

Applications are invited from reputed Courier Companies for providing Courier Service at WBIDC office at "Protiti", 23rd Abanindranath Thakur Sarani, Kolkata:- 700017

WBIDC invites quotations from reputed Courier Companies, for providing courier service at WBIDC office at "Protiti", 23rd Abanindranath Thakur Sarani, Kolkata:- 700017. Interested vendors are requested to submit their applications in the prescribed format to the HRD Department of WBIDC by **8.07.2016.**

1. Eligibility Criteria

- a. Agencies, with minimum 10 years of experience in providing courier service are eligible to participate.
- b. The Courier agency is required to have branch offices in all metropolitan cities, state capitals and other major towns of India. Participating companies are required to provide a list of stations along with addresses, telephone number, email and Fax where its offices or contact offices are located.
- c. The vendor should be able to deliver letters/ couriers etc. at remote areas of West Bengal as well as of India.
- d. During the last 3 (three) years, the agency must have carried out similar work in at least 3 (three) Government/autonomous organizations/ public sector undertakings.
A copy of the award letter satisfactory performance certificate from existing clients is required to be furnished from at least three of the above organizations.
- e. The details of inputs / information required to be submitted by the agency is provided at Annexure-I
- f. Minimum annual turnover of each of the last two years from similar work should be greater than or equal to 10 lacs.
- g. Bidder must be having 24 Hrs helpline/ dedicated number & dedicated customer support to track the consignment
- h. 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.
- i. The bidder should not be blacklisted/terminated by any Government organization/ agency for unsatisfactory past performance, corrupt, fraudulent or any other unlawful or unethical business practices. **The bidder should provide a declaration in this regard.**

WBIDC reserves the right to reject any/ all of the applications submitted by the participating vendors, if not found suitable.

WBIDC reserves the right to terminate service of the selected vendor, at any point of time and without stating any reason thereof.

2. Scope of Work

- I. The Authorized representative of Courier agency will collect parcels/letters from WBIDC Office at 'Protiti', 23, Abanindranath Thakur Sarani, Kolkata:- 700017.
- II. The agency should collect documents/parcels on all working days and on holidays if there are some urgent requirements.
- III. The authorized representative of Courier agency will be required to furnish receipt of the parcels/letters collected.
- IV. The Courier agency will return the undelivered parcels/letters immediately.
- V. 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 other than the recipient.
- VI. 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.

3. General Terms & Conditions

- a. **Period of Contract:-** The contract will be valid for a period of One year initially. On expiry of One year, WBIDC reserves the right to extend the contract further on the same terms & conditions as mutually agreed in writing, if the service of the agency found satisfactory, otherwise, it will be deemed terminated.
- b. **Validity of the bids:-** Quotations received shall remain valid for 90 days from the date of its receipt. In exceptional circumstances, WBIDC may request the Bidder(s) for an extension of the period of validity. The request and the responses thereto shall be made in writing (or by fax).
- c. **Corrections:** All the corrections made anywhere in the application/ Annexurer form will have to be authenticated. The corrections without authentication will be liable to be rejected.
- d. **Payment Terms:** The selected courier company shall submit the detailed monthly bill in triplicate duly signed and certified by the authorized representative, by 1st week of the following month and accordingly WBIDC will settle the bill in due course. Under certain circumstances, settlement of monthly bill might take more than usual time. However, under such cases, a credit period of two months should be provided by the agency, without affecting the service.
- e. Tenders received after the stipulated date and time shall not be entertained under any circumstances whatsoever. WBIDC shall not be liable for any postal delays what so ever. Conditional tenders shall not be entertained.
- f. The bidder(s) shall quote rates inclusive of all statutory levies, taxes, *fees, cesses, duties*, rate charges, surcharges, VAT, octroi, transport, freight, costs & other taxes and components etc. No component of cost / tax or any other charges shall be paid by WBIDC unless the same is included specifically in the quotations and agreed by WBIDC. Rates should be quoted both in figures as well as in words. In case the

rates quoted in words & figures are at variance, the rates written in words will be taken as final.

4. **Bid Evaluation**:- All the quotations received shall be evaluated based on criteria as stated below. Technical and Financial Criteria will have 70% and 30% weightage respectively.

i. Technical Criteria:-

- a. Past experience in the same area of work. (Year of experience, clients served, Government organizations served etc.)
- b. Yearly turnover of the Organization.
- c. Branches in other cities in India and abroad
- d. Online delivery tracking system, SMS tracking system
- e. Availability of dedicated support system (i.e. 24*7 Help Line No. and / or dedicated Customer Support No., Delivery personnel etc.)
- f. Key personnel and Board of Directors.
- g. Certification/ Award / Recognitions achieved by the vendor.

ii. Financial Criteria:-

- a. The rate quoted in the “Rate Quotation Format” at Annexure-II.

Annexure -I

Details of Inputs/ Information to be provided by the Bidder

Sr. No.	Items	Information /inputs to be filled by the Bidder (if required separate sheets may be enclosed)
1.	Name and address of the agency , telephone number, fax, mobile number, email address, Name of the Contact Person	
2.	Type of organization (Whether proprietorship, partnership, private limited, limited company)	
3.	Name and address of the directors/ proprietor /partners	
4.	Year of formation of the company/ experience as a courier agency	
5.	Branches in other cities in India and abroad and contact details	
6.	Name of Agency's 2 largest clients, to whom Agency provides similar Services.	
7.	Any sister concerns and their address	
8.	Details of registration/ membership/ trade license	
10.	helpline numbers & details of dedicated customer support	
11.	SMS tracking numbers to track the consignment.	
12.	ISO Certificate details (if any)	
14.	Online Software for tracking end to end delivery of documents. (Web tracking facility for tracing Consignments)	
15.	Income tax return for the last three financial years	
16.	Total turnover of the courier agency during last three financial years <i>(Min. annual turnover for each year for last two years should be Rs 10 lacs)</i>	
17.	Service tax number/ certificate / DVAT etc. (Attach a copy of the Registration Certificate / letter.)	
18.	Income Tax Permanent Account No. (Attach documentary Proof)	
19.	Change of the firm name at any time. If so, when and reason thereof	
20.	Dispute, if any	

