# Engagement of Agency for Courier and Dispatch Services

<table>
<thead>
<tr>
<th>Description</th>
<th>Details</th>
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<tbody>
<tr>
<td>Estimated Value</td>
<td>Rs. 2.00 Lakhs p.a. (approx.)</td>
</tr>
<tr>
<td>Processing Fee</td>
<td>Rs. 500 (Rupees Five hundred only)</td>
</tr>
<tr>
<td>Earnest Money Deposit (EMD)</td>
<td>Rs. 25,000 (Rupees Twenty Five Thousand only)</td>
</tr>
<tr>
<td>Due Date and Time of Submission of Proposals</td>
<td>Tuesday, 05 May 2009 by 1500 Hrs</td>
</tr>
<tr>
<td>Due Date and Time of Opening of Technical Proposals</td>
<td>Tuesday, 05 May 2009 at 1600 Hrs</td>
</tr>
</tbody>
</table>

Consultancy Development Centre  
Core 4B 2nd Floor, India Habitat Centre  
Lodhi Road New Delhi – 110 003  
Tel# 24602601, 24602915  
Website: [www.cdc.org.in](http://www.cdc.org.in)
Courier and Dispatch services in Consultancy Development Centre (CDC)

1.0 INTRODUCTION

Consultancy Development Centre (CDC) is an Autonomous Institution of the Department of Scientific and Industrial Research (DSIR), Ministry of Science and Technology, Government of India set up for promoting and strengthening of consultancy skills and capabilities including exports and promote cooperation with other countries. CDC is located at the India Habitat Centre Lodi Road New Delhi

2.0 PROPOSAL

CDC proposes to engage a suitable agency that can provide all the required services relating to courier and dispatch activities as indicated in the scope of work for a period of one year from the date of entering into the agreement, extendable to two more years based on satisfactory performance during the initial one year.

3.0 SCOPE OF WORK

1. Pasting labels on the letters/ packets including making ready for courier/ dispatch
2. Tracking the status of letters/packets and give the required feedback to the concerned divisions. The agency will submit a detailed report on a weekly basis, which shall also include the proof of delivery.
3. Send letters/ packets through speed post where service of the agency does not exist
4. Collect proof of delivery (PoD’s) clarify the same according to divisions and submit alongwith bill.

4.1 MANPOWER TO BE DEPUTED BY THE AGENCY

- The agency is to station one qualified person in CDC for supporting all the activities as per the scope of work indicated in 3.0 above. In addition be/she have the required competence to support CDC data entry work and related jobs.

- Capable of providing information on status of delivery of letters/packets through web tracking.

Terms and conditions relating to manpower

- The person deputed shall have the required competence to provide support for all the above activities and shall be finalized in consultation with CDC.

- The agency shall provide its services from 9.00 a.m. to 5.30 p.m. six days a week with one weekly off. However, the schedule of timings and days is subject to change without prior notice. Based on exigency of work, the agency shall have to provide its services beyond the prescribed timings, as and when needed, at the sole discretion CDC. Day to day attendance in a prescribed register will be marked, which
shall form the record for release of payment. Proportionate amount will be deducted for absenteeism.

- The person deputed will have to familiarize themselves with the activities of CDC so as to facilitate the persons concerned in the smooth operations.
- CDC will not have any liability whatsoever towards any of the manpower or equipment of the agency. All statutory requirements of the manpower are to be borne by the agency and it will be the sole responsibility of the agency. None of the persons so placed by the agency will have any right whatsoever expressly or impliedly for claiming regular employment in CDC pursuant to the expiry of the contract.

### 4.0 EVALUATION OF PROPOSALS

4.1 The technical proposals shall be opened by a Committee on the date indicated in the letter of enquiry and verified with respect to the eligibility criteria (indicated in instruction to bidders).

4.2 Clarifications, if any, or missing information shall be obtained from the applicant.

4.3 Eligible proposals shall be evaluated by Technical Evaluation Committee (TEC). The TEC shall evaluate the proposals with respect to the following parameters and weightages:
   - Understanding of the scope of work: 10 Marks
   - Approach and Methodology: 15 Marks
   - Experience (in all types of services): 25 Marks
   - Manpower to be deployed: 10 Marks
   - Infrastructure and Resources: 20 Marks
   - All India Presence/Network: 20 Marks

   The Committee may have a discussion with the eligible firms if so desires while carrying out the technical evaluation.

4.4 Agencies securing 75 or more marks shall be considered for opening of the financial bid.

4.5 The financial bids of technically qualified bidders shall be opened by the committee and the agency with lowest quote (L1) shall be considered for award.

### INSTRUCTIONS TO BIDDERS

**ELIGIBILITY CRITERIA**

The Agency should meet the following eligibility criteria:

1. Be a partnership concern or a company and should be registered with the Registrar of Firms / Companies, wherever applicable, and should have been in operation for the last 5 years. (**Documentary evidence to be attached with the technical proposal**).
2. Have provided courier and dispatch related services as per the scope of work for at least three organizations relating to Government/Public Sector Undertakings/Autonomous Institutions. (Work Order /agreement copy/ Certificate from other employers indicating details of work, value, etc., done in last three years should be attached as documentary evidence along with the technical proposal)

3. Have annual turnover of minimum 10 lakhs in courier and dispatch related services as per the scope of work during the last 3 years. (Copy of audited accounts/certificate from the auditor to be attached as documentary evidence with the technical proposal)

4. Have Service Tax/VAT Registration (Documentary evidence to be attached with the technical proposal)

5. Should be an I.T. Assessee and should have filed Income Tax return for last 3 assessment years. (Certified copy of latest returns should be attached as documentary evidence with the technical proposal)

6. The agency should have All India Network.

**PROCESSING FEE**

TECHNICAL BID MUST ACCOMPANY PROCESSING FEE OF RS.500 (RUPEES FIVE HUNDRED ONLY) (NON REFUNDABLE) IN THE FORM OF DEMAND DRAFT/ BANKER’S CHEQUE, IN FAVOUR OF “CONSULTANCY DEVELOPMENT CENTRE”. TECHNICAL BID RECEIVED WITHOUT THE PROCESSING FEE WILL BE SUMMARILY REJECTED

**TERMS AND CONDITIONS**

1. The contract will be initially for a period of one year from the date of entering into the agreement, extendable to two more years based on satisfactory performance during the initial one year.

2. The agreement can be terminated only by written notice of not less than one month by either party. However, if the services provide by the agency are not found to be satisfactory, the same can be terminated by CDC within fifteen days notice. In such an eventuality, the security deposit submitted to the Centre by the agency will be forfeited.

3. TECHNICAL BID MUST ACCOMPANY EMD OF RS. 25000/- (RUPEES TWENTY FIVE THOUSAND ONLY) IN THE FORM OF DEMAND DRAFT/ BANKER’S CHEQUE, IN FAVOUR OF “CONSULTANCY DEVELOPMENT CENTRE” VALID FOR 60 DAYS BEYOND THE PERIOD OF VALIDITY OF OFFER. TECHNICAL BID RECEIVED WITHOUT EMD WILL BE SUMMARILY REJECTED.

4. The person deployed/agency will be responsible for all the letters/packets once handed over for dispatch and any loss on account of loss/damage is to be borne by the agency.

5. The Agency shall be responsible for the conduct/integrity of persons deputed for the job of courier and dispatch in the Centre and will also be responsible for any act of omission or commission on their part.

6. Shortlisted agency will be required to submit security deposit within 30 days
of contract for due performance of contract. The amount of security deposit will be Rs. 25000/- (Rupees Twenty Five Thousand only). The security deposit will be in the form of demand draft or bank guarantee on non-judicial stamp paper on a scheduled bank.

7. The Rates quoted by the agency shall be valid for a minimum period of one year from the date of contract. No backing out for the agreement will be entertained once the same is finalized.

8. Record of daily job done shall be maintained in the format prescribed and the same shall be submitted along with the monthly bill. The daily job shall be counter signed by the CDC person who is getting the job done to ensure smooth operation.

9. Information regarding status of delivery is to be provided as and when required and there should be a tracking mechanism for all the letters/packets given for dispatch.

10. Income tax deducted at source and such other taxes/levies which are by law required to be deducted by the CDC will be deducted from the charges payable to the vendor.

11. Payment will be made on a monthly basis on submission of bill within 10 days along with supporting documents (proof of delivery etc.)

12. This office is not bound to accept the lowest quotation or any quotation or to assign any reason for rejecting any or all the quotations.

13. Any minor job/item though may not be specifically highlighted but may be required to be done shall be considered as included in the amount quoted by the agency and not separate charges shall be paid for the same. The agency, if wish, the agency may visit the Centre to apprise themselves of the services to be provided before submission of quotation by due date as specified.

14. The quotation shall be submitted in 2 parts:

    Part A – Technical Proposal
    Part B – Price Proposal

The technical proposal (Part A) shall contain the following:

Details required with the technical proposal

- Letter as per format enclosed (Annexure –1)
- Documentary Evidence in support of Eligibility Criteria

The Price Proposal (Part B) shall be as per Annexure II. Please note that the price proposal should be strictly as per the format enclosed at Annexure II and any deviation will not be accepted.

15. Tender of incomplete bid (technical/financial) will not be accepted.

16. In the event of any dispute, the decision of the Director General, CDC shall be final and binding.
Courier and Dispatch Related Services in Consultancy Development Centre (CDC)

LETTER OF PROPOSAL SUBMISSION

To:

The Director General
Consultancy Development Centre

Dear Sirs:

We, the undersigned, offer to provide services for courier and dispatch related services as per the scope of work indicated in the tender format and the requisite processing fee of Rs.500 (Rupees five hundred only) and EMD of Rs.25000 (Rupees twenty five thousand only) are enclosed in the form of Demand draft/Banker’s Cheque.

We are hereby submitting our Proposal, which includes this Technical Proposal, and also the Financial Proposal as indicated in clause 14 of terms and conditions, sealed under a separate envelope.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate and our proposal is binding upon us and subject to the modifications agreed by us during negotiations.

We understand that CDC is not bound to accept any Proposal it receives.

We remain,

Yours faithfully,

*Authorized Signatory [In full and Designation]:

Name and Title of Signatory:
Name of Agency:
Address:

* NB: Authorization in form of power of Attorney is required
Annexure – II

Courier and Dispatch related Services in Consultancy Development Centre (CDC)

PRICE PROPOSAL FORMAT

<table>
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<tr>
<th>S. No.</th>
<th>Particulars</th>
<th>I Year (Rate in INR)</th>
<th>II Year* (Rate in INR)</th>
<th>III Year* (Rate in INR)</th>
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<td>2.</td>
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* Will be applicable only in case of renewal of agreement after one year, in which case no variation or backing out will be allowed.

List 1

- Lumsum (all inclusive charges) to be quoted

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<tr>
<th>Destinations</th>
<th>0-250 gms</th>
<th>251-500 gms</th>
<th>500 gms - 1 Kg.</th>
<th>Above 1 kg</th>
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<tbody>
<tr>
<td>Delhi</td>
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<td>NCR (Gurgaon, Ghaziabad, Noida, Faridabad)</td>
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<tr>
<td>North Cities</td>
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<tr>
<td>Switzerland</td>
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