

भारतीय प्रबंध संस्थान इंदौर
INDIAN INSTITUTE OF MANAGEMENT INDORE

प्रबंध शिखर, राऊ-पीथमपुर रोड, इंदौर - 453556
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निविदा क्रमांक Tender No: IIMI/2019-20/38



दिनांक/ Date: Nov 06, 2019

मुल कूरियर एजेंसीज की घरेलू एवम अंतरराष्ट्रीय कूरियर सेवाएँ प्राप्त करने के लिये एजेंसी के चयन हेतु निविदा
आमंत्रण सुचना

NOTICE INVITING TENDER FOR HIRING OF AGENCY FOR AVAILING DOMESTIC AND INTERNATIONAL
COURIER SERVICES OF OEM-COURIER AGENCIES

भारतीय प्रबंध संस्थान इंदौर (आईआईएम इंदौर) एक बोली प्रणाली में निम्नलिखित सेवाओं के लिए प्रतिष्ठित और अनुभव एजेंसीयों से ऑनलाइन टेंडर आमंत्रित करता है।

Indian Institute of Management Indore (IIMI Indore) invites online bids in Single Bid system for the following services from reputed and experience agencies:

निविदा का संक्षिप्त विवरण Brief Details of Tender:

सेवा का विवरण Service Description	निविदा की वार्षिक अनुमानित कीमत Estimated Annual Cost of Tender	अग्रिम जमा EMD	निविदा फीस सभी टैक्स मिलाकर Tender Fee (inclusive of all taxes)
HIRING OF AGENCY FOR AVAILING DOMESTIC AND INTERNATIONAL COURIER SERVICES OF OEM-COURIER AGENCIES	₹ 7,20,000/-	₹ 30,000/-	₹ 500/-

निविदा दस्तावेज <http://eprocure.gov.in/eprocure/app> से डाउनलोड किया जा सकता है और केवल इसी पोर्टल के माध्यम से जमा किये जाने की अंतिम तिथि और समय तक प्रस्तुत किया जाना चाहिए।

The Tender Document can be downloaded from Central Public Procurement (CPP) Portal <http://eprocure.gov.in/eprocure/app> and bid is to be submitted online only through the same portal up to the last date and time of submission of tender.

निविदा की महत्वपूर्ण तिथियाँ Critical Dates of Tender:

क्रमांक S. No.	विवरण Particulars	दिनांक Date	समय Time
01	निविदा के डाउनलोड की तिथि एवं समय Date & Time of Download of Tender	06-11-2019	1730 Hrs.
02	बोली जमा करने की प्रारंभ तिथि एवं समय Bid Submission Start Date & Time	06-11-2019	1730 Hrs.
03	बोली जमा करने की अंतिम तिथि एवं समय Bid Submission Close Date & Time	21-11-2019	1500 Hrs.
04	अग्रिम जमा राशि एवं निविदा शुल्क को जमा करने की अंतिम तिथि एवं समय Closing Date & Time for Submission of EMD and Tender Fee	21-11-2019	1500 Hrs.
05	तकनीकी बोलियों का खोला जाना Opening of Technical Bids	22-11-2019	1500 Hrs.

विषय सूची
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1. ABOUT IIM INDORE

Indian Institute of Management Indore is an institution of national importance under the Indian Institutes of Management Act, 2017.

2. SCOPE OF WORK (Schedule of Requirement)

- a) The Institute intends to engage a reputed and experienced agency for availing **Domestic and International Courier Services** of atleast of four OEM-Courier Agencies namely FedEx, Bluedart, DTDC, First Flight as and when required. Tentative number of Parcel / Letter etc. are given here below :

S. No.	Category / Slab	Tentative Number of Domestic (Nos)	Tentative Number of International (Nos)
1	Up to 50 Grams	150 Nos*	120 Nos*
2	51 Grams & Up to 100 Grams		
3	101 Grams & Up to 300 Grams		
4	301 Grams & Up to 500 Grams		
5	501 Grams & Up to 1 Kilogram		
6	Bulk Cargo Exceeding one Kilogram		

*** Please be noted that the number of parcel / letter are given in the above table are tentative. The actual number of parcels / letters may increase and decrease.**

The estimated tender amount specified in Estimated Tender Value is for reference purpose only and the institute does not give guarantee for any such volume of parcel / letter etc.

- b) The Authorized representative of Courier agency will collect parcels/letters from the Institute Prabandh Shikhar, Rau-Pithampur Road Indore - 453556, Madhya Pradesh, India.
- c) The agency should collect documents/parcels on all working days and on holidays if there are some urgent requirements.
- d) The authorized representative of Courier agency will be required to furnish receipt of the parcels/letters collected.
- e) The Courier agency will return the undelivered parcels/letters within two weeks.
- f) The courier agency 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.
- g) The Courier agency will furnish proof of delivery of parcels/letters etc. 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.

- h) The bidders will provide the online tracking system for the Institute consignments.
- i) 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.
- j) The bidders will be responsible for providing 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 IIMI and date of receipt by the consignee along with the PODs.

3. TENDER FEE & EARNEST MONEY DEPOSIT DETAILS

- a) **Tender Fee of ₹500/- (Rupees Five Hundred only)** inclusive of all taxes in the form of NEFT / RTGS from Nationalized/scheduled bank in favour of Indian Institute of Management Indore, payable at Indore should be submitted.
- b) **EMD of ₹30,000/- (Rupees Thirty Thousands only)** in the form NEFT / RTGS from Nationalized/scheduled bank in favour of Indian Institute of Management Indore, payable at Indore, should be submitted.
- c) Micro and Small Enterprises (MSEs) firms as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with the Central Purchase Organisation or the concerned Ministry or Department or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) for **all these items only**, are exempted from Tender fee/EMD. However, they have to enclose valid self-attested registration certificate(s) alongwith the tender to this effect.
- d) **The bidders who seeks exemption from Tender fee/EMD as per clause no. 3(c) above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.**
- e) EMD of all unsuccessful bidders (if any) will be returned after finalization of the tender. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Guarantee as per Sl. No. 15 (a).
- f) In case of successful tenderer, the EMD (if any) may be adjusted towards the Performance Security deposit on request.
- g) The amount of EMD (if any) is liable to be forfeited, if the tenderer withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Security Deposit.
- h) No interest will be paid on the EMD (if any) / Performance Security deposited / remitted.
- i) The details pertaining to Tender fee/EMD (if any) are to be filled as per Annexure-I.

4. ELIGIBILITY CRITERIA:

4.1 OID (other important documents):

OID viz. Firm Incorporation Certificate, PAN details, GST details are to be provided.

4.2 Statutory Documents:

- a) The Bidder should give self-declaration certificate for acceptance of all terms & conditions of tender documents. A duly completed certificate to this effect is to be submitted as per the **Annexure-I**
- b) The agency should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India. A duly completed certificate to this effect is to be submitted as per **Annexure-II**.
- c) The agency should have successfully **executed at least two contracts** of similar nature in the past five years from the date of publication of tender. The bidder should attach copies of the work orders / contracts along with satisfactory report from clients. The details of the same along with supporting document are to be submitted as per the **Annexure-III**.
- d) The average Annual Turnover from the similar business should be not be less than to Rs. 2,16,000/- during the previous three financial years (2015-16 to 2017-18) or (2016-17 to 2018-19). Copies of duly signed profit & loss accounts / CA Certificate with UDIN is to be submitted as per the **Annexure-IV**.
- e) The agency **should have its office in Indore city for operational conveniences**. The agency is required to provide a list of Office Address, Telephone number, e-Mail and Fax where its offices or contract offices are located. Proof of the same is to be submitted as per the **Annexure-V**
- f) The agency should have at least one year's experience with any Government Organization / Government Institute / Government run Central or State University as per **Annexure-VI**.

4.3 Technical Criteria

Bidders should comply eligibility and technical requirement, No deviations are acceptable. The detailed format is attached at **Annexure-VII**. The bidder is to complete the same in all respect and submit bid accordingly.

5. FINANCIAL BID DETAILS

Financial bid i.e. BOQ given with tender to be uploaded after filling all relevant information, failing which the offer is liable for rejection. Kindly quote your offer on FOR IIM INDORE **(Exclusive of applicable taxes and inclusive of all other charges)**.

Vendor should quote prices (Service Charges) in BOQ only, offers indicating rates anywhere else shall be liable for rejection.

6. TIME SCHEDULE

क्रमांक S. No.	विवरण Particulars	दिनांक Date	समय Time
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05	तकनीकी बोलियों का खोला जाना Opening of Technical Bids	22-11-2019	1500 Hrs.

7. AVAILABILITY OF TENDER

The tender document can be downloaded from <http://eprocure.gov.in/eprocure/app> and Institute website <https://www.iimidr.ac.in/tenders/> and be submitted only through <http://eprocure.gov.in/eprocure/app>.

8. BID VALIDITY PERIOD

The bid will remain valid for 90 days from the date of opening as prescribed by IIM Indore. A bid valid for a shorter period shall be rejected, being non-responsive.

9. BID SUBMISSION

9.1 Instruction to Bidder

Bidders are required to enrol on the e-Procurement module of the **Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>)** by clicking on the link "**Online Bidder Enrolment**" on the CPP Portal. **The registration is completely free of charge.**

Possession of a valid Class II/III DSC in the form of smart card / e-token is a prerequisite for registration and participating in the bid submission activities. DSCs can be obtained from the authorised certifying agencies recognized by CCA India (e.g. Sify/TCS/nCode/eMudhra etc).

Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.

The Bidders are required to log in to the site through the secured log-in by entering their respective user ID / password and the password of the DSC.

The CPP portal also has user manuals with detailed guidelines on enrollment and participation in the online bidding process. The user manuals can be downloaded for reference.

Any queries related to process of online bid submission or queries related to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The **Toll Free** contact numbers for the helpdesk are 1800 3070 2232, 7878007972 and 7878007973.

9.2 Online Bid Submission Procedure

Other Important Documents (OID): The file should be saved in a PDF version and should comprise of the following items:

1. [Packet-1](#): Duly Completed Scanned PDF of PAN Card.
2. [Packet-2](#): Duly Completed Scanned PDF of Registration Certificate Details.
3. [Packet-3](#): Duly Completed Scanned PDF of GST.

Cover-1: The file should be saved in a PDF version and should comprise of the following items:

1. [Packet-1](#): Duly Completed Scanned PDF copy of Annexure-I with transaction details for Tender Fee & EMD.
2. [Packet-2](#): Duly Completed Scanned PDF copy of Annexure-II.
3. [Packet-3](#): Duly Completed Scanned PDF copy of Annexure-III with supporting Documents.
4. [Packet-4](#): Duly Completed Scanned PDF copy of Annexure-IV with supporting Documents.
5. [Packet-5](#): Duly Completed Scanned PDF copy of Annexure-V.
6. [Packet-6](#): Duly Completed Scanned PDF copy of Annexure-VI.
7. [Packet-7](#): Duly Completed Scanned PDF copy of Annexure-VI.
8. [Packet-8](#): Financial Bids in XLS version Filled with all relevant information

9.3 Online Submission of Tender Fee & Earnest Money Deposit (EMD)

It is also required to submit Tender Fee & EMD through NEFT or RTGS at the following account before 21-11-2019 at 1500 Hrs.

Name of Beneficiary: Indian Institute of Management Indore

Address: Rau-Pithampur Road, Indore-453556, M.P.

Account No.: 53018623445

Name of the Bank: State Bank of India

Branch Address: IIM Indore Campus

IFSC Code: SBIN0030525

10. BID OPENING

- a) Bids will be opened on 22-11-2019 at 1500 Hrs.
- b) **Bids should be summarily rejected, if tender is submitted other than through online or original EMD & tender fee are not submitted within stipulated date / time.**

11. BID EVALUATION

- a) The offer which meets the NIT and Technical requirement including eligibility criteria shall be eligible for further consideration. Before opening of the financial bids, offers of all techno-commercially acceptable tenderers shall be at par.
- b) Based on results of the Technical evaluation, IIM Indore evaluates the Commercial Bid of those bidders who qualify in the Technical Evaluation.
- c) The commercial bid will be evaluated as follows:

Sr. No.	Scope of Work	Weightage
(i)	Service Charges for Domestic Courier Service	55%
(ii)	Service Charges for International Courier Charges	45%
Total		100%

- d) The Commercial Bid with the lowest price after giving the weightage of each components as mentioned above, will be the highest evaluated bid.

12. PAYMENT TERMS

- a) Computerized Bills for the services provided will have to be raised on monthly basis to concern department i.e. Reception Centre, IIM Indore **latest by 10th of next month** for the purpose of processing the payment.
- b) No advance payment will be made in any case. Bills in Duplicate along with **proof of delivery (PODs)** should be sent and the payment shall be released generally within 30 days, only after it is ensured that the quality of the services provided are to the entire satisfaction of IIM Indore.

13. PENALTY

- a) In case of delay in commencing of the contractual service, IIM Indore reserves the right to avail courier services from the open market. The courier charges shall be recovered from the EMD / Performance Security deposit submitted by the agency.
- b) In case of any unsatisfactory service, suitable penalties as decided by the Competent Authority shall be levied after issuing notice.
- c) The bidders shall exercise due care and caution while transporting the consignment to avoid any damage or loss at any stage. The bidders shall be responsible for the safety of the consignment in their custody. IIM Indore shall be at liberty to recover all the damage or any payable amount from the bidder's monthly bills, if the bidder fails in taking care of the consignment in its custody.
- d) All the material shall be deemed to be in the possession of the bidders and 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 addresses under proper acknowledgement. The bidders shall be responsible for any mishap, accident on route, the consequence thereof including legal compensation, if any, and payable during the execution of the contract. The IIM Indore shall not be in any way responsible for any accident or damages incurred or claims arising there from during the period of the contract.

14. PERFORMANCE SECURITY DETAILS

- a) The successful tenderer will have to deposit the performance security in the form of DD/TDR/FDR/Bank Guarantee @10% of the order amount valid for **contract period plus three months** at the earliest. No interest will be paid by IIM Indore on the deposit.
- b) Performance Security will be refunded to the firm, after it duly performs and completes the contract/warranty period in all respect.
- c) Performance Security will be forfeited if the firm fails to perform/abide by any of the terms or conditions of the contract.
- d) In case, the firm fails to provide the required services within specified delivery period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.
- e) In case of non-receipt of Security Deposit within 14 days from the date of receipt of the order, EMD will be converted into Security Deposit and the balance amount will be recovered from the bill submitted for the payment.

15. CONTRACT PERIOD

- a) The contract will be initially for a period of two years. Based on satisfactory performance, the contract may be extended further up to three years on mutually agreed terms and conditions.
- b) IIM Indore can terminate the contract with a notice of 30 days period in case the services are not found satisfactory. In such a case, IIM Indore will pay on actual work basis for the duration for which the services were used during the period in question.

16. DELIVERY SCHEDULE

The successful bidder should start the services within 30 days (Maximum) from the receipt of the order / LOI.

17. TERMS AND CONDITIONS

17.1 Termination for Insolvency

- a) The IIM Indore may at any time terminate the Contract by giving a written notice to the awarding firm, without compensation to the firm, if the firm becomes bankrupt or otherwise insolvent as declared by the competent Court, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the representative of IIM Indore.
- b) The courts of Indore alone will have the jurisdiction to try any matter, dispute or reference between the parties arising out of this purchase. It is specifically agreed that no court outside and other than Indore Court shall have jurisdiction in the matter

17.2 Force Majeure

- a) Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or for the delayed fulfillment of any of its contractual obligations, if the affected party within 15 days of its occurrence informs in a written form the other party.
- b) Force Majeure shall mean fire, flood, natural disaster or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lockouts i.e. beyond the control of either party.

17.3. Arbitration

- a) In the event of any dispute or difference arising under this Tender, the Director, IIM Indore or his nominee is the arbitrator and the decision of the arbitration will be binding on both parties.

17.4. Other Conditions

- a) **The bidder has to upload the relevant & readable files only as indicated in the tender documents. In case of any irrelevant or non-readable files, the bid may be rejected.**
- b) IIM Indore reserves the right to accept or reject any or all the tenders in part or in full or may cancel the tender, without assigning any reason thereof.
- c) IIM Indore reserves the right to relax / amend / withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any inquiry after submission of the quotation will not be entertained.
- d) IIM Indore reserves the right to modify/change/delete/add any further terms and conditions prior to issue of purchase order.
- e) In case the bidders/successful bidder(s) are found in breach of any condition(s) at any stage of the tender, Earnest Money shall be forfeited.
- f) Conditional tenders will not be considered in any case.
- g) IIM Indore shall not be responsible for any transaction delay i.e. non-receipt of the EMD & Tender Fee amount.
- h) Tender fees will not be refunded if the bidder does not submit the online bid on CPP portal by due date and time
- i) **IIM Indore may issue amendment/corrigendum to tender documents before due date of submission of bid. Any amendment/corrigendum to the tender document if any, issued by IIM Indore will be posted on CPP Portal. For the bidders, submitting bids on downloaded tender document, it is 'bidders' responsibility to check for any amendment/corrigendum on the website of IIM Indore or check for the same CPP Portal before submitting their duly completed bids.**
- j) The bidders should be well equipped to pick up any number of documents to be presented / handed over in one consignment.
- k) The English version shall always prevail in case of any discrepancy or inconsistency between English version and its Hindi translation.

ANNEXURE – I

Undertaking

To
Officer (Stores and Purchase)
Indian Institute of Management Indore
Prabandh Shikhar,
Rau – Pithampur Road
Indore

Ref : - Tender No. IIMI/2018-19/38 dated 06-11-2019

(Notice Inviting Tender for Hiring of Agency for Availing Domestic and International Courier Services of OEM-Courier Agencies)

Sir,

1. I /we hereby submit our tender for **Notice Inviting Tender for Hiring of Agency for Availing Domestic and International Courier Services of OEM-Courier Agencies** along with other required documents.
2. I/ We are enclosed herewith the following in favour of Indian Institute of Management Indore towards Tender Fee & EMD.

Particular	Amount	Transaction No. & Date	Bank Name
Tender Fee (Including Tax)	₹ 500/-		
EMD	₹ 30,000/-		

3. I / We hereby reconfirm and declare that I / We have carefully read, understood & complying the above referred tender document including instructions, terms & conditions, scope of work, schedule of quantities and all the contents stated therein. I / We also confirm that the rates quoted by me / us are inclusive of fuel cost, night charges all taxes, duties etc., applicable as on date.
4. I /we have gone through all terms and conditions of the tender document before submitting the same.

Thanking you

Yours faithfully,

(Authorized Signatory with Seal)

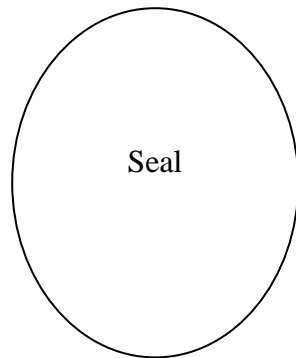
ANNEXURE – II

**CERTIFICATE
(to be provided on letter head of the firm)**

I hereby certify that the above firm neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:



Authorized Signatory

Name:

Designation:

Contact No.:

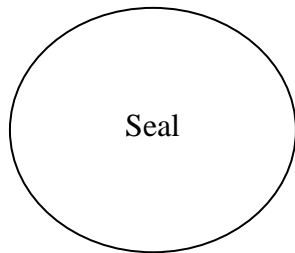
Place:

ANNEXURE – III

Experience Details:

S. No.	Name of the Client	Order No. & Date	Contract Period	Contract value per year	Remark
01					Supporting documents along with Satisfactory Certificate from the clients are to be attached with Annexure-III.
02					

Date:



Authorized Signatory

Name:

Designation:

Contact No.:

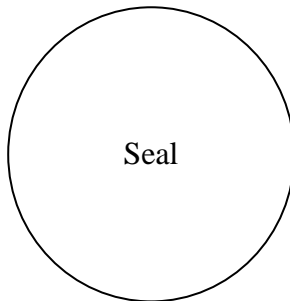
Place:

ANNEXURE –IV

Average Annual Turnover Details:

Evaluation Criteria			Remark
Bidder's Annual Turnover from operation for last three financial years 2015-16 to 2017-18 OR 2016-17 to 2018-19	Financial Year	Turnover in Rs.	-
	2018-19		Supporting Documents are to be attached along with the Annexure-IV
	2017-18		
	2016-17		
	2015-16		

Date:



Authorized Signatory:

Name:

Designation:

Contact No.:

Place:

ANNEXURE –V

COMPANY PROFILE

Name of the Party		
Date of Incorporation / Establishment		
PAN Number		
GST Registration Number		
Bank Details	Account Number	
	IFS Code	
	Bank Name	
	Branch Name	
Agency's Indore Office Address		Supporting Document is to be attached along with the Annexure-V
Authorized Signatory Details	Name	
	Designation	
	Email	
	Phone	
Details of Contact other than Authorized Signatory	Name	
	Designation	
	Email	
	Phone	

Signature and Seal of the Tenderer:

Name in Block Letter:

Designation:

Full Address:

Date:

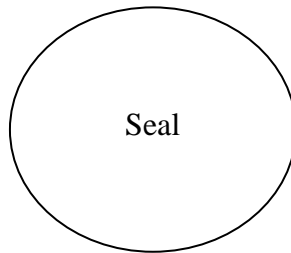
Contact no.

ANNEXURE – VI

Experience Details (Government Organization / Government Institute / Government run Central or State University):

S. No.	Name of the Client	Order No. & Date	Contract Period	Contract value per year	Remark
01					Supporting documents along with Satisfactory Certificate from the clients are to be attached with Annexure-VI.

Date:



Authorized Signatory

Name:

Place:

Designation:

Contact No.:

Sr. No.	Hiring of Agency for Availing Domestic and International Courier Services of atleast of four OEM-Courier Agencies namely FedEx, Bluedart, DTDC, First Flight as and when required	Complied (Yes / No)
1	The Authorized representative of Courier agency will collect parcels/letters from the Institute Prabandh Shikhar, Rau-Pithampur Road Indore - 453556, Madhya Pradesh, India.	
2	The agency should collect documents/parcels on all working days and on holidays if there are some urgent requirements.	
3	The authorized representative of Courier agency will be required to furnish receipt of the parcels/letters collected.	
4	The Courier agency will return the undelivered parcels/letters within two weeks.	
5	The courier agency 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.	
6	The Courier agency will furnish proof of delivery of parcels/letters etc. 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.	
7	The bidders will provide the online tracking system for the Institute consignments.	
8	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.	
9	The bidders will be responsible for providing 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 IIMI and date of receipt by the consignee along with the PODs.	
10	The agency should have its office in Indore city for operational conveniences.	

Date:

Seal

Authorized Signatory:

Place:

Name:

Designation:

Contact No.