

TENDER DOCUMENT

Tender No.: KSEDC/ITBG/ITP/9511 dated 09/10/2020

Title: **Courier Contract**

Note: Soft copy of documents is available in KELTRON Website at www.keltron.org for bidder's use. This tender shall be returned in original with printouts wherever the entries of offer have been filled up duly attached with the original page(s) without disturbing the original page format. The changes in the content of the tender Document in any-other form will be considered as non-responsive offer.



KERALA STATE ELECTRONICS DEVELOPMENT CORPORATION LIMITED

(A Government of Kerala Undertaking)

Keltron House, Vellayambalam, Thiruvananthapuram-695033, Kerala

Tel: 0471-2729126 Fax:0471-2724545

email: itpurchase@keltron.org

THIRUVANANTHAPURAM

NOTICE INVITING TENDER

Tender No. KSEDC/ITBG/ITP/9511 dtd: 09/10/2020

GENERAL CONDITIONS/INSTRUCTIONS FOR SUBMISSION OF BIDS/TENDERS

1. Sealed tenders are invited under two bids system directly from established, registered, and reputed courier service firms having wide network/Infrastructures across Kerala & South India for providing courier related services to the IT business Group, KELTRON, Vellayambalam, Trivandrum.
2. The company must be registered with GST authorities for levying GST on Courier charges. Copy of the registration must be attached with the Technical bid.
3. The company must have at least **one** ongoing courier contracts with Public Sector undertakings / Government Departments / National Banks / Insurance Companies / National Distributors etc. Copies of award letters / agreements to be appended as support document with the Technical bid. Satisfactory performance letters from these on-going contract holders also be attached, if available.
4. Companies who have an own/franchise offices in all districts (14) in Kerala and South India with Web tracking of packet/parcel facility will only be considered. Proof in the form of statement with details and Contact No. shall be submitted.
5. Courier agencies who meet the qualification criteria will only be normally considered in case of courier to the expectation is not identified, others will have chance.
6. Tender Documents **shall be available only on the Internet and shall not be available for sale elsewhere.**
7. Tender forms to be downloaded from the website of KELTRON ie. www.keltron.org and the same can be submitted along with the non-refundable tender fee of Rs. 1000/- (Rupees One Thousand Only) by Demand Draft drawn in favour of **Kerala State Electronics Development Corporation Ltd. payable at Trivandrum.**
8. The techno-commercial bid should be in two separate sealed envelopes and clearly marked as "**Technical Bid**" or "**Commercial Bid**" and both the sealed envelopes to be put into another envelope and it should be super-scribed as "**Tender for Appointment of Courier Service Agent, Tender No. KSEDC/ITBG/ITP/9511 dtd: 09/10/2020. Due Date: 19/10/2020.**
9. The successful bidder has to submit a Security Deposit of Rs. 50,000/- (Rupees fifty thousand only) by DD drawn in favour of Kerala State Electronics Development Corporation Ltd., payable at Trivandrum within seven days after the Letter of Indent. The Security Deposit shall be retained by KELTRON for the entire period of contract. The agency shall not be entitled to any claim or receive any interest for the same.

10. The last date of receipt of sealed offer in a sealed envelope is on or before **19/10/2020** at 3.00 pm. The Sealed envelope should be addressed to The Deputy General Manager, Purchase Dept, IT Business Group, KELTRON, Vellayambalam, Trivandrum - 695 033. The Tender Number and due date also should be written on the outer cover.
11. The technical bids will be opened for evaluation at 4.00 PM on the same day. The representatives of the tenderers, if they wish, may remain present while opening of the technical bids. Commercial bids of only those bidders whose technical bids are accepted / qualified will be opened for the second stage selection and the date of opening will be communicated to the qualified bidders only.
12. The offer should be valid for a **minimum period of three months** from the date of Opening of technical bid.
13. The contract will be valid for a **period of two years from the date of award**. KELTRON reserves the right to extend the contract for a further period, if it is mutually agreeable.
14. Time is the essence of the Courier contract. The delivery schedule quoted by the Courier agencies and as agreed upon with KELTRON must be strictly adhered. If KELTRON decides that there is substantial non-adherence to the delivery schedule, the Security Deposit may be forfeited and the contract may be terminated with immediate effect for non-performance.
15. Offers must be firm and no price revision will be accepted during the period of the contract. The rates quoted should be inclusive of all expenses, Taxes, Duties, Cess etc which are or may become payable by the Tenderer the existing or future Laws or Rules of the country.
16. Payment will be processed on monthly basis after the receipt of the bill as per the format given with supporting documents i.e., acknowledged copy of our DC/Invoice along with proof of Delivery.
17. Any attempt on the part of the courier agencies to influence the Dept. in their favour by Personal Canvassing with the Officers concerned will disqualify the offer.
18. KELTRON reserves the right to reject or accept any or all application(s) without assigning any reasons.
19. Penalty for delayed delivery will be @1% of the courier charges per day of the particular Consignment delayed up to 100%.

Dy. General Manager (Purchase)
IT Business Group
Keltron House
Vellayambalam
Trivandrum

Technical Bid / Terms & Conditions

1. The agency should be having experience of at least One year in relevant field, must be doing such services for various reputed organizations / Department and of Government of India / Public Sector Undertakings / statutory bodies / MNCs etc.
2. The details of inputs / information required to be submitted by the agency are as per the Annexures.
 - 2(a) Details of own branches / franchises with address, Phone No. & e-mail ID.
3. The details of current /previous clients are to be submitted as per the following format:
 - (a) Details of Major Current clients
 - (i) Name of the company /organization /office
 - (ii) Contact person with telephone number and Email IDs
 - (iii) Contract Period
 - (iv) Copy of contract/agreement/experience certificate to be enclosed
 - (b) Details of Major Previous clients
 - (i) Name of the company /organization /office
 - (ii) Contact person with telephone number and Email IDs
 - (iii) Contract Period
 - (iii) Copy of contract/agreement/experience certificate to be enclosed
4. Job details:
 - The agency shall have to collect the outward letters from KELTRON, IT Business Group, Vellayambalam, Trivandrum and parcels (mainly computers and accessories, UPS, Printers etc) from KELTRON IT Business Group, Vellayambalam, Trivandrum or from KELTRON, Monvila or anywhere in Kerala as informed by KELTRON with Invoice & Delivery Challans on all working days as per its requirements with their own arrangement of staff/ labour and vehicle for transportation, loading and unloading expenses, irrespective of location.
 - The agent should be well equipped to pick up any number of documents/ Parcels in one consignment on the booking date itself.
 - The agency shall be required to furnish receipt of the outward letters/parcels after checking the weight of each item using the weighing machine available at KELTRON and a copy of Airway bill /Consignment note to be issued immediately.
 - The Letters / Parcels thus collected are to be delivered to the consignees in Kerala within 48-72 Hrs and within 4 days in other states in South India irrespective of the fact that whether the consignee is in a location out side its normal service / delivery area. The acknowledged copy of the Invoice / DC should be returned to The Stores In-charge, IT Business Group, KELTRON Vellayambalam, Trivandrum within 6 days as proof of delivery.
 - The agent shall ensure that all the letters/parcels are delivered safely and confidentially to the addressee to whom it is meant and in no case be delivered to any other party.
 - The contractor will be liable for any loss / damage of the documents / parcels and wrong delivery. The losses sustained to KELTRON will be recoverable from the agent as per the estimation in terms of money value by KELTRON and the decision of KELTRON in this regard will be final and binding on the agent.

- The agent shall maintain the highest standard of ethics during the execution of contract.
- The agent shall have their representatives accessible either by person or by phone during or after office hours and if called for to attend the work related to the consignment pick up/ delivery.
- The agent shall return the undelivered letters / couriers within 10 days citing the reason of non delivery. If addressee is not found in his office, the representatives of the agent should make at least three attempts before returning the undelivered letter / Parcel to KELTRON. If undelivered letters/consignments are returned to KELTRON after the allowable period of 10 days, it will be treated as not being handed over/ picked up by the agent (in other words no payment will be made in this regard).
- The agent will be responsible for compliance with all central and state laws as per rules/regulations / by elaws and order of the local authorities and statutory bodies as may be in force from time to time during the contract period.
- Acceptance of tender/ application will be intimated to the successful tenderer through a letter of intent (LOI) duly signed by the authorized signatory of KELTRON. The work may be awarded to more than one tenderer on the lowest rate approved by the competent authority of KELTRON to have better service/ control.
- The rates for various items should be quoted in the format as given in Commercial Bid only. The rates should be inclusive of all expenses from picking up the consignment from the KELTRON IT Business Group, Vellayambalam, Trivandrum (or from KELTRON Monvila, to delivery at desired addresses excluding the GST which will be payable as per prevailing rate.
- Rate quoted should be inclusive of charges for delivery in non-service area (No additional expenses will be paid for non-service stations)
- No separate packing charge for transportation or other charges will be paid. The quoted rate should include such charges.
- There will be no escalation in the price during entire contract period. How ever, during finalization of order, KELTRON reserves the right to negotiate with the successful bidders
- KELTRON reserves the right to cancel the contact by giving one month notice in writing without assigning any reason whatsoever. The contract shall be terminated if the service of the agency is not found satisfactory or the agency changes the rate of contract during the contract period. In case the agent fails to execute the job as per the terms and condition of the agreement, the balance / total work will be got executed through other agencies at the agent's risk and cost.
- Non acceptance of materials by the consignee should be reported back immediately through email.
- The bills should be submitted on monthly basis. The following documents should be submitted along with your Bill.
 1. Summary of payment in the format given as Annexure-6
 2. Proof Of Delivery (POD) duly signed and stamped by the recipient
 3. Duly acknowledged copy of our DCs/ Invoices by the consignees
 4. Other related documents.
- The payment will be made after scrutinizing and certifying the Bills by the competent authority of KELTRON.
- The losses to KELTRON, which are directly attributable to the agency, shall be deducted from the bills /adjusted from the Security Deposit.

- The timely and accurate delivery of the letters/articles/packets/ documents etc with utmost promptness is the essence of this tender. Extension 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 1% of the freight amount for each day of delay or part thereof, subject to maximum 100% of freight amount will be imposed. Quantum of liquidated damages assessed and levied by KELTRON shall be final and not challengeable by the agent. If there is substantial non-adherence of the delivery schedule, the security amount may be forfeited and the contract will be terminated with immediate effect for non-performance.
- The agent shall exercise due care and take all precautions while transporting the consignments to avoid any damage or loss at any stage. The agent shall be responsible for the safety of the consignment while those are in their custody. KELTRON shall be at liberty to take recover the cost of damaged/ lost articles from the agent's monthly bills or from any payable amount
- All the material shall be deemed to be in the possession of the agent and in his care and custody, at his risk and responsibility from the moment these have been handed over to and accepted in writing by the agent or his representative at the pick up point and till such time these are delivered to the addressees under proper acknowledgement. The agent 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. KELTRON shall not be in any way responsible for any accident, damages incurred, or claims arising there from during the period of the contract.
- KELTRON may finalize the Tender and award the work after negotiations with L1. Orders may be placed upon two bidders (L1 and L2) in the predetermined ratio i.e. 60% quantity on L1, 40% on L2 after acceptance of L1 price by L2 bidder. In case, if L2 does not agree to match L1 price, then chances may be given to other bidder who are ready to match L1 price.
- The Tender will be finalized on two vendors at the L1 rate.

5. Challans /Bills of consignment should specify with minimum details as follows:

- a. Consignment No. & date
- b. Nature of packing & Weight.
- c. Consignor and Consignee with stamp & Signature.
- d. Mode of Dispatch
- e. Any other details.

6. Proof of Delivery (POD) of the samples should be given to KELTRON. One copy of POD shall be returned to Officials of Keltron signed by the consignee within the specified the period.

7. Online / Telephone tracking to track the courier through website should be available. All personnel engaged by Agency shall not disclose the identification of the sample details to anyone. In case the same is proved the stringent action shall be taken against the Agency.

8. If the agency fail to deliver the consignment /items within the specific period other than natural hazards, the management reserves the right to deduct the proportionate amount against the delay of items based on the charges executed by us.

9. The Competent authority of KELTRON reserves the right to terminate this rate contract period without assigning reasons whatsoever or to extend the validity of Contract.

SECTION - 3

1. SUBMISSION OF BID DOCUMENTS - SEALING AND MARKING OF BIDS

1.1 The bidders shall seal and duly mark the 2 envelopes separately as

1.1.1 "Envelope - I : TECHNICAL BID

1.1.2 "Envelope- II: COMMERCIAL BID and superscribed "**Tender for Appointment of Courier Service Agent, Tender No. KSEDC/ITBG/ITP/9511. Due Date 19/10/2020** and submit them in a common outer envelope.

1.2 The inner and outer envelopes shall be addressed to **The Dy. General Manager, Purchase Dept., IT Business Group, KELTRON, Vellayambalam , Trivandrum 695 033. Phone: 0471-2729126 "** and bear the Tender Number, and the words 'DO NOT OPEN BEFORE (due date).

1.3 The inner and outer envelopes shall indicate the name and address of the bidder.

1.4 If both the outer and the inner envelopes are not sealed and marked as required, KELTRON shall not accept such open bids for evaluation.

2. SUBMISSION OF BIDS

2.1 Bids shall be delivered at the address given above. KELTRON shall not be responsible if the bids are delivered elsewhere.

2.2 Tenders shall either be sent by Registered Post or delivered in person. The responsibility for ensuring that tenders are delivered in time would vest with the bidder.

3. PREPARATION OF BIDS - DOCUMENTS COMPRISING THE BID

3.1 **The Envelope 1** shall contain:

3.1.1 Tender Fee in the form of Demand Draft drawn from a Scheduled Bank in favor of **M/s Kerala State Electronics Development Corporation Ltd.** payable at Thiruvananthapuram.

3.1.2 Bidder Information Letter in Bidder's Original Letter Head in the Format listed as Annexure-1.

3.1.3 Bid Form in the Format listed as Annexure-2.

3.1.4 Letter for Un-conditional Acceptance of Terms & Conditions of Tender in the Format listed as Annexure-3.

3.1.5 Response format for Technical Bid in the Format listed as Annexure-4

3.1.6 Details of current clients

3.1.7 Details of Major Previous clients

3.1.8 Certificate of Incorporation or Registration of the Firm / Partnership.

3.1.9 GST Registration details

3.1.10 Income Tax PAN.

3.1.11 Copy of SECTION 1, 2, & 3 of the Tender Document signed by the Authorized Signatory in each page.

3.2 **The Envelope 2** shall contain

3.2.1 Commercial Bid in the format listed as Annexure – 5

3.3 The bidder shall quote the rates in English language and international numerals.

The rates shall be written in both figures as well as in words

ANNEXURE-1

Bidder Information Letter
(To be submitted in Letter Head)

S.No.	Particulars	Details to be furnished	
Details of the Bidder (Firm/Company)			
1	Name		
2	Address		
3	Telephone		Fax
4	Email		Website
Details of Authorized Person			
5	Name		
6	Address		
7	Telephone		Email
Information About the Company			
8	Status of company (Public Ltd/Pvt. Ltd)		
9	Details of Registration of Firm (Provide Ref e.g. ROC Ref#)	Date	
		Ref#	
10	Number of Professionals		
11	Location and Address of Offices (in India and Overseas)		
12	GST Registration Number		
13	Income Tax Registration Number (PAN)		

I/we have enclosed the Tender Fee by DD No as per the Tender Notification and also I/we have enclosed the rates as per Commercial Bid.

Signature of bidder

(Seal)

ANNEXURE-2

BID FORM

(To be submitted in Letter Head)

To

**The Dy. General Manager
Purchase Dept
IT Business Group,
KELTRON
Vellayambalam,
Thiruvananthapuram- 695 033**

Sub: Bid Form

Ref: Tender No. KSEDC/ITBG/ITP/9511 dated: 09/10/2020

Dear Sir,

Having examined the conditions of tender contract, I / we agree to take up the work in conformity with tender specifications referred above and also to the said terms and conditions of contract for the sum shown in the commercial bid attached herewith and made part of this bid.

1. We understand that you are not bound to accept the lowest or any bid, you may receive.
2. I / We affirm that I / We have enclosed the acceptance of all terms and conditions.

Dated this day of.....

Signature of in capacity of

Duly authorised to sign the bid for and on behalf of.....

Witness 1 - - - - -

Signature

Witness 2 - - - - -

Signature

TENDER CONDITIONS ACCEPTANCE LETTER

To

**The Dy. General Manager
Purchase Dept
IT Business Group,
KELTRON
Vellayambalam,
Thiruvananthapuram- 695 033**

Sub: Acceptance of Terms & Conditions of Tender

Name of Work: - Courier Contract

Tender No.: KSEDC/ITBG/ITP/9511 dated 09/10/2020

Dear Sir,

1. The tender document for the works mentioned above obtained by me from the URL: www.keltron.org the official site of Kerala State Electronics Development Corporation Limited and I / we hereby certify that I / we have read the entire terms and conditions of the tender document, which shall form part of the contract agreement and I / we shall abide by the conditions / clauses contained therein.
2. I / we hereby unconditionally accept the tender conditions of KELTRON's tender document in its entirety for the above works.

Yours Faithfully,

(Signature of the Bidder)

Date: _____

With rubber stamp

Annexure 4

Response Format for Technical bid : KSEDC/ITBG/ITP/9511

Details of Inputs/ Information to be provided by the tenderer

Sl. No.	Items Information /inputs to be filled by the tenderer (if required separate sheets may be enclosed)	
1	Name and address of the agency, telephone number fax, mobile number, email id	
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 service agency	
5	Nature of business carried by the company	
6	Branches in other cities in India and abroad and contact details	
7	Any sister concerns and their address	
8	Details of registration/ membership/ trade license	
9	Banker's name and address (Bank solvency certificate to be attached)	
10	Total number of employees of the firm	
11	24 hour helpline, numbers & details of dedicated customer support	
12	Online Software for tracking end to end delivery of documents.	
13	Income tax return for the last three financial years	
14	Total turnover of the courier service agency during last three financial years	
15	(a) GST Reg. number/ certificate (b) PAN number	
16	Change of the firm name at any time. If so, when and reason thereof	

Sl No	Destination / Delivery areas	Bidder must write down the addresses of their office in these delivery areas.	Whether delivery point is own office / Franchisee	Delivery Schedule
1	Trivandrum			
2	Kollam			
3	Pathanamthitta			
4	Alappuzha			
5	Kottayam			
6	Idukki			
7	Ernakulam			
8	Thrissur			
9	Palakkad			
10	Malappuram			
11	Kozhikode			
12	Wayand			
13	Kannur			
14	Kasargod			
15	Tamil Nadu			
16	Bangalore			

Undertaking:

I hereby certify that all the information furnished above is true to my knowledge. 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:

Annexure - 5

COMMERCIAL BID: KSEDC/ITBG/ITP/9511

- Response format for Commercial Bid (to be prepared in your letter head).
- The quoted rates should be inclusive of all expenses for picking up the Consignment/ letters from KELTRON & to the delivery of the same at desired addresses , excluding the GST which will be payable as per prevailing rate.

S1 No	Destination / Delivery areas	Rate for the delivery of letters/ Documents		Rate for delivery of parcels *		
		Up to 500gms.	500-1000gms	Up to 1 Kg.	Every additional 1kg up to10Kg.	Every additional1kg above10Kgs.*
1	Trivandrum					
2	Kollam					
3	Pathanamthitta					
4	Alappuzha					
5	Kottayam					
6	Idukki					
7	Ernakulam					
8	Thrissur					
9	Palakkad					
10	Malappuram					
11	Kozhikode					
12	Wayanad					
13	Kasragod					
14	Kannur					
15	Tamil Nadu					
16	Bangalore					

Name of the Agency:

Seal:

Signature:

Designation:

Place:

Date :

Annexure - 6

BILL FORMAT

(BILL TO BE PRODUCED SEPARATELY FOR LETTERS & PARCELS)

For the month of -----

SI No	Consignment details		Destination	Type of consignment (Parcel/documents)	Scheduled date of delivery	Actual date of delivery	Delay in delivery	Weight	Courier Charge
	Docket No	Date of pick up							

Summary of the bill

- a) Gross amount of the bill - Rs.
- b) Deduction for penalty for delay in delivery - Rs.
- c) Total payment (a-b) - Rs.
- d) Add — GST - Rs.
- e) Total payable amount - Rs.

Name of the Agency:

Seal:

Signature :

Designation:

Place:

Date :