Estate & General Administration
Central Office
Chandermukhi Nariman Point
Mumbai-400021

Tender Document

For
Courier Services

Tender Reference Number: CO:E&GA:2016-17: Dt 10.11.2016.COLLECTING, CARRYING & DELIVERING OF DOCUMENTS & PARCELS FROM VARIOUS LOCATIONS OF THE BANK TO DIFFERENT LOCATIONS OF THE BANK / CUSTOMERS

Background

CENTRAL BANK OF INDIA is one of the leading Public Sector Bank having wide network of over 4500 branches, 13 Zonal Offices & 59 Regional Offices spread all over the country. The Bank wishes to avail the services of couriers i.e., collecting, carrying & delivering of documents, packets & parcels etc. from various Departments of Central Office (located at Mumbai, Navi Mumbai and agglomeration area) to different locations/destinations of bank's Offices/Branches & Customers spread PAN-INDIA through the fastest mode of collection and delivery thereof.
Details of collection & delivery points for documents, packets & parcels are more elaborately furnished in this tender document.

Invitation for tender offers:

Central Bank of India invites sealed tender offers (technical offer and commercial offer) in separate sealed covers from eligible vendors for provision of courier services as described in this tender document.

The copy of the tender document may be obtained from Central Bank of India, General Administration Department, 16th Floor, Central Office, Mumbai 400021 on all working days by the interested and eligible vendors. The copy of the tender may also be downloaded from Bank's website **www.centralbankofindia.co.in.** Such downloaded forms should be accompanied by the cost of the tender document at the time of submission of bids.

The details of the tender are given below:

Tender Reference:- CO/E&GA/ADMIN/2016-17 / DT 10.11.2016	
Date of commencement of tender	**10.11.2016**
Last Date of receipt of pre bid clarification	**21.11.2016**
Pre Bid Meeting - Date & Time	**25.11.2016 at 12.00 noon** **Central Bank of India, General Administration Deptt, 16thFloor, Chandermukhi Building, Nariman Point, Mumbai 400021**
Last Date, Time and Place for submission of bids	**02.12.2016 upto12.00 noon** **Place: Central Bank of India, General Administration Deptt, 16th Floor, Chandermukhi Building, Nariman Point, Mumbai 400021**
Tender (Technical Bid) opening Date, Time & Place	**03.12.2016 at 11.00 A.M** **Place: Central Bank of India, General Administration Deptt, 16th Floor, Chandermukhi Building, Nariman Point, Mumbai 400021**
Tender Document Cost/Application money [Non-refundable]	**Rs. 2500/- through Demand Draft favouring Central Bank of India, Mumbai from any Nationalized Bank.**
Earnest Money Deposit	**Rs.10,000/- (in the form of Central Bank of India Demand Draft drawn on Mumbai.)**

Address of Communication	**Asstt. General Manager, General Administration Deptt, Central Bank of India, Central Office, 16th Floor, Chandermukhi Building, Nariman Point, Mumbai 400021**
Contact Telephone Numbers	**022-66387863**
E-mail address	**cmgadadmin@centralbank.co.in**

All queries relating to this Tender should be submitted in writing to above email address at least two days in advance/prior to the date of pre-bid meeting to enable the bank to respond. Only two representatives of each intending bidders/companies will be allowed to attend the pre-bid meeting.

Tender offers will be opened on the appointed date, time & place, in the presence of the bidders' representatives who choose to attend the opening of tender. No separate intimation in this connection will be sent to the bidders. Only technical bids will be opened in presence of the bidders. The commercial bids will be opened by the Bank to decide the L1 vendor at a later date, which shall be intimated to the technically eligible Vendors.

Technical Specifications, Terms and Conditions, the formats and Proforma for submitting the tender offer are described in this tender document and it's Annexure.

(A K Jha)
Asstt. General Manager/
Chief Security Officer

Instructions to vendors

1. Two Bid System:

The offers (Technical & Commercial) must be serially numbered and submitted at the same time, giving full particulars in **separate sealed envelopes** at the bank's address given above, on or before the closing date and time**.** Tenders can also be dropped in the Tender Box kept in the Departamemt. Bank will be at the sole discretion to accept/reject the offer received after the closure time with valid reasons thereof. **Postal delays shall not be accepted.**

2. Both the envelopes must be super-scribed with the following information:

Type of Offer (Technical or Commercial)
Tender Reference Number
Due Date
Name of Vendor with contact number and email address

3. ENVELOPE-I (Technical Offer):

The Technical offer should be complete in all respects and contain all technical information asked for, except commercials**. If the technical offer contains any price information, the offer will be summarily rejected. Bid should contain the DD for Tender fee and E.M.D. favouring Central Bank of India drawn on Mumbai.**

The Technical offer must be accompanied by the Tender Offer Cover Letter **(Annexure B),** in acceptance of all the Terms and Conditions mentioned in this Tender Document.

The Technical offer must be presented in an organized, structured and neat manner. All certification, evidences etc. should be submitted as a bound document (not in a loose form), duly flagged and indexed. It must be accompanied by List of Enclosures **(Annexure – C)**

4. ENVELOPE-II (Commercial Offer):

The Commercial Offer should give all relevant price information as per **Annexure A**.

Two envelopes (as mentioned in point number 3 & 4 above) containing the Technical and Commercial Offer should be separately submitted. Please note, if any envelope is found to contain both technical and commercial offer, then that offer shall be rejected outright.

5. SELECTION OF VENDOR:

Bank proposes to select 1 (One) vendor for the Job/work as specified in the tender document. Commercial Offers will be opened by the bank to select L1 vendor. It is imperative that the vendor should offer their best possible rates while submitting commercial bid.
In case of single bidder, it will be at sole discretion of bank to accept or reject bid received from such single bidder. It shall also be open to bank to scrap the tender and/or order re-tendering.

L1 vendor will be declared on the basis of total courier charges for one consignment of each type mentioned in Annexure A. Bank also reserves the right to keep/empanel the L2 Vendor provided he agrees for parity of rates with L1. However, this empanelment is only as a business continuity plan, in case of failure of L1 Vendor in discharging of his contract to the satisfaction of the Bank.

ELIGIBILITY CRITERIA:
a) The vendor should be :

- Registered Company (Private/Public) or Partnership firm under Indian Rules
- ISO Certified Company
- Experience of Courier business for at least 3 (three) years as of 30/09/2016
- Profit (Net) making Company for last 3 (three) years (F.Y. 2013-14, 2014-15, 2015-16)
- Handling similar work at least with 2 (two) Public Sector Banks /PSUs.
- Not have been black listed by any Bank/PSU in last 3 (three) years
- No legal dispute pending in any Hon'ble Court in the country.

b) The vendor should have their own offices/office of their franchisee at 59 locations of bank mentioned in **Annexure D**. The coverage of locations by way of own offices shall not be less than 85% and in aggregate at least 95% of the locations mentioned should be serviced by the vendor.
c) The vendor should have ONLINE TRACKING SYSTEM (web based) for consignments/parcels & documents.

For meeting the eligibility criteria, the vendor should submit related documentary proof by way of copies of certificates, letters or declarations. In case of profit, the certified copies of Balance Sheet/Profit & Loss and a Certificate from the Chartered Accountant of India are to be submitted.

SCOPE OF WORK

The Scope of work/job includes the following:
1. Provision of service of couriers i.e., collecting, carrying & delivering of documents, packets and parcels etc. from various locations of Central office to different locations/destinations of bank or customers spread PAN-INDIA through the fastest mode of transport. Details of collection & delivery points for documents, packets & parcels are furnished below:

Pick Up Locations:
Locations of Central Office at:
1. Chandermukhi Building, Nariman Point, Mumbai,
2. Bajaj Bhavan, Nariman Point Mumbai
3. Bandra Kurla Complex
4. C.B.D. Belapur,
5. Mumbai Main Office Building, Fort
6. Sorabji Bhavan, Fort
7. S.P.B.T.College, Vile Parle

Any other location of Central Office in Mumbai, Navi Mumbai and agglomeration area as may be identified from time to time.
Destination Locations:
Various Zonal Offices, Regional Offices, Branches, Training Centres/Collages and other Offices of Central Bank of India as well as its customers on PAN INDIA basis, in short, any addressee location of bank or customer on PAN INDIA basis.
2. The vendor shall make their own arrangement for pickup of documents, packets and parcels on daily basis from the locations mentioned above and delivery thereof to the consignee at any location in the country. No additional cost shall be paid by the bank of whatsoever nature (including taxes, if any) for shifting of documents/packets/parcels to vendor's location of handling dispatch.

3. Documents in dispatch envelopes /packets shall be handed over by the Bank to the courier, who should ensure that the same are received in good condition by the consignee. Large parcels/consignments picked up from any specified locations shall be shrink-wrapped by the service provider so as to prevent any transit damage, without any extra cost to the bank.

4. In case of any return or non-delivery of document/packet/parcel, the same shall be held on behalf of Bank at the location of delivery (at no extra cost) under intimation to Bank. On receipt of proper address/written instruction from bank for delivery (normally within 7 days), the same should be promptly delivered as per fresh/revised instructions.

5. Pick up of documents/packets/parcels shall be on daily basis and as per time schedule fixed by the Bank at locations of pick up. Vendors representative handling pick up of consignment/ parcels/documents should always carry their identification cards and produce the same on demand.

Other Terms and Conditions:

1. Cost, Currency & Taxes: Quotation shall be in Indian Rupees (INR) only. It shall be inclusive of all cost, taxes, fuel surcharge etc. However, additionally, Service Tax as per rates notified by Government from time to time shall be payable thereon.

L1 vendor will be decided and declared on the basis of total courier charges for one consignment of each type mentioned in Annexure A.

2. Payment Terms: Payment shall be made on monthly basis. The vendor shall submit location-wise invoice/bill giving full details of consignment picked up from a location along-with AWB Numbers. **If applicable, TDS will be deducted from the bill, before releasing the payment**.

The vendor shall produce "Proof of Delivery" (POD) for all documents / consignments. Submission of POD is mandatory for claiming payment by the Courier Agency.

3. Validity of the offer: The offer shall be valid for a period of 180 days from the date of opening of commercial bid.

4. Validity of Contract: The contract shall be valid for a period of 2 (two) years. No revision of rates shall be permitted during this validity period. The contract can be extended for a further period of 1 year or for a period as may be required by the Bank on terms & conditions to be mutually agreed between parties.

5.Earnest Money Deposit: Earnest Money Deposit of Rs. 10,000 lac (Rupees Ten only) by way of Demand Draft favouring Central Bank of India drawn on Mumbai, and must accompany all tender offers (technical bid) as specified in this tender document. Technical bids without EMD shall be liable to be rejected.

6. Security Deposit: The selected L1 Vendor shall be required to submit a Security Deposit of Rs. 1,00,000/- (Rupees One Lac Only) in the form of Fixed Deposit favouring Central Bank of India valid for minimum two years, the same shall be kept under lien with Bank and no interest shall be paid by the Bank on the Security Deposit for the period it is held with the Bank. Security Deposit shall be returned after the expiry of validity period of the contract. The Bank shall hold right to forfeit the Security Deposit money in case of unsatisfactory service noticed by the Bank and if even after notifying the same to the Vendor no improvement is found in the services.

7. Right & Title: Bank shall continue to have all the rights, title interest and property in the documents, parcels, consignments etc. delivered to the vendor and such delivery being only for the limited purpose of carrying and delivering the documents from one place to another place herein after called the destination location.

8. Confidentiality: The vendor shall maintain absolute security, safety, secrecy and confidentiality of the said documents/parcels/consignments.

9. Modifications and Withdrawal of Offers: The vendor may modify or withdraw its offer after its submission, provided that written notice of the modification or withdrawal is received by Central Bank of India, General Administration Deptt, Central Office, Chandermukhi, Nariman Point, Mumbai prior to the closing date and time prescribed for submission of offers. No offer can be modified by the vendor, subsequent to the closing date and time for submission of offers.

10. Clarification of Offers: To assist in the scrutiny, evaluation and comparison of offers, Central Bank of India may, at its discretion, ask any or all vendors for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.

11. Erasures or Alterations: The offers containing erasures or alterations will not be considered. There should be no corrections or alterations in the offer.

12. Non-transferable offer: This tender document is not transferable. Only the party, to whom it is issued, is entitled to submit the offer to the bank. No sub-contracting is permitted.

13. Compliance of Terms and Conditions: It is essential that all vendors agree to all the above-mentioned terms and conditions and submit statement to the effect along with technical bid, otherwise the offer shall be rejected.

14. **Indemnity:** The vendor shall indemnify and keep the bank duly saved from the all claims, demands, actions, suits, proceedings, loss, costs, charges, damages, expenses and any other claims that may be made or brought or commenced against the bank or may be paid, incurred, suffered or sustained by the bank as a consequence direct or indirect of any act or default, misconduct, negligence or carelessness on the part of the vendor or any of their representatives, servants or agents whilst the said documents/parcels/packets are in their charge or custody either physical or constructive commencing from the time of receipt thereof until the delivery of the same at the destination. The Vendor shall execute a letter of indemnity in favour of the Bank for the above purpose.

15. Termination/Cancellation of Contract: The Bank will reserve the right to terminate/cancel the contract with two weeks written notice after giving a reasonable opportunity to the vendor for improvement in services. This reasonable period will not exceed more than 10 days after a communication is sent to the vendor by the Bank to this effect.

The bidder shall agree that until a formal agreement on a stamp paper is prepared and executed, this tender shall constitute a binding contract between the Bank and the Company.

The Technical Bid submitted in response to this tender and written clarification submitted till the date of acceptance of bid shall form part of the contract document. The successful bidder, on acceptance of his bid by the Bank, shall, within **15 days** from the date of intimation of acceptance, sign an Agreement with the Bank on required stamp paper. **Canvassing in connection with tenders is strictly prohibited**.

Bank reserves the right to cancel this invitation to offer in part or full and also the entire procurement process at any stage without assigning any reasons thereof.

The Tenderer or his authorized representative may be present during the opening of the bids, however, the Bank could proceed opening of the bids even without their presence.

All the pages of tender document shall be sealed (stamped) and signed by authorized signatory as token of having read the entire tender document and understood the instructions, terms & conditions etc. No changes whatsoever be permitted in the tender document and the tender submitted by the bidder shall be strictly as per Bank’s format.

Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this RFP, the parties shall be subject to the jurisdiction of Courts at Mumbai only.

16. NO COMMITMENT TO ACCEPT LOWEST OR ANY OFFER

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this tender and shall be entitled to reject any or all offers without assigning any reasons whatsoever.

17. FORCE MAJEURE

If at any time during the currency of the contract, the performance in whole or in part by either party or any obligation under the contract shall be prevented or delayed by reasons of any war, hostilities, acts of god, Public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics etc. then, provided notice of the happening of the any such events is given by either party to the other within 15 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate their contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance.
The whole or any part of the Party’s obligations under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist. If force majeure event continues beyond the period of three (3) months the parties shall hold consultation to resolve the problem satisfactorily.

18. LIQUIDATION, BANKRUPTCY ETC.

If the vendor becomes bankrupt or insolvent or causes or suffers any receiver to be appointed for his business or any assets thereof, compounded with his creditors, or being a corporation, commence to be wound up for the purpose of amalgamation or reconstruction, or carry on its business under a receiver for the benefit of its creditors, the bank shall be at liberty to:
Terminate the contract forthwith upon coming to know of the happening of any such event as aforesaid by notice in writing to the contractor or to the receiver or liquidator or to any person in whom the contract may be vested
OR
Give such receiver, liquidator or other person the option of carrying out the contract subject to his providing guarantee for the amount to be specified by the bank

19. SETTLEMENT OF DISPUTES

i) Should any dispute or difference of any kind whatsoever arise between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.

ii) If after 30 days the parties fail to resolve their disputes or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute. No arbitration in respect of this matter may be commenced unless such notice is given.

iii) Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be settled in accordance with the Arbitration and Conciliation Act, 1996.

iv) The arbitral tribunal shall consist of 2 arbitrators one each to be appointed by the Purchaser and the Supplier. In case of failure of the two arbitrators appointed by the parties to arrive at a consensus within a period of 15 days, the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. Arbitration proceedings shall be held at the place of the Head Quarters of the Bank and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

v) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitral Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.
vi) Notwithstanding any reference to arbitration herein,

a. the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and

b. the purchaser shall pay the supplier any monies due to the supplier unless the dispute is relating to such payment.

Annexure:- A

Form of Price Quotation

(To be submitted as per this format only) **Rate in Rs.**

Anywhere in the country

Documents, Packets & Parcels

Documents – Upto 50 Grams	
For every additional 50 Grams	
Packets - Up to 100 Grams	Rs.
For every additional 100 Grams	Rs.
Parcels – Upto 500 Grams	Rs.
Every additional 500 Grams	Rs.

For Local Stations of Dispatch in Mumbai, Navi Mumbai & Agglomeration Area

Documents, Packets & Parcels

Documents – Upto 50 Grams	
For every additional 50 Grams	
Packets - Up to 100 Grams	Rs.
For every additional 100 Grams	Rs.
Parcels – Upto 500 Grams	Rs.
Every additional 500 Grams	Rs.

ANNEXURE B

TENDER OFFER COVER LETTER

(On the letterhead of the vendor)

Date:

Tender Reference No.___________

To
Central Bank of India
General Administration Deptt.
Central Office,
Chandermukhi Building,
Nariman Point, Mumbai-400021

Dear Sir,

Having examined the tender document including all annexure, we the undersigned submit our offer for provision of courier service in conformity with the said tender document & in accordance with the schedule of Prices attached in the commercial offer and made part of this tender.

If our offer is accepted, we undertake to abide by all the terms and conditions of the tender and shall keep our offer valid for 180 days from the date of opening of commercial bid and our offer shall remain binding upon us and may be accepted by the Bank any time before expiration of that period.

Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the Bank's notification of award, shall constitute a binding contract between us.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

Dated this _____day of _____ of 2016

Signature : ____________________ Official seal

ANNEXURE – C

Details of the Vendor & List of Enclosures:

(A) Details of vendor:

	Items	Details
1	Name of Company	
2	Postal Address	
3	Telephone, mobile and Fax numbers	
4	Constitution of the Company	
5	Name and designation of the person authorized to make commitments to the Central Bank of India	
6	Email Address	
7	Year of commencement of Business	
8	Service Tax number	
9	Income Tax Number (PAN)	
10	No. of own offices in the country	
11	No of franchisee Offices in the country	

(B)List of Enclosures:

	Description	**Documentation Submitted**
1	Registered Company under Indian Rules	
2	ISO Certified Company	
3	Experience of courier business for last three years	
4	Profit (net) making company for last three years	
5	Handling similar work with atleast two Public Sector Banks (PSUs)	
6	Not black listed by any bank/PSU in last three years	
7	Availability of on-line tracking system	

Annexure-D

OFFCE	NAME	PIN
ZONAL OFFICE	**AHMEDABAD**	380001
REGIONAL OFFICE	AHMEDABAD	380001
REGIONAL OFFICE	BARODA	390001
REGIONAL OFFICE	RAJKOT	360001
REGIONAL OFFICE	SURAT (GUJARAT)	395001
ZONAL OFFICE	**BHOPAL**	462016
REGIONAL OFFICE	BHOPAL	462016
REGIONAL OFFICE	CHHINDWARA	480001
REGIONAL OFFICE	GWALIOR	474009
REGIONAL OFFICE	INDORE	452003
REGIONAL OFFICE	JABALPUR	482001
REGIONAL OFFICE	SAGAR	470001
ZONAL OFFICE	**CHANDIGARH**	160017
REGIONAL OFFICE	CHANDIGARH	160017
REGIONAL OFFICE	JALANDHAR	144003
REGIONAL OFFICE	LUDHIANA	141001
REGIONAL OFFICE	ROHTAK	124001
ZONAL OFFICE	**CHENNAI**	600008
REGIONAL OFFICE	CHENNAI	600008
REGIONAL OFFICE	COIMBATORE	641001
REGIONAL OFFICE	KOCHI	682018
REGIONAL OFFICE	MADURAI	625020
ZONAL OFFICE	**DELHI**	110001
REGIONAL OFFICE	DEHRADUN	248001
REGIONAL OFFICE	DELHI A SOUTH	110002
REGIONAL OFFICE	DELHI B NORTH	110006
REGIONAL OFFICE	JAIPUR	302001
REGIONAL OFFICE	KOTA	324001
ZONAL OFFICE	**GUWAHATI**	781005
REGIONAL OFFICE	BARPETA	781315
REGIONAL OFFICE	GUWAHATI	781005
REGIONAL OFFICE	UPPER ASSAM	785001
ZONAL OFFICE	**HYDERABAD**	500095
REGIONAL OFFICE	BANGALORE	560009
REGIONAL OFFICE	HYDERABAD	500095
REGIONAL OFFICE	VIJAYAWADA	520010
ZONAL OFFICE	**KOLKATA**	700001
REGIONAL OFFICE	BHUBANESHWAR	751003
REGIONAL OFFICE	COOCHBEHAR	736101
REGIONAL OFFICE	DURGAPUR	713206
REGIONAL OFFICE	KOLKATA (NORTH)	700001
REGIONAL OFFICE	KOLKATA (SOUTH)	700001
REGIONAL OFFICE	SILIGURI	734401
ZONAL OFFICE	**LUCKNOW**	226001
REGIONAL OFFICE	AGRA	282002
REGIONAL OFFICE	GORAKHPUR	273001
REGIONAL OFFICE	KANPUR	208005
REGIONAL OFFICE	LUCKNOW	226001
REGIONAL OFFICE	MEERUT	250001

REGIONAL OFFICE	VARANASI	221005
ZONAL OFFICE	**MUMBAI METRO**	400023
REGIONAL OFFICE	MUMBAI SOUTH	400023
REGIONAL OFFICE	MUMBAI SUBURBAN	400051
REGIONAL OFFICE	PANAJI (GOA)	403001
REGIONAL OFFICE	THANE	400601
ZONAL OFFICE	**PATNA**	800001
REGIONAL OFFICE	DARBHANGA	846003
REGIONAL OFFICE	MOTIHARI	845401
REGIONAL OFFICE	MUZAFFARPUR	842001
REGIONAL OFFICE	PATNA	800001
REGIONAL OFFICE	PURNEA	854301
REGIONAL OFFICE	RANCHI	834001
ZONAL OFFICE	**PUNE**	411001
REGIONAL OFFICE	AKOLA	444004
REGIONAL OFFICE	AURANGABAD	431001
REGIONAL OFFICE	NAGPUR	440001
REGIONAL OFFICE	NASIK	422007
REGIONAL OFFICE	PUNE	411001
ZONAL OFFICE	**RAIPUR**	492001
REGIONAL OFFICE	AMBIKAPUR	497001
REGIONAL OFFICE	RAIPUR	492001
REGIONAL OFFICE	SAMBALPUR	768002