

**BANK OF INDIA  
HEAD OFFICE  
DESPATCH DEPARTMENT**

**“Star House” , East Wing, Ground Floor,  
Plot C-5, G Block, Bandra Kurla Complex,  
Bandra (East), Mumbai 400 051**

**Telephone No. 66684410/09  
Fax No. 66684408  
Date: 11.05.2011  
Ref:HO/DESP/UHB/11-12**

**Tender No.BOI/DESP/UHB/Courier/11/01**

**TENDER DOCUMENT**

**For selection of contractor for  
‘Domestic courier services’for  
delivery of Banks Mailcovers/Parcels to  
desired destination spread all over India**

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**Bank Of India, Head Office, Despatch Department invites sealed quotations, as Technical Bid & commercial Bid separately on or before 4/06/2011 from interested courier/firms/companies for lifting of mail packets from their Head Office & its delivery to 3490 branches and 51 zonal offices spread all over India.**

**2. The Firms with established means and fulfil eligibility crieterias are requested to submit their tenders which should reach us before 2 p.m. on 4.06.2011. The Tenders can also be dropped in the box at the follwing address before the schedule time.**

**The General Manager,  
Bank of India, Despatch Department, H.O.,  
Star House C5, G Block,  
Bandra Kurla Complex, Bandra (E),  
Mumbai 400051**

**3. Tenders duly signed by Authorised Signatory with name & Designation be submitted in TWO separate envelopes marked "TB" & "CB" duly sealed.**

**2/--**

- i) **Technical bid - It should contain various documents as per Annexure I and superscribed " The Technical Bid," *It should not contain any rates. It* will be opened first and the offer not matching with our requirements/specifications may be rejected and no representation for rejections for whatsoever reason will be entertained.**
- ii) **Commercial bid- Envelope superscribed with words "Commercial Bid" should specify the rates separately for different pickup points vis-à-vis delivery destinations as per Annexure II. This cover will be opened only after acceptance of Technical bid. The date of opening of "CB" shall be informed on 10.06.2011 after opening of Technical Bid.**

**4. The vendors are requested to remain present at the time of opening of Technical bid at 4.00 p.m.on 10.06.2011 on 1<sup>st</sup> floor at Premises Dept at the above Head Office address.**

**5. The interested vendors may also remain present at the time of opening of commercial bid (CB)**

**ASSISTANT GENERAL MANAGER.**

**3/--**

**SERVICES REQUIRED & TERMS & CONDITIONS:**

- 1) Pick up mail covers/parcels shall be done on a daily basis in the evening hours from Head Office Despatch Department or as instructed by department and to be delivered within 24 hours if it is in the same city and within 72 hours in the rest of the places in India.
- 2) Your rates will be valid for a minimum one year from the date approved. Quotation should be signed by authorized signatory/agent with stamp/seal of the Firm/Company and as per Annexure II.
- 3) It may be noted that once the offer is accepted, you will be bound to carry out the order within the period specified and no request will be entertained for increase in rate subsequently nor any excuse for not executing the order.
- 4) The rates shall be quoted as per the format given below on your letter-head signed by authorized signatory/agent with stamp/seal of the Firm/Company.
- 5) The Bank need not necessarily accept the lowest tender and the decision of the Bank in this regard will be final.
- 6) Penalty for delayed deliveries will be levied, which please note.
- 7) The Bank shall be entitled to split up the deliveries as per set up of Courier Agency service centers vis-à-vis our branches.
- 8) Instant tracking of the status of Mail covers/parcels picked up by your authorized representative shall be made available on the website.
- 9) The vendors should fill up the Technical Bids as per the format Annexure I and submit copies of the documents called for in a separate cover duly superscribed "Technical Bid". The rates should be quoted as per the format given in Annexure II on your Letter Head signed by authorized signatory/agent with stamp/seal of the Firm/Company in a separate cover duly superscribed "Commercial Bid".
- 10) Courier co. should have their annual turnover above Rs.10 crore.
- 11) Bills shall be submitted to our despatch department only.
- 12) Bank reserves its right to reject any/all Tenders without assigning any reasons for cancellation.
- 13) Documents/details to be submitted alongwith technical bid as specified.

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Tender No      BOI/DESP/UHB/COUR/11/01      Date: 9.05.11

TECHNICAL BID

ANNEXURE I

To,

The General Manager,  
 Bank of India,  
 Despatch Department (H O)  
 C5, G Block Bandra Kurla Complex,  
 Bandra (E), Mumbai 400051

SUB: Tender No.: BOI/DESP/UHB/COUR/11/01  
 dated 9.05.2011

We refer to your enquiry and submit the following information:

- I) Name & Address in full
- II) Registration details.
- III) PAN No.(Individual/Ltd Co.)
- IV) Service Tax Registration No.
- V) Audited balancesheet for last 3 years
- vi) Income Tax Returns for last 3 years

Sr.No.	Other details	Please state Yes/No	Deviations (If any)
1.	Own Transport for pickup		
2.	Insurance coverage for Deliverable		
3.	Bar Coded AWB		
4.	POD AS PER Banks Format		
5.	Soft copy of POD as per Banks format		
6.	Soft copy of AWB		
7.	Whether Delivery can be done at hoursspecified as per Customer Request.		
8.	Online Software for tracking end to end delivery of documents		
9.	Closure of queries within 24 hours		
10.	Annual Turnover for 09-10	Rs. Cr.	Rs. Cr.
11	Annual Turnover for 10-11	Rs. Cr.	Rs. Cr.

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Documents enclosed:

- i) List of state-wise PIN codes serviced (Give the name of state alongwith the PIN code).
- ii) List of major clients esp. Public sector banks/private banks for whom

- such type of business is undertaken, and their standing in the field.
- iii) Names of the Key Persons to be contacted:  
(alongwith telephone/mobile no.)
  - iv) Other infrastructure details including customer care center/cell for dealing complaints
  - v) A brochure of the firm
  - vi) Appreciation letters from present clients regarding service.

The above details are submitted as per your specifications. We are aware that if the tenders are not submitted in the prescribed format the same are liable for rejection.

**AUTHORISED SIGNATORY**

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**Tender No      BOI/DESP/UHB/COUR/11/01      Date: 9.05.11**

**COMMERCIAL BID**

**ANNEXURE II**

**Pick up Point      BANK OF INDIA, HEAD OFFICE, MUMBAI**

Delivery Points All Over India

**PART I**

**Classification of Area/Region**

Area covered
Within city
Region
Rest of India

**PART II**

**Rates**

**TABLE I**

Sr. No.	Rates for	Within a city	Within a region	Rest of India
1	0 To 100 grams			
2.	101 To 250 grams			
3	251 To 500 grms			
4	501 To 1000 grms			
5	Every additional 1kg			

**PART III**

Rates for Parcels	Local	Rest of India	
	By surface	By surface	By Air
1 per Kg.			

**AUTHORISED SIGNATORY**