



## Madhya Pradesh Tourism Board

Corporate Identification Number (CIN):

U75302MP2017NPL043078

6<sup>th</sup> Floor, Lily Trade Wing, Jahangirabad, Bhopal

Madhya Pradesh, India. Pincode – 462008

Website: [www.tourism.mp.gov.in](http://www.tourism.mp.gov.in)

### Expression of Interest for Empanelment of Courier Agencies

**No. 7754/MPTB/Publicity/2022 and 2022\_MPTB\_240248**

**Bhopal, Dated: 27/12/2022**

Madhya Pradesh Tourism Board invites **Expression of Interest (EOI) for Empanelment of Courier Agencies**. The detailed EOI document will be available on the website: [www.mptenders.gov.in/](http://www.mptenders.gov.in/) [www.tourism.mp.gov.in](http://www.tourism.mp.gov.in). Interested Bidders eligible as per qualification criteria may submit their response to the EOI by the last date **19/01/2023, 1500hrs**. For further information, Contact **Tel no.9407057416/ 0755-2780600** or email on [cs.mptb@mp.gov.in](mailto:cs.mptb@mp.gov.in)/[info.mptb@mp.gov.in](mailto:info.mptb@mp.gov.in)

**Managing Director**

EOI DOCUMENT

# **“Expression of Interest for Empanelment of Courier Agencies”**



The heart of  
Incredible India

**MADHYA PRADESH TOURISM BOARD**

6th Floor, Lily Trade Wing, Jahangirabad, Bhopal-462008

## DISCLAIMER

All information contained in this Expression of Interest document ("EOI") or subsequently provided to Applicants, whether verbally or in documentary or any other form by or on behalf of the Madhya Pradesh Tourism Board or any of its employees or advisers, is provided to Applicants on the terms and conditions set out in this EOI and such other terms and conditions subject to which such information is provided.

This EOI is not an agreement or an offer by the Madhya Pradesh Tourism Board to the prospective Applicants or any other person. The purpose of this EOI is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this EOI.

Information provided in this EOI to the Applicants may be on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. Madhya Pradesh Tourism Board accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein. This EOI includes statements, which reflect various assumptions and assessments arrived at by the Madhya Pradesh Tourism Board in relation to the Agency. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This EOI may not be appropriate for all persons, and it is not possible for the Madhya Pradesh Tourism Board, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this EOI. The assumptions, assessments, statements and information contained in this EOI, may not be complete, accurate, adequate or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this EOI and obtain independent advice from appropriate sources. Madhya Pradesh Tourism Board also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon the statements contained in this EOI.

Madhya Pradesh Tourism Board, its employees and advisers make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this EOI or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the EOI and any assessment, assumption, statement or information contained therein or deemed to form part of this EOI or arising in any way in this Selection Process.

Madhya Pradesh Tourism Board may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this EOI without assigning any reason. Any such change would be communicated to the bidders by posting it on the websites mentioned in the document.

Neither Madhya Pradesh Tourism Board, Bhopal nor their employees and associates will have any liability to any prospective Bidder interested to apply or any other person under the law of contract to the principles or resolution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this EOI document, any matter deemed to form part of this EOI document, the award of the Assignment, the information and any other information supplied by or on behalf of Madhya Pradesh Tourism Board, Bhopal or their employees and Prime Bidder/ Consortiums or otherwise arising in any way from the selection process for the Assignment.

Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the EOI document is complete in all respects and firms submitting their bids are satisfied that the EOI document is complete in all respects.

The issue of this EOI does not imply that Madhya Pradesh Tourism Board (MPTB) is bound to select an Applicant or to appoint the Selected Applicant, as the case may be, for the Agency and reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever and cancel the entire bidding process and also reserves the right to reject any or all of the applications submitted in response to this EOI document at any stage without assigning any reasons whatsoever. Madhya Pradesh Tourism Board, Bhopal also reserves right to withhold or withdraw the process at any stage with intimation to all who have submitted their bids in response to this EOI.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Madhya Pradesh Tourism Board or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Applicant and the Madhya Pradesh Tourism Board shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation for submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

Information provided in this document or imparted to any Bidder as part of EOI process is confidential to Madhya Pradesh Tourism Board, Bhopal and shall not be used by the Bidder for any other purpose, distributed to, or shared with any other person or organization.

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## 1. Expression of interest

MADHYA PRADESH TOURISM BOARD, BHOPAL invites proposals from experienced courier agencies of good repute, credentials, and sound financial standing for providing courier service to MPTB for sending documents/packets/brochures/books/letters/other printed materials/ souvenirs in different cities of India as well as abroad.

### 1.1 Data Sheet and Bid Schedule

EOI Details		
S. No.	Key Information	Details
1.	<b>EOI refers</b>	Expression of Interest
2.	<b>MPTB refers</b>	Madhya Pradesh Tourism Board
3.	<b>EMD</b>	Earnest Money Deposit online
4.	<b>Publish Date</b>	27/12/2022
5.	<b>Pre bid Meeting</b>	05/01/2023 Time: 1500hrs
6.	<b>EOI/Bid Submission Start Date and Time</b>	12/01/2023 Time: 1700hrs
7.	<b>EOI/Bid Submission End Date and Time</b>	18/01/2023 Time: 1500hrs
8.	<b>EOI/Technical Bid Opening Date</b>	19/01/2023 Time: 1500hrs
9.	<b>Presentation Date and Time (if any)</b>	Will be informed to the qualified bidders.
10.	<b>Financial Bid Opening Date and Time</b>	Will be informed to the successful bidders of Technical bid opening.

## 1.2 Introduction

### Introduction to Madhya Pradesh

Madhya Pradesh can easily be described as the best state of the nation, in terms of richness and diversity of tourism destinations. The state has three world heritage sites namely Sanchi, Bhimbetka and Khajuraho. Madhya Pradesh is not called the “Heart of India” only because of its location in the centre of country. It has been home to cultural heritage of Hinduism, Buddhism, Jainism and Islam. Innumerable monuments, exquisitely carved temples, stupas, forts and palaces are dotted all over the State. The natural beauty of Madhya Pradesh is equally varied. Consisting largely of a plateau, the State has everything. Spectacular mountain ranges, meandering rivers and miles of dense forests. But perhaps the best part about MP is its accessibility. It is equally close to major tourist destinations from the North, South, East and West.

### Introduction to Madhya Pradesh Tourism Board

Madhya Pradesh Tourism Board also referred to as the “MPTB” or “Authority”, established in 2017 with an objective to promote the tourism in the state of Madhya Pradesh. To develop tourism with public-private partnership in sustainable manner. Investor facilitation, Skill- development, Publicity/promotion of tourist destinations nationally & internationally, identification and development of tourism infrastructure is the core objective of the Board.

## 1.3 Objectives of EOI

**Madhya Pradesh Tourism Board, GoMP** having office at 6<sup>th</sup> Floor, Lily Trade Wing, Jahangirabad, Bhopal-462008 have to send various documents/ packages to different Offices/residential or commercial addresses located within city on regular basis or sometimes in various parts of the country or abroad.

With this objective the Madhya Pradesh Tourism Board invites proposals from the reputed Courier Agency/ Company for sending documents/packages/brochures/books/letters/other printed materials/ souvenirs in different cities of India as well as abroad. The packages/documents may be collected from our Office or as per instruction of the concerned officer; documents/packages may be collected from any other offices of MPTB. The materials shall be picked up from our office premises and other destinations as and when required by Madhya Pradesh Tourism Board, Bhopal.

- The Agencies are invited to submit their proposals for undertaking the above assignment. Proposals are invited in a three- section format. The proposal for the assignment must include Minimum Eligibility Criteria Document, a Technical Proposal and a Financial Proposal as stated later in this document. The Client will provide the inputs as necessary, and make available relevant information.
- The Agencies are required to provide professional, objective, and impartial advice and at all times hold the Client's interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests.
- The Agencies must observe the highest standards of ethics during the selection and execution of agreement. The Client may reject a proposal at any stage if it is found that the firm recommended for award has indulged in corrupt or fraudulent activities in competing for the contract in question, and may also declare a firm ineligible, either indefinitely or for a stated period of time, if at any time it is found that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, the agreement.

#### **1.4 Scope of Work and terms & condition.**

- i) An authorized representative of Courier will collect parcel/ post from Madhya Pradesh Tourism Board office and from all concerned Units/ ROs/MOs by 5:00 pm.
- ii) MPTB will provide basic packaging with address label etc., agency would be responsible for additional packaging and sealing of material in appropriate boxes/envelopes/packets and writing of addresses as per the requirement to make it secure.
- iii) The authorized representative of Courier agency will be required to furnish receipt of the parcels/letters collected.
- iv) The Courier agency will arrange to deliver packets/parcels/letters within 2 working days in Bhopal, within 3 working days to all the destinations of Madhya Pradesh and in India and within 07 working days for overseas destinations.
- v) The Agency should be well equipped to pick up any number of documents to be presented/ handed over in one consignment.
- vi) The courier agency will ensure that all the boxes/parcels/letters are delivered to the recipient to whom it is meant for and in no case is delivered to anybody other than the recipient.
- vii) The Courier agency will furnish proof of delivery of boxes/parcels/letters every week after getting signature of the recipient, his/her name and telephone number.
- viii) The Courier agency will return the undelivered parcels/letters within two weeks to MPTB.
- ix) The agency shall have their representatives accessible either by person or by phone during office hour or after office hours, if called for.
- x) The agency shall ensure safe delivery and confidentiality of the document entrusted to it.
- xi) In case of untimely or non-delivery of parcels/letters etc or damage to the parcels/letters, an amount equivalent to three times the rate charged for that letter/envelope by Courier Service will be deducted from the monthly bill of the Courier Service.
- xii) Letters which cannot be delivered due to non-availability of services of the agency to any particular place has to be delivered/sent to the addressee by registered post/other modes by the agency at its own cost. The full responsibility for delivery of parcels/boxes shall lie, therefore, with the selected agency.

### **1.5 General terms & conditions:**

- i. Facilities to track the courier through website should be available.
- ii. Good standard of services shall be maintained as indicated.
- iii. Before submission of bill, the agency shall ensure that the /publicity material /post/parcel are properly delivered in good conditions and POD enclosed.
- iv. Proof of delivery (POD) of the parcels/post/publicity material should be given to MPTB. POD should invariably contain the consignee stamp & signature. Please mention whether any proof of delivery other than POD is available (with supporting document). Two copies POD/ booking to be enclosed with the bill.
- v. No request for making advance payment on any ground shall be entertained.
- vi. Under no circumstances Agency is entitled to claim any charges over and above the charges prescribed in the bid.

## **2. Eligibility of Bidders**

1. Only authorized agencies in the business of providing courier services with minimum experience of 3 years (agencies/companies incorporated on or before 31<sup>st</sup> March 2022 are eligible) in the services are permitted.
2. The Courier agency is required to have its branch offices in Bhopal, in all metropolitan cities, state capitals and other major towns of India. The courier service is required to provide a list of stations along with addresses, telephone number, e mail and Fax where its offices or contact offices are located.
3. The agency must have carried out similar work during the last three years and at least three orders of similar work in Government/autonomous organizations or public sector undertakings or reputed companies. A copy of the award letter satisfactory performance certificate is required to be furnished from at least three of the above organizations.
4. The details of inputs / information required to be submitted by the agency (as per the Annexure-II).
5. Average annual turnover of last three year's should be min. Rs.50.00 lakhs. (CA certificate certifying the turnover of year 2019-20, 2020-21 and 2021-22 should be attached)
6. The bidder should not be blacklisted/terminated by any Government organization/ agency for unsatisfactory past performance, corrupt, fraudulent or any other unlawful or unethical business practices. (self-declaration as per format - Annexure-III to be submitted)

**Note:- All necessary relevant Certificates /Documents in support of qualification claim / fulfilment of eligibility criteria must be submitted.**



### 3. Details of EOI & Guidelines for Submission of Bids

3.1 Interested Bidders eligible as per qualification criteria may submit their response online through MP tenders portal ([mptenders.gov.in](http://mptenders.gov.in)) to the EOI latest by **18/01/2023 till 1500hrs. Proposals after due date will not be considered.**

**3.2 The EOI documents along with Tender Fees and E.M.D. must be submitted online through MP Tenders portal ([mptenders.gov.in](http://mptenders.gov.in)) only.**

**3.3 Pre bid meeting for the same is scheduled on 05/01/2023 at 1500hrs.**

#### **Pre bid meeting Venue-**

Madhya Pradesh Tourism Board,  
6<sup>th</sup> Floor, Lily Trade Wing, Jahangirabad Bhopal  
Madhya Pradesh, India. Pincode – 462008

Bidders are permitted to submit their queries in writing on email id: [info.mptb@mp.gov.in](mailto:info.mptb@mp.gov.in) in specified format (**Annexure VII**) at least two days before pre-bid meeting date and time. MPTB will upload the Prebid Q&A on the tender section of MP Tourism Board website: [www.tourism.mp.gov.in](http://www.tourism.mp.gov.in)

3.4 The EOI submitted by interested parties should consist of the following and should be submitted as per below mentioned details:

- i. Tender Document Fees of Rs. 1,180/- (Rupees One Thousand one hundred eighty including GST) towards non-refundable EOI Document Fees through [mptenders.gov.in](http://mptenders.gov.in)
- ii. EMD of INR 50,000/- (Rupees Fifty Thousand only) must be paid Fees through [mptenders.gov.in](http://mptenders.gov.in). (EMD of the agency not empanelled will be refunded. EMD of the successful agencies will be transformed into performance security. EMD of the agencies empanelled will be refunded on successful completion of the works and after the empanelment period. No interest will be paid on any EMD submitted.)
- iii. All Technical documents including above mentioned Tender Fees and E.M.D. as “**A. Technical Documents**” as per check list (annexure VI)
- iv. Financial bid document (as per annexure V) to be submitted online only through [mptenders.gov.in](http://mptenders.gov.in)
- v. EOI documents should be submitted on the Bid Due Date at the address provided in the EOI in the manner and form as detailed in this EOI.
- vi. The Authority may, in its sole discretion, extend the Bid Due Date by issuing an Addendum in accordance with the EOI uniformly for all Bidders.
- vii. For Any clarifications/ changes in EOI, Addendum will be issued and posted by department on its website: [www.tourism.mp.gov.in/](http://www.tourism.mp.gov.in/) [www.mptenders.gov.in](http://www.mptenders.gov.in) and all such amendments/addendum will become part of the EOI document.
- viii. Bids received by the Authority after the specified time on the Bid Due Date shall not be eligible for consideration and shall be summarily rejected.

- ix. The Bidder may modify, substitute or withdraw its Bid after submission, provided that written notice of the modification, substitution or withdrawal is received by the Authority prior to the Bid Due Date. No Bid shall be modified, substituted or withdrawn by the Bidder on or after the Bid Due Date.
- x. The modification, substitution or withdrawal notice shall be prepared, sealed, marked, and delivered with the envelopes being additionally marked "MODIFICATION", "SUBSTITUTION" or "WITHDRAWAL", as appropriate and be sent to the authority at the address as mentioned in the TENDER.
- xi. Any alteration/modification in the Bid or additional information supplied subsequent to the Bid Due Date, unless the same has been expressly sought for by the Authority, shall be disregarded.
- xii. The Authority reserves the right to accept or reject all or any of the Bids without assigning any reason whatsoever. It is not obligatory for the Authority to accept any Bid or to give any reasons for their decision.
- xiii. The Authority reserves the right not to proceed with the Bidding Process at any time, without notice or liability, and to reject any Bid without assigning any reasons.
- xiv. The Bid and all related correspondence and documents in relation to the Bidding Process shall be in English language. Supporting documents and printed literature furnished by the Bidder with the Bid may be in any other language provided that they are accompanied by translations of all the pertinent passages in the English language, duly authenticated and certified by the Bidder. Supporting materials, which are not translated into English, may not be considered. For the purpose of interpretation and evaluation of the Bid, the English language translation shall prevail.
- xv. The Bidder shall prepare original copy of the documents comprising the Bid as described in the EOI. The Bidder bidding for the project has to submit Technical Bid of the Project along with all relevant required documents and EMD.
- xvi. The Bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder.
- xvii. The Bid shall contain no alterations, omissions or additions, except those to comply with instructions issued by the Authority, or as necessary to correct errors made by the Bidder, in which case all such corrections shall be initialled by the person or persons bidder to sign the Bid.
- xviii. The Bid document shall be in systematically indexed serially numbered and spiral bounded.

## 4. Procedure for Selection/Empanelment

- 4.1. The proposals should be complete in all criteria as mentioned in this document. Incomplete proposals may be liable for summary rejection.
- 4.2. MPTB reserves the right to reject any or all the proposals without assigning any reason whatsoever. Any form of canvassing, shall invite immediate disqualification.
- 4.3. All the proposals received will be scrutinized to assess their eligibility based on the qualifying criteria. Those proposals which do not meet the qualifying criteria will be rejected, forthwith, or at any stage of detection.
- 4.4. Agencies fulfilling the eligibility criteria (shortlisted agencies) may be called for a presentation before the committee. The final empanelment will be based on documents and credentials submitted. During the evaluation MPTB will have a right to ask any clarification. Selection would be based on parameters given below then the total marks shall become scores.

**Evaluation parameters shall be based on the following: -**

S.	Parameters	Max. Marks allotted
a)	Agency's Average annual turnover of last three year's should be min. Rs.50.00 lakhs. (CA certificate certifying the turnover of year 2019-20, 2020-21 and 2021-22 should be attached) Marks:- (Marking on total annual average turnover of above mentioned 3 years) 50 to 75 lakhs: 05 marks, 75 to 1 crore: 10 marks, 1 crore to 1.50 crores: 15 marks 1.50 crore or above: 20 marks	20
b)	Agencies in the business of providing courier services with minimum experience of 3 years (agencies/companies incorporated on or before 31 <sup>st</sup> March 2022 are eligible) in the services are permitted. Marks:- (Marking on Maximum experience of years) 03 to 5 years: 10 marks, 6 to 8 years: 15 marks, 8 or above: 20 marks	20
c)	The Courier agency is required to have its branch offices in Bhopal, in all major metropolitan cities, state capitals and other major towns of India. Marks:- (Marking on Maximum no. of Offices in India) 10-20 cities: 10 marks, 21 to 30 cities: 15 marks, 30 above cities: 20 marks	20
d)	The agency must have carried out similar work during the last three years and at least three orders of similar work in Government/autonomous organizations or public sector undertakings or reputed companies. Marks: - (Marking on Maximum no. of work orders from government/autonomous organizations or public sector undertakings or reputed companies) 3-5 work orders: 10 marks, 6 to 10 work orders: 15 marks, above 10 work orders: 20 marks	20
e)	Agency infrastructure in Bhopal and other cities in India and abroad for handling such assignment, staff strength, expertise in this field.	10
f)	Credentials /Presentation submitted/ Awards or Recognitions.	10
<b>Total</b>		<b>100</b>

- 4.5. Agencies scoring **minimum 60 marks** as per above evaluation parameters will be empaneled. It would be MPTB discretion to decide the number of agencies to be empaneled.
- 4.6. After empanelment, MPTB will award the work or may place individual order from time to time as per requirement.
- 4.7. The fixation of rates for various courier / consignment delivery as described in scope of work will be made through the rates submitted by the eligible/ qualified agencies.
- 4.8. Different rates should be quoted for different weight-range of the packets/boxes/parcels as specified in the financial bid.
- 4.9. Destination wise bid will be calculated based on the rates quoted in the Financial Bid after assigning the weightage and calculating the weighted rates for each category of destination. Thereafter, Total wt. rate would be calculated by adding all seven weighted rate for seven categories of destination (one category for India and four categories for rest of the world). The lowest bidder would be decided on the basis of Total wt. rate (L1) thus calculated.
- 4.10. If L1 agency denies/withdraws/fails to accept the offer then the EMD would be forfeited and MPTB reserves the right to take necessary steps against the company/firm including black-listing of the same as well.
- 4.11. In case of exigencies or otherwise, MPTB reserves the right to get the work accomplished by other bidders at L1 , preferably by L2 or L3 bidder, as the case may be.
- 4.12. For any job of which rates are not mentioned in the financial proposal MPTB will issue the guidelines, procedure to the empanelled agencies and award work to the agency on the basis of selection process such as Financial Proposal System L1 etc.
- 4.13. Payouts will be based on the quantity, weight and on time delivery. Quantity, weight delivery time etc. should be notified to concerned authority of MPTB and receiving of the same should be given before accepting any courier parcel/ consignment/ letters etc.
- 4.14. Empanelment does not guarantee any award of work.
- 4.15. MPTB however reserves its right to get any work done from an agency outside the panel under special circumstances.

## **5. Period of Empanelment:**

The duration of engagement of the agencies shall be for a period of One years, extendable for a further period of upto three years based on the performance. MPTB reserves the right to terminate the empanelment of any agency/ agencies at any time in case of change in the Department/Government Policy/procedures, or unsatisfactory performance, or to blacklist it in the event of highly unsatisfactory performance, services and conduct without assigning any reason.

## **6. Payment Terms**

- I. The Courier service will raise bills on completion of each calendar month. The proof of Delivery (PODs) will be preserved and maintained by courier agency and should be submitted along with the monthly bill payment the Payment will be made within a reasonable time after scrutinizing and verifying.
- II. In case of untimely or non-delivery of parcels/letters etc. or damage to the parcels/letter, MPTB reserves the right to deduct the amount from the monthly billing of the Courier Service as mentioned in clause 1.4 Scope of work and terms & conditions .

## **7. Penalty:**

- 7.1 The timely and accurate delivery of the letters/articles/packets/ documents etc with utmost promptness is the essence of this tender. Extensions of the time limit of the delivery of the packets/articles/ documents beyond the agreed delivery schedule will not be given except in exceptional circumstances. In case of delay in delivery beyond the agreed delivery schedule, penalty at the rate of 20% of the bill value for each day of delay or part thereof, subject to maximum 100% of total agreement value of delivery rate. Quantum of liquidated damages assessed and levied by the MPTB shall be final and not challengeable by the Agency.
- 7.2 The Agency shall exercise due care and caution while transporting the consignments to avoid any damage or loss at any stage. The Agency shall be responsible for the safety of the consignment in their custody. MPTB shall be at liberty to recover all the damages or any payable amount from the Agency's monthly bills, if the Agency fails in taking care of the consignment in its custody.
- 7.3 All the material shall be deemed to be in the possession of the Agency and in his care and custody, at his risk and responsibility from the moment they have been handed over to and accepted in writing by the Agency or his representative at the pickup point and till such time they are delivered to the addressees under proper acknowledgement. The Agency shall be responsible for any mishap,

accident enroute, the consequences thereof including legal compensations, if any, and payable during the execution of the contract. The MPTB shall not be in any way responsible for any accident or damages incurred or claims arising there from during the period of the contract.

7.4 Subject to clause for Force Majeure if the bidder fails to provide the service as agreed, the MPTB at its discretion may without prejudice to any other right or remedy available to the MPTB in the tender and the Contract, forfeit the entire performance bank guarantee submitted by the agency, apart from blacklisting of the agency for further participation in any of the tenders of the MPTB.

## **8. Arbitration**

8.1. All matters of dispute arising out of this shall be governed by Indian law and subject to the jurisdiction of Courts at Bhopal.

8.2. All Disputes between the Parties arising out of or relating to or in connection with this Agreement, including the performance or non-performance of the obligations set out herein shall, so far as is possible, be settled amicably between the Parties within thirty (30) days after written notice of such Dispute has been given by one Party to the other Party. The venue of the amicable settlement proceeding shall be the Head Office of MPTB at Bhopal.

8.3. If any dispute or difference of any kind whatsoever shall arise in connection with or arising out of this contract or the execution of work or maintenance of the works there under, whether before the commencement or during the progress of works or after the termination, abandonment or breach of contract, and it is not amicably settled within 60 days of the notice being served on the other party , it shall be referred to arbitration before a Sole Arbitrator appointed by mutual consent of both parties and as per the provisions of the Arbitration and Conciliation Act, 1996. The venue of the arbitration proceedings shall be the Head Office of MPTB at Bhopal. Upon any and every reference as aforesaid, the assessment of costs and incidental expenses in the proceedings for the award shall be at the discretion of the Arbitrator.

## **9. Legal**

Any legal dispute shall be subject to the jurisdiction of Bhopal courts only.

## 10. Application Format:

### Annexure I: Covering Letter

(To be submitted on letter head by the applicant)

Dated:

To,

Managing Director  
Madhya Pradesh Tourism Board  
6<sup>th</sup> Floor, Lily Trade Wing, Jahagirabad, Bhopal  
(M.P.)-462008.

#### **SUB: EOI for Empanelment of Courier Agencies**

1. With reference to your EOI no. ----- dated -----, I / We, having examined all relevant documents and understood their contents, hereby submit our Proposal for selection as an agency for the subject project. The proposal is unconditional.
2. I/We acknowledge that the MPTB will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the agency, and we certify that all information provided in the Proposal and in the Appendices are true and correct, nothing has been omitted which renders such information misleading; and all documents accompanying such Proposal are true copies of their respective originals.
3. This statement is made for the express purpose of appointment as the agency for the aforesaid Project.
4. I / We shall make available to the MPTB any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
5. I/We declare that:
  - (a) We have examined and have no reservations to the EOI Documents, including any Addendum issued by the Authority;
  - (b) I / We (the Team handling MPTB) do not have any conflict of interest as mentioned in the EOI Document;
  - (c) I / We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any government, Central or State; and
  - (d) I/We hereby certify that we have taken steps to ensure that in conformity with the provisions of this EOI, no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

6. I / We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any Proposal that you may receive nor to select the agency, without incurring any liability to the Applicants in accordance with the EOI document.
7. I / We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted or convicted by any agency of the Government or by a Court of Law for any offence committed by us or by any of our Associates.
8. I/We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority (and/ or the Government of India) in connection with the selection of agency or in connection with the Selection Process itself in respect of the above mentioned Project.
9. I/We agree and understand that the proposal is subject to the provisions of the EOI document. In no case, shall I/we have any claim or right of whatsoever nature if the Consultancy for the Project is not awarded to me/us or our proposal is not opened or rejected.
10. I / We agree to keep this offer valid for 180 days from the proposal due date specified in the EOI.
11. In the event of my/our firm being selected as one of the empanelled agency, I/we agree and undertake to provide the services in accordance with the provisions of the EOI.
12. I/We have studied EOI and all other documents carefully. We understand that we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or concerning or relating to the Selection Process including the award of Consultancy.
13. I/We agree and undertake to abide by all the terms and conditions of the EOI Document. In witness thereof, I/we submit this Proposal under and in accordance with the terms of the EOI Document.

Yours faithfully,

(Signature, name and designation of the authorized signatory)

(Company Name and seal of the Applicant)



## Annexure II: Details of the bidder

S.no.	Particular	Details			Supporting Submitted
1.	Name of the Agency / Firm				
2.	Address				
3.	Name of the Proprietor / Partners / Directors				
4.	Date of Establishment				
5.	PAN No. and GST No. (enclose copy)				
6.	Details of Bank and Branch (enclose cancelled cheque)				
7.	No. of years in courier business				
8.	No. of branches/offices (if any) & their addresses				
9.	Infrastructure: ( _____ )				
	Staff in Bhopal (Number)				
	Client Servicing Manager in Bhopal(Number)				
	Other Staff PAN India (Number)				
10.	Details of key personnel to be assigned who will work on Madhya Pradesh Tourism project with age, qualification, experience (in years), notable skills and achievements				
11.	Financial Position:, 2019 – 20, 2020– 21, 2021-22 Turnover (Rs. in Lakhs) each year	2019-20	2020-21	2021-22	
12.	List of Clients serviced in last three years (Proof to be attached): Name of the Client:	2019-20	2020-21	2021-22	
13.	List of enclosures:				

(Authorized Signatory)

Name:

Place/Date

Company Seal

Designation:

### **Annexure III: Format for Declaration regarding clean track record**

Dated:

To,  
Managing Director  
Madhya Pradesh Tourism Board  
6<sup>th</sup> Floor, Lily Trade Wing, Jahagirabad, Bhopal  
(M.P.)- 462008.

Ref: “EOI for Empanelment of Courier Agencies” \_\_\_\_\_

Dear Sir,

We have carefully gone through the Terms & Conditions contained in the EOI no.....  
..... regarding “Empanelment of Courier Agencies”.

We hereby declare that my company has not been debarred/black listed by any Central/State Government/Public Sector Undertaking/ Semi Government organizations in India. We further certify that I am competent officer in my company to make this declaration.

In accordance with the above we would like to declare that:

1. We have not been found guilty for offences under criminal laws or under any criminal proceedings in India that may have an impact of affecting or compromising the delivery of services as required under this assignment.
2. We are not blacklisted by any Central/State Government/Public Sector Undertaking/ Semi Government organizations in India.
3. The information provided in the EOI document is true and no false representation has been made.

Yours faithfully,

(Signature of the Bidder)

Name:

Designation:

Company: Seal

## Annexure IV: Self-Assessment for Technical Marks

(To be submitted on letterhead of the Bidder)

Dated:

To,  
Managing Director,  
Madhya Pradesh Tourism Board  
6<sup>th</sup> Floor, Lily Trade Wing, Jahangirabad,  
Bhopal - 462008.

Subject: Format of the Self-Assessment for “EOI for empanelment of Courier Agencies”  
on below parameters:-

S.	Parameters	Max. Marks allotted	Self-Assessed Marks
a)	Agency's Average annual turnover of last three year's should be min. Rs.50.00 lakhs. (CA certificate certifying the turnover of year 2019-20, 2020-21 and 2021-22 should be attached) Marks:- (Marking on total annual average turnover of above mentioned 3 years) 50 to 75 lakhs: 05 marks, 75 to 1 crore: 10 marks, 1 crore to 1.50 crores: 15 marks 1.50 crore or above: 20 marks	20	
b)	Agencies in the business of providing courier services with minimum experience of 3 years (agencies/companies incorporated on or before 31 <sup>st</sup> March 2019 are eligible) in the services are permitted. Marks:- (Marking on Maximum experience of years) 03 to 5 years: 10 marks, 6 to 8 years: 15 marks, 8 or above: 20 marks	20	
c)	The Courier agency is required to have its branch offices in Bhopal, in all major metropolitan cites, state capitals and other major towns of India. Marks:- (Marking on Maximum no. of Offices in India) 10-20 cities: 10 marks, 21 to 30 cities: 15 marks, 30 above cities: 20 marks	20	

d)	The agency must have carried out similar work during the last three years and at least three orders of similar work in Government/autonomous organizations or public sector undertakings or reputed companies. Marks:- (Marking on Maximum no. of work orders from government/autonomous organizations or public sector undertakings or reputed companies) 3-5 work orders: 10 marks, 6 to 10 work orders: 15 marks, above 10 work orders: 20 marks	20	
e)	Agency infrastructure in Bhopal and other cities in India and abroad for handling such assignment, staff strength, expertise in this field.	10	
f)	Credentials /Presentation submitted/ Awards or Recognitions.	10	
<b>Total</b>		<b>100</b>	

- I certify that the information provided in the above format is true and no false representation has been made.
- We understand that if the details given by us are found to be untenable or unverifiable or both our EOI will be rejected without any reference to us.
- We understand that above self-assessment chart is only for reference purpose of MPTB and MPTB will give marks on the above parameters/criteria only on the basis of documented evidence/proof supporting which is provided by the bidder/agency to MPTB and/or on the discretion of the committee appointed by MPTB.
- We further clearly understand that MPTB is not obliged to inform us of the reasons of rejection of our bid.

Yours faithfully,

(Signature of the Bidder)

Name:

Designation:

Company: Seal

**Annexure V:**  
**Financial Bid Letter**

**&**

**Format for Financial Offer**

(to be submitted online only through [mptenders.gov.in](http://mptenders.gov.in))

To,  
Managing Director,  
Madhya Pradesh Tourism Board  
6<sup>th</sup> Floor, Lily Trade Wing,  
Jahangirabad, Bhopal - 462008.

**Sub: Financial Bid for “EOI for empanelment of Courier Agencies“**

Dear Sir,

Dear Sir,

As a part of the Bid for **Empanelment as Courier Agency for Madhya Pradesh Tourism**, we hereby make the following Financial Offer (Price Bid) to Madhya Pradesh Tourism Board, for the project.

We are submitting / quoting rates as per EOI and given scope of work towards Courier charges for Madhya Pradesh Tourism Board in the format given below:-

S. no.	Destination	Weight of the boxes/parcels	Rate per packet (Rupees) inclusive all expenses	Weight for calculating destination wise rates	Weighted rate
	1	2	3	4	5=3*4
1.	Within city-Bhopal	Less than 1 kg		0.2	
		1 to 5 kg		0.4	
		5 to 10 kg		0.3	
		10-20 kg		0.1	
2.	Within India	Less than 1 kg		0.2	
		1 to 5 kg		0.4	
		5 to 10 kg		0.3	
		10-20 kg		0.1	
3.	Within MP	Less than 1 kg		0.2	
		1 to 5 kg		0.4	
		5 to 10 kg		0.3	
		10-20 kg		0.1	
4.	Asia and Oceania	Less than 1 kg		0.2	
		1 to 5 kg		0.4	

		5 to 10 kg		0.3	
		10-20 kg		0.1	
5.	Europe	Less than 1 kg		0.2	
		1 to 5 kg		0.4	
		5 to 10 kg		0.3	
		10-20 kg		0.1	
6.	North and south America	Less than 1 kg		0.2	
		1 to 5 kg		0.4	
		5 to 10 kg		0.3	
		10-20 kg		0.1	
7.	Africa	Less than 1 kg		0.2	
		1 to 5 kg		0.4	
		5 to 10 kg		0.3	
		10-20 kg		0.1	
	<b>Total Weighted rate</b>				

- **We understand that the Project cost quoted by us is exclusive of taxes.**
- Different rates should be quoted for destinations within India, and international destinations.
- Different rates should be quoted for different weight-range of the packets/boxes/parcels as specified the table above.
- Destination wise bid will be calculated based on the rates quoted in the Financial Bid after assigning the weightage and calculating the weighted rates for each category of destination. Thereafter, Total wt. rate would be calculated by adding all seven weighted rate for seven categories of destination (one category for India and four categories for rest of the world). The lowest bidder would be decided on the basis of Total wt. rate (L1) thus calculated.
- If L1 agency denies/withdraws/fails to accept the offer then the EMD would be forfeited and MPTB reserves the right to take necessary steps against the company/firm including black-listing of the same as well.
- In case of exigencies or otherwise, MPTB reserves the right to get the work accomplished by other bidders at L1 , preferably by L2 or L3 bidder, as the case may be.
- We understand that MPTB may place individual order from time to time as per requirement.
- We also understand that MPTB will place orders to the agencies as per the rates quoted for the corresponding items as mentioned in the Financial Bid.
- We agree to be bind by this offer for the entire empanelment duration if we are selected as the preferred bidder.

FOR AND ON BEHALF OF \_\_\_\_\_  
SIGNATURE \_\_\_\_\_

### Annexure VI: Check List for submission of EOI

Sl No	Enclosures	Status (Submitted/ Not Submitted)	Comments, if any
	<b>A. Technical Documents:</b>		
1	Covering Letter (Annexure I)		
2	Details of Bidder (Annexure II)		
3	Declaration Regarding clean Track record (Annexure III)		
4	Self-Assessment for Technical Marks (Annexure IV)		
5	Tender Document Fee		
3	Earnest Money Deposit (E.M.D.)		
4	Credentials regarding major work done so far		
5	Check list for submission of EOI – (Annexure VI)		
6	<b>Documents to be submitted as per Eligibility/ Qualification Criteria:-</b>		
6.1	Only authorized agencies in the business of providing courier services with minimum experience of 3 years (agencies/companies incorporated on or before 31 <sup>st</sup> March 2017 are eligible) in the services are permitted.		
6.2	The Courier agency is required to have its branch offices in Bhopal, in all metropolitan cities, state capitals and other major towns of India. The courier service is required to provide a list of stations along with addresses, telephone number, e mail and Fax where its offices or contact offices are located.		
6.3	The agency must have carried out similar work during the last three years and at least three orders of similar work in Government/autonomous organizations or public sector undertakings or reputed companies. A copy of the award letter satisfactory performance certificate is required to be furnished from at least three of the above organizations.		

6.4	The details of inputs / information required to be submitted by the agency (as per the Annexure-II).		
6.5	Average annual turnover of last three year's should be min. Rs.5.00 lakhs. (CA certificate certifying the turnover of year 2017-18, 2018-19 and 2019-20 should be attached)		
6.6	The bidder should not be blacklisted/terminated by any Government organization/ agency for unsatisfactory past performance, corrupt, fraudulent or any other unlawful or unethical business practices. (self-declaration to be submitted)		
<b>(B). Financial bid Document:-</b>			
7	Financial Bid <b>(Annexure V)</b>		



## Annexure VII: Format for Pre-Bid clarifications

(May submit by email before two days of prebid meeting  
on email id: info.mptb@mp.gov.in)

Dated:

To,  
Managing Director,  
Madhya Pradesh Tourism Board  
6<sup>th</sup> Floor, Lily Trade Wing, Jahangirabad,  
Bhopal - 462008.

**Subject: Request for Pre-bid Clarifications**

<b>Bidder's Request for Clarification for EOI for Empanelment of Courier Agencies, Tender No. ....</b>	
Name of Organization	
Name & position of person	
Full formal address including phone, mobile and email	

Sl. No.	Page No.	Clause No.	Clause heading	Query / Clarification sought	Suggestion

Yours faithfully,

(Signature of the Bidder)  
Name:

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