

BID DOCUMENT
NOTICE INVITING E-TENDER

Ref No.: **IG/ID/Courier/2018/**

Dated: 6th June, 2018

Online bids (Technical & Financial) from eligible bidders for selected countries as per Annexure – V which are valid for a minimum period of 60 days from the date of **Technical** Bid opening (i.e. 6.7.18) are invited for and on behalf of the Vice-Chancellor, IGNOU for EMPANELMENT OF COURIER SERVICE PROVIDERS FOR INTERNATIONAL OPERATION.

Name of Work	EMPANELMENT OF COURIER SERVICE PROVIDERS FOR INTERNATIONAL OPERATION
Estimated Cost	Rs. 40,00,000 Per Annum
Tender Fee	Rs. 1000
Earnest Money Deposit to be submitted	Rs. 80,000
Date of Publishing	07/06/2018 12:00 Hrs.
Clarification Start Date and Time	07/06/2018 12:30 Hrs.
Clarification End Date and Time	11/06/2018 15:00 Hrs.
Queries (if any)	No queries will be entertained after clarification end date and time
Bid Submission Start Date	14/06/2018 11:00 Hrs.
Last Date and time of online uploading of Bids	28/06/2018 14:00 Hrs.
Last Date and time of physically submitting Tender Fee, EMD and other documents at IGNOU	29/06/2018 15:00 Hrs.
Date and time of Online opening of Technical Bids	06/07/2018 15:00 Hrs.
Date and time of opening of Financial Bids	Will be separately notified for Technically shortlisted/qualified bidders

Interested parties may view and download the tender document containing the detailed terms & conditions from the website <http://eprocure.gov.in/eprocure/app>

MANUAL BIDS SHALL NOT BE ACCEPTED

except for the original documents/instruments as mentioned in this tender.

Bidders should regularly visit the website to keep themselves updated.

INSTRUCTION FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the Central Public Procurement (CPP) Portal i.e. <http://eprocure.gov.in/eprocure/app>, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

REGISTRATION

- (i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online Bidder Enrollment” option available on the home page. **Enrolment on the CPP Portal is free of charge.**
- (ii) During enrolment/ registration, the bidders should provide the correct/ true information including valid email-id & mobile no. All the correspondence shall be made directly with the contractors/ bidders through email-id provided.
- (iii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (iv) For e-tendering possession of valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) is mandatory which can be obtained from SIFY /nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/ SmartCard.
- (v) Upon enrolment on CPP Portal for e-tendering, the bidders shall register their valid Digital Signature Certificate with their profile.
- (vi) Only one valid DSC should be registered by a bidder. Bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse and should ensure safety of the same.
- (vii) Bidders can then log into the site through the secured login by entering their userID/ password and the password of the DSC/ eToken.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords, etc., to search for a tender published on the CPP Portal.

- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS:

- (i) For preparation of bid Bidders shall search the tender from published tender list available on site and download the complete tender document and should take into account corrigendum if any published before submitting their bids.

After selecting the tender document same shall be moved to the 'My favourite' folder of bidders account from where bidder can view all the details of the tender document.
- (ii) Bidder shall go through the tender document carefully to understand the documents required to be submitted as part of the bid. Bidders shall note the number of covers in which the bid documents have to be submitted, the number of documents – including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- (iii) Any pre-bid clarifications if required, then same may be obtained online through the tender site, or through the contact details given in the tender document.
- (iv) Bidders should get ready in advance the bid documents in the required format (PDF/xls/rar/dwf/jpg formats) to be submitted as indicated in the tender document/schedule. **Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.**
- (v) Bidders can update well in advance, the documents such as experience certificates, annual report, PAN, EPF & other details etc., under "My Space/ Other Important Document" option, which can be submitted as per tender requirements. This will facilitate the bid submission process faster by reducing upload time of bids.

SUBMISSION OF BIDS:

- (i) Bidder should log into the site well in advance for bid submission so that he/ she upload the bid in time i.e. on or before the bid submission date and time. Bidder will be responsible for any delay due to other issues.

- (ii) Bidder should prepare the Tender Fee and EMD as per the instructions specified in the NIT/ tender document. The details of the DD/BC/BG/ others physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- (iii) While submitting the bids online, the bidder shall read the terms & conditions (of CPP portal) and accepts the same in order to proceed further to submit their bid.
- (iv) Bidders shall select the payment option as offline to pay the Tender Fee/ EMD and enter details of the DD/BC/BG/others.
- (v) Bidder shall digitally sign and upload the required bid documents one by one as indicated in the tender document.
- (vi) Bidders shall note that the very act of using DSC for downloading the tender document and uploading their offers is deemed to be a confirmation that they have read all sections and pages of the tender document without any exception and have understood the complete tender document and are clear about the requirements of the tender document.
- (vii) Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. For the file size of less than 1 MB, the transaction uploading time will be very fast.
- (viii) **The price quotes are required in XLS format, utmost care shall be taken for uploading Schedule of quantities & Prices and any change/ modification of the price schedule shall render it unfit for bidding.**

Bidders shall download the Schedule of Quantities & Prices i.e. Schedule-A, in XLS format and save it without changing the name of the file. Bidder shall quote their rate in figures in the appropriate cells, thereafter save and upload the file in financial bid cover (Price bid) only.

If the template of Schedule of Quantities & Prices file is found to be modified/corrupted in the eventuality by the bidder, the bid will be rejected and further dealt as per provision of clause no 23.0 of ITB including forfeiture of EMD.

The bidders are cautioned that uploading of financial bid elsewhere i.e. other than in cover 2 will result in rejection of the tender.

- (ix) Bidders shall submit their bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). **The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the**

eleventh hour.

- (x) After the bid submission **(i.e. after Clicking “Freeze Bid Submission”** in the portal), the bidders shall **take print out of system generated acknowledgement** number, and keep it as a record of evidence for online submission of bid, which will also act as an entry pass to participate in the bid opening.
- (xi) Bidders should follow the server time being displayed on bidder’s dashboard at the top of the tender site, which shall be considered valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system.
- (xii) All the documents being submitted by the bidders would be encrypted using PKI (Public Key Infrastructure) encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology.

ASSISTANCE TO BIDDERS:

- (i) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contract person indicated in the tender. The contact number for the helpdesk is 011-29571682 between 10:30 hrs to 17:00 hrs.
- (ii) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24X7 CPP Portal Helpdesk. The 24 x 7 Help Desk Number 0120-4200462, 0120-4001002 and +91-8826246593. The IGNOU helpdesk email id is support-eproc@nic.in
- (iii) If any query is not resolved by CPP Portal Help Desk, you may contact Nodal Officer (eProcurement), IGNOU at 9868258158.

Toll Free Number 1800-3070-2232. Mobile Nos. 91-7878007972 and 91-7878007973.

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI-110068.**

Tender Notice

Online bids are invited from eligible bidders for EMPANELMENT OF COURIER SERVICE PROVIDERS for selected countries as per Annexure-V FOR INTERNATIONAL OPERATION.

The online bids complete in all respect along with a scanned copy of Tender Fee Rs.1,000/- and EMD of **Rs. 80000/-** in favour of IGNOU, New Delhi must reach IGNOU (International Division), Room No. 2 Block No.15, Section K, MaidanGarhi, New Delhi 110 068 latest by 15:00 Hrs on the bid closing day 29/06/2018.

The tender document along with other details may be downloaded from the CPP Portal: <http://eprocure.gov.in/eprocure/app>

**Director
INTERNATIONAL DIVISION**

Dated:- 06/06/2018

TENDER DOCUMENT FOR
Indira Gandhi National Open University
New Delhi.

Earnest Money : Rs.80,000/- (*Rupees Eighty Thousand only*)
Tender Fee : Rs 1000/- (*Rupees One Thousand only*)

Copies of DD of EMD and Tender fee must be submitted online on CPP Portal:-
<http://eprocure.gov.in/eprocure/app>

And

Original Physical EMD and tender fee separately must be submitted on or before due date and time i.e. 29/06/2018 before 3:00 P.M. in the office of the Director (International Division), IGNOU, New Delhi must reach IGNOU (International Division), Room No. 2, Block No.15, Section K, MaidanGarhi, New Delhi 110 068.

INSTRUCTION FOR e-PROCUREMENT

1. Preparation and Submission of Bids

- a. The detailed tender documents may be downloaded from <http://eprocure.gov.in/eprocure/app> till the last date of submission of tender. The Tender may be submitted online through CPP Portal <http://eprocure.gov.in/eprocure/app>
- b. The bidder should submit the bid online in two parts viz. Technical Bid (Annexure-I) and Commercial Bid (Annexure-II). Technical Bid, & EMD should be uploaded online in cover 1 and Commercial Bid in should be upload online in cover-2.

2. **Submission of the Bid:** All interested eligible bidders are requested to submit their bids online on CPP Portal: <http://eprocure.gov.in/eprocure/app> as per the criteria given in this document:

a. Technical Bid, EMD and Tender Fee should be uploaded online in cover-1.

b. Commercial Bid should be uploaded online in cover-2

Both Technical and Commercial Bid covers should be placed online on the CPP Portal(<http://eprocure.gov.in/eprocure/app>).

3. **Technical Bid:** Signed and Scanned copies of the Technical bid documents as under must be submitted online on CPP Portal:<http://eprocure.gov.in/eprocure/app>. Non submission of Technical bid in cover-I will be summarily rejected.

The following list of Documents (a,b,c) to be scanned and uploaded (Under Cover-1) within the period of bid submission:-

- 1) Scanned copy of EMD and Tender Fee.
- 2) Copy of board resolution/ Power of Attorney/ Authorization letter indicating that the person signing the Bid has the required authority to sign on behalf of the Bidder and Copy of Memorandum of Association & Article of Association of the Bidder.
- 3) Acceptance of Terms and Conditions.
- 4) Documents towards Eligibility Criteria :
 - i. Acceptance of Terms and Conditions.
 - ii. Proof of annual turn over of 5 crores during previous 3 financial years 2014-15, 2015-16 and 2016-17.
 - iii. Proof of Service Network.
 - iv. Proof of membership of Courier/Express/Council of India.
 - v. IT facilities of supply of PoD through computer.
 - vi. List of countries served by Courier Service Provider.

- vii. Certificate of Registration for GST or Govt. Taxes as applicable time to time and acknowledgement of up to date filed return.
- viii. Registration certificate of PAN No. and TIN No.
- ix. Name and Address of 2(two) contact person along with their Land line number and Mobile number.
- x. Audited Balance Sheet of the firm for the last 3 years.
- xi. Delivery time from the date of placement of the courier as per **Annexure - III.**

4. Financial Bid

- a. The currency of all quoted rates shall be in complete Indian Rupees only. All payment shall be made in Indian rupees.
- b. In preparing the financial bids, bidders are expected to take into account the requirements and conditions laid down in this Tender document. The financial bids should be uploaded online as per the specified “.xls” format i.e. BOQ_XXXX.xls in Excel sheet attached as ‘.xls’ with the tender and based on the scope of work, service conditions and other terms of the Tender document. It should include all costs associated with the Terms of Reference/Scope of Work of the assignment.
- c. The Financial bid should be according to the format given in the Tender Document. It should be ensured that no required value against an item is missed. If the bidder does not want to charge for an item the value must be filled as “0” (ZERO). All totals should be correct.

5. Last Date for Submission of Tender:

- a. Online bids complete in all respects, must be submitted on or before the last date and time specified in the schedule of events.
- b. IGNOU may, at its own discretion, alter/extend the last date for submission of tenders.

6. Earnest Money Deposit And Bid Security

- a. The Bidder shall furnish Bid Security/ EMD of **Rs. 80,000/- (Rupees Eighty Thousand)** in the form of Demand Draft / FDR of requisite amount, drawn on a scheduled nationalized bank and payable to “IGNOU” at New Delhi. **No interest shall be paid on Earnest Money.**

NOTE: DD in original towards EMD only must be submitted before due date and time on the given address i.e . Director, IGNOU, New Delhi must reach IGNOU

(International Division), Room No. 2, Block No.15, Section K, MaidanGarhi, New Delhi 110 068 **and Scanned copies of the same must uploaded online in cover-1.**

- b. Any Bid not accompanied by an acceptable Bid Security and Tender Application Fee shall be summarily declared non-responsive and the envelope containing financial Bid of such Bidder shall not be opened.
- c. The Bid Security of unsuccessful Bidders shall be returned without interest after finalization of the tender and that of the Successful Bidder shall be returned without interest, on receipt of Performance Bank Guarantee of Rs.4,00,000/= (Rupees Four Lakhs only.) in accordance with the requirement of the Contract.

EMD is liable to the forfeited if the tenderer changes the terms and conditions or prices or withdraws his quotation subsequent to the date of opening or fails to accept the order when placed or fails to commence supplies after accepting the order.

7) Performance Security Deposit

- a) The successful contractor(s) shall with 15 days of receipt of our award of contract, submit a Security Deposit @ 10% of the estimated annual value of contract in the form of DD/FDR/Banker's Cheque / irrevocable Bank Guarantee (format of **Bank Guarantee Annexure – VI**), drawn in favour of "IGNOU", New Delhi, for satisfactory completion of the contract. The Performance Security shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the contractor including warranty obligation. The successful contractor has to renew the bank guarantee on same terms and conditions for the period of contract including extension, if any.
- b) Failure to furnish Security Deposit shall be treated as breach of contract and entail cancellation of the contract, forfeiture of EMD. The university shall further be entitled to make other arrangements to get the work done contracted for at the risk and expenses of the Contractor and / or to recover from the Contractor the damages arising from such cancellation.
- c) If the successful contractor / Contractor, upon receipt of the Award / Work Order, is not able to commence or complete the work within the specified period to the complete satisfaction of the IGNOU, the IGNOU reserves the right to invoke the relevant clauses of the tender and forfeit the Performance Security.
- d) No interest shall be paid by IGNOU on the Performance Security.

8) Submission of Offer

- 8.1) The Earnest Money Deposit and Tender Fee shall be submitted within due date and time by the bidder. Those who do not qualify the pre-qualification conditions shall be summarily rejected and their Financial Bids shall not be opened.
- 8.2) In the financial bid, the prices and other information like discount and / or any terms having a bearing on the price shall be written both in words and figures. If there is a discrepancy between the price / information quoted in words and figures, the price/ information quoted in words shall prevail.
- 8.3) The "Technical bid" shall be opened in the first instance in the presence of Contractors or their authorized representative. Only one authorized representative per Contractor will be permitted to be present at the time of opening of the tender.
- 8.4) All duties, taxes and other levies, as applicable should be quoted separately failing which the IGNOU shall have no liability to pay these charges and the liability shall be that of the contractor. However, detailed break up such as the percentage of duties, taxes being levied etc. should be indicated separately.
- 8.5) Each page of the offer shall be numbered and will bear the signature of the Contractor at the bottom with stamp seal. All offers shall be either typewritten or written neatly in indelible ink. Any correction should be properly authenticated.
- 8.6) In case the tender submitted by the Contractor is accepted by the IGNOU and the contract is awarded to the Contractor, then the Contractor shall within fifteen (15) days of acceptance of his tender execute an agreement with the IGNOU on Rs. 100/- stamp paper incorporating all the terms and conditions under which the IGNOU accepts his tender.
- 8.7) Further to the above, the Contractor shall submit scanned copy of affidavit in the enclosed format at Annexure-VI on a Rs.50/- non-judicial stamp paper duly notarized along with the Technical bid as at Annexure-I.

9) Evaluation

- a) The Tenders will be evaluated on the basis of technical-commercial parameters. If considered necessary, the Committee may decide to visit and inspect the facilities and other related sites, as it may find worth in order to gather further information leading to evaluation of bids. Tenderer will be bound to provide all necessary information as desired by the Committee at such sites. The short-listed

tenderers may be called for detailed discussions at a specified date, time and venue including demonstration of their services, if need be. Evaluation will be item wise, however the Committee may consider overall lowest bidder for the benefit of IGNOU.

- b) If the Purchaser considers necessary, it may ask for revised financial bids from the short listed tenderers which should be submitted within three days of intimation of this effect in sealed envelopes on specified date and time. The revised bids shall not be for amounts more than one quoted earlier for an item, unless the specification is of higher configuration than the earlier ones, by the respective tenderer. Any tenderer quoting higher rates for the same item with same configuration quoted earlier in their revised financial bid shall be disqualified for further consideration and EMD submitted may be forfeited.
- c) IGNOU reserves the right to select the tenderer on the basis of best possible features quoted. The decision of IGNOU arrived at as above shall be final and representation of any kind shall not be entertained on the above. Any attempt by any tenderer to bring pressure of any kind shall disqualify the tenderer for the present tender and the tenderer may be liable to be debarred from bidding for IGNOU tenders in future for a period of three years and EMD submitted may be forfeited.
- d) IGNOU reserves the right to award the contract to any of the bidders irrespective of not being lowest and in this respect the decision of the University shall be final.

10) Effect and Validity of Offer

- (a) The offer shall be kept valid for acceptance for a minimum period of 60 (Sixty) Calendar days from the date of opening of Financial/Commercial Bid.
- (b) The contract shall be initially valid for a period of one year from the date of award of the contract, which can be extended up to 2 years after the expiry of one year on mutually agreed terms.
- (c) All the terms and conditions for the delivery and acceptance, payment terms, penalty etc. shall be as those mentioned herein and no change in the terms and conditions will be acceptable.
- (d) The Registration number of the firm along with GST number allotted by the concerned authorities shall invariably be given in the tender. Excise clearance for Custom duty if any for relevant year may be submitted.
- (e) During the validity of the contract including the extended period, if any, if the tenderer provide the same services to any other Department/Organization in

India at a price lower than the price fixed for IGNOU, the tenderer shall automatically pass on the benefits to IGNOU.

- (f) In case IGNOU finds that the market rates have come down from the time when rates were finalized in the rate contract/order or there is a need for selection of new system based on market trends, IGNOU may ask the technically short listed tenderers to re-quote the prices and the tenderer shall be selected on the basis of procedure given earlier. The time difference between such re-quoted shall be minimum three months except in case of the Union Government budget.
- (g) IGNOU reserves the right to increase/ decrease the quantity and period of hiring as per requirement. The Tenderer is bound to accept the orders for such quantity during the period upto 12 months from the date of purchase order to the contractor at the approved rates or prevailing market rate whichever is less.

11) Delivery / Safety Security in Deliver

- a) The tendering firm will provide all the packing material (Cartoon boxes, packing tape, stationery and system required for generation of Airway bill at site) for dispatch of the consignment to the destination provided by the University.
 - b) The packets / boxes given by the University to the Courier Service Provider should be delivered with utmost safety and security. In case of any occurrence of damage, theft, pilferage in transit the responsibility shall be that of the Courier Service Provider.
 - c) In case of loss of courier in transit, Courier Service Provider shall pay 3 times more than the cost of the material (sale price of the material as notified on IGNOU's website) and no payment against the courier cost of that packet(s) shall be paid.
 - d) The tenderer should specify the period of the delivery for each destination considering the "Custom Delay" as well as "Weekend" of the destination. The delay beyond such period would attract penalty as per Courier Agreement. The proof of delivery (PODs) should be submitted to IGNOU within a weeks' time from the date of delivery.
12. Award of contract shall be within the sole discretion of the University. The University is not bound to award the contract on the basis of bids received, it shall be open to the University not to accept any bid and to abandon the contract without disclosing any reasons. It is not necessary that the lowest bid shall have to be accepted. The University reserves the right to reject or accept whole or any part of the tender. The interest of the University shall be

paramount. No bidder shall have any indefeasible rights to be awarded to a contract even if his price is the lowest. The decision of the University on the tender / contract is final and binding on the tenderer / contractor.

13. The University reserves its right to take any such action(s) as may be deemed proper against the contractor in case of failure on the part of the contract for fulfilling the contract apart from forfeiture of earnest money/security deposits.

14. TIME AND PROMPTNESS ARE ESSENCE OF THE CONTRACT

The time specified for delivery or completion of the orders shall be strictly adhered to and time in this respect shall be deemed to be the Essence of the Contract. If the time schedule is not adhered to and the job are delayed for reasons other than beyond Contractor's control, the Vice-Chancellor, IGNOU shall be entitled at his option either to:

(a) Cancel the order or,

(b) In cases where the courier service provider fails to give the deliver materials/packets within the stipulated time, compensation shall be recovered at the rate of 10% of the cost of courier for first week or part of week. However, for a delay beyond one week penalty shall be levied @ 20% of the courier cost per week. In case of loss of courier in transit, Courier Service Provider shall pay 3 times more than the cost of the material (sale price of the material as notified on IGNOU's website) and no payment against the courier cost of that packet(s) shall be paid.

In the event of any action(s) being taken under a) & b) above, the cancellation of the order will be without prejudice to the right of the IGNOU to recover from the Contractor any loss incurred thereby and the Contractor will not be entitled to any compensation for such cancellation.

The contractor shall deliver the material packet(s) in accordance with the conditions of contract at the time and at the place and in the manner specified.

15. If at any time after acceptance of the tender, IGNOU for any reasons whatsoever, does not require the whole or part of the service, the Director, International Division, IGNOU shall be entitled to give a notice in writing to this effect to the courier service provider, intimating cancellation of the full or part of the order yet to be delivered and the courier service provider shall have no right to claim any payment or compensation or otherwise, whatsoever, on account of any loss direct or indirect suffered / to be suffered by him.

16) Payment Terms

- (i) Payment shall be made on monthly basis, within 30 days of submission of previous month bills duly supported by the consignee's receipt with satisfactory performance report and as governed by the following:

No part of the contract price shall become due or payable until the tenderer has delivered the material to the complete satisfaction of IGNOU. Payment shall be made subject to recoveries, if any.

- (ii) A pre-receipted bill in the name of IGNOU as per the requirement of the University shall be submitted in duplicate.

17) DISPUTE RESOLUTION AND JURIDICTION:

In case of any dispute, the same shall be resolved by mutual discussion between the parties within a period of 30 days failing which, only regular courts at Delhi/New Delhi will have jurisdiction to adjudicate upon the matter.

- 18). The tenderer should submit an affidavit on a Rs.50/- non-judicial stamp paper duly notarized in the enclosed format at **Annexure-VI** along with the Technical bid (Format enclosed at **Annexure-I**).

19). Bid Validity

- a. All the Bids must be valid for a period of 60 days from the date of financial bid opening. However, the quoted rates should be valid for the initial/extended period of the Contract from the effective date of the Contract. No request will be considered for price revision during the original Contract period.
- b. A bid valid for a shorter period shall be declared as non-responsive.
- c. In exceptional circumstances, prior to expiry of the original time limit, the IGNOU may request the bidders to extend the period of validity for a specified additional period beyond the original validity of 60 days. The request and the bidders' responses shall be made in writing. The bidders, not agreeing for such extensions will be allowed to withdraw their bids without forfeiture of their Bid Security.

20). Modification / Substitution/ Withdrawal of bids:

- a. No Bid shall be modified, substituted or withdrawn by the Bidder after the Bid's due Date.
- b. Any alteration/ modification in the Bid or additional information supplied subsequent to the Bid's due Date, unless the same has been expressly sought for by the Authority, shall be disregarded.

- 21). Rejection of the Bid: The bid submitted shall become invalid and tender fee shall not be refunded if:-
- a. The bidder is found ineligible.
 - b. The bidder does not upload all the documents as stipulated in the bid document.
 - c. In case of non-submission of EMD and Tender Fee physically before opening of bid.
- 22). SUBMISSION OF BIDS
- a. The bidder shall seal the original Bank Drafts/Pay orders towards EMD and tender fee in an envelope.
 - b. Bidder shall mark its name and tender reference number on the back of the Bank Draft/ Pay order before sealing the same. The address of IGNOU, name and address of the bidder and the Tender Reference Number shall be marked on the envelope. The envelope shall also be marked with a Sentence "NOT TO BE OPENED BEFORE THE DATE AND TIME OF BID OPENING". If the envelope is not marked as specified above, IGNOU will not assume any responsibility for its misplacement, pre-mature opening etc.
- 23). The intending bidder must have valid class-III digital signature to submit the bid.
- 24). On opening date, the contractor can login and see the bid opening process. After opening of bids he will receive the competitor bid sheets.
- 25). Contractor can upload documents in the form of JPG format and PDF format.
- 26). Contractor must ensure to quote rate of each item. The column meant for quoting rate in figures appears in pink colour and the moment rate is entered, it turns sky blue. In addition to this, while selecting any of the cells a warning appears that if any cell is left blank the same shall be treated as "0". Therefore, if any cell is left blank and no rate is quoted by the bidder, rate of such item shall be treated as "0" (ZERO).
- 27). When bids are invited in two / three stages systems and if it is desired to submit revised financial bid it shall be mandatory to submit revised financial bid. If not submitted then the bid submitted earlier shall become invalid.
- 28). IGNOU reserves the right to reject any prospective application without assigning any reason and to restrict the list of qualified contractors to any number

deemed suitable by it, if too many bids are received satisfying the laid down criterion.

29). FORCE MAJEURE

- (a) The parties to this contract shall not be liable to each other for failure or delay in the performance of any of its obligations under this contract for the time and to the extent such failure or delay is caused by riots, civil commotion, wars, hostilities between nations, government laws, orders or regulations, embargoes, actions by the government or any agency thereof, act of God, storms, fires, accidents, strikes, sabotages, explosions, or other similar or different contingencies beyond the reasonable control of the respective parties to this contract.
- (b) In the event that either party is, wholly or in part, prevented from or hindered in carrying out or observing any of the terms or conditions of this contract or any cause set forth in (a) above, such party shall give written notice to the other party by most expeditious means as soon as possible after the occurrence of the cause relied on, giving full particulars of the reason for such prevention or hindrance, and the parties shall in good faith consult each other and take necessary measures for the resolution of the affairs so prevented or hindered.

30). Termination Clause

If the contractor fails to carry out award / work order in terms of this tender within the stipulated period or any extension thereof, as may be allowed by IGNOU, without any valid reason acceptable to IGNOU, then IGNOU may terminate the contract with immediate effect and the decision of IGNOU on the matter shall be final and binding on the Contractor. Upon termination of the contract, IGNOU shall be at liberty to get the work done at the risk and expense of the contractor through any other agency, and to recover from the Contractor compensation or damages.

IGNOU may also terminate the contract at any time by serving a notice in writing of not less than one month.

TECHNICAL BID FORM
(FOR COURIER SERVICE PROVIDER)

To

The Director,
International Division
Indira Gandhi national Open University
MaidanGarhi,
New Delhi- 110 068

From: M/s-----

SUB: TECHNICAL BID FOR COURIER SERVICE PROVIDER

Ref: Your Tender Notice No.-----dated-----

Dear Sir,

In response to the above Tender Notice, I/We submit our Technical Bid for Courier Service Provider, we hereby submit that we shall abide by all the terms and conditions envisaged in your Tender Document.

The following documents are enclosed herewith:

1. Acceptance of Terms and Conditions
2. Proof of annual turn over of 5 crores during previous 3 financial years 2014-15, 2015-16 and 2016-17.
3. Proof of Service Network
4. Proof of membership of Courier/Express /Council of India.
5. IT facilities of supply of PoD through computer
6. List of countries served by Courier Service Provider

7. Proof of GST OR Govt. Tax as applicable from time to time deposited last year and GST / ST Registration Certificate
8. Photocopy of PAN Card issued by Income Tax Department
9. Name and Address of 2(two) contact persons along with their Land Line number and Mobile number
10. Audited Balance Sheet of the firm for the last three (3) years.

**Signature of bidder with seal or
(Authorized Signatory)**

**COMMERCIAL BID FOR
(FOR COURIER SERVICE PROVIDER)**

To

The Director
International Division
Indira Gandhi national Open University
MaidanGarhi,
New Delhi- 110 068

SUB: COMMERCIAL BID FOR COURIER SERVICE PROVIDER

Dear Sir,

I/We have carefully read your office letter No._____ dt._____ on the above subject and agree to the terms and conditions stated therein and hereby quote my/our rates as under:

i) Name and address of the courier service Provider:-----

ii) For courier services

S. No	Country	Rates in Indian Rupees for the Weight for							
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
		Upto 250gm	251gm to 500gm	501 gm to 01 Kg	Above 01 Kg to 10Kg (per kg)	Above 10 Kg to 25 Kg (per kg)	Above 25 Kg to 50 Kg (per kg)	Above 50 Kg to 100 Kg (per kg)	Above 100 kg (per kg)

Certified that:

- a) The above rates are inclusive of packing material and courier charges.
- b) The GST (or Govt. Tax as applicable from time to time) to be paid to the government during the contract period shall be "REIMBURSED" by the University after submitting the proof of deposit of the tax by the contractor with appropriate authority.
- c) Above offer is valid for 60 days from its opening for acceptance.
- d) COURIER SERVICE has to be provided as per the time-schedule to be prescribed by the University from time to time.
- e) In case the weight exceeds in grams in the category of weight (from S.No.6 to 10 above) the weight of the excess grams will be calculated on the pro-rata basis of that category of weight.
- f) In the event of weight exceeds the category of the weight mentioned from S.No 6 to 10 above; the rates will be calculated on pro-rata basis for the exceeded weight from the ration of next category of weight mentioned above.

Signature of the Tenderer or
(His authorized representative)

Place:.....

Name of the Tenderer.....

Date:.....

Address.....

(with rubber stamp of the Tenderer)

DELIVERY SCHEDULE

S. No.	COUNTRY	Delivery Time (in days including weekends & Holidays)
1	ALAIN	2-3
2	ABU DHABI	2-3
3	AFGHANISTAN	4-7
4	AUSTRALIA	3-4
5	AUSTRIA	4-5
6	BAHRAIN	2-3
7	BANGKOK	3-4
8	BANGLADESH	3-4
9	BARBADOS	5-6
10	BELARUS	8-9
11	BELGIUM	8-9
12	Benin	4-5
13	BHUTAN	2-3
14	BOTSWANA	5-6
15	BRAZIL	5-6
16	Burkina Faso	4-5
17	BURUNDI	5-6
18	CAMBODIA	4-7
19	Cameroon	5-6

20	CANADA	4-5
21	Central African Republic	4-5
22	Chad	4-5
23	CHILE	5-7
24	CHINA	3-4
25	COLOMBIA	4-5
26	Comoros	4-5
27	Cote d'Ivoire	4-5
28	CUBA	5-7
29	CZECH REPUBLIC	8-9
30	Djibouti	4-5
31	DOHA	2-3
32	DRC Congo	4-5
33	DUBAI	2-3
34	Egypt	5-6
35	Eritrea	4-5
36	ETHIOPIA	4-7
37	FIJI	5-6
38	FRANCE	4-5
39	FUJAIRAH	2-3
40	Gabon	4-5
41	GAMBIA	5-6
42	GERMANY GHANA	5-7
43	GHANA	5-6

44	Guinea	4-5
45	GYANA	3-4
46	HONG KONG	3-4
47	INDONEASIA	5-7
48	IRAN	3-4
49	IRAQ	8-9
50	ISRAEL	8-9
51	ITALY	5-7
52	IVORY COAST	3-4
53	JAMAICA	5-6
54	JAPAN	3-4
55	KENYA	3-4
56	KUWAIT	2-3
57	LESOTHO	5-6
58	LIBERIA	5-6
59	MADAGASCAR	5-6
60	Malawi	5-6
61	MALAYSIA	2-3
62	MALDIVES	5-6
63	Mali	4-5
64	Mauritania	4-5
65	MAURITIUS	5-6
66	MEXICO	5-7
67	MONGOLIA	1-2

68	Mozambique	4-5
69	MYANMAR	3-4
70	NAMIBIA	5-6
71	NEPAL	2-3
72	NEWZELAND	3-4
73	Niger	4-5
74	NIGERIA	5-6
75	NORWAY	8-9
76	PAKISTAN	3-4
77	PAPUA NEW GUINEA	5-6
78	PORTUGAL	8-9
79	Republic of Cape Verde	4-5
80	Republic of Congo	4-5
81	RUSSIA	5-6
82	Rwanda	5-6
83	SAMBIA	8-9
84	SAMOA	5-6
85	Sao tome Principe	4-5
86	SAUDI ARABIA	2-3
87	SCOTLAND	8-9
88	Senegal	4-5
89	SEYCHELLES	5-6
90	SHARJAH	2-3
91	SIERRA LEONE	5-6

92	SINGAPORE	2-3
93	Somalia	4-5
94	SOUTH AFRICA	5-6
95	SRI LANKA	2-3
96	Sudan	4-5
97	SULTANATE OF OMAN (MUSCAT)	2-3
98	SWAZILAND	5-6
99	SYRIA	3-4
100	Tanzania	4-5
101	THAILAND	3-4
102	Togo	4-5
103	TUNISIA	5-6
104	TURKEY	4-5
105	U.K.	3-4
106	UGANDA	5-6
107	UKRAINE	5-6
108	USA	3-4
109	VIETNAM	3-4
110	YEMEN	8-9
111	ZAMBIA	5-6
112	Zimbabwe	4-5

BANK GUARANTEE PROFORMA

In consideration for the Vice-Chancellor/Registrar, Indira Gandhi National Open University (herein called "the IGNOU") having agreed to exempt..... (hereinafter called "the said Contractor(s)" from the demand, under the terms and conditions of an Agreement dated made between and of Performance Security for the due fulfillment of the said contractor(s) of the terms and conditions contained in the said Agreement, on production of Bank Guarantee for Rs4,00,000/=.....(Rupees Four Lakhs only.).....(indicated the name of the bank)Bank") at the request of contractor(s) do hereby undertake to pay to the IGNOU an amount not exceeding Rs..... against any loss or damage caused to or suffered would be caused to or suffered by the IGNOU by reason of any breach of the said Contractor(s) of any of the terms and conditions contained in the said Agreement,

- i) We,do hereby undertake to pay the amount due and payable under this Guarantee without any demur, merely or a demand from the IGNOU stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the IGNOU by reason of breach by the said contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the contractor(s)'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._____.
- ii) We undertake to pay the IGNOU any money so demanded notwithstanding any dispute or disputes raised by the contractor(s)/supplier(s) in any suit or proceeding pending before any Court or Tribunal relating thereto 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.

- iii) We,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 IGNOU under or by virtue of the said Agreement have been fully paid and its claim satisfied or discharges or tillthat the terms and conditions of the said Agreement have been fully and properly carried out by the

saidContractor(s) and accordingly discharges this Guarantee. Unless a demand or claim under this Guarantee is made on us in writing on or before the guarantee thereafter.

- iv) We, further agree with the IGNOU that the IGNOU 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 said Agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone or any time or from time to time any of the powers exercisable by the IGNOU 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 being granted to the said contractor(s) or for any forbearance, act or omission of the part of the IGNOU or any indulgence by the IGNOU 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 effect of so relieving us.
- v) Notwithstanding anything contained herein above our liability under the guarantee is restricted to Rs. and shall remain in force until Unless a claim or suit under this guarantee is filed with us on or before ALL OUR RIGHTS UNDER THE GUARANTEE SHALL BE FORFEITED and Bank shall be relieved and discharged from all liabilities therein.
- vi) This Guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/supplier(s)
- vii) We..... lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the IGNOU in writing.

Dated thedate of200

For
(indicate the name of Bank)

Signature.....

Name of the Officer

(in BLOCK Capitals)

Designation of

Code No.....

Name of the Bank & Branch.....

S. No.	COUNTRY
1	ALAIN
2	ABU DHABI
3	AFGHANISTAN
4	AUSTRALIA
5	AUSTRIA
6	BAHRAIN
7	BANGKOK
8	BANGLADESH
9	BARBADOS
10	BELARUS
11	BELGIUM
12	Benin
13	BHUTAN
14	BOTSWANA
15	BRAZIL
16	Burkina Faso
17	BURUNDI
18	CAMBODIA
19	Cameroon
20	CANADA
21	Central African Republic

22	Chad
23	CHILE
24	CHINA
25	COLOMBIA
26	Comoros
27	Cote d'Ivoire
28	CUBA
29	CZECH REPUBLIC
30	Djibouti
31	DOHA
32	DRC Congo
33	DUBAI
34	Egypt
35	Eritrea
36	ETHIOPIA
37	FIJI
38	FRANCE
39	FUJAIRAH
40	Gabon
41	GAMBIA
42	GERMANY GHANA
43	GHANA
44	Guinea
45	GYANA

46	HONG KONG
47	INDONEASIA
48	IRAN
49	IRAQ
50	ISRAEL
51	ITALY
52	IVORY COAST
53	JAMAICA
54	JAPAN
55	KENYA
56	KUWAIT
57	LESOTHO
58	LIBERIA
59	MADAGASCAR
60	Malawi
61	MALAYSIA
62	MALDIVES
63	Mali
64	Mauritania
65	MAURITIUS
66	MEXICO
67	MONGOLIA
68	Mozambique
69	MYANMAR

70	NAMIBIA
71	NEPAL
72	NEWZELAND
73	Niger
74	NIGERIA
75	NORWAY
76	PAKISTAN
77	PAPUA NEW GUINEA
78	PORTUGAL
79	Republic of Cape Verde
80	Republic of Congo
81	RUSSIA
82	Rwanda
83	SAMBIA
84	SAMOA
85	Sao tome Principe
86	SAUDI ARABIA
87	SCOTLAND
88	Senegal
89	SEYCHELLES
90	SHARJAH
91	SIERRA LEONE
92	SINGAPORE
93	Somalia

94	SOUTH AFRICA
95	SRI LANKA
96	Sudan
97	SULTANATE OF OMAN (MUSCAT)
98	SWAZILAND
99	SYRIA
100	Tanzania
101	THAILAND
102	Togo
103	TUNISIA
104	TURKEY
105	U.K.
106	UGANDA
107	UKRAINE
108	USA
109	VIETNAM
110	YEMEN
111	ZAMBIA
112	Zimbabwe

UNDERTAKING

I/We----- (name of the firm) hereby nominate Shri-----

on behalf of the above firm. He is authorized to sign and participate in the tender process with the university. The decisions taken by Shri----- with regard to the tender shall be acceptable to us and bind on our firm. The signatures of Shri_____ are attested hereunder.

Signature of the tenderer

(With rubber stamp)

Signature of the authorized person by the firm.

Place:

Date: