

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

TENDER FORM

Tender # MISC/03/18-19

COURIER SERVICES

TECHNICAL PROPOSAL

Date of Issue : **August 17, 2018**

Last Date of Submission : **September 10, 2018 (3:00 PM)**

Date of Opening of Tender : **September 10, 2018 (3:30 PM)**

Pay Order / Demand Draft #, Drawn on Bank.....

Amount of Rs..... Dated.....

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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 in IBA & SSPRA websites and leading newspapers on August 17, 2018 for "Courier Services".

The Institute of Business Administration, Karachi (IBA) is the oldest business school outside North America. It was established in 1955 with initial technical support provided by the Wharton School of Finance, University of Pennsylvania. Later, the University of Southern California (USC) set up various facilities at the IBA & several prominent American professors were assigned to the IBA. The course contents, the curriculum, the pedagogical tools & the assessment & testing methods were developed under the guidance of reputed scholars from these two institutions. IBA has zealously guarded the high standards & academic traditions it had inherited from Wharton & USC while adapting and adjusting them with the passage of time.

We expect to avail services/works/items of high standards meet our prime & basic specifications through this transaction.

Please contact Sr. Executive Purchase on 38104700 ext: 2150 for any information and query

Thank you.

-sd-
Registrar

2. Instructions

- (a) The Institute of Business Administration, Karachi (IBA) expects that aspirant Courier Service Provider should furnish all the required documents to ensure a transparent and genuine presentation. Therefore, it is necessary to fill in the Tender Form 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 Form in writing in ink or type. Do not leave any column/item blank. If you want to leave the item/column un-answered 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 Tender Form.
- (c) You can collect the Tender Document from the office of Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation Building, IBA Main Campus, University Road, Karachi from August 17, 2018 to September 10, 2018 during working 9:00 AM to 3:00 PM.
- (d) The last date of submit the Tender Document in sealed envelope in September 07, 2018 by 3:00 PM in the Office of the Sr. Manager Purchase & Stores, Ground Floor, Fauji Foundation Building, IBA Main Campus, University Road, Karachi. The Tender will be opened on same day at 3:30 pm in the presence of representatives who may care to attend.
- (e) Bid Security of Rs. 25000/- will be submitted along with Tender Documents in shape of PAY ORDER / DEMAND DRAFT only in the name of Institute of Business Administration, Karachi.
- (f) Successful bidder should provide Performance Security Rs. 50,000/- 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.
- (g) Kindly mentioned "Tender Number" at top left corner of the envelope.

Stamp & Signature

3. **Evaluation Criteria**

- a. Maximum marks for Technical Proposal: 100
- b. Minimum qualifying percentage is 70%. Applicant who secured less than 70% will be categorically disqualified for further processing.
- c. Please put a check mark (✓) for appropriate / selected item for the following factors:

Technical Qualifications Criterion:

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 Achievements & recognition | 10 Marks | () |
| ii. Local Achievements & recognition | 05 Marks | () |
| iii. No Achievements & recognition | ZERO Marks | () |

III. Full Details and contact numbers of at least 150 educational institutions / corporate 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, Hard drive) with arrangement of sealed flyers domestic & international:

Note: Please provide supporting documents of your claims.

- | | | |
|-----------------------------|------------|-----|
| i. Domestic & International | 10 Marks | () |
| ii. Domestic Only | 05 Marks | () |
| iii. 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 | () |

Stamp & Signature

4. **BIDDING DATA**

- (a) **Name of Procuring Agency:** Institute of Business Administration, Karachi
- (b) **Brief Description of Works:** Courier Services
- (c) **Procuring Agency's address:-**Main Campus, University Road, Karachi
- (d) **Amount of Bid Security:-** Bid Security of Rs. 25,000/- will be submitted along with Tender Documents in shape of PAY ORDER / DEMAND DRAFT only in the name of Institute of Business Administration, Karachi
- (e) **Period of Bid Validity (days):-** Ninety Days
- (f) **Performance Security Deposit:** Successful bidder should provide Rs. 50,000/- Performance Security in the form of Pay Order or bank guarantee before submission of invoice. The Performance Security shall extend at least three months beyond the Date of Delivery/Completion of work / Contract.
- (g) **Deadline for Submission of Bids along with time :-** The last date of submit the Tender Document in sealed envelope is September 10, 2018 by 3pm in the Office of the Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi.
- (h) **Venue, Time, and Date of Bid Opening:-** Tender will be opened on September 10, 2018 on 3:30 PM at IBA Main Campus, University Road, Karachi.
- (i) **Time for Completion from written order of commence:-** 60 days
- (j) **Liquidity damages:-** 2% liquidity damages of the total amount will be imposed per month for which the contractor failed to complete work within the execution period.
- (k) **Deposit Receipt No: Date: Amount:(in words and figures) Pay Order / Demand Draft**
....., Amount :Rs.....Drawn on Bank..... Dated.....

Stamp & Signature

5. Terms & Conditions

The following terms of the services are agreed by the Courier Service:

- (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.

Stamp & Signature

- (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.
- (h) **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:** Bid Security of Rs.25,000/- 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) **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.
- (x) **Company Profile:** Company Profile be attached with this document.
- (y) **Tender Document:** Tender Document is available at the Office of Sr. Manager Procurement & Stores, IBA Main Campus, University Road, Karachi.
- (z) **Submission of Tender:** Last date for submission is September 10, 2018 up to 3 pm.
- (aa) **Opening of Tender:** Tender will be opened on September 10, 2018 on 3:30 PM at IBA Main Campus, University Road, Karachi.
- (bb) **Taxes :** All Government taxes (including Income tax and stamp duties), levies and charges will be charged as per applicable rates / denomination of Agreement.

Note:

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

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6. Integrity Pact

Declaration of Charges, Fees, Commission, Taxes, Levies etc payable by the Service Provider;

M/s. _____, the Courier Service Provider 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 Courier Service Provider 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 Courier Service Provider 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, Courier Service Provider 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 _____

SIGNATURE & STAMP