

APPLICATION FOR DOMESTIC COURIER SERVICES
FOR STATE BANK OF INDIA, LOCAL HEAD OFFICE, BHOPAL

Profile of the Courier Agency

01	Name of Courier Agency	
02	Established on	
03	Constitution	
04	Registration No.	
05	Registered Office Complete address	
06	Head Office Complete address	
07	Telephone no. (with STD Code)	
08	Fax No.	
09	Name of the contact person	
10	Telephone no., Mobile No. of the contact person	
11	PAN No.	
12	Service Registration Tax No.	
13	EPF Registration No.	
14	Address of the Bhopal office	
15	Name and telephone, Mobile No. of the contact person at Bhopal	
16	a) No. of staff engaged in pick up / delivery b) Out of 16(a) No. of staff provided with two wheeler for pick up / delivery.	

17. PERFORMANCE OF AGENCY

Particulars	Year 2014-15	Year 2015-16	Year 2016-17
Paid up capital*			
Annual Turnover from courier services*			
Net result*			
Income tax paid*			

*The bidder should submit Audited Annual Financial Statements along with Chartered Accountant's certificate.

Proof of payment of Income tax and Service Tax for the last three years should be submitted.

18	Whether the applicant is Principal Company / a franchisee (No offer from franchise will be entertained)	
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19. Name of the Banks / Govt. Departments / PSUs/ Corporate of repute to whom presently providing courier services (Attach documentary evidence)

Sr. No.	Name of organisation	Contract period		Contract person (of column No.2) and his/her phone No. / Mobile No. for reference
		From	To	

20	Whether agreeable to provide Bank Guarantee of Rs.10 lacs as per enclosed terms and conditions	Yes / No
21	Any adverse feature like claim against the Agency for services provided during last 3 years. (if yes give particulars in a separate sheet)	Yes / No
22	Tender fee DD/Banker's Cheque No. Date, Drawn on	
23	Earnest money deposit (EMD) of Rs.20,000/- DD/Banker's Cheque No. Date, Drawn on	
24	Does the Courier Agency have effective on-line tracking system to know the status of each packet/parcel/envelop etc? Give details of tracking system in place along with website address.	

I/We have read the terms and conditions enclosed with the application form and undertake to abide by them. In case of my/our empanelment as courier by the SBI, LHO, Bhopal, I undertake to furnish required Term Deposit of Rs.1.00 lacs within 10 days failure of which shall invalid my / our empanelment.

Bidder Company Stamp
Name

Signature
Designation
Date :

FORM-A PART OF INSTRUCTIONS ON TECHNICAL BID

(Price Bids will be opened of the Courier Agency qualifying in technical bid and selected as per Scoring Model Marks)

Scoring model marks have been shown in bracket for selection

1	Constitution	Proprietary concern	(00)
		Partnership	(03)
		Pvt. Ltd.	(06)
		Limited	(10)
2	Number offices / Serviceable destinations		
	In M.P. / Chhattisgarh	100	(02)
		110	(04)
		120	(06)
		130	(08)
		Above 140	(10)
	In India	200	(02)
		210	(04)
		220	(06)
		230	(08)
		240 and above	(10)
3	Last Financial Year's Turnover	Rs. 5 Cr.	(02)
		Rs. 10 Cr.	(04)
		Rs. 15 Cr.	(06)
		Rs. 20 Cr. And above	(10)
4	Existence / Experience	5 Years	(02)
		7 Years	(04)
		10 Years	(06)
		15 Years and above	(10)
5	Currently with Banks for courier service	One Bank	(02)
		Two Bank	(05)
		Three banks & Above	(10)
6	Currently with SBI for courier service	If yes	(05)
7	Number of staff provided with two wheelers for pick up / delivery of dak	Vehicles up to 100	(05)
		Vehicles 100 & above	(10)
8	EPF Registration of employees working under them	If yes	(05)
9	Availability of online tracking system	If available	(10)
	Total		(90)

Price bids will be opened of the Courier Agencies qualifying in technical bid and selected as per scoring model marks.

Bidder Company Stamp
Name

Signature
Designation
Date :

**TENDER FOR DOMESTIC COURIER SERVICES FOR
STATE BANK OF INDIA, LOCAL HEAD OFFICE, BHOPAL**

TERMS & CONDITIONS

- All action taken by State Bank of India, Local Head Office, Bhopal (Hereinafter referred to as SBI, LHO, Bhopal) shall be binding and final. The Bank reserves its right to reject any or all quotation without assigning any reason whatsoever.
 - All prices quoted must be inclusive of all taxes and duties (except service tax.)
 - The terms and conditions attached govern all quotations.
 - Any offer which is not strictly as per the terms and conditions mentioned as under and elsewhere will not be accepted.
1. Courier services shall mean collection of packets, parcels containing valuable documents from SBI, LHO, Bhopal and delivery to our various offices/branches/clients/customers etc. all over Madhya Pradesh, Chhattisgarh and outside the States on all banking working days or any of the days, as intimated to you in advance, at timings mutually agreed to between the courier agency and the Bank and delivery will be twice a day in respect of documents to be delivered within the same city.
 2. The delivery of packets parcels collected from SBI, LHO, Bhopal will be made by the courier agency generally in the morning on the next working day and in any case, not later than two working days for the documents meant within the city. The documents meant for delivery within Madhya Pradesh, Chhattisgarh and outside the States must be delivered within next 2 or 3 working days.
 3. The courier agency shall depute their accredited representative for collection of packets from SBI, LHO, Bhopal and for delivery of the same to designated offices/branches/clients/customers etc. The representative shall be provided with a suitable letter of authority/identity card without which, he shall not be allowed to collect or deliver the packets/parcels etc. The representative shall acknowledge receipt of the packets/parcels delivered to him on a copy of the accompanying consignment note/postage register, which will be retained by the concerned department at SBI, LHO, Bhopal. For delivery of packets/parcels to our offices/branches/clients/customers etc., one copy of the consignment note will be handed over to the addressee and their acknowledgement shall be obtained on another copy, which will be retained by the courier agency.
 4. The courier agency will ensure that the couriers' packets/parcels are delivered to the proper addressee/consignee only against full signature, designations date of acknowledgement and stamp with telephone numbers of the consignees or his/their authorised representative only.
 5. It shall be absolute responsibility of the courier agency that once the packet/parcels are delivered to their authorised representative to ensure that their contents are not tampered in

any manner whatsoever and the packets are not misplaced lost or stolen.

6. The courier agency will enter into suitable agreement with the Bank indemnifying it from any loss, damage, charges and expenses as the Bank may be put to or incurred and/or to be incurred by the Bank due to delay, non-performance, mal-performance, non-delivery, tempering or damage to any packets/parcel/envelopes or their contents etc. Such loss shall be as determined by the Bank shall be payable to the Bank by the courier agency within a period of one month from the date thereof, in addition to any penalty as stated earlier.

7. The successful bidder whose tender is accepted by the Bank shall deposit a security deposit in the form of Term deposit of Rs. 1,00,000/- (Rupees one lac only), being security deposit for due fulfillment of contract, such security deposit shall be retained by the Bank for entire contract period and the vendor shall not withdraw/cancel the same. The Bank may without prejudice to any other steps it may take in this regard obtain payment of the term deposit, in case of any breach of contract, deficiency in service, non-service, etc.

8. The courier agency will submit their bills at the respective department of SBI, LHO, Bhopal from where consignments are picked up/collected on a monthly basis along with date wise dispatch details and charges thereof, which will be paid by LHO within 10 days from the date of receipt of bill. The courier agency awarded with the contract shall have to maintain account with State Bank of India and have to quote their SBI account Number, PAN number, GST number on the bill, while submitting the monthly bill and all the payments shall be made through such account. The bill must be of the courier agency to whom the contract awarded.

9. For delay in delivery of packets/parcels/envelops of beyond the time mentioned in clause (2) above except on account of imposition of curfew either at the pickup/originating center or at the destination, the Bank may without prejudice to any other steps it may take in this regard, impose penalty, as under, if it is not satisfied with the explanation tendered by the courier agency.

(A) Delay of 1 day – 25% of the charges payable on such delayed consignment(s) will be deducted.

(B) Delay of 2 days – 50% of the charges payable on such delayed consignment(s) will be deducted.

(C) Delay of 3 day – 100% of the charges payable on such delayed consignment(s) will be deducted.

No delivery of consignment due to negligence of courier agency. The damages to the Bank arising out of improper delivery/non-deliveries will attract other clauses/provisions also as per the terms and conditions of the contract.

10. The courier agency will agree to provide adequate number of blank consignment notes to each department of LHO with name of that department duly printed.

11. This contract shall be valid for two years from the date of execution of agreement or till such further period as may be agreed upon between the parties. However, the Bank may for

any reasons discontinue the arrangements earlier by issuing 1 (one) month's advance written notice to the courier agency by Registered Post on the address specified by the agency. The courier agency may also terminate the arrangement/agreement by giving 3 (three) months' advance notice to the Bank. Termination of the arrangement/agreement, as aforesaid, shall not absolve the courier agency from its liability regarding delivery of packets/parcels/envelops etc. already entrusted to them or any other claims lodged/to be lodged in terms of Para 6 & 9 above.

12. The courier agency shall have an effective on line tracking system and will implement the same to know the status of each document and advising the concerned department of SBI, LHO, Bhopal in case of need regarding the status/location of the consignment sent. In case of need by verbal/telephonic/written request of the concerned department, they shall provide the details of delivery. The courier agency should maintain the record for a minimum of one year from the date of dispatch of the documents.

13. The courier agency shall agree to abide by all the Govt. rules and regulations in force relating to their carrying on the business of courier agency and to the services undertaken by them as courier agency and the Bank shall not be liable for violation of any such rules, regulations, by reasons of having entrusted to them the services referred to in this agreement. The courier agency shall also declare that they have the required permission and authorisation by statutory or other authorities for carrying on the said business and or rendering services to their customers thereon.

14. The courier agency shall agree to execute any further document(s) as may be required by the Bank in this regard. Any dispute about empanelment of courier agencies and execution of services in terms of the agreement shall be subject to the jurisdiction of courts situated in Bhopal/Jabalpur only.

I/we hereby declare having read and understood, we accept all the terms & conditions as mentioned above.

Bidder Company Stamp
Name

Signature
Designation:
Date:

"FORM-B (PRICE BID)"
(TO BE SUBMITTED IN A SEPARATE SEALED COVER)

APPLICATION FOR DOMESTIC COURIER SERVICES

Tariff Quoted shall be valid for a period of 24 months.

S.No.	Consignment Weight	Tariff		
		Local City	Within Madhya Pradesh/ Chhattisgarh	Outside Madhya Pradesh/ Chhattisgarh
1	Up to 100 gms.			
2	Above 100 gms up to 250 gms			
3	Above 250 gms up to 500 gms			
4	Above 500 gms upto 1 Kg.			

Above 1 Kg., the rate will be on prorata basis for every additional Kg. Or part thereof e.g. 1 Kg. Or 100 gms.

The rate of tariff is exclusive of Service Tax as applicable from time to time.

Bidder Company Stamp
Name

Signature
Designation:
Date:

IN CASE OF NON-FURNISHING OF ANY PARTICULARS IN TENDER FORM, THE SAME WILL BE REJECTED.

N.B. : Fully completed tender form A (Technical Bid) with non refundable tender fees of Rs. 1000/- and earnest money deposit (EMD) of Rs. 20,000/- in separate sealed envelope and form B (Price Bid) in separate sealed envelope to be submitted so as to reach by 2.00 P.M. on 23.08.2018.

Interested reputed Courier Agencies for courier services may download tender form from Bank's website www.statebankofindia.com <link> Procurement news

DOMESTIC COURIER SERVICES FOR STATE BANK OF INDIA, LOCAL HEAD OFFICE, BHOPAL

INSTRUCTIONS :

State Bank of India, Local Head Office, Bhopal invites applications from reputed courier agencies for collection of packets/parcels/covers containing valuable documents from State Bank of India, Local Head Office, Bhopal and deliver to Bank's various Offices/Branches/Clients/Customers etc. all over India.

2. The minimum criteria for prequalification will be as under :

- i. The courier agency should have all the required statutory licenses to carry on the business of domestic courier services which should be the primary activity of the courier agency.
- ii. The courier agency should have sales/service centers/offices in Bhopal, Indore, Gwalior, Jabalpur, Raipur, Bilaspur and all district places in Madhya Pradesh and Chhattisgarh.
- iii. Applicant courier agency should be Income Tax assessee with a PAN number and its Tax returns for the year 2014-15, 2015-16 & 2016-17 must be upto date.
- iv. Applicant courier agency should have GST no. and its Tax returns for the year 2014-15, 2015-16 & 2016-17 must be upto date.
- v. The Courier Agency should provide satisfactory evidence acceptable to the SBI to show that : a) It is a reputed Courier Agency who regularly under takes the works of Courier Agency to the subject tender and has adequate knowledge and experience; b) It has an established proper supervisory control organization to ensure that there is adequate control at all stages of execution of the work.
- vi. The Courier Agency must have excellent track record of dealing with reputed corporate customers, commercial banks, Central and State Govt. Departments; they must have not incurred losses during the last three years.
- vii. The Courier Agency shall have an effective on line tracking system and will implement the same to know the status of each document and advising the concerned department of SBI, LHO, Bhopal in case of need regarding the status/location of the consignment sent.

3. Interested Courier Agencies may down load the tender documents from the Bank's website www.statebankofindia.com <link> procurement new from 08.08.2018 and may submit fully completed tender as under :

I. The tenderer should submit the tender in a sealed cover. One tenderer shall submit only one tender.

II. The tender will be processed under two-bid tender system. Therefore, separate Technical and Price-Bids are to be submitted as per the following procedure :

a) Technical Bid as per Form A should be furnished in a sealed envelope - "Form-A" and the envelope should be scribed with **"Envelope-A Technical Bid"**. Details of the documents asked for should also be enclosed with the Technical Bid along with nonrefundable tender fee of Rs. 1000/- and earnest money deposit (EMD) of Rs. 20,000/- by drafts/banker's cheque favoring State Bank of India, payable at Bhopal, in a separate sealed cover at the above address. Price and other financial details must not be included in the technical bid. Tender not

accompanied with prescribed tender fee and EMD will be summarily rejected.

b) Price Bid as per Form-B should be furnished in a sealed cover Form-B and the envelope should be scribed with **"Envelope-B:Price Bid"**.

c) No other format will be accepted.

d) Both envelopes should be sealed and kept in another big envelope and should be sealed. The big envelope should be super-scribed with **"TENDER FOR COURIER SERVICES FOR SBI LHO BHOPAL-2018"** and sender's name, address with contract details should invariably be written on the envelope.

e) The price bid of only those tenderers shall be opened who qualify the prequalification criteria prescribed and minimum score (40) arrived on the basis of scoring model. The Bank's decision shall be final and binding all bidders in this regard.

f) The validity of tender shall be 30 days from date of opening the price bid.

g) The EMD of unsuccessful bidders shall be returned within 30 days from the date of opening of tender. The EMD of successful bidder may be adjusted in security deposit.

4. Price Bids will be opened, amongst the bids found in order and selected as per the Scoring Model marks (Minimum 40) as per the Scoring Model format, the lowest bidder shall be declared as successful. The Bank reserves its right to accept/reject any or all the offers without assigning any reason(s) therefor.

The Courier Agency awarded with the contract shall have to maintain account with SBI and have to quote their Account Number, PAN No., GST No. on the bill, while submitting the monthly bill and all the payments shall be made through such account. The bills must be of the courier agency to whom the contract awarded.

LAST DATE OF SUBMISSION OF TENDER DOCUMENT :

Tenderers must ensure that the tender documents with all the required/stipulated documents are posted by Registered post or delivered personally to Asstt. General Manager, Office Administration Department, State Bank of India, Local Head Office, Third Floor, Hoshangabad Road, Bhopal well within time so as to reach the Bank not later than 2.00 PM on 23.08.2018, tenders received after the due date and time will be rejected and no correspondence will be entertained in this regard. Tenders will be opened on 23.08.2018 at 4.00 PM. Tender should be addressed to :

Asstt. General Manager (Office Administration Department),
State Bank of India, Local Head Office, Third Floor,
Hoshangabad Road,
BHOPAL

Tenders by way of telegram, telex and fax will not be accepted and summarily rejected.

5. Tenders should be free from corrections/erasures. Erasing, overwriting of any information including quoted rates, shall render the tender void.

6. Tenderers are advised to carefully read and understand the complete scopes/value and volume of the contract involved before submitting their bids. No clarification will be entertained after submitting the bids.

7. Tenderers are advised in their own interest to study the terms and conditions of the tender carefully and then only submit bids accordingly. Any tender/quotation received against this tender and any contract resulting from the tender shall be governed by the "Terms and Conditions" indicated in the tender document and the tenderers quoting against this tender shall be deemed to have read, understood and accepted the same.

8. Please note that :

- a. The tenderer should sign all pages of the tender documents before submitting, in token of having read and accepted the terms and conditions.
- b. The tender document shall be issued to the bidder complying with the norms as specified herein above however, it does not mean that they have been awarded the contract.
- c. The agency which is not operating from Bhopal or Madhya Pradesh/Chhattisgarh should furnish a detailed write up about the manner in which the contract will be operated on day to day basis failing which such bids will be rejected at the sole discretion of SBI without any reference to such bidder. In case, the Bank is not satisfied with the details furnished by the tenderer, such tenders will also be rejected without any reference to the bidder.
- d. Bidder should furnish copies of license, registration of service tax/sale tax/Vat, PAN card with copies of annual accounts for last three years and copies of return filed for service tax and income tax for last three years.
- e. The bidder should submit Chartered Accountant's Certificate along with the technical bid and other papers as under :

Particulars	Year 2014-15	Year 2015-16	Year 2016-17
Paid up Capital			
Annual Turnover from Courier Services			
Net Result			
Income Tax paid			

On Scrutiny of the documents, if it is found at any stage that the tenderer has suppressed facts or has suppressed facts or has given wrong information/documents, the Bank reserves its right to reject such tender or terminate the contract under such tender at its sole discretion.

UNDERTAKING BY THE CONTRACTOR :

I/We hereby declare having read the specimen of the terms and conditions attached with the offer document and note to abide by the covenants of the terms and conditions.

Bidder Company Stamp
Name :

Signature