

EXPRESSION OF INTEREST

For

Empanelment of Individual Customs Domain Experts for MAITRI Phase-II

EOI No.: RITES/TE/MAITRI/Phase-II/Customs/2026

(August 2026)



RITES LIMITED

(A Navratna Enterprise of Govt. of India, under Ministry of Railways)

Shikhar, Plot No. 1, Sector-29, Gurugram, Haryana – 122001

NOTICE INVITING EXPRESSION OF INTEREST

1. Background

1.1 About RITES Limited

RITES Limited is a Government of India Enterprise under the Ministry of Railways and a multidisciplinary consultancy organisation providing consultancy and engineering services in transport, infrastructure and related sectors. RITES undertakes assignments in India and internationally across transport planning, logistics, infrastructure, digital systems and allied domains.

1.2 About MAITRI

MAITRI (Master Application for International Trade & Regulatory Interface) is a digital platform conceptualised and developed by RITES to facilitate secure and seamless electronic exchange of trade, customs, regulatory and logistics information among participating stakeholders. The platform is intended to support improved visibility, interoperability, coordination and efficiency in international trade processes.

1.3 MAITRI Phase-II

MAITRI Phase-II envisages expansion and enhancement of the existing MAITRI platform, with wider coverage of marine/seaport, Customs and trade-related information exchange, inclusion of additional ports and stakeholder systems, and extension to land-border trade and land ports/Integrated Check Posts, wherever required. The Phase-II initiative requires detailed understanding of Customs and port processes, regulatory requirements, information flows, stakeholder roles, inter-system interfaces and operational procedures across seaports as well as land ports.

The Customs Domain Experts shall provide specialised expertise to ensure that MAITRI Phase-II is aligned with Customs procedures, documentation, data requirements, regulatory controls, examination and clearance processes, and information-exchange requirements, while supporting the mapping and validation of relevant Customs and trade-related information for seamless integration among participating systems and stakeholders.

1.4 Scope of Work

The Experts shall collectively bring both Customs-process/domain expertise and the technical understanding required for trade digitalisation and cross-border data exchange, including Customs data fields, trade documentation and data transmission protocols.

The scope is indicative and may include, inter alia, the following:

- Review and document existing customs processes, procedures, documentation and information flows relevant to MAITRI Phase-II.
- Study and map end-to-end import, export, transit, examination, assessment, clearance and related customs processes at seaports and land ports.

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- Support business-process mapping and preparation of current-state (As-Is) and proposed-state (To-Be) process flows.
- Identify customs data elements, documents, forms, messages, approvals, validations, risk parameters and information exchanges required for MAITRI Phase-II.
- Provide domain inputs for functional requirements, business rules, system workflows, data dictionaries, interface specifications and integration requirements.
- Support integration of MAITRI with relevant customs, port, land-port and other government/operational systems, including LPMS and other systems identified during the project.
- Analyse opportunities for electronic information exchange, reuse of data, reduction of duplicate submissions, improved visibility and facilitation of trade processes.
- Assess customs requirements and operational differences between seaport and land-border environments and recommend suitable digital workflows.
- Support stakeholder consultations with Customs/CBIC, LPAI, port authorities, custodians, terminal operators, logistics stakeholders and other relevant agencies.
- Validate proposed MAITRI workflows and system features from the Customs domain perspective.
- Support preparation and review of functional specifications, SOPs, process notes, user journeys, use cases, test scenarios and acceptance criteria.
- Participate in functional testing, User Acceptance Testing (UAT), issue analysis, defect validation and resolution from the Customs domain perspective.
- Assist in identifying regulatory, procedural, operational and data-exchange gaps that may affect implementation of MAITRI Phase-II.
- Support preparation of recommendations for process simplification, standardisation, interoperability and improved trade facilitation.
- Provide inputs for training material, stakeholder demonstrations, operational manuals and capacity-building activities, as required.
- Provide expert advice during implementation, pilot deployment, Go-Live and post-implementation stabilisation, as required.
- Undertake any other Customs-domain activity reasonably required for successful development and operationalisation of MAITRI Phase-II.

2. Applicable Law, Dispute Resolution and Jurisdiction

2.1 This EOI shall be governed by Applicable Law which shall mean, all Indian Laws, Byelaws, Statutes, Rules, Regulations, Orders, ordinances, guidelines, Codes, Notices,

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directions, Judgments, decrees or other Requirements or Official directives and /or any Statutory Authority, in the Republic of India.

2.2 For this EOI Notification, the 'Parties' shall mean Employer and the Expert (either prospective or empaneled experts, as the case may be).

2.3 All the disputes, in connection with or arising out of this EOI Notification and related process shall be mutually & amicably settled using Alternate dispute resolution (ADR) techniques such as Negotiation/Mediation/Conciliation, failing which, the dispute shall, finally, be settled by Arbitration, under the procedural rules, chosen, as per the mutual agreement, by the Parties, and under Indian Arbitration & Conciliation Act 1996 (as subsequently amended during 2015, 2019 & 2021) as the Governing Law of Arbitration.

2.4 In the matter of all the litigious disputes arising out of the entire EOI process, Parties agree to the exclusive jurisdiction of adequately competent [as per Applicable Law] Court of Delhi.

3. Objective of the EOI

ITES Limited invites eligible individuals ("Experts") to express their interest in being empaneled for the aforesaid 'Scope of Work'. Interested Experts should provide information demonstrating that they have the required qualifications and relevant professional experience to perform the Services. The shortlisting will be based on the experts meeting the Empanelment criteria, attached as Annexure-1 and their performance during the interaction meeting (including presentation) before empanelment, in response to this EOI Notification, to prove their ability to perform the Scope of Work.

Each Expert shall have a valid PAN Number & GST Registration. Individuals not having GST number may be considered in case their total receipt in the previous financial year is below the stipulated ceiling.

4. Confidentiality and Conflict of Interest

The Expert shall maintain strict confidentiality regarding all information, documents, data, processes, system architecture, business requirements, stakeholder discussions and other project information accessed during the assignment. The Expert shall not disclose or use such information for any purpose other than the MAITRI Phase-II assignment. The Expert shall promptly disclose any actual or potential conflict of interest.

5. Preparation of EOI Application

5.1. Prospective experts are requested to, first, carefully peruse the contents of this EOI notification and prepare their EOI application in terms of the

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provisions/stipulations as made in this EOI notification. In Case of any Doubt, Experts are requested to seek clarifications.

5.2. Experts shall submit in their covering letter (as per attached format), along with their EOI Application, amongst other details as deemed fit.

6. Submission of EOI Application

6.1 The Expert shall submit the EOI Application in physical/offline mode only, duly completed and signed by the Expert. The EOI Application shall be submitted in a sealed cover clearly mentioning the EOI Notification No., Name of the EOI, Name of the Expert and date of submission. The application shall contain all documents and information required under this EOI.

6.2 To assist in the examination, evaluation of the EOI Applications, the Employer reserves the right to and may, at its discretion, ask for clarification on their EOI Application. Expert shall provide Clarification within the time frame conveyed by the Employer in their correspondence.

6.3 The Employer shall examine the EOI Applications to confirm that all requisite documents, as requested in or as required in terms of this EOI notification, have been provided, and to determine the completeness of each document submitted. The Employer shall treat the information and documentation supplied by the expert, in fulfilment of the empanelment criteria, in their EOI Application, as correct & complete, placing reliance on the Expert's averments, made in their covering Letter [as mentioned above] & on the EOI Forms, as to their correctness and completeness.

The Employer shall not, during Evaluation of EOI Applications, make any attempt at separate verification/ authentication [from the issuing source] of the aforesaid information and documentation supplied by the Expert. Any misrepresentation/ deviation (from stated facts/Incorrect statements, if detected in the EOI Application submitted by the Expert, shall result in rejection of The Expert's EOI Application or cancellation /annulment of the Expert empanelment with consequent blacklisting/ banning of Business with that Expert for a period maximum up to five years from the EOI Application submission date, as the case may be.

6.4 Expert submitting application as Individual shall submit his / her details in Proforma I, Expert submitting application as Firm shall submit details of at least 2 partners / 2 employees in Proforma I.

7. Evaluation of EOI Applications

7.1 Employer shall, during their evaluation of the EOI application use inputs provided with the EOI Application (As per Annexure I) and its assessment of capabilities of Expert Individual / Firm (meeting qualification criteria) based on interaction (including presentation) before empanelment. The date and time for interaction (including

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presentation) by experts qualifying in Criteria as per Annexure I shall be intimated in due course.

7.2 Notwithstanding anything stated above or anywhere else in this EOI Notification, the Employer reserves the right to assess the EOI Applicants' eligibility, i.e., their capability and capacity to perform, should the circumstances warrant such assessment in the overall interest of the Employer.

7.3. After Evaluation of Applications and interaction (including presentation), a list of individual / firm Experts eligible for shortlisting shall be prepared. These shortlisted parties shall be offered experience-wise man-month rate for acceptance. The offered man-month rates shall be decided by the Employer based on indications received in various EOI Applications and other market inputs available with the Employer.

7.4 Individuals / Firms Experts who accept these offered rates shall be empaneled for specific function(s) / subject matter(s). The empanelment shall be valid for one year from the date of initial empanelment against this EOI. The Accepted rates shall be exclusive of GST and shall be valid for a period of one year from the date of acceptance.

7.5 This EOI is open ended, meaning thereby, that initially a list of empaneled Experts shall be prepared on the basis of EOI applications received up to **25th September 2026**. Further, Experts' Applications will be admissible thereafter as well, which will be evaluated once every quarter (or as per the requirement of employer) and thus newly empaneled Experts would be added to the aforesaid approved list of empaneled Experts.

8. Eligibility and Documentary Evidence

The Expert shall satisfy the prescribed eligibility criteria, including the age criterion and submit documentary evidence in support of qualification, experience and other eligibility requirements. The applicant shall not be more than sixty three (63) years as on 01.08.2026. The following documents may be submitted as evidence, as applicable:

- Educational qualification certificates.
- Experience certificates, appointment/relieving letters, engagement orders, client certificates or other documents evidencing relevant experience.
- Documents evidencing role and responsibilities where the same are not adequately established through the experience certificate.
- PAN Card, GST Registration Certificate, wherever applicable. Individuals not having GST registration may be considered subject to applicable statutory provisions and threshold limits.
- Poof of Date of Birth (Matriculation Certificate/Birth Certificate/Passport/Aadhaar Card or any other Government-issued document).
- Any other document reasonably required by RITES for verification of eligibility.

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9. Miscellaneous

9.1 Any EOI with inadequate information, or those received after the closing date may not be considered. EOI should be as concise and focused as possible to give evidence of the requirements cited in the document, including the experience statements and organization profiles.

9.2 Complete EOI documents can be downloaded from RITES website (<http://rites.com>) prior to the deadline for submission of EOI. The EOI shall be submitted offline in an envelope with duly captioned subject line “EOI For RITES/TE/MAITRI/Phase-II/Customs/2026” to the address mentioned below along with CVs in the format attached.

Executive Director/Urban Infrastructure
RITES Limited
Shikhar, Plot No. 1, Sector-29
Gurugram, Haryana – 122001

Encl: -

1. Annexure I – Qualification Criteria
2. Annexure II – Qualification Relevant Professional Experience
3. Annexure IV – Covering Letter for EOI Application
4. Proforma 1 – CV of Experts and indicative remuneration

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Annexure-I

QUALIFICATION CRITERIA

S. No.	Qualification Criteria	Supporting Documents
1.	The Minimum Cumulative Fee from consultancy Assignments/ Employment in relevant field should be Rs 10 Lakhs during any of the last 3 years	Audited Accounts / Income Tax Return/ CA Certificate evidencing Fee from Consultancy Assignments
2.	Minimum Relevant Professional Experience is as mentioned in Annexure-II.	Client Certificate any other document evidencing experience
3.	Age & Identification Proof	PAN Card/ Matriculation Certificate/ Birth Certificate/ Passport/ Aadhaar Card or any other Government issued document
4.	Address Proof	Aadhar Card/ Voter ID Card/ Passport/ Driving License/ Any valid ID proof issued by Govt of India or State Govt
5.	GST Registration Proof (If applicable)	GST Registration Certificate

QUALIFICATION AND RELEVANT PROFESSIONAL EXPERIENCE

Senior Expert – Customs

- Bachelor's degree in any stream from a recognised University/Institution; master's degree in international Trade/ Finance/ Economics/ Law/ Public Administration or a related field shall be preferable.
- Minimum 20 years of relevant professional experience, including at least 12 years of demonstrated experience in Customs and international trade, covering Customs administration, international trade facilitation, port/land-port operations, Customs procedures, trade documentation, regulatory compliance or related fields.
- Preferably substantial experience in senior-level Customs/CBIC or equivalent Government/industry roles involving Customs procedures, trade facilitation, digitalisation, automation or inter-agency coordination.
- Extensive knowledge of Customs procedures relating to import, export, transshipment and transit, including associated processes, documentation and data flows, with demonstrated understanding of Customs processes at seaports and land ports, including examination, assessment, clearance and allied regulatory processes.
- Familiarity with World Customs Organization (WCO) instruments relating to Customs modernisation, automation and cross-border data exchange.
- Experience in Customs digitalisation, automation, process re-engineering, system integration, data exchange or technology-enabled trade facilitation initiatives shall be an advantage.
- Strong track record in multi-agency stakeholder coordination, guiding technical teams and delivering high-quality analytical, process-mapping and process-design outputs, including coordination with Customs, port authorities, land-port authorities, logistics operators and other Government agencies.
- Strong professional competence, analytical, documentation, report-writing, communication and stakeholder-management skills in English.

Associate Expert - Customs

- Bachelor's degree in computer science/ information technology/ software engineering/ data science/ computer applications or a closely related field from a recognised University/Institution or alternatively demonstrated professional experience in the use of ICT for international trade operations.
- Minimum 10 years of relevant professional experience, including at least 6 years of professional experience in the use of ICT for international trade operations, covering Customs, Customs examination/clearance, port/land-port operations, trade documentation, cargo movement, regulatory compliance or related fields.

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- Knowledge of trade digitalisation, Customs automation and technical components of cross-border data exchange, including understanding of data fields in Customs forms and trade documentation and relevant data transmission protocols.
- Practical understanding of Customs procedures and operational workflows at seaports and/or land ports, including import, export, transshipment, transit, examination, assessment, clearance, documentation and related operational processes.
- Experience in requirements gathering, process mapping, data/document identification, data mapping, workflow validation, system/interface validation, functional testing and/or User Acceptance Testing (UAT) relating to trade, Customs, port or logistics systems.
- Experience of working with digital Customs/port/land-port systems, electronic information exchange platforms or technology-enabled trade facilitation initiatives shall be an advantage.
- Ability to support identification, mapping and validation of Customs and trade-related data elements, documentation, information flows and system interfaces required for electronic information exchange.
- Good analytical, documentation, communication and stakeholder coordination skills in English, with ability to work effectively with Customs, port, technical and other project stakeholders.

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S. No.	Position Applied For	Level of Expert as per years of experience (Tick as Applicable)	Minimum Qualification & Experience Required	Indicative Expected Remuneration of Proposed Expert Rs per Person-Month (22 working days/month) (Excluding GST) on monthly employment Basis	Indicative Expected Remuneration of Proposed Expert Rs per Person-Day (Excluding GST) on Person-Day employment Basis
1		Expert (Level 1)	a) Graduate / postgraduate in relevant field from a recognized university. Total Relevant Professional Experience of Minimum of 25 years		
2		Expert (Level 2)	a) Graduate / postgraduate in relevant field from a recognized university. Total Relevant Professional Experience of Minimum of 20 years		
3		Expert (Level 3)	a) Graduate / postgraduate in relevant field from a recognized university. Total Relevant Professional Experience of Minimum of 15 years		
4		Expert (Level 4)	a) Graduate / postgraduate in relevant field from a recognized university. Total Relevant Professional Experience of Minimum of 10 years		
5		Expert (Level 5)	a) Graduate / postgraduate in relevant field from a recognized university. Total Relevant Professional Experience of Minimum of 5 years		

COVERING LETTER FOR EOI APPLICATION

To
ED / Urban Infrastructure
RITES Limited
Shikhar, Plot No. 01, Sector-29
Gurugram, Haryana – 122001

Sub: Expression of Interest (EOI) for Empanelment of Customs Domain Experts for MAITRI Phase-II

1. With reference to your EOI document RITES/TE/MAITRI/Phase-II/Customs/2026, I, having examined the EOI document and understood its contents, hereby submit my Proposal for Qualification for the aforesaid project. The EOI Proposal is unconditional and unqualified.
2. I acknowledge that RITES Ltd. will be relying on the information provided in the EOI Proposal and the documents accompanying such EOI Proposal for qualification of the Applicants for the aforesaid Empanelment, and I certify that all information provided in the EOI Proposal is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying such EOI Proposal are true copies of their respective originals.
3. This statement is made for the express purpose of empanelment against the referred EOI.
4. I shall make available to RITES Ltd. any additional information it may find necessary or requires supplementing or authenticating the EOI Proposal.
5. I acknowledge the right of RITES Ltd. to reject our EOI Proposal without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
6. I certify that in the last three years, I have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public nor have had any contract terminated by any public for breach on our part.
7. I submit that I have not been declared insolvent, or put in receivership, bankrupt or being wound up, not have had our business activities suspended and not be the subject of legal proceedings for any of the foregoing.
8. I have not been blacklisted/debarred/banned/restricted by any department of Central Govt./State Govt./Central or State PSUs as on date of submission of the Bid.

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9. I further declare that none of the Purchase Order(s) for any Project / work of RITES were cancelled on risk & cost basis for non-performance or non-submission of performance guarantee in last 3 years.
10. I am declaring that I have examined and have no reservations to the EOI document, including Addendum issue by RITES Ltd.
11. I understand that you may cancel the prequalification process at any time and that you are neither bound to accept any EOI Proposal that you may receive nor to invite the Applicants to submit a detailed proposal for the Project, without incurring any liability to the Applicants.
12. I undertake that in case due to any change in facts or circumstances during the selection process, I am attracted by the provisions of disqualification in terms of the provisions of this EOI; I shall intimate RITES Ltd. Of the same immediately.
13. I hereby irrevocably waive any right or remedy which I may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by RITES Ltd. In connection with the empanelment of Agency in respect of the above mentioned Project and the terms and implementation thereof.
14. I agree and undertake to abide by all the terms and conditions of the EOI document.
15. In witness thereof, I submit this EOI Proposal under and in accordance with the terms of the EOI document.

Yours faithfully,

Signature & Seal (if available)

Name of Expert: _____

Position Applied For: _____

Date: _____

Place: _____

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PROFORMA-1

CURRICULUM VITAE OF EXPERT

1.	Name of Expert					
2.	Contact Details					
3.	Position Applied for					
4.	Date of Birth and Age on 01.08.2026					
5.	Years of Relevant Experience					
6.	Nationality					
7.	Key Qualification					
Educational Qualifications						
8.	College/University	Qualification			Year of Passing	
Experience Details						
9.	Duration	Name of the Project	Name of Employer	Position Held	Location	Activities Performed
10.	Membership of Professional Bodies (If Any)					
11.	Papers/ Publications (If Any)					
Languages Known						
12.	Language	Speaking		Reading	Writing	
	English					
	Hindi					
	Any Other (Please Specify)					
13.	Expected Remuneration					
	Indicative Expected Remuneration of Proposed Expert Rs per Person-Month (22 working days/ month) (Excluding GST) on monthly employment Basis					
	Indicative Expected Remuneration of Proposed Expert Rs per Person-Day (Excluding GST) on Person-Day employment Basis					

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14.Certification:

- (i) I, the undersigned Certify that, to the best of my knowledge and belief, this bio- data correctly describes my qualifications, my experience and myself. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged, in case Employer at any stage detects that misstatement have been made by me, it would be at liberty to take any appropriate action against me including debarment for up to Three Years.
- (ii) I have not been removed by Competent Authority of any Employer from any of the work without completing my assignment and shall be available to work with the Employer. In case I leave the assignment without approval of Employer or I am removed by Employer on account of some default, Employer would be at liberty to take any appropriate action against me including debarment for up to Three Years.
- (iii) I hereby undertake that I will not leave Employer assignment without giving a minimum notice of 60 days and handing over all records. I understand that if I do so then Employer would be at liberty to take any appropriate action against me including debarment for up to Three Years.
- (iv) I have no history of involvement in Vigilance/CBI/Police Case, resulting in major penalty punishment of removal/dismissal/compulsory retirement or conviction.
- (v) I have never been debarred from Consultancy Services by any Employer.

[Signature of the Expert]

Name of Expert: _____

Date: _____

Place: _____