

INDIAN INSTITUTE OF MANAGEMENT, RAIPUR

Atal Nagar, Kurru (Abhanpur), Raipur 493661

NOTICE INVITING TENDER FOR HIRING OF COURIER SERVICE

IMPORTANT DATES

Last date and time for submission of tender : 09th Oct 2020 - 03:30 PM
Date and time for Opening of Tender : 10th Oct 2020 - 03:30 PM
Date of opening of the financial bid will be intimated to eligible bidders later on.

NIT No. - IIMR/Tender/2020-21/10 date 25/09/2020. E-tender is invited for hiring of courier service at IIM Raipur. A free view NIT is available on Govt. E-Procurement portal i.e. <https://eprocure.gov.in>. Interested Courier Agencies meeting the eligibility criteria are requested to sign-in (new user sign-in only with DSC) online to obtain user-ID and password using Digital Signature. The tender documents comprise of technical and financial bid. It is requested to download the tender on acceptance of terms and conditions. The technical and financial bid duly filled may be uploaded on the E-Portal of Govt. site i.e. <http://eprocure.gov.in> using Digital Signature before the last date and time of submission as mentioned above. The credentials as listed below shall be uploaded online.

GENERAL TERMS AND CONDITIONS:

Indian Institute of Management, Raipur, set-up by the Ministry of Human Resources Development, Government of India having its office at Atal Nagar, Kurru (Abhanpur), Raipur 493661 invites offers in prescribed BOQ from reputed firms/ agencies with the specified specification in enclosed proforma.

1. Institute's courier services are required in India and abroad as well.
2. Institute invites the quotations for procuring the services of courier agencies.
3. The details of terms and conditions are being given in tender document.
4. The technical specification of courier services are to be complied with by the bidder, are detailed in the BOQ.
5. All filled bids should be submitted on or before 03:30 PM of last date.
6. Tenders received after the stipulated date and time shall not be entertained under any circumstances whatsoever. The IIM Raipur shall not be liable for any postal delays whatsoever. Conditional tenders shall not be entertained.
7. Tender/Application Fee of Rs. 500/- (Rupees Five Hundred only) plus 18 % GST in the form of Demand Draft payable to "Indian Institute of Management Raipur" payable at Raipur. Deposition of Application fee through any other form will not be accepted and the original one should reach to the address mentioned below so as to reach latest by 03:30 PM on or before the last date 09/10/2020.

To,

The CAO
Indian Institute of Management
Atal Nagar, Kurru (Abhanpur)
Raipur - 493 661 (C.G.)

8. All other technical bid documents with Annexures must be filled and uploaded online through CPP portal. Manual bid will not be accepted.

Eligibility Conditions:

1. The Courier Bidders is required to have branch offices at Raipur (C.G.), metropolitan cities, state capitals and other major towns of India. The courier service is required to provide a list of stations along with addresses, telephone number, e mail and Fax where its offices or contact offices are located (Documentary evidences must be uploaded online along with page number).
2. Only authorized agencies in the business of providing courier service with minimum experience of 3 years in the services are permitted (Documentary evidences must be uploaded online along with page number).
3. The Bidders must have carried out similar work during the last three years and at least two orders of similar work in Government/autonomous organizations or public sector undertakings or reputed companies. A copy of the award letter satisfactory performance certificate is required to be furnished from at least two of the above organizations.
4. Annual turnover from similar works of last three years (2017-18, 2018-19, 2019-20) should be more than Rs. 5 Lacs (Rupees Five Lacs only) each year (CA Certified Annual Turnover detail must be uploaded online) .
5. The details of inputs/information required to be submitted by the Bidders is as per the **Annexure-I**.
6. The bidder should not be blacklisted/terminated by any Government organization/Bidders for unsatisfactory past performance, corrupt, fraudulent or any other unlawful or unethical business practices shall not be eligible (Self declaration letter in company letter head must be uploaded online).

TERMS AND CONDITIONS:

1. The Bidders should be well equipped to pick up any number of documents to be presented/ handed over in one consignment.
2. The bidder should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this tender. An undertaking in this regard from the Company Secretary or Authorized Signatory.
3. The IIM Raipur reserves the right to reject or accept any or all bid(s) without assigning any reasons and to restrict the list of pre-qualified agencies to any number deemed suitable by it, if too many bidders are received satisfying the basic pre-requisite criteria.
4. The quantities mentioned in the financial offer are tentative for evaluation of tender only actual quantities may vary.
5. An All India Network of own offices with officers responsible & their Telephone Nos. should be mentioned in the quotation, indicating the time required for delivery in each city/town.
6. A list of cities/stations, where services are to be provided shall be attached with the offer, indicating the time required for delivery in each city/town.
7. In respect of delayed delivery of articles, a penalty of Rs. 100/- per day will be levied and no payment against such articles will be made. For non-delivery & non-receipt of any information, a token penalty of Rs. 500/- (Rupees Five Hundred only) per article will be deducted against monthly bill. All the undelivered consignments shall be returned within the assured time to the Institute by indicating reasons.
8. In the event of the services not being up to the mark on account of any reason, either party may prematurely terminate the contract by giving a notice of at least one month.
9. No variations in the above basic terms & conditions will be permitted in the offer to be submitted by the parties.

PRICE

1. The bidder(s) shall quote rates inclusive of all fees, cesses, duties, rate charges, surcharges, octroi, transport, freight, costs & other components etc. **GST Will be paid extra as per actual at the time of billing.**

VALIDITY OF THE BIDS

1. Bids shall remain valid for 90 days after the date of opening of Bids prescribed by the IIM Raipur. A bid valid for a shorter period may be rejected as non-responsive. However, the prices finalized after opening the tenders shall not increase throughout the period of implementation and operation. In exceptional circumstances, the IIM Raipur may request the Bidder(s) for an extension of the period of validity. The request and the responses thereto shall be made in writing (or by email). The validity of EMD shall also be suitably extended.

AMENDMENT OF TENDER

1. At any time prior to the last date for receipt of Bids, the IIM Raipur, may, for any reason, whether at its own initiative or in response to a clarification requested by the Bidders, modify the Tender by issuing an addendum/corrigendum. Any such amendment issued along with the original Tender document will constitute Revised Tender.
2. The addendum/corrigendum will be uploaded on the www.iimr.ac.in and <https://eprocure.gov.in/>. The Bidders are requested to visit the website frequently to check for any amendments.

SCOPE OF WORK

1. The Bidders will arrange to pick up the letters/articles/envelopes/packets etc. from the premises of Indian Institute of Management, Raipur at Atal Nagar, Kurru (Abhanpur), Raipur 493661 on daily basis between 3.00 P.M. to 5.30 P.M on all working days. In case of on holidays, if there are some urgent requirements (in consultation with authorize personnel of IIMR).
2. The Bidders should have picking system of documents taken for delivery & should provide their own website address. The courier Bidders will provide the online tracking system for the institute consignments.
3. Computerized Bills for the services provided will have to be raised on monthly basis latest by 10th of next month for the purpose of processing the payment.
4. The Bidders will be responsible for providing monthly consolidated data of proof of delivery (PODs) by 10th of next month for the deliveries made during the previous month indicating the date of dispatch from IIMR and date of receipt by the consignee along with the PODs.
5. The Bidders will return the undelivered parcels/letters within two weeks with justification.
6. The Bidders will arrange to deliver parcels/letters within 24 hours in all major cities which are connected by Air, within 48 hours in smaller cities, within 96 hours in remote stations and 3-4 days for international deliveries.
7. The Bidders will ensure that all the parcels/letters are delivered to the recipient to whom it is meant for and in no case is delivered to anybody other than the recipient.

PERIOD OF CONTRACT:

1. The initial contract will be for a period of one year, which can be further extended up to 03 (Three) years on yearly basis on mutual consent and performance of vendor. Performance of Vendor can be reviewed any time.
2. On expiry of one year, the IIMR reserves the right to extend the contract for another one year [maximum period of three years] on the same terms & conditions in writing if the service of the Bidders found satisfactory. Bidders shall have no right or claim for the extension of the contract in any circumstances and decision of the IIMR shall be final and absolute.

SECURITY DEPOSIT

The successful bidder has to submit Security deposit Rs. 10,000/- (Rupees Ten Thousand Only) in the form of demand draft immediately within 7 (seven) days after accepting the Work Order.

PAYMENT TERMS

1. The Courier service will raise bills on completion of each calendar month. The proof of Delivery (PODs) will be preserved and maintained by courier Bidders and should be submitted along with the monthly bill payment the Payment will be made within a reasonable time after scrutinizing and verifying.
2. In case of untimely or non-delivery of parcels/letters etc. or damage to the parcels/letter, IIM Raipur reserves the right to deduct the amount from the monthly billing of the Courier Service.

TERMINATION OF THE CONTRACT

1. IIM Raipur may terminate the contract without assigning any cause by giving three months' notice in writing. However, the notice period may be extended by mutual agreement till alternate arrangements are made. Further, any pending or unresolved service, function, task, performance, unpaid fees and any other remedies shall continue by both the parties during the period of termination notice and the same must be satisfied before this agreement is terminated.
2. The Bidders shall have no claim to any payment or compensation whatsoever on account of any profit or advantage, which would have derived from the execution of the work in full, but which he did not derive in consequences the full amount of the work not having been carried out, neither shall he have any claim on compensation / damage for the loss suffered by him by reason of termination of agreement by the IIM Raipur.
3. The Institute without prejudice to any other remedy, res terminate the Tender / Contract in whole or in part and also to blacklist the Bidders for a suitable period without giving any notice in case he fails to honor his bid or contract without sufficient grounds or found guilty for breach of condition /s of the tender or contract, negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct by Bidders or by its staff or agent.

LIQUIDATED DAMAGES

1. The timely and accurate delivery of the letters/articles/packets/documents etc. with utmost promptness is the essence of this tender. Extensions of the time limit of the delivery of the packets/articles/documents beyond the agreed delivery schedule will not be given except in exceptional circumstances. In case of delay in delivery beyond the agreed delivery schedule, penalty at the rate of 5% of the bill value for each day of delay or part thereof, subject to maximum 100% of total work order value of delivery rate. Quantum of liquidated damages assessed and levied by the IIM Raipur shall be final and not challengeable by the Bidder.
2. The Bidders shall exercise due care and caution while transporting the consignments to avoid any damage or loss at any stage. The Bidders shall be responsible for the safety of the consignment in their custody. IIM Raipur shall be at liberty to recover all the damages or any payable amount from the Bidder's monthly bills, if the Bidders fails in taking care of the consignment in its custody.
3. All the material shall be deemed to be in the possession of the Bidders and in his care and custody, at his risk and responsibility from the moment they have been handed over to and accepted in writing by the Bidders or his representative at the pickup point and till such time they are delivered to the addressees under proper acknowledgement. The Bidders shall be responsible for any mishap, accident on route, the consequences thereof including legal compensations, if any, and payable during the execution of the contract. The IIM Raipur shall not be in any way responsible for any accident or damages incurred or claims arising there from during the period of the contract.
4. Subject to clause for Force Majeure if the bidder fails to provide the service as agreed, the IIM Raipur at its discretion may without prejudice to any other right or remedy available to the IIM Raipur in the tender and the Contract, forfeit the entire performance bank guarantee submitted by the agency, apart from blacklisting of the Bidders for further participation in any of the tenders of the IIM Raipur.

INDEMNITY

The Courier Bidders hereby covenants and agrees to indemnify and shall at all times keep indemnified the IIM Raipur against any loss or damage that the IIM Raipur may sustain as a result of the failure or neglect of the Bidders to faithfully carry out its obligations under this agreement or negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct of the Bidders or its employees, agents, representatives and further to pay for all loses, damages, costs, charges and expenses which the IIM Raipur may reasonably incur or suffer, and to indemnify and keep indemnified the IIM Raipur in all respects.

ARBITRATION

1. In the event of any dispute difference, claims and demands arising between IIM Raipur and the Bidders in any matter arising in relation or connection or pursuant

or touching to the meaning, operation, effect or interpretation of this tender / agreement directly or indirectly, the matter shall be referred to the Director, IIM Raipur who may himself act as sole arbitrator or may name as sole arbitrator an officer of IIM Raipur notwithstanding the fact that such officer has been directly or indirectly associated with this contract. The decision / award of the Arbitrator shall be final and binding on the parties. Cost of Arbitration will be shared equally by the parties.

2. The place of the arbitration shall be at IIM Raipur.
3. The Arbitration proceeding shall be governed by the Arbitration and Conciliation Act of 1996 as amended from time to time.
4. The proceedings of arbitration shall be in English or Hindi language.

JURISDICTION

In respect of any dispute arising between IIM Raipur and the Bidders in any matter covered/touched this tender / contract or arising directly or indirectly there from or connected or concerned with the said contract, the courts at Raipur shall only have the jurisdiction.

(Agency Detail)**Annexure-I**

Details of Inputs/ Information to be provided by the Bidder

S. No.	Particulars	Information /inputs to be filled by the Bidder (if required separate sheets may be enclosed)	Placed at page No. of Tender
1	Name and address of the agency, telephone number, fax, mobile number, email address		
2.	GST No. (Attach a copy)		
3	Type of organization (Whether proprietorship, partnership, private limited, limited company)		
4	Name and address of the directors/ proprietor /partners		
5	Year of formation of the company/ experience as a courier agency (in months (Attach a copy)		
6	List of Branches in Raipur (c.g.)and other cities in India and abroad and contact details		
7	Name of Agency's 2 largest clients, to whom Bidders provides similar Services. (Attach a copy)		
8	Details of registration/ membership/ trade license (Attach a copy)		
9	24 hour helpline numbers & details of dedicated customer support		
10	Barcoded AWB facilities (Attach a copy).		
11	Online Software for tracking end-to-end delivery of Documents. (Web tracking facility)		

Undertaking:

I hereby certify that all the information furnished above is true to my knowledge. I have no objection to IIM Raipur verifying any or all the information furnished in this document with the concerned authorities, if necessary. I also certify that, I have understood all the terms and conditions indicated in the tender document and hereby accept the same completely.

Signature of the authorized signatory of the agency

Date:

Place:

Official seal/stamp

FINANCIAL BID
(To be Filled Online on CPP Portal)

1. Document (Domestic/Letter/Parcel/Package)

Description (including weight)	Rates delivery in Local Raipur Distt. (C.G.)	Metro & other Cities directly connected with Air.	Rates delivery in Rest of India.
0 – 250 gms			
Every additional 250 gms and part thereof upto 5 Kilogram			
More than 5 Kilogram			

Terms and Conditions:-

1. GST will be paid extra as per actual at the time of billing.
2. Bidder quoted the lowest rate in the all category will be declared L-1 bidder. The decision of the Tender committee will be final for the selection of L-1 bidder in the financial bid stage.

I hereby certify that all the information furnished above is true to my knowledge. I have no objection to IIM Raipur verifying any or all the information furnished in this document with the concerned authorities, if necessary. I also certify that, I have understood all the terms and conditions indicated in the tender document and hereby accept the same completely.

Signature of the authorized signatory of the agency

Date:

Place:

Official seal/stamp

ANNEXURE-III

**INTERNATIONAL MAIL PROFORMA
(OPTIONAL CATEGORY)**

Zones	Zones I Rate	Zones -II Rate	Zones -III Rate	Zones -IV Rate	Zones -V Rate	Zones -VI Rate
Weight slab						
Letter/Parcel/P acket 0 - 250 gms						
Letter/Parcel/P acket Every additional 250 gms and part thereof upto 5 Kilogram						
Letter/Parcel/P acket more than 5 Kilogram						

Fuel Charges, if any			
Any other charges:			

Date:

Signature of the authorized signatory of the agency

Place:

Official seal/stamp

ANNEXURE-IV

INTERNATIONAL DOCUMENT (OPTIONA CATEGORY)

For outside India the Zone wise rates are submitted separately indicating the different zones and transit time for each zone, etc. A zone wise list of countries are as given below:

Zones	I	II	III	IV	V	VI	Remarks
Country	Bangladesh Bhutan Maldivas Nepal SriLanka UAE	Bahrain Hong Kong Iran Jordan Kuwait Lebanon Pakistan Cater Saudi Arabia Singapore Sultan-Oman Syria Yemen	Australia China Brunei Cambodia East Timor Indonesia Laos Macau Malaysia Mongolia Myanmar New- Zealand Philippines South-Korea Taiwan Metnam Thailand	UK W. Germany Switzerland Netherland Luxembour g Belgium Denmark France Italy Monaco Japan	USA Maxico Canada	Austria Turkey Andorra Belarus Sulbaria	

Date:

Place:

Signature of the authorized signatory of the agency

Official seal/stamp

Declaration & Acceptance of Terms and Conditions

To,

The Director
Indian Institute of Management,

Subject:- TENDER FOR APPOINTMENT OF COURIER SERVICE AGENCY

Sir,

This is with reference to your tender no: **RFQ No. IIMR/TENDER/ ARC COURIER/...../ 2020-21 dated** due on We are interested in participate in the tender for appointment of courier service agency. We have read and understood the details as given in the tender information regarding the Scope of Work and Terms and Conditions for the selection and the same are acceptable to us.

We have been given all the required information by IIM Raipur. We have submitted the required Documents as per the format. We certify that we are eligible as per the said Terms. The duly signed copies of all the tender pages are attached herewith.

Date:

Signature of the authorized signatory of the agency

Place:

Official seal/stamp