

**National Health Systems Resource Centre (NHSRC)
NIHFW Campus, Baba Gang Nath Marg, Munirka,
New Delhi -110067 Tel+ 91-11-26108984, 92, 93
NHSRC WEBSITE: www.nhsrcindia.org**

Tender: NHSRC/24-25/Tender/3

Date: 27 Dec 2024

NAME OF WORK:- HIRING OF COURIER SERVICES AT NATIONAL HEALTH SYSTEMS RESOURCE CENTRE

On behalf of the Executive Director, NHSRC, Tenders are invited for hiring in a TWO BID SYSTEM for “Quotations for Courier Services” strictly subject to the Terms and Conditions of the Contract as notified in the tender document available on the official NHSRC website www.nhsrcindia.com. NHSRC, NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi - 110067. Eligible and interested agencies/firms may send their tenders by Speed Post/Registered Post/Courier or may be dropped in tender box kept at reception of NHSRC by **16 Jan 2025** to **The Principal Administrative Officer, National Health Systems Resource Centre, NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi - 110067**

2. Schedule for the Invitation of Tender.

1.	Tender document download/Sale date/time	10:00 Hrs. On 27 Dec 2024
2.	Pre bid meeting	15:00 Hs. On. 3 Jan 2025
2.	Tender document download/ sale end date/ time	14:00 Hrs. On 16 Jan 2025
3.	Last date and time for receipt of bids	15:00 Hrs. On 16 Jan 2025
4.	Date and time for opening of Prequalification- cum-technical bid	16:00 Hrs. On 17 Jan 2025
5	Service to be provided	Hiring of Courier Services to deliver letters, parcels, bulk material to all over India including International Destinations
7.	Period/ Extension of Contract	Till 31.03.2026 from the date of Award of contract with an option of extension for a further period of two years at the same terms and conditions subject to providing of satisfactory services on year to year basis at the sole discretion of NHSRC.
8.	Validity of tender offers	90 days from date of opening of prequalification-cum-technical bid
9.	Performance Security (for Finalised Bidder only)	3% of the total cost of annual value by way of DD from a commercial bank.

3. General Guidelines.

- I. The bidder must read the prescribed terms and conditions before submitting the bids.
- II. Original/downloaded tender document shall be duly filled in, signed and stamped by the bidder or his authorized representative.
- III. Telegraphic/ Telex/ Fax/ Email and letterhead quotations are not acceptable and will be rejected.
- IV. It shall be presumed that the terms & conditions mentioned in the tender document have been duly accepted by the bidder while submitting the bid. The bidder shall have no right to modify/ alter/ amend/ delete any terms/ conditions mentioned in tender document. Any failure on the part of the contractor to observe the prescribed procedure and any attempt to canvas for the work will prejudice the contractor's quotation.
- V. Pre-Qualification cum Technical Bid duly signed by the bidder or authorized representative of the bidder will be submitted in the Proforma given at **Annexure-I**.
- VI. The Financial Bid must be submitted in the prescribed format given at **Annexure-II** in a separate sealed cover kept inside the main cover.
- VII. Two Separate Sealed envelopes super scribed (a) FINANCIAL BID containing Price Schedule, and (b) Technical Bid containing all documents respectively. Both the envelope should be enclosed in a separate sealed envelope, which is superscribed, is "TECHNICAL & FINANCIAL PROPOSALS FOR HIRING OF COURIER SERVICES" ADDRESSED to PAO, NHSRC, NIHFW Campus, Baba Gangnath Marg, Munirka, New Delhi-110067.
- VIII. The Technical bid of the bidders will be opened on 17 January 2025 and the Financial bid of the technically qualified bidders only will be opened on a later date.
- IX. All technically qualified bidders will be intimated accordingly for the same.
- X. Complete tender document available on our website <https://nhsrccindia.org/tenders> any further corrigendum/addendum to this tender document shall be made available on aforesaid website.

4. **Scope of Work.** Courier Service for NHSRC to deliver letters, books and bulk material to all over India & to international destinations.

5. Terms and Conditions.

- I. The vendor shall collect the letters/bulk material/consignment from NHSRC premises (address given above) on all working days, Saturday, Sunday and Holiday as and when informed by NHSRC. The vendor shall issue receipt/Invoice/Airway Bill/Shipper Copy against each consignment at the time of taking the same for delivery.
- II. The Vendor shall be responsible for timely and safe delivery of all consignments at their destination within the stipulated period of time i.e. 24 hours in Metro Cities and NCR & 48 hours/or as agreed upon in other cities or sometimes even earlier by quicker means of delivery if the NHSRC so desires, at no extra cost for all types of consignments.
- III. The vendor shall instruct its sub-offices/agents/delivery boys etc. to ensure safe and

timely/punctual delivery of all consignments of the NHSRC (Office) to the correct destination, safely, intact, and promptly and obtain signature, name, phone number, relation with the addressee, date and time of delivery.

- IV. The vendor shall hand over Proof of Delivery (POD) in original to the NHSRC (Staff) after making delivery of the each consignments at the time of submission of bills.
- V. The vendor shall make all efforts for the delivery of the consignments and not return them undelivered without recording valid reasons. Feedback of deliveries/status/ tracking of each consignment will be provided to NHSRC through email.
- VI. The vendor shall also quote rate separately for International parcels for each country along with the time frame of delivery of parcels/ letters to Major cities of the world.
- VII. The vendor shall be solely responsible for any act of commission and/or omission on the part of staff deployed.
- VIII. In case of theft or loss of property, the vendor shall be liable to compensate for such losses in full, as deemed by the Executive Director, NHSRC and the decision shall be final and binding.
- IX. The Vendor must send their representative to collect the courier/mail immediately on receipt of information from the NHSRC office.
- X. The Vendor shall not be liable for any loss or damage to the consignments or delay in picking up or delivery of the consignments, if it is due to acts of force majeure occurrence but not limited to strikes, riots, political and other disturbances, fire accident of vehicle or cause due to any factors beyond the control of Agency.
- XI. Conditional offers will not be considered.
- XII. NHSRC has right to reject, withdraw/ revoke/ cancel whole or any part of tender at any stage without assigning any reason.
- XIII. The vendor should have its registered office and operations within Delhi/NCR.
- XIV. The agency should not have been barred/ blacklisted for taking up similar work in any organization. A certification to this effect on the letter of the bidder as per **Annexure III**.
- XV. The vendor shall not sublet the courier service to any other person or party.

6. Validity of Contract.

- I. The tenure of the contract shall ordinarily be 1 year (i.e. upto 31 March 2026). However, the competent authority in NHSRC may at its discretion allow extension of the tenure of the contract, up to two spells of one year each subject to satisfactory services of the vendor.
- II. The competent authority reserves the right to terminate the contract at any time before completion of the tenure in case the services of the vendor are found unsatisfactory.

7. Penalty Clause.

S. No	Penalty Clause	Penalty Amount
(a)	If the Agency fails to deliver the consignment on time/within the stipulated period as above for any reason within the control of the agency, the freight deduction:	The deduction will be 100% of the freight amount.
(b)	In case the vendor: <ul style="list-style-type: none">• Manipulates the delivery particulars.• Damages the consignments.• Mishandles the consignments, which result in loss in full or any part/item of the consignments.• Submits unreliable delivery status report or which is found to be incorrect.• Picks up a consignment and then returns it on the plea that the address is outside the area of operations of the NHSRC (Office).	The Agency shall pay the NHSRC a penal charge of Rs. 2000/- (Rupees two thousand only) per consignment or the amount of consequential loss suffered by the NHSRC whichever is more

8. Mode of payment: - The payment shall be released through e-transfer on receipt of bills. The bills received as per schedule in **Annexure-II** shall be paid by the NHSRC generally within 30 days of receipt of bills.

9. Tax Deduction- TDS and GST on TDS or any other Tax deduction at source shall be governed as per GOI prevailing rules.

10. Satisfactory Services - The decisions of NHSRC shall be final and binding on the agency for the purpose of determining satisfactory services.

11. Jurisdiction. Notwithstanding any other court or courts having jurisdiction to decide the question(s) forming the subject matter of the reference if the same had been the subject matter of a suit, any and all action and proceeding arising out of or relative to the contract (including any arbitration in terms thereof) shall lie only in the Court of Competent Civil jurisdiction in this behalf at NCT of Delhi and only the said Court(s) shall have jurisdiction to entertain and try any such action(s) and/or proceeding(s) to the exclusion of all other Courts. Prior to this effort may be made to settlement of disputes through the Commercial Courts, Commercial Division and Commercial Appellate Division of High Court.

12. Arbitration. All disputes and differences of any nature arising out of this agreement, whether during its terms or after expiry thereof or prior termination as the case may be shall be resolved amicably in the first instance. Unresolved differences or disputes shall be settled by sole arbitrator to be appointed by NHSRC. The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act 1996, any statutory modification thereof and rules made there under. The award of the arbitration shall be final and binding to both parties. The decision of sole arbitration shall be final on every matter arising hereunder. In spite of the fact that the sole arbitrator may be known to NHSRC, the Firm hereby agree to his appointment as the Sole Arbitrator may have had occasion to deal with any matter related to this AGREEMENT either before or after its execution or has earlier expressed opinion in similar matter, shall not disqualify

him from acting as Sole Arbitrator. The sole arbitrator can also be an employee of the NHSRC. The venue of the arbitration shall be New Delhi/Delhi only.

13. Exclusive Right to the Executive Director, NHSRC. The Executive Director reserves all rights to reject any tender including of those tenders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific tender. The decision of NHSRC shall be final and binding. NHSRC reserve the right to award the Tender to one or more than one vendor. NHSRC also reserve the right to amend, modify add or delete any terms and conditions of the Tender in the interest of the Organization without assigning any reason and the same will be intimated to all concern.

PROFORMA FOR TECHNICAL BID

BIO-DATA AND DETAILS OF EXPERIENCE ETC.

1. A) Name and address of Courier Services
- B) Address of Office
- C) Telephone / Fax No. (Office).....
- D) Telephone/fax No. (Res.).....
- E) E-mail address.....
2. a) Whether firm is Prop./Partnership//Pvt. Ltd./ Ltd.....
- b) PAN/Tin No.....
- c) Name of contact person
- Telephone Nos.....Mobile No.....
- d) E-mail address of Person concerned.....
3. Date of commencement of business (Minimum experience should be 5 yrs.)
4. Number of offices in India
 - a) Own offices
 - b) Franchise (Name of companies)
 Please enclose list of offices/addresses.
5. Turnover during last 3 Financial Years:-
 - A) 2021-22
 - B) 2022-23
 - C) 2023-24
6. Name and address leading customers including Public Sector undertaking (Please submit proof of the same.)_____

7. Whether registered with Services Tax Authority?

IF YES, Service Tax No.....

8. Whether Income Tax Payee? If so, Income Tax Return filed for the last 3 years should be submitted.

DATE:.....SIGNATURE_____

Name.....Address.....With Rubber stamp.....

PROFORMA FOR FINANCIAL BID

*** Rate should be net inclusive of all taxes.

TERRITORY	UPTO 50 GMS	UPTO 100 GMS	UPTO 300 GMS	UPTO 500 GMS	ADDITIO NAL 50 GMS UPTO 1 KG.	BULK CARGO / PARCEL	BULK CARGO/ PARCEL by Air	BULK CARGO/ PARCEL by Air Eastern Sector	BULK CARGO/ PARCEL by Air J&K, Ladakh Sector	DELIVERY TIMES HRS
LOCAL/ DELHI/ NCR										
ALL OVER INDIA (OUT STATION)										
INTERNATI ONAL (as per countries)										

SIGNATURE

NAME

ADDRESS

SEAL

Note: L1 selected can be same or different agency for 3 categories.

NON-BLACK LISTING DECLARATION

FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD WITH REGARD TO BLACKLISTING/ NON- DEBARMENT, BY ORGANISATION UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT

We hereby confirm and declare that we, M/s-----, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last 5 years.

Signature of Contractor

With stamp

Date :