



Reserve Bank of India, Bhubaneswar invites sealed tenders from reputed courier agencies/ firms/companies with relevant experience in the field for rate contract for delivery of its mails/ letters/ packets, etc. The last date of submission of tenders is August 29, 2022 at or before 1400 hrs. The detailed terms & conditions are available under tender section of Reserve Bank of India's website i.e. (www.rbi.org.in). Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website.

**Regional Director
Reserve Bank of India
Bhubaneswar**



Reserve Bank of India, Bhubaneswar

NOTICE INVITING SEALED QUOTATIONS FOR PROVIDING COURIER SERVICES RESERVE BANK OF INDIA, REGIONAL OFFICE, BHUBANESWAR

The Human Resource Management Department, Reserve Bank of India, Bhubaneswar invites applications from reputed courier service agencies for providing courier services (Pick up from the Reserve Bank's Office situated at Pt. Jawaharlal Nehru Marg, Unit 3, Kharabela Nagar, Bhubaneswar and delivery to the specified destinations across the country. Only those agencies that fulfil the following Pre-Qualification Criteria will be considered.

Prequalification criteria:

Serial No.	Criteria
a)	Minimum experience of providing courier services: 5 years (Certificate of incorporation or Memorandum/Articles of Association or other relevant documents (depending on the type of firm) to be enclosed.
b)	Network: (i) Must have own offices/own pickup and delivery facility and should be manned and managed by own staff (having company's employee id) of the company at Bhubaneswar, Odisha. (ii) The service provider must have pin code network of at least 5000 spread across India and must have presence in majority of the district towns and other major places. (Please enclose the list of pin code network).
c)	Should have been empaneled with/have executed job as Courier Services provider for at least five PSUs/Nationalized Banks/Private Banks/Government Departments/leading private sector organizations during the past five financial years i.e. from FY 2017-18 to FY 2021-22 (Documentary proof of empanelment/work order to be enclosed)
d)	Should have minimum turnover of Rs.1 crore for each year during last three financial years. (Attach audited balance sheet of F.Y. 2019-20, 2020- 21 and 2021-22)
e)	The service provider should have its own website for tracking the delivery status of consignments (both, consolidated for a period of time and individual consignment).
f)	Should necessarily have a customer care number and should be able to provide 24x7 customer service helpline and support. (Details to be furnished in company Letter head and is to be enclosed). The service provider shall nominate officers for redressing complaints.

2. Tender forms can be downloaded from our website under the link www.rbi.org.in under section 'Tenders'.

a. The Bidder should not be a delisted/blacklisted entity by any Government department/PSU/PSE or banks/FIs for non-implementation/delivery of the order. Self-declaration to that effect should be enclosed with the technical bid.

b. The bidder should have reputed background.

c. The bidder should be a financially sound company.

3. Duly completed tender in sealed covers superscribed "**TENDER FOR RATE CONTRACT FOR COURIER SERVICE, RBI Bhubaneswar**" should be submitted to Regional Director, Reserve Bank of India, Human Resource Management Department, 2nd floor, Pt. Jawaharlal Nehru Marg, Unit 3, Kharabela Nagar, Bhubaneswar - 751 001 on or before **1400 hrs on August 29, 2022**. A box has been kept at Reception, Reserve Bank of India, Bhubaneswar for this purpose. Technical bid (Part I of the tenders) will be opened at **1500 hrs on August 29, 2022** in the presence of the authorized representative of the tenderers who choose to be present. Price bid (Part II) of only such of those tenderers, who are found eligible after scrutiny of their Part I of the tenders, will be opened on a subsequent working day which will be intimated to all the eligible tenderers.

4. In case of any query please feel free to contact at 7008803335 between 10 am to 5:30 pm. (Except Saturday and Sunday)

5. RBI reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.

Regional Director
Reserve Bank of India
HRMD, 2nd Floor
Pt. Jawaharlal Nehru Marg, Unit 3,
Kharabela Nagar
Bhubaneswar 751 001

FORMAT OF APPLICATION FORM

From

To
The Regional Director
Reserve Bank of India
HRMD, 2nd floor,
Pt. Jawaharlal
Nehru Marg, Unit 3,
Bhubaneswar – 751 001

Dear Sir,

QUOTATION FOR RATE CONTRACT FOR COURIER SERVICE

We wish to introduce ourselves as courier agency and request you to consider our quotation for providing courier services in your Bank. We furnish hereby the required information about our firm/company and business:

1. (a) Name of the firm/company and full address of Head Office:	Name: Address:	
(b) Telephone No./Mobile No.:		
(c) Constitution:		
(d) Date of establishment:		
(e) E-mail id of the firm:		
2. Registration and License Number: (Please provide relevant document)		
3. Full name/s and addresses of Proprietor/Partners/Directors:		
4. Name of the Bankers: (Please attach relevant document)		
5. Name and addresses of branches of the firm/company (attach list)		
6. Number of offices/outlets across the country		
7. Name of countries where company can deliver couriers: (A list of such countries to be attached)		
8. Annual Turnover of last three years (Rs. Lakhs) (Attach annual audited balance	Year	Annual Turnover
	2019-20	

Seal

Signature

sheet of F.Y.2019-20, 2020-21 and 2021-22)	2020-21		
	2021-22		
9. The details of at least five contracts which the firm/company had/has with Other Banks/Public Sector undertakings/Government Departments for courier services in the preceding five financial years i.e. from FY 2017-18 to FY 2021-22: (Please enclose name of the entity, period and value of the contract)	Name of the Firm	Period	Value of Contract
Other information, if any: (Please attach sheets, if necessary)			

Note: In the event of dispute on any issue, the legal proceedings will be at Bhubaneswar, Odisha.

DECLARATION OF THE APPLICANT

We hereby confirm that the information furnished herein above is true to the best of our knowledge and belief. You are free to call for confidential opinion from any one as also from our Banker as you deem fit. We also certify that; we have understood all the terms and conditions indicated in the tender document and hereby accept the same completely.

Yours faithfully,

Authorized

Signatory Name

Place:

Date:

List of documents to be filled and enclosed along with the tender

- i) All supporting documents in respect of qualification criteria as mentioned in the tender documents.
- ii) Authorization letter duly signed and stamped.
- iii) Terms and conditions duly signed and stamped on each page
- iv) Application form
- v) Technical bid (Part 1) form – duly filled signed and stamped

PART - I - Technical bid

To,

The Regional Director
Reserve Bank of India
HRMD, 2nd floor,
Pt. Jawaharlal Nehru Marg,
Unit 3, Kharabela Nagar
Bhubaneswar 751 001

Dear Sir,

TENDER FOR RATE CONTRACT FOR COURIER SERVICE AT RESERVE BANK OF INDIA, BHUBANESWAR

Having examined the conditions specified in the memorandum herein set out and acquired the requisite information relating thereto as affecting the tender, we hereby offer to provide courier services specified in the said memorandum while strictly adhering to the time specified in it, at the rates mentioned in Part II of the quotations (TO BE ATTACHED SEPARATELY IN A SEALED COVER MARKED AS PART 2 PRICE BID) and in all other respects in accordance with such conditions as may be applicable.

MEMORANDUM

(a)	Description of work	To provide courier services. Pick up from Reserve Bank of India, Pt. Jawaharlal Nehru Marg, Unit 3, Kharabela Nagar, Bhubaneswar and delivery to the specified destinations across the country.
(b)	Estimated Cost	Approx. Rs. One lakhs annually.
(c)	Tenure	The Contract is from September 1, 2022 to March 31, 2023 and renewable annually for a further period of two years (one year each time) and as per the existing terms and conditions subject to providing satisfactory services.
(d)	Delivery schedule	A) for normal domestic courier Deliver parcels/letters within <ul style="list-style-type: none">• 24 hours for intra city• 48 hours in all major cities which are connected by Air,• 72 hours in district headquarters and• 96 hours in remote locations.

2. Should this tender be accepted, we hereby agree to abide by and fulfil all the terms and provisions of the said Contract enclosed hereto in so far as they may be applicable or in default thereof to forfeit and pay to the Reserve Bank of India the amount mentioned in the said conditions.

3. Earnest Money Deposit: We have deposited a sum of **Rs. 10000/- (Rupees Ten thousand only) for EMD**. No interest is payable on the above EMD amount.

4. In case of our company/firm being awarded the contract, the above amount deposited as EMD will be kept as Performance Security Deposit. Should we fail to execute the Contract as per terms and conditions when called upon to do so, we do hereby agree that this sum shall be forfeited to the Reserve Bank of India.

Seal

Signature

5. The details of our bankers are as under:-

Sr. No.	Name of Bank	Branch and its complete address	Name of the contact person/s	Telephone, mobile and FAX number/s

6. We are enclosing herewith list of our clients along with full details like names, postal addresses, e-mail ids, telephone (landline and mobile) Nos., Fax Nos., etc, of the contact executives (i.e. the persons who can be contacted by the Reserve Bank, if required).

7. The Tender is being submitted in two parts. Part I contains all commercial terms and conditions and Part II contains only the price bid (Price bid is to be sealed in a separate cover and marked as Price Bid on top) in the RBI's Proforma. **Price quoted for each item should be exclusive of applicable GST.**

Name of the Director of the company authorised to sign (or)

Name of person having Power of Attorney to sign the contract. (Certified true copy of the Power of Attorney should be attached.)

Yours faithfully

Signature of
authorised signatory
With seal

Part-II Price Bid

(Price bid should be submitted separately in a sealed envelope marked as Price Bid on its Top)

Normal Domestic Courier:

Dear Sir,

I/We have carefully read your office tender on the above subject and agree to the terms and conditions stated therein and hereby quote my/our rates as under:

Type of consignment	Rate upto 250 gms slab (Rs.)	Rate for 251-500 gms slab (Rs.)	Rate for every additional 500gms above 500 gms (Rs.)
1	2	3	4
Local (delivery within 30 KM)			
Intra State			
National (Inter-state)			

Note:

L-1 will be determined on the basis of the rates quoted for the slab 0-250 gms. at column (2) above, since most of the letters/parcels will belong to this category. The weightage will be as follows: Local – 20 percent, Intra state – 50 percent and National – 30 percent.

The rates offered by the vendors for all types of courier services should be inclusive of packing material, courier charges, etc. Except the offered rates, only the applicable GST will be paid by RBI.

Above offer is valid for 90 days from the last date of submission of the quotations.



Reserve Bank of India, Bhubaneswar

TENDER FOR RATE CONTRACT FOR COURIER SERVICE

Terms and Conditions

1. Prequalification criteria:

(please write Yes/No in the blank column and enclose the document)

Serial No.	Criteria	Yes/No
a)	Minimum experience of providing courier services: 5 years (Certificate of incorporation or Memorandum/ Articles of Association or other relevant documents (depending on the type of firm) is enclosed.	
b)	Network: The firm has its own office and own pickup and delivery facility at Bhubaneswar and is manned and managed by its own staff (having company's employee ID of the company). The service provider has pin code network of at least 5000 spread across India and have presence in majority of the district towns and other major places.(list of pin code network enclosed).	
c)	The firm/company have been empanelled with /have executed job as Courier Services provider for at least five PSUs/ Nationalised Banks/ Private Banks/Government Departments/leading private sector organisations during the past five financial years i.e. from FY 2017- 18 to FY2021-22 (Documentary proof of empanelment/work order enclosed)	
d)	The firm/company have minimum turnover of Rs. 1 (One) crore for each year during last three financial years. (audited balance sheet of F.Y. 2019-20, 2020-21 and 2021-22.	
e)	The service provider have its own website for tracking the delivery status of consignments (both consolidated for a period of time and individual consignment).	
f)	The firm/company have a customer care number and is able to provide 24x7 customer service helpline and support. (Details furnished in company Letter head). The service provider will nominate officers for redressing complaints.	

2. Procedure for tenders

The tenders for the courier services is to be submitted in two parts i.e.

(a) Technical Bid - Part-I – This will contain the Bank’s terms and conditions for the services (Rates and amounts of items shall not appear anywhere in this part) with tenders’ covering letter and a proof for submission of **EMD of Rs.10000/ (Rupees Ten Thousand only)- is to be enclosed**. All the columns in the proforma should be duly filled and supporting documents, e.g., audited balance sheet, proof of date of commencement of Business, copies of the job award letters from at least five customers being provided Courier services along with list of such customers etc. Each page of the tender document including attachments should be duly signed by the authorized signatory (who has signed the Bid), and attached with the Technical Bid in token of bidder’s confirmation to accept the terms and conditions and other provisions contained in it. Incomplete Bid shall not be considered and will be summarily rejected.

(b) Price Bid - Part-II – This will contain only rates in Indian Rupees in figures and words and should be sealed in **two separate covers, superscribed “Part-II Quotation for normal domestic courier operations”. “Part-II Quotation for Express courier operations”**. No other enclosure is permitted in Part II. Change in the terms and conditions and technical deviations, if any, found in Part II of the tender will not be taken into account and will be treated as null and void. Any information and enclosure other than prices against the items appearing in Part II shall not be considered for evaluation.

(c) Part I and Part II in separate sealed covers, will further be sealed in another envelope addressed to The Regional Director, Reserve Bank of India, Human Resource Management Department, Pt. Jawaharlal Nehru Marg, Unit 3, Kharabela Nagar, Bhubaneswar 751 001 and delivered by **1400 hrs on August 29, 2022**. A box has been kept on at the Reception, Reserve bank of India, Pt. Jawaharlal Nehru Marg, Unit 3, Kharabela Nagar, Bhubaneswar 751 001 for this purpose.

(d) Price Bid - Part-II – This will contain only rates in Indian Rupees in figures (**exclusive of applicable GST**). No other tax/charges, except for the prevalent GST for the respective item, will be paid.

(e) No request for any change in terms and conditions after the opening of the financial bid (part II) tender will be entertained. The rates quoted shall be binding without any escalation whatsoever till March 31, 2023.

3. Schedule of opening of tenders

Part I of the tenders will be opened at **1500 hrs on August 29, 2022**, in the presence of the authorized representative of the tenderers who choose to be present. Price bid (Part II) of only those tenderers will be opened who will be found eligible after scrutiny of their Part I and the date of opening will be intimated to them later.

4. EMD

A sum of Rs.10000/- (Rupees Ten thousand only) is to be deposited as EMD. The Earnest Money Deposit shall be remitted to the bank Account of Reserve Bank of India, Bhubaneswar before **02.00 pm of August 29, 2022**. The tenders submitted without EMD will be rejected. The account details for NEFT/RTGS transactions are as follows.

Beneficiary Name: RBI Bhubaneswar, IFSC Code: RBIS0BBPA01, Account No.:186004001

Proof of remittance with transaction number (Scanned copy) shall be attached along with the tender.

No interest is payable on EMD amount. While the amount deposited by the unsuccessful bidders would be refunded/returned after the suitable Courier Agency is/ are finalized, the EMD submitted by the successful bidders shall be retained as Performance Bank Guarantee / Security Deposit.

5. Performance Bank Guarantee

The EMD furnished by the tenderer at the time of submission of the tenders will be returned to all the tenderers except to whom the contract is awarded. The EMD of the successful tenderer will be kept as Performance Bank Guarantee/Security Deposit for contractual obligations for the entire duration of the contract.

6. Terms of Payment

The successful tenderer shall execute an agreement with the Bank on stamped paper within fourteen days of receipt of letter of acceptance. However, the issue of letter of acceptance by the Bank shall be construed as a binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract. Bills will have to be raised for payment and the account details will have to be provided where payments can be made electronically. 100% payment of the Courier Service Provider shall be released within maximum of 15 (fifteen) working days of the submission of the bills duly supported by the relevant documents as proof of delivery in good condition through NEFT. Bank will pay the agreed amount on the basis of monthly bill submitted by the agency. **No other charges shall be payable. The rate should be inclusive of all cost of materials, transportation, labour, etc. Applicable GST will be paid as per extant Government rules.**

7. Billing details:

(i) A proof of delivery on or after 7th day of every month for all the couriers carried during the immediate preceding month is to be submitted to the bank. Bill is to be made for each dispatch separately and the payment will be made by the bank as per the rate contract

(ii) The letters/ parcels given by the Bank to the Courier Service Provider should be delivered with utmost safety and security. The Agency should take utmost care not to leak/divulge any information of the addressee or the contents of the articles/packages/ documents so dispatched to any third party. In case of any occurrence of damage, theft, pilferage in transit, the responsibility shall be that of the Courier Service Provider. The cost of the material and loss of time shall be recovered from them.

8. Duties and Responsibilities of the Courier Service Provider

(i) The Authorized representative of Courier agency will collect parcels/letters from RBI office premises daily on all working days and also on holidays if there are some urgent requirements and will furnish receipt of the same. In cases of emergency, flexible pick up time will be provided.

(ii) Normal Domestic courier: The Courier agency will arrange to deliver parcels/letters within 24 hours for intra city, 48 hours in all major cities which are connected by Air, within 72 hours in district headquarters, within 96 hours in remote stations.

(iii) In case of delay in delivering the parcels/letters within specified period, the Bank may, without prejudice to any other steps it may take in this regard, impose penalty of 25% cut in charges payable for delay up to one day and **10% per** day cut in charges payable for delay on subsequent days except in case of "force majeure". In case of loss/damage of parcels, a penalty of 300 percent of courier charges will be imposed.

(iv) **FORCE MAJEURE:** Neither party shall be liable for any delay in performing obligations or for failure to perform obligations if the delay or failure results from any of the following (whether happening in India or elsewhere) FORCE MAJEURE, Act of God or any governmental Act, fire, earthquake, explosion, accident, industrial dispute, civil commotion or anything beyond the control of either party. The parties hereto shall make all reasonable endeavors to minimise any such delay. Upon cessation of the event giving rise to the delay, the parties shall, in so far as may be practicable under the circumstances, complete performance of their respective obligations as described in these terms and conditions.

(v) That in case the courier agency-

- a. Manipulates the delivery particulars, such as tampering seal of that cover, inside material, wrong date of delivery, wrong reasons for non-delivery, or any other reason which is incorrect in normal situations for delivery, etc.
- b. Submits wrong bills.
- c. Submits unreliable delivery status report or which is found to be incorrect.
- d. Picks up a consignment and then returns it on the pleas that the address is outside the area of operations of the courier agency.
- e. Returns letters on the wrong pretext of "Door Closed/Party Shifted"

The courier agency shall pay to the RBI a penal charge of Rs. 2000/- (Rupees two thousand only) per consignment or the amount of consequential loss suffered by the RBI, whichever is more, on the first instance of abovementioned complaints. The penalty amount will be twice (Rs. 4000/-) on the second instance of complaint and the penalty amount will be thrice (Rs. 6000/-) on the third instance of receipt of complaint. If the complaints still persist, the vendor will be delisted / blacklisted or its Bank Guarantee will be invoked or both.

(vi) 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 else than the intended recipient.

(vii) 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. POD will be accepted in form of MIS, but whenever required, the courier agency will provide physical POD, if required within 90 days of dispatch of the consignment.

(viii) The Courier agency will return the undelivered parcels/letters within two weeks to the bank (from where the letter/parcel was picked up). In case courier agency has no service at a particular location, it will **not pickup** consignments pertaining to that location.

(ix) Bank shall make adjustments from the current/next bill/s, if any, (a) within 30 days from the date of payment of the relative bill, if the claim relates to shortage, damage or delay, (b) within 60 days from the date of acceptance of the documents/parcels by the courier agencies, if it relates to non- delivery of the documents/parcels by the Courier agencies. Any such claim lodged by the Bank shall be settled by the Courier agencies within a period of one month. Bank reserves the right to levy penalty for such irregularities.

(x) The Bank may for any reasons whatsoever or without assigning any reason thereof

discontinue the arrangement before the expiry of the period mentioned in this agreement by issuing a notice of 30 days to the Courier agencies.

(xi) The estimated cost mentioned in the financial offer are tentative for evaluation of tender only. Actual amount may vary.

(xii) The offer should be valid for a minimum period of three months from the date of opening of technical bid.

(xiii) The service provider shall be solely responsible for compliance with the provisions of all central and state laws, various taxes (Income tax, etc), labour and industrial laws, such as minimum wages, compensation, EPF, Bonus, Gratuity, etc. such as Contract Labour (R &A) Act 1970, Contract Labour (Regulation and Abolition) Central Rules, 1971; Child labour (Prohibition and Regulation) Act, 1986; Minimum Wages Act (Central) Rules, 1950; Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employee Liability Act, 1938; Workmen's Compensation Act, 1923; Industrial Dispute Act, 1947; Maternity Benefit Act 1961, and any other act/rules of state/central Government, /Municipal Corporation prevailing under the jurisdiction, relating to persons deployed for providing services to RBI.

(xiv) Except for International courier, the whole of the works included in the contract shall be executed by the bidder and its authorised franchisee, the bidder shall not directly or indirectly transfer, assign or sublet the contract or any part, share or interest therein without written consent of the Bank. Notwithstanding the above, the decision of the Reserve Bank to grant such permission shall be final and binding on the bidder.

9. Miscellaneous:

(a) Interested tenderers can attend tender opening process.

(b) All pages of the bid including all enclosures should be numbered (except printed leaflets/catalogue) and must be duly filled in, signed and stamped by the bidder or his authorized representative and enclosed along with the tender. Offers received without signature and seal on all pages are liable to be rejected.

(c) Bidders are requested to see the site www.rbi.org.in section tender regularly before due date of submission for changes if any which may be uploaded subsequently in respect of this tender.

10. Termination: If the courier agency/service is terminated prematurely by the act/omission on the part of the courier agency, the courier agency agrees that, Security deposit/Performance Bank Guarantee will not be refunded by the Bank and the same will be forfeited. In case the contract is terminated prematurely by the act of commission/omission on the part of the courier agencies, it has to make temporary arrangement for the services provided by it for a period of 3 months or till Bank appoints new courier agencies or whichever is earlier.