



Bank of Baroda  
International Banking, BCC, Mumbai

RFP No. BCC/INTL/ACCTS/113/39 dated 21.06.2021

**INVITING SEALED QUOTATIONS FOR EMPANELMENT OF COURIER SERVICE AGENCIES TOWARDS INTERNATIONAL DESPATCHES BY BRANCHES / OFFICES OF BANK OF BARODA IN INDIA.**

Sealed quotations are invited from internationally reputed couriers for empanelment in our Bank for a period of two years i.e. from 1<sup>st</sup> July, 2021 to 30<sup>th</sup> June, 2023, for effecting consignments of letters / documents / books / periodicals etc., to various destinations around the world by our branches / offices in India.

The bid shall be submitted in two parts viz. Part I – Technical Bid and Part II – Financial Bid, in two separate sealed envelopes to be put in one master envelope superscripting with the words EMPANELMENT OF COURIER SERVICE AGENCIES TOWARDS INTERNATIONAL DESPATCHES.

**Envelope 1 - Technical Bid**

This envelope forming part I of the bid should be superscripted as Technical Bid for EMPANELMENT OF COURIER SERVICE AGENCIES TOWARDS INTERNATIONAL DESPATCHES and shall contain name address, phone numbers (mobile & land line) fax, email ID's of the agency for facilitating communication with relevant documents as mentioned in the Annexure - I.

Kindly note that the bid not accompanied by any one of the documents called for in Annexure - I, is liable to be rejected forthwith. Bidder shall satisfy the prequalification criteria mentioned in Annexure - III to qualify for participating in technical bid. Technical bid (envelope 1) should not contain any financial quotes.

**Envelope II – Financial Bid**

This envelope forming part II of the bid should be superscripted as Financial Bid for EMPANELMENT OF COURIER SERVICE AGENCIES TOWARDS INTERNATIONAL DESPATCHES. Country wise rates are to be indicated in the format as per Annexure - II and should be duly signed by the authorized person. This envelope will be opened subsequently after short-listing the bidders on the basis of technical bids. Only the Bidders shortlisted on the basis of technical bid shall participate in financial bid. Selected vendors will have to execute an agreement in Bank's standard format. (Model agreement draft is attached herewith separately)

Applicants are requested to carefully examine the bid document, agreement and if there appears any ambiguity / discrepancy / doubt they should immediately communicate to the undersigned by mail to the Bank for clarifications.

Addenda to the tender document may be issued if required to clarify documents or to reflect modifications to the design or contract terms. Each addendum issued by the Bank will be displayed on the Bank's website referred to hereinabove. All addenda have to be submitted



along with the tender document duly signed as a token of acceptance of the same. All addenda issued by the Bank shall become part of Tender Documents.

All correspondence related to the bid will be in English only. All the pages of the bid shall be signed by the authorized persons on behalf of their organization having necessary authorization / Power of Attorney to do so. (Certified copies to be enclosed). All documents submitted should be self-attested with the seal of the bidder.

Conditional bid will not be accepted and will be summarily rejected. Bids received after the date & time mentioned herein will not be accepted. Bidder's participation in financial bid will construe that all the terms & conditions mentioned in this document are acceptable to him.

**Bank reserves the right to reject any or all the applications without assigning any reasons whatsoever therefore.**

The successful bidders shall not employ any person who is prohibited by law from being employed and will be fully responsible for all acts done by the personnel engaged by him.

The successful bidders shall have no right, whatsoever, to define the volume of the business to be given to them by the Bank. It shall be done at the sole discretion and decision of the Bank.

The successful bidders will provide the name & phone numbers of his staff visiting our office to collect the consignments.

The successful bidders will submit signed bills for each month before 7<sup>th</sup> of the subsequent month and the said bill will be paid, after deducting TDS, by NEFT only, if found in order. **No escalation in rates on any account will be permitted during the contract period and its extension, if any.**

For your queries related to the bid you may call Mr. Sachin Adbal on 66985410/ 5473 or you may mail the same to [intl-crms.bcc@bankofbaroda.com](mailto:intl-crms.bcc@bankofbaroda.com) before last date of bid.

**Schedule of Bid:**

1. Date of Bid Notice : 23.06.2021
2. Last date of submission of bid form – 13.07.2021
3. Time and Date of opening of Technical Bid – 15.07.2021 at 11.00 am (IST)
4. Place of opening bid – Meeting Room at Ground floor, Bank of Baroda, Baroda Corporate Center, Mumbai.
5. Validity of bid quotes : 90 days from date of opening of financial bid

The sealed bids should reach us, on or before – 13.07.2021 before 3.00 PM, at the following address:-

**The Deputy General Manager, (International Banking), Bank of Baroda, 4<sup>th</sup> Floor, Baroda Corporate Centre, C-26, G - Block, Bandra Kurla Complex, Bandra (East), MUMBAI - 400051**

Date and time of opening of Technical Bids – 15.07.2021 at 11.00 am (IST) in Meeting Room at Ground floor, Bank of Baroda, Baroda Corporate Center, Mumbai.

Financial bids of the technically qualified bidders will be opened on same day or may be informed subsequently to technically qualified bidders.

Disputes, if any, shall be subject to the jurisdiction of courts in Mumbai only.



## Annexure I

**TECHNICAL BID (Part I)**

Name of the Courier Service Agency	
Date of Incorporation / Establishment with Address of the Registered office in India (attach documentary proof of Form No INC – 22 with CIN (Corporate Identity Number) downloaded from ROC site with the date of incorporation or any other documentary proof)	
Address of H O / Corporate Office in India	
Name & designation of local contact person and his address for communication with email phone	
List / details of own pick up locations in India or its own fully managed operations (not outsourced / no franchisee)	
List / details of overseas destinations <b>directly covered by the company</b> along with address and contact details (address & contact details may be submitted on email. (intl-crms.bcc@bankofbaroda.com))	
List / details of overseas destinations <b>covered by tie up / outsourced / franchisee arrangements</b> along with address and contact details	
Details of empanelment with PSU / Nationalized Banks / Government institutions where international courier services are being provided. (performance report / Certificate from the clients / copies of agreements in force be attached for reference check)	
Number of international consignments handled on behalf of PSU / Nationalized Banks / Government institutions (Volumes handled during the last 12 months to be self-certified on letter head by the authorized signatory).	
Details of Website and confirmation as to whether online tracking facility is available for tracking consignments. (to be certified on letter head by the authorized signatory - URL id with full path to be provided).	
Full address / contact numbers of the call center / offices / customer support / service helpline where tracking facility is available for ascertaining delivery status at any time (attach separate list if required - URL id with full path to be provided)	
Declaration on letter head that the Company / Firm / Agency have never been involved in any illegal activity or financial frauds. (to be signed by the authorized signatory)	
EMD in form of pay order / DD for Rs. 50,000/- favouring Bank of Baroda Mumbai. <b>(for all other than empanelled vendors) (this amount shall be converted to security deposit for the contract period)</b>	
Copy of valid operating license issued by the Customs Office for operating from Mumbai Airport (in force for a further period of 12 months or at least up to March, 2019 (copy of license to be submitted)	
Should be a profit making entity in India for at least past three years (submit audited Balance sheet & Profit & Loss account)	

Sign and Stamp

Place &amp; Date.



**FINANCIAL BID (Part II) - Rate sheet**

Name of the Courier Company / Firm / Agency:

**Rates quoted (in Rupees) for a period two years from 1<sup>st</sup> July, 2021 to 30<sup>th</sup> June, 2023.****These rates are core rates excluding Fuel Surcharge and all types of taxes.**

Sr. No	Destination	0 to 500 gms	501 to 1000 gms	For each additional 500 gms	Average rate (A+B+C/3)	Location is Own / Correspondent/Tie up	Estimated Delivery Time
		Rate A	Rate B	Rate C	Avg.	O / C /TF	Days
1	Australia						
2	Belgium						
3	Botswana						
4	Fiji						
5	Guyana						
6	Hongkong						
7	Kenya						
8	Malaysia						
9	Mauritius						
10	New Zealand						
11	Seychelles						
12	Singapore						
13	South Africa						
14	Sultanate Of Oman						
15	Tanzania						
16	Uganda						
17	United Arab Emirates						
18	United Kingdom						
19	United States of America						
20	Zambia						

Rate of Fuel Surcharge: \_\_\_\_\_

- L1 rates will be decided on Average rates (A+B+C/3 +Fuel Surcharge).
- Fuel Surcharge: Please specify the rate and the index to which it is benchmarked. Also specify how the changes in fuel surcharge are calculated.
- Taxes: Please specify the rates and types of other taxes to be levied.
- Please specify other charges applicable, if any.



**EMPANELMENT OF COURIER / SERVICE AGENCIES TOWARDS  
INTERNATIONAL DESPATCHES BY BRANCHES / OFFICES OF  
BANK OF BARODA IN INDIA**

**Pre-Qualification Criteria**

The bidder shall fulfill the each of the respective pre-qualifications mentioned below; else their bids will be rejected forthright. The decision of the Bank will be final & binding and no correspondence will be entertained in the matter.

The applicant Courier Company:

1. Should have minimum experience of -7- years of providing international courier services (self-certification on letter head signed by the authorized signatory)
2. Should be a profit making entity in India for at least past three years (self-certification on letterhead signed by the authorized signatory)
3. Should have a valid operating license issued by the Mumbai Customs for operating from Mumbai Airport (in force for a further period of 12 months or up 30.06.2021) (copy of license to be submitted.
4. Should serve / pick up from at least 100 plus own locations in India. (self-certification on letter head signed by the authorized signatory)
5. Should have been handled at least 10,000 consignments in previous financial year and should be currently handling per month total volumes of at least 1,000 International consignments from Banks / PSU (self-certification on letter head signed by the authorized signatory)
6. Should have its own international distribution network covering all countries mentioned in annexure II (self-certification on letter head signed by the authorized signatory)
7. In case of any tie up arrangements / franchisee / outsourcing arrangements in any of the countries as per Annex II, please give country wise names of the agencies / companies. (This will be considered as negative feature while evaluation)
8. Should be currently empanelled as International Courier Company with PSU / Nationalized Banks / private banks / other Government Institutions. (Please furnish proof / evidence for the same)
9. Should have its own website with on line tracking facility for tracking of consignments and should be able to provide Customer Service helpline and support. ((self-certification on letter head signed by the authorized signatory with details)
10. Should have enough trained / experienced personnel and manpower to carry out the activity at all locations as per annexure II as per Bank's requirement (self-certification on letter head signed by the authorized signatory).
11. Should collect consignments through its own employee having a company ID, uniform and vehicle to carry the said consignment. In no case Bank's packets / parcels should travel through public transport (self-certification on letter head signed by the authorized signatory).
12. Should have arrangement to reach all major global destinations as per annexure II through its own branch network and or through correspondent



arrangement so as to deliver the consignment within stipulated time (Kindly provide appropriate names in the column provided in Annexure II).

13. Should have a clean track record and should not have any involvement in dispatch of illegal articles or fraud. (self-certification on letter head signed by the authorized signatory)
14. Should not have been put in negative list by any Bank / PSU for breach of applicable laws / agreement or violation of regulatory prescriptions.(self-certification on letter head signed by the authorized signatory)
15. All the pages of this tender document, printed on plain paper, to be signed by the authorized persons on behalf of their organization having necessary authorization / Power of Attorney to do so. All documents submitted should be self-attested with the seal of the bidder.

Your bidding for the technical bid would indicate your in-principle acceptance of the above points which will be explicitly confirmed by you by way of self-certification on your letter head signed by an authorized signatory, as nominated by your organization.

