

BHARAT HEAVY ELECTRICALS LIMITED
BHEL HOUSE, SIRI FORT, NEW DELHI - 110049



TENDER DOCUMENTS
FOR
RATE CONTRACT FOR DOMESTIC COURIER SERVICES

Tender Ref. No. AA:GAX:DS:09:101
Dated : Aug. 1st, 2009

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- 1- Scope of work / services and General Terms & Conditions
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DATE OF SUBMISSION & OPENING OF TENDER

Last date for submission of sealed tender : 24.08.2009 at 14.00 Hrs.

Date of opening the tender (Techno commercial) : 24.08.2009 at 15.00 Hrs.

Venue for opening of Tender : 2nd Floor, BHEL House,
Sirifort, New Delhi –110049

(A) Scope of Work / Service

We are the leading Public Sector Undertaking in the country and wish to empanel courier agency on panel for courier services for our Offices in Delhi and NCR for a period of **Two years** in Local and Domestic Sector. The detailed scope of work will be as follows :

1. Documents / parcels will be collected from our following offices:
 - a. BHEL House, BHEL House, Siri Fort, New Delhi
 - b. Industry Sector, IO at Lodhi Road, New Delhi
 - c. HRDI & PPEI, Sector-16, Noida
 - d. PS-TS, SSBG, CQA, PS-HQ At Kribhco Bhawan, Sector-1, Noida, and
 - e. Any other office at Delhi / Noida

The documents / parcels will be collected between 14:30 hrs and 17:30 hrs on all working days and on holidays, if required; duly weighed, documented and registered in the prescribed POD forms giving complete details such as consignment numbers, date, weight, destination, address etc.

2. All documents collected must be delivered positively within 24 hrs in Delhi and NCR, within 48 hrs in Metro cities and within 48 to 72 hrs in other cities / towns of the country after collection from this office. The duration indicated above excludes Sunday, national holidays / local holidays. POD / ePOD shall be submitted along with the bill for effecting payment on monthly basis.

(B) General Terms and Conditions

1. The approximate business of Rs. 60 Lakhs has been estimated for next two years. However, it is only indicative and may vary to any extent. Parties are requested to quote their rates accordingly.
2. The rates should be quoted in the format enclosed at Annexure-I. The rates shall remain firm during the entire contract period of **2 years** which is extendable to another one year on the same rate and terms & conditions with the mutual consent.
3. There will be no objection by you, if sister units of our Company decide to operate on the rate contract finalized against this tender, payments for which will be released by the concerned unit. In this regard, separate orders will be issued by the concerned unit.

4. Volumetric charges shall be applicable, in case, the weight of the box is less and size is bigger and box occupies more space. The formula for calculation of volumetric charges shall be as follows :
Rates by Air (Per Kg.) = $(\text{Length} \times \text{Width} \times \text{Height}) \div 5000$
Rates by Surface (Per Kg.) = $(\text{Length} \times \text{Width} \times \text{Height}) \div 6000$
5. Rates should be quoted inclusive of all taxes but excluding Service Tax which shall be reimbursed on actuals against documentary evidence.
6. BHEL reserves the right to accept any offer in parts or full and place order on more than one vendor. BHEL also reserves the right to terminate the contract if the performance or services of the party shall be found to be unsatisfactory by giving one month's notice. In such a case, security deposit may also be forfeited.
7. No revision of prices shall be entertained after submission of tender. Bid should be free from correction and erasers. Corrections, if any, must be counter-signed. If there is a difference between price quoted in words and figures or there is any other discrepancy in the Price Schedule, higher value(s) will be considered for evaluation and lower values will be considered for ordering.
8. There should be no case or charge under investigation / enquiry / trial against the agency, nor conviction in a Court of law or suspended / blacklisted by any organization on any ground.
9. If any information given in the tender is found to be incorrect at later stage, BHEL reserves the right to reject the bid submitted by bidder / cancel the award of contract.
10. The opinion / decision of BHEL regarding the bids shall be final and conclusive. BHEL reserves the right to reject any or all the bids at any time without assigning any reason whatsoever.
11. The parties may clarify any doubts related to this tender enquiry from Dy. Manager (HR-GAX), Shri S.C. Shivhare, Telephone No. 66337406.
12. Duly filled and complete in all respects, the sealed tender may be sent either by registered post or may be submitted personally (by hand) in the office of **Dy. Manager (HR-GAX), BHEL House, Siri Fort, New Delhi - 110049** between 9.00 AM to 5.30 PM on any working day till the due date.

(C) Eligibility Criteria

The pre-qualification criteria (PQ) for the parties for domestic courier service will be as following:

S No.	Qualifying Requirement	Documents to be submitted in Support of Proof
a.	The average annual turnover of the party during the last 3 years ending on 31 st March should at least be 100 Cr.	1. Certified copies of audited Balance sheets / Profit & loss account for the last 3 years.
b.	The parties should have Experience in domestic courier business for the last 7 Years ending on 31 st May,09 and they should have executed the orders for similar work for reputed PSU,s & Government organizations and they should submit the List of clients for whom they have provided the similar services during the last 3 years.	The parties should submit the following documents : 1. Copy of certificate of incorporation. 2.The parties Should submit the copies of executed Orders in support of proof. 3. The parties should have experience of working for reputed PSU,s & Government organizations and they should submit the List of clients with names & contact nos. concerned officials for whom they have provided the similar services during last 3 years.

- c.** The Parties should have computerized / Web based Tracking system.
- d.** The Parties should submit the their network details available across the country.
- e.** The parties should give an undertaking to ensure for delivery of our dak / documents maximum in 24 hrs in Metro / Capital cities and in 48 to 72 hrs in other cities / Towns/ sites etc.
- f.** Bidder must have the service tax registration no. if the services rendered by the bidder falls under the service tax net. Copy of the same must be submitted
- g.** Copy of the Pan card must be submitted.

Definition of Similar Work : “The work of Courier Services in all the major Cities / Towns of all the states in India”.

The documents as required above shall be submitted along-with Part-I Bid

(D) Security Deposit

Security Deposit shall be collected from the successful bidder. The rate of Security Deposit will be as below.

Rs. 4 lakh + 5% of the amount exceeding Rs. 50 lakhs.

50% Security Deposit should be submitted by the Contractor before the start of the work/ services and the balance 50% security deposit can be recovered from the running bills. No interest will be paid to the Contractor for the amount deposited during the period of agreement.

Failure to pay the security deposit shall be treated as failure to discharge the duties under the contract and shall result in cancellation of the offer of the contract and the bidder shall be liable to compensate BHEL for any losses incurred by BHEL. The security deposit shall be refunded within a reasonable time after the date of expiry of the contract subject to the contractor carrying out all obligations / operations as required under the contract.

BHEL reserves the right to appropriate any part / whole of the amount of the security deposit without prejudice to other claims against this contractor for losses suffered by BHEL due to failures on the part of the contractor due to termination of contract or contractor becoming disqualified because of liquidation / insolvency. The decision of BHEL in respect of such losses, damages, charges, expenses or costs, shall be final and binding on the contractor and the decision shall not be questionable.

(E) Procedure for submission of sealed Tenders

Bids shall be submitted latest by 2 P.M. on or before the due date, in two separate envelopes as follows:

PART-I : Techno - Commercial Bid - This part shall contain the following:

- a. Techno commercial offer/details
- b. Commercial terms and conditions
- c. **Deviation letter** as per **Annexure – III**
- d. **The following Documents are to be annexed with Techno-Commercial Bid :**
 1. Certified copies of **audited Balance** sheet / Profit & loss account for the last 3 years.
 2. Copy of certificate of incorporation.
 3. Copies of executed Orders.
 4. The parties should have experience of working for reputed PSUs & Government organizations and they should submit the List of clients with names & contact nos. of concerned officials for whom they have provided the similar services.
 5. The Parties should submit the their network details available across the country.
 6. Bidder must have the service tax registration no. if the services rendered by the bidder falls under the service tax net. Copy of the same must be submitted.
 7. Copy of the Pan card must be submitted.
 8. Duly signed and stamped copy of Tender document as token of acceptance of terms and conditions of Tender.
 9. Un priced copy of the price bid format with all amounts / rates wherever quoted in price bid to be replaced with the word Q for Quoted and NQ for not quoted.

PART- 2: Price Bid

This part shall contain Rates only (duly filled in price bid format) and should not contain any technical details and / or Commercial Terms & Conditions. Any technical details/or Commercial Terms & Conditions, if found in this part shall be ignored as the same are supposed to be contained in Part-I only as indicated above.

This part shall be submitted in a Sealed Cover with bidder's Seal superscribed with Tender Enquiry No., due date of opening and '**Part-2: Price Bid**'. The Rates shall be quoted both in **words and figures**.

(F) Bid Opening

Part-I (Techno-Commercial Bids) will be opened at 3.00 PM on the due date in the presence of bidders who may like to be present. Date and time of opening of Part-II (Price Bids) shall be communicated separately.

On the day of opening of the tender your Techno commercial bids only will be opened. The price bids of only technically qualified bidders (whose technical bids are found satisfactory) will be opened. The date of opening of price bid will be communicated over phone separately to the successful bidders.

(G) Period of Rate Contract

The rate contract shall be applicable for a period of 2 Years (**Two years**). This rate contract may be further extended for next one year on same rates and terms & conditions if BHEL desires so.

(H) Arbitration/ Conciliation

In the event of any dispute arising between the parties hereto in respect of or connected with this contract for scope of work as detailed in the scheduled jobs, terms & conditions of services, nature and manner of such services to be rendered during the continuance of this contract or thereafter, then the same shall be referred to Arbitration and arbitrator is to be nominated by the Head of administration of BHEL Corp. Office, New Delhi, whose award shall be final and binding. However, any differences or doubt pertaining to meaning / interpretation of any phrase word used in terms or in the schedule of services, their nature and manner of rendering of such services shall be the excepted matter and be referred to the Head of administration of BHEL Corp. Office, New Delhi, whose decision shall be the final and binding. The provisions of Arbitration and Conciliation Act, 1996 or any statutory modification and re-enactment thereof will apply to such arbitration provided however, in all matters the venue of proceedings will be Delhi and only Delhi or appropriate Courts will have jurisdiction over the same.

(I) Risk Clause

BHEL reserves the right to terminate the contract due to any failure on the part of the Agency in discharging his obligations under the contract or in the event of his becoming insolvent / poor services or going into liquidation. The decision of the BHEL about the failure on the part of the Agency shall be final and binding on the Agency. In the event of any such reasons/ failure on the part of the Agency, BHEL shall have the right without any prejudice to get the work done through any other alternate agency at the risk and cost of Agency. The additional cost, loss, if any incurred by BHEL will be recovered from the Agency or BHEL reserves the right to terminate the contract with a notice period of one month.

(J) Terms of Payment

1. Bills shall be submitted to the respective offices (from where the documents are collected) and payment will be made by the same office.
2. Payment against monthly bill duly supported with 'Proof of Delivery' (POD) / e POD for each consignment will be made within 30 days from the date of receipt of the bill. All applicable statutory recoveries, dues etc. will be effected at source.
3. The volumetric charges shall be paid as per clause No. 4 of general terms and conditions.
4. No additional charges on any account will be paid by BHEL.
5. Service tax if any, will be reimbursed on actuals against documentary evidence.

(K) Penalty

1. In case of failing to pick up our documents / parcels in time, a penalty of Rs.100/- per day shall be imposed.
2. In respect of any loss or damage or non-delivery of any document / letter / packet, the cost of document or Rs.1000/- per consignment, whichever is higher will be levied. In case of late delivery, a penalty of 10% of the charges per day for such consignment would be levied.

(L) Bid Evaluation

The Rate Contract will be awarded to the bidder who has quoted L-1 rates against serial No. **A to E** of Price Format and found L-1 as per the evaluation criteria (Formula) mentioned in price format.

(M) Validity of Rates

Bid should be valid at least for 90 days from the date of opening of bids.

(N) Deceleration

I / We hereby declare that I/We have not been banned and de-listed by any PSU / Government Department / Financial Institution / Court.

Signature
Name & Address of the Bidder
(with official seal)

Place:

Date:

Price Format

Sl. No.	Area category	Description of category	Rate (Rs.)
A	National cities / Towns (other than Delhi & NCR)	Documents / letters less than 250 Gms	
B	National cities / Towns (other than Delhi & NCR)	Documents / letters >250 Gms & <500 Gms	
C	National cities / Towns (other than Delhi & NCR)	Documents / letters more than 500 Gms (for every addl. 500 gms)	
D	Delhi & National Capital region (NCR)	Documents less than 500 Gms	
E	Delhi & National Capital region (NCR)	Documents more than 500 Gms (for every addl. 500 gms)	
F	National cities / Towns (other than Delhi & NCR)	Non-Documents / parcels less than 500 Gms	
G	National cities / Towns (other than Delhi & NCR)	Non-Documents / parcels more than 500 Gms (Every 500 gms)	
H	Delhi & National Capital region (NCR)	Non-Documents / parcels less than 500 Gms	
I	Delhi & National Capital region (NCR)	Non-Documents / parcels more than 500 Gms (Every 500 gms)	

Service Tax shall be payable extra as applicable from time to time.

Note : Rates for documents weighing > 500 gms shall be worked out as under :

Document weighing 1 Kg.	= Rate for document weighing > 250 gms but < 500 gms 'B' + rate for every addl 500 gms weight of document 'C'
Document weighing > 1 kg but < 1.5 Kg	= Rate for document weighing > 250 gms but < 500 gms 'B' + 2 x (rate for every addl 500 gms weight of document 'C')
Document weighing >1.5 kg but < 2 Kg	= Rate for document weighing > 250 gms but < 500 gms 'B' + 3 x (rate for every addl 500 gms weight of document 'C')
Document weighing n Kg (rounded off to nearest 500 gms)	= Rate for document weighing > 250 gms but < 500 gms 'B' + (n-0.5) x 2 (rate for every addl 500 gms weight of document 'C')

Evaluation criteria shall be as follows :

$$0.10 \times A + 0.06 \times B + 0.80 \times (B+C) + 0.01 \times D + 0.03 \times (D+E)$$

Signature & seal of the Bidder

Tender No. AA:GAX:DS:09:101

Dated : 08.07.2009

Subject : Rate Contract for Courier Services

No Deviation Certificate

(To be submitted alongwith Part-1 Bid)

Notwithstanding anything mentioned in our bid, we hereby accept all the terms and conditions of the above tender. We confirm that the offer submitted by is confirming to all the terms and conditions mentioned in the tender document.

Or

We hereby accept all terms and conditions of the above tender except the followings :

- 1.
- 2.
- 3..

Signature

With name, Designation & seal of the firm

