



**National Handloom Development Corporation Limited
(A Government of India Undertaking)**

Wegmans Business Park, tower 1, Plot No. 3,
Sector Knowledge Park – 3, Surajpur Kasna road,
Greater Noida – 201 306

Tender Document

For

‘Appointment of Courier Service Agency’

Last date for the Submission is 22/04/2019 at 1500 Hrs

1. NOTICE INVITING TENDER

NHDC/TENDER/COURIER/2019-20

Date: April 09, 2019

National Handloom Development Corporation Limited (NHDC) was set up in February 1983 as a Public Sector Undertaking by the Government of India as an autonomous body under the Companies Act 1956 in pursuance of the imperative need for a National Level Agency to assist the speedy development of the Handloom Sector by coordinating all action covering the procurement and supply of inputs at reasonable prices augmenting the marketing efforts of State upgrading the technology in the Handloom Sector & improving productivity.

Sealed tenders are invited from reputed Courier agencies / firms with relevant experience and having sufficient infrastructure for dispatching letters / parcels of National Handloom Development Corporation Ltd on pan India basis.

Submission of Tender Document: The duly filled tender document addressed to:

**National Handloom Development Corporation Limited,
Wegmans Business Park, Tower1,
Sector Knowledge Park – 3,
Surajpur Kasma Road,
Greater Noida (UP)**

Critical Date Sheet

S. No.	Particulars	Details
1	Name of the job	Courier services
2	Date of Issue of Tender Document	09/04/2019
3	Last Date and time for submission of Tender	22/04/2019 at 3.00 PM
5	Date and time for opening of Technical and financial Bids	23/04/2019 at 03.00 PM & 5.00 PM at National handloom development Corporation Ltd, Greater Noida
8	Tender Fee	Rs. 500/- (MSME/DIC/SSI etc are exempted)
9	Period of contract	One years (Extendable for similar period based on requirements & performance of contractor)

The tender should be sent by Courier/Registered Post/Speed Post so as to reach NHDC at above said address on or before 22/04/2019 at 1500 hrs. NHDC shall not be liable for any postal delays what so ever and tender received after the stipulated date and time shall not be entertained.

2. GENERAL INSTRUCTIONS AND GUIDELINES FOR THE BIDDER

2.1 ELIGIBILITY CONDITIONS

- a. Only authorized agencies in the business of providing courier service with minimum experience of 03 years in the services are permitted.
- b. The Courier agency is required to have branch offices in all metropolitan cities, state capitals and other major towns of India as per the set up of NHDC offices spread across country (List of NHDC offices attached for ready reference). The courier service is required to provide a list of stations along with addresses, telephone number, e mail and Fax where its offices or contact offices are located.
- c. The Agency should be well equipped to pick up any number of documents to be presented/ handed over in one consignment.
- d. The agency must have carried out similar work during the last 03 years and at least 02 orders of similar work in Government/autonomous organizations or public sector undertakings or reputed companies. A copy of the award letter from existing clients is required to be furnished from at least three of the above organizations.
- e. The details of inputs / information required to be submitted by the agency is as per the **Annexure-I**.
- f. Minimum annual turnover for each year for last 03 years from similar work should be around 20 Lakh.
- g. Bidder must be having **24 Hrshelpline numbers & details of dedicated customer support to track the consignment**
- h. Bidder must be having **SMS tracking numbers to track the consignment**.
- i. Tenders received without requisite documents, including demand draft of Tender fee, shall not be entertained.
- j. Bidders declared by Government of India to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unlawful or unethical business practices shall not be eligible.
- k. The bidder should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this tender. An undertaking in this regard from the Company Secretary or Authorised Signatory.
- l. The bidder should not be blacklisted/terminated by any Government organization/ agency for unsatisfactory past performance, corrupt, fraudulent or any other unlawful or unethical business practices.

2.2 GUIDELINE FOR SUBMISSION OF TENDER /BIDS

- a. **Authorized Signatory:** Each and every page of the tender document should be signed by Authorized person / signatory and to be enclosed with the Financial Bid form and the work experience certificate. The bid can be forwarded by owner or owner's representative. Representative will have to enclose the Letter of Authority / the Power of Attorney along with this offer or when demanded by

NHDC, otherwise the offer will be considered null and void at any stage as per the decision of NHDC.

b. **Corrections:** All the corrections made anywhere in the tender form will have to be authenticated. The corrections without authentication will be liable to be rejected.

c. **The Sealed bids are to be submitted in two separate envelopes**

(i) **TECHNICAL BID:** Sealed Technical Bid, along with a Demand Draft of Rs. 500/- towards Tender fee, drawn in favour of **NATIONAL HANDLOOM DEVELOPMENT CORPORATION LTD** payable at Greater Noida, and other requested document mentioned in Annexure – I, placed in sealed envelope super-scribed "**TECHNICAL BID -Tender for Appointment of Courier Service Agency**" Tender Document received without Tender fee shall not be entertained.

(ii) **FINANCIAL BID:** Sealed Financial Bid placed in a separate envelope super-scribed: "**FINANCIAL BID - Tender for Appointment of Courier Service Agency**".

The above mentioned two sealed envelopes should bear the name and complete postal address of the bidder. Sealed envelopes containing Technical Bid and Financial Bid should be placed in a bigger envelope super-scribed "**Tender for Appointment of Courier Service Agency**". This bigger envelope, should be addressed to

**National Handloom Development Corporation Limited,
Wegmans Business Park, Tower1,
Sector Knowledge Park – 3,
Surajpur Kasna Road,
Greater Noida (UP)**

Tender must reach to the NHDC office either by Registered Post/Speed Post/Courier must be submitted by April 22/04/2019 at **3:00 PM**.

d. Tenders received after the stipulated date and time shall not be entertained under any circumstances whatsoever. NHDC shall not be liable for any postal delays whatsoever. Conditional tenders shall not be entertained.

e. The bidder(s) shall quote rates inclusive of all statutory levies, taxes, fees, cesses, duties, etc. No component of cost / tax or any other charges shall be paid by NHDC unless the same is included specifically in the quotations and agreed by the NHDC. Rates should be quoted both in figures as well as in words. In case the rates quoted in words & figures are at variance, the rates written in words will be taken as final.

- f. NHDC reserves the right to reject or accept any or all bid(s) without assigning any reasons and to restrict the list of pre-qualified agencies to any number deemed suitable by it, if too many bidders are received satisfying the basic pre-requisite criteria.
- g. The Technical Bid shall be opened on **April, 23, 2019 at 3.00 PM** in the office of National Handloom Development Corporation Ltd. Bidder or their authorized representatives, (not more than one person) may be present at the time of opening of tender, if they so desire. No separate communication will be sent in this regard. In the event of due date being a close day or declared holiday, the due date for opening of the bids will be the following working day at the appointed date, time and venue.
- h. The Price Bids shall be opened on such later date, as may be notified by NHDC.

2.3 Validity of the bids

Bids shall remain valid for 90 days after the date of opening of Technical Bids prescribed by the NHDC. A bid valid for a shorter period may be rejected as non-responsive. However, the prices finalized after opening the tenders shall not increase throughout the period of implementation and operation.

In exceptional circumstances, NHDC may request the Bidder(s) for an extension of the period of validity. The request and the responses thereto shall be made in writing (or by fax).

2.4 Amendment of Tender

- a. At any time prior to the last date for receipt of Bids, the NHDC, may, for any reason, whether at its own initiative or in response to a clarification requested by the Bidders, modify the Tender by issuing an addendum/corrigendum. Any such amendment issued along with the original Tender document will constitute Revised Tender.
- b. The addendum/corrigendum will be uploaded on NHDC website. The Bidders are requested to visit the website frequently to check for any amendments.
- c. NHDC may at any time during the Tendering process but before opening the technical bid request the Bidders to submit revised Technical / Commercial Bids and/or Supplementary Commercial Bids, in case of change in Scope of Work, without thereby incurring any liability to the affected Bidder or Bidders.

1. SPECIFICATION OF REQUIREMENTS

1.1 SCOPE OF WORK

- I. The Authorized representative of Courier agency will collect parcels/letters from NHDC offices spread across country.
- II. The agency should collect documents/parcels on all working days and on holidays if there are some urgent requirements.
- III. The authorized representative of Courier agency will be required to furnish receipt of the parcels/letters collected.
- IV. The Courier agency will return the undelivered parcels/letters within two weeks.
- V. 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.
- VI. The Courier agency will furnish proof of delivery of parcels/letters every week after getting signature of the recipient, his/her name and telephone number. The Representatives of Courier Service will write the name and telephone number of the recipients themselves.
- VII. The quantities mentioned in the financial offer are tentative for evaluation of tender only actual quantities may vary.

2. GENERAL CONDITIONS OF TENDER

2.1 PERIOD OF CONTRACT

- a. The contract will be valid for a period of One year initially.
- b. On expiry of One year, NHDC reserves the right to extend the contract further on the same terms & conditions as mutually agreed in writing if the service of the agency found satisfactory.

2.2 TERMINATION OF THE CONTRACT

- a. NHDC may terminate the contract without assigning any cause by giving three months' notice in writing. However, the notice period may be extended by mutual agreement till alternate arrangements are made. Further, any pending or unresolved service, function, task, performance, unpaid fees and any other remedies shall continue by both the parties during the period of termination notice and the same must be satisfied before this agreement is terminated.
- b. The Agency shall have no claim to any payment or compensation whatsoever on account of any profit or advantage, which would have derived from the execution of the work in full, but which he did not derive in consequences the full amount of the work not having been carried out, neither shall he have any claim on compensation / damage for the loss suffered by him by reason of termination of agreement by the NHDC

- c. NHDC without prejudice to any other remedy, reserves the right to terminate the Tender / Contract in whole or in part and also to blacklist the Agency for a suitable period without giving any notice in case he fails to honour his bid or contract without sufficient grounds or found guilty for breach of condition /s of the tender or contract, negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct by agency or by its staff or agent. NHDC's decision in such a situation shall be final and shall be accepted by the service provider without any objection or resistance. In such case of termination, NHDC will have the right to put in place any other agency for carrying out the remaining enrolment work. Any extra expenditure shall be recovered from the agency.
- d. If the successful bidder withdraws or the services provided by the successful bidder are not found satisfactory (say in a month or so) during the probationary period of three months from the date of taking over charge, NHDC reserves the right to terminate the contract without giving any notice and initiate appropriate necessary action in the matter for making alternate arrangements.

2.3 TENDER FEE

1. The Tender fee of Rs. 500/- in the form of Demand Draft/NEFT drawn in favour of "NATIONAL HANDLOOM DEVELOPMENT CORPORATION LTD" payable at Greater Noida only is to be submitted along with the technical bid.
2. Tenders received without the prescribed Tender fee of Rs. 500/- shall not be entertained

2.4 SECURITY DEPOSIT

Security deposit / performance guarantee of **Rs. 15,000/-(Rupees: Fifteen Thousand Only)** in the form of bank guarantee from scheduled Bank is to be submitted by the Agency immediately within 7 days of the execution of the agreement to cover any loss or damage caused to or suffered by NHDC due to acts of commission and omission by the Agency or any failure on the part of Agency in fulfilment of terms and conditions of the contract and conditions contained in the agreement. The bank guarantee should be valid up to three months beyond the expiry of contract period.

2.5 PAYMENT AND DELIVERY TERMS

- I. The Courier service will raise bills on completion of each calendar month. The proof of Delivery (PODs) will be preserved and maintained by courier agency and should be submitted along with the monthly bill payment the Payment will be made within 30 days after scrutinizing and verifying the same.
- II. The courier service will have to deliver the parcel the package as per the following:
 - a. Up to 1500 KM – delivery will take place in 24 hrs (next working day)

- b. Above 1500 KM - delivery will take place in 48 hrs (next 02 working day)
- III. In case of untimely or non-delivery of parcels/letters etc. or damage to the parcels/letter, NHDC reserves the right to deduct the amount from the monthly billing of the Courier Service.

2.6 LIQUIDATED DAMAGES

- I. The timely and accurate delivery of the letters/articles/packets/ documents etc with utmost promptness is the essence of this tender. Extensions of the time limit of the delivery of the packets/articles/ documents beyond the agreed delivery schedule will not be given except in exceptional circumstances. In case of delay in delivery beyond the agreed delivery schedule, **penalty at the rate of 5% of the freight value for that consignment or part thereof, subject to maximum 25% of total Freight Value of delivery rate.** Quantum of liquidated damages assessed and levied by NHDC shall be final and not challengeable by the Agency.
- II. The Agency shall exercise due care and caution while transporting the consignments to avoid any damage or loss at any stage. The Agency shall be responsible for the safety of the consignment in their custody. NHDC shall be at liberty to recover all the damages or any payable amount from the Agency's monthly bills, if the Agency fails in taking care of the consignment in its custody.
- III. All the material shall be deemed to be in the possession of the Agency and in his care and custody, at his risk and responsibility from the moment they have been handed over to and accepted in writing by the Agency or his representative at the pickup point and till such time they are delivered to the addressees under proper acknowledgement. The Agency shall be responsible for any mishap, accident en-route, the consequences thereof including legal compensations, if any, and payable during the execution of the contract. NHDC shall not be in any way responsible for any accident or damages incurred or claims arising there from during the period of the contract.
- IV. Subject to clause for Force Majeure if the bidder fails to provide the service as agreed, NHDC at its discretion may without prejudice to any other right or remedy available to NHDC in the tender and the Contract, forfeit the entire performance bank guarantee submitted by the agency, apart from blacklisting of the agency for further participation in any of the tenders of the NHDC.

2.7 INDEMNITY

The Courier agency hereby covenants and agrees to indemnify and shall at all times keep indemnified NHDC against any loss or damage that NHDC may

sustain as a result of the failure or neglect of the Bidders to faithfully carry out its obligations under this agreement or negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct of the Agency or its employees, agents, representatives and further to pay for all loses, damages, costs, charges and expenses which NHDC may reasonably incur or suffer, and to indemnify and keep indemnified NHDC in all respects.

2.8 FORCE MAJEURE

If any time, during the continuance of this contract, the performance in whole or in part by either party under obligation as per this contract is prevented or delayed by reasons of any war or hostility, act of the public enemy, civil commotion, sabotage, fire, flood, explosion, epidemic, quarantine restrictions, strike, lockout or acts of God (herein after referred to "eventuality"), provided notice of happening of any such eventuality is given by either party to the other within 21 days of the date of occurrence thereof, neither party shall be reason of such an "eventuality" be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance and deliveries under the contract. The contract shall be resumed as soon as practicable after such "eventuality" has come to an end or cease to exist. In case of any dispute, the decision of Chief Executive & Officiating Secretary of NHDC shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such eventuality for a period exceeding 60 days, either party may at its option, terminate the contract. Provided also that if the contract is terminated under this clause NHDC shall be at liberty to take over from the Agency at a price to be fixed by the NHDC, which shall be final, all unused, undamaged and acceptable materials, bought out components and other stores in the course of operation which may be in the possession of the agency at the time of such termination, or such portion thereof as NHDC may deem, fit except such material, as the agency may, with the concurrence of the NHDC, elect to retain.

2.9 ARBITRATION

- I. In the event of any dispute difference, claims and demands arising between NHDC and the agency in any matter arising in relation or connection or pursuant or touching to the meaning, operation, effect or interpretation of this tender / agreement directly or indirectly, the matter shall be referred to the Secretary of NHDC who may himself act as sole arbitrator or may name as sole arbitrator an officer of NHDC notwithstanding the fact that such officer has been directly or indirectly associated with this contract. The decision / award of the Arbitrator shall be final and binding on the parties. Cost of Arbitration will be shared equally by the parties.
- II. The place of the arbitration shall be at New Delhi/NCR.

- III. The Arbitration proceeding shall be governed by the Arbitration and Conciliation Act of 1996 as amended from time to time.
- IV. The proceedings of arbitration shall be in English language.

2.9 JURISDICTION

In respect of any dispute arising between NHDC and the agency in any matter covered / touched this tender / contract or arising directly or indirectly there from or connected or concerned with the said contract, the courts at Delhi/NCR shall only have the jurisdiction.

3. CHECK LIST

CHECK LIST OF DOCUMENTS REQUIRED FOR TECHNICAL SCRUTINY

The list of documents required to be enclosed with technical bid for getting eligible to be considered for technical scrutiny: -

- I. Demand draft of Rs. 500/- (Tender fee) drawn in favour of National Handloom Development Corporation Ltd, payable at Greater Noida.
- II. List of their offices/ branches, covering all offices of the courier agency, with complete address and telephone number.
- III. Details of successfully executed similar work during last 03 year along with their **proof Certified Copies of the work order (s)**
- IV. List of Current Clients executing similar works/Assignments. (Attach Documentary proof i.e. work order, agreements etc.).
- V. A Certified Copy (s) of Registration Certificate, GST etc.
- VI. Duly filled in and signed **Declaration & Acceptance of Terms and Conditions**, as per Performa enclosed in **annexure - III**
- VII. Complete copy of tender document duly signed each of the pages.
- VIII. The Complete details setup and establishment of the agency (copy of Certificate of Incorporation / Partnership Deed)
- IX. Copy of last 03 Year's audited financial statement including profit and loss account and balance sheet. (Showing annual turnover of the firm)
- X. Income tax return for last 03 years along with copy of PAN card

Technical bid

Details of Inputs/ Information to be provided by the Bidder

S. No.	Items	Information /inputs to be filled by the Bidder (if required separate sheets may be enclosed)
1.	Name and address of the agency , telephone number, fax, mobile number, email address Contact Person	
2.	Type of organization (Whether proprietorship, partnership, private limited, limited company)	
3.	Name and address of the directors/ proprietor /partners	
4.	Year of formation of the company/ experience as a courier agency	
5.	Branches in other cities in India and abroad and contact details	
6.	Name of Agency's 02 largest clients, to whom Agency provides similar Services.	
7.	Any sister concerns and their address	
8.	Details of registration/ membership/ trade license	
9.	Total number of employees of the firm	
10.	helpline numbers & details of dedicated customer support	
11.	SMS tracking numbers to track the consignment.	
12.	Bar coded AWB facilities	
13.	Online Software for tracking end to end delivery of documents. (Web tracking facility for tracing	

	Consignments)	
14.	Income tax return for the last 03 financial years	
15.	Total turnover of the courier agency during last 03 financial years <i>(Minimum annual turnover for each year for last two years should be Rs. 20 Lakh)</i>	
16.	GST Reg. Certificate etc. (Attach a copy of the Registration Certificate.)	
17.	Income Tax Permanent Account No. (Attach documentary Proof)	
18.	Change of the firm name at any time. If so, when and reason thereof	
19.	Dispute, if any	

Undertaking:

I hereby certify that all the information furnished above is true to my knowledge. I have no objection to NHDC verifying any or all the information furnished in this document with the concerned authorities, if necessary.

I also certify that, I have understood all the terms and conditions indicated in the tender document and hereby accept the same completely.

Signature of the authorized signatory of the agency

Official seal/ stamp

Date:

Place:

NHDC/TENDER/COURIER/2019-20

April 09, 2019

Financial Bid

Particulars	Delhi /NCR (Gurugram, Faridabad, Noida, Gr. Noida, Ghaziabad)	Rest of India.
Rate Per letter/article 0-500 Gms		
Rate Per letter/article 501- 1.00 Kg		
Rate per letter/article of above 1.00 Kg		

NOTE: The Tenderers/Bidders are hereby informed that the lowest rates received amongst all the eligible Tenderers/Bidders in the Financial Bid will be considered for award.

Signature of the authorized signatory of the agency

Official seal/ stamp

Declaration & Acceptance of Terms and Conditions

To,
Managing Director
National Handloom Development Corporation Limited,
Wegmans Business Park, Tower1,
Sector Knowledge Park – 3,
Surajpur Kasna Road,
Greater Noida (UP)

Sub: TENDER FOR APPOINTMENT OF COURIER SERVICE AGENCY

Sir,

This is with reference to your tender no:_____ dated _____.We are interested in participate in the tender for appointment of courier service agency

We have read and understood the details as given in the tender information regarding the Scope of Work and Terms and Conditions for the selection and the same are acceptable to us. We have been given all the required information by NHDC. We have submitted the required Documents as per the format. We certify that we are eligible as per the said Terms. The duly signed copies of all the tender pages are attached herewith.

(Signature of the Bidder)
Printed Name Designation

Official seal/ stamp

Date:

Business Address:

ANNEXURE 4

(Format for Affidavit)

(On the letterhead of the Agency duly stamped and signed)

TO WHOMSOEVER IT MAY CONCERN

This is certify that our Agency:

1. Does not owe any money beyond 60 days to any other media house.
2. Has not been blacklisted/de-listed by any of the Central /State Government /Public Sector Undertakings /Public Sector Banks/any regulatory institution in the past 3 years.
3. Does not have any legal, civil, criminal, taxation and other cases pending against the Agency that may have an impact affecting or compromising the delivery of services required.
4. Has the ability to handle development of creative content for print and co-ordinate with production houses for production of short films, TV, Radio
5. Has the ability to serve the requirements of all the establishments of NHDC.

(AUTHORISED SIGNATORY)

NAME:

DESIGNATION:
