



रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड

(भारत सरकार का उपक्रम)

19वीं मंजिल, ऑरोरा वाटरफ्रंट बिल्डिंग, प्लॉट नं. 34/1,
ब्लॉक -जीएन, सेक्टर - V, साल्ट लेक सिटी, कोलकाता -700091,
पश्चिम बंगाल
टेली: 033-44041499

RailTel Corporation of India Limited

(A Govt. of India Undertaking)

19th Floor, Aurora Waterfront Building, Plot no. 34/1,
Block -GN, Sector - V, Salt Lake City, Kolkata -700091, West Bengal.
Tele: 033-44041499

RailTel Website: <https://www.railtel.in>

“कोलकाता में रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड के लिए
कूरियर सेवा एजेंसी का पैनलीकरण”

के लिए

निविदा दस्तावेज़

Tender Document
For

“Empanelment of Courier Service Agencies for
RailTel Corporation of India Limited at Kolkata”

निविदा संख्या (Tender No.): RailTel/Tender/OT/ER/HQ/2024-25/1538, Dt. 10.07.2024

खुलने की नियत तिथि (Due date for opening): 31.07.2024

निविदा दस्तावेज की लागत (Cost of Tender Document): Rs. 590.00 (Incl. GST)



रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड

पूर्वी क्षेत्र, 19वीं मंजिल, ऑरोरा वाटरफ्रंट बिल्डिंग, प्लॉट नं-34/1

ब्लॉक -जीएन, सेक्टर - V, साल्ट लेक सिटी, कोलकाता -700091

RAILTEL CORPORATION OF INDIA LIMITED

Eastern Region, 19th Floor, Aurora Waterfront Building,

Plot No. 34/1, Block -GN, Sector - V, Salt Lake City,

Kolkata -700091, West Bengal

Telephone:033-4404 1499

Website: <https://www.railtel.in>

Tender No. RailTel/Tender/OT/ER/HQ/2024-25/1538,

Dt. 10.07.2024

निविदा सूचना

Tender Notice

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड पूर्वी क्षेत्र "कोलकाता में रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड के लिए कूरियर सेवा एजेंसियों के पैनलीकरण" के लिए पात्र कूरियर एजेंसियों से एकल पैकेट प्रणाली में सीलबंद खुली निविदा आमंत्रित करता है।

RailTel Corporation of India Ltd. Eastern Region invites sealed Open Tender in single packet system from the eligible Courier agencies for "Empanelment of Courier Service Agencies for RailTel Corporation of India Ltd at Kolkata".

निविदा का विवरण नीचे दिया गया है:

Details Open Tender are furnished below: /

a)	निविदा दस्तावेज़ की उपलब्धता Tender Document Availability	at https://www.railtel.in from 10.07.2024
b)	निविदा के लिए प्रस्ताव जमा करने की आरंभ तिथि और समय Start date and time for submission of offer to Tender	10.07.2024 form 17:00 Hrs.
c)	निविदा प्रस्ताव जमा करने की अंतिम तिथि Last date for submission of offer to Tender	31.07.2024 up to 15:00 Hrs.
d)	स्पष्टीकरण मांगने की अंतिम तिथि और समय, यदि कोई हो Last date and time for seeking clarifications, if any	18.07.2024 up to 17:00 Hrs.

e)	बोलियां खुलने की तिथि एवं समय Opening Date & Time of Bids	31.07.2024 at 15:30 Hrs.
f)	बयाना राशि जमा (ईएमडी) Earnest Money Deposit (EMD)	Rs. 27,600/-
g)	सेवा की अवधि Period of Service	Two years, extendable for further one year on satisfactory performance on same terms and conditions.
h)	प्रस्तावों की वैधता Validity of offers	60 days from the date of opening of tender
i)	दो साल के लिए अनुमानित लागत Estimated Cost for two years	Rs. 13,78,190.44 (Incl. 18% GST)
j)	निविदा दस्तावेज़ की लागत Cost of Tender Document	Rs. 590/- (Incl. 18% GST)

निविदा सेवा/कार्य के लिए एनएसआईसी या एमएसएमई मंत्रालय द्वारा निर्दिष्ट किसी अन्य निकाय के साथ पंजीकृत एमएसई फर्मों को निविदा दस्तावेज और ईएमडी की लागत जमा करने से छूट दी गई है। एनएसआईसी/एमएसएमई या अन्य के तहत उपरोक्त छूट के लिए दावा करने वाली फर्मों को सहायक दस्तावेज जमा करने होंगे, जिसके बिना उनके प्रस्तावों को अमान्य माना जाएगा और अस्वीकृति के लिए उत्तरदायी माना जाएगा।

MSE Firms registered with NSIC or any other body specified by Ministry of MSME for the tendered service/ work is exempted from submission of cost of Tender Document & EMD. Firms claiming for the above exemptions under NSIC/MSME or others, have to submit supporting documents, without which their offers shall be considered as invalid and liable for rejection.

कृपया ध्यान दें कि प्राप्त प्रस्तावों की समीक्षा के बाद, लघु सूचीबद्ध पार्टियों को आगे की आवश्यक कार्रवाई के लिए उचित रूप से सूचित किया जाएगा

Please note that after review of offers received, short listed parties will be suitably conveyed for further necessary action.

आरसीआईएल बिना किसी कारण के प्रस्तावों को स्वीकार/अस्वीकार करने का अधिकार सुरक्षित रखता है।

RCIL reserves the right to accept/reject the offers without any reason.

निविदाकर्ता निविदा की तैयारी, प्रस्तुति/भागीदारी से जुड़ी सभी लागत वहन करेगा। बोली प्रक्रिया के आचरण या परिणाम की परवाह किए बिना रेलटेल किसी भी तरह से इन लागतों के लिए जिम्मेदार या उत्तरदायी नहीं होगा।

The Respondent shall bear all cost associated with preparation, submission/ participation of the tender. RailTel in no way will be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

प्रस्ताव उपर्युक्त तिथि पर उन उत्तरदाताओं की उपस्थिति में खोले जाएंगे जो उपस्थित होना चाहते हैं। यदि प्राप्ति/उद्घाटन की तारीख को अवकाश होता है, तो यह कार्य अगले कार्य दिवस पर किया जाएगा

The offers shall be opened on above mentioned date in the presence of those Respondents who choose to be present. If the receipt/opening bid date happens to be a holiday, the same shall be done on the next working day.

निविदा दस्तावेज रेलटेल वेबसाइट <https://www.railtel.in> से डाउनलोड किया जा सकता है।

Tender document can be downloaded from RailTel Website <https://www.railtel.in>

इस निविदा के लिए भविष्य के सभी परिशिष्ट/शुद्धिपत्र केवल रेलटेल वेबसाइट पर अपलोड किए जाएंगे।

All future Addendum/corrigendum for this tender will be uploaded on RailTel website only.

निविदाकर्ता को अपने प्रस्ताव सीलबंद लिफाफे में नीचे दिए गए पते पर "कोलकाता में रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड के लिए कूरियर सेवा एजेंसी के पैनल में शामिल होने के लिए निविदा का प्रस्ताव" लिखकर जमा करना चाहिए::

The respondent should submit their offers in sealed envelopes superscribing as Offer of Tender for "Empanelment of Courier Service Agencies for RailTel Corporation of India Ltd at Kolkata" at below mentioned address:

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड
पूर्वी क्षेत्र, 19वीं मंजिल, ऑरोरा वाटरफ्रंट बिल्डिंग,
प्लॉट नंबर 34/1, ब्लॉक-जीएन, सेक्टर-V, साल्ट लेक सिटी,
कोलकाता -700091, पश्चिम बंगाल
RailTel Corporation of India Ltd
Eastern Region, 19th Floor, Aurora Waterfront Building,
Plot No. 34/1, Block -GN, Sector - V, Salt Lake City,
Kolkata -700091, West Bengal

उप महाप्रबंधक/ अनुबंध
रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड/ पूर्वी क्षेत्र
Dy. General Manager/Contracts
RailTel Corporation of India Ltd. Eastern Region

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1. **DEFINITIONS**

Unless the context otherwise requires, the following terms whenever used in this Tender Document and contract have the following meanings:

- i. "RCIL" means RailTel Corporation of India Ltd., Eastern Region.
- ii. "Principal" refers to RailTel Corporation of India Ltd., Eastern Region.
- iii. "Respondent" means firm/ company/ business entity that submits Offer in response to this Tender.
- iv. "Offer" means a proposal submitted by Respondents in response to this Tender issued by RailTel for "Empanelment of Courier Service Agencies".
- v. "Committee" means the committee constituted by RailTel for evaluation of offers.
- vi. "Company" means the firm/company/business entity, selected through the competitive process in pursuance of this Tender, for providing Courier Service to RailTel/Kolkata on daily basis.
- vii. "EMD" means "Earnest Money Deposit".
- viii. "PBG" means "Performance Bank Guarantee".
- ix. "Contract Agreement" refers to the contract agreement to be signed between RCIL and the Company.

2. **PREAMBLE**

RailTel Corporation of India Ltd., Eastern Region (hereinafter referred as RCIL) invites sealed tender in single packet system for “Empanelment of Courier Service Agencies for RailTel Corporation of India Ltd. Eastern Region, at Kolkata on daily basis. Broad requirements, Terms and Conditions are as follows.

Broad requirements:

1. The empaneled agency/Agencies should provide delivery of letters and parcels services all over India. The prescribed rates for the courier services shall include all the charges to pick up the courier from, RailTel Regional office at 19th Floor, Aurora Waterfront building, Kolkata – 700 091, RailTel NOC at 1st Floor New Koilaghat Building, 14 Strand Road, Kolkata – 700 001 and RailTel’s Store at Central Warehousing Corporation, Kishori Mohan Banerjee Avenue, Panihati, Dhankal Kolkata – 700114. No additional charges will be admissible for collection of Documents, packets/Parcel from the above offices.
2. RailTel may form a panel agencies, if sufficient number of offers received (with reasonable rate) for a particular category of service, if sufficient number of offers are not received, RailTel may issue counteroffers to the agencies with reasonable rates, on acceptance of counteroffer, the agency will be included in the panel.
3. The agreement shall be valid for a period of two years from the date of issue of acceptance letter/ Work Order. The agreement may be extended beyond two years for a further period of one year or till further orders, whichever is earlier on the same terms and conditions.
4. RailTel reserves the right to obtain services of any number of agency, at any point of time even at a short notice.
5. The pickup boys to be provided with Mobile Phones in working condition.

Please note that after review of offers received, short listed parties will be suitably conveyed for further necessary action. RCIL reserves the right to accept/reject the offers without any reason.

3. TERMS AND CONDITIONS

- Bidder shall submit the Earnest Money Deposit of Rs. 27,600/- in the form of Demand Draft/PayOrder/ Banker's Cheque in favour of RailTel Corporation of India Ltd. Payable at Kolkata along with their offer valid for a period of minimum 60 days for due fulfillment of bid security. The EMD of successful bidder(s) shall be released after submission of Security Deposit/ Performance Guarantee of 10% value of LoA/PO. EMD submitted by the unsuccessful bidders will be release after finalization of the tender.

EMD can be submitted through online transfer. RailTel Bank Account for online transfer is furnished below:

Name of the Bank and Address	Union Bank of India, Chowringhee Road Branch, 1/1 Camac Street, Ground Floor, Kolkata – 700016
Name of the account holder	RAILTEL CORPORATION OF INDIA LIMITED
Account No.	401601010519491
IFSC Code	UBIN0540161

For NSIC registered firm and micro and small enterprises (MSEs) who are having valid Udyog Aadhar Memorandum, for similar service and for small scale units and micro units registered with NSIC for similar service under single point registration Scheme and participating in this tender enquiry, following exemptions are available: -

- They shall be exempted from cost of tender documents
- They shall also be exempted from depositing Earnest Money.

The tenderer claiming the exemption from submission of EMD shall submit Bid Security Declaration as per Annexure-VII

- 1.1. PERFORMANCE GUARANTEE/SECURITY DEPOSIT:** The successful bidder shall submit 10% of total value of the LAO/PO including GST detailed in the Purchase Order/ Letter of Acceptance towards Performance Guarantee/Security Deposit in the form online transfer or irrevocable Bank Guarantee from any scheduled commercial bank (either private or PSU) but not from any cooperative bank or NBFC within **30** days of issue of the Purchase Order/Letter of Acceptance, failing which a penal interest of 15% per annum shall be charged for the delay period i.e. beyond 30 (thirty) days from the date of issue of PO/LOA till the date of submission of PBG, for due fulfillment of contract. PBG validity should be 2 years and 90 days.

Note:

- A separate advice of the BG will invariably be sent by the BG issuing bank to the RailTel's Bank through SFMS and only after this the BG will become acceptable to RailTel. It is therefore in own interest of bidder to obtain RailTel's bank IFSC code, its branch and address and advise these particulars to the BG issuing bank and request them to send advice of BG through SFMS to the RailTel's Bank.
- Any performance security upto a value of Rs. 5 Lakhs is to be submitted through online transfer only.**
- Submission of Security Performance in form of FDR will not be acceptable**
- No Interest on Performance Security:

No interest shall be paid on the amount of Performance Security held by RailTel, at any stage.

- 5) The Performance Guarantee shall be submitted by the successful bidder after the Letter of Acceptance (LOA)/Purchase Order has been issued, but before signing of the contract agreement. This PG shall be initially valid up to stipulated date of completion plus 90 days beyond that. In case, the time for completion of work gets extended, the contractor shall get the validity of PG. extended to cover such time for completion of work plus ninety days.
- 6) The Performance Guarantee (PG) shall be released on completion of after successful completion of Contract including warranty period obligations under the contract, duly adjusting any dues recoverable from the successful Bidder.
- 7) Wherever the contracts are rescinded, the security deposit should be forfeited and the Performance Guarantee shall be encashed and the balance work should be got done separately.
- 1.2. The security deposit / performance guarantee shall be released after the completion of the work based on the 'Completion Certificate' issued by the competent authority stating that the contractor has completed the work in all respects satisfactorily. the contractor shall submit 'No Claim Certificate'.
- 1.3 Whenever the contract is rescinded, the Performance Bank Guarantee shall be encashed. The balance work shall be got done independently without risk and cost of the failed contractor. The failed contractor shall be debarred from participating in the tender for executing the balance work. If the failed contractor is a Partnership firm, then every member/partner of such a firm shall be debarred from participating in the tender for the balance work in his/her individual capacity or as a partner of any other partnership firm.
- 1.4 No interest will be payable upon the amounts payable to the Contractor under the Contract.
- 1.5 Wherever the contracts are rescinded due to unsatisfactory service rendered by the contractor or the contractor decided unilaterally to withdraw the service prior to the completion of the validity of the contract, the security deposit/ Performance Guarantee of the contractor shall be forfeited and the balance work should be got done separately.
- 1.6 The balance work shall be got done independently without risk and cost of the original contractor.
- 1.7 The documents submitted along with the offer shall be page numbered, signed by the bidder with their seal.
- 1.8 Non-adherence to these as well as stipulations of Special Conditions at variance to those specified herein and having financial implications are likely to make their offer non-acceptable.

2. Eligibility Criteria:

- 2.1 The Bidder/Tenderer should be based in Kolkata and nearby places having office at Kolkata. Attach photo-copy of proof.
- 2.2 The Bidder/Tenderer should have a proper established office premises having necessary infra-structure and sufficient man-power on its rolls so as to provide immediate, satisfactory and efficient courier services. Tenders received from Firms/establishments operating from

residential premises and not having proper established office premises having necessary infra-structure and manpower on its rolls shall be rejected.

- 2.3. The Bidder/Tenderer are hereby informed that the RCIL may arrange inspection of the office premises and infra-structure facilities of Bidder/Tenderer through a Committee of Officials of RCIL and/or through an Investigator appointed for the purpose to verify the existence and status of firm/establishment with necessary infrastructure facility in providing satisfactory and efficient courier services so as to take a decision about the qualification of Technical Bids of Bidder/Tenderer.
- 2.4. The Bidder/Tenderer should have a minimum experience of two years in the field of providing courier services.
- 2.5. The Bidder/Tenderer should have a valid PAN Number issued by Income Tax Authority. Attach photo-copy of PAN Card.
- 2.6. The Tenderer/Bidder should be registered with Goods & Service Tax Authority and should have a valid GST Number issued by Statutory Authority and should be ready to issue GST Compliant Bills/Invoices for release of payment. Attach self attested photocopy of GST Registration with GST number.
- 2.7. The Bidder/Tenderer should have rendered satisfactory courier services for a minimum period of one year to at least one Central or State Government Undertaking / Autonomous Institute/ Public Sector Bank during the last three financial years. Attach Certificate of Experience and providing satisfactory Courier Services from concerned establishments/Companies.
- 2.8. The Bidder/Tenderer should have a On-line Developed Software available on its Official Website so as to enable to track status, date and time of delivery of each consignments handed over for delivery to the Bidder/Tenderer. Soft copy of Daily Feedback of deliveries/status of consignments will be required to be submitted by the Bidder/Tenderer.
- 2.9. The Bidder/Tenderer should furnish List of Clients to whom satisfactory courier services are given by them during the last three financial years. Attach Certificates from concerned Clients/Companies. Attach list of present and past clients as per Annexure II.
3. The prescribed rates are for courier services and are all inclusive. No additional charges will be admissible except GST, or any tax levied by the government as per rules on actual basis.
4. The agency should provide names, addresses and mobile phone number of the pick up personnel deployed in RCIL.
5. The rates quoted by the agencies shall not be revised or altered during the currency of the contract period / extended contract period.
6. Bills for courier services for any month shall be preferred in the first week of the following month to RailTel/ER office or his representative or other authority specifically mentioned.
7. The pickup boys of the agency will maintain docket no. of the courier lifted from all the three locations (Aurora water front building, New Koilaghat Building and Panihati Warehouse). The docket details should be submitted to RailTel Regional Office with the monthly bills.
8. In general, the pickup service should be available within office hours from Monday to Saturday, 10:00 hrs. to 18:30 hrs.

9. During an emergency, the service may be extended beyond regular hours, even on Sunday or any other holiday. The mode of transportation may be through courier or train based on the availability of the service and the urgency to reach an item to its destination location. That means the service should be available 24x7x365 through the fastest available mode of transportation to ensure the secured and confirmed delivery of the materials within the shortest time period for handling an emergency situation, if required.
10. The agency will ensure booking and punctuality of the courier services.
11. In case of unsatisfactory service in any other respect whatsoever, the decision of the RCIL will be final.
12. Government taxes as applicable from time to time will be deducted at source by RCIL.
13. In case the agency desires to terminate the agreement, it should give one-month notice in advance.
14. In case of acceptance of bid, the contract containing these terms and conditions will have to be signed and stamped by the proprietor/ partner / authorized signatory of the agency, failing which the offer shall be treated as withdrawn and no further request in this regard shall be entertained.
15. All applicable laws, ordinances, statutes, rules, regulations, order or decrees in effect, issued by Government of India, State Government, local Municipal and other legal governing bodies, at the time of the empanelment shall apply to courier agency and its employees and representatives.
16. The bidder shall be responsible for the compliance of the provision as required by the various course of their work. The bidder shall be responsible for the compliance of the provisions as required by various statutory requirement for this kind of job.
17. The agency shall be legally liable and responsible for any controversy of any legal requirements and consequent liability with regard to the person deployed by the bidder in connection with the work assigned to the agency by the company.
18. In the event of the contract not being performed or carried out to the RCIL's satisfaction, it would be construed as a breach of the contract, and the RCIL will have liberty to terminate this agreement without any notice and/ or compensation in lieu thereof.
19. In case the firm(s) is /are registered as partnership, a copy of the "Partnership Deed" will have to be attached along with offer documents. Any person who is in Govt. service or is an employee of RCIL shall not be a partner to the agency
20. RCIL reserves the right to reject all or any of the bid, accept more than one bid or terminate the agreement at any point of time during the currency of the agreement without assigning any reason(s) whatsoever.
21. The rates in the Bid should be in figures as well as in words. Alterations, if any, should be attested by the agency or its authorized signatory.
22. The firm(s) shall irrevocably consent to the sole jurisdiction of the Courts of New Delhi in connection with any action(s) or proceedings arising out of or in relation to this contract.
23. RCIL shall not be responsible for any postal delay resulting in non-receipt of Bids in the regional office of RCIL.
24. Rates must be unconditional. Incomplete or conditional bids shall be rejected summarily. The

agency submitting the bids must sign each page of the Bid.

25. Agency submitting the bids should submit an affidavit that he/ she or his/her firm has not been black-listed by any of the organization/ government departments till the date of submission of the bid to RailTel. A declaration to this effect shall be submitted with the offer as per Annexure VI.
26. The completed sealed bid will be accepted till **15.00 hrs. on 31.07.2024** and will be opened on the same date at 15:30 hrs. In case, 31.07.2024 is declared holiday, the bids shall be opened on the next working day at 15.30 hrs. The bidders are welcome to attend the bid opening.
27. RailTel may decide to empanel more than 1 (one) bidder if needed. For this purpose, all the bidders have to come down at the rate of L1 bidder.

The terms and conditions mentioned in paras 1 to 27 above are acceptable to me / us and shall be binding on me /us in all circumstances.

Signature of the Bidder with stamp

4. SCOPE OF SERVICES AND PAYMENT TERMS AND CONDITIONS

1. The Bidder/Tenderer is required to provide the courier services for an initial period of two years. However, the contract for providing courier services can be renewed thereafter on for a period of one year with the same rates quoted by the tenderer/ the condition that the courier services provided by the Bidder/Tenderer during the contract period is found satisfactory.
2. The Bidder/Tenderer will arrange to collect courier letters/packets once daily i.e. at 18.30 hrs. on every working day from all the three offices working under Regional Office at Kolkata. (RO at Salt Lake, NOC at New Koilaghat and Store at Panihati)
3. The Bidder/Tenderer is required to submit PODs of the letters/packets collected from the offices as proof of delivery of letter/packet within seven days from the date of collection of letter/packet to the respective offices of RailTel Corporation for record/verification. In the event of non-submission of PODs for the courier/packets sent, no payment will be made to the Bidder/Tenderer.
4. That in case the Bidder/Tenderer or its franchises/agents: -
 - (i) Manipulates the delivery particulars
 - (ii) Damages the consignments
 - (iii) Mis-handles the consignments, which result in loss in full or any part/item of the consignments
 - (iv) Submits wrong bills
 - (v) Submits unreliable delivery status report or which is found to be incorrect.
 - (vi) Picks up a consignment and then returns it on the plea that the address is outside the area of operations of the First Party;
 then RailTel shall impose a penal charge of Rs. 200/- (Rupees Two Hundred Only) per consignment or the amount of consequential loss suffered by the Second Party, whichever is more.
 RailTel will impose a penalty of Rs. 1,000/- (Rupees one thousand only) per day if the agency has been informed to collect the article and failed to attend the concerned RailTel office on the same day.
5. The Bidder/Tenderer will submit monthly bills to each offices for the letters/packets received from them for courier along with PODs for verification and certification of amount payable as per approved rates. The bills duly verified, certified, stamped and "Passed for Payment" indicating the amount payable as per approved rates. Invoice should indicate Invoice No., Invoice date, PAN No., GST No., GST breakup on the Invoice. Invoice should be raised in favour of M/s. RailTel Corporation of India Ltd., Kolkata with GST No. 19AABCR7176C1ZA.
6. The payment of bills received shall be released within 21 working days from the date of receipt of bills.
7. The Bidder/Tenderer is required to deposit Goods and Services Tax and any other tax with the respective authorities and keep record of the same.
8. The Bidder/Tenderer should have On-line Developed Software available on its Official Website so as to enable RailTel to track status, date and time of delivery of each consignments handed over for delivery to the Bidder/Tenderer. Soft copy of Daily Feedback of deliveries/status of consignments will be required to be submitted by the Bidder/Tenderer.
9. The Bidder/Tenderer on empanelment by the company is/are required to keep a Performance Guarantee of 10% of the PO / Work Order value with RailTel. This deposit will remain with the RailTel during the currency of the contract and no interest shall be paid on this amount.

10. The successful Bidder/Tenderer is required to sign an Agreement containing detailed terms and condition.
11. Payment of bills will be made through ECS/RTGS. For this purpose, details of the bank account and the code number /address of the bank will have to be advised by the agency along with the bill.
12. Tax deduction at source will be made as per statutory provisions.
13. Contractor should submit the monthly Invoice along with Monthly Courier dispatch with Tracking ID to the Office In-charge of RailTel at Kolkata.

5. The Bidder is requested to submit the following information

S No.	Description	Particulars
1	Name of the Firm / Establishment	
2	Registered Address of the Firm / Establishment	
3	Number of Branch Office of the Firm/Establishment in India. Attach list of offices along with its addresses.	
4	Number of Franchise of Firm / Establishment. Attach list of Franchises with its addresses	
5	Year of Establishment	
6	Whether the Firm / Establishment is proprietorship / partnership / Pvt. Ltd. Or Public Limited Company. Attach self attested copy of document with Registration No.	
7.	(A) Name of authorized contact person. (B) Mobile / Landline Number (C) Fax Number (D) E-mail ID	
8	PAN Number of the Firm / Establishment. Attach Self-attested photo-copy of the PAN Card.	
9	Goods and Service Tax Number of the Firm / Establishment. Attach Self attested photo-copy of the GST Registration Number.	
10	Office Website Address of the Bidder/Tenderer where On-Line Tracking of Status of delivery, delivery time and date can be checked.	
11.	Experience in the field of providing courier service on Contract Basis. Attach Certificate of Experience and Satisfactory Completion of work awarded from Govt. Establishments / PSU / Companies.	
12.	Bank Account Details of the Firm (A) Bank Account No. (B) Bank Name and Address (C)IFSC Code (D)MICR Code. Attach photo-copy of cancelled cheque.	
13.	List of existing Clients along with proof which should include at least one State/ Central Government / Public Sector Undertaking Public	

	Sector Bank provided satisfactory service for a period of minimum one year during the last three financial years. Attach Certificate from clients / organizations.	
14.	EMD details/Document for exemption	
15.	Cost of Tender document details/ Document for exemption	
<p>Signature with stamp: _____</p> <p>Name of the firm _____</p> <p>Contact No. _____</p> <p>E-mail ID _____</p> <p>Date _____</p>		

ANNEXURE - I**6. Checklist of documents enclosed in the bid**

S No.	Documents to be attached with Bid	Yes	No
1	Earnest Money Deposit (E.M.D.) of Rs. 27,600/- (Rupees Twenty-seven thousand six hundred only) in the form mentioned in clause 1 of Terms & Conditions or document to support exemption from submission of EMD.		
2	Tender document cost of Rs. 590/- (Rupees Five Hundred Ninety only) in the form indicated in clause 1 of Terms & Conditions or document to support exemption from submission of cost of Tender Document.		
3	Proof of the Tenderer/Bidder having office in Kolkata and nearby places and their operation in these areas. Attach self-attested copy of proof.		
4	Tenderer/Bidder self-attested copy of the PAN Card issued by the Income Tax Department.		
5	Tenderer/Bidder self-attested copy of Goods and Service Tax Registration along with Goods and Service Tax Registration Number.		
6	Copies of Experience Certificate of minimum 02 (two) years in the field providing courier services issued by clients / organizations. Attach photo-copy of proof.		
7	The Tenderer should have rendered similar satisfactory services to at least one Central/State Public Sector Company / Public Sector Bank / Central or State Govt./ Government Undertaking during the last one year. Attach Certificate of Experience and Satisfactory Completion of work awarded from concerned Establishments /Companies.		
8	List of existing Clients along with proof which should include Government / Public Sector Undertaking during the last three financial years. Attach Certificate from clients / organisations as per Annexure II.		
9	The bidder should have minimum cumulative turnover from operation in the previous three financial years and the current financial year, at least Rs. 20, 67,286/- (150%) of the advertised value of the tender. The tenderers shall submit Certificates to this effect which may be an attested Certificate from the concerned department / client or Audited Balance Sheet duly certified by the Chartered Accountant/Certificate from Chartered Accountant duly supported by Audited Balance Sheet. The contact details of CA/Statutory Auditor along with UDIN No. shall be mandatorily mentioned on copy of certified Balance Sheet/Certificate. (Annexure III)		

10	Tenderer/Bidder self-attested copy of Registered Partnership Deed / Certificate of Incorporation and Registration Certificate of the Firm / Company.		
11	Offer letter duly signed and stamped by authorized official of Bidder / Tenderer as per format enclosed as Annexure IV.		
12.	Undertaking regarding Non-Blacklisting of Firm of Bidder/Tenderer as per format enclosed as Annexure VI.		
13	List of Branch Offices of Firm/Establishment in India along with their addresses and contact numbers.		
14	List of Franchises of Firm/Establishment in India along with their addresses and contact numbers.		

SIGNATURE WITH STAMP: _____

NAME OF FIRM: _____

NAME OF AUTHORISED PERSON: _____

CONTACT NUMBER: _____

E-mail ID: _____

DATE: _____

7. ANNEXURE II

LIST OF PRESENT AND PAST CLIENTS DURING LAST THREE YEARS

(Please give complete details as per the following format along with the Experience Certificate issued by clients/organizations. This information provided will facilitate evaluation of Bid).

S No.	Name of the Organization with complete postal address mentioning Pvt. Sector/ Govt. Body / PSU / Public Limited Company.	Name and Designation of the Contract Person with Telephone No. / Mobile No. / E-mail ID.	Period for which contact for courier service was awarded.	Nature of Work	Annual Turnover

SIGNATURE WITH STAMP: _____

NAME OF FIRM: _____

NAME OF AUTHORISED PERSON: _____

CONTACT NUMBER: _____

E-mail ID: _____

DATE: _____

8. ANNEXURE III**CERTIFICATE REGARDING TURN-OVER OF TENDERER DURING THE PREVIOUS THREE FINANCIAL YEARS AND CURRENT FINANCIAL YEAR**

I/We, M/s _____, the tenderer/bidder for providing courier services on Contract Basis, hereby confirm that the average total turn-over of the firm/company during the last three financial years and current financial year - wise break-up is given below.

S No.	Financial year	Annual Turn-over
1	2021-22	
2	2022-23	
3	2023-24	
4	2024-25	

Signature and seal of the tenderer

CERTIFICATE BY CHARTERED ACCOUNTANT

I/We, _____, Chartered Accountants, certify that the figures regarding Annual Turnover for the financial years mentioned above in respect of M/s. _____ are correct and true as per their Books of Accounts and other related records.

SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT

9. ANNEXURE IV

OFFER LETTER

Ref: Tender No.: RailTel/Tender/OT/ER/HQ/2024-25/1538,

Dt. 10.07.2024

To
Principal Executive Director,
(Eastern Region),
RailTel Corporation of India Limited.,
19th Floor, Aurora Waterfront Building,
Plot No. 34/1, Block GN, Sector-V,
Salt Lake, Bidhannagar,
Kolkata-700091

1. The tender document for Empanelment of Courier Service Agencies for RailTel Corporation of India Ltd, Eastern Region at Kolkata have been downloaded through RailTel Website by me /us. I / We have gone through and read the entire terms and conditions and scope of services of the tender document of RailTel Corporation of India Limited, Eastern Region, Kolkata and I / We shall abide by the conditions/clauses contained in the tender document. I/We hereby unconditionally accept all the terms and conditions of the Tender Document for Empanelment of Courier Service Agencies for RailTel Corporation of India Ltd at Kolkata.

2. A sum of Rs. -----/- (Rupees ----- only) is herewith submitted as “Earnest Money” through _____ with the following details: -----

3. The full value of Earnest Money shall stand forfeited without prejudice to any other rights or remedies if,

- a) In case any provision of the tender is found violated
- b) I/We do not execute the contract agreement within 30 days after receipt of notice issued by the RailTel that such documents are ready or,
- c) I/We do not commence the work within 15 days after receipt of orders to that effect.

4. Until a formal agreement is prepared and executed the acceptance of this tender shall constitute a binding contract between us subject to modifications, as may be mutually agreed to between us and indicated in the “Letter of Acceptance” of my/our offer for this work.

SIGNATURE OF CONTRACTOR (S) Date

CONTRACTOR (S) ADDRESS

SIGNATURE OF WITNESS

- 1.
- 2.

10. ANNEXURE V

FORMAT OF CONTRACT AGREEMENT

(CA No. _____ for the work of “Empanelment of Courier Service Agencies for RailTel Corporation of India Ltd at Kolkata”.)

This AGREEMENT is made at Kolkata on this _____ day of _____ two thousand and

twenty ____ by and between RailTel Corporation of India Limited (A Govt. of India Undertaking) having its Corporate office at Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi- 110023 and Eastern Regional Office at 19th Floor, Aurora Waterfront Building,, Plot No. 34/1, Block GN, Sector-V, Salt Lake City, Bidhannagar, Kolkata-700091 acting in the premises through ____/Eastern Region (hereinafter referred to as ‘RailTel’, which expression should unless repugnant to the context or meaning thereof include its successors and permitted assigns)of the one part;

And _____ having its registered office at _____ acting in the premises through _____(hereafter referred to as “Contractor”, which expression should unless repugnant to the context or meaning thereof include its successor and permitted assigns) of the other part.

Whereas in response to a call for tender by RailTel for the work of “Empanelment of Courier Service Agencies for RailTel Corporation of India Ltd at Kolkata” as pertender Document at Annexure ‘A’ read with Corrigendum.....issued by RailTel hereto,

the Contractor has submitted an Offer as per Annexure ‘B’ hereto.

AND WHEREAS the said tender of the Contractor has been accepted for the work of “Empanelment of Courier Service Agencies for RailTel Corporation of India Ltd at Kolkata” as per copy of Letter of Acceptance of Tender No. _____ Dated _____ complete with enclosures at the accepted rates and agreed deviations from tender papers as per Annexure-C hereto at contract value of Rs. _____ (Rupees _____ Only) duly accepted by the contractor.

Now this agreement witnesses that in consideration of the premises and the payment to be made by the Purchaser (RailTel) to the Contractor provided for herein, the Contractor shall perform the service as per tender conditions for which the said tender of the Contractor has been accepted strictly according to the various provisions in Annexure ‘B’ and ‘C’ hereto and upon such supply, execute and performance to the satisfaction of the purchaser (RailTel) and the purchaser (RailTel) shall pay to the Contractor at the rates accepted as per the said Annexure ‘C’ and in terms of the provisions therein.

IN WITNESS whereof both the parties have hereunto set and subscribed their respective hands and/or seals on the day and year respectively mentioned against their respective signatures.

Signed and delivered by Shri _____ for and on behalf of RailTel Corporation of India Ltd.

The contract within named in the presence of:

1. Signature :
Date :
Name in Block Capitals :
Address :
2. Signature :
Date :
Name in Block Capitals :
Address :

Signed and delivered by Shri. _____ for and on behalf
_____, the contractor within named in the of
presence of:

1. Signature :
Date :
Name in Block Capitals :
Address :
2. Signature :
Date :
Name in Block Capitals :
Address :

- Annexure – A : Tender Paper No. _____ with corrigendum, if any.
Annexure – B : Firm's offer.
Annexure – C : Letter of Acceptance No. _____ with all enclosures.
Annexure – D : Copy of Contract Performance Guarantee.

11. ANNEXURE VI

DECLARATION OF CLEAN TRACK RECORD/ NO BLACKLISTING

(To be submitted by Respondent on original letterhead)

Date:

To,

Principal Executive Director,
RailTel Corporation of India Ltd.,
Eastern Region,
19th Floor, Aurora Waterfront Building,
Plot No. 34/1, Block GN, Sector-V,
Salt Lake City, Bidhannagar,
Kolkata-700091

Subject: Tender for “Empanelment of Courier Service Agencies for RailTel Corporation of India Ltd. Eastern Region, at Kolkata”.

Reference: Tender No. _____ Dt. _____

Sir,

I/We/our organization M/s. _____ hereby undertake to declare that neither me/nor our organization including our partners / shareholders/Directors were even debarred / black listed/prosecuted as on Offer submission date by any State Government, Central Government, Central & State Govt. Undertakings / Organizations and by any other Quasi Government bodies / Organizations, and any other major Enterprise / Organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices.

Yours faithfully,

(Signature, name and designation of the
authorized signatory) (Name and seal of the firm)

12. ANNEXURE VII

FORMAT BID SECURITY DECLARATION

(On Non-judicial stamp paper of Rs. 100/-)

Whereas, I/We _____ (Name of Agency) has submitted bid for _____ (Name of Work and Tender No.) and whereas Earnest Money Deposit is being exempted in the aforesaid tender to give relief to the bidders as per Govt. of India guidelines as the bidder being _____

I/We hereby submit the following "Bid Security Declaration" in lieu of exemption from submitting Earnest Money Deposit :-

1) If I/We withdraw or modify my/our bid during the bid validity period (including extended validity of tender) specified in the tender documents;

Or

2) If, after the award of work, I/We fail to accept LOA/PO, or to sign the contract agreement or fail to submit performance guarantee or fail to commence the work within stipulated time period prescribed in tender documents;

Or

3) If I/We furnish any incorrect or false statement / information/ document;

Or

4) If I/We hide any relevant information or do not disclose any material fact in the tender;

Or

I/We may be disqualified and banned for a period of three years and shall not be eligible to bid for future tenders in RailTel Corporation of India Ltd. for the period of three years from date of issue of such orders.

(Signed by the Authorized Representative of Firm)

Name of Authorized Representative Name of Firm

Date

13. INSTRUCTIONS AND TERMS AND CONDITIONS FOR SUBMITTING PRICE BID

1. Tenderers/Bidders are advised to quote the rates strictly in the format given in the Price Bid.
2. The rate should be quoted in Indian Rupees only.
3. All the columns should be clearly filled in Ink legibly or typed. The amount should be filled in figures as well as in words.
4. No column should be left blank which would otherwise make the tender liable for rejection.
5. The rates quoted by the Tenderers/Bidders should be valid for a period of Two years from the date of empanelment of the firm for providing courier services. No revision will be allowed during the Rate Contract Period of Two years.
6. The Bidder/Tenderer is required to provide the courier services for a initial period of two years. However, the contract for providing courier services can be extended thereafter by one year with the existing rates quoted by the tenderer/bidder subject to the condition that the courier services provided by the Bidder/Tenderer during the contract period is found satisfactory.
7. The Tenderers/Bidders are advised to refer to Scope of Services and Terms and Conditions of the Tender Document so as to cover all expenses to be borne by him/them for providing courier services before quoting rates in the Financial Bid.
8. The lowest rates received amongst the eligible Tenderers/Bidders for each category/slab mentioned in the Price Bid will be offered to all eligible Tenderers/Bidders for their consideration and acceptance. The Tenderers/Bidders who are ready to provide courier services to the RailTel on the rates offered as above and give acceptance of rates and terms and conditions in writing would be empanelled for providing courier services to the Company.
9. All applicable Statutory Deductions such as TDS, Surcharge, Education Cess, Higher Education Cess etc., if applicable will be deducted from the amount payable as per rules.
10. Goods and Service Tax and Cess thereon, if any, will be paid in addition to amount quoted by the Bidder/Tenderer.

14. PRICE BID

SOR for PAN India courier charges						
S. N.	Type of Service	Rate for less than 10 Kg for single location single CN	Rate for more than 10 Kg - 25 Kg for single location single CN	Rate for more than 25 Kg - 49 Kg for single location single CN	Rate for more than 50 Kg-99 Kg for single location single CN	Rate for more than 100 Kg for single location single CN
1	Courier within city upto 250 gm					
2	Courier within city from 251 gm to 500 gm					
3	Courier within city add. 500 gm.					
4	Courier within city KG for Surface Cargo					
5	Courier within suburbs upto 250 gm					
6	Courier within suburbs upto 251 gm to 500 gm					
7	Courier within suburbs add. 500 gm					
8	Courier within Suburbs KG for Surface Cargo					
9	Courier within Zone upto 250 gm					
10	Courier within Zone from 251 gm to 500 gm					
11	Courier within Zone add. 500 gm					
12	Courier within Zone KG for Surface Cargo					
13	Courier within Zone KG for Urgent Prime time delivery					
14	Courier within Metro upto 250 gm					
15	Courier within Metro from 251gm to 500 gm					
16	Courier within Metro add. 500 gm					
17	Courier within Metro KG for Surface Cargo					
18	Courier within Metro KG for Air Cargo					
19	Courier within Metro KG for Urgent Prime time delivery					
20	Courier within ROI upto 250 gm					
21	Courier within ROI from 250 gm to 500 gm					

22	Courier within ROI add. 500 gm					
23	Courier within ROI KG for Surface Cargo					
24	Courier within ROI KG for Air Cargo					
25	Courier within ROI KG for Urgent Prime time delivery					
26	Courier within NE upto 250 gm					
27	Courier within NE from 251 gm to 500 gm					
28	Courier within NE add. 500 gm					
29	Courier within NE KG for Surface Cargo					
30	Courier within NE KG for Air Cargo					
31	Courier within NE KG for Urgent Prime time delivery					
32	Courier within Sp. Dest. upto 250 gm					
33	Courier within Sp. Dest. 251 gm to 500 gm					
34	Courier within Sp. Dest. Add. 500 gm					
35	Courier within Sp. Dest. KG for Surface Cargo					
36	Courier within Sp. Dest. KG for Urgent Prime time delivery					
37	Courier within Sp. Dest. KG for Air Cargo					

Rates to be quoted are Excluding GST
