



भारतीय प्रबंध संस्थान, लखनऊ
INDIAN INSTITUTE OF MANAGEMENT, LUCKNOW
PRABANDH NAGAR, IIM ROAD, LUCKNOW -226013 (U.P.), INDIA

RFQ No. IIML/PURCHASE/ARC COURIER/11/2019-20

dated 29/05/2019

To,

M/s

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REQUEST FOR QUOTATION: HIRING OF COURIER SERVICES ON
ANNUAL RATE CONTRACT BASIS

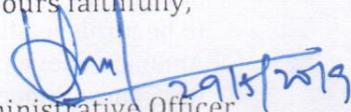
Dear Sirs,

IIM Lucknow intend to engage a vendor for hiring of courier services on annual rate contract basis

Kindly send your most competitive rates along with application fee of Rs. 500/- (Rupees Five Hundred only) in a form of demand draft, validity of rates in a sealed envelope addressed to **Officer on Special Duty, Indian Institute of Management, Prabandh Nagar, IIM Road, Lucknow - 226 013** with Enquiry No. and date super scribed before **1400 hours** on **20/06/2019** the due date. The quotations should be sent by Registered/Speed post or Courier services only. Quotations received after the due date/time shall not be considered for processing.

Thanking you,

Yours faithfully,


Administrative Officer
Purchase & Stores

GENERAL TERMS AND CONDITIONS:

Indian Institute of Management, Lucknow, set-up by the Ministry of Human Resources Development, Government of India having its office at Prabandh Nagar, IIM Road, Lucknow-226013 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 02:00 PM of last date.
6. Tenders received after the stipulated date and time shall not be entertained under any circumstances whatsoever. The IIM Lucknow shall not be liable for any postal delays what so ever. Conditional tenders shall not be entertained.
7. Tender/Application Fee of Rs. 500/- (Rupees Five Hundred only) in the form of Demand Draft payable to "Indian Institute of Management Lucknow" from any Nationalized Bank payable at Lucknow. 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 02:00 PM on or before the last date 20/06/2019.

To,

**The Officer on Special Duty
Indian Institute of Management
Prabandh Nagar, Off. Sitapur Road,
Lucknow - 226 013 (U.P.)**

Eligibility Conditions:

1. The Courier Bidders is required to have branch offices in all 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.
2. Only authorized agencies in the business of providing courier service with minimum experience of 3 years in the services are permitted.
3. The Bidders must have carried out similar work during the last three years and at least three 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 three of the above organizations.
4. Annual turnover from similar works of last three years (2015-16, 2016-17, 2017-18) should be Rs. 5 Lacs (Rupees Five Lacs only) each year.
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.

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 Authorised Signatory.

3. The IIM Lucknow 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 quotation to be submitted by the parties.

SUBMISSION OF TENDER

1. Authorized Signatory: Each and every page of the tender document should be signed by Authorized person / signatory and to be enclosed with the Financial Bid form and the work experience certificate. Representative will have to enclose the Letter of Authority / the Power of Attorney along with this offer or when demanded by IIM Lucknow, otherwise the offer will be considered null and void at any stage as per the decision of IIM Lucknow.
2. The bidder(s) shall quote rates inclusive of all statutory levies, GST, *fees, cesses, duties*, rate charges, surcharges, octroi, transport, freight, costs & other components etc. Rates should be quoted both in figures as well as in words. In case the rates quoted in words & figures are at variance, the rates written in words will be taken as final.

VALIDITY OF THE BIDS

1. Bids shall remain valid for 90 days after the date of opening of Bids prescribed by the IIM Lucknow. 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 Lucknow 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 Lucknow, 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.iiml.ac.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, Lucknow at IIM Road, Prabandh Nagar, Lucknow 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 authorise personnel of IIML).
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 IIM 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.
8. The Bidders will furnish proof of delivery of parcels/letters 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 and give daily receipts.
9. The Courier Bidders has to submit 100% shipper copies on the same day.

PERIOD OF CONTRACT:

1. The initial contract will be for a period of one year, subject to review after 3 months regarding the satisfactory performance and service levels, which can be further extended up to 03 (Three) years on yearly basis on mutual consent.
2. On expiry of one year, the IIML reserves the right to extend the contract for another one year [maximum period of two 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 IIML 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 from Govt. Sector Bank as per the format given in **Annexure-VII** immediately within 7 (seven) days after accepting the Work Order. An agreement will also be executed within 7 (seven) days after accepting the Work Order to cover any loss or damage caused to or suffered by the IIM Lucknow due to acts of commission and omission by the Bidders or any failure on the part of Bidders in fulfilment of terms and conditions.

PAYMENT TERMS

- I. 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.
- II. In case of untimely or non-delivery of parcels/letters etc. or damage to the parcels/letter, IIM Lucknow reserves the right to deduct the amount from the monthly billing of the Courier Service.

TERMINATION OF THE CONTRACT

1. IIM Lucknow 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 Lucknow.
3. The Institute without prejudice to any other remedy, reserves the right to 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 honour 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. IIM Lucknow decision in such a situation shall be final and shall be accepted by the service provider without any objection or resistance. In such case of termination, the IIM Lucknow will have the right to put in place any other Bidders for carrying out the remaining enrolment work. Any extra expenditure shall be recovered from the agency.
4. If the successful bidder withdraws or the services provided by the successful bidder are not found satisfactory (say in a month or so) during the probationary period of three months from the date of taking over charge, IIM Lucknow reserves the right to terminate the contract without giving any notice and initiate appropriate necessary action in the matter for making alternate arrangements.

LIQUIDATED DAMAGES

- I. 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 20% of the bill value for each day of delay or part thereof, subject to maximum 100% of total agreement value of delivery rate. Quantum of liquidated damages assessed and levied by the IIM Lucknow shall be final and not challengeable by the Bidder.
- II. 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 Lucknow 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.
- III. 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 Lucknow shall not be in any way

responsible for any accident or damages incurred or claims arising there from during the period of the contract.

- IV. Subject to clause for Force Majeure if the bidder fails to provide the service as agreed, the IIM Lucknow at its discretion may without prejudice to any other right or remedy available to the IIM Lucknow 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 Lucknow.

INDEMNITY

The Courier Bidders hereby covenants and agrees to indemnify and shall at all times keep indemnified the IIM Lucknow against any loss or damage that the IIM Lucknow 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 losses, damages, costs, charges and expenses which the IIM Lucknow may reasonably incur or suffer, and to indemnify and keep indemnified the IIM Lucknow in all respects.

ARBITRATION

- I. In the event of any dispute difference, claims and demands arising between IIM Lucknow 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 Lucknow who may himself act as sole arbitrator or may name as sole arbitrator an officer of IIM Lucknow 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.
- II. The place of the arbitration shall be at IIM Lucknow.
- III. The Arbitration proceeding shall be governed by the Arbitration and Conciliation Act of 1996 as amended from time to time.
- IV. The proceedings of arbitration shall be in English language.

JURISDICTION

In respect of any dispute arising between IIM Lucknow 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 Lucknow shall only have the jurisdiction.

**(RFQ No. IIML/PURCHASE/ARC COURIER/11/ 2019-20 dated 29/05/2019)
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 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)		
12	Income tax return of the last three financial years (2015-16, 2016-17, 2017-18) (Attach a copy)		
13	Income Tax Permanent Account No. (Attach a copy)		

Undertaking:

I hereby certify that all the information furnished above is true to my knowledge. I have no objection to IIM Lucknow 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.

Date:

Signature of the authorized signatory of the agency

Place:

Official seal/stamp

FINANCIAL BID

ANNEXURE-II

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

Description (including weight)	Rates delivery in Local Lucknow Distt. (UP)	Rates delivery in U.P./Delhi/Punjab/ Haryana & Uttaranchal (Northern Region)	Rates delivery in Rest of India
0 - 250 gms			
<u>Every additional 250 gms and part thereof upto 5 Kilogram</u>			
<u>More than 5 Kilogram</u>			

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

Description (including weight)	Document Local Lucknow (500- 1000) in single lot	Document -500-1000 (UP/Delhi/Haryana/Punj ab /Uttranchal) in single lot	Document 500- 1000 Rest of India in single lot
0-250 grams			
Additional 250 grams			

Any other charges:	
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Date:

Signature of the authorized signatory of the agency

Place:

Official seal/stamp

ANNEXURE-III

INTERNATIONAL MAIL PROFORMA

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

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:

Signature of the authorized signatory of the agency

Place:

Official seal/stamp

Declaration & Acceptance of Terms and Conditions

To,

The Officer on Special Duty
Indian Institute of Management,
Prabandh Nagar, Off Sitapur Road,
Lucknow-226013

Subject:- TENDER FOR APPOINTMENT OF COURIER SERVICE AGENCY

Sir,

This is with reference to your tender no: **RFQ No. IIML/PURCHASE/ARC COURIER// 2019-20 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 Lucknow. 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

ANNEXURE-VI

**AGREEMENT FOR APPOINTMENT OF COURIER SERVICE BIDDERS FOR DELIVERY OF LETTERS /
MAILS/ PACKETS/ PARCELS ETC. OF THE IIM LUCKNOW CAMPUS**

(SPECIMEN COPY)

No. _____ Dated _____ This agreement is made at -----
----on this _____ Day of _____ 2019 between **Indian Institute of Management,**
Lucknow (hereinafter called IIM Lucknow) which expression shall ,unless repugnant to the context
hereinafter contained, Include its successors and assigns of the one part and
_____ carrying on business at _____ under the name of
_____ (hereinafter called the Bidders which expression shall be deemed to include his/their
respective Heirs, Executors, Administrators, Legal Representative, Successors and Assignees) on the
other part for the purpose of performing the courier related services at the rates and under the terms
and conditions specified in the tender form and its annexure.

Whereas the Bidders has agreed with the IIM Lucknow to perform all the operations set forth in the
tender documents including its annexures, which shall be treated as an integral part of this
agreement, upon the terms and conditions governing contract annexed.

In consideration of the payment to be made by IIM Lucknow, the Bidders shall duly perform the said
operations as mentioned in the tender document and its annexure and shall execute the same with
great promptness, care and diligence to the satisfaction of IIM Lucknow and will carry out the work
in accordance with the terms and conditions of contract with effect from _____ day of _____,
2019 upto _____ of _____ 2020 and will observe, fulfil and honour all the conditions
mentioned in the tender document. IIM Lucknow hereby agrees that if the Bidders observe and
honour the said terms and conditions of the contract, IIM Lucknow will pay or cause to be paid to
the Bidders for the operations, on the completion thereof, the amount due in respect thereof at the
rates specified in the schedule hereto annexed. The cost of stamp duty on this account shall be borne
by Agency. In witness whereof the said parties have hereunto set their hands the day and year first
above written.

Date:
Place:

Signature of the authorized signatory of the agency
Official seal/stamp