

भारतीय प्रबंध संस्थान इंदौर
INDIAN INSTITUTE OF MANAGEMENT INDORE

प्रबंध शिखर, राज-पीथमपुर रोड, इंदौर - 453556
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निविदा क्रमांक Tender No: IIMI/2021-22/02



दिनांक/ Date: June 23 2021

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) में निम्नलिखित सेवाओं के लिए प्रतिष्ठित और अनुभव एजेंसीयों से
टेंडर आमंत्रित करता है।

Indian Institute of Management Indore (IIM Indore) invites **bids** 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
HIRING OF AGENCY FOR AVAILING DOMESTIC AND INTERNATIONAL COURIER SERVICES OF OEM- COURIER AGENCIES	₹5,20,000/-

Submitted by: _____

Last date and time of
Submission of Bid

July 7, 2021, 03:00 PM

Date and Time of Opening
of Technical Bids

July 7, 2021, 03:30 PM

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 like FedEx, Bluedart, DTDC etc. as and when required.
- b) The bidders will arrange to pick up the letters articles/envelops/packets etc. from the premises of Indian Institute of Management Indore at Rau-Pithampur Road, Indore-453556, Madhya Pradesh on daily basis between 3.00 PM. To 5.30 PM on all working days. In case of on holidays, if there are some urgent requirement (In consultation with Authorize Personnel of IIMI).
- c) The bidders will provide the online tracking system for the Institute consignments.
- d) The bidders will return the undelivered parcel letters within 08 to 10 days with justification.
- e) The Bidder should have its office in Indore city for operational conveniences.
- f) 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.
- g) 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.
- h) Names of Minimum No. of OEM: FedEx, Blue dart, DTDC, DHL First Flight etc.
- i) 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	Rate For Up to 500 Grams	160 Nos*	150 Nos*
2	Rate For 501 Grams & Up to 1 Kilogram		
3	Rate Per Kg For 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.

3. ELIGIBILITY CRITERIA:

3.1 OID (other important documents):

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

3.2 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. 1,56,000/- during the previous three financial years (2016-17 to 2018-19) or (2017-18 to 2020-21). 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 / State University or any other reputed organization as per **Annexure-VI**.

3.3 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.

4. FINANCIAL BID DETAILS

Financial bid format given with tender to be submitted 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 the given format only, attached at Annexure- VIII, offers indicating rates anywhere else shall be liable for rejection.

5. 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.

6. BID SUBMISSION

Offline Bid Submission Procedure

Sealed envelopes A and B (as stated below) to be placed in a single cover (sealed) and superscribed as “**HIRING OF AGENCY FOR AVAILING DOMESTIC AND INTERNATIONAL COURIER SERVICES OF OEM-COURIER AGENCIES**”. The sealed envelope should be addressed and submitted to the following before the due date and time:

**Stores & Purchase Office
Administrative Block, First floor,
Indian Institute of Management Indore
Prabandh Shikhar, Rau-Pithampur Road
Indore-453 556 (M.P), India**

Those who send the tender document by post, have to ensure that the documents reach before the prescribed time & date. The Institute will not take any responsibility under any circumstances for courier/postal delays.

ENVELOPE 'A':

This envelope should contain the following

- (a) Technical Bid as per *Annexure-I to VII and the terms and conditions*.
- (b) All relevant supporting documents of technical bid.

ENVELOPE 'B':

This envelope should contain the financial bid as per *Annexure-VIII*

*** The tenderer should sign on each page of the tender documents.**

7. BID OPENING

- a) Bids will be opened on July 7, 2021 at 1500 Hrs.
- b) **Bids should be summarily rejected, if tender is not submitted within stipulated date / time.**
- c) Tenders sent by telex/fax/telegram & e-mail will not be accepted.
- d) The downloading of tender document from the website and/or submission of the same does not automatically qualify the tender.
- e) Even after approval, if information/facts submitted by a tenderer are found misleading/incorrect/false etc., IIM Indore reserves the right to reject an item/items for the current/future contract or may impose penalties as deemed fit. Non-compliance of any of the terms of tender and future instructions by, IIM Indore will also warrant above penalties.

8. 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 (Up to 500 Grams in Metro & other cities direct connected by Air)	70%
(ii)	Service Charges for International Courier Charges (Up to 500 Grams in Zone IV & V countries)	30%
	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.

9. 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.

10. 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 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.

11. 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.

12. CONTRACT PERIOD

- a) The contract will be initially for a period of two years. Based on satisfactory performance, the contract may be extended further 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.

13. DELIVERY SCHEDULE

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

14. TERMS AND CONDITIONS

14.1 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

14.2 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.

14.3. 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.

14.4. Other Conditions

- a) **The bidder has to submit 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 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 Institute website. For the bidders, it is 'bidders' responsibility to check for any amendment/corrigendum on the website of IIM Indore before submitting their duly completed bids.**
- h) The bidders should be well equipped to pick up any number of documents to be presented / handed over in one consignment.
- i) 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, Purchase and Contracts)
Indian Institute of Management Indore
Prabandh Shikhar,
Rau – Pithampur Road
Indore

Ref : - Tender No. IIMI/2021-22/2 dated June 23, 2021

(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 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.
3. 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)

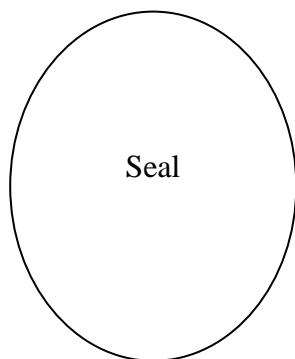
ANNEXURE – II

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.:

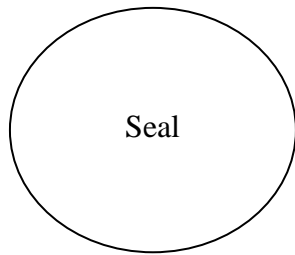
Place:

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.:

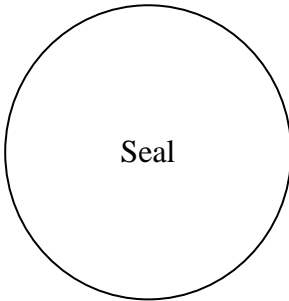
Place:

ANNEXURE –IV

Average Annual Turnover Details:

Evaluation Criteria			Remark
Bidder's Annual Turnover from operation for last three financial years 2016-17 to 2018-19 OR 2017-18 to 2019-20	Financial Year	Turnover in Rs.	-
	2019-20		Supporting Documents are to be attached along with the Annexure-IV
	2018-19		
	2017-18		
	2016-17		

Date:



Place:

Authorized Signatory:

Name:

Designation:

Contact No.:

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:

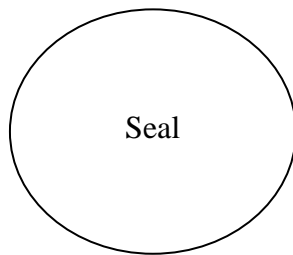
Contact no.

ANNEXURE – VI

Experience Details (Government Organization / Government Institute / Government run Central /State University or any other reputed organization):

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	Complied (Yes / No)
1	Domestic and International Courier Services of such as Bluedart, DTDC, and FedEx etc. as and when required.	
2	The bidders will arrange to pick up the letters articles/envelops/packets etc. from the premises of Indian Institute of Management Indore at Rau-Pithampur Road, Indore-453556, M.P. on daily basis between 3.00 PM. To 5.30 PM on all working days. In case of on holidays, if there are some urgent requirement (In consultation with Authorize personnel of IIMI).	
3	The bidders will provide the online tracking system for the Institute consignments.	
4	The bidders will return the undelivered parcel letters within 8 to 10 days with justification.	
5	The Bidder should have its office in Indore city for operational conveniences.	
6	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.	
7	The bidders will be responsible for providing consolidated data of proof of delivery (PODs) by 10 th 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.	

Date:

Seal

Authorized Signatory:

Place:

Name:

Designation:

Contact No.

FINANCIAL BID

Domestic Courier

Sr. No	Category / Slab	Metro & other cities direct connected by Air		Rates delivery in Rest of India.	Remark
		Normal	Express		
1	Rate For Up to 500 Grams				
2	Rate For 501 Grams & Up to 1 Kilogram				
3	Rate Per Kg For Bulk Cargo Exceeding one Kilogram				

International Mail

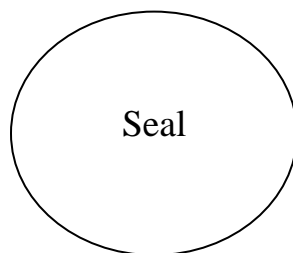
Zones	Zones-I	Zones-II	Zones-III	Zones-IV	Zones-V	Zones-VI
Weight slab	Rate	Rate	Rate	Rate	Rate	Rate
Rate For Up to 500 Grams						
Rate For 501 Grams & Up to 1 Kilogram						
Rate Per Kg For Bulk Cargo Exceeding one Kilogram						

Tax / GST percentage: _____%

A zone wise list of countries is as given below:

Zones	Zones-I	Zones-II	Zones-III	Zones-IV	Zones-V	Zones-VI
Country	Rate	Rate	Rate	Rate	Rate	Rate
	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 Luxembourg Belgium Denmark France Italy Monaco Japan	USA Maxico Canada	Austria Turkey Andorra Sulbaria Belarus

Date:
Place:



Authorized Signatory:
Name:
Designation
Contact No.