

Our Ref : ERO/A-37

Date : 01 February 2012

Subject : Tender for Courier Service.

Dear Sir,

BUREAU OF INDIAN STANDARDS 1/14 C.I.T. Scheme VII M VIP Road. Kolkata-700 054 invites sealed tenders under two-bid system from reputed and experienced agencies for providing Courier Service for ERO Main Building and ERO Laboratory Building.

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 superscribed "Tender for Courier Service" and should reach BIS Kolkata (shall be dropped in a sealed Tender Box, kept in the Administration Deptt. in BIS Kolkata) before 1400 hrs on or before 27.02.2012. The technical bids shall be opened on the same day at 1500 hrs at Kolkata.

The tender document containing eligibility criterion, scope of work, terms & conditions and draft agreement can be purchased from BIS Kolkata on any working day between 0930 and 1700 hrs on payment of Rs. 200.00-only (by demand draft or cash) or can be downloaded from BIS website. www.bis.org.in Those who download the tender document from website or purchase from office should enclose an additional DD for Rs. 200.00 (non-refundable) favour of BUREAU OF INDIAN STANDARDS or money receipt, as the case may be, along with their tender bid in the Cover-I "Technical Bid.

The Competent Authority reserves the rights to cancel any or all the tenders without assigning any reason thereof.

Any further clarification and/or corrigendum (s), if any, shall be communicated through tender section on the BIS website www.bis.org.in

Thanking you,

Yours faithfully,

**(V. Agarwal)
Deputy Director (A&F)**

: 1:

TENDER DOCUMENT

FOR

Courier Service



भारतीय मानक ब्यूरो
BUREAU OF INDIAN STANDARDS

(Eastern Regional Office)

1/14 C.I.T.Scheme VIIM, V.I.P. Road

Kankurgachi, Kolkata – 700 054

Tel : 2320 9121/ 8499 e-mail: ero@bis.org.in,

Web : www.bis.org.in Telefax-033-2320 7459

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BUREAU OF INDIAN STANDARDS
(EASTERN REGIONAL OFFICE, KOLKATA)
TENDER DOCUMENT
FOR
PROVIDING Courier Service
TENDER REQUIREMENT

A. Information relating to submission of Bids.

1. Tenders are invited for providing **Courier Service** as mentioned in this document in the office of BIS located at Kolkata from the agencies that fulfill the criteria given below.
2. The period of contract under the scope of work shall be for 12 months, which can be further extended by mutual agreement on yearly basis up to 36 months depending on performance of the Bidder and at discretion of BIS Kolkata.
3. The tender document containing eligibility criterion, scope of work, terms & conditions and draft agreement can be purchased from Kolkata on any working day between 0930 h and 1700 h on payment of non refundable charges of **Rs. 200.00 (Rupees Two hundred only)** or can be downloaded from BIS website. Those who download the tender document from website should enclose a DD for **Rs. 200.00** along with their bid in the Cover-I containing Technical Bid.
4. The interested agencies are required to submit the technical and financial bid separately in the format enclosed. The bids in sealed Cover-I containing “Technical Bid” and sealed Cover-II containing “Financial Bid” should be placed in a third sealed cover superscribed **“Tender for “Courier Service ”** to reach BIS, ERO Kolkata (shall be dropped in a sealed Tender Box, kept in the Administration Deptt, Ground Floor) before 1400 h on or before **27.02.2012** The technical bids shall be opened on the same day at 1500 h at BIS, ERO Kolkata in presence of the bidders or their authorized representatives who choose to remain present.
5. All the pages of the tender should be signed by the owner of the firm or this Authorized Signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender.
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. The bidder shall pay Bid Security (EMD) of Rs. **20,000.00 (Rupees Twenty thousand only)** along with the technical bid by Demand Draft in favour of **“BUREAU OF INDIAN STANDARDS” drawn on any Nationalized Bank/ Scheduled Bank and payable at BIS, ERO Kolkata Bids received without Earnest Money deposit (EMD) and document fees (non-refundable) shall stand rejected and thus shall not be considered for evaluation at any stage.**
8. The bid security (EMD) shall be returned to the unsuccessful bidders after finalization of contract without any interest.
9. As a guarantee towards due performance and compliance of the contract work, the successful bidder (Bidder) will deposit an amount equal to 10% of Annual Contract value towards Security Deposit by way of demand draft in favour of **“BUREAU OF INDIAN STANDARDS” drawn on any Nationalized Bank/ Scheduled Bank and payable at BIS, ERO. Kolkata.**
10. The EMD deposited by successful Bidder will be adjusted towards Security deposit as mentioned above. The EMD amount shall be forfeited, if the successful bidder.
 - a) Fails to furnish the difference amount between Security Deposit and EMD within 15 days after the issue of letter of award of work.
 - b) Does not comply with other requirements for start of the contract.

11. The bid shall be valid and open for acceptance of the Competent Authority of BIS for a period of 90 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 bidder shall be entertained.
12. To assist in the analysis, evaluation and computation of the bids, the BIS may ask bidders individually for clarification of their bids. 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.
13. In case two or more agencies are found to have quoted the same rates, the Competent Officer authorized by BIS shall decide about the Bidder 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 shall be final.
14. The rate quoted should be with applicable tax, if any which 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 bidder shall produce documentary evidence..
15. BIS reserves the right to accept or reject any or all bids without assigning any reasons. BIS 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 bidder in the process.
16. Financial bids of only those agencies will be opened who qualify in the Technical bids.
17. The tender document is not transferable under any circumstances.
18. Any changes writ this tender will be notified through website (Tender Section in www.bis.org.in :)
19. 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 bidder. BIS will not be responsible/ liable for the same regardless of the outcome of the tendering process.

B. Eligibility Criteria for Tendering.

1. The bidder 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.
2. The Bidder shall have experience of providing **Courier Service** for last 03 years ending 31st March 2011.
3. Financial Turnover during the last 3 years, ending 31st March 2011 should be at least Rs. 20 lac per annum. Documentary evidence to be provided duly attested by Competent Authority.
4. There should be no case pending with the police against the proprietor/Firm/Partner or the Company **(Bidder.)**
5. The bidder shall have the following Registrations and details of the same be provide in the Technical Bid.
 - a) Registration shall be at least 5 years old.
 - b) Must be Registered with nationalized banks, Rail ways, Defence, other Govt Deptt.
 - c) Valid License
 - d) Income Tax Registration
 - e) Service Tax Registration

C. Scope of work

1. General.

The agency shall provide **Courier Service** of our letters and packages to various destination in India, and also packing services of our samples/ materials for sending to different BIS Laboratories and other Laboratories located in various parts of the country. The list of samples may be collected from our office.(However, the list may not be exhaustive.) Samples of other products shall also have to be packed and transported as will be drawn during our inspection/ surveys. The samples/materials shall be packed and picked up from our office premises as when required by office.

2. Material for Packing of samples :

- a) The agency, at their own cost shall provide the materials on regular basis as per consumption for packing.
- b) The nature of packing should be in the following form :
 - i) Wooden box packing (ii) Ply box packing (iii) Gunny packing (iv) Corrugated box packing etc, (v) Packing of fragile (glass etc.) material.
- c) The agency shall use the materials of approved quality
- d) The agency shall also arrange for all other materials not mentioned above that may be required for providing Courier Service at their own cost.

D. General Terms & Conditions :

The Agency shall be responsible for the following.

- 1. It shall be the responsibility of the courier agency to promptly respond to BIS calls, non-tampering of samples and documentation.
- 2. The material to be used and norms of packing of samples will be advised by BIS from time to time for different products. The packing shall be undertaken at BIS premises.
- 3. Challans of consignment should specify with minimum details as follows :
 - a. Consignment No. & date
 - b. Nature of packing & weight
 - c. Consigner and consignee with Stamp & Signature
 - d. Mode of dispatch by Air surface.
 - e. Any other details.
- 4. a) POD should invariably contain the consignee stamp & signature. Please mention whether any other proof of delivery other than POD is available (with supporting document)
- b) Two copies of POD/Booking to be enclosed with the bill (one for Admn. & other copy to be handed over to concerned Deptt.)
- c) Facilities to track through website should be available.

5. The Agency shall maintain a register/ document for the samples collected and packed in our office premises.
6. Staff deployed is trained in packing and lifting goods and they are of good conduct and physically fit for the work.
7. 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 BIS Kolkata whatsoever it may be.
8. 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 BIS Kolkata from time to time.
9. 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 BIS Kolkata. or for any accident caused to them and the BIS Kolkata shall not be liable to bear any expense in this regard. The Agency shall make payment of settlement of its bill by the BIS Kolkata for whatever reason.
10. The Security Deposit shall be released without interest after 3 months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the **Agency**.
11. In case of any changes of constitution of the Agency, the rights of BIS Kolkata should not suffer.
12. All personnel engaged by Agency shall not disclose the identification of the sample details to any one. In case the same is proved, the stringent action shall be taken against the Agency.
13. A local representative of Agency shall be In-charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of BIS Kolkata, they shall work under directives and guidance of BIS Kolkata and will be answerable to BIS Kolkata. This will, however, not diminish in any way, the Agency's responsibility under contract to the BIS Kolkata.
14. A senior level representative of the Agency shall visit BIS Kolkata premises at least once-a –week and review the service performance of its personnel. During the weekly visit, Agency's representative will also meet the BIS Kolkata officer dealing with services under the contract for mutual feed back regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working. The day-to-day functioning of the services shall be carried out in consultation with and under direction of BIS Kolkata.
15. The Agency shall not discontinue the service if so desired by the BIS Kolkata at any time without assigning any reason whatsoever.
16. The personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the BIS Kolkata / Govt. of India/ any State/or any Union Territory.
17. Good standard of services shall be maintained as indicated.

18. BIS Kolkata reserves the right to reduce or increase the manpower for housekeeping if considered necessary. In either case the contract amount payable to the Agency shall stand modified under the Contract on pro-rata basis.
19. In case any personnel of Agency is implicated in any law suit or is injured by any person or group of persons agitating mob etc. during the course of performing his duty/their duties for BIS Kolkata it shall be the sole responsibility of the Agency to defend its personnel in the court of law or to extend all medical and financial help etc. without charging any cost to the BIS Kolkata.
20. In case it is found that any theft, pilferage, loss or damage has occurred to the person property or premises of the BIS Kolkata due to negligence of personnel in performing his/her duty and / or absence from the place of duty and/or not providing substitute by the Agency or any other reason, the cost of all such losses or damages as assessed by BIS Kolkata shall be recovered from the Agency's monthly bill or from his security. In such matters, where required, the Agency will investigate and submit a report to **BIS Kolkata and maintain** liaison with the police. FIR will be lodged by BIS Kolkata, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility fixed. Recovery including cost of item may be made by BIS.
21. In case BIS Kolkata is implicated in any law/suit on account of not fulfilling of any or all obligations under any law or due to performing the duties by any personnel of the Agency, all cost of defending such suit settlement of claims penalty etc. shall be born by the Agency or recovered from the due amounts payable to the Agency and/or from the security deposit held by BIS Kolkata.
22. The Agency shall ensure that all personnel deployed for packing and lifting the materials/ samples is fully loyal-to and assist the BIS Kolkata during normal periods as well as during strike and other emergencies for the protection of personnel and property both moveable and immovable to the entire satisfaction of the BIS Kolkata.
23. The BIS Kolkata shall pay the agreed amount on production of monthly bill. No other charges of any kind shall be payable except as under the contract.
24. Before submission of the bill, the Agency shall ensure that the materials/ samples are properly delivered in good conditions and POD enclosed.
25. No request for making advance payment on any ground shall be entertained.
26. Under no circumstances Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.
27. There would be no increase in rates payable to the Agency during the contract period except reimbursement of the statutory wages revised by the Government.
28. The Income tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.
29. During the course of the contract period, the Agency shall deposit service tax at prevailing rates as per GOI norms.
30. The decision of BIS Kolkata in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.

31. An agreement shall be signed with the successful agency as per specimen enclosed.
32. The Authorized Officer/ Committee of BIS Kolkata shall be the sole authority to decide and judge the quality of the service rendered by the Agency and all other matters and his decision shall be final and binding.
33. At the end of contract period/ Termination of the contract, the Agency shall handover the charge to the new service provider (appointed by BIS Kolkata) with out any hindrance In case of non compliance, the Security Deposit shall be forfeited.
- 34 .Penalty :** In case of non-compliance of the terms and conditions of the contract, the Bureau reserves its right to impose penalty upto a maximum of 10% of the total annual value of contract during the period of operation.
- 35.Termination :** The contract may be terminated by giving one months notice, in case the agency.
- a. Assigns or sub-contracts any 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.

36. Arbitration : In case of any dispute or differences arising on terms and conditions, the same shall be settled by reference to arbitration by Sole Arbitrator to be appointed by BIS Kolkata, Bureau of Indian Standards. The provisions of Arbitrator and Conciliation Act, 1996 shall be applicable.
37. Jurisdiction : In case of any dispute, the jurisdiction shall be the Court at Kolkata.

TENDER DOCUMENT**BUREAU OF INDIAN STANDARDS****QUOTATION FOR ENGAGEMENT OF AGENCY FOR COURIER OF
BUREAU OF INDIAN STANDARDS (EASTERN REGIONAL OFFICE)****(A) TECHNICAL BID**

(In separate cover superscribed as- Technical Bid for courier service)

1.	Name & Address of the Tenderer Organization/Agency with phone number, e-mail and name & telephone /mobile number of contract person.	
2.	Experience in the work of Courier Service Particulars of experience (Attach certificates, testimonials)	

Sl. No.	Name of Organization with complete address and telephone numbers to whom services provided	From	to	Contracted Amount (Rs. P. M.)	Reasons for Termination
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3.	Set-up of your Organization, clearly indicating details of manpower, available for performing this service : a) Is the establishment registered with the Government; Please give details with document/evidence. b) Do you have any licence. Please provide details & attach a copy. c) Undertaking of the bidder conforming the availability of the adequate manpower with requisite experience for deployment	
7.	Please attach Copy of last return of Income tax	

8. PAN No. (Please attach Copy)	
9. Vat No. (Please attach Copy)	
10. Trade licence No. (Please attach Copy)	
11. Service Tax Registration No.(Please attach copy)	
12. Acceptance of terms & Conditions attached.(Yes/No) Please sign each page of terms & Conditions as token of acceptance and submit as part of tender document.	
13. Power of Attorney/Authorization for signing the bid documents	
14 Please submit an undertaking that no case is pending with the police against the Proprietor/firm/partner or the company (Bidder). Indicate any conviction in the past against the company/firm/partner .	
15. Details of DD/Pay Order of Rs.20000.00 towards bid security (EMD) DD/PO. No. Date: Drawn on:	

Declaration by the Bidder:

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Encls: 1. DD/pay order No. -----

2. Terms & Conditions (each page must be signed and sealed).

3. Financial Bid.

Date :

Signature :

Name:

Seal :

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(On Company's letter head)
QUOTATION FOR COURIER SERVICES

Financial Bid - II

(1) FOR LETTERS / DOCUMENTS/ DELIVERY.

		UPTO 250 gms.	Add.250gms
1	LOCAL Kolkata City		
	DOMESTIC		
1	Within West Bengal		
2	Metropolitan Cities Viz; Mumbai, Delhi, Chennai , Bangalore, Mohali		
3	For Southern states. A.P., Karnataka, T.N., Kerala		
4	For North- Eastern states.		
5	Northern States.		
6	Any other place.		

(2) (A) FOR PARCLES/ SAMPLES/ NON DOCS DELIVERY.

	BY AIR	FIRST ONE Kg.	Additional Kg	Rates should be inclusive of add. charge if any like services Tax to be mentioned separately if any.
1	Kolkata/West Bengal			
2	For Chennai/Bangalore/ Southern states			
3	Mumbai & Western States			
4	Mohali/ Sahibabad/ Northern States.			
5	Any other states/location.			

(B) BY SURFACE SERVICE, DELIVERY

		PER Kg.	Additional Kg	Rates should be inclusive of add. charge if any like services Tax to be mentioned separately if any.
	Kolkata/West Bengal			
	For Chennai/Bangalore/ Southern states			
	Mumbai & Western States			
	Mohali/Sahibabad/Northern States.			
	Any other states/location.			

(3) PACKING CHARGES (for special packing &/or by box packing as necessary)**(A) FOR PARCLES/ SAMPLES/ NON DOCS DELIVERY.**

		FIRST ONE Kg.	Additional Kg	Rates should be inclusive of add. Charge if any services Tax to be shown separately.
1	Liquid Samples in fragile containers			
2	Other fragile samples			
3	Other samples			
4				
5				

(B) FOR PARCLES/ SAMPLES/ NON DOCS DELIVERY.

		Any other mode of calculation	Additional	Rates should be inclusive of add. charge if any services Tax to be shown separately.
1	Liquid Samples in fragile containers			
2	Other fragile samples			
3	Other samples			
4				
5				

(To be made on Rs. 50/- Non Judicial Stamp Paper)

DRAFT AGREEMENT

THIS AGREEMENT is made on ---- day of ----- Two thousand twelve between BUREAU OF INDIAN STANDARDS, Eastern Regional Office at 1/14 C.I.T. Scheme-VIIM, VIP Road, Kankurgachi, Kolkata-700 054, as one part, hereinafter called ' BIS' and M/s ----, having its registered office at ----- hereinafter called the 'Agency' for courier service on the other part.

WHEREAS the BIS is desirous to engage the Agency for courier service for Bureau of Indian Standards (Eastern Regional Office) Main Building at 1/14, CIT Scheme VIIM, VIP Road, Kankurgachi Kolkata- 54 on the terms and conditions stated below:-

1. The Agency shall be solely responsible for compliance to provisions of various laws and all statutory/ obligations. The Bureau shall have no liability in this regard.
2. The Agency shall be solely responsible for any accident/medical/Health related liability/ compensation. The Bureau shall have no liability in this regard.
3. **Penalty:** In case of non-compliance with the contract, the Bureau reserves its right to :-
 - a) Cancel/ revoke the Contract; and/or
 - b) Penalty as per decision of CA shall be levied depending upon the seriousness of lapses. Including recovery of cost of samples such as non-delivery of samples, delivery of samples after 15 days from receipt of sample, delivery of samples in damaged condition to the laboratory.
4. **Termination:** The Contract can be terminated by giving one month's notice, in case the Agency:
 - a) Assigns or sub-contracts any of this service.
 - b) Violation/Contravention of any other terms and conditions mentioned herein.
 - c) Does not improve the performance of the services in spite of instruction.
 - d) Any violation of instructions/agreement or suppression of facts.

On termination of the contract, it shall be the responsibility of the agency to discontinue the services immediately. Bureau shall not indemnify any loss caused to the agency by such termination, whatsoever it may be.

5. Security deposit equal to 10% of the annual contract value (refundable without interest after three months of termination of the contract) in the form of pay order/Demand draft shall be payable at the time of signing of the Agreement.
6. There would be no increase in rates payable to the agency during the contract period.
7. The Agency also agrees to comply with annexed Terms and Conditions and amendments thereto from time to time.

8. **Arbitration:** In case of any dispute or differences arising on terms and conditions, the same shall be settled by reference to arbitration by sole arbitrator to be appointed by Bureau of Indian Standards, Kolkata. The provision of arbitration and conciliation Act, 1996 shall be applicable
9. **Jurisdiction :**In case of any dispute or differences between the Agency and BIS , BIS shall have the right to decide. However all matters of jurisdiction shall be at the local courts located at Kolkata.
10. Decision of BIS in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.

THIS AGREEMENT will take effect from ----- day of ----- Two thousand twelve and shall be valid for one year which may be extended for further period to be decided by CA., if the services are found to be satisfactory on the same terms and conditions and at the discretion of Authority of the 'BIS'.

IN WITNESS WHERE OF both the parties have set and subscribed their respective hands with their Seal in Kolkata in the presence of the witness :-

BUREAU OF INDIAN STANDARDS

Witness : 1.

2.

AGENCY

Witness : 1.

2.

Check list for self attested documents attached		
1	Earnest Money Deposit of Rs.----- /- in favour of Bureau of Indian Standards, payable at Kolkata, Enclosed.	Yes/ No
2	Registration of Various Authorities and their Nos. Self-attested copies of the following enclosed (a). PAN from income Tax Authority (b). CST/VAT	Yes/ No Yes/ No
3	Experience The intending tenderer must have as its clients Central Govt. offices/PSUs, Banks/Reputed Pvt. Organizations in the last three years (a). Self-attested Copies of work orders in the Last three years from important clients. Enclosed	Yes/ No
4	Location and Service centers The intending tenderer should have their office in Kolkata and service Centers located at other Branch Offices, Metropolitan Cities, as per Scope of Work (Page-4), etc., (I). Tenderer is having office in Kolkata. (II). Tenderer is having service centers at Kolkata City & other places as per Page-4.	Yes/No Yes/No
5	Expertise and facilities The intending Tenderer should be dealing with Domestic courier services at least for the last 03 years & should have the requisite expertise, resources and skilled personnel for the courier service (a). Able to provide free pick-up of packets from BIS Kokata between 2.30 – 5.00 pm on all working days (b) Having package-tracking facility through website. (c) Able to send package tracking details by e.mail daily of letters/samples taken possession of within last 24 hrs (c) Able to deliver the packets within 24 hrs.for Kolkata and to all other Metropolitan cities Viz; Delhi, Mumbai, Chennai, and within 72 hrs for other places (d). Able to provide Proof of Delivery (POD) for all the packages along with their bills as per the requirement of BIS, Kolkata. (e) Able to deliver letters/packages within West Bengal within 7 days from the date of receipt of the same from BIS, Kolkata.	Yes/No Yes/ No Yes/ No Yes/No Yes/No Yes/No

