

SUB: QUOTATION FOR COURIER SERVICE**1. Scope of work:**

India Trade Promotion Organization, a Govt. of India Enterprise, invites sealed quotations of rates for courier services (for International sector) for a period of two years. Besides light consignments, heavy consignments, viz. packets, documents and materials are also dispatched through courier abroad. Time bound excellent services around the world would be required from the empanelled agency.

2. ELIGIBILITY CRITERIA

Agencies having the following criteria shall be eligible:

- 2.1 Must be a registered business entity/service provider in India. registration no., license No./authority no. and other documents of registration as applicable and copy of certificate/proof etc. must be attached. (Photocopies of TAN/Direct tax/Income tax/Trade Tax/VAT/GST, etc., and equivalent as applicable may be attached) in the format of technical bid. (Annexure II)
- 2.2 Minimum annual turnover of Rupees 2.00 crore for the last 3 years from the business of courier services. Proof of annual turnover from the business activities with certificate from auditor or any other empowered authority (legal/government) must be attached.
- 2.3 A minimum of 3 years experience in courier service. List of major events undertaken and clients with whom they have worked in the past must be attached and be included in the envelope of technical bid (Annexure II).
- 2.5 Earnest Money Deposit (EMD) of Rs. 10,000/- (Rupees Ten thousand only) in the form of a demand draft drawn in favour of “**India Trade Promotion Organisation**” payable at New Delhi is essential and without EMD, the bid offer will be summarily rejected and the technical & Financial bids will not be opened.
- 2.6 A self attested/signed/stamped copy of the certificate/proof of the various documents.

3 Terms and Conditions:

The broad terms and conditions for courier service would be as under:

- 3.1 Clear tariff structures for International sectors as per zones arranged by ITPO are to be quoted for documents and parcels with average time of delivery in each sector including the rates for heavy parcels (Junior and Jumbo parcels) may also be quoted. As per Annexure – I attached.
- 3.2 Selected agency will be required to deposit a sum of Rs.10,000/- (Rupees ten thousand only) towards interest free refundable security deposit.
- 3.3 The agency will pick up our mails/parcels at 5 p.m. including Saturday/Sunday/holiday from this office. In case of urgent mails/parcels, you will send your representative(s) additionally also as per the instructions of ITPO.
- 3.4 Proper receipts will be given by you for each items of mail/parcel.
- 3.5 Proof of Delivery (POD) will also be submitted by you for every mail/parcel with complete details.

- 3.6 You will be informed immediately in case of any delay in delivery of mail. Undelivered mails will be returned promptly with reasons without any charge.
- 3.7 No increase in rates will be acceptable during approved period of contract.
- 3.8 Full security and delivery in good condition of mails/parcels is to be ensured failing which ITPO shall be at liberty to take claim damages/compensation.
- 3.9 Heavy consignments will be weighed properly and a Weighing Machine will be carried by you while dispatching the material.
- 3.10 The mails/parcels shall be delivered within the agreed timeframe at the destinations. Late delivery of mails/parcels or loss thereof will attract penalty as per ITPO's decision. In respect of each case of loss or delay excluding Sundays and holiday, ITPO may, without prejudice to any other steps, which it may take in this behalf, impose penalty equal to 0.5% of the value of contracted package price per day subject to maximum of 5% of total contract value. The penalty may also additionally include the loss suffered by the Recipient or any claim made by such Recipient to ITPO. The courier agency shall be liable to pay such penalty within 30 days of the communication of such imposition failing which the same shall be recovered by ITPO against the settlement of bills payable to courier.
- 3.11 ITPO will have the right to reject any or all quotation(s) without assigning any reasons.
- 3.12 ITPO shall not be bound to accept the lowest rates offered.
- 3.13 An agreement (non-Judicial stamp paper of Rs.100/-) will have to be executed before the commencement of work.
- 3.14 That in the case of any dispute, arising out of or in connection with this indenture, the matter shall be referred to CMD, ITPO, or his nominee to act as a sole Arbitrator in accordance with the Arbitration and Conciliation Act 1996. The award of Arbitrator shall be final and bind on the parties.
- 3.15 The agreement shall be within the exclusive jurisdiction of Courts at National Capital Territory of Delhi.
- 3.16 The initial contract will be for a period of two years, which can be terminated earlier also, in case of unsatisfactory service.
- 3.17 Prices quoted will be including of all taxes.
- 3.18 Only sealed and signed tenders received as per bid documents will be considered. Tenders received through other modes like Fax and email shall not be eligible for consideration. The tenders received after due time and date shall not be considered and shall not be opened. These will be returned unopened.
- 3.19 In the event that more than one bidder submits equal bids, ITPO's decision will be final and binding.
- 3.20 The bidder should not have been black-listed by any Govt. agency of India. In all such cases, the tender would be rejected and their earnest money so deposited would be forfeited.
- 3.21 Canvassing whether directly or indirectly, in connection with tenders is strictly prohibited and the tenders submitted by the contractors who resort to canvassing will be rejected.
- 3.22 The tender shall remain open for acceptance for a period of two years. If any bidder withdraws his tender before the said period or issue of letter of acceptance, whichever is earlier, or makes any modifications in the terms and conditions of the tender which are not acceptable to the department, then ITPO shall, without prejudice to any other right or remedy, be at liberty to forfeit 50% of the said earnest money as aforesaid.

Further the bidder shall not be allowed to participate in the re-tendering process of the work.

- 3.23 This bid document Inviting bids shall form a part of the contract document. The bidder has to sign each page as acceptance of this and enclose the same in the financial bid.
- 3.24 On acceptance of the tender, the name of the authorized representative(s) of the agency who would be responsible for taking instructions from the ITPO shall be communicated in writing.
- 3.25 ITPO will not entertain any claim whatsoever in respect of the taxes, if paid by the selected agency.
- 3.26 The agency shall comply with various local laws in respective country as may be applicable. The submission of the bid means that the bidder indemnifies ITPO on any claim whatsoever in this regard.

4 Payment Terms:

- 4.1 Payment will be released to the agency after successful delivery of the packets/documents/material to the consignee against an invoice.

5 SUBMISSION OF BIDS

- 5.1 Bids shall be submitted by the bidder with supporting documents in a sealed envelope in the following manner:

Envelope – I Containing Earnest Money Deposit (EMD) **Indian Rupees 10,000/-** in the form of a demand draft in favour of **India Trade Promotion Organisation** payable at New Delhi. The envelope I (annexure I) will be opened first. **Without EMD, the Technical & Financial bids will not be opened and summarily rejected.**

Envelope-II Technical Bid (Annexure-II) duly filled in with supporting documents. The envelope should be sealed and marked as “Technical Bid for **courier services**.”

Envelope – III : **Financial Bid** containing **Annexure – III and IIIA (Financial Bid)** duly filled in has to be kept in Envelope III. The envelope III should be sealed and marked as “**Financial Bid for courier services**”

Envelope- IV All the three Envelopes I,II & III should be kept inside the Envelope – IV and again sealed . **The name of the bidder should be clearly written with full address, Tel. nos., E-mail on the Envelopes (I, II,III& IV) (Only those envelopes will be open, which will have all the information as being asked here above).**

This Master Envelope (Envelope – IV) should be marked as “Tender Document for **courier services and** Shall be kept in sealed tender box at the following address by due date and time as mentioned here below:

Shri Ashok Kumar
Manager
India Trade Promotion Organisation
Pragati Bhawan, Room No. – 202, 2nd Floor
Pragati Maidan, New Delhi – 110001 (India)
Telephone No.23371330

The Bids will be opened in room No.202, Pragati Bhawan, ITPO, Pragati Maidan, New Delhi

Last date of submission of Bids : 05/2/2015 (3.00 PM)
Date of opening of Technical Bids : 05/2/2015 (3.30 PM)
Date of opening of Financial Bids : 06/2/2015 (3.00PM)

- 5.2 EMD shall be refunded to the unsuccessful parties. The EMD of successful party will be converted into Security Deposit (Interest free) which will be refunded on completion of the contract period.

Annexure- I

Enclosure for Envelope I (on company's letterhead)

INDIA TRADE PROMOTION ORGANISATION

Bids for courier services

Sl. No.	Title	Details
EMD		
1.	Registration no., license No./authority no. and other documents of registration as applicable and copy of <u>certificate/proof etc. much be attached.</u> (Photocopies of TAN/Direct tax/Income tax/Trade Tax/VAT/GST, etc., as applicable in India may be attached)	
2.	Details of Earnest Money Deposit (<u>EMD</u>). The draft of Earnest Money Deposit (EMD) has to be physical and encashable. No guarantees or other bank authority letter shall be accepted.	Amount : Demand Draft No. : Date : Bank Name :

DATE :

SIGNATURE OF AUTHORISED REPRESENTATIVE

Place :

NAME

COMPANY SEAL

(Please attach Authorization letter for signatory

Annexure II

Enclosure for Envelope II (on company's letterhead)

INDIA TRADE PROMOTION ORGANISATION

Technical Bids for Courier services

Sl. No.	Title	Details		
Eligibility Criteria				
1.	Registration no., license No./authority no. and other documents of registration as applicable and copy of certificate/proof etc. much be attached. (Photocopies of TAN/Direct tax/Income tax/Trade Tax/VAT/GST, etc., as applicable, may be attached)			
2.	Annual Turnover (last three financial years) (Please attach certificate from Auditors and other documentary evidences to establish the turnover	Year I (2011-12)	Year II (2012-13)	Year III (Latest) (2013-14)
3.	Details of Past Experience of courier service (Please attach list of Projects/Clients/ Job orders/documentary evidences)			
Company Profile				
4	Name of the Company			
5.	Address			
6.	Telephone			
7.	Fax			
8.	E-mail			
9.	Name of CEO & Title			
10.	Name of the nodal contact person with designation, e-mail id and telephone No.			
11.	Banker's details with A/c No.			
12	Year of Establishment			
13.	No. of employees			
14.	List of enclosures attached			
15.	Any other additional information, which you like to give			

It is certified that all the above information is correct and valid on the date of submission of tender. We have numbered all the pages in this envelope. The total number of pages including those of enclosures are.....

DATE :
REPRESENTATIVE

SIGNATURE OF AUTHORISED

Place :

NAME

COMPANY SEAL

(Please attach Authorization letter, if required)

Note: 1) Please number and sign each page of this tender document and enclose it in this envelope of Annexure II.

(2) Each document as shall be enclosed has to be signed/stamped.

Annexure III

INDIA TRADE PROMOTION ORGANISATION

Financial Bid of COURIER SERVICE

(1) International: (Ordinary/General rates)

(A) Documents

<u>Weight Slab</u>	<u>0-250 gms</u>	<u>251-500 gms</u>	<u>Rates of per gram.</u>	<u>Delivery Period</u>
Zone-wise rate inclusive of all taxes				
<u>Zone : 1</u>				
<u>Zone : 2</u>				
<u>Zone : 3</u>				
<u>Zone : 4</u>				
<u>Zone : 5</u>				
<u>Zone : 6</u>				
<u>Zone : 7</u>				
<u>Zone : 8</u>				
NB : <u>You may quote the rates zone wise or country wise.</u>				

(B) Non-Documents/Parcel/Material

<u>Weight Slab</u>	<u>0-500 Gms.</u>	<u>For additional 500 gms.</u>	<u>5.1-10 kg (Rate per kg.)</u>	<u>10.1-100 kg. (Rate per kg.)</u>	<u>100 .1 - 200 kg (Rate per kg)</u>	<u>More than 200 kg (Rate per kg.)</u>	<u>Delivery period</u>
Zone-wise rate inclusive of all taxes							
<u>Zone : 1</u>							
<u>Zone : 2</u>							
<u>Zone : 3</u>							
<u>Zone : 4</u>							
<u>Zone : 5</u>							
<u>Zone : 6</u>							
<u>Zone : 7</u>							
<u>Zone : 8</u>							
NB : <u>You may quote the rates zone wise or country wise.</u>							

(Signature of Authorized Signatory)

.....

Annexure IIIA

Financial Bid of COURIER SERVICE

International: Express rates

(A) Documents

<u>Weight Slab</u>	<u>0-250 gms</u>	<u>251-500 gms</u>	<u>Rates of per gram.</u>	<u>Delivery period</u>
Zone-wise rate inclusive of all taxes				
<u>Zone : 1</u>				
<u>Zone : 2</u>				
<u>Zone : 3</u>				
<u>Zone : 4</u>				
<u>Zone : 5</u>				
<u>Zone : 6</u>				
<u>Zone : 7</u>				
<u>Zone : 8</u>				
NB : <u>You may quote the rates zone wise or country wise.</u>				

(B) Non-Documents/Parcel/Material

<u>Weight Slab</u>	<u>0-500 Gms.</u>	<u>For additional 500 gms.</u>	<u>5.1-10 kg (Rate per kg.)</u>	<u>10.1-100 kg. (Rate per kg.)</u>	<u>100 .1 - 200 kg (Rate per kg)</u>	<u>More than 200 kg (Rate per kg.)</u>	<u>Delivery period</u>
Zone-wise rate inclusive of all taxes							
<u>Zone : 1</u>							
<u>Zone : 2</u>							
<u>Zone : 3</u>							
<u>Zone : 4</u>							
<u>Zone : 5</u>							
<u>Zone : 6</u>							
<u>Zone : 7</u>							
<u>Zone : 8</u>							
NB : <u>You may quote the rates zone wise or country wise.</u>							

(Signature of Authorized Signatory)

.....

(Name of the Company)

INTERNATIONAL ZONES – COUNTRY WISE

ZONE – 1 Bangladesh, Nepal, Sri Lanka (Colombo)

ZONE – 2 Bhutan, Singapore, United Arab Emirates

ZONE – 3 Bahrain, Belgium, France, Germany, Hong Kong, Indonesia, Ireland, Italy, Kuwait, Malaysia, Netherlands, Oman, Philippines, Qatar, Spain, South Korea, Taiwan, Thailand, United Kingdom, United States of America, China, New Zealand, Myanmar & Vietnam.

ZONE – 4 Austria, Australia, Canada, Denmark, Egypt, Finland, Gibraltar, Greece, Japan, Jordan, Luxembourg, New Zealand, Norway, Pakistan, Portugal, Saudi Arabia, Sweden, Switzerland, Turkey.

ZONE – 5 Brunei, Cambodia (Kampuchea), Cyprus, Fiji Island, Iran, Laos, Lebanon, Macau, Maldives, Micronesia, Mongolia, Myanmar, North Korea, Guinea, Syria, Tahiti, Tonga, Tuvalu, Vanuatu, Vietnam, Yemen, Mexico.

ZONE – 6 Argentina, Bahamas, Brazil, Chile, Kenya, Malta, Mexico, Morocco, Nigeria, Sudan.

ZONE – 7 Armenia, Bosnia, Bulgaria, Croatia, Czech Republic, Estonia, Hungary, Iceland, Lithuania, Mauritius, Moldova Republic, Poland, Romania, Russia, Serbia, Slovakia, Slovenia, South Africa, Tanzania, Uganda, Ukraine, Yugoslavia, Zambia, Zimbabwe, Israel & Belarus.

ZONE – 8 Albania, Algeria, American Samoa, Andorra, Angola, Anguilla, Antigua, Aruba, Azerbaijan, Barbados, Belize, Bermuda, Bolivia, Bonaire, Botswana, Burkina, Faso, Burundi, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Columbia, Comoros, Islands, Congo, Cook Island, Costa Rica, Cuba, Curacao, Djibouti, Dominican-Republic, Dominica.

Ecuador, EL Salvador, Ethiopia, Equatorial-Guinea, Farce Island, French Guyana, Gabon, Gambia, Ghana, Grenada, Guadeloupe. Guam, Guatemala, Guinea, Bissau, Guinea Republic, Guyana, Haiti, Honduras, Israel, Ivory Coast, Jamaica, Kazakhstan, Kiribati, Kyrgyzstan, Latvia, Lesotho, Liberia, Libya, Liechtenstein, Madagascar, Malawi, Mali, Martinique, Mauritania, Micronesia, Islands, Monaco, Montserrat, Mozambique, Namibia, Nauru, New Caledonia, Nicaragua, Niger, Panama, Paraguay, Peru, Puertorico, Reunion Island, Rwanda, Saipan, Sao Tome, Senegal, Seychelles, Sierra Leone, Solomon Islands, SOMALIA, St. Bartheleme, St. Croix, St. Kitts, St. Lucia, St. Maarten, St. Thomas, St. Vincent, Surinam, Swaziland, Tajikistan, Tobago, Togo, Trinidad, Tunisia, Turkmenistan, Uruguay, Uzbekistan, Venezuela, Western Samoa and Zaire.

ZONES ZONE 1 ZONE 2 ZONE 3 ZONE 4 ZONE 5 ZONE 6 ZONE 7 ZONE 8

Delivery Schedule :

NB : You may quote the rates zone wise or country wise.