

**RAILTEL CORPORATION OF INDIA
LIMITED**

(A Govt. of India Undertaking)(Ministry of Railways)

TENDER DOCUMENT

FOR

**Hiring of Courier services for
RailTel Corporation of India Ltd.
Western Region**

TENDER No. RailTel/Tender/OT/WR/COURIER/2016-17/1

Date:02/06/16

Tender Copy No. _____.

Sold to : _____

A Government of India

INDEX SHEET

Sr. No.	Chapter	Contents	Page
		Tender Notice	3-4
1.	Chapter I	Offer Letter	5
2.	Chapter II	Schedule of Requirements (Price schedule)	6-11
3.	Chapter I V	Proforma for Performance Bank Guarantee	12-13
.4.		Annexure II	14

No. RailTel/Tender/OT/WR/HQ/2016-17/1

Date:02/06/2016

Notice for Inviting Tender.

To,

Sub: Hiring of Courier Services for RailTel Corporation of India Ltd. (Western Region)

RailTel Corporation of India Ltd. (RailTel), Mahalaxmi Railway Microwave compound, Senapati Bapat Marg, Mahalaxmi, Mumbai – 400013, invites sealed limited tender from the established and reliable **Courier Agencies** with proven experience for the **“Hiring courier services for RailTel Corporation of India Ltd. for a period of one year extendable to 1 more year”**.

1.	Tender name	Hiring of Courier services for RailTel Corporation of India Ltd. for Western Region to the destinations as per the annexure “A”
2.	Quantum of Job	Refer scope of work & special conditions of contract at Annexure I & Annexure II respectively.
3.	Type of Tender	Open tender
3 a)	Sale of Tender Documents	From 02/06/2016
b)	Closing Date of sale of Tender Documents	01/07/2016 upto 12.00 Hrs.
c)	Receipt of sealed Tender documents.	01/07/2016 upto 15.00 Hrs.
d)	Opening of sealed Tender documents.	01/07/2016 at 15.30 Hrs.
e)	Approximate Cost of work	Rs. 7,50,000/- (Seven Lakh Fifty thousands only)
f)	Earnest Money (EMD)	Rs 15,000/- (Fifteen thousands only) (In the form of Bank Draft in Favour of Railtel corporation of India Ltd. Payable at Mumbai)
g)	Tender fee	Cost of each Tender Document is Rs. 2100/- (Rs. Two Thousand one hundred only) and Rs. 2625/- (Rs. Two Thousand six Hundred and twenty five Only) if required by post. The amount may be paid through Bank Draft in favour of “RailTel Corporation of India Limited, Mumbai” .
h)	Place of availability of bidding documents	Down load from RailTel website in tender section www. railtelindia.com

i)	Address at which the tenders are to be submitted.	Executive Director), RailTel Corporation of India Ltd., Western Railway Microwave complex, Senapati Bapat Marg, Mumbai – 400 013
h)	The rates quoted should be all inclusive of taxes but the tenderer has to submit the breakup of all taxes at the time of submission of their bills. The tenderer has also to submit their TIN No., PAN No. relevant licenses/permissions with regard to courier services at the time of submissions of their bills.	
i)	Payment will be made through RTGS on monthly basis by RailTel.	

You are requested to please submit your offer along with following documents/requirement:

1. Copies of registration certificates of agency.
2. Copies of the registration certificate of the firm with Central Excise Authorities for Service tax.
3. Credentials of the firm including list of current clients.
4. RailTel's terms & conditions duly signed by the authorized representative of the firm in token of acceptance.
5. Rates quoted by the firm for each type of packets/parcels in the bid form provided by the corporation.
6. An amount of Rs 15000 (Rs Fifteen thousands Only) as EMD will have to be deposited by DD in favor of RailTel Corporation of India Ltd payable at Mumbai. This EMD will be retained as Security Deposit in case of the Firm is empanelled by the corporation till completion of the contract.
7. The office addresses with details of telephone nos available at the places where regular deliveries are required to be submitted along with

The offers shall be opened on above said date in the presence of those bidders who choose to be present. If the above said date happens to be a holiday the same shall be done on the next working day.

Detailed terms and conditions are mentioned in tender document.

For any clarification regarding the tender please contact to Mr. Rajesh Kumar Nair, Sr.Manager/RCIL/Mumbai on mob. 9004444115 or email to his email id rnair@railtelindia.com

**A Government of India
Under**

**General Manager.
RCIL/Mumbai**

Chapter I

OFFER LETTER

To,
RailTel Corporation of India Limited,
Mahalaxmi Railway Microwave Compound,
 Senapati Bapat Marg, Mahalaxmi,
Mumbai – 00 013.

I/We _____ have read the various conditions to tender attached here to and hereby agree to ABIDE BY THE SAID CONDITIONS. I/We also agree to keep this tender open for acceptance for a period of 90 days from the date fixed for opening the same and in default thereof, I/We will be liable for forfeiture of my/our Earnest Money. I/We offer to do the **“Hiring of Courier services for RailTel for a period of one year extendable to 1 more year.”** as per the Schedule of Requirement under **Tender No. RailTel/Tender/OT/WR/2016-17/1** to RailTel Corporation of India Limited at the rates quoted in the attached Schedules and hereby bind myself/ourselves to complete the service of delivery of letters and parcels as per the Schedule from the date of issue of Purchase Order. I/We also hereby agree to abide by the Various Conditions of Contract and to carry out the work according to the schedule of requirement

2. A sum of **Rs. 15000/-** only as an Account Payee Demand Draft No.----- dt. - ----- issued by ----- is herewith forwarded as “Earnest Money”. The full value of Earnest Money shall stand forfeited without prejudice to any other rights or remedies if, I/We withdraw or modify the offer within validity period or do not deposit the security deposit (Performance Bank Guarantee) with in 7 days after receipt of orders to that effect.

SIGNATURE OF CONTRACTOR
 (S)

Date:

SIGNATURE OF WITNESS

CONTRACTOR (S) ADDRESS

1.

2.

Schedule 'A'
Chapter II
SCHEDULE OF REQUIREMENTS

(a) Schedule 'A' of requirement for courier service for RailTel for one year extendable further to 1 year

Sr. No.	Item	Rate (upto 250 Gms)	Rate per kg	Volumetric rate for 1 cubic ft.	Delivery time period
1	Within Mumbai/Thane/Navi Mumbai and Suburban areas				
2.	To Metro Cities				
3.	To Mini Metro cities				
4.	Rural Areas				
5.	Premium service of next day delivery within Metro cities				

NOTE : The tender will be decided on the basis of rates quoted in Schedule 'A'. In reckoning for ranking of the lowest (L-1), Second lowest bidder (L-2) & so on rates quoted in schedule A will only be considered . The work order of schedule 'A' shall be offered to only suitable agency.

Seal and signature of agency



CHAPTER - III

Commercial Terms & Conditions FOR HIRING OF COURIER SERVICE

Please read the terms and conditions carefully:

RAILTEL CORPORATION OF INDIA LTD.

Terms & Conditions for hiring of COURIER SERVICE for RailTel corporaion of Ltd., Regional Office, Mumbai.

1.0 Eligibility Criteria

- 1.1** Tenderer must be a registered company having license to operate business of dealing with courier services.
- 1.2** The firm should have at least three years of experience in the field on date of bid opening.
- 1.3** The company must have valid registration with Central Excise authorities under Service Tax Rules.
- 1.4** The offer should be quoted by courier agencies only. Individual/middleman or franchisees should not quote..

2. The rate should be quoted in the format given in Schedule A The rate should be firm and fixed during the period of contract.

3. **Period of Contract:** The period of contract shall be for a period of 12 months from the date of contract & extendable upto one more year.

4. **Delivery:** You will indicate approx. Time of delivery of packets/parcels

5. **Payment:** The agency will submit bill in duplicate once in a month with detailed statement. Payment shall be made by means of NEFT(e-payment) after recovering bank charges. On 30 days credit, based on the PODs submitted POD of each consignment shall be submitted along with the monthly bills in absence of PODs against each delivery/Payment shall not be released. The successful Tenderer has to submit mandate as per RailTel format after receipt of contract/PO.

6. **Deduction of taxes.** : The applicable taxes like income tax etc. shall deducted from the bills.

7.Termination of Contract.: RailTel **reserve** the right to terminate /cancel the contract either in full/part at any time at its sole discretion without assigning any reason whatsoever by giving one month notice in writing. The contractor will have no claim on RailTel due to such termination of the contract.

8. Security Deposit: The successful bidder shall be required to submit **security Deposit of Rs. 37,500/- by** way of DD in favour of RailTel payable at Mumbai towards performance guarantee. The security deposit shall be refunded after successful completion of contract. The security deposit shall be forfeited in case of the agency who fails to **honour** the **contractual** obligations. The security deposit shall not carry any interest.

9.Risk & Cost:

In the event of contractor's failure to give satisfactory service/work or on violation of any terms & conditions of the contract the Company reserves the right to get the job done by any other agency after giving 10 days Notice at the risk& cost of contractor. The decision of the company **(RailTel)** in this regard shall be final and binding on the contractor.

9. Sub – contract will not be allowed in part or whole under any circumstances.

10. The courier agency is required to have branch offices in all metropolitan cities state **capitals** and other major towns of India. The courier services is required to provide a list of stations along with the addresses, telephone number, email and fax where its offices or contract offices are located.

11. The agency shall ensure safe delivery standard and confidentiality of the document entrusted to it

12. The agency shall observe the highest standard of ethics during the execution of contract.

13. INDEMNITY: The agency shall indemnify and keep RailTel against any loss, demand, action proceeding,damages, cost charges and expenses which ay be made or brought or commenced against RailTel by any of its act contrary to the terms of the agreement.

14. The tenderer shall **observe** the laws applicable **and** the rule or code of conduct of the agency

15. Arbitration:

Any question disputes or differences of any kind whatsoever arising out of or all questions, disputes or differences of any kind whatsoever arising to the contract shall be referred within 30 days from the date of dispute by the party of these contract, for decision, to the sole arbitrator, who shall be CMD of RailTel or any other officer of the company nominated by the said CMD in that behalf. In the event of such to whom the matter is originally referred, is **transferred** or vacates his office resignation, superannuation, or other or refuse to or in **capable** of acting or any reason **whatsoever** , CMD, RailTel shall appoint other person to act as Arbitrator in his place in accordance with the terms of this contract Such person(shall be authorized) to **proceed** from the stage at which, his predecessor)

There **will be no** objection to any such appointment that the arbitrator appointed is a officer of the company or that he had to deal with matter to which these contract related to or that in the

course of his duty such officer has expressed view on all any of the matter of dispute or difference. No person other than CMD or his nominee can act as an **Arbitrator**.

The venue of arbitration shall be **New Delhi** only. The award of the arbitrator shall be final and binding on parties.

The provision of arbitration and conciliation act, 1996, and the rules framed there **shall** under governed shall the arbitration proceeding, if any.

16. LIQUIDATED DAMAGE: If the contractor fails to execute the contract either in full or part or fail to observe various terms and **conditions** in the tender documents, the entire loss/damage sustained by the company has to be reimbursed by the contractor and/ or will be recover from the contractor running bill. The contractor shall also **comply** with all the provisions of central/State Governments act, legislations, and rules and regulation **relevant** to this contract prevailing during the validity of contract. For violation of any these, if any penalty is imposed on the company, the entire liability will to the contractor account. IN case of financial loss, liability incurred due to negligence /default of contractor, the same will be **recovered** from contractor's running bill.

17. Courts jurisdiction: courts in New Delhi shall have exclusive jurisdiction in the event of the any judicial proceedings.

18. Force Majeure: as applicable under the law.

19. Executive - Charge- Designated executive of the company will be executive – in charge of coordination and smooth operation of awarded contract .

20. **Relevant** laws: Bidder shall follow all the relevant law's applicable to him in discharging awarded work.

21. Parallel contracts: The company (RailTel) reserves the right to award parallel contracts or award part of the work to **this contracts** in the event of **contractor's** failure to perform the function of the contract satisfactorily at contractors cost and risk.

22. Penalty clause: A penalty of Rs. 100/- will be imposed for any omissions /negligent/ delay in delivery of national letters /parcels. If the performance /service of the company is found **unsatisfactory**, **contract** will **be terminated** by giving one month notice.

23. Rates: The quoted rates shall remain firm and fixed during the currency of contract.

24. The contract will be abide by the rule and regulations of the security agency/security deptt. of the company during the work order period.

25. All the applicable taxes should be quoted /mentioned in the schedule o f rates. In case of nothing is mentioned, it is assumed that the rates quoted is inclusive of all taxes.

26. The tenderer has to submit the **xerox** copy of PAN and service tax **registration** certificate along with the tender.

27. Validity of offer: should remain valid for 90 days from the date of opening of tender.

Delivery of letters /documents /parcels from Mahalaxmi office any where in India and within Mumbai , New Mumbai and Thane .

The last date of submission of offer is 01/07/2016 upto 15.00 hrs.

Bid should contain a copy of our tender duly signed and one each by authorised signatory of the agency as token of acceptance of all the terms and conditions of the tender along with a DD towards EMD of Rs. 15000 in favour of “RailTel Corporaiotn of India Ltd. “ payable at Mumbai .

28 The tenderer required to submit a Performance Bank Guarantee (PBG) within 15 days of issue of L.O.A. for 5 % of the value of the order given valid for a period of 12 (May be extended for further 12 months) towards satisfactory performance of contract. The PBG shall be returned after successful completion of contractual obligations

29. SCOPE OF WORK

1. Authorized representative of courier agency will collect documents/parcels on all working days (Monday to Saturday) and on holidays if there are some urgent requirements. However, RailTel does not guarantee quantum of work every day. Items for delivery are to be collected from our office at RailTel Mahalaxmi at 6.00 PM on all working days. On all Saturday, items have to be collected latest by 13.00 hrs.
2. The authorize representative of courier agency will be required to furnish the receipt for the parcels/ collected.
3. The courier agency will arrange to deliver parcel/letters within 24 hour in all major cities which connected by Air, within 48 hours in smaller cities, within 96 hours remote stations.
4. The courier agency will ensure that all the parcels/letters shall be delivered to recipients to whom it is mentioned and in no case is delivered to anybody other than the recipient.
5. The courier agency will furnish proof of delivery of parcels /letters in every week after getting signature of recipient, his/her name and telephone no.
6. The courier agency will return the undelivered documents/letter within 10 days
7. You shall cover our consignment, insurance to the extent of Rs.1,00,000/ in case of parcels.
8. Online tracking of letters should be provided.

30. The envelop shall be addressed to the Purchaser at the following address:

Executive Director

RailTel Corporation of India Ltd.,

Mahalaxmi Railway microwave compound,

Senapati Bapat Marg, Mahalaxmi, Mumbai – 00 013.

31. The top of the envelop shall bear in bold the following :-

- i) **DO NOT OPEN BEFORE 15.30 Hrs. on 01/07/2016. (Due date & Time)**
- ii) **Tender No.: RailTel/Tender/OT/WR/ /2016-17/1**
- iii) **Hiring of Courier service for use of RailTel for a period of one year extendable to further one year.**

32. The Tender offer bid should be delivered to the above address so as to reach up to **15.00 hours of 01/07/2016** the time and date given in notice. The bids shall be opened at the time given in notice in the presence of those representatives of the bidders who choose to be present. Bids received after due date and time shall be summarily rejected and shall not be opened.



Chapter IV

PERFORMANCE OF BANK GUARANTEE BOND

(On Stamp paper of Rs. one hundred)

(To be used by approved Scheduled Banks)

Bank Guarantee

1. In consideration of the RailTel Corporation of India Limited, registered office at 10th floor, Bank of Baroda Building, 16, Sansad Marg, New Delhi- 1100 01 and regional office at Mahalaxmi Railway microwave compound, Senapati Bapat Marg, Mahalaxmi, Mumbai -00013 (hereinafter called "the RailTel") having agreed to exempt (hereinafter called "the said Contractor(s)") from the demand, under the terms and conditions of an Agreement No.....[L.O.A./P.O. No.]Dated.....[L.O.A/P.O.Date] made between M/s.[Firm Address] and RailTel Corporation of India Limited, for..... [Name of Work/Supply of Materials] (hereinafter called "the said Agreement") of **Security Deposit** for the due fulfillment by the said contractor's) of the terms and conditions contained in the said Agreement, or production of a Bank Guarantee for Rs.....(Rs. Only). We,(indicate the name of the Bank and address) hereinafter referred to as "the Bank") at the request of. M/s..... Contractor(s) do hereby undertake to pay the **RailTel** an amount not exceeding Rs. Against any loss or damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.
2. We, Bank (indicate the name of the Bank and address) do hereby undertake to pay the amount due and payable under this Guarantee without any demur, merely on demand from the **RailTel** stating that the amount is claimed is due by way of loss or damage caused to or would be caused to or suffered by the **RailTel** by reason of breach by the said Contractor(s) of any of terms or conditions contained in the said Agreement or by reason of the Contractor(s) failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.
3. We, Bank (indicate the name of the Bank and address) undertake to pay to the **RailTel** any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Supplier(s) in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal.

The Payment so made by us under this Bond shall be a valid discharge of our liability for payment thereunder and the Contractor(s) / Supplier(s) shall have no claim against us for making such payment.

4. We, Bank (indicate the name of the Bank and address) further agree that the Guarantee herein contained shall remain in full force and

effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the RailTel under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till **RailTel** certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this Guarantee. Unless a demand or claim under the Guarantee is made on us in writing on or before the] We shall be discharged from all liability under this Guarantee thereafter.

5. We,(indicate the name of the Bank and address) further agree with the **RailTel** that the **RailTel** shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the Agreement or to extend time of to postpone for any time or from time to time any of the powers exercisable by the **RailTel** against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension to the said Contractor(s) or for any forbearance, act or omission on the part of **RailTel** or any indulgence by the **RailTel** to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have affect of so relieving us.
6. This Guarantee will not be discharged due to the change in the Constitution of the Bank or the Contractor(s) Supplier(s).
7. We, (indicate the name of Bank) lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the **RailTel** in writing.
8. Notwithstanding anything contained herein,
 1. Our liability under the Bank guarantee shall not exceed Rs. (In Rupees)
 2. This Bank Guarantee shall be valid upto and
 3. We are liable to pay the guaranteed and or any part thereof under this Bank Guarantee only and only if you serve upon is a written claims or demand or before(date of expiry of guarantee)

Dated the day of 2010
for
(Indicate the name of the Bank)

Witness

1. Signature
Name

2. Signature
Name

-End of Document-

LIST OF PLACES WHERE REGULAR DELIVERIES REQUIRED

1. NEW DELHI	27.BAYANA
2. AHMEDABAD	28.JALGAON
3. ITARSI	29.KARWAR
4. INDORE	30.LONERE
5. BHUSAWAL	31.NAGPUR
6. NASHIK	32.HYDERABAD
7. PUNE	33.AMBERNATH
8. SOLAPUR	34.GURGAON
9. BARODA	35.BOISAR
10.BELAPUR	36.AKOLA
11.AHMEDNAGAR	37.KOLKATA
12.MADGAON	38.UDDIPI
13.MANGAON	39.JAIPUR ALLHABAD
14.MANMAD	40.SECUNDRABAD
15.SATNA	41.NOIDA
16.GONDIA	42.AURANGABAD
17.RAJKOT	43.MEERUT
18.BHOPAL	44.HUBLI
19.DAUND	45.BILASPUR
20.SURAT	46.HARYANA
21.JABALPUR	47.DURG
22.LONAVALA	48.WARDHA
23.BETUAL	49.BADNERA
24.PANJIM	50.RATLAM
25.GOA	51.UJJAIN
26.KOTA	52.RATNAGIRI
	53.NANDURBAR

रेलवे
RAILTEL
 A Government of India
 Undertaking