



F-8 – 11, Jhandewalan Flatted Factories Complex, Rani Jhansi Road,  
New Delhi-110 055 (INDIA)  
Phone No. 011-23623955/23529188/23533277  
CIN: L51909DL1963GOI004033

## **Subject: Tender for Courier Service**

**TENDER No.MMTC/DRO/ADMN/COURIER/2015-16**

**22<sup>st</sup> JULY, 2015**

<b>Bid Submission Start Date &amp; Time</b>	<b>:</b>	<b>23-07-2015 (1000 hours)</b>
<b>Bid Submission Closing Date &amp; Time</b>	<b>:</b>	<b>11-08-2015 (1700 hours)</b>
<b>Bid Opening Date &amp; Time</b>	<b>:</b>	<b>12-08-2015 (1100 hours)</b>

## **INVITING QUOTATIONS FOR OUTSOURCING OF COURIER SERVICES**

MMTC LIMITED, Delhi Regional Office, F8-11, Jhandewalan Flatted Factories Complex, Rani Jhansi Road, New Delhi - 110055 invites sealed tenders under two-bid system from reputed and experienced agencies of COURIER SERVICES to provide Courier of valuable Goods for MMTC Limited, Delhi Regional Office, New Delhi - 110055.

The interested agencies are required to submit the technical and financial bid separately. The bids in Sealed Cover-I containing "Technical Bid and EMD" and Sealed Cover- II containing "Financial Bid" should be placed in a third sealed cover superscripted "Tender for Courier Services". The Technical Bid must accompany with an EMD of amount Rs 15,000/- in the form of Demand Draft/Banker's Cheque in favour of "MMTC Limited" payable at New Delhi.

The duly sealed bid may be submitted in the Tender Box kept at the main entry of:

MMTC LIMITED,  
Delhi Regional Office,  
F8-11, Jhandewalan Flatted Factories Complex,  
Rani Jhansi Road, New Delhi – 110055

The last date of submission of bid is at 1700 hrs on 11-08-2015.

The Technical Bid shall be opened in MMTC, Delhi Regional Office, New Delhi at 1100 hrs on 12-08- 2015 in the presence of such bidders or their duly authorized representatives, who may like to attend.

The tender document containing eligibility criteria, scope of work, terms & conditions and draft agreement can be downloaded either from MMTC website [www.mmtclimited.com](http://www.mmtclimited.com) or [www.eprocure.gov.in](http://www.eprocure.gov.in). or obtain from our MMTC Office, Delhi Regional Office, Jhandewalan, New Delhi.

The Competent Authority reserves the rights to cancel any or all the tenders without assigning any reason thereof. Any further clarification and/or corrigendum (s), if any, shall be communicated through website [www.mmtclimited.com/www.eprocure.gov.in](http://www.mmtclimited.com/www.eprocure.gov.in).

# TENDER DOCUMENT FOR COURIER SERVICES TENDER REQUIREMENTS

## A. Eligibility Criteria for Tendering.

1. The bidder may be a proprietary firm, partnership firm, Limited Company, Corporate body legally constituted, who possess the required licenses, registrations etc as per law valid at least for 12 months from the date of the opening of tender. Copy of certificate should be attached.
2. The Courier Service provider Agencies shall have an all India network.
3. The Bidder shall have experience of providing Courier Services in logistics and distribution of Precious metal products like bullion, gold/silver medallion, jewellery on all over India basis for last 03 years ending 31st March 2015.
4. Financial Turnover during the last 3 years, ending 31st March 2015 should be at least Rs. 10 Lac per year. Documentary evidence to be provided duly attested by the Agency.
5. The bidder should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this tender. An undertaking in this regard may please be submitted.
6. There should be no case with the police/Court against the proprietor /Firm/Partner or the Company. The Bidder to submit notarized affidavit that they have not been blacklisted or suspended by MMTC / any other PSU/Central or state Govt. Departments and have not been held guilty by any court of law for any offense involving fraud dishonest and moral turpitude.
7. The bidders shall have the following Registrations and details of the same be provided in the Technical Bid.
  - a. Registration with the various statutory bodies as necessary for carrying out the business.
  - b. Service Tax Registration
  - c. PAN No.

## B. Information relating to submission of Bids.

1. Tenders are invited for providing Courier Services as mentioned in this document in the office of MMTC Limited located at F-8-11, Jhandewalan Flatted Factories Complex, New Delhi – 110055 from the agencies that fulfill the Eligibility Criteria as mentioned above.
2. The interested agencies are required to submit the technical Bid and financial bid separately.

The bids in Sealed Cover-I containing "Technical Bid and EMD" and Sealed Cover- II containing "Financial Bid" should be placed in a third sealed cover superscripted "Tender for Courier Services".

3. The bidders shall pay Bid Security (EMD) of Rs 15000/- ( Fifteen Thousand Only) in form of Demand Draft /Banker's cheque drawn on any Nationalized Bank/Scheduled Bank in favor of "MMTC Limited" Payable at New Delhi along with technical bid. The bids received without EMD shall be summarily rejected.
4. The bids shall reach to us latest by 1700 hrs on 11-08-2015. The late bids (i.e. bids received after the specified date and time) shall not be considered. MMTC shall not be responsible for the late receipt of bid in any manner.
5. The Owner of the firm or his Authorized Signatory shall sign all the pages of the tender. In case the Authorized signatory signs the tenders, a copy of the authorization should be enclosed along with tender.

6. A copy of the terms and conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms and conditions.
7. As a guarantee towards due performance and compliance of the contract work, the successful Bidder shall deposit an amount Rs 50,000/- towards Security Deposit by way of demand draft/Banker's cheque in favour of "MMTC Limited" drawn on any Nationalized Bank/ Scheduled Bank payable at New Delhi.
8. The EMD of the unsuccessful will be returned to them and no interest shall accrue on it at all. In case of successful bidder EMD will be adjusted against security deposit. The EMD shall not bear any interest.
09. The EMD amount of the successful bidder shall be forfeited, if
  - a) Fails to furnish the difference amount between Security Deposit and EMD within 15 days after the issue of letter of award of work.
  - b) Does not comply with other requirements for start of the contract.
10. Security Deposit: The successful bidder shall submit Security Deposit Rs 50,000/-(Rupees fifty thousand only) as a Performance Security, EMD already paid by them will be adjusted accordingly, before commencement of services. Performance Security deposit will be refunded only after three month of completion of the contract period and recovery of dues, if any, from the agency.
11. Bid Validity: The bid shall be valid and open for the acceptance of the Competent Authority of MMTC for a period of 180 days from the date of opening of the tenders and no request for any variation in quoted rates and/ withdrawal of tender on any ground by successful bidder shall be entertained.
12. In case any bidder withdraw or alter its bid during validity period (180 days) the EMD shall be forfeited.
13. To assist in the analysis evaluation and computation of the bids, the MMTC may ask bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.
14. Contract would be awarded to the lowest evaluated bidder whose bid has been found to be responsive and who is found eligible and qualified as per tender document. In case two or more agencies are found to have quoted the same rates. The Competent Authority of MMTC Limited shall decide about the Bidder to which the offer shall be granted based on the report on the past performance of the firm, and length of experience etc. The decision of the Competent Authority of MMTC shall be final.
15. The rate quoted should be with applicable tax, if any which should be shown separately there should not be any upward revision of rate other than the statutory tax during the period of contract for which bidder shall produce documentary evidence.
16. If any unethical practices are adopted for securing the contract, the offer of such a bidder shall be rejected.
17. MMTC reserves the right to accept or reject any or all bids without assigning any reasons. MMTC also reserves the right to reject any bid which in its opinion is non- responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.

18. Financial bids of only those agencies will be opened who qualifies in the Technical bids. The information of the same will be given to firms through phone/email on later date.

19. The tender document is not transferable under any circumstances.

20. Any changes/Corrigendum with respect to this tender shall be notified through website (in [www.mmtclimited.com](http://www.mmtclimited.com)/[www.eprocure.gov.in](http://www.eprocure.gov.in)). All bidders are advised to please check MMTC websites regularly for any latest amendment/corrigendum.

21. All cost incurred in connection with submission of bids like preparation, submissions, any personal visits for seeing the location, submitting the bids personally, subsequent processing etc shall be borne by the bidder. MMTC will not be responsible/ liable for the same regardless of the outcome of the tendering process.

### C. Scope of work

1. General. The agency shall provide Courier Services of our Packages to various destinations in India of our materials for sending to different MMTC Offices and other Companies located in various parts of the country. The packages may be collected from our MMTC Jhandewalan Office or as per instruction of MMTC Jhandewalan Office; packages may be collected from any other offices of MMTC. The materials shall be picked up from our office premises and other destinations as and when required by MMTC Limited.

Name of the office and its location	Type of items/Articles
MMTC LIMITED, Delhi Regional Office, Jhandewalan Flatted Factories Complex, Rani Jhansi Road, New Delhi - 110055	Silver/Gold Medallions/Sanchi Silverwares are to be collected from MMTC Limited, Delhi Regional Office, New Delhi office or from any other MMTC Limited offices located at different places for delivery to any other MMTC Offices or Companies/Govt./PSU/Private in all over India.

### D. General Terms & Conditions:

1. The period of contract of under the scope of work shall be shall be valid for one year which may be extended by two years, one year at a time, if the services are found to be satisfactory on the same terms and conditions and at the discretion of Authority of MMTC Limited, Delhi Regional Office, New Delhi.

2. It shall be the responsibility of the courier agency to promptly respond to MMTC Limited, Delhi Regional Office calls, Non-tampering of packages and documentation and ensure safe delivery of the documents/Packages to the destination without any damage.

3. Challans 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.

4. Proof of Delivery (POD) of the materials/packages should be given to MMTC, Delhi Regional Office. POD should invariably contain the consignee stamp & signature. Please mention whether any other proof of delivery other than POD is available (with supporting document). Two copies POD/Booking to be enclosed with the bill.

5. Facilities to track the courier through website should be available.

6. The Agency shall maintain a register/ document for the packages/materials collected from our office premises.

7. Obtain necessary license, permit, consent, sanction, etc., as may be required or called for from/ by local or any other authority for doing such work. The Agency shall comply at its own cost with all applicable laws, rules and regulations in force from time to time of State or local Govt. as applicable to him or to this contract without any liability and responsibility to MMTC Limited whatsoever it may be.

8. To bear all taxes, rates charges, levies or claims, whatsoever, as may be imposed by the State/ Central Government or any local body or authority. To furnish such proof of payment of compliance or the obligations including registration certificates, receipts licenses, clearance certificates etc. as may be required by MMTC Limited, New Delhi from time to time.
09. Responsible for compliance to the provisions of various labour and industrial laws relating to the personnel deployed by Courier Agency for the purpose at premises of MMTC Limited or for any accident caused to them and MMTC Limited shall not be liable to bear any expense in this regard.
10. The Security Deposit shall be released without interest after 3 months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the Agency.
11. In case of any changes of constitution of the Agency, the rights of MMTC Limited should not suffer.
12. All personnel engaged by Agency shall not disclose the identification of the material details to anyone. In case the same is proved the stringent action shall be taken against the Agency.
13. A local representative of Agency shall be In-charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract and he will be answerable to MMTC Limited. This will, however, not diminish in any way, the Agency's responsibility under contract to MMTC Limited, New Delhi.
14. A senior level representative of the Agency shall visit MMTC Limited at least once in a month and review the service performance of its personnel. During the visit, Agency's representative will also meet MMTC Limited officer dealing with services under the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working. The day to day functioning of the services shall be carried out in consultation with and under direction of MMTC Limited.
15. MMTC Limited may discontinue the services if urgency at any time without assigning any reason whatsoever.
16. Prompt delivery of the consignment is of prime importance and penalty will be levied for delay. Delay in delivery beyond certain time will attract penalty @ 2% per week or part thereof subject to a maximum of 25 % of the total bill against particular consignment.
17. In case the materials are delivered at wrong destination or short delivered it will be the responsibility of the bidders to collect the material and deliver to the correct place at the risk and expenditure of bidders. Bidders will not be eligible for any payment on account of such additional trips involved.
18. Even in cases where the bidders does not have their branch office of delivery point at any place in India, all consignments ready for such places shall have to be accepted by the bidders for delivery to such points and vice versa.
19. All road permits or licenses or any other relevant authorization from competent authority as required for the running the vehicles shall be obtained by the bidders at its own cost. All Air and road rules pertaining to different states should be followed by the bidders.
20. It shall be the responsibility and obligation of the bidders to ensure safety and security of the consignment entrusted to him for carriage and to effect the delivery to the designated place in the same sound condition as received by him and within the time schedule stipulated. Any destruction, deterioration, or damage or breakage caused to the consignment, charges will be charged from the bidders
21. While accepting the consignments for delivery the bidders should ensure that necessary documents for check post are collected, so that consignment are not detained en route for want of these documents. Any detention or expenses incurred on this account shall be the bidder's responsibility to get the consignment released and delivered in time. In case of floods/strikes/Riots materials should be kept in their vault.

22. Where MMTC intends to depute an escort for certain important delivery, the escort should be allowed to go in the same vehicle to such destination for which no extra charges being paid.
23. The Agency shall not, in any way, discontinue / withdraw the services on their own during the contract period else Security Deposit will be forfeited.
24. The personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of MMTC Limited / Govt. of India/ any State/or any Union Territory.
25. The Agency will arrange to handover a photo identification list of their persons who will collect Gold/Silver Medallions/valuable parcel from MMTC's nodal branch /other branches at each location where the MMTC require the service of bidder. The photo identification list will be duly authorized by the local Branch Head/Manager at each location.
26. Good standard of services shall be maintained as indicated.
27. The Agency shall ensure that all personnel deployed for lifting the materials is fully loyal-to and assist MMTC Limited during normal periods as well as during strike and other emergencies for the protection of personnel and property both moveable and immovable to the entire satisfaction of MMTC Limited.
28. MMTC Limited shall pay the agreed amount on production of monthly bill. No other charges of any kind shall be payable except as under the contract.
29. Before submission of the bill, the Agency shall ensure that the materials/packages are properly delivered in good conditions and POD enclosed.
30. No request for making advance payment on any ground shall be entertained.
31. Under no circumstances Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.
32. The Income tax as applicable shall be deducted from the bill unless exempted by the Income tax Department
33. During the course of the contract period, the Agency shall deposit service tax at prevailing rates as per GOI norms.
34. The decision of MMTC Limited in regard to interpretation of the terms & conditions and the Agreement shall be final and binding on the Agency.
35. An agreement shall be signed with the successful agency as per specimen enclosed.
36. MMTC Limited, New Delhi shall be the sole authority to decide and judge the quality of the service rendered by the Agency and all other matters and his decision shall be final and binding.
37. Penalty: In case of non compliance of the terms and condition of the contract the MMTC reserve the right to impose penalty up-to maximum 10 % of the total annual value of the contract during the period of operation or forfeit the security deposit whichever is higher.

38. Termination; The contract may be terminated by MMTC Limited, New Delhi giving one month notice, in case the agency :

a. Assigns or sub-contract of this service.

b. Violation/ contravention of any of the terms and conditions mentioned herein.

c. Does not improve the performance of the services in spite of instructions.

d. Any violation of instructions/agreement of suppression of facts. On termination of the contract, it shall be the responsibility of the agency to discontinue the services.

39. The Consignment should be delivered on same day or next day in Delhi/CNR and rest of the places within three days.

40. In case of difficulty on non-availability in delivery of material the same should be brought to the notice of MMTC, Delhi immediately.

41. The consignment may be silver medallion of articles.

42. List of officers in various locations all over India.

43. Main contact person name, mobile numbers to be given to MMTC on award of Contract.

44. Jurisdiction: In case of any dispute, the jurisdiction shall be the Court at New Delhi.

45. MMTC reserves the right to cancel the contract at any point of time without assigning any reason whatsoever with the notice period of 30 days.



ON LETTER HEAD

Tender for Courier Services

**(TECHNICAL BID)**

(In separate cover super scribed as- Technical Bid for courier service)

1. Name & Address of the bidder Organization/Agency with phone number, e-mail and name & telephone /mobile number of contract person		
2. Experience in the work of Courier Service Particulars of experience (Attach certificates, testimonials)		
3. Set-up of your Organization, clearly indicating details of manpower, available for performing this service. a) Is the establishment registered with the Government; please give details with document/evidence. b) Undertaking of the bidder conforming the availability of the adequate manpower with the requisite experience for deployment.		
4) Please attach Copy of last return of Income tax		
5) PAN No. (Please attach Copy)		
6) Service Tax Registration (Please attach copy)		
7) Acceptance of terms & Conditions attached. (Yes/No) Please sign each page of terms & Conditions as token of acceptance and submit as part of tender document		
8) Please submit an undertaking that no case is pending with the police/Court against the proprietor/Firm/Partner or the company.		
9) Details of EMD DD No, Amount, Date, Bank details		

Declaration by the Bidder:

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Encl:

1. DD No.

2. Terms & Conditions (Each page must be signed)

3. Financial Bid (Each page must be signed and sealed).

Signature:

Date:

Name:

Seal:

ON LETTER HEAD

Tender for Courier Services

**(FINANCIAL BID)**

1. FOR PACKAGES/MATERIALS DELIVERY:

Sr.No.	Place	Upto 5 Kgs.	5 – 10 Kgs	More than 10 Kgs	Rates should be Inclusive of additional charges, if any, like Service Tax etc.
1	Local Delhi/NCR				
2	Metropolitan Cities e.g. Kolkata Mumbai, Delhi, Chennai				
3	For Southern States e.g. Andhra Pradesh, Tamilnadu, Karnataka, Kerala				
4	For North-eastern States				
5	Northern States (Punjab, Rajasthan Haryana, M.P. Bihar, U.P, Chandigarh, Gujrat, Chhatisgarh)				
6	Any other place.				

Signature:

Name:

Seal:

Date:

## DRAFT AGREEMENT

THIS AGREEMENT is made on ---- day of ----- Two thousand Fifteen between has one part hereinafter called MMTC LIMITED, Delhi Regional Office, F-8-11, Jhandewalan Flatted Factories Complex, Rani Jhansi Road, New Delhi - 110055 (MMTC) and M/S -----, having its registered office at ----- hereinafter called the "Agency" for courier service on the other part.

WHEREAS the MMTC is desirous to engage the Agency for courier service for MMTC LIMITED, Delhi Regional Office, Jhandewalan Flatted Factories Complex, Rani Jhansi Road, New Delhi - 110055 on the terms and conditions stated below:-

1. The Agency shall be solely responsible for compliance to provisions of various laws and all statutory/ obligations. The MMTC shall have no liability in this regard.
2. The Agency shall be solely responsible for any accident/medical/Health related liability/ compensation. The MMTC shall have no liability in this regard.
3. Penalty: In case of non-compliance with the contract, the MMTC reserves its right to: -
  - a) Cancel/ revoke the Contract; and/or
  - b) To impose penalty up to maximum 10 % of the total value of contract during the period of operation or forfeit the security deposit of Rs 50,000/- whichever is higher.
4. Termination: The Contract can be terminated by giving one month's notice, in case the Agency:
  - a) Assigns or sub-contracts any of this service.
  - b) Violation/Contravention of any other terms and conditions mentioned herein.
  - c) Does not improve the performance of the services in spite of instruction.
  - d) Any violation of instructions/agreement or suppression of facts.

On termination of the contract, it shall be the responsibility of the agency to discontinue the services immediately. MMTC shall not indemnify any loss caused to the agency by such termination, whatsoever it may be.

5. Security deposit of Rs 50000/- (refundable without interest after three months of termination of the contract) in the form of pay order/Demand draft shall be payable at the time of signing of the Agreement.
6. There would be no increase in rates payable to the agency during the contract period.
7. The Agency also agrees to comply with annexed terms and conditions and amendments thereto from time to time.
8. Jurisdiction: In case of any dispute or differences between the Agency and MMTC, MMTC shall have the right to decide. However all matters of jurisdiction shall be at the local Courts located at New Delhi.

9. Decision of MMTC in regard to interpretation of the terms & conditions and the Agreement shall be final and binding on the Agency.

THIS AGREEMENT will take effect from ----- day of ----- Two thousand Fifteen and shall be valid for one year which may be extended by two years, one year at a time, if the services are found to be satisfactory on the same terms and conditions and at the discretion of Authority of the "MMTC".

IN WITNESS WHERE OF both the parties have set and subscribed their respective hands with their Seal in New Delhi in the presence of the witness: -

AGENCY

MMTC LIMITED

Witness:

Witness:

1.

1.

2.

2.

Signature:

Signature:

Agency:

MMTC LIMITED, NEW DELHI

Name of Representative:

Name:

Designation:

Designation:

Date:

Date:

Seal

Seal: