

Sub: Empanelment of an agency for providing courier services at NIRDPR – Reg.

...

Sirs,

Sealed Tender are invited from reputed Courier Service Agencies those who fulfils the eligibility criteria indicated at para 3 of this enquiry letter, for providing Domestic courier dispatch services for non documents items (all types of printed books) from NIRDPR, Rajendranagar, Hyderabad – 500 030 to different offices across the country.

2. Sealed quotations are invited for providing courier services at NIRDPR as indicated below:

Sl. No.	Particulars	Rate per kg (Rs.)			
		By Air		By Surface	
		Metro	Non Metro	Metro	Non Metro
1.	Domestic Express Service (Non documents upto 500 kgs.)				
2.	Domestic Express Service (Non documents 500 - 1000 kgs.)				
3.	Domestic Express Service (Non documents more than 1000 kgs.)				

Note: a) The quoted rates are inclusive of all taxes, packing charges, fuel surcharges. The details of taxes included and the rates considered at the time of bidding are mentioned.

3. Eligibility criteria:

- Minimum 3 years experience of providing courier services.
- Network: Should have delivery services facility across India.
- Should be empanelled with / have executed job as Courier Services provider for at least three Govt. Institutions / PSUs / autonomous bodies during the past three financial years i.e. from FY 2013-14 to FY 2015-16 (Documentary proof of empanelment/work order to be enclosed).
- Should have turnover of minimum Rs. 10 lakh for each year during last three financial years. (Attach audited balance sheet of F.Y. 2013-14, 2014-15 and 2015-16).
- Should have its own website with on line tracking facility for tracking the delivery status of consignments.
- Should be able to provide 24x7 customer service helpline and support. (Details to be furnished in company letterhead)

4. Documents to be enclosed by the bidder along with the quotation:

- a) Registration certificate of the firm
- b) GST Registration Certificate
- c) Authorisation letter issued by the Courier Agency
- d) DD for Rs.10,000/- towards EMD
- e) Annual Turnover of last three years i.e. 2013-14, 2014-15 and 2015-16
(Attach annual audited balance sheet & Profit & Loss Account for the financial year 2013-14, 2014-15 and 2015-16)
- f) PAN No.

5. Terms and conditions

- a) The contract is valid for a period of one year from the date of placement of work order.
- b) **EMD:** A sum of Rs.10,000/- (Rupees ten thousand only) shall be paid as earnest money in the form of Demand Draft issued by a Scheduled Bank drawn in favour of NIRDPR payable at Hyderabad No interest is payable on EMD amount.
- c) **Security Deposit:** A Performance Bank Guarantee of Rs.30, 000/- (Rupees thirty thousand only) be furnished by the successful bidder towards security deposit which will be refunded after completion of the contract period.
- d) **The successful bidder should pack the material as per the standard specifications, mark the packets and pick the packed material from NIRDPR** and arrange door delivery of the material at different destinations across the country. Local transport charges etc., if any will not be paid by the Institute.
- e) **Time schedule for delivery of the parcels:** Within 24/48 hours in all major cities which are connection by air and 7 working days for rest of India connected by rail. If parcels are picked up before 13.00 hrs, then day will be included in delivery schedule. In case of delay in delivery, a fine as fixed by the competent authority of the Institute shall be imposed on each day.
- f) **Terms of Payment:** No advance amount will be paid. 100% payment of the Courier Service Provider shall be released after submission of the bills duly supported by the relevant documents as proof of delivery in good condition through cheque/RTGS.
- g) The parcels given by the NIRDPR to the Courier Service Provider should be delivered with utmost safety and security. The Agency should take utmost care not to leak/divulge any information of the addressee or the contents of the articles/packages/ documents so dispatched to any third party. In case of any occurrence of damage, theft, pilferage in transit, the responsibility shall be that of the Courier Service Provider. The cost of the material shall be recovered from them.
- h) The empanelled courier agency will collect non documents items (parcels) from the authorized representative of the Institute as per requirement from time to time on all working days and also on holidays if there are some urgent requirements and will furnish receipt of the same. In cases of emergency, flexible pick up time will be provided.
- i) The Courier agency will arrange to deliver parcels within 24/48 hours in all major cities for rest of India which are connected by Air, 5 working days for rest of India connected by rail Note: If samples are picked up before 13.00HR, then day will be included in delivery schedule.
- j) In case of delay in delivering the parcels/letters within specified period, the NIRDPR may, without prejudice to any other steps it may take in this regard, impose penalty of 50% cut in charges payable for delay up to one day and 100% cut in charges payable for delay of more than one day except in case of "force majeure".

- k) The courier agency will ensure that all the parcels are delivered to the recipient to whom it is meant for and in no case is delivered to anybody other than the intended recipient.
- l) The Courier agency will furnish proof of delivery of parcels every week after getting signature of the recipient, his/her name and telephone number. The Representatives of Courier Service will write the name and telephone number of the recipients themselves.
- m) The NIRDPR may for any reasons whatsoever or without assigning any reason discontinue the arrangement before the expiry of the period mentioned in this agreement by issuing a notice of 30 days to the Courier agencies.
- n) **Arbitration:** in the event of any dispute arising under these conditions or any conditions contained in the Purchase Order or in connection with this contract, the same shall be referred to the sole arbitration of the Director General or some other persons appointed by him. The award of the arbitrator shall be final and binding on the parties to this contract.
- o) **Jurisdiction:** The order executed will be subject to Indian law and local courts at Hyderabad only.
- p) NIDPR reserves the right to reject any or all the bids without assigning any reason thereof and also reserves the right to reissue tender if required.

6. Your sealed quotation duly marked on the cover as “**Quotation for providing courier service**” so as to reach Stores Section, NIRDPR, Hyderabad on or before 16.10.2017 for taking further necessary action at our end.

Yours faithfully,

ASST. REGISTRAR (T)