

IDBI BANK LTD

CENTRAL PROCESSING UNIT

Tender ref:-IDBI-CPU/TN/Courier2013/22

Tender notice for Empanelment of Courier Services for IDBI Bank Limited-CPU

Tender opening date: - August 29, 2013
Tender closing date: - September 12, 2013 till 5 pm

Tender opening date: - September 13, 2013 (11 am)

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(for serial no 8 to 11, please click on the link)

News Paper Advertisement

	IDBI BANK LTD Central Processing Unit, Sarju House, Plot No.90, Street No.15, Road No.7, Off Central Road, MIDC, Andheri (E), Mumbai-400 093
TENDER NOTICE	
Empanelment of Courier Services for IDBI Bank Ltd. - CPU	
Tender ref:- IDBI-CPU/TN/ Courier2013/22	Dated: August 29, 2013
Sealed tenders are invited for providing Local and Domestic Courier services for dispatch of Bank's deliverables. Tenders are to be submitted before 5 PM on September 12, 2013. For further details & format, please visit the Bank's website at www.idbi.com .	
Sd/ Deputy General Manager Admin Department.	

	आईडीबीआई बैंक लिमिटेड केन्द्रीय प्रोसेसिंग यूनिट, सरजू हाउस, प्लॉट नं. 90, स्ट्रीट नं. 15, रोड नं. 7, ऑफिस सेंटरल रोड, एमआईडीसी, अंधेरी (पूर्व), मुंबई 400093
निविदा सूचना	
आईडीबीआई बैंक लि.-सीपीयू के लिए कुरियर सेवाओं की सूची बनाना	
निविदा सं:-आईडीबीआई-सीपीयू/टीएन/ कुरियर 2013/22	दिनांक : 29 अगस्त, 2013
बैंक पत्रादि के प्रेषण के लिए स्थानीय और देशी कुरियर सेवाएं प्रदान करने के लिए मुहरबंद निविदाएं आमंत्रित की जाती है. निविदाएं दिनांक 12 सितंबर, 2013 को शायं 5.00 बजे तक प्रस्तुत की जा सकती हैं. अतिरिक्त जानकारी तथा फॉर्मेट के लिए कृपया बैंक की वेबसाइट www.idbi.com देखें.	
हस्ता. उप महा प्रबंधक प्रशासन विभाग	

TENDER DETAIL AND PROCESS

Tender ref:-IDBI-CPU/TN/Courier2013/22

Tender notice for Empanelment of Courier Services for IDBI Bank Ltd.-CPU

**Central Processing Unit, Sarju House, Plot No. 90, Street No. 15, , Road No. 7,
Off Central Road, MIDC, Andheri, Mumbai 400093**

IDBI Bank Ltd., Central Processing Unit proposes to prepare a panel of Service Providers for providing courier services to the Bank. Sealed tenders are invited from experienced and reputed parties situated nearby Mumbai & Suburban areas for providing courier services to IDBI Bank Ltd, Central Processing Unit, Plot no 90, Street No 15, Road No 7, Off Central Road, MIDC, Andheri, Mumbai 40093 hereinafter referred to as “ **The Bank** “. Interested parties (hereinafter referred to as “**The Service Provider**”) may apply for above bid having good reputation and experience in providing Courier services to Financial Institutions/Banks.

Process for submitting Tender

1. Sealed tenders by reputed Service Providers may be furnished in two parts viz “**Technical Bid**” & “**Commercial Bid**”. Please refer to the prequalification criteria (Annexure II) before applying for above tender.

- **Technical Bid**

Cover forming Part I of the tender should be super scribed with the words

**“Tender for Courier Services for IDBI Bank-Technical”
<Service Provider Name>**

This will contain the following information

- a. Application for Tender duly signed by the authorized officer of the Service Provider on Service Provider’s letterhead along with necessary resolutions / authority letter. (Annexure I)
- b. Signed copy of the terms and conditions (Annexure III) of the tender document.
- c. Empanelment Form (Annexure V) giving all financial/market/ statutory details about Service Provider
- d. Earnest Money Deposit (EMD) by way of demand draft drawn in favor of IDBI Bank Ltd. payable at Mumbai on any nationalized /scheduled bank.
- e. Company profile and other information Service Provider wishes to provide on its own.

- **Commercial Bid**

This cover should contain **Rates** duly signed by the authorized person in the prescribed format (Annexure V) and should be superscribed with the words.

**“Tender for Courier Services for IDBI Bank-Commercial”
<Service Provider Name>**

Overwriting /Cutting in the rates should be authenticated under full signature by the same authorized person of the Service Provider who signs.

2. Both the covers i.e. Technical Bid and Commercial Bid shall be put in a single cover super scribing the words

**Tender for Courier Service Contract
<< Courier Service Provider Name >>**

and addressed to the Deputy General Manager (Administration), Sarju House, Plot No. 90, Street No. 15, Road No. 7, Off Central Road, MIDC Andheri (E) Mumbai 400093. Tender applications should be dropped in Tender box kept for the purpose on 6th floor of above office in person on or before 5 pm of September 12, 2013. Tenders received by India Post/ Courier will not be accepted. **Any Tenders received by the Bank after the deadline for submission of tenders prescribed by the Bank will be summarily rejected and returned unopened to the Bidder**

3. Agencies / Service Providers may note that only Technical Bid will be opened at 11 am on September 13, 2013 for pre-qualification of the agencies and empanelment. Date and time of opening of Commercial Bids for Service Providers, who have qualified in the technical bid would be intimated separately. Commercial Bid of the agencies not satisfying the pre-qualification criteria and those without EMD and who have not been empanelled, will not be opened.
4. The Bank reserves the right for carrying out amendments/ modification/changes including any addendum to this Tender document. All Bidders who have received this Tender document shall be notified of the amendment in writing by email or fax or post, and all such amendment (s) shall be binding on them.
5. The Bidder shall bear all costs associated with the preparation and submission of the Tender and the Bank will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the tendering process.

Please note that the Bank reserves the right to accept or reject the lowest or all offers without assigning any reason therefor.

For further details/clarifications please contact:

Shri Jaideep Pal / [Ashish Sawant](#)

Admin Department

IDBI Bank Ltd.

CPU, Plot 82/83, ,

Street No 15, Road no 7, Off Central Road

MIDC, Andheri East

Mumbai 400093,

Phone 66700 511/ 66700255

Email: j.pal@idbi.co.in/ashish_sawant@idbi.co.in

(On the letter head of Service provider)

Annexure I

Application for Tender IDBI-CPU/TN/Courier2013/22

Place:

Date:

The Deputy General Manager,
IDBI Bank Ltd
Admin Department
Central Processing Unit,
Plot No.90,
Street No. 15, Road No. 7, Off Central Road,
MIDC,
Andheri, Mumbai 400093,

Dear Sir,

Tender for Empanelment of Courier Services for IDBI Bank-CPU.

1. Having gone through the Tender Document for the aforesaid job, we offer ourselves for empanelment as Courier Service Provider in conformity with your requirements and the terms and conditions set for the same.
2. We agree to abide by the terms and conditions of the tender and it shall remain binding on us.
3. We note that the Bank
 - a. would not empanel the Service Provider whose technical bid (part-I) is not as per the requirement and rejected by IDBI Bank.
 - b. would not open the price bid(Part- II) of the Service Provider who has not qualified in the technical bid (Part-I)
 - c. reserves the right to reject lowest and / or all other offers or accept any bid without assigning any reasons therefor.
 - d. may offer the same type of services to more than one Service Provider
4. We declare that our agency has never been involved in providing services to any anti social groups/out lawed organization and / or our agency has never been involved in any kind of fraud/legal cases arises out of fraud/illegal cases.
5. **We are agreeable to execute the agreement as per the draft provided in the Tender document without any conditions/modifications.**

Signature of the authorized person _____

Date: _____

Name of the signatory (in block capital letters) _____

Seal of the Service Provider _____

Annexure II

Pre qualification criteria for Empanelment of Courier Services for IDBI Bank-CPU.

1. The Service Provider should be in the relevant business for at least **five years** with good track record and should be having ability to handle given job.
2. The Service Provider should be based in Mumbai and its suburbs. Preference will be given to those Service Providers whose office/hub is situated near IDBI Bank, CPU premises.
3. The Service Provider should have its clients like Banks, financial Institution, Government & Semi government bodies. The clientele list should include at least 3 major clients as aforesaid. Performance satisfactory letters from atleast three clients should be enclosed.
4. The Service Provider should have trained /experienced personnel and manpower to carry out this activity.
5. The track record of the Service Provider should be clean and it should not have any involvement in dispatch of illegal articles or frauds. Tenders without declaration on letter head to this effect would not be considered.
6. **Conditional Tenders will be straightaway rejected.**
7. **Subcontracting of any work is not allowed.**
8. Service Provider has to bear traveling charges, Insurance, miscellaneous charges etc. Other than the charges quoted in the price bid no other charges will be paid by the Bank (except service taxes as applicable).
9. **A Service Provider having been awarded contract in the past by the Bank, but terminated during the contract period due to unsatisfactory performance will not be eligible /considered for empanelment. A Service Provider who was awarded the contract earlier but refused to continue the contract/refused to sign the agreement as given by the Bank will also be not eligible for empanelment.**
10. **The Service Provider should have its own website/web portal in their name. Websites only with home/index page will not be treated as genuine website. Website should be able to offer online tracking facility.**
11. The Service Provider should have email setup in their offices/ hub to resolve complaints/queries over email.
12. In the event of any default or failure in receiving the dispatch/receipt promptly, IDBI Bank Ltd reserves the right to take necessary action including inter alia, deducting a suitable amount (Rs.30/= per day) for one item/parcel from the monthly bill payable as a penalty and/or termination of the services without giving any notice.
13. In the event the service provider agrees to the places of delivery and if the dispatches made to these places are received with a reason " Non-Service Area or Could Not locate" and subsequently it is found that the dispatch through other modes like Regd Ad, Speed Post or any other appropriate means of service could be delivered to the beneficiary, then the bank reserves the right to impose heavy penalty, in addition to the penalty as described at point no. 12 above, on the vendor and also have the right to discontinue the services of the concerned vendor and assign the same to other empanelled vendors.

14. The Service Provider should have proper licenses from Labour authority, / under the Labour Law and other required licenses and documents to carry out this activity. Service Provider should provide all documents to IDBI Bank as and when required.
15. The Bank reserves the right to reject any bid and to resort to Reverse Auction if found necessary, the Bank may at its sole discretion decide the Service provider to be invited for such bidding. Decision of IDBI Bank shall be final.
16. The Bank reserves right to benchmark the rates and offer the contract to the lowest bid. The Bank also reserves the right to resort to Reverse Auction if found necessary for single or multiple deliverables to finalize the rates to be fixed for any of the items or the entire item listed at Annexure IV.
17. Short-listed Service Providers will be apprised and trained on the Reverse Auction process free of cost by the Bank before the actual bidding process. The exact date and time of the Reverse Auction will be intimated to the short-listed Service Providers. No travel/conveyance expenses for training or for participating in Reverse Auction will be paid by the Bank.
18. No escalation in rates on any account will be permitted during the contract period.
19. The tenure of the contract will be for 2 years from October 1, 2013 to September 30, 2015. Contract will be initially for a trial period of 3 months and if found satisfactory the contract will be continued for the balance period of 2 years thereafter. If the performance of the Service Provider is found to be unsatisfactory, the Bank may offer the contract to the Service Provider that is next in the final list/panel.
20. The Service Provider should submit Earnest Money Deposit (EMD) of Rs 20,000/ for Local destinations and Rs 40,000/- towards domestic destinations by means of Demand Draft in favor of IDBI Bank Ltd., Tenders without EMDs shall be considered as **invalid**. (This is applicable for existing Service Providers also)
21. EMD for un-successful bidders will be returned after finalization of the tender or within 90 days from the opening of Tender. EMD for successful bidders will be retained with Bank till the termination/completion of the contract. EMDs will not carry any interest.
22. The Service Provider should have establishment in Mumbai and its services should be available to the Bank and at the request of the Bank, at any point of time including on Bank holidays as well as late hours in the night to facilitate dispatch of deliverables.
23. The offer shall be valid for 90 days from the date of opening Technical bid. The Bank also reserves the right to extend the validity period of the Tender.
24. The Bank reserves the right to keep the panel of courier agencies and obtain courier services for deliverables which are not listed in Annexure IV or as may be required as per their business requirement.

Pre qualification criteria for Empanelment of Courier Services for specialised products like Debit Cards/ Debit Pins/ Chequebooks etc.

25. For delivery of Debit Cards/Debit Pins/Chequebooks to HNI customers at their respective address, the Service provider will have to make delivery with full real time tracking & updation of delivery through Hand Held device.
26. Service provider should provide MIS for delivery of deliverables including date of delivery /date of return with proper reasons. Bills raised mentioning only POD numbers and without status will not be accepted and summarily rejected.
27. Service provider applying for delivery of Very Secured Items like Cards (Debit/Credit) & Pins (Debit pins/ Inet Pins/T Pins) should have minimum 2 years experience in delivery of secured items within the overall experience of 5 years. Vendor should submit the satisfactory experience certificate and without any complaints from Banks/Financial institution by clearly mentioning/indicating the experience related to delivery of Very Secured Items.
28. Service Provider should provide connection file in soft copy file format on next day morning. Further connection reports, delivery reports and returned report to be made available online which can be downloaded on regular basis with minimum mandatory fields CARD_NUM, AWB_NUM, DELIVERY_DATE, DELIVERY_TIME, RECIEVED_BY, RELATION, REMARKS
29. Service Provider should provide Monthly MIS on total Pickups v/s Returned, with reason for return. The MIS should also mention the pickup date and the delivery dates.
30. Service Provider should have mechanism for providing facility of redirection of documents as advised by Bank on time to time basis.
31. Service Provider should have expertise for checking Identity proof while delivery of Cards to the customers. Customer's identity proof and Signature should be captured online on handheld device. Service Providers having facility and experience in handling handheld device should only apply for Very Secured Item delivery.
32. IDBI reserves the right to extend the contract for three more months after the expiry of the contract.

Annexure III
Basic terms and conditions of the contract

1. The Service Provider should have establishment in Mumbai and its services should be available to the Bank and at the request of the Bank, at any point of time including on Bank holidays as well as late hours in the night to facilitate dispatch of deliverables.
2. The Service Provider should have its own **internet site/website** and should be able to offer on-line tracking facility. Website should contain all branch address, name of the contact person, and their contact numbers Service Providers should be able to provide **MIS in excel/TXT** format (as per requirement schedule in Annexure IV) for deliverables returned/ delivered etc.
3. The offer given by Service Providers will be valid for 90 days from the opening of Technical Bid of tender.
4. The quantities indicated in the deliverables are approximate and is likely to be more or less depending on the business requirements. Hence, the bidder should exercise utmost expertise while quoting the rates for the commercial bid as no further requests will be entertained for change in rates.
5. Bank reserves the right to offer the same type of job/services to more than one Service Provider.
6. Bank will issue offer letter to qualified /successful agencies which needs to be accepted within 7 days from the date of issue of the offer. Failure to accept the offer within this period will result in forfeiture of the EMD.
7. **No escalation** in the rates will be permitted during the contract period.
8. **Applicable Fuel surcharges would be paid only in respect of consignments sent by Air mode. In respect of consignments sent by surface (land) mode no fuel surcharge would be paid.**
9. The Service Provider shall arrange to collect the documents/deliverables at their own expenses on daily/weekly/monthly basis or as advised by Bank from time to time from offices of the Bank and other printers/Service Providers situated nearby,
10. Timing for pickups to be decided by the Bank.
11. The Service Provider shall be responsible for loss of documents sent through them and shall be liable to compensate the Bank in monetary terms as may be decided by the Bank. Compensation, if any, will be recovered from the bills of the Service Provider and also by forfeiture of EMD.
12. The Service Provider will be liable to pay Rs.30/- per day per document for delay in delivery, which will be recovered from the bills of the Service Provider.
13. The Bank reserves the right to reject the lowest and /or all other offers without or accept any bid assigning any reason and the decision of the IDBI Bank shall be final. The Bank also reserves the right to re-issue the Tender without the vendors having the right to object against the re-issue. IDBI Bank reserves the right to amend/ modify the tender document.
14. Conditional tenders will not be accepted and will be summarily rejected.
15. Service Provider shall make arrangement for Transit insurance for transporting important docs/parcels/boxes of the Bank CPU to their branches/customer and vice-versa. The Bank will not reimburse such cost.

16. Tender can be submitted only on prescribed Tender form and annexure issued by the above mentioned office. Tender submitted on any other form shall be rejected and declared invalid. Service Provider may attach separate annexure in Part I for additional profile/information etc if required.
17. Service Provider should meet the personnel of the Bank periodically or as and when called upon to review its performance.
18. **Service Provider should cut the Proof of Pickup/ POD in Bank's premises. No parcels/ packets will be allowed to be taken out of Bank's premises without POD/ pickup challans.**
19. If card / pin could not be delivered to customer address after three attempts then same needs to be returned to base branch within seven working days. No additional charges will be paid. The list of the base branches will be provided to the courier agency.
20. Service Provider should check identity card at the time of delivery in case of Very Secured items
21. In case of loss of Very Secured Items (Cards, Pins, HNW Cheque books etc), the Service Provider shall, at its costs, arrange for filing of FIR and compliance of other legal requirements and also the cost will recovered from the Service Provider for Cost of deliverables + reprinting/reproduction cost + courier cost +financial losses to Bank(if any)
22. Cards and PINs will be given to two different Courier agencies even though same courier is quoted as L1. Bank is entitled to take final decision on allotting job to courier agencies.

Legal

23. Service Providers should confirm that it holds all valid licenses, registration and permissions that are required under the applicable laws for carrying out this activity.
24. Service Provider should comply with applicable Union, State and local laws, ordinance, regulations in performing its obligations including the procurement of licenses, permissions, certificates, etc. payment of taxes, if required.
25. The Bank reserves the right to terminate the contract any time during the currency of the contract period without assigning any reason therefore.
26. Service Provider shall not assign the agreement and or any of its obligations under this agreement to any third party without the prior written consent of the Bank. Subcontracting is not allowed.
27. Service Provider shall not enter into any agreement with any contractor or sub contractor in connection with the services to be provided under the terms of this agreement without the prior written consent of the Bank.
28. The Service Provider should agree to indemnify and hold the Bank harmless from all losses, claims, damages, costs, taxes, duties, additions, penalties, interest charges and expenses of any kind to which the Bank may be subjected to on account of any proven warranty representations, unauthorized acts, fraud, deed or thing done by Service Provider & its employees, officers, agents and Service Provider will be liable for consequent damages that the Bank may suffer.
29. In case of any dispute, difference or question which may at any time arise between the parties hereto, the parties shall first attempt to resolve any dispute

or alleged breach internally by escalating it through Management and prior to pursuing litigation use a mutually acceptable alternative dispute resolution process. However, if the same still remains unresolved, then such dispute, difference or question in respect of this Agreement or the subject matter thereof, shall be subject to Mumbai Jurisdiction.

30. This Tender shall be governed in accordance with the laws of Republic of India. These provisions shall survive the Contract/Agreement.
31. The courts of India at Mumbai have exclusive jurisdiction to determine any proceeding in relation to this Tender. These provisions shall survive the Contract/Agreement.
32. The Parties agree that any dispute between the Parties, which cannot be settled by negotiation in the manner, described above, may be resolved exclusively by arbitration and such dispute may be submitted by either party to arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Mumbai, India and conducted in accordance with the provision of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint 1 arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator. The arbitration proceedings shall be conducted in the English language. Subject to the above, the courts of law at Mumbai alone shall have the jurisdiction in respect of all matters connected with this Tender. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.
33. The successful bidder shall have to enter in to an agreement with the Bank within 10 days of the acceptance of the tender. Pickups will not be allowed unless Service Provider entered into an agreement with Bank.

Financial

34. The Service Provider will have to submit Earnest Money Deposit (EMD) of Rs 20,000/ for Local destinations and Rs 40,000/- towards domestic destinations by means of Demand Draft in favor of IDBI Bank Ltd., Tenders without EMDs shall be considered as **invalid**.
35. EMD for un-successful bidders will be returned after finalization of the tender or within 90 days from the opening of Tender. EMD for successful bidders will be retained with Bank till the termination/completion of the contract. EMDs will not carry any interest.
36. Bills will be raised on Monthly basis after completion of particular month. Billing will be done only for items for which date of delivery/ return would be provided and annexure of bill should contain date of delivery/ return with return reasons (i.e. bills can't be raised only by providing PoD nos.). Bank will process the bill in due course and payment will be settled. Bank will deduct all applicable statutory taxes at source at the prevailing rate as applicable under provisions of the various acts including income tax act at the time of payment.

Bank in turn will issue TDS certificate to the Service Provider by financial year ending or as per instruction from Income tax authorities.

37. Service Provider has to make arrangement to collect TDS certificates, Bank will not courier any certificates.
38. Tax shall be deducted at source at the time of settlement of bills unless the Service Provider produces the certificate to the contrary from the income tax authorities.
39. Service Providers have to open an account in the Bank for smooth payment of Bills. In case Payorders/Cheques issued Service Providers have to make arrangement to collect the payorders/cheques. In any case bank will not courier Payorders to Service Provider's address.

-----X-----

Final Checklist before submitting the tender

Envelope 1- Technical Bid

<u>SRL</u>	<u>Particulars</u>	<u>YES / NO</u>
1	Name of Envelope- "Tender for Courier Services for IDBI Bank-Technical" <Service Provider Name>	
2	Application for Tender duly signed by the Service Provider on Service Provider's letterhead. (Annexure I)	
3	Signed copy of the terms and conditions (Annexure III) of the tender document.	
4	Empanelment Form (Annexure V) giving all financial/market/statutory details about Service Provider	
5	Earnest Money Deposit (EMD) by way of demand draft drawn in favor of IDBI Bank Ltd. payable at Mumbai on any nationalized /scheduled bank.	
6	Latest Experience/Performance satisfactory letters from at least three Banks/Financial Institutions should be enclosed.	
7	Service Providers applying for delivery of Very Secured Items. (Cards/Chequebooks/Pins) should submit the experience certificate from Banks/Financial institution by clearly mentioning/indicating the experience of at least 2 years.	
8	Company profile and other information Service Provider wishes to provide on its own.	

Envelope 2- Commercial Bid

<u>SRL</u>	<u>Particulars</u>	<u>YES / NO</u>
1.	Name of Envelope "Tender for Courier Services for IDBI Bank-Commercial" <Service Provider Name>	
2	Overwriting /Cutting in the rates are authenticated under full signature by the same authorized person of the Service Provider who signs. If any.	
3	All pages are duly signed and stamped by authorized signatory of the service provider	

Envelope 3- Tender for Courier Services

<u>SRL</u>	<u>Particulars</u>	<u>YES / NO</u>
1.	Name of Envelope Tender for Courier Service Contract << Courier Service Provider Name >>	
2	Whether <u>Envelope 1</u> and <u>Envelope 2</u> are submitted in Envelope 3	

---X---