contact no. of authorized signatory for bid purpose	
2.	Bank details of company with MICR & IFSC (Submit Mandate Form for ECS payment)	
3.	PAN No.	
4.	GST Registration No.	
5.	Whether the company is a CERT-In Empaneled Auditor?	Yes or No
6.	Details of CERT-In Empanelment along with validity	
7.	Whether blacklisted by any Bank/Govt./PSU organization(Submit self-declaration certificate)	Yes or No
8.	Details of EMD	

Note: - Attested photocopies of all above for proof should be uploaded with technical bid.

Annexure- G
FORMAT FOR FINANCIAL BID

To,

The Principal Commissioner of Customs (General)
Mumbai Customs Zone - I,
New Customs House, Ballard Estate,
Mumbai - 400001

Sir,

Sub:-Submission of financial bid for Security Audit of the CBLMS website (<https://cblms.gov.in>) of Mumbai Customs Zone-I - reg.

With the reference to the above, I/We hereby submit the quotation for the subject mentioned above including applicable taxes.

Sr. No.	Scope of Work	Location	Amount in Rs. including all government taxes.
1.	Security Audit of the CBLMS Website (https://cblms.gov.in) of Mumbai Customs Zone - I.	Office of the Principal Commissioner of Custom (General) New Custom House, Ballard Estate, Mumbai Zone-I.	

Date: -

Place: -

Signature of the Bidder

DECLARATION

I/WE hereby certify that information furnished above is true and to the best of my/our knowledge. I/WE understand that if any deviation is found in above statement at any state, I/WE shall be black listed and will not have any dealing with department in future. I/WE have read the terms and condition of the tender notice along with all requirements.

I hereby confirm that I am authorized to sign the tender document.

Signature & Name of the authorized Signatory

Seal/Stamp

Name of Authorized Signatory:

Designation:

Contact details: