

*Tender Fee: Rs.1000/-  
(Non-Refundable)*

# **TENDER FORM**

**Tender # MISC/04/2014-15**

Courier Services

## **TECHNICAL PROPOSAL**

<b>Date of Issue</b>	<b>:</b>	<b>September 26, 2014</b>
<b>Last Date of Submission</b>	<b>:</b>	<b>October 15, 2014 (3:00 pm)</b>
<b>Date of Technical Proposal Opening</b>	<b>:</b>	<b>October 15, 2014 (3:30 pm)</b>
<b>Date of Financial Proposal Opening</b>	<b>:</b>	<b>October 22, 2014 (11:30 am)</b>

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## **1. Introduction**

Dear Tenderer:

Thank you the interest you have shown in response to the IBA's advertisement which has floated on websites of IBA & SSPRA and published in the leading newspaper on September 26, 2014 to avail facilities of Courier Services.

The Institute of Business Administration, Karachi (IBA) is a premiere educational institute in Karachi imparting quality education in business, Economics & Mathematics, Social Sciences and computer science. IBA Karachi wishes to acquire services of a reputed courier service provider for delivery of local, national, and international mail / parcels etc.

Tender Forms are available at the Office of Manager Purchase from September 26, 2014 to October 15, 2014 during 9:00 am to 3:00 pm. The tender is based on "Single Stage Two Envelops" procedure and Financial Proposal(s) of technically qualified agencies will be opened on October 22, 2014 at 11:30am. The minimum qualifying percentage of Technical qualification is 85%.

You are requested to fill in the attached Tender Forms and attach firm / agency profile etc along with the Tender Documents. This will be greatly helpful in evaluating the firm / agency standing.

Please mention "Tender Number" at top left corner of the envelopes. IBA reserve the right to accept or reject any or all tender(s) or terminate proceedings at any stage in accordance to the rules & regulations framed by SPPRA.

Kindly submit a Pay Order / Demand Draft of Rs. 5,000/- the Bid Security, issued in favor of the Institute of Business Administration, Karachi.

Please feel free to contact Manager Purchase & Stores on 38104700 ext: 2151 for any information and query.

-sd-  
**Registrar**

## 2. Instructions

- (a) The Institute of Business Administration, Karachi (IBA) expects that aspirant companies/agencies should furnish all the required documents to ensure a transparent and genuine presentation. Therefore, it is necessary to fill in the Tender Documents meticulously and sign & stamp each and every page. Moreover, attach required supporting document according to the requirement.
- (b) It is of utmost important to fill in the Tender Documents in writing in ink or type. Do not leave any column/item blank. If you want to leave the item/column unanswered please, write 'Doesn't Apply/Doesn't Arise'. If you need more space please attach a paper & clearly mention item/column name or number etc that referred the column/item of the Proforma.
- (c) You can collect Tender Documents from the office of Manager Purchase & Stores, IBA Main Campus, University Road, Karachi from September 26, 2014 to October 15, 2014 during working 9:00 am to 3:00 pm hours.
- (d) The last date of submit the Tender Documents in sealed envelope in October 15, 2014 by 3:00 pm in the Office of the Manager Purchase & Stores, IBA, Main Campus, University Road, Karachi.
- (e) Bid Security of Rs.5,000/- will be deposited along with Tender Documents in shape of PAY ORDER / DEMAND DRAFT only in the name of Institute of Business Administration, Karachi.
- (f) Financial Proposal(s) of technically qualified agencies will be opened on October 22, 2014 at 11:30am. The minimum qualifying percentage of Technical qualification is 85%.
- (g) Should you need further any assistance / guidance please feel free to contact with Mr. Muhammad Sohail Khan on the following numbers: 38104700 Ext: 2151.
- (h) Performance Security Rs. 50,000/- will be provided by the party before award of Work Order / signing of Contract Agreement. The Performance Security shall extend at least three months beyond the Date of Delivery/Completion of work / Contract.
- (i) Separate Envelope of Technical Proposal, Financial Proposal & Bid Security should be further enclosed in a envelope & seal of Company should be affix on opening flaps.
- (j) Kindly mentioned "Tender Number" at top left corner of the envelope.

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Stamp & Signature

### **3. Scope of Work Includes:**

- a. Collection of documents/parcels from the IBA Main Campus and City Campus and the delivery through courier to the addressee at various locations locally and internationally.
- b. Provide express courier services as and when required.

### **4. Proposals:**

All bidding entities **must** submit a comprehensive proposal covering all the following:

- a. A profile of the organization;
- b. Year established;
- c. Number of years in the courier services business;
- d. Full details and contact numbers of at least 80 educational institute clients to which courier services are currently being provided;
- e. A list of all services offered
- f. A price list in terms of grades/types of delivery, price related after hours for collection and delivery. Price should reflect full cost, including government taxes, any fuel surcharges and expected annual increase.
- g. Any additional surcharges must be clearly stipulated, such as costs levied for special deliveries
- h. Clear turnaround times for collection of documents/parcels from IBA University Campus and delivery to the addressees
- i. Furnish details relating to an efficient tracking system in order to allow the IBA to establish the location of the parcels in a case of non-delivery.
- j. The courier services to provide the waybills, stickers, A3 and A4 pouches.(where required)
- k. The companies must have a cost effective and competitive insurance facility to provide cover for insurance of documents/parcels in transit and must furnish details in this regard.

### **5. Contract Duration:**

The contract would initially be for a period of ONE YEAR and subject to satisfactory performance, it may be extended for another ONE year upto 3 years on sole discretion of IBA.

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## 6. Evaluation Criteria Technical Qualifications Criterion

- a. Maximum marks for Technical Proposal: 100
- b. Minimum qualifying percentage is 85%. Applicant who secured less than 85% will be categorically disqualified for further processing.
- c. Please put a check mark (✓) for appropriate / selected item for the following factors:

### I. Number of Years in the Courier Services Business:

*Note: Please provide supporting documents of your claims.*

- |                       |          |     |
|-----------------------|----------|-----|
| i. More than 25 years | 10 Marks | ( ) |
| ii. 20 + years        | 07 Marks | ( ) |
| iii. 10 + years       | 05 Marks | ( ) |
| iv. Less than 3 years | 01 Mark  | ( ) |

### II. Achievements & recognition of the company:

*Note: Please provide supporting documents of your claims.*

- |                                 |            |     |
|---------------------------------|------------|-----|
| i. International Certifications | 10 Marks   | ( ) |
| ii. Local Certifications        | 05 Marks   | ( ) |
| iii. No certifications          | ZERO Marks | ( ) |

### III. Full Details and contact numbers of at least 80 educational institutions clients to which courier services are currently being provided:

*Note: Please provide supporting documents of your claims.*

- |                           |          |     |
|---------------------------|----------|-----|
| i. 80 clients             | 10 Marks | ( ) |
| ii. 50 clients            | 05 Marks | ( ) |
| iii. Less than 50 clients | 02 Marks | ( ) |

### IV. Shipments processed per annum:

*Note: Please provide supporting documents of your claims.*

- |                      |          |     |
|----------------------|----------|-----|
| i. Over 100 million. | 10 Marks | ( ) |
| ii. Over 50 million. | 07 Marks | ( ) |
| iii. Over 10 million | 05 Marks | ( ) |
| iv. Over 5 million   | 05 Marks | ( ) |

### V. Online Shipment Tracking service:

*Note: Please provide supporting documents of your claims.*

- |        |            |     |
|--------|------------|-----|
| i. Yes | 10 Marks   | ( ) |
| ii. No | ZERO Marks | ( ) |

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**VI. Nationwide servicing destinations:**

*Note: Please provide supporting documents of your claims.*

- |      |                      |          |     |
|------|----------------------|----------|-----|
| i.   | Over 2000 locations. | 10 Marks | ( ) |
| ii.  | Over 1500 locations  | 07 Marks | ( ) |
| iii. | Over 1000 locations  | 05 Marks | ( ) |
| iv.  | Over 800 locations   | 02 Marks | ( ) |

**VII. Company owned (Courier Service) Fleet capacity:**

*Note: Please provide supporting documents of your claims.*

- |      |  |          |     |
|------|--|----------|-----|
| i.   | Aircraft, Satellite vehicles (50, 40 ft), Swift Runner & Motor Bikes | 10 Marks | ( ) |
| ii.  | Heavy Truck (50, 40 ft), Swift Runner & Motor Bikes                  | 05 Marks | ( ) |
| iii. | Swift runner & motor bikes.  | 03 Marks | ( ) |

**VIII. Delivering important documents (Tender, Passports, Cheques, Original document, Degree, Certificates) / parcels (Mobiles, Laptops, Harddrive) with arrangement of sealed flyers:**

*Note: Please provide supporting documents of your claims.*

- |     |     |            |     |
|-----|-----|------------|-----|
| i.  | Yes | 10 Marks   | ( ) |
| ii. | No  | ZERO Marks | ( ) |

**IX. Facility of 24/7 customer services & complaints center including Call Center in major city and Online tracking system:**

*Note: Please provide supporting documents of your claims.*

- |     |     |            |     |
|-----|-----|------------|-----|
| i.  | Yes | 10 Marks   | ( ) |
| ii. | No  | ZERO Marks | ( ) |

**X. Dedicated Sales & Account Support for service & billing issues:**

*Note: Please provide supporting documents of your claims.*

- |     |     |            |     |
|-----|-----|------------|-----|
| i.  | Yes | 10 Marks   | ( ) |
| ii. | No  | ZERO Marks | ( ) |

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Stamp & Signature

## **7. Terms & Conditions of Services**

- (a) **Signing of Contract Agreement:** The company / agency will sign the contract agreement as acknowledgement.
- (b) **Services Deliverable:** All services must be executed as specified in entitlement / authorization. Non-compliance with this condition renders the services liable to non-acceptance.
- (c) **Standard of Services:** The agency shall observe the highest standard of ethics during the execution of the contract.
- (d) **Service Execution:** Competent Authority reserves the right to change/alter/remove/reduce/enhance services without assigning any reason and the agency / company will abide the instruction(s).
- (e) **Transferable / Assignable:** The Courier Services is not transferable/assignable
- (f) **Non-Delivery of Parcels / Letters etc:** In case of untimely or non-delivery of parcels/letters etc. or damage to the parcels/letter, IBA, Karachi reserves the right to deduct the aforementioned amount from the monthly bill of the Courier Service provider.
- (g) **Submission of Bills/Invoices:** Invoice/bill with daily dispatch slips should be submitted to Finance Department on monthly basis.
- (h) **Poor Performance:** Penalty 2% of the total amount will be imposed per month for which the company/agency failed to deliver as per standard or in accordance to the entitlement / authorization.
- (i) **Termination:** That upon termination of this agreement the agency shall be permitted to withdraw all its liabilities, liens, dues, devices, equipment and manpower which may have been placed at anywhere from the time to time.
- (j) **Contract Duration:** The period of Execution will identify on Contract Agreement for ONE year extendable upto THREE years subject to satisfactory performance.
- (k) **Rules, Regulations & Policies:** All rules, regulations and policies will be governed in accordance to the SPPRA & IBA PP&P.
- (l) **Price / Rate:** Price / rate must be quoted on Tender Document only and submitted in sealed envelope.
- (m) **Submission of Bills/Invoices:** Invoice / bill & Delivery Advice should be submitted to Finance Department.
- (n) **Rejection of Services:** We reserve the right to cancel any or all the services if it is not in accordance with our specification or if the execution of services is delayed.
- (o) **Stamp Duty :** Stamp duty of 0.3% for Services against total value of Work will be levied accordingly.
- (p) **Advance Payment:** Advance Payment subject to Bank Guarantee.
- (q) **General Sales Tax:** General Sales Tax will be paid on applicable items only by the company/firm/agency.

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- (r) **Arbitration:** In case of any dispute, difference or and question which may at any time arise between the parties hereto or any person under them, arising out in respect of this letter of intent or this subject matter thereof shall be referred to the Registrar of the IBA and CEO of the company / firm / agency for arbitration/settling of the dispute, failing which the decision of the court law in the jurisdiction of Karachi binding to the parties.
- (k) **Performance Security:** Performance Security Rs. 50,000/- should be submitted in form of PAY ORDER / DEMAND DRAFT only in the name of Institute of Business Administration, Karachi. The Performance Security shall extend at least three months beyond the Date of Delivery/Completion of work / Contract.
- (s) **Government tax(es), levi(es) and charges(s):** It will be charged at actual as per SRO.
- (t) **Validity of Bid:** Validity is for ninety (90) days.
- (u) **Bid Security:** Rs.5,000/- Bid Security must be deposited along with the Tender Form in shape of PAY ORDER / DEMAND DRAFT only in the name of Institute of Business Administration, Karachi.
- (v) **Rights:** IBA reserve the right to accept or reject any or all application(s) or terminate proceedings at any stage in accordance to the rules & regulations framed by SPPRA.
- (w) **Company Profile:** Company Profile be attached with this document.
- (x) **Tender Document:** Tender Document is available at the Office of Manager Purchase & Stores, IBA Main Campus, University Road, Karachi.
- (y) **Submission of Documents:** Last date for tender submission is October 15, 2014 upto 3:00pm
- (z) **Opening of Tender:** Tender will be opened on October 15, 2014 on 3:30 pm at IBA Main Campus, University Road, Karachi.
- (aa) **Financial Proposal:** Financial Proposal(s) of Technically qualified firm(s) will be opened on October 22, 2014 at 11:30am.
- (bb) **Minimum Qualifying Percentage:** is 85%
- (cc) **Envelopes:** Separate Envelope of Technical Proposal, Financial Proposal & Bid Security should be further enclosed in a envelope & seal of Company should be affix on opening flaps.
- (dd) **Taxes :** All Government taxes (including Income tax and stamp duty), levies and charges will be charged as per applicable rates / denomination of Purchase / Work Order.

**Note:**

**This Terms & Conditions is integral part of contract agreement besides other clauses / articles.**

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## **8. Integrity Pact**

Declaration of Charges, Fees, Commission, Taxes, Levies etc payable by the company/firm/agency for Courier Services;

M/s \_\_\_\_\_, the Courier Services hereby declares that:

- (a) Its intention not to obtain the procurement work of any Contract, right, interest, privilege, or other obligation or benefit from the IBA or any administrative or financial offices thereof or any other department under the control of the IBA through any corrupt practice(s).
- (b) Without limiting the generality of the forgoing the company/firm/agency represents and warrants that it has fully declared the charges, fees, commission, taxes, levies etc, paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within the IBA directly or indirectly through any means any commission, gratification, bribe, gifts, kickback whether described as consultation fee or otherwise, with the object of obtaining or including the procurement or service contract or order or other obligations whatsoever from the IBA, except that which has been expressly declared pursuant hereto.
- (c) The company/firm/agency/ accepts full responsibility and strict liability for making any false declaration/statement, not making full disclosure, misrepresenting facts or taking any action likely to degrade the purpose of declaration, representation and warranty. It agrees that any contract/order obtained aforesaid shall without prejudice to any other right & remedies available to the IBA under any law, contract, or other instrument, be stand void at the discretion of the IBA.
- (d) Notwithstanding any right and remedies exercised by the IBA in this regard, company/firm/agency agrees to indemnify the IBA for any loss or damage incurred by it on account of its corrupt business practice & further pay compensation to the IBA in any amount equivalent to the loss of any commission, gratification, bribe, gifts, kickback given by the company/firm/supplier/agency/service provider as aforesaid for the purpose of obtaining or inducing procurement/work/service or other obligation or benefit in whatsoever from the IBA.

### **Note:**

**This integrity pact is mandatory requirement other than auxiliary services / works.**

\_\_\_\_\_  
Stamp & Signature

It is hereby certified that the terms and conditions have been read, agreed upon and signed.

M/s \_\_\_\_\_

Contact Person \_\_\_\_\_

Address \_\_\_\_\_

Tel # \_\_\_\_\_ Fax \_\_\_\_\_

Mobile \_\_\_\_\_ email \_\_\_\_\_

\_\_\_\_\_  
Stamp & Signature