

EOI No: Q/GA/791/2/2019-MEA



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**Ministry of External Affairs
Government of India**

Request For
Expression of Interest
(EOI) For
Empanelment of Packing
and Forwarding Agents
For Transportation of Personal Effects
of the Officers and Staff of Ministry of
External Affairs on Transfer from India
to the Missions/Posts Abroad

DISCLAIMER

THIS REQUEST FOR PROPOSAL IS NOT AN OFFER BY THE MINISTRY OF EXTERNAL AFFAIRS, GOI, BUT AN INVITATION TO RECEIVE RESPONSE FROM ELIGIBLE INTERESTED BIDDERS FOR SELECTION TO TRANSPORT PERSONAL EFFECTS OF THE OFFICERS AND STAFF OF THIS MINISTRY ON TRANSFER FROM INDIA TO THE MISSIONS/POSTS ABROAD. NO CONTRACTUAL OBLIGATION WHATSOEVER SHALL ARISE FROM THE RFP PROCESS UNLESS AND UNTIL A FORMAL CONTRACT IS SIGNED AND EXECUTED BY THIS MINISTRY WITH THE BIDDER. THIS DOCUMENT SHOULD BE READ IN ITS ENTIRETY.

**Government of India
Ministry of External Affairs
Administration Division
(General Administration Section)**

No. Q/GA/791/02/2019

New Delhi: 04th January, 2024

EXPRESSION OF INTEREST

On behalf of the Ministry of External Affairs, Government of India, New Delhi, sealed tenders are invited for Technical Bid from reputed, experienced and financially sound Moving and Forwarding Agents/Firms for transportation of personal effects of the officers and staff of this Ministry on transfer from India to the Missions/Posts abroad.

2. The scope of service includes:

Outbound Consignment

- Packing/unpacking, stuffing/destuffing, transportation of household goods/vehicles of various type from residence to the port of origin (airport/ICD terminal, New Delhi/concerned sea port)/ to residence of the officers (in Indian Missions/ Posts abroad);
- Packing and Transportation of personal effects from residence to Home town of Officers;
- Customs formalities at the port of origin & port of destination;
- Export documentation and their timely delivery as per the instructions of the customer;
- All formalities relating to handling of consignment for surface / air transportation from door to port basis & door to door basis, including arrangements for transit, if any;
- Arrangement for insurance as per prescribed procedures and facilitation in case of any claim on account of damage;
- The Firm/Agent should be apprised of the **latest guidelines on COVID-19** and should comply with the international health protocols, related to packing & Shipping;
- The Container is to be brought up to the residence of the Officer/Official, wherever possible, to ensure fidelity (if not possible, appropriate reasons must be brought to the attention of the officer and Administration);
- Timely dispatch within 20 days of packing of personal effects from the residence of Officer/Official. The reasons for delay may be appropriately informed to the Officer/Official and the concerned Personnel Section in the Ministry. Only valid reasons will be acceptable;
- Weekly updates on the movement of consignments to the Officer/Official;
- The Firms/Agents should tie up with a reputed local partner in foreign countries.

Inbound Consignment

- Handling of all formalities relating to clearance of baggage, customs formalities, safe transportation from port in India to the residence, facilitation for settling of any insurance claims relating to damages;

3. The main objective for fixing up the eligibility criteria is to shortlist the prospective



bidders who have:

- Required Business Profile & Market Presence;
- Requisite Management & Operational Skills to provide an effective service delivery process as per best industry practice;
- Adequate experience in handling tasks of this size and scale. In this context, it may be noted that on an average 500 officers are posted from India to various stations abroad and nearly an equal number is posted back to India from abroad. Stations abroad are spread over 200 cities in over 150 countries. Movements are done both on FCL(40' & 20') / LCL basis;
- Adequate financial background and resources to manage an efficient service delivery process;

4. Listed below are the essential and desirable eligibility criteria, which would be considered while examining the proposal for empanelment:

(A) Essential:

- The bidding firm should be a registered firm/entity legally authorized or competent to engage in the business of packing, moving and forwarding operations in India for at least **last five financial years** ending 31st March 2023;
- Firms should be registered as Custom House Agent (CHA) or should have a formal agreement with a registered CHA, in compliance with Indian Customs Act, 1962 and rules/regulations there-under;
- Firms should possess **experience of at least 5 years** of executing contract for packing, marking and transportation of personal effects of officials of Government/PSUs/Foreign Missions/UN Agencies/Multinationals, preferably in the international shipments;
- The average annual financial turnover during the last 3 financial years i.e. 2020-23 should be more than **Rs. 2 crores**;
- The bidding firm should **have either own vehicles or formal agreement with the registered & reputed transport companies/firms** for provision of transport services and vehicles possessing fitness certificate for plying on roads;
- The firms should have its registered office or branch office within the territory of NCR and should have a **self-owned or leased warehouse in NCR with a capacity of at least 5000 sq. ft.** If the property is on lease, the empanelment of the firm would be dependent upon the lease being valid for the duration of the empanelment;
- The facility should be clean, dry, vermin-free and equipped with proper security, with adequate insurance against fire, theft, etc;
- The number of working staff used for packing and movement of goods on regular payroll of the firms **should be at least 20**;
- Firms should possess and demonstrate ability to provide **“Door to Port & Door to Door”** services for International shipments;
- The firm will have to provide a **notarized Affidavit that they have not been indicted for any criminal, fraudulent or anti-competition activity.** Any false statement could result in automatic disqualification;
- The firms would indicate the details of litigations, if any, they are involved in at the time of bidding itself; and
- Empanelled firms would be required to furnish a **performance guarantee** in the form of a **bank guarantee with an amount of Rs. 40 lakhs.** In case, the pending order value of empanelled firms exceeds Rs. 1 crore, the firms would be required to submit additional performance bank guarantee of 10% of pending order value of over Rs. 1 crore. [**Note:** Pending order is herein referred to that order of transporting the goods from Officer's residence in India to Mission/Post abroad which has been assigned to an empanelled firm and the goods have not reached the Officer's residence at the destination.];
- **The validity of the bid will be 3 months** from the date of opening of bids;



(B) Desirable:

Additional consideration shall be given for the firms possessing the following desirable attributes:

- Quality Certifications like ISO or awards from any reputed associations etc;
- Membership of any reputed International Association of packers, movers and forwarders;
- Previous experience of working with the Ministry of External Affairs;

5. Penalty Clause:

(i) Notwithstanding the terms outlined in this Expression of Interest, Ministry of External Affairs reserves the right to temporarily or permanently blacklist/debar the firms on its panel **due to unsatisfactory services**.

(ii) **Complaints:** The following are deemed to be complaints:

Minor Complaints

- (i) Improper packing, poor packing material etc.;
- (ii) Delay in sharing of invoices/ receipts/Bill of lading with the Officer/Official concerned, Ministry, Mission concerned;
- (iii) Delay in settling of insurance claims;

In case of minor complaint(s), the penalty imposed upon the firm will be governed as tabulated below:

No. of Complaints in a Quarter	Penalty
1 to 3	2 weeks debarment or penalty of Rs. 25,000/- or both
4 to 6	6 weeks debarment or penalty of Rs. 50,000/- or both
7 to 9	14 weeks debarment or penalty of Rs. 1,50,000/- or both
10 and more	Permanent Debarment and Confiscation of Bank Guarantee

Major Complaints

- (i) Dispatch of goods not as per entitlement of the officer (for example, sending shipment as LCL instead of FCL, sending goods in wrong container size etc.);
- (ii) Delay in dispatch and delivery of personal effects from Delhi to Missions/Posts abroad; delay in dispatch and delivery of consignments from Delhi to hometown due to reasons in control of the packer;
- (iii) Levy of demurrage charges on the consignments even after receipt of MoFA clearance within demurrage free period;

In case of major complaint(s), the penalty imposed upon the firm will be debarment of the firm from participating in bids for a period of 1 month from the date of issue of such order and recovery of financial loss, if any, on account of demurrage charges, storage charges, detention charges etc. incurred to Government of India from the Bank Guarantee or Performance Bank Guarantee deposited by the packer with the Ministry.

Note I: If levy of demurrage charges or delay in delivery of personal effects is due to non-receipt of MoFA clearance, the packer may approach the personnel section for examination of the matter.

Note II: If any complaint other than the complaints listed above is received against the panel packer, an appropriate action as deemed fit may be taken by the Ministry after examination of the matter.

After induction into the panel post temporary debarment, if further complaints are received, it may lead to their debarment for a prolonged time period as deemed appropriate by the Ministry. All such penalties will also be considered during the technical evaluation of subsequent tenders.

(iii) **Compliance:** The Bill of Lading and Container Slips have to be mandatorily shared with the GA Section within 10 days of the shipment leaving the origin sea port.

It is also mandatory for the firm to get the filled feedback form from the officer and share with GA Section within 10 days of delivery of shipment, failing to do so may result in temporary debarring from bidding until the paucity of documents is fulfilled.

(iv) **Non-participation in bids:** Firms which get empanelled with the Ministry through due process are required to participate in at least 60% of the bids floated by the Ministry every quarter. Participation rates shall be assessed every quarter and Ministry could initiate appropriate disciplinary action, including blacklisting/barring from participating in the bids for a time period as deemed appropriate, against firms which do not participate in 60% of the bids. If any firm from the panel is not participating in the bidding process continuously for 6 months, the said firm will be debarred.

(v) **Cancellation of contracts after winning the bid:** The job will be assigned to the L1 bidder. After winning the bid, if the L1 bidder comes up with unjustified and non-satisfactory reasons for not fulfilling the contract, he will be immediately debarred from the bidding process for 1 month.

6. Following parameters together with the points against each parameter shall be adopted as part of the technical bidding process to empanel list of packers. The bidders/packers scoring marks equal to or more than 75 out of 100 shall be considered for further screening process and empanelment in the Ministry.

Proposed Evaluation/ Point System

S. No.	Parameter and Maximum Marks	Range and Award of Marks	Remarks
Essential			
1.	General experience of international relocations during the last 5 financial years (30 marks)	For a minimum of 18 cases of international relocations per year, 4 marks could be awarded, subject to maximum of 20 marks. Marks shall be awarded on a running scale of 0 to 20. Example: For 18 cases of international relocation in a year – 4 marks could be awarded and so on.	Documentation in support of a minimum of 18 international relocations per year during the last 5 financial years to be provided along with supporting documents like invoices/bill of lading etc.

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		<p>For at least 5 cases of relocation in each region given below during the last 5 financial years, 1 mark could be awarded (maximum up to 10 marks):</p> <ul style="list-style-type: none"> (i) North America (ii) Central America & Caribbean (iii) South America (iv) Europe (v) West Asia & North Africa (vi) Rest of Africa (vii)Oceania Countries (viii)ASEAN Countries (ix)Neighbourhood (x)Commonwealth of Independent States/ East Asian Countries 	<p>Documentation in support of 5 relocations in the given 10 regions during the last 5 financial years to be provided separately for each region along with supporting documents like invoices/bill of lading etc.</p>
2.	<p>Number of Staff <i>(20 marks)</i></p>	<p>For 20 members of staff - 8 marks and for every 5 additional staff members, 3 marks could be awarded, subject to maximum of total 20 marks.</p>	
3.	<p>Area of warehouse <i>(15 marks)</i></p>	<p>For 5000 sq. ft. of owned/leased warehouse in NCR - 4 marks and for every additional 2000 sq. ft. of owned/leased warehouse in NCR, 2 additional marks could be awarded, subject to maximum of 10 marks.</p> <p>For availability of warehouse at major cities, 1 mark each could be awarded for availability of warehouse at each major city/port i.e. Mumbai, Chennai, Kolkata, Mundra, Kandla, subject to maximum of 5 marks.</p>	
4.	<p>Vehicles <i>(15 marks)</i></p>	<p><u>Self-Owned</u> For 4 transport vehicles (Truck/van) – 8 marks and for every additional 1 vehicle, 1 additional mark could be awarded, subject to a maximum of 15 marks.</p> <p><u>Formal Agreement with registered Travel Firms</u> 6 marks</p>	<p>Documentation in support of formal agreement with registered Travel Firm to be given</p>

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5.	Customs House Agent (CHA) (10 Marks)	CHA in the name of the Company, 10 marks could be awarded. Agreement with a registered CHA – 5 marks to be awarded	Documentation in support of formal agreement with registered CHA to be given
Desirable			
6.	ISO Certification or professional awards from reputed Associations. (5 marks)	For ISO Certification or professional awards in the name of the company, 5 marks could be awarded	
7.	Membership of any reputed International Association of packers, movers and forwarders (5 marks)	For membership of any reputed International Association of packers, movers and forwarders in the name of the company, 5 marks could be awarded	
Others[#]			
8.	Review of Past Performance (5 marks)	The performance of bidders/packers who are in the existing panel of the Ministry, shall be evaluated from the date of their empanelment in the Ministry i.e. 01.04.2021 on the following parameters: <ul style="list-style-type: none"> • Participation rate in bids floated by the Ministry. • No. of complaints received as against the no. of jobs done. 	

Applicable only to packers which are currently on Ministry's Panel.

*The marks of bidders/packers which are currently on Ministry's panel shall be scaled down from 105 to 100.

**In case of overall tie, the marks obtained in essential criteria will be given more weight-age over the desirable criteria.

7. The interested firms which fulfill the essential criteria in paragraph 4(A) above may deposit their applications in sealed envelope along with the following documents:

- Duly filled attached EOI questionnaire (*Annexure-I*)
- Company Profile in detail to demonstrate their capability in efficiently handling the jobs described above;
- Address of registered office and branches (if any);
- Proof of registration of the firm/incorporation of the company;
- Proof that the firm either has its registered office or a proper branch in Delhi/NCR;
- Documentary evidence of the firm's registration as Custom House Agent or a formal agreement with a registered CHA;

- Precise profile of its key clients along with satisfactory performance report from at least three of them for services provided;
- A list of clients in Government sector / PSUs / Foreign Missions/ UN Agencies/ Multinational Companies with documentary proof;
- Attested copies of audited financial statements during the last three years;
- Registration certificates of the vehicles owned/formal agreement with the registered & reputed transport company(ies)/firm(s);
- A list of employees on regular payroll of the firm. Copies of PF / ESI challans with their individual PF / ESI numbers of employees (if any) may be provided;
- Registration papers related to ownership/ lease of warehouse;
- Proof of insurance of warehouse (owned or leased) against fire, theft etc;
- A notarized Affidavit that the firm has not been indicted or involved in any criminal / fraudulent / anti-competition activity;
- Details of litigation involved in, if any;
- Copy of quality control certification (if any);
- Proof of membership of reputed International Association of movers and forwarders such as FIATA etc. (if any);
- Details of general experience of international relocation for the past 5 (five) financial years;

8. The schedule for bidding is as under:-

Date of Notice inviting Tender available for bidders to download	04 th January, 2024
Place for depositing Tender papers by hand	GA Section MEA, Room No. 4099, JNB, Janpath, New Delhi – 110011 Ph: 011-23085361 Email: aoga@mea.gov.in
Pre-bid Meeting	11 th January, 2024, 1430 hrs
Last date of submission of bid	29 th January, 2024, 1200 hrs
Date, Time & Place of opening of bid in the presence of authorized representatives of the bidders, who choose to be present	30 th January, 2024, 1100 hrs MEA, Room No. 0149, JNB, Janpath, New Delhi – 110011

** Bid received after the deadline will be rejected.*

** If there are any changes in the dates/premises, it will be intimated.*

**The bid should necessarily be submitted physically to GA Section, Room No. 4099, JNB, Delhi.*

9. Ministry of External Affairs reserves the right to inspect the premises of the applicants prior to empanelment or even after empanelment to verify the claims made by the packer. Any wrong or misleading information will lead to disqualification.

10. The panel shall be valid for **two years** after the issue of letter of intent; thereafter the validity of the panel may be extended further if the performances of the empanelled agents/firms prove to be satisfactory.

11. The firms which fulfill the eligibility criteria would be required to convey their consent to be on the panel and sign an acceptance document conveying the firm's willingness to comply with the prescribed terms and conditions, as per the document titled "Acceptance of Terms & Conditions" attached as (Annexure II).

12. General Instructions:-

- This Expression of Interest (EOI) is not an offer to contract but represents a definition of specific requirements and invitation to recipients to submit a response addressing such requirements. Issuance of this EOI inviting technical bid and submission of your response and the subsequent receipt and evaluation of your response by MEA authority does not commit MEA to empanel any bidder.

- All communications and information should be provided in writing. The bidder should designate one person (contact person and authorized representative & signatory) authorized to represent the bidding firm in its dealings with MEA. This designated person should hold the Power of Attorney and be authorized to perform all tasks including, but not limited to, providing information, responding to enquiries, entering into contractual commitments on behalf of the bidding firm. The covering letter submitted by the bidder shall be countersigned by the authorized signatory and shall bear the stamp of the entity thereof.

- All communications and information provided should be legible and wherever information is given in figures the same should also be mentioned in words. In case of conflict between amounts stated in figures and words, the words will be taken as correct.

- All applications and EOI Questionnaires incomplete in any respect or those which are not consistent with the requirements as specified in this document or those that do not contain other documentation as per the specified formats may be considered non-responsive and are liable for rejection.

- All information contained in this Tender shall be considered as confidential information. This information shall not be disclosed by the bidders except for the sole purpose of their response to the Tender. In no event shall this document may be made a copy or transcribed or distributed in whole or part without the authorization of MEA. MEA may take appropriate legal action against defaulters.

- Strict adherence to the formats wherever specified is required and non-adherence to the formats may be a ground for declaring the bid non-responsive.

- MEA reserves the rights to seek additional information from the bidders if found necessary, during the course of evaluation of the bid. Non-submission, incomplete submission or delayed submission of such additional information or clarifications sought by MEA, may be a ground for rejection of the Bid.

13. The Expression of Interest document and Questionnaire can be downloaded from MEA's website (www.mea.gov.in) and CPP Portal (www.eprocure.gov.in).

14. Ministry of External Affairs reserves the right to amend / withdraw any of the terms and conditions in the EOI or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Ministry in this regard shall be final and binding on all.



(Nithin Kunneparambil)
Under Secretary (GA)

Ph: 011- 23086621

Email: usga@mea.gov.in

**EXPRESSION OF INTEREST
QUESTIONNAIRE**

Name of the Company/Firm:

[Kindly attach company profile and audited financial statements of the last three years]

S. No.	Criteria	Response	Remarks
1.	Whether the firm/company is registered	Yes/ No	Certificate of Incorporation/registration and details thereof may be enclosed.
2.	Whether the company has a registered office/ branch office in Delhi/NCR	Yes/No	Suitable certificates, if any, may be enclosed
3.	Whether registered as Customs House Agent (CHA) or has formal agreement with registered CHA in compliance with Indian Customs Act, 1962 and Rules and Regulations there under	Yes/No	If yes, then provide documentary evidence of the firm's registration as CHA or formal agreement with registered CHA
4.	Number of years of experience of packing and forwarding personal effects in international shipment	No of years:	Should be at least 5 years with Government /PSUs/ Foreign Missions/ UN agencies / multinational companies
5.	General experience of International relocations during last 5 financial years ending 31 st March 2023	No. of years	Documentation in support of International relocations during the last 5 years to be provided along with supporting documents such as invoices/bill of lading etc.
6.	Whether warehouse capacity owned / leased by the firm in Delhi/NCR & Whether the warehouse is protected against vermins and has proper security features and is adequately insured against fire, theft etc	Yes/No Yes/No	Should be at least 5000 Sq. ft. and if leased the lease should be valid during the duration of empanelment. Should be equipped with proper security, adequate insurance. Documentary proofs of the above to be enclosed.
7.	Number of employees on regular payroll of the firms. (Names, designation and number of years of service, may be mentioned)	Number	Should be at least 20 and documentary proof may be provided.
8.	Ability to provide 'Door to Port & Door to Door' service for international shipment (previous experience D2P & D2D, if any)	Yes/No	If yes, documentary proof of the same may be provided
9.	Any previous indictment in any criminal, fraudulent or anti-competition activity	Yes/No	If no, a notarised affidavit for the same may be furnished.
10.	Details of litigation involved in, if any.	Yes/No	If yes, provide details of the same
11.	Whether it possesses Quality Certifications (ISO etc.) or any professional awards from reputed associations	Yes/No	If yes, provide details and enclose copy of the certificates



12.	Whether it holds the membership of reputed international association of packers, movers and forwarders	Yes/No	If yes, provide details and enclose copy of the certificates
13.	List of Key Clients/Distinguished Clienteles	Yes/No	Satisfactory performance report from at least three of them for services may be enclosed

Undertaking

We, hereby, declare that our Expression of Interest is made in good faith and the information is true and correct to the best of our knowledge and belief. I understand that any wrong or misleading information will lead to disqualification.

Thanking you,

Yours faithfully,

(Signature)

Name:

Designation:

Seal:

Date:

Place:



Ministry of External Affairs
Government of India
New Delhi

Empanelment of Packing, Moving and Forwarding Agencies / Firms

Acceptance of Terms & Conditions

1. In response to the Ministry of External Affairs acceptance of our bid for empanelment for the purpose of packing, moving and forwarding services, on behalf of M/s. _____, the undersigned, in her/his capacity as _____, conveys the company's willingness to be on the panel of the Ministry of External Affairs and accepts the following terms and conditions for provision of services:

2. **Scope of Work:** The firm fully understands that its scope of work would include but not be limited to the following functions:

Outbound consignment

- Packing/unpacking, stuffing/destuffing, transportation from residence to the port of origin (airport/ICD terminal, New Delhi/concerned sea port)/ residence of the officers (in Indian Missions/Posts abroad) of household goods;
- Packing and Transportation of personal effects from residence to Home town of Officers
- Customs formalities at the port of origin;
- Export documentation and their timely delivery as per the instructions of the customer;
- All formalities relating to handling of consignment for surface / air transportation from door to port & door to port basis, including arrangements for transit, if any;
- Arrangement for insurance as per prescribed procedures and facilitation in case of any claim on account of damage;
- The Firm/Agent should be apprised of the **latest guidelines on COVID-19** and should comply with the international health protocols, related to packing & Shipping;
- The Container is to be brought up to the residence of the Officer/Official, wherever possible, to ensure fidelity (if not possible, appropriate reasons must be brought to the attention of the officer and Administration);
- Timely dispatch within 20 days of packing of personal effects from the residence of Officer/Official. The reasons for delay may be appropriately informed to the Officer/Official and the concerned Personnel Section in the Ministry. Only valid reasons will be acceptable;
- Weekly updates on the movement of consignments to the Officer/Official;
- The Firms/Agents should tie up with a reputed local partner in foreign countries.

Inbound Consignment

- For incoming consignments, the handling of all formalities relating to clearance of baggage, customs formalities, safe transportation from port to the residence, facilitation for settling of any insurance claims relating to damages;

3. **Material to be shipped:** May include household goods (some of which may be fragile in nature requiring special care) as per an indicative list given below:

- Furniture and fixtures;
- Kitchenware and foodstuff;
- Clothing, linen and shoes, etc;
- Books and toys;
- Object d'art (paintings, art pieces, etc.);
- Personal sports goods;



- Vehicles of various types;
- White goods and electronic items, etc.

4. Packing material and quality: Will be intimated by the Ministry at the time of empanelment.

5. Quotation details for out-bound consignments: All empanelled agencies / firms will be free to quote for any shipment proposal giving the following detailed break-up:

- Packing charges;
- Transportation from residence to the port of origin/ to the airport;
- Agency and handling charges;
- Transportation and Portorage within docks / check-points;
- Customs examination charges;
- Crane charges, escort fees;
- Inland haulage, if any, including documentation;
- International freight/ air freight;
- Insurance charges as per limits prescribed by the Government; in each case at the time of invitation of quotations, these limits shall be mentioned;
- Applicable taxes, if any.
- Destination Charges (Including Terminal Handling Charges, Custom Clearance, Parking Charges in front of the residence of Officer/official, particularly in Europe etc)
- Unpacking Charges (including removal of debris etc)

6. Handling rates for in-bound consignments: The rates for various services for in-bound consignments are fixed as under Q/GA/791/1/2017 dated 26th May, 2017, a copy of which may be obtained from the GA section of the Ministry of External Affairs. The company agrees to abide by these rates for in-bound consignments.

7. Compliance with eligibility criteria: The company also undertakes to conform to the eligibility criteria at all times during their empanelment with the Ministry of External Affairs and in case the company happens to fail to meet any of the prescribed criteria at any time, bring the same to the attention of the Ministry of External Affairs forthwith a clear understanding that this could result in their being disqualified. Withholding of such information will automatically lead to disqualification.

8. Validity of quotations: Once the company quotes the rates, it would be under obligation to perform at those rates only. In the event the company subsequently refusing to discharge the services at quoted rates, for any reason, the Ministry would reserve the rights of taking suitable action against such company including debarment. Quotation will remain valid for a period of 3 months from the date of opening of bids.

9. Payment terms: The job will be assigned to the L1 bidder. The officer concerned shall directly settle the bills with the service provider as per the rates quoted and accepted by the Ministry of External Affairs. The officer shall pay 90% of the quoted amount after the packing of the personal effects is done. The remaining 10% would be paid only when the goods are delivered and subject to the condition that the service provider has provided original Bill of Lading and Container slip to the officer. Any damages on account of unsatisfactory services could be claimed against the performance guarantee of the service provider.

10. Submission and opening of bids: All the empanelled companies will be provided information with regard to the upcoming movements and will be invited to provide their quotations by the indicated date via e-mail. All sealed quotations received shall be opened on a pre-fixed date and time as communicated. The representatives of the quoting companies are free to attend the bid meeting. The submitted quotation should be accompanied with a certificate, duly signed by the officer/official, stating that a survey of goods has been conducted (in case of physical survey). In case of electronic survey, an undertaking from the company for the conducted survey should be



furnished along with the bid.

11. Adherence to the deadline: After the formation of panel of packers, non-adherence to the deadline to submit the quotations in respective individual cases would be deemed to be a matter of grave concern. Subsequently, all the empanelled packers, who are asked to submit quotations, if not interested in submitting the quotation due to any reason, should intimate to the concerned section within the stipulated time. Moreover, repetitive non-adherence to the deadline or non-submission of the quotations by the empanelled packing/forwarding agents may lead to their debarment for a time period deemed appropriate by the Ministry.

Date
Place

Signature
Name
Designation

A handwritten signature in black ink, consisting of a stylized 'S' followed by a horizontal line.