





**भारतीय प्रबन्ध संस्थान लखनऊ**  
**INDIAN INSTITUTE OF MANAGEMENT LUCKNOW**  
Prabandh Nagar, IIM Road, Lucknow - 226013

Date: 04/10/2021

**CORRIGENDUM-1**

This has reference to RFP NO. IIML/PUR/DISPATCH/10/2021-22 dated 10/09/2021 for "PROVIDING COURIER SERVICES ON ANNUAL RATE CONTRACT" at IIM Lucknow

Extension for last date of tender submission:

|                                   |  |
|-----------------------------------|--|
| Last date of Submission of tender | 07 <sup>th</sup> October, 2021 on or before 02:00 PM   |
| Date of opening of Tender         | The Tender documents shall be opened on the 08 <sup>th</sup> October, 2021 at 03:00 PM in the presence of authorized representative of the bidders, if any |

Rest terms & conditions of the tender document shall be remains unchanged.

Administrative Officer  
Purchase & Stores



# INDIAN INSTITUTE OF MANAGEMENT LUCKNOW

## Prabandh Nagar, IIM Road, Lucknow – 226013

### REQUEST FOR QUOTATIONS (RFQ) FOR “PROVIDING COURIER SERVICES ON ANNUAL RATE CONTRACT AT IIM LUCKNOW”

|                                      |                  |
|--------------------------------------|------------------|
| RFQ No. IIML/PUR/DISPATCH/10/2021-22 | Date: 10/09/2021 |
|--------------------------------------|------------------|

An RFQ is floated for inviting quotations from the prominent bidders for “PROVIDING COURIER SERVICES ON ANNUAL RATE CONTRACT” at IIM Lucknow.

#### BID INFORMATION:

|   |   |
|---|---|
| Document Description  | RFQ for “PROVIDING COURIER SERVICES ON ANNUAL RATE CONTRACT AT IIM LUCKNOW”   |
| EMD & Security Money  | EMD/Bid Security is exempted as per GoI, Department of Expenditure, OM No. F.9/4/2020-PPD dated 12.11.2020 & A bid security declaration Shall be provided by the Bidder (See Annexure-I)<br>Security Money/Performance Security will be as per GoI, Department of Expenditure, OM No. F.9/4/2020-PPD dated 12.11.2020 upto the Contract period, the successful bidder has to submit performance security Rs.5,000/- (Rupees Five Thousand only) during the contract or its extension (s). |
| Last date & Time of Submission of Response to RFQ Document                                | <b>Last date: 01/10/2021 upto: 5.00 PM</b><br><b>Opening date: 04/10/2021 at 11:00 AM</b>   |
| Bid Opening (Venue, Date & Time)  | Meeting Room (1 <sup>st</sup> Floor), Samadhan Building, IIM Lucknow, Prabandh Nagar, IIM Road, Lucknow – 226013<br>Date: 04/10/2021 Time: 11:00 AM   |
| Bid Validity  | 120 days from the date of opening of bids.  |
| Name, Designation, Address and other details (For Submission of Response to RFQ Document) | Chief Administrative Officer<br>Indian Institute of Management,<br>Prabandh Nagar, IIM Road ,<br>Lucknow -226013 ,<br>Phone :0522 -6696917/6929   |

#### **IMPORTANT INSTRUCTIONS FOR BIDDERS**

1. The technical specifications of services, to be complied with by the bidder, are detailed in the RFQ.
2. The bidder shall explicitly indicate the relevant supporting documents stipulated in this document.
3. All filled bids are to be submitted along with Annexure-A (a hard copy along with the necessary documents) the given below address on or before the last date & time mentioned on page-1 of this RFP.

4. The Director of the Institute reserves the right to reject any of the offers without assigning any reasons thereof.
5. Quotation in sealed envelope shall contain the consent for acceptance of all the terms & conditions, the requisite enclosures and the price bid.
6. If any of the document submitted by the tenderer is found fake, even after the acceptance of tender, the contract will be terminated for which the concerned tenderer will itself be responsible and no compensation, etc., will be paid by the IIM, Lucknow. **Performance Security/EMD will be forfeited on such event.**
7. If the bidder withdraws his bid during the period of bid validity, the EMD shall be forfeited (if any) and the firm may be black listed.
8. The incomplete bids, conditional bids, bid-nonconforming to the terms and conditions to the terms & conditions and bids not submitted in the prescribed format are liable for rejection.
9. The bidder shall carefully examine and understand the specifications/nature of work/conditions in this document and seek clarifications, if required, to ensure that they have understood all specifications/conditions of RFP. Such clarifications should be sought before submission of bids.
10. Sealed tenders containing the requisite information/documents and acceptance of terms & conditions along with price bid shall be send through Speed post/Registered post/Courier services/by hand on or before the last date & time mentioned on page-1 of this RFP. The sealed envelope should be super scribed at the top of the envelope "Quotation for Courier services with enquiry no and date. Enquiry should be addressed to **Chief Administrative Officer, IIM Road, Prabandh Nagar, Lucknow-226013.**

## 1. SCOPE OF WORK

- a) The courier agency will arrange to pick-up the letters/articles/envelopes/packets etc. from the premises of Indian Institute of Management, Lucknow at IIM Road, Prabandh Nagar, Lucknow on daily basis between 3.00 P.M. to 5.30 P.M.
- b) Institute's courier services are required in India and abroad as well
- c) The courier agency should have picking system of documents taken for delivery & should provide their own website address
- d) The Courier Agency will be responsible for providing monthly consolidated data of proof of delivery (PODs) by 10<sup>th</sup> of next month for the deliveries made during the previous month indicating the date of dispatch from IIM and date of receipt by the consignee along with the PODs
- e) Computerized Bills for the services provided will have to be raised on monthly basis latest by 10<sup>th</sup> of next month for the purpose of processing the payment.
- f) 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.
- g) The Courier Agency has to submit 100% shipper copies on the same day.

## 2. ELIGIBILITY CRITERIA

- 2.1 The bidder should have some experience of providing courier services to any organization of repute (enclose work order / certificate).
- 2.2 Should possess necessary statutory licenses for their existing businesses (Enclose GST Registration Certificate).
- 2.3 The Bidder should enclose 'Bid Security Declaration(Annexure-I), or valid NSIC / MSME for similar services with the technical bid.
- 2.4 The bidder should have average minimum annual turnover of Rs. 2.00 lakh during the last three financial years for similar services (Enclosed CA Certificate or Profit & Loss Account and Balance Sheet duly audited by the Chartered Accountant or ITR of Proprietor for the FY 2018-19, 2019-20 and 2020-21 or 2017-18)

- 2.5 Acceptance of the tender document i.e. Annexure-2 shall be submitted stamp and signed
- 2.6 The bidder should not be blacklisted or in any Government/PSU/Autonomous bodies. An undertaking duly signed & stamp in this regard should be attached with the bid documents. (Annexure-II)

### **GENERAL TERMS & CONDITIONS**

1. **Disqualification:** The proposal is liable to be disqualified in the following cases
- i. Proposal not submitted in accordance with this document
  - ii. During validity of the period, or its extended period, if any, the bidder increases his quoted prices.
  - iii. Proposal is received incomplete form.
  - iv. Proposal is received after due date and time
  - v. Proposal is not accompanied by all requisite documents.
  - vi. Information submitted in the tender proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
  - vii. If Quotation is received without MSME certificate/Bid Security Declaration.
  - viii. If Quotation is not addressed to The Chief Administrative Officer (CAO), Indian Institute of Management Lucknow, Prabhand Nagar, Lucknow.
  - ix. If the bidder has been black listed by any Government/PSU/Autonomous organization

### **2. PRICING**

- a) Quote price for each of the components and also the total amount as per the tender document.
- b) The prices are to be quoted on individual item rather than the total package.
- c) Where there is difference between rates in figures and the rates, quoted in words shall be considered as correct.
- d) Where the rate quoted by the tenderer in figures and in words tally, but the amount is not worked out correctly, the rates quoted by the tenderer shall be considered as correct and amount shall be corrected accordingly.
- e) If any bidder quotes NIL charges in price bid, the bid shall be treated as unresponsive and will not be considered.

### **3. PAYMENT TERMS:**

100% payment after completion of successful execution of courier services and on submission of monthly bill duly verified by user department after getting satisfied by the rendered courier services.

4. The Indian Institute of Management, Lucknow do not bind themselves to accept the lowest or any other tender and reserve the right to accept or reject any or all the tenders either in full or in part without assigning any reason.
5. In case of differences arising in the terms and conditions of the tender documents with the firm(s), the decision of IIM Lucknow shall prevail.
6. IIM Lucknow reserves the right to modify/change/delete/add any further terms and conditions prior to actual signing of the agreement.
7. The contractor shall not sublet, transfer or assign the contract or any part thereof. In the event of the contractor contravening this condition, in addition to forfeiture of Performance security, the firm can be blacklisted by IIM Lucknow.

8. The tender shall be opened & evaluated by the tender committee and the successful tenderer shall be informed.
9. If any discrepancy occurs between the various instructions conveyed to contractor or his authorized representative or if any misunderstanding arises between the contractor's staff and IIM's staff, the contractor shall report the matter immediately to the IIM. The decisions of IIM shall be final and binding. Moreover, no claims for losses due to discrepancies between instructions, doubts or misunderstandings shall be admissible.
10. **RISK PURCHASE:** In case of the tenderer's failure to provide satisfactory service toward the scope of work, IIM Lucknow reserves the right to go for Courier service from other sources by fresh tendering and in that event additional cost incurred by IIM Lucknow for actual final executing the job if any, will be recovered from the tenderer
11. **FORCE MAJEURE CLAUSE:** Force majeure is hereby defined as any cause which is beyond the control of the contracted bidder or IIML as the case may, which they could not foresee with a reasonable amount of diligence and which could substantially affect the performance of the contract, such as natural phenomena (including but not limited to floods, droughts, earthquakes, epidemics, etc.), acts / directions of any Government (including but not limited to war, declared or undeclared, priorities quarantines, embargos, etc.); provided that either party shall within 15 days from the occurrence of such a cause notify the other party in writing of such causes. Bidder to note that rains, droughts and monsoons are not part of force majeure and bidder is required to provide all its facility as per the stipulated minimum requirements.

The bidder or IIML shall not be liable for delays in performing their obligations resulting from any force majeure cause as referred to the defined above. Hence during the period of force majeure, as indicated and covered above, during which the services are not provided by the contracted bidder or not availed by IIML, both parties will not be liable for their obligations under the contract. Thus the Force Majeure will free both parties from contractual obligations / liability when prevented by such events from fulfilling obligations as the same will be suspended for the period of Force Majeure. However, if the performance in whole or part or any obligation under this contract is prevented or delayed for period exceeding 120 days, either party may at its option terminate the contract without any financial repercussions on either party by giving at least 15 days notice.

12. **TERMINATION CLAUSE:** Either party hereto may terminate the Contract without cause at any time, upon at least 3 months' written notice. If the contract is terminated due to poor performance or non-performance or reason of bidder's convenience the security money would be forfeited. If any loss of property occurs due to negligence of the party, the amount of loss of property decided by the competent authority would be deducted from the running bill.
13. **PENALTY CLAUSE:**
  - a) 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
  - b) For non-delivery & non-receipt of any courier, a token penalty of Rs. **500/-** per article will be imposed. All the undelivered consignments shall be returned within the assured time to the Institute by indicating reasons.

14. **DISCLAIMER CLAUSE:** IIM Lucknow has the discretion and right at any stage to cancel/add or amend the information, terms, procedure and protocol set out in the RFQ and the bidder has no claims against such right. The institute has unfettered right hereunder to terminate the arrangements at any time without assigning any reason whatsoever. The jurisdiction for dispute (s), if any, shall be Lucknow.

15. **DISPUTE SETTLEMENT & APPOINTMENT OF ARBITRATOR:** “All disputes or differences whatsoever arising between the parties out of or relating to the construction, meaning and operation or effect of the Tender and the resulting agreement or the breach thereof that cannot be settled by good faith and negotiations between the parties within 60 days of the commencement of negotiations shall be settled by referring the dispute to the Director, IIM Lucknow, who may either himself decide the dispute as Arbitrator or appoint some other person as Arbitrator to adjudicate the same, who shall be unconnected with IIM Lucknow. The proceedings will be governed by the provisions of the Arbitration & Conciliation Act 1996.

By consent of parties the jurisdiction of all other courts are excluded and the courts at Lucknow alone shall have jurisdiction. The language of the Arbitration shall be English

**TECHNICAL BID**

**To BE FILLED BY THE BIDDER**

The bidder is required to provide the following details in the prescribed format and also enclose self-attested copy in support of the information provided, wherever applicable:

|    |  |                                 |
|----|--|---------------------------------|
| 1. | Name of the Bidder (Firm)  |                                 |
| 2. | Address of the Bidder/ Firm  |                                 |
| 3. | Contact Phone number(s) of the bidder:<br>Email ID:  |                                 |
| 4. | Year of Establishment  |                                 |
| 5. | GSTIN & PAN No.<br>(Enclose GST Registration certificate and PAN)  | GSTN NO. _____<br>PAN No. _____ |
| 6. | Experience in similar field.<br>(Enclose work orders/ completion certificate)  |                                 |
| 7. | Bid Security self-declaration form is attached (Annexure-I)  | Yes/No                          |
| 8. | The bidder should have average annual turnover of Rs. 2.00 lakh during the last three financial years for similar services (Enclosed CA Certificate or Profit & Loss Account and Balance Sheet duly audited by the Chartered Accountant or ITR of Proprietor for the FY 2018-19, 2019-20 and 2020-21 or 2017-18) | Yes/No                          |
| 9. | Self-Declaration for Non-Blacklisting of bidder by any organization and acceptance of tender conditions & other relevant conditions (Annexure-II)  | Yes/No                          |
| 10 | Self-attested tender documents   | Yes/No                          |

This is to certify that I have understood the terms & condition of the tender document and all the information provided above & enclosed is true to the best of my knowledge and belief.

**Signature of the Bidder** \_\_\_\_\_

Date: \_\_\_\_\_

**Financial Bid**

**(To be quoted by the bidder)**

- 1. For Domestic (Letter/Parcel/Packet) - (Weightage for deciding the lowest Bid: 50 marks): The rates quoted in column (B), (C) & (D) for all types will be added, the bidder quoting the lowest rate (in total for this section) will be awarded 50 marks. Marks of other bidders will be reduced proportionately as per rate quoted by them.**

Name of Bidder: \_\_\_\_\_

| DESCRIPTIONS<br>(including weight)                              | Rates delivery<br>in Local<br>Lucknow | Rates delivery in<br>U.P/Delhi/Punjab/Haryana/Uttaranchal<br>(Northern Region) | Rates delivery in<br>rest in India |
|---|---------------------------------------|--|------------------------------------|
| (A)   | (B)                                   | (C)  | (D)                                |
| 0-50 grams  |                                       |  |                                    |
| 51-100 grams  |                                       |  |                                    |
| 101-150 grams   |                                       |  |                                    |
| 151-200 grams   |                                       |  |                                    |
| 201-250 grams   |                                       |  |                                    |
| Every<br>additional 250<br>gms and part<br>thereof upto 5<br>KG |                                       |  |                                    |
| Rate for initial 5<br>KG  |                                       |  |                                    |
| Rate for 1 kg<br>additional (over<br>& above 5 kg)              |                                       |  |                                    |

- 2. For Domestic (Parcel for more than 5 kg): (Weightage for deciding the lowest Bid: 25 marks): The rates quoted in column (B), (C) & (D) for all types will be added, the bidder quoting the lowest rate (in total for this section) will be awarded 25 marks. Marks of other bidders will be reduced proportionately as per rate quoted by them.**

| Description<br>(including weight) | Rates for Local<br>delivery (500-<br>1000) in single<br>lot | Rates for delivery in<br>UP/Delhi/Haryana/Punjab/<br>Uttaranchal (500-1000) in<br>single lot | Rates for delivery in rest of<br>India (500-1000) in single<br>lot |
|-----------------------------------|---|--|--|
| (A)                               | (B)   | (C)  | (D)  |
| 0-100 grams                       |   |  |  |
| 0-250 grams                       |   |  |  |
| Additional 500<br>grams           |   |  |  |

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1. **For International Courier Services (Through DTDC/DHL/FEDEX): (Weightage for deciding the lowest Bid: The rates quoted for zone A to H, will be added. The bidder quoting the lowest rate (in total for this section) will be awarded 25 marks. Marks of other bidders will be reduced proportionately as per rate quoted by them.**

- Zone A: Bhutan, Bangladesh, Maldives, Nepal, Sri Lanka, UAE.
- Zone B: Bahrain, Hong Kong, Iran Jordon, Kuwait, Lebanon, Oman, Pakistan, Qatar, Saudi Arabia, Singapore, Syria.
- Zone C: Australia, Brunei, Indonesia, Malaysia, Myanmar Cambodia, China, South Korea, Laos, Macau, Mongolia, New Zealand, Philippines, Taiwan, Thailand, Vietnam.
- Zone D: Belgium, Denmark, France, Germany, Italy, Luxembourg, Netherlands, Switzerland, U.K.
- Zone E: Canada, Mexico, USA
- Zone F: Japan
- Zone G: Austria, Andorra, Belarus, Bulgaria, Cannary Island, Czech Republic, Cyprus, Faroe Island, Finlands, Gibraltar, Guernsey, Greece, Ireland, Israel, Jersey, Malta, Norway, Poland, Portugal, Romania, Spain, South Africa, Sweeden, Turkey, Yugoslavia
- Zone H: Rest of World

**(To be filled by the bidder)**

| Zone                           | A | B | C | D | E | F | G | H |
|--------------------------------|---|---|---|---|---|---|---|---|
| Dox (500gm)                    |   |   |   |   |   |   |   |   |
| Sample/ Parcel (500 gm)        |   |   |   |   |   |   |   |   |
| Add. (500 gm)                  |   |   |   |   |   |   |   |   |
| For parcel of 10 KG            |   |   |   |   |   |   |   |   |
| For additional 1 kg over 10 kg |   |   |   |   |   |   |   |   |

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2. **Additional charges:**
- a. Percentage of Fuel Surcharge payable over & above the rate quoted above (Declared by the parent courier company every month, any increase / decrease will be adjusted as per rate declared every month): .....
  - b. Rate of GST in percentage \_\_\_\_\_

**Signature of the Bidder** \_\_\_\_\_

Date: \_\_\_\_\_

**Notes for Evaluation the bids:**

- a. Financial bids will be assessed of only those bidders who meets the eligibility criteria mentioned in this RFP and submitted filled, signed & stumped Technical Bid with requisite information & supporting documents.
- b. Sr. no. 4 (a) & (b) will be paid extra, as per percentage quoted by the bidders. However, while comparing the rates, the Fuel surcharge & GST (to be calculated as per percentage quoted by the bidder) will be added to rates quoted by the respective bidders.
- c. Total marks of section 1, 2 & 3 obtained by the bidders will added. The bidder with highest marks, will be awarded the contract.

**Annexure I**  
**Bid Security Declaration Form**  
<on the Letterhead of the Bidder>

To,  
The Chief Administrative Officer (CAO),  
Indian Institute of Management Lucknow

<Date>

Dear Sir,

I/We, the undersigned declare that: I/We understand that bids must be supported by a Bid Security Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with IIML for a period of two years from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity or its extended period, if any; or

b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity:

(i) fail or refuse to execute the contract, if required, or

(ii) fail or refuse to furnish the Performance Bank Guarantee, in accordance with the Instructions to Bidders.

c) If the bidder is found indulging in any corrupt, fraudulent or other malpractice in respect of the bid;

I/We understand this Bid Security Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of

(i) the receipt of your notification of the name of the successful Bidder; or

(ii) thirty days after the expiration of the validity of my/our Bid.

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**STAMP & SIGNATURE OF THE BIDDER**

**Annexure-II**  
**(ON LETTER HEAD OF THE BIDDER)**

**UNDERTAKING**

With respect my/our bid submitted against NIT No. \_\_\_\_\_ dated \_\_\_\_\_, I / We \_\_\_\_\_ Partner / Sole Proprietor (Strike out which is not applicable) of (Name & Address of Firm) \_\_\_\_\_ to hereby declare and solemnly affirm:-

- a) That the individual/ firm/ Agency is /are not debarred or black-listed by any department of the Union Govt./State Government or any Autonomous Institute.
- b) That no partner or shareholder, directly or indirectly connected with the applicant has been debarred or blacklisted by any department of Union Govt./State Govt. or Autonomous Institute.
- d) That the terms and conditions for FMS at IIML is acceptable to me/ us. I/We will abide by them in Letter and spirit.
- e) That I/ We will provide Total Facility Management Services in the stipulated period.
- f) That no partner or shareholder, directly or indirectly is connected/related to any employee working in the IIM Lucknow.

I/ We do hereby solemnly declare and affirm that the above declarations are true and correct to the best of my/our knowledge and belief. No part of it is false and nothing has been concealed therein. We understand that in case the information provided by us found to be false/ incomplete at any stage, our bid / empanelment will be liable to be cancelled / terminated and attract appropriate action.

Date: \_\_\_\_\_

Place: \_\_\_\_\_

STAMP & SIGNATURE OF THE BIDDER