



ALL INDIA INSTITUTE OF AYURVEDA (AIIA)

(आयुष मंत्रालय, भारत सरकार के अंतर्गत स्वायत्त संस्थान)

(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)

TENDER HIRING OF COURIER SERVICES AGENCIES FOR AIIA IN DELHI AND ALL OVER INDIA

Tender No. S-11/10/2021-AIIA/5607

Date: 21/02/2023

ALL INDIA INSTITUTE OF AYURVEDA
(An Autonomous body under Ministry of AYUSH, Govt. of India)
NEW DELHI

Important Information Sheet

Event	Particulars
Tender inviting Authority, Designation Address	Director All India Institute of Ayurveda, Gautampuri, Sarita Vihar, Mathura Road New Delhi-110076 email: director@aiia.gov.in Fax No.011-29948660
Tender reference	S-11/10/2021-AIIA 5607
Date of Publication of Tender	22.02.2023 (Wednesday)
Date and Time for pre-bid queries	28.02.2023 (Tuesday) at 3.00 PM
Date and Time for pre-bid meeting	09.03.2023 (Thursday) at 3.00 PM
Last date, time and place of submission of sealed Tenders	20.03.2023 (Monday) at 1:00 PM
Date, Time and place of opining of Tenders	20.03.2023 (Monday) at 3:00 PM

अशोक

PERIOD/EXTENSION OF CONTRACT	Initially one year 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 AIIA, New Delhi.
Validity of tender offers	180 days from date of opening of technical bid
Bid Security (EMD) total estimated value	Nil
Performance Security total cost of Bid (for Finalised Bidder only)	3% of total cost
Date of selection of Qualified Bidders	Qualified Bidders will be selected within 15 days from the date of opening of the Tender or any other period as to be decided by AIIA.
Date of Opening of financial bid to Qualified	Will be intimated to qualified bidder only

1. **INTRODUCTION:** All India Institute of Ayurveda, an autonomous body under Ministry of AYUSH, Government of India. The First Ever All India Institute of Ayurveda (AIIA), set up along the lines of AIIMS, was dedicated to the Nation by the Honorable Prime Minister, Shri Narendra Modi on 2nd Ayurveda Day on 17th October, 2017 at New Delhi. AIIA, New Delhi, strives hard to improve health status and expand preventive, promotive, curative, palliative and rehabilitative services to large sectors of the society.
2. AIIA, New Delhi, invites Sealed Tenders from Courier Service Agencies for Transporting and delivering of BALARAKSHA KIT/ AYURVEDIC MEDICINES to various places in Delhi and other parts of India subject to the Terms and Conditions of the Contract as notified in the tender document available on the official website aiaa.gov.in. Eligible and interested Agencies may send by Speed Post/Registered Post/Courier or may be dropped in tender box kept at Committee Room, Academic Block-C, their Tenders by **20.03.2023 upto 1 PM** to Director, All India Institute of Ayurveda (AIIA), Mathura Road, Gautampuri, Sarita Vihar, New Delhi-110076 and AIIA, New Delhi shall not be responsible for any postal delays.
3. The bidder must read carefully the prescribed terms & conditions and then submit the documents as asked, otherwise, the bid will be rejected.
4. Bidder must unconditionally accept all terms and conditions stipulated in the original/downloaded tender document and submit/ the entire signed and stamped document.

5. In case the date of opening of tenders is declared a holiday for unexpected reasons, the tenders shall be opened at the same time on the next working day. if inadequate number of tenders are received by due date, the Director, AllA, reserve right to extend date of submission by 7 days. The sealed tender directly received will also be considered.
6. All documents submitted should be self-attested with seal of the bidder.
7. All pages of the bid including all enclosures should be numbered and must be duly filled in, signed and stamped by the bidder or his authorized representative. Offers received without signature and seal on all pages are liable to be rejected.
8. Tenders shall be opened in the presence of tenderers or their authorized representatives if they wish to be attended.
9. Period of contract 01 (One) year 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 AllA, New Delhi.
10. The service provider shall comply with all the labour laws, legislations including:
 - a) The payment of Minimum wages act. (Central Govt. rates).
 - b) Employers Liability Act, including P.F. Act, ESI, Gratuity Act, Insurance Act, Bonus Act etc.
 - c) Contract Labour (Regulation and Abolition Act)
 - d) Any other act or enactment relating thereto and rules framed there under from time to time.
 - e) The service provider shall keep the AllA, New Delhi saved harmless and indemnified against claims of any of the workman and all costs and expenses as may be incurred by the AllA, New Delhi in connection with any such claim that may be made by any workman.

11. TERMS AND CONDITIONS Tender for Hiring of Courier Service Agency

- I) The Service provider being a Pvt. Ltd./Ltd Company/Partnership/Proprietor concern should hold necessary licences for establishment of the agency (necessary proof to be attached).
- II) The service provider should have a valid PAN/TIN and should have a valid GST number (necessary proof to be attached). Vendor's registered under composite GST shall not be eligible.
- III) The service provider should have been in the field of courier service business for the past 5 years.

- IV) The service provider should have a minimum experience of Three years in rendering courier services to reputed clients including Govt. Dept/PSB's/PSU's. Attach photo-copy of proof (viz. Work Orders, latest certified bill copies, work completion letters etc.).
- V) The service provider should have Pan-India presence with wide distribution centres / offices established across India. (List of offices/centres/franchisees to be enclosed).
- VI) **The service provider should have online consignment tracking facility available in its official website.**
- VII) pick up/Delivery system at the Doorstep should be in place at all locations.
- VIII) The service provider shall quote rate for Local/Delhi NCR along with the time frame of delivery of Medicines Kit parcels to all over India(Out station) in format at Annexure-B.
- IX) The service provider shall strictly comply with all Labour and such other statutory Laws in relation to the services to be provided and the personnel engaged by the service provider and he shall be solely responsible for all acts of the said personnel so enrolled and there shall and will not be any privities of contract for any purpose and to any intent between the AIIA, New Delhi and said personnel so engaged by the service provider. The AIIA, New Delhi shall not be liable nor answerable in respect of any claims or demands in respect of any matter or on any account which may be raised by the said personnel so engaged by the service provider and it shall be the sole responsibility and liability of the Vendor to answer all such claims or demands of the said personnel so engaged, under any law for the time being in force.
- X) The service provider shall discharge his obligations under these presents most diligently, efficiently and honestly.
- XI) The service provider shall bear all costs and expenses and stamp duty in respect of all Agreements that may be entered into with the AIIA, New Delhi to give effect to this arrangement.
- XII) The service provider shall alone bear all taxes, rates, charges, levies or claims whatsoever as may be imposed or levied by the State/Central Government(s) or any local body or authority for and in connection with the rendering services. However, GST applicable shall be reimbursed to the Agency/ firm on submission GST invoice.
- XIII) The service provider will be obligated to meet the said authorized officer once in a month for assessing and monitoring the quality of services rendered. The service provider shall comply with such observations/feedback made and furnished by the AIIA, New Delhi for improvement of the services by him/her. However, the continuance of the contract shall be subject to review of the performance from time to time and in case the performance is not found to be satisfactory by the AIIA, New Delhi for any period under such review, the AIIA, New Delhi at its discretion, reserves its right to terminate these presents under due notice

of 3 months to the service provider without incurring any further liability therefore.

- XIV) The agreement shall come into force and be effective for a period of 1 year. This agreement shall be terminated by efflux of time or earlier by three months' notice at the option of the AIIA, New Delhi in the event of unsatisfactory performance or on breach of any of the stipulated conditions or qualitative dimensions of the various services agreed upon by the service provider under these presents. The service provider may, after giving three month's notice to the AIIA, New Delhi terminate the contract, if he so desires at any time during the course of the currency of this agreement. After completion of 1 year, contract period may likely to be extended for one more year upon satisfactory performance and as per mutually agreed terms and conditions at that time.
- XV) The service provider shall deposit a sum of 3% of Total cost in the form of a STDR/ Bank Guarantee from any nationalized Bank in the name of vendor marking lien in the name of the AIIA, New Delhi as security deposit for the period of contract, within 7days from the date of award of work. The security deposit will be refunded only on completion of the contract. Failure of the bidder to submit the above- mentioned security deposit shall constitute sufficient grounds for annulment of the contract award. If the successful bidder fails, in course of the contract period, to comply with the terms and conditions of the Agreement/contract, the security deposit may be forfeited in full or in part as decided by the Competent Authority. The Security deposit will not carry any interest and will be refunded only on completion of the contract. The security deposit will be refunded within a month of the expiry or termination of the contract as the case may be after adjusting the dues payable by the vendor if any to the AIIA, New Delhi.
- XVI) The service provider undertakes, accepts and admits absolute and complete responsibility for the service conditions, claims, damages and other compensation's of the personnel enrolled by him and will be liable for and unequivocally assume responsibility for due compliance with all the requirements of all statutory obligations, duties and liabilities (including insurance) and to pay all such claims, costs, damages, expenses, fines penalties and compensation which may arise out of any claim, suit or prosecution for contravention thereof. The service provider shall indemnify and keep the AIIA, New Delhi. indemnified from and against all such claims, demands, costs, charges, fines, or penalties and compensation's etc. if any as aforesaid.
- XVII) The service provider shall obtain adequate Insurance Policy in respect of his workmen engaged for the service, towards meeting the Liability of Compensation arising out of death, injury/disablement at work etc. and shall regularly and punctually pay each and every premium as and when the same shall become due' during the currency of these presents.

- XVIII)** The service provider will submit the bills for the services rendered along with Proof of Delivery (POD), only at the end of each month to the authorized officer who will scrutinize the bills and if found in order, certify for payment along with the certificate. The payments as far as possible will be made within Two weeks from the date of certification through Electronic mode of payment. No advance payment will be made.
- XIX)** The AIIA, New Delhi further reserves right to delete or reduce any item or sanction of the bills before effecting payment in case any complaints regarding quality of services, inefficient service, non-adherence to agreed delivery timelines without assigning any reason whatsoever and no claim will be entertained in this regard.
- XX)** All questions relating to the performance of the obligations under this agreement and to the quality of the services and all the disputes and differences which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof shall be referred to the AIIA, New Delhi, whose decision shall be final, conclusive and binding on the service provider.
- XXI)** All the taxes which the AIIA, New Delhi, may be liable to deduct or called upon to so deduct, during the currency of the arrangement which are liable to be payable by the service provider under the law but not so paid, shall be set-off against the bills raised by the service provider and paid to the respective government departments or authorities as may be required under law and the service provider shall have no claim against the AIIA, New Delhi in respect of any or all such payments.
- XXII)** The service provider should possess, for the entire duration of these presents, all licensees and registrations as may be required under any law and shall be responsible to register himself and obtain a valid license under Contract Labour (Regulation and Abolition) Act, 1950 and rules there under. The service provider shall comply with all rules and regulations in force under the said Act and rules.
- XXIII)** The service provider shall in terms of the provisions of Sections 16, 17 and 18 of the Contract Labour (Regulation & Abolition) Act, 1970 and the rules framed under the said Act provide the prescribed amenities to its personnel. In case of failure of the service provider in complying with the said provisions, the AIIA, New Delhi may provide the same when called upon to do so by the Competent Authorities and deduct the expenses incurred thereof from the bills of the service provider without prejudice to its other rights and remedies under these presents. The service provider shall be responsible for proper maintenance of all Registers, Records and Accounts so far these relate to the compliance of any and all statutory provisions/obligations.
- XXIV)** Any changes in the staff at Local Head Office/Other Offices should be brought to the notice of Joint Director, AIIA.

XXV) The service provider shall not assign or sublet the benefits of this contract to any person or entity and in the event of any violation or breach thereof, the AIIA, New Delhi may at its discretion but without prejudice to its other rights and remedies terminate this contract.

XXVI) a) The service provider shall be responsible for any loss due to theft/pilferage and/or damage to the AIIA's property, when such damage is, in the opinion of the AIIA, i.e. the said authorized officer, caused due to negligence, carelessness or any fault on the part of the service provider or his workmen/employees engaged for the services and the quantum of loss arrived at by the said authorized officer is final and binding on the vendor and such losses shall be recovered by the AIIA from the charges payable to the vendor and from Security Deposit. The service provider shall ensure that the 'character and antecedents of the personnel engaged by him are duly verified before such engagement:

b) If during the currency of the Contract, any Statute, rules / Govt. notification prohibits employment of Contract Labour for the services envisaged under this Agreement or otherwise, the contract shall come to an end forthwith and no compensation shall be payable to the service provider or his workmen/employees.

c) Any indulgence, forbearance or waiver, granted or shown or made on the part of the AIIA will not prejudice its rights under the contract.

XXVI) The agreement for courier services may be terminated by Courier Agency by giving three months' notice to the AIIA, New Delhi expressly informing the intention to terminate the contract. In that event the Courier Agency shall pay to the AIIA, New Delhi Rs 1 lakh (Rupees One lakh only) before expiry of the period specified in termination notice failing which AIIA, New Delhi shall be liable to invoke the Bank guarantee or appropriate said amount from the security deposit. Under no circumstances, agreement can be terminated without notice. In the event courier agency terminates the contract or stops rendering service without any notice, the security deposit of the agency shall be forfeited by the AIIA, New Delhi or the Bank Guarantee shall be invoked by the AIIA, New Delhi, which shall be binding to the courier agency. AIIA, New Delhi may terminate the contract by giving three month's notice to the Courier Agency, without assigning any reasons. However, in the event the contract is being terminated for deficiency in service on the part of the courier service and continuing the contract with courier agency likely to jeopardize the interests of the AIIA, New Delhi, the contract may be terminated forthwith without notice. In the event of AIIA, New Delhi terminating the contract, AIIA, New Delhi shall not be liable for any payment / cost / compensation etc. to the courier agency

TECHNICAL BID BIO-DATA AND DETAILS OF EXPERIENCE ETC.

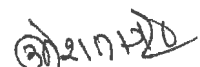
1. A) Name and address of Courier Services
- B) Address of Office
- C) Telephone / Fax No. (Office).....
- D) Telephone/fax No. (Res.)
- E) E-mail address.....
2. a) Whether firm is Prop. /Partnership//Pvt. Ltd./ Ltd.....
- b) PAN/Tin No.....
- c) Name of contact person for this bid with his/her
Telephone Nos.....Mobile No.....
- d) E-mail address of Person concerned.....
3. Date of commencement of business (Minimum experience of three years in rendering courier service to reputed clients including Govt. Deptt./PSU's etc.)
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) 2019-20
 - B) 2020-21
 - C) 2021-22
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, GST 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.....



FINANCIAL BID

Rates for Transporting and delivering of BALARAKSHA KIT/ AYURVEDIC MEDICINES to various places in Delhi and other parts of India.

(In Rupees)

TERRITORY	UPTO 500 GMS	UPTO 1 KG.	EVERY ADDITIONAL 1 Kg OR PART THEROF UP TO 10Kg	BULK Medicines Kit PARCEL by Air	DELIVERY TIMES HR
LOCAL/ DELHI/ NCR					
ALL OVER INDIA (OUT STATION)					

Note: Rate should be net inclusive of all taxes

Handwritten signature/initials

