

Last Date of Submission of Bid – 27 Aug 2024**Subject: Tender for Empanelment of Courier Service - CMA Bhawan at Delhi & Noida.****NOTICE INVITING APPLICATIONS FOR EMPANELMENT OF COURIER AGENCIES**

The Institute of Cost Accountants of India (Institute) intends to engage/empanel experienced, reputed and preferably good past track record based, leading Courier Agencies and being based in Delhi NCR and having pan India and overseas presence, for dispatch and delivery of letters, documents, printed materials, periodicals, publications and other articles. Sealed tenders under “Two Bid System” are invited for Empanelment of Courier Agencies in the prescribed forms enclosed with this bid document, for a period of one year from the date of issue of work order with provision of further extension for two more years at the same terms and conditions if mutually agreed.

The interested agencies are required to submit the technical and financial bid separately. The bids in Sealed Cover-I containing “Technical Bid” and Sealed Cover- II containing “Financial Bid” should be placed in a third sealed cover superscripted “Empanelment of Courier Services”. The Technical Bid must accompany with supporting documents as per the tender. The duly sealed bid may be dropped in the Tender Box kept at the Ground Floor of **CMA BHAWAN, 3 INSTITUTIONAL AREA, LODI ROAD, N.D.-110003**

1.	Type of work	Hiring of Courier Agencies for The Institute of Cost Accountants of India
2.	Quantum of job	Refer Scope of Work
3.	Type of Tender	Open Tender
4.	Date of Announcement of Tender	7/08/2024
5.	Last date for	27/08/2024

	submission of Bid	
6.	Period of Contract	1 year which may be extendable for another two years, one year at a time, if the services are found to be satisfactory on the same rate and terms and conditions of the current tender at the discretion of the Institute.
7.	Address of Submission of bids	The Tender Committee, Tender Box (Ground Floor), The Institute of Cost Accountants of India, CMA Bhawan, 3 Institutional Area, Lodi Road, New Delhi-110 003
8.	Mode of Submission of Tender documents	May be submitted by hand or through post/courier so as to reach before the due date and time. Bids submitted after due date & time are liable to be rejected. The Institute shall not be liable for any postal delays whatsoever in receipt of tender documents and tender received after the stipulated date and time shall not be considered.
9.	Bid validity up to	180 days from the date of opening of Bid.
10.	Earnest Money Deposit in the form of DD from Indian Nationalized Bank	EMD amount for Rs10,000.00 (Rupees Ten thousand only) to be submitted by way of Demand Draft in favour of The Institute of Cost Accountants of India payable at New Delhi.
11.	Performance Security	The EMD of the successful agency shall be converted into performance guarantee/ security deposit and shall be retained for the entire period of contract.
12.	Contact Person for work details	Admin, Email id : - admin.delhi@icmai.in
13.	Estimated Cost of Tender	Rs. 10.00 Lakhs (Rupees Ten Lakhs only)

Tender Document to be downloaded from the official website of the Institute: www.icmai.in.

The tender document contains the following Annexure:

Annexure-I -- Proforma for Technical Bid

Annexure-II-- Proforma for Financial Bid

Annexure-III –Proforma for Past Services

TENDER DOCUMENT FOR COURIER SERVICES -TENDER REQUIREMENTS

A. Eligibility Criteria for Tendering.

1. The Agency may be a proprietary firm, partnership firm, Limited Company, Corporate body legally constituted, who possess the required licenses, registrations etc. as per law valid at least for 12 months from the date of the opening of tender. Copy of certificate should be attached.
2. The Courier Service Provider Agencies shall have an all India network.
3. The agency should have executed similar jobs for Central/ State Government/ CPSE/ State Govt PSE / Statutory bodies / Autonomous Bodies/ Financial Institutions/MNCs for last 3 years.
4. The agency should have online 24x7 tracking system.
5. The agency should have adequate professionally trained manpower.
6. Names, address & telephone numbers of five major clients (Billing more than Rs. 10 Lakhs PA) may be provided for obtaining necessary confirmation regarding the standard of services and other relevant details. A certificate of "Satisfactory Services" from the clients is to be provided.
7. The agency should be prepared to provide the services on Sundays/ Holidays besides normal working days, if so required by the Institute.
8. The average Financial Turnover during the last 3 years, ending 31st March 2023 should **be at least Rs. 20 Crores per year**. Documentary evidence to be provided duly attested by the Agency.
9. The agency 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.
10. There should be no case with the police/Court against the proprietor /Firm/Partner or the Company. *The Agency to submit an undertaking that they have not been blacklisted or suspended by any other PSU/Central or state Govt. Departments and have not been*

held guilty by any court of law for any offense involving fraud dishonest and moral turpitude.

11. The Agency shall have the following Registrations and details of the same be provided in the Technical Bid.
 - a) Registration with the various statutory bodies as necessary for carrying out the business.
 - b) GST Registration
 - c) PAN No
12. The agency should be prepared to deliver the services for bulk consignment other than regular pick-up.
13. The agency should give the list of destinations covered by them along with maximum time (in days) of delivery.
14. The agency should be required to submit PODs within three days from the date of delivery, if so required by the Institute.
15. The agency will be required to offer a minimum of 45 days for payment of their bills. The Institute does not have a policy of giving any advance money against availing of services.

B. Scope of work

1. The agency shall collect the official letters/ Documents/ packets/ parcels/ books/ periodicals etc. from the Delhi & Noida Office of the Institute and dispatch them within the stipulated time, the time being the essence, to various destinations.
 - (a) Pickup Location for Delhi – CMA Bhawan, 3 Institutional Area, Lodhi Road, Delhi – 110003 and**
 - (b) Pickup Location for Noida – CMA Bhawan, C-42, Sector 62, Noida, Gautam budh Nagar, U.P.**
 - (c) The authorized representative of Courier agency will be required to furnish receipt of the parcels/letters collected.
 - (d) The agency shall be responsible for the safe custody of the documents till delivery and

- the Courier agency will return the undelivered parcels/letters within one week.
- (e) The agency shall attend all work on priority and shall maintain secrecy of documents. No unauthorized person shall have access to any document or part thereof.
 - (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) No document should be held by the courier agency for any reason and if any article is not delivered, the Courier agency must return the document immediately to the sender.
 - (h) The bill/invoice of courier services provided shall be prepared by the Agency and submitted on monthly basis to the Administration Department of the Institute for certification/verification and payment.
 - (i) The agency has to keep the record of Delivery (Proof of Delivery) and has to submit the same to Institute as and when asked to do so.
 - (j) The quantities mentioned in the financial offer are tentative for evaluation of tender only actual quantities may vary.
 - (k) The agency shall submit the bill on monthly basis, latest by 7th of every month, for the preceding month. Bills should be addressed to The Administration Department, along with details of work done. The payment will be made within 45 days from the date of receipt of bill for undisputed amount.
 - (l) The agency shall submit signed copies of all pages of Tender document as a token of acceptance of all terms and conditions mentioned therein.

C. Information relating to submission of Bids.

1. Tenders are invited for providing Courier Services as mentioned in this document in the office of the Institute located at 3, Institutional Area, Lodhi Road, New Delhi-110003 from the agencies that fulfil the Eligibility Criteria as mentioned above.
2. The interested agencies are required to submit the technical Bid and financial bid separately.

3. The bids in Sealed Cover-I containing “Technical Bid and Sealed Cover- II containing “Financial Bid” should be placed in a third sealed cover superscripted “Tender for Courier Services”.

A demand draft for Rs. 10,000 drawn in favor of The Institute of Cost Accountants of India, New Delhi from any Nationalized Bank towards EMD shall be enclosed to the Technical bid only and placed in that envelope accordingly.

- i. No interest shall be allowed on EMD.
 - ii. Any tender received without Earnest Money shall not be considered and shall be summarily rejected.
 - iii. The Earnest Money of the applicant shall be forfeited if he withdraws his offer during the validity period of tender or during extended validity period as agreed to in writing by the tender.
 - iv. The Earnest Money of the unsuccessful Agency shall be returned immediately after finalization of the tender.
 - v. If any state/ central Govt. Organisations / PSUs and any other Firms can produce documentary evidence issued by Government authorities for according exemption towards submission of EMD, they may be considered for exemption from submission of EMD.
 - vi. The Agency shall not be entitled to any claim or receive any interest on the amount of performance guarantee/security deposit.
4. The bids shall reach to us latest by 27/08/2024. The late bids (i.e. bids received after the specified date and time) shall not be considered. The Institute shall not be responsible for the late receipt of bid in any manner.
5. All the pages of the tender to be signed by the agency submitting the tender through their authorized representatives.
6. A copy of the terms and conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms and conditions.
7. **Bid Validity:** The bid shall be valid and open for the acceptance of the Competent Authority of the Institute for a period of 180 days from the date of opening of the tenders and no request for any variation in quoted rates and/withdrawal of tender on any ground by successful agency shall be entertained.

8. To assist in the analysis evaluation and computation of the bids, the Institute may ask Agency individually for clarification of their bids and the wanting documents if any being required for fulfilling the eligibility criteria. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.
9. Contract would be awarded to the lowest evaluated agency whose bid has been found to be responsive and who is found eligible and qualified as per tender document. *In case two or more agencies are found to have quoted the same rates, the Competent Authority of the Institute shall decide about the agency to which the offer shall be granted based on the report on the past performance of the firm, and length of experience etc. The decision of the Competent Authority of the Institute shall be final.*
10. The rate quoted should be excluding taxes and rates. Taxes should be shown separately. There should not be any upward revision of rate other than the statutory tax during the period of contract for which agency shall produce documentary evidence.
11. If any unethical practices are adopted for securing the contract, the offer of such a agency shall be rejected.
12. The Institute reserves the right to accept or reject any or all bids without assigning any reasons. Institute also reserves the right to reject any bid which in its opinion is non- responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the agency in the process.
13. Financial bids of only those agencies will be opened who qualify in the Technical bids.
14. The tender document is not transferable under any circumstances.
15. Any changes/Corrigendum with respect to this tender shall be notified through website (www.icmai.in). All Agencies are advised to check the Institute's website regularly for any latest amendment/corrigendum.
16. All cost incurred in connection with submission of bids like preparation, submissions, any personal visits for seeing the location, submitting the bids personally, subsequent processing etc. shall be borne by the agency. The Institute shall not be responsible/liable for the same regardless of the outcome of the tendering process.

D. General Terms & Conditions:

1. The period of contract of under the scope of work shall be shall be valid for one year which may be extended by two years, one year at a time, if the services are found to be satisfactory on the same terms and conditions and at the discretion of the Institute.
2. It shall be the responsibility of the courier agency to promptly respond to the Institute, Delhi & Noida Office, Non-tampering of packages and documentation and ensure safe delivery of the documents/Packages to the destination without any damage.
3. Challans of consignment should specify with minimum details as follows:
 - a. Consignment No. & date.
 - b. Nature of packing Weight.
 - c. Consignor and Consignee with stamp & Signature.
 - d. Mode of Dispatch.
 - e. Any other details.
4. Obtain necessary license, permit, consent, sanction, etc., as may be required or called for from/ by local or any other authority for doing such work. The Agency shall comply at its own cost with all applicable laws, rules and regulations in force from time to time of State or local Govt. as applicable to him or to this contract without any liability and responsibility to Institute whatsoever it may be.
5. To bear all taxes, rates charges, levies or claims, whatsoever, as may be imposed by the State/ Central Government or any local body or authority. To furnish such proof of payment of compliance or the obligations including registration certificates, receipts licenses, clearance certificates etc. as may be required by the Institute from time to time.
6. Responsible for compliance to the provisions of various labour and industrial laws relating to the personnel deployed by Courier Agency for the purpose at premises of

the Institute or for any accident caused to the man the Institute shall not be liable to bear any expense in this regard.

7. In case of any changes of constitution of the Agency, the rights of the Institute should not suffer.
8. All personnel engaged by Agency shall not disclose the identification of the material details to anyone. In case the same is proved the stringent action shall be taken against the Agency.
9. The Institute will not pay / reimburse any additional charges towards delivery of parcels.
10. A local representative of Agency shall be In-charge of the entire contract as SPOC- a Single Point of Contact and shall be responsible for the efficient rendering of the services under the contract. This will, however, not diminish in any way, the Agency's responsibility under contract to the Institute.
11. The Institute may discontinue the services in urgency at any time without assigning any reason whatsoever.
12. Prompt delivery of the consignment is of prime importance and penalty will be levied for delay. Delay in delivery beyond certain time will attract penalty @ 2% per week or part thereof subject to a maximum of 25 %of the total bill against particular consignment.
13. In case the materials are delivered at wrong destination or short delivered it will be the responsibility of the agency to collect the material and deliver to the correct place at the risk and expenditure of agency. Agencies will not be eligible for any payment on account of such additional trips involved.

The Agency shall return the undelivered letters/parcels etc within one week citing the reason of non-delivery. If the addressee is not found in his office/home, at least 3 attempts should be made by the representatives of the Agency before returning the undelivered letter to the Institute. If undelivered letters are returned to the Institute after the allowable period of one week, same will be treated as not being handed over/ picked up by the Agency (in other words no payment will be made in this regard).

14. All road permits or licenses or any other relevant authorization from competent authority as required for the running the vehicles shall be obtained by the Agency at its own cost. All Air and road rules pertaining to different states should be followed by the Agency.
15. It shall be the responsibility and obligation of the agency to ensure safety and security of the consignment entrusted to him for carriage and to affect the delivery to the designated place in the same sound condition as received by him and within the time schedule stipulated. Any destruction, deterioration, or damage or breakage caused to the consignment, charges will be deducted from the selected agency.
16. While accepting the consignments for delivery the Agencies should ensure that necessary documents for check post/authorities are collected, so that consignments are not detained en route for want of these documents. Any detention or expenses incurred on this account shall be the Agency's responsibility to get the consignment released and delivered in time at Agency's cost. In case of floods/strikes/Riots all documents and materials should be kept in their vault for safety and security.
17. Where Institute intends to depute an escort for certain important delivery, the escort should be allowed to go in the same vehicle to such destination for which no extra charges being paid.
18. The Agency shall not, in any way, discontinue / withdraw the services on their own during the contract period.
19. The personnel deployed by the Agency should be disciplined and should not participate in any activity prejudicial to the interest of the Institute / Govt. of India/ any State/or any Union Territory.
20. The Institute reserves the right to accept a Bid other than the lowest and to accept or reject any Bid in whole or part, or to annul the bidding process or to reject all Bids with or without notice or reasons. Institute shall bear no liability whatsoever consequent upon such decisions. Conditional tenders shall be rejected.
21. Good standard of services shall be maintained as indicated. The Agency shall ensure that all personnel deployed for lifting the materials is fully loyal-to and assist the Institute during normal periods as well as during strike and other emergencies for the

protection of personnel and property both moveable and immoveable to the entire satisfaction of the Institute.

22. The Institute shall pay the agreed amount on production of monthly bill. No other charges of any kind shall be payable except as under the contract delivered in good conditions and POD enclosed.
23. No request for making advance payment on any ground shall be entertained.
24. Under no circumstances Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.
25. The Income tax as applicable shall be deducted from the bill unless exempted by the Income tax Department.
26. During the course of the contract period, the Agency shall deposit GST at prevailing rates as per GOI norms.
27. The decision of the Institute in regard to interpretation of the terms & conditions and the Agreement shall be final and binding on the Agency.
28. An agreement shall be signed with the successful agency as per the terms and conditions mentioned herein.
29. **Termination;** The contract may be terminated by the Institute giving one month notice, in case the agency :
 - a. Assigns or sub-contract of this service.
 - b. Violation/ contravention of any of the terms and conditions mentioned herein.
 - c. Does not improve the performance of the services in spite of instructions.
 - d. Any violation of instructions/agreement of suppression of facts. On termination of the contract, it shall be the responsibility of the agency to discontinue the services and return any undelivered document or material
30. The Consignment should be delivered on same day or next day in Delhi NCR within 24 hours and rest of the places within three days.
31. In case of difficulty on non-availability in delivery of material the same should be brought to the notice of the Institute immediately.
32. List of offices in various locations all over India.
33. Main contact person name, mobile numbers to be given to the Institute on award of Contract.

34. Jurisdiction: In case of any dispute, the jurisdiction shall be the Court at Delhi.
35. The Institute reserves the right to cancel the contract at any point of time without assigning any reason whatsoever with the notice period of 30 days.

APPENDIX A

BID EVALUATION METHODOLOGY

- The quoted rates for up to 250 gm and for additional 250 gm category for Local: **Delhi/NCR** shall be averaged for arriving at the average cost for Local: Delhi
- The quoted rates for up to 250 gm and for additional 250 gm category for **Metro cities** (Mumbai, Kolkata and Chennai) shall be averaged for arriving at the average cost for Metro cities.
- The quoted rates for up to 250 gm and for additional 250 gm category for **Other States** shall be averaged and for arriving at the average cost for Other States.
- Sum of the evaluated cost for all the 3 categories gives position of L-1 Bidder.
- Similarly, L-1 Bidder for Parcel shall be evaluated.
- The Final L-1 party for the award of tender shall be arrived at by ascertaining the lowest price quoted for letters/documents/books etc and parcels together.
- For simplicity of evaluation methodology please refers following Table-

For Letter/Documents/Books etc

	Participated Vendors (Example)			Remark
	A	B	C	
(1) Local: Delhi /NCR				
Up to 250 Grams	10	9	12	
For Additional 250 Grams	8	8	11	
Avg Rate	9	8.5	11.5	
(2) Metro Cities (Mumbai ,Kolkata, Chennai)				
Up to 250 Grams	20	18	22	
For Additional 250 Grams	20	18	21	
Avg Rate	20	18	21.5	
(3) Other States				
Up to 250 Grams	25	24	22	
For Additional 250 Grams	22	22	22	
Avg Rate	23.5	23	22	
Grand Total	52.5	49.5	55	Sum of 3 categories
	L-2	L-1	L-3	

For Parcel :

	Participated Vendors (Example)			Remark
	A	B	C	
(2) Local: Delhi /NCR				
Up to 1kg	10	9	12	
For Additional 1Kg.	8	8	11	
Avg Rate	9	8.5	11.5	
(2) Metro Cities (Mumbai, Kolkata, Chennai)				
Up to 1kg	20	18	22	
For Additional 1Kg.	20	18	21	
Avg Rate	20	18	21.5	
(3) Other States				
Up to 1kg	25	24	22	
For Additional 1Kg.	22	22	22	
Avg Rate	23.5	23	22	
Grand Total	52.5	49.5	55	Sum of 3 categories
	L-2	L-1	L-3	

Format of Technical Bid

Sl.No	Particulars	Details to be filled in by the Agency
1.	Name of the Firm/Company	
2.	Registered office/business address Telephone/Mobile Number/Email	
3.	Name of Contact Person (s)	
4.	Address in Delhi Telephone/Mobile Number Email Landline number Name (s) of the contact person(s)	
5.	Year of Incorporation/ Constitution	
6.	Income Tax – PAN (Attach copy of PAN)	
7.	Bank Details (Please attach cancelled cheque)	
8.	Details of EMD (Demand Draft)	
9.	GSTN (Attach copy of GST registration)	
10.	PF/ ESI No. (Attach copy)	
11.	Average Turnover/business Volume per year during last three financial year i.e. 2022-23,2021-22 and 2020-21 duly certified by Chartered Accountant	
12.	Whether registered with Registrar of Firms/ Companies? Date of Registration (Attach copy of orders/proof)	

13.	Detailed profile of the organization, management, Manpower, etc	
	<p>Infrastructure details:</p> <p>1) Whether the agency has countrywide network of branches located at all the major cities in India</p> <p>2) Whether the agency have latest Computerized system.</p> <p>3) Whether the agency have adequate professionally trained manpower.</p> <p>4) Whether the agency is providing Services to Central/ State Government/ CPSE/ State Govt. PSE / Statutory bodies / Autonomous bodies/ Financial institutions/ MNCs for last 5 years</p>	
14.	<p>References – Empanelled with at least three (CPSEs) or State (PSEs) or autonomous body or Central Govt Depts. or State Govt. Depts. and three leading Private Sectors. (with documentary evidence)</p> <p>Please provide Names, address & telephone numbers for obtaining necessary confirmation regarding the quality of service and other relevant details in Annexure III</p>	<p>A. CPSE/PSE/Central or State Govt.:</p> <p>1.</p> <p>2.</p> <p>3.</p> <p>B. Leading Private Company</p> <p>1</p> <p>2</p> <p>3.</p>
15.	Whether satisfactory service certificates from the concerned Office/Department have been attached.	Yes/No
16.	Whether the agency is in a position to provide dedicated staff for servicing the need of the Institute	Yes/No
17.	Whether the agency is prepared to provide 24/7 services on Sundays/ Holidays besides normal working days, if so required by the Institute.	Yes/No
18.	Please indicate days of credit the agency is prepared to offer.	No of days:

19.	Any other relevant information	
20.	Verification – The application for empanelment should be signed by the authorized signatory verifying that all the details furnished in the application are true and correct to the best of his/her knowledge and that in case of furnishing any false information or suppression of any material information would lead to rejection of application besides initiation of penal proceedings by the Institute, if it deems fit.	
DECLARATION – I, hereby certify that “I am not debarred by Department of Commerce or Ministry/Department concerned.”		

Date :

Place :

Signature of authorized person

Full Name & Designation with Corporate Seal

ANNEXURE II

PROFORMA OF PRICE BID (SCHEDULE OF RATES)

Zone	Time schedule for delivery	Rate for Letter/Documents/Books etc		Rate for Parcel	
		0-250 gms	Every Addl. 250 gms`	Upto 1kg	Every Addl. 1Kg.
		(In Rs.)	(In Rs.)	(In Rs.)	(In Rs.)
(1) Local: Delhi & NCR	Express Service (Within 24 Hours).				
(2) Metro cities (Mumbai ,Kolkata, Chennai)	Express Service (within 48 Hours).				
(3) Other States (Domestic)	Standard Service				

Signature:

Date:

Name & Seal of Firm/Co.

Note:

1. The rates are to be quoted as per the weight slabs mentioned above.
2. The quoted rates must be inclusive of all taxes applicable at the time of bidding. The details of taxes included and the rates considered at the time of bidding are to be separately mentioned. Any change in these rates of taxes during the contractual period will be borne by the Institute.

ANNEXURE III**AGENCY'S PAST SERVICES PROFORMA**

Sl. No.	Name & Address of Client	Period		Description Of Services Completed Successfully	Bills raised during 2022-23 (Rs/Lakh)	Remarks
		From	To			
1						
2						
3						
4						
5						

NOTE: - CERTIFICATE FROM CLIENTS TO BE ENCLOSED ALONGWITH THIS ANNEXURE

Signature:

Date :

Name & Seal of Firm/Co.