

**THE TAMIL NADU Dr. M.G.R. MEDICAL**  
**UNIVERSITY,**  
**CHENNAI – 600 032**

**TENDER DOCUMENT NO.28**

**Tender (No. SII(3)/58944/2016, Dated:26.12.2017)**

**Tender for the Courier services for despatch of  
tapals/documents/parcels etc., of this University**

**THE TAMIL NADU Dr.M.G.R. MEDICAL UNIVERSITY, CHENNAI**  
**TENDER DOCUMENT**

TERMS AND CONDITIONS FOR THE COURIER SERVICES FOR DESPATCH OF  
TAPALS/DOCUMENTS/PARCELS ETC., OF THIS UNIVERSITY.

**SCOPE OF WORK:**

Collection of Letters, Documents, Parcels, consignment, Answer sheets from the University and delivering the same to the addressee situated in the various places even in remote villages within Tamilnadu and to the addressee situated to Puducherry, Southern region, rest of India and to other foreign countries.

**1. DUE DATE AND TIME:**

Sealed Tenders are invited by the Registrar, The Tamil Nadu Dr.M.G.R. Medical University, Chennai – 600 032, from the reputed Courier Services for despatch of tapals etc., of this University.

The Sealed Tenders should reach the Registrar, Tamil Nadu Dr.M.G.R. Medical University, Chennai – 600 032, before 2.00 p.m. On 29.1.2018. Tenders received after the due date and time will be summarily rejected.

**2. MODE OF DESPATCH OF TENDERS:**

The Sealed Tenders (2 cover system) containing 2 covers viz. (1) technical bid (2) commercial bid) should reach the Registrar, The Tamil Nadu Dr. M.G.R. Medical University, No.69, Anna Salai, Guindy, Chennai – 600 032, by designation and should be sent only in wax Sealed Covers by Registered Post with Acknowledgement Due or by Courier or In person. The University shall not be responsible for any delay in transit in such cases. Tenders received in ordinary covers without duly sealed, by Sealing Wax will not be considered.

### **3. SUPERSSCRIPTION:**

The Sealed Tender cover (2 cover system) containing 2 covers viz. (1) technical bid (2) commercial bid) should be super-scripted as “Tender for Courier services for despatch of tapals/documents/parcels etc.” due on 29.1.2018. The Tender covers (2 cover system) received without such superscription and seal will not be considered and will be summarily rejected. Further the tenders submitted by Facsimile (Fax) or by Electronic Mail will not be accepted. The Tenderer shall be responsible for proper superscribing and sealing the cover in which the Tender is submitted to the University and the University shall not be responsible for accidental opening of the covers that are not properly superscribed and sealed as required in the Tender Documents before the time stipulated for Tender opening.

### **4. EARNEST MONEY DEPOSIT AND COST OF TENDER SCHEDULE:**

Each Tender should be accompanied by an Earnest Money Deposit of 1% of the quoted value for Courier services for despatch of tapals/ documents/parcels etc. of this University by way of Demand Draft drawn in favour of “The Registrar, Tamil Nadu Dr. M.G.R. Medical University, Chennai” payable at Chennai. The Tender Documents received without the EMD will be summarily rejected. The above EMD amount held by this University till it is returned to the Tenderer will not earn any interest therefor. The Earnest Money Deposit of the unsuccessful Tenderers will be returned after the acceptance of the successful Tenderer at the expenses of the Tenderers within a reasonable time consistent with the rules and regulations in this behalf. The Earnest Money Deposit of the successful Tenderers will be adjusted towards Security Deposit and will be returned only after the successful completion of the Tender period. The EMD/SECURITY Deposit amount can also be made through RTGS/NEFT as per the bank details furnished below:

Bank	:	Indian overseas Bank
Account No.:	:	167901000000666
IFSC Code	:	IOBA 0001679
Branch	:	Dr.M.G.R. Medical University Branch

The Earnest Money Deposit of the successful Tenderers will be returned only after the successful completion of the Tender period.

The Small Scale Industrial Units in the State of Tamil Nadu registered with the SIDCO or anywhere in the country registered with the National Small Industries Corporation are exempted from payment of EMD / Security Deposit if they offer the Tenders called for by the University. The S.S.I Units in Tamil Nadu are also exempted from payment of E.M.D / S.D. subject to the submission of existence certificate and capacity certificate for the particular item of tender issued by the Director or the General Managers of District Industries Centers. SSI Units registered in other States except those registered with NSIC will however not be eligible for the aforesaid concessions of payment of E.M.D / Security Deposit. The SSI Units will however be required to execute proper agreement including a clause to the effect that in the event of non-fulfillment or non-observance of any of the conditions stipulated in the contract, the SSI Units shall pay penalty of an amount equivalent to E.M.D / Security Deposit or an amount equal to the actual loss incurred by the University.

#### **5. DETAILS TO BE FURNISHED AND MODE OF PRESENTATION:**

a) The Tenders should contain particulars like the name and addresses of the Tenderer, rates for rendering Courier Services to this University, other levies and taxes that may be applicable and Insurance and any incidental services should be shown separately by giving the break up details. The rates should be kept for **TWO years** at least from the date of execution of the agreement by the tenderer.

b) The rates should be quoted should be indicated clearly both in words and figures. The Tenderers should sign with full signature and attest any scoring or overwriting. The rate quoted should be free from erasures, overwriting, smudging etc., The rate quoted should be firm and should not be subjected to any variation clauses.

c) Being a Government Autonomous Body rendering Research & Education service to the student community, special price should be offered as applicable to these categories in Government Departments.

d) A copy of the Audited Annual Accounts duly authenticated by a Chartered Accountant showing the details of annual turnover exclusively in the business should be furnished by the Tenderer.

e) Evidence such as Registration Certificate issued by competent authority for the establishment of business as proof should also be enclosed, along with Sales Tax/GST Registration No. / PAN. No. & TIN No., Service Tax No. if any.

#### **6. OPENING OF TENDER:**

The Tenders received upto 2.00 p.m. On 29.01.2018 will be opened by the Registrar, The Tamil Nadu Dr. M.G.R. Medical University, or any other officer authorized by him at 04.00 p.m. on 29.1.2018 in the presence of such of those Tenderers or their authorized representatives who may be present at the time of opening. The representatives of the Tendering firms who are attending the opening of Tenders should bring a letter of authority to identify their representative.

#### **Two Bid System**

1. Technical bid shall be opened and evaluated – Annexure I & IV
2. Secondly financial bid of technically acceptable offer should be opened and evaluated. Annexure III.

#### **7. PRE QUALIFICATION & BASIC REQUIREMENT: - As per annexure I & IV**

#### **8. DEFICIENCY IN SERVICE:**

If the University found any deficiency in service by the successful tenderer during the tenure of the work, the Tenderer will have to pay the University unliquidated damages which will be arrived at by the University at that point of time. In addition the University will black list the particular tenderer for their non performance and deficiency in service.

## **9. AGREEMENT:**

a. The successful Tenderer should execute an Agreement as in the Annexure – II for the due fulfillment of the contract on a Non-Judicial stamp paper of the value of Rs.100/- (Rupees Hundred only) within fifteen (15) days from the date acceptance of Tender for Courier services for despatch of tapals/documents/parcels etc. of this University.

b. The expenses incidental to the execution of Agreement shall be borne by the successful Tenderer.

c. The conditions stipulated in the agreement form should be strictly adhered to and violation of any of the condition(s) will entail termination of the contract without prejudice to the right of the University and to recover any consequential loss from the successful Tenderer.

## **10. SECURITY DEPOSITS:**

a. The successful Tenderer will be required to remit the Security Deposit equivalent to 6% (six) percent of the estimated value of the work tender to the University within fifteen days from the date of receipt of communication intimating the acceptance of the Tenders in the form of Demand Draft (or) Bankers Cheque . If the accepted Tenderer fails to remit the Security Deposit within the stipulated period, the Earnest Money Deposit remitted by him will be forfeited to the Tamil Nadu Dr.M.G.R. Medical University, Chennai – 600 032 and his tender will be held void. Work order will be issued after the execution of the above agreement by the successful Tenderer and after the remittance of the Security Deposit.

b. The Security Deposit furnished by the Tenderer in respect of his tender will be returned to him on receipt of the request from the tenderer after completion of contract as mentioned in the agreement and after satisfactory verification of the proof of delivery effected during the tender period subject to the condition that the Tenderer has rendered service to the fullest satisfaction of The Tamil Nadu Dr.M.G.R. Medical University, Chennai – 600 032 without any complaint. If the Tenderer fails to fulfill the same, the despatch of tapals/documents/parcels of this University will be carried out by the University by engaging third party and the expenses incurred therefor will be recovered / adjusted from the Security Deposit amount and the balance if any shall alone is refundable.

c. In case of successful Tenderer, the Earnest Money Deposit paid, will be adjusted towards Security Deposit payable by him.

d. If the Tenderer fails to act up to the Tender or backs out when his tender is accepted, his Security Deposit mentioned above will be forfeited to the Tamil Nadu Dr. M.G.R. Medical University, Chennai 600 032.

#### **11. COURIER SERVICES FOR DESPATCH OF TAPALS/DOCUMENTS/PARCELS ETC. OF THIS UNIVERSITY**

a. The Courier services for despatch of tapals/documents/parcels etc. of this University should be done strictly in accordance with the specifications given in the Annexures should be made as per the delivery schedule, to be sent by the Tamil Nadu Dr.M.G.R. Medical University, Chennai – 600 032 along with placement of firm orders. The Tenderer shall be liable to provide valid reason and proper service for the non-delivered tapals/documents/parcels etc. if any during the accepted period.

b. If the Courier Services is not effected before the reasonable period or before any stipulated period mentioned by the University for delivering the consignments, the University shall have the authority to cancel the order and to take any such action, which it deemed fit in the circumstance, to provide the courier service and the loss sustained by the University on the above process will be collected from the Tenderer.

#### **12. PAYMENT OF COST:**

a. The Courier Servicer should furnish the bill of cost in triplicate on completion of every month supported with the proof of deliveries and tapals/documents, parcels etc. After verification action will be taken for the payment of the bill of cost.

b. Cheques will be handed over on production of stamped receipt.

#### **13. FORFEITURE OF EARNEST MONEY DEPOSIT:**

If the accepted Tenderer fails to act according to the Tender conditions or backs out after his tender has been accepted, his Earnest Money Deposit will be forfeited to the Tamil Nadu Dr.M.G.R. Medical University, Chennai – 600 032.

#### **14. ASSIGNING OF TENDER IN WHOLE OR IN PART:**

The successful Tenderer shall not assign or make over the contract, the benefit of burden thereof to any person or persons or body corporate. He shall not under let or sublet to any person/s or body corporate the execution of the contract or any part thereof.

#### **15. ACCEPTANCE AND WITHDRAWAL:**

a. The final acceptance of the Tender is entirely vested with the Registrar, The Tamil Nadu Dr.M.G.R. Medical University who reserves the right to accept or reject, any or all of the Tenders without assigning any reason whatsoever from the date of opening of the tender till the end of the contract period. . There is no obligation on the part of the Tamil Nadu Dr.M.G.R. Medical University to communicate with rejected Tenderers. After the acceptance of the tender by The Tamil Nadu Dr.M.G.R. Medical University, the tenderer shall have no right to withdraw his tender or claim higher price.

b. Tenders with incomplete information will be summarily rejected.

#### **16. PENALTY FOR NON-FULFILMENT OF CONDITONS:**

The Tenderers shall agree that in the event of non-fulfillment or non-observance of any of the conditions stipulated in the contract, the Tenderer shall pay as penalty an amount equivalent to 10 (Ten) percent (%) of total value of the work or equal to the actual loss incurred by the Tamil Nadu Dr.M.G.R. Medical university, whichever is greater. This provision applies up to the end of the life cycle of the contract period.

#### **17. MODIFICATION:**

Any modification to the terms and conditions shall be made only with the mutual consent of both the parties to the agreement.

#### **18. LEGAL JURISDICTION:**

The Legal Jurisdiction shall be the courts at Chennai only.



**19. GENERAL:**

The Tenderers while sending their Tenders should enclose a copy of the condition stipulated duly certified and attested by them in token of accepting the Tender conditions that they understood and accepted them fully. Tenders received without the certified copy of the conditions shall be rejected summarily.

I / We ..... have gone through the terms and conditions and will abide by them as laid down above.

**TENDERER**

# **ANNEXURE – I**

## **TENDER SCHEDULE (TECHNICAL BID-1)**

**THE TAMIL NADU Dr.M.G.R. MEDICAL UNIVERSITY, CHENNAI – 600 032**

### **TENDER SCHEDULE FOR COURIER SERVICE FOR DESPATCH OF TAPALS/DOCUMENTS/PARCELS OF THIS UNIVERSITY**

#### **A. Profile of the Tenderers:**

The Tenderer should furnish the following details :

1. Name of the Organization :
2. Nature of the Organization :
3. Address of the Registered Office of the firm :
4. Annual turnover for the previous five years :
5. Location of Office :
6. Maintenance of Branches with supplying facilities  
in Chennai City / other areas :
7. Names of the Agencies (Government/University/Private  
to whom the services were  
made recently :
8. A. Year of Establishment of the Firm / Business :  
as per annexure IV.

**B.** For Courier services for despatch of tapals of this University the rates should be quoted as per annexure III.

(Note: Basic rates, Sales Tax, Freight, Insurance, and other services that may be applicable should be quoted separately and specifically)

**C. E.M.D. PAYMENT PARTICULARS:**

- i. Number of the Demand Draft enclosed.
- ii. Demand Draft Particulars

---

Sl.No.	D.D.No.& Date	Name of the Bank	Amount
1.	.....	.....	.....
2.	.....	.....	.....
3.	.....	.....	.....

---

D. Indicate the schedule of the services :

**TENDERER**

We, M/S. \_\_\_\_\_ have gone through the terms and conditions of the Tender for Courier services for despatch of tapals / bundles of this University and will abide by them as laid down.

**TENDERER**

## **ANNEXURE – II**

### **FORM OF CONTRACT / AGREEMENT**

(To be executed by the Successful Tenderer for Courier service for despatch of tapals/documents/parcels of The Tamil Nadu Dr.M.G.R. Medical University without any problem in the delivering)

We, M/S.....(Hereinafter referred to as “Contractor”) hereby contract and agree on the acceptance of our Tender by the Registrar, The Tamil Nadu Dr.M.G.R. Medical University, Chennai – 600 032. ( Hereinafter referred to as “The Medical University”) in accordance with the conditions of contract stated below, the goods or materials hereunder named of the quality and of the sort and at the rate or price hereunder specified in the purchase orders attached in Annexure – I.

### **CONDITION OF CONTRACT**

1. This document on having been signed by both the parties shall constitute a binding contract between the parties and shall remain in force during the contract period of 2 (Two) Years. But in the event of any breach of agreement at any time on the part of the contractor, the contract shall be determinable by the Registrar, The Tamil Nadu Dr.M.G.R. Medical University, Chennai – 600 032 upon giving seven (7) days notice to the Contractor.

2. The Contractor agrees to provide Courier Services for despatch of tapals/documents/parcels of this University as shown in the Annexure III of the Tender Document at all inclusive prices noted in Annexure III of this Agreement to the Tamil Nadu Dr.M.G.R. Medical University before specified date. The price offered by the firm for 2 Years and is not subject to enhancement on any ground:

(i) The above rates are applicable for the said destinations for a period of two years with effect from \_\_\_\_\_.2018 on credit basis and the bill of cost shall be settled within one month from the date of receipt of the bill, along with proof of deliveries from the Contractor. No escalation in rates would be accepted under any circumstances during this contract period of two years.

(ii) The Contractor is responsible to collect the Tapals/documents/parcels from this University around (or) after 5.00 p.m. on all working days. However, in case of emergency, the

Contractor will also depute their representative to collect the Tapals/documents/parcels even after 5.00 p.m. for despatch to various destinations.

(a) The Tapals should be booked in the office itself before picking and copy of the same may be handed over to the concerned Department.

(b) The agency should collect documents/parcels on all working days and on holidays if there are some urgent requirements.

(c) The Courier agency will return the undelivered parcels/letters immediately or within two weeks

(d) The Courier Agency will ensure that all the 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.

(e) The Courier provider should have their own website for tracking the documents.

(f) The courier service provider /contractor will furnish name and addresses with telephone/mobile number of their representative who could be called /contacted in case of any urgent work

g) The Delivery of the document will be made on next day at Chennai.

h) PODs will be submitted on each and every case after getting signature of the recipient, his/her name and telephone number. The Representatives of Courier Service will write the name and telephone number of the recipient themselves. The PODs should invariably bear date of delivery and the seal of consignee. Payment of courier charges will be made on the basis of PODs submitted by the contractor/courier service provider.

i) If the consignment not delivered within stipulated time period (except on occasions like imposition of curfew or due to occurrence of natural calamities like flood etc.) and damaged of transit, the University shall impose penalty, Third party charges, if any shall also be borne by the contractor/courier service, which will be deducted from the payable amount to contractor/courier service.

j) In case of loss of documents, contractor/courier service provider will lodge FIR, claim insurance compensation and fulfill every formality as deemed necessary in recovering the documents and making good the loss suffered by this University.

(iii) The Contractor shall safely deliver the mail/documents/parcels entrusted to Contractor on the following day. The Contractor will also ensure that the mails are delivered to the consignee within a shortest time. The Contractor is liable for the damages and responsible for consequences resulting in delay in delivering the letters etc., and also for non-delivering of the letters/documents/parcels in time.

(iv) The Contractor shall be wholly responsible to make good the University for any loss or damage to the mails or articles when under your custody.

(v) The Contractor's performance will be watched and if it is found unsatisfactory, the University reserves the right to terminate the contract during the period by giving one month notice.

(vi) The Contractor shall submit their bill of cost in triplicate on completion of every month supported with the proof of deliveries of tapals, documents, parcels etc. After verification by the University for the payment will be made

vii) The Contractor shall remit a Security Deposit of 6% of the value by means of a demand draft drawn in favour of the Registrar, The Tamil Nadu Dr.M.G.R. Medical University, Chennai. The deposit amount will not bear any interest. The Security Deposit shall be returned at the end of the contract without any additions. In case of non-compliance with any or all of the terms and conditions mentioned in this letter, the Security Deposit deposited with this University will be forfeited in whole.

(viii) The Contractor and agent should possess an Identity card issued by the Contractor, and shall produce on demand by the Officials/Security personnels of this University.

3. The price of the said items as detailed in Annexures excludes, Sales Tax, Surcharges, Freight, Octeroi, Insurance and such other levies that may be applicable.

4. The services are to be provided under this contract are to be of the quality and of the sort mentioned in the specification for the rate of Courier services as mentioned in Annexure-III.

5. The services to be provided at the Tamil Nadu Dr.M.G.R. Medical University premises without any extra cost in such services contained in the Tender schedule. Any

amendments to the orders in terms of services or delivery period etc., may be incorporated on a mutually agreed basis.

6. If the execution is not effected on or before the specified period, the Registrar, The Tamil Nadu Dr.M.G.R. Medical University, Chennai – 600 032 shall have the full authority to cancel the order and to take any such action that may be deemed fit in the circumstances to procure the documents due to the above process by the University will be collected from the Contractor.

7. In case of failure by the contractor to deliver the materials/documents/parcels within the period specified for delivery, the Registrar or any one duly authorized by him shall have power to take any action that may be deemed fit in the circumstances of this University.

8. Penalty will be levied at the rate specified in Point No.16 of Tender Document 10% of the total value of the work or equal to the actual loss sustained which ever is greater, if the delivery has not been completed in full within the stipulated period. Besides, such performance may entail black listing of the Contractor.

9. The Contractor hereby agrees to get the refund of incentive, Excise Duty and proportionate Sales Tax from concerned authorities and pass it on to the Tamil Nadu Dr.M.G.R. Medical University if the Government or any other appropriate agency reduces the Excise Duty (or) Sales Tax or give incentive or any type retrospectively after delivering the items, failing which action will be taken to recover the balance amount from the contractor.

10. The contract or any part share of interest in it, is not to be transferred or assigned by the Contractor directly or indirectly or any person or persons whomsoever without the written consent of the Registrar, The Tamil Nadu Dr.M.G.R. Medical University, Chennai – 600 032.

11. The Medical University expressly resolves its right to terminate the contract if any of the conditions specified in the Tender. Work order on this contract is violated by the Contractor such costs or loss sustained by The Medical University shall be recoverable from the contractor.

12. The Tender Notice No.28 along with enclosures, the detailed final offer of the Tenderer and the specification for the rate of courier service order at Annexures respectively will form part of this contract. Wherever the offer conditions stipulated in the said order, the latter shall prevail over the offer conditions furnished by the Contractor.

13. Unless otherwise provided in the Agreement any notice, request, consent or other communication given or required to be given hereunder shall be given by mailing the same by Registered Mail, Postage prepaid, return of such other person or persons as may hereafter be designated by like notice hereunder and any such notice sent by Post shall be deemed to have been served on the date when in the ordinary course of Post, it would have been delivered at the address to which it was sent.

14. Any notice to the Contractor shall be deemed to be sufficiently served, if given or left in writing at their usual or last known place of abode or business.

15. Any modification to the terms and conditions shall be made only with the mutual consent of both parties to the agreement.

16. The Contractor hereby agrees that he shall not divulge any part of the service transferred to him by the Medical University to any third parties and assures that he will take all necessary steps to prevent theft, accidental disclosure of Tapals/Parcels/Documents by or to any third parties. The Contractor also undertakes that the services transferred from The Medical University shall not be duplicated unless it is necessary for execution of the contract. It shall be the primary responsibility of the Contractor to maintain confidentiality. It is the essence of the Contract.

17. Both the parties will endeavor to settle any dispute arising out of this contract between them amicably among themselves. If the dispute is not resolved, then the dispute shall be referred to a sole arbitrator appointed by The Medical University and shall be governed by the "Arbitration and Conciliation Act 1996".

The Language of the Arbitration shall be English and the place of Arbitration shall be Chennai. The Courts in Chennai alone will have jurisdiction over the disputes arising out of this contract.

For and on behalf of Supplier

(Name and Address if the Supplier with Official seal with date)

**WITNESS:**

1.

2.



**ACCEPTANCE**

The Registrar, The Tamil Nadu Dr.M.G.R. Medical University, Chennai hereby accept the contract in accordance with the conditions of contract and work order there to in annexure.

**REGISTRAR**

**For and on behalf of Purchaser**

The Tamil Nadu Dr.M.G.R. Medical University, Chennai.-32

**WITNESS:**

1.

2.

## **INSTRUCTION TO FILL THE AGREEMENT**

1. The Agreement should be executed on a Non-Judicial Stamp Paper of Government of Tamil Nadu worth Rs.100/- (Rupees One Hundred only). If Non-Judicial Stamp Paper is not available, Special Adhesive Stamp to the value of Rs.100/- may be affixed to the Agreement.

2. The Agreement should be executed in bond paper or in thick papers which may last long and not in thin papers like mani folding sheets etc.,

3. The Agreement apart from Stamp paper should be signed at the bottom of all pages with full signature and date and official seal by both the parties.

4. Signature of witnesses with their addresses should be obtained in the Agreement.

5. Any corrections made in the Agreement should be attested with full signature and date under official seal by both the parties.

6. If the stamp tenderer is the partnership concern the copy of the partnership Deed, Copy of the certificate of Registration should be enclosed with the Tender Document.

7. If the tenderer is Private Limited (or) Public Limited Company copy of the certificate of incorporation, copy of memorandum and article of association and Board resolution the particular director should sign in the Tender Document.

## **ANNEXURE - III**

### **Specification for the rate of courier Service**

1. Collection of Letters, Documents, Parcels, consignment, Answer sheets from the University and delivering the same to the addressee situated in the various places even in remote villages within Tamilnadu and to the addressee situated to Puducherry, Southern region, rest of India and to other foreign countries.

2. Blood samples if any sent

3.

<b>Sl.No.</b>	<b>Place</b>	<b>Rates in Kgms</b>
<b>1.</b>	<b>Local</b>	
<b>2.</b>	<b>Tamilnadu / Pondy</b>	
<b>3.</b>	<b>Southern Region</b>	
<b>4.</b>	<b>Rest of India</b>	
<b>5</b>	<b>ABROAD (STATEWISE/COUNTRY- WISE)</b>	

**NB:** The EMD / payment will be withheld if the enclosed proofs are not found to be true and the tenderer will be black listed.

ANNEXURE -IV  
**TECHNICAL BID – 2 AND**  
**BASIC REQUIREMENT OF THE TENDERER**

1. **Specify the Number of Outlets** :

(The tenderer should have minimum 2000 outlets in the Southern Region.)

2. **Year of Establishment** :

(Track record of the tenderer in the field having more than 20 years experience.)

3. **Annual Turn Over of the Tenderer** :

(The tenderer should have a Annual Turn Over of minimum 250 crores in Domestic Sector. )

4. The tenderer should have PAN No., :  
Service Tax Regn. No. and other Regn.  
Particulars if any

5. **Approximate distance between outlets** :  
**in rural and urban areas**

The tenderer should have an outlet within the radius of 20 K.M. in Rural area & 4 K.M. in cities.

6. **Previous Experience details & No. of** :  
**years of Service**

(The tenderer should have an experience with any Government Department [despatch the parcels, articles and other consignments] and other Universities for minimum 5 years (Enclose necessary proof)

7. Particulars of own vehicles for carrying the :  
consignment.

8. Specify the No. of Hub centers :

9. The tenderer should specify the :  
mechanism of customer care system.

10. Specify the No. of Access Centres & :  
Collection Centres (should have Minimum  
of 500 Access Centres and 1500  
Collection Centres)

11. **Number of documents handled per day :**  
**approximately.**

The tenderers should have an experience  
of handling incoming and outgoing  
documents more than 50,000 per day  
(Please specify the number of documents  
handled per day)

12. The tenderer should give particulars for :  
the mode of operation. Whether they have  
own fleet of transport system of vehicles or  
hired transport system

13. **Details of Special arrangement :**

The tenderer should have special  
messenger service arrangement suitable  
for delivery to designated person, Holiday  
delivery and Delivery on specific time.

14. **Details of working hours :**

The tenderer should have working days of  
24 hours in all seven days in a week.

15. **Details of pick up service :**

