

**भारतीय प्रौद्योगिकी संस्थान मुंबई**

**INDIAN INSTITUTE OF  
TECHNOLOGY BOMBAY**

Powai, Mumbai – 400 076

Website: [www.iitb.ac.in](http://www.iitb.ac.in)

**TENDER DOCUMENT FOR  
COURIER SERVICES  
(G-5/20-21)**

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# INDEX

<b>Sr. No.</b>	<b>Particulars</b>	<b>Page Nos.</b>
1	About IIT Bombay & Nature of Work	3
2	Eligibility Criteria for Tendering	4
3	Information Relating to Submission of Bid	5-6
4	Letter to be submitted by the bidders along with the tender	8
5	Tender Document	9-12
6	Terms and Conditions	13-15
7	Format for Performance Guarantee Bond	16
8	Letter of Guarantee	17-18

## **About IIT Bombay**

IIT Bombay, set up by an Act of Parliament, was established in 1958 at Powai, a northern suburb of Mumbai. Today the Institute is recognized as one of the centers of academic excellence in the country. Over the years, there has been dynamic progress at IIT Bombay in all academic & research activities and a parallel improvement in facilities and infrastructure to keep it on par with the best Institutions in the world.

## **Nature of Work at IIT Bombay:**

1. The authorized representative of courier agency will collect parcels/letters on all working days from Central Dispatch Unit, Main Building, Third Floor, IIT Bombay, Powai, Mumbai – 400 076.
2. Bulk letters/parcels will be required to be picked up from various Departments/Centres etc. of IIT Bombay.
3. In urgent cases, the agency will collect letters/parcels on holidays.
4. The authorized representative of courier agency will be required to furnish receipt of parcels/letters collected.
5. The courier agency shall ensure that all the parcels/letters are delivered to the recipient to whom it is meant for and in no case is delivered to any body other than the recipient.
6. 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. Proof of delivery shall be submitted at the earliest on demand, if needed.
7. The Courier agency will return the undelivered parcels/letters within 8 to 10 days.
8. The Courier agency will arrange to deliver letters/parcels as follows:
  - i. Mumbai Region - within 1 day.
  - ii. Metro Cities - within 3 days.
  - iii. Rest of India - within 4 days .

## **Eligibility Criteria for Tendering**

1. The contracting agency/firm/company should be based at Mumbai or having its office in Mumbai.
2. The bidder may be a Proprietary Firm, Partnership Firm, Private Limited, Limited Company, Corporate Body / Any other body which is legally constituted who possess the required licenses, registrations (atleast 3 years old) etc. as per Government of India for carrying out the courier business.
3. Bid should accompany **Demand Drafts** drawn on any Nationalized Bank in the name of “The Registrar, IIT Bombay” as per following:
  - i. Rs. 5,000/- (Rupees Five thousand only) as EMD.
  - ii. Rs. 500/- (Rupees five hundred only) non-refundable as tender document fee.
4. The Bidder shall have experience of providing Courier Services for last 3 years.
5. Financial turnover during the last 3 years should be at least Rs. 10 lakhs per year (duly attested documentary evidence be provided).

**Information relating to submission of bid:**

1. The agencies are required to submit the bid in sealed cover superscripted with “**Tender for Courier Services**” along with **due date**. All tenders shall reach the **Assistant Registrar (HR-1, HRM-1)**, Main Bldg., Third Floor, IIT Bombay, Powai, Mumbai-400 076 on or before \_\_\_\_\_ up to 12.00 hrs.
2. All envelopes must be sealed, else it will be rejected.
3. The bidder shall pay earnest money deposit (EMD) of Rs. 5000/- (Rupees Five thousand only) along with the bid in the form of **Demand Draft** drawn on any Nationalized Bank in favour of “**The Registrar, IIT Bombay**” payable at Mumbai.
4. Bid must be submitted in the prescribed format only, else the bid will be rejected and earnest money deposit will be forfeited.
5. Rates quoted should be inclusive of all taxes and levies.
6. Overwriting/correction in any part of the tender shall not be considered unless duly, counter signed by the bidder, otherwise the tender is liable to be rejected.
7. The bid shall be valid and open for acceptance of the Competent Authority of IIT Bombay for a period of **6 months** 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(s) shall be entertained.
8. The bids received without demand drafts towards **EMD & Tender Document Fee** shall stand rejected and thus shall not be considered for evaluation at any stage.

9. The EMD will be forfeited in the following conditions:
- 1) If the tenderer withdraws or amends its tender or derogates from the tender in any respect within the period of validity of its tender specified in the terms & conditions of the tender.
  - 2) In case of any lapse/default in honouring of the terms & conditions at any stage after submitting the tender.
  - 3) In case of final selection of bidder, if he fails to enter into the contract or fails to furnish performance bank guarantee in accordance with the terms and conditions of the contract.
10. The bid security (EMD) will be returned to the unsuccessful bidders within 30 days after the award of the contract without any interest.
11. The tender document is not transferable under any circumstances.
12. The successful bidder(s) **shall not sublet, transfer, assign the work** either directly or indirectly.
13. The agency submitting the tender would be presumed to have read and accepted all the terms and conditions of this tender. No inquiry verbal/written shall be entertained in respect of acceptance/rejection of the tender.
14. A copy of the bid shall be signed on each page and submitted as token of acceptance of the same.
15. The bidder(s) not confirming to any condition/instruction stipulated in the tender notice or any part of the tender are liable to be rejected at the sole discretion of the Competent Authority of IIT Bombay.

16. Firm quoting lowest rates (L1) will be awarded with contract. In the event of different firms with L1 quotes against different category (weight wise or area wise), the firm who has quoted L1 against highest number of categories will be given an opportunity to match all L1 rates and if agreed entire contract will be awarded to the said firm. In case of their unwillingness to match L1 rates, opportunity to match with L1 rate (s) will be given to the firm who has quoted second lowest L1 rates and so on.

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## UNDERTAKING

Date: \_\_\_\_\_

**The Registrar,**  
Indian Institute of Technology Bombay,  
Powai,  
Mumbai-400 076

**Subject: Tender for Courier Services.**

Sir,

With due respect to your above mentioned tender, I / We hereby submit my / our tender in the required format along with Company Profile and Client List.

Necessary payments towards tender document fee and EMD are also enclosed.

I / We have carefully gone through the terms and conditions prescribed and I / We accept the same in toto without any alterations / modifications.

Yours faithfully,

**Signature**

**Name & seal of Contracting  
agency/firm/company**

**Indian Institute of Technology Bombay**  
**HR-1, HRM-1**

<b>Tender Document Fee (non-refundable)</b>	Demand Draft No._____ dated_____ for Rs. 500/- (Rupees Five hundred only) drawn on (name of the Bank)_____ in favour of <b>“The Registrar, IIT Bombay”</b> payable at Mumbai.
<b>Earnest Money Deposit (EMD)</b>	Demand Draft No._____ dated_____ for Rs. 5,000/- (Rupees Five thousand only) drawn on (name of the Bank)_____ in favour of <b>“The Registrar, IIT Bombay”</b> payable at Mumbai.

**AGENCY/FIRM/ COMPANY PROFILE**

1	Name of the courier agency/firm/company etc.	:	
2	Address of the agency/firm/company	:	
3	Name of Contact Person	:	
4	Phone & Fax No.	:	
5	E-mail	:	

**Other Details:**

Sr. No.	Particulars	Enclosed self attested copy's		Page No.
6	Whether Proprietary/Partnership Firm/Pvt. Ltd. Company/Ltd. Company/ Corporate Body / Any other body			
7	Year of establishment/incorporation			
8	Date of Registration & Registration No.			
9	Copy of PAN Card (self attested)			

10	GST Registration No.			
11.	State of Registration No.			
12	Turn over of for last 3 financial years (attach audited balance sheet)			
13	Income tax return for last 3 financial years			
<b>Sr. No.</b>	<b>Particulars</b>	<b>Enclosed self attested copy's</b>		<b>Page No.</b>
14	Do you have any licence(s). Please provide details and attach a copy			
15	List of staff strength			
16	List of branch offices			
17	List of Clients			
18	Acceptance of terms & conditions of the empanelment/ contract. Signature on each page of terms & conditions as token of acceptance and submit as a part of tender			
19	On-line tracking facility			
20	NSIC Certificate for Exemption of EMD, if applicable			

## **DECLARATION**

I/We hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I/We also certify that there is no case pending with the police against the Proprietor/Firm/Partner/Company and also we have not been black listed by any Government/Semi-Government/PSU etc. I/ We will comply with all the statutory requirements and there is no violation of all applicable laws in relation to the running the courier agency.

In case, any deviation is found in the above statement at any stage; I/We shall be liable for disqualification and also liable for forfeiting of EMD amount. I/We convey our unconditional acceptance to the terms and conditions as mentioned in the tender document.

Authorized Signatory  
Date & Seal

Indian Institute of Technology Bombay  
HR-1, HRM-1

**Q U O T E/PRICE BID**  
**(G-5/20-21)**

Rates quoted should be inclusive of taxes and levies.

<b>No.</b>	<b>Weight</b>	<b>Area</b>	<b>Rates in (Rs.)</b>
1	20-50 gms.	Local (within Mumbai)	
		Metropolitan Cities	
		Rest of India	
2	51-100 gms.	Local (within Mumbai)	
		Metropolitan Cities	
		Rest of India	
3	101-250 gms.	Local (within Mumbai)	
		Metropolitan Cities	
		Rest of India	
4	251-500 gms.	Local (within Mumbai)	
		Metropolitan Cities	
		Rest of India	
5	501-1000 gms.	Local (within Mumbai)	
		Metropolitan Cities	
		Rest of India	
6	Addl. Per Kg. For above 1 Kg.	Local (within Mumbai)	
		Metropolitan Cities	
		Rest of India	

Authorized Signatory  
Date & Seal

## **Terms & Conditions of the Contract**

1. The contract shall be for a period of 1 year and may be extended for a further period on the same terms & conditions subject to satisfactory performance of the agency at the discretion of the Competent Authority of the Institute.
2. The Competent Authority of the Institute shall be the sole authority to decide and judge the quality of the service rendered by the courier agency and all other matters and decision of the Institute shall be final and binding.
3. It may be noted that upon acceptance of offer, the courier agency will be bound to deliver letters/parcels within period specified and no request for increase in rates or excuse for non –execution of order will be entertained.
4. Entire IIT Bombay Community viz. Institute faculty / staff / student may utilize the services of courier agency directly from the courier agency for official or personal purpose at the same rate.
5. The courier agency shall ensure and shall be responsible for issues like tampering of letters/ documents/ parcels etc.
6. The courier agency shall ensure that all letters/parcels/documents are delivered to the intended recipient.
7. The agency shall ensure safe delivery & confidentiality of the document entrusted to it.
8. The courier agency shall depute one dedicated person for pick up at 15:30 hrs. sharp from IIT Bombay on all working days from Central Dispatch Unit. In case of bulk pick up, he may be required to go to specific/various departments or centres etc. within the Institute.
9. The agency, if required shall make special pick up arrangements in urgent situations.
10. In urgent cases, the agency shall collect letters/parcels on holidays, also. No additional charges shall be applicable.
11. The agency shall not sublet courier services to any other agency / party either directly or indirectly.
12. Rates should be inclusive of all taxes and levies. Nothing extra shall be paid.
13. Till completion of the first year of the contract, no increase in rate will be permissible.

14. The agency shall raise the bill on completion of each calendar month. Payment will be made after scrutiny of the bill within 30 days.
15. No request for making advance payment on any ground shall be entertained.
16. TDS (Tax Deduction at Source) norms as applicable according to the provisions of the Income Tax Act will be followed for all payments. Service tax would be applicable and paid as per Government of India rules.
17. The contracting agency/firm/company shall also be liable for depositing all taxes, levies, cess etc. on account of services rendered by it to IIT Bombay to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
18. The Courier agency shall arrange to deliver letters/parcels from the date of taking possession from central dispatch unit as follows:
  - i. Mumbai Region - within 1 day**
  - ii. Metro Cities - within 3 days**
  - iii. Rest of India - within 4 days**
19. Any loss to IIT Bombay, caused due to mis-handling /damage of the consignments or due to delay in delivery by the courier agency shall be recovered from the outstanding monthly bill of the agency or from the performance bank guarantee, to the extent of the loss.
20. On line tracking facilities of letters/documents/parcels etc. should be available.
21. Upon prompt and correct delivery, the agency shall ensure that the intended recipient clearly indicates his /her full name, signature, stamp/telephone number on the waybill.
22. If the specified place of delivery is unattended or if the courier is otherwise unable to effect delivery, the courier agency will contact the central dispatch unit / Indentor for alternate directions.
23. The courier agency shall return the undelivered letters/parcels within a week to central dispatch unit with specific reason.
24. The proof of delivery should be submitted on regular periodic basis and as per demand.
25. The agency should have sufficient trained and experienced manpower to provide un-interrupted services during the period of the contract with valid ID, uniforms etc.

26. Institute shall have no liabilities whatsoever for the vehicles / manpower provided by the courier agency.
27. Institute may enter into a parallel rate contract with one or more courier agency.
28. In case of three consecutive complaints regarding poor services / adverse behavior of the agency personnel during the contract period, the contract will be terminated forthwith and the work will be awarded to the second lowest bidder or as decided by the Competent Authority of the Institute. The performance bank guarantee of the agency will be forfeited.
29. IIT Bombay reserves the right to terminate the contract at any time without assigning any reasons by giving one month notice.
30. The decision of the Institute in regard to interpretation of the terms and conditions shall be final and binding on the agency.
31. In case of any dispute, the jurisdiction shall be the Courts of Mumbai.
32. The Competent Authority of IIT Bombay reserves the right to add, modify, append or delete any clause without giving any notice.
33. The successful agency / firm / company will have to make an agreement with IIT Bombay broadly covering scope of work, requirements, terms and conditions of the services to be provided to the IIT Bombay on a judicial stamp paper of Rs. 500/- or as per the prevailing requirement, the cost of which will be borne by the contracting agency/firm/company.
34. The successful agency / firm / company will have to deposit a Performance Guarantee of Rs. 20000/- (Rupees Twenty thousand only) in the form of Performance Bank Guarantee (PBG) of any nationalized Bank in favour of The Registrar, IIT Bombay. This PBG shall cover entire period of contract and shall remain valid for a period of 60 days beyond the period of contract. If contract is further extended beyond the initial period, the PBG shall have to be renewed for the extended period.

## **INDIAN INSTITUTE OF TECHNOLOGY BOMBAY**

### **FORMAT FOR PERFORMANCE GUARANTEE BOND**

(To be typed on Non-Judicial Stamp Paper of the Value of Indian Rupees of One Hundred) (TO BE ESTABLISHED THROUGH ANY OF THE NATIONAL BANKS WHETHER SITUATED AT MUMBAI OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT MUMBAI OR ANY SCHEDULED BANK OTHER THAN NATIONALISED BANK SITUATED AT MUMBAI BONDS ISSUED BY COOPERATIVE BANKS ARE NOT ACCEPTED)

To,

Registrar

Indian Institute of Technology Bombay

Powai, Mumbai – 400 076

## LETTER OF GUARANTEE

WHEREAS Indian Institute of Technology Bombay (Buyer) have invited Tenders vide Tender No.....Dt .....for ..... purchase of .....

AND WHEREAS the said tender document requires that any eligible successful tenderer (seller) wishing to supply the equipment/machinery etc. in response thereto shall establish an irrevocable Performance Guarantee Bond in favour of “Registrar, Indian Institute of Technology Bombay” in the form of Bank Guarantee for Rs. 20,000 /- (Twenty Thousand Only) and valid till one year plus 60 days. From the date of issue of Performance Guarantee Bond may be submitted within 30 (Thirty) days from the date of Order Acknowledgement as a successful bidder.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said tenderer (seller) failing to abide by any of the conditions referred in tender document/purchase order/performance of the equipment/machinery etc. this Bank shall pay to Indian Institute of Technology Bombay on demand and without protest or demur Rs. .... (Rupees.....)

This Bank further agrees that the decision of Indian Institute of Technology Bombay (Buyer) as to whether the said Tenderer (Seller) has committed a breach of any of the conditions referred in tender document/purchase order shall be final and binding.

We.....(name of the Bank and branch) hereby further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the Tenderer (Seller) and/or Indian Institute of Technology Bombay (Buyer).

Notwithstanding anything contained herein :

1. Out liability under this Bank Guarantee shall not exceed Rs. ....(Indian Rupees.....only)
2. This Bank Guarantee shall be valid up to.....(date) and
3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if IIT Bombay serves upon a written claim or demand on or before.....(date)

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at.....situated at.....(Address of local branch)

Yours truly,

Signature and seal of the guarantor :

Name of the Bank :

Address :

Date :

Instruction to Bank : Bank should note that on expiry of Bond Period,the Original Bond shall not be returned to the Bank. Therefore, Bank is requested to take appropriate and necessary action on or after expiry of Bond period.