



Tender No. KSFC/Admn/COURIER/13/2021

Karnataka State Financial Corporation
KSFC Bhavan
No 1/1 Thimmaiah Road
Bengaluru 560052
Karnataka
Phone: 22282507
Email: adm@ksfc.in
www.ksfc.in

Tender No. KSFC/Admn/COURIER/13/2021

TENDER DOCUMENT

Tender for providing Courier Service to KSFC

Last Date of Receipt of Tender	As per the e-Procurement Portal
Date of Opening of Tender	As per the e-Procurement Portal
Cost of Tender Document	Nil
Earnest Money Deposit (EMD)	Rs 10,000 (Rupees Ten Thousand only)

TABLE OF CONTENTS

Title	Page No.	Particulars
Eligibility of Bidders	2	Annexure-1
Submission of Tenders	3	Annexure-2
General Terms & Conditions	4	Annexure-3
Scope of Service	6	Annexure-4
Other Terms & Conditions	7	Annexure-5
List of HO, BOs and IACs of KSFC with Address	8	Annexure-6
Technical Bid	12	Annexure-7
Format for Financial Bid Calculation	13	Annexure-8
Declaration Format	15	Annexure-9



Annexure-1

Eligibility of Bidders

1. The Bidder should have valid License for carrying out Courier Service.
2. The Bidder should have minimum of 3 (Three) year experience in providing Courier Services in Central/State Govt. Departments or reputed Private Organisations having minimum staff strength of 200.
3. The Bidder should have achieved a turnover of Rs.50.00 lakhs each in the last 3 Financial Years ie.2017-18,2018-19,2019-2020
4. The Bidder should have Service Network covering Karnataka (including Rural Areas) and all other States of India,
5. The Bidder should be registered for GST
6. The bidder should have PAN Number



Annexure-2

Submission of Tender

1. Applicants shall have to participate through the process of e-Procurement only and the applications submitted directly will not be accepted.
2. KSFC cannot be held responsible for technical problems resulting in non-submission/non-uploading of tenders within the stipulated time.
3. The Bidder shall bear all costs associated with the preparation and submission of his bid and KSFC will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
4. The Bidder shall pay processing fee and EMD at e-Procurement Portal through the following four modes of payment:
 - a. Debit Card
 - b. Credit Card
 - c. OTC (Over the Counter) at designated ICICI Bank Branches
 - d. Net Banking
 - e. NEFT (National Electronics Fund Transfer)
5. The Softcopies of the Documents in proof of Eligibility need to be uploaded to e-Procurement Portal of Government of Karnataka. If asked for, the Hardcopies need to be produced before KSFC
6. The Bidders should enter only the Grand Total-D (as indicated in the Commercial Bid Format vide Annexure-8), in the e-Procurement Portal. Any other Amount will result in rejection of the Financial Bid.
7. For any assistance in the submission of Tender, the following Helpline Numbers of e-Procurement Portal of Government of Karnataka may be contacted.
 - a. 080-22230960,
 - b. 080-22234115
 - c. **+91-8046010000 +91-8068948777**
 - d. support@eprochelpdesk.com

IMPORTANT:

- The Bidders are requested to arrive at Commercial Bid Amount as per the Format given vide Annexure-4.
- Bidder should indicate only Grand Total (C) on the e-Procurement Portal. Bids showing different amounts will be rejected.
- Bidder should not upload the Format used for calculating Commercial Bid Amount to e-Procurement Portal. However, the softcopy of the same needs to be mailed after KSFC requests for the same, after opening Online Commercial Bid



Annexure-3

General Terms & Conditions

1. Opening of Bids by KSFC

- a. The Bids will be opened in two stages i.e. the Technical Bid and Commercial Bid. Only those Bidders found eligible in Technical Bid will qualify for participation in the Commercial Bid opening.
- b. Cut-Off Score in Technical Evaluation for qualifying to Financial Evaluation will be 85,. This is binding on all the participants of the Tender.
- c. Return of EMD: The EMDs of unsuccessful Bidders will be returned after the successful Bidder is selected.
- d. **Forfeiture of EMD** : EMD is liable to Forfeiture in the event of
 - i. Withdrawal of offers during validity period of the offer
 - ii. Failure to sign the Contract Agreement and furnish the required Security Deposit within the stipulated time
 - iii. Any unilateral revision made by the Bidder during the validity period of the offer
- e. **Security Deposit**: The successful Bidder will have to Security Deposit of Rs. 25,000 (Twenty Thousand) in the form of DD payable to Karnataka State Financial Corporation, payable at Bengaluru. EMD submitted by the successful Bidder will automatically be adjusted towards the Security Deposit. No interest will be payable on EMD or Security Deposit in any case. Security Deposit will be for the entire Contract Period with KSFC. The Security Deposit shall be payable to the KSFC as compensation for any loss resulting from the Vendor's failure to complete its obligations under the Contract.
- f. **Acceptance of The Purchase Order**: The successful Tenderer shall clearly confirm the acceptance of the Purchase Order within 5 days of receipt of the Purchase Order by him. In case of failure to do so, the EMD amount will be forfeited. Purchase order will be withdrawn/cancelled at the discretion of KSFC.
- g. The Successful Bidder will have to sign the Contract Agreement as per the format given in Annexure-10 and furnish the required Security Deposit within 5 days of the issuance of Work Order by KSFC.
- h. **Return of Security Deposit**: The Security Deposit will be returned after 1 month after successful completion of the Contract, after deducting dues, if any, payable to the KSFC.
- i. In the event of any breach of any Terms and Conditions or delay or default, the Contract will be terminated and the Security Deposit will be forfeited by the KSFC.

2. Award of Contract:

The Lowest Quoted (L1) Bidder will be considered for award of the Contract in general. However, based on the background of the Bidder, KSFC reserves the right to reject L1 Bidder to ensure that service of good quality provided to KSFC and consider other eligible bidders. The rates quoted by the selected Bidder may further be negotiated subject to discretion of KSFC. KSFC reserves the right to reject the offers submitted by the Bidder either in part or full without assigning any reasons what so ever. The decision of KSFC is final in this regard.

In case the selected Bidder fails to sign the Contract Agreement and furnish the required Security Deposit within 7 days of the issuance of Work/Purchase Order, KSFC has the discretion to award



the contract to next eligible Bidder. KSFC is not bound to give any notice/reminder to selected Bidder for their failure to sign the Contract Agreement and furnish the required Security Deposit within 7 days of the issuance of Work/Purchase Order within the stipulated period. In such case the EMD of such Bidder will be forfeited.

3. Contract Period:

The Contract Period is for 2 (Two) Years which will be extended upto a maximum of another 3 (Three) Months on the same Rates and Terms & Conditions, subject to Satisfactory Performance of the Vendor.

4. Billing:

The Agency should raise Bills on the agreed rates, at the end of each Month. The Bills should enclose detailed Statements with complete information on each Consignment shipped during the month, along with Proof of Delivery (POD).

5. Payment:

The Payment against raised Bills Payments will be made only in the form of Crossed Cheques. Applicable taxes will be deducted from the amount payable.



Annexure-4

Scope of Service

1. The Agency shall provide Courier Services of Documents/Packages to various destinations in Karnataka and India.
2. The Service should be provided to Head Office (HO) and all the Branch Offices (BOs) and Internal Audit Cells (IAC) of KSFC located in all the districts of Karnataka, details of which are given in Annexure-6
3. The Agency has to pick up Documents/Packages daily from HO and all BOs/IACs and has to deliver the same to the concerned BOs/HO and other Addressees all over India.
4. The Courier Services should be provided on all working days.
5. The Agency has to deliver the Consignments within 24 hours to all the BOs of KSFC
6. The Agency should maintain absolute security, safety and secrecy of the Documents/Packages.
7. The Agency should indemnify the losses if any as per the decision of the KSFC in case of misplacement of Documents/Packages, after deliberating with AGM (P&A).
8. KSFC reserves the right to levy penalty for delayed delivery of Consignments.



Annexure-5

Other Terms and Conditions

1. Rights of KSFC:
 - a. KSFC reserves the right to accept or reject any or all the tenders in part or full, without assigning any reason whatsoever.
 - b. KSFC reserves the right reject any Tender due to failure on the part of the Bidder to observe the prescribed procedure.
 - c. Any attempt from the Bidder to canvas through any means, for the securing work order from KSFC will prejudice the Bidder's quotation and the same will be rejected without assigning any reason whatsoever.
 - d. KSFC is not bound to accept the lowest tender.
2. The Bidder should not sub-let the contract order to the third party, for which act he is liable for termination of Contract within 24 hours.
3. Challans of Consignment should specify with minimum details as follows:
 - a. Consignment No. & Date
 - b. Nature of Packing & Weight.
 - c. Consignor and Consignee Information with Stamp
 - d. Mode of Dispatch
 - e. Any other relevant details.
4. Proof of Delivery (POD) of the Document/Package should be submitted to KSFC. POD should invariably contain the Consignee Stamp & Signature. Copies POD/Booking to be enclosed with the Bills while claiming the same.
5. No escalation of rates during the period of contract would be allowed on any account.
6. No request for making Advance Payment on any ground shall be entertained.
7. All Personnel engaged by Agency shall not disclose the identification of the Document/Package to anyone. Failure to comply with the same invites stringent action against the Agency.
8. A Senior Level Representative of the Agency shall visit KSFC, HO at least once in a month and review the service performance of its personnel. During the visit, Agency's representative will also meet the AGM (Admin) for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working.
9. The Personnel deployed by the Agency should be disciplined and do not participate in any activity prejudicial to the interest of the KSFC/Govt. of India/any State/any Union Territory.
10. Penalty: In case of non-compliance of the Terms and Condition of the Contract, KSFC reserve the right to impose penalty up-to maximum 10 % of the total Annual Value of the Contract during the period of operation or forfeit the Security Deposit whichever is higher.
11. Termination of Contract: The Contract can be terminated after issuing one month's notice for the following reasons:
 - a. If the Agency Assigns or Sub-contracts of this service to third Party
 - b. Violation/Contravention of any of the Terms and Conditions mentioned in the Tender Document.
 - c. Does not improve the performance of the services in spite of instructions.
 - d. Misconduct and suppression facts by the Personnel of Agency
12. If the service is terminated during the period of agreement for the above said reasons, the Security Deposit provided by the Bidder will be forfeited.
13. Arbitration: Any dispute or difference or claim arising out of, or in connection with, or relating to the contact or the breach, termination or invalidity thereof, shall be referred to and settled under the Arbitration Centre, Karnataka (Domestic and International) rules 2012, by one or more Arbitrators appointed in accordance with its Rules.

**Annexure-6****List of HO, BOs and IACs of KSFC with Address****HEAD OFFICE:**

KSFC Bhavan,
No. 1/1, Thimmaiah Road,
BANGALORE 560 052.
Phone : 22263322 (11 lines)

BENGALURU CIRCLE (Circle I)

1	Jayanagar Branch Office No.14, 37th "A" Cross, I Main Road, Jayanagar 8 th Block BENGALURU – 560070 Ph No.080 – 26653446/7/8/9	2	Central Branch Office Ground Floor, “ KSFC Bhavana “ No.1/1, Thimmaiah Road BENGALURU - 560052 Ph No.080-22265881
3	Rajajinagar Branch Office No.197, 2 nd Floor, West of Chord Road, Rajajinagar Ist Block BENGALURU - 560 086 Ph No. 080- 23494628/23495821	4	Bengaluru Rural Branch Office, No. 197, 1st Floor West of Chord Road Rajajinagar Ist Block BENGALURU - 560 086 Ph No. 080 23197995/6
5	Tumakuru Branch office Special Plot No.2 Industrial Estate, BH Road TUMAKURU – 572103 Ph No.0816 - 2280089	6	Kolar Branch Office CRS Complex, Near KSRTC Bus Stand, MB Road KOLAR – 563101 Ph No.08152-224757/222661
7	Ramanagar Branch Office Khatha No. 642/2304/2085/1447-A/1447-B, Vidyanagar Opposite to Zilla Panchayath Office RAMANAGAR - 562 159 Ph No. 27274401/02	8	Chickballapur Branch office 'Yashodha Complex' Adjacent to State Bank of India No.271/1, IInd Floor, Shidlaghatta Bagilu, B B Road CHICKBALLAPUR - 562 101 Ph No. 08156-270117

**MYSORE CIRCLE (Circle II)**

1	Udupi Branch Office Floor, Anantha Towers Road 576101 2524033	3 rd Court UDUPI – Ph No.0820- 2524033	2	Hassan Branch Office Course Road 573201 No.08172-268703/265429	Race HASSAN – Ph
3	Chikkamagaluru Branch Office PB No.168, Near District Field Hosamane Extension Road CHIKKAMAGALURU – 577101 Ph No.08262 – 230447/234045		4	Mangaluru Branch Office No. 330/50, 3rd Floor Somayaji House #750, Bunt's Hostel Road – 575003 2443051	PB MANGALURU Ph No.0824 –
5	Madikeri Branch Office 8, Industrial Estate MADIKERI – 571201 Ph No.08272 – 228588/228143	#L-	6	Chamarajanagar Branch Office SPS Complex, 1 st Floor Vaniyar Road CHAMARAJANAGAR – 571313 Ph No.08226-222150/222801	
7	Mysuru Branch Office P-9/1, II Floor Sahukar Chennaiah Road Opp. Sri Krishnadhama Saraswathipuram Mysuru – 570 009 Ph No. 0821- 2344930/2344531		8	Mandya Branch Office No.153/A, Near DC Office Opp. Mount Carmel Convent R Road, Subhash Nagar MANDYA – 571401 Ph No.08232- 226744/225496	K

**DHARWAD CIRCLE (Circle III)**

1	Dharwad Branch Office Poona Bangalore Road Rayapur DHARWAD – 580009 Ph No.0836- 2322235	2	Chitradurga Branch Office Near Basaveshwara Theatre CHITRADURGA – 577501 Ph No.08194-224410/224411
3	Gadag Branch office LL Building, Field Marshal K M Cariappa Circle GADAG 582 101 Ph No.08372-220502/220541	4	Belagavi Branch Office ^{2nd} & 3 rd floor, Near Hotel Sanman Delux Compound, Lingaraju College Road BELAGAVI –590 001 Ph No.0831- 2427043/2426369
5	Haveri Branch Office Neelana Goudra Complex Opp. LIC Office, PB Road HAVERI –581 110 Ph No.08375- 232362/233772.	6	Bagalkote Branch Office Plot No.18-21 6 th Main Road, G Cross Sector No.24, Navanagara BAGALAKOTE – 587 102 Ph No. 08354- 235482
7	Shivamogga Branch Office II Floor, Karnataka Sangha Building, B. H.Road SHIVAMOGGA – 577201 Ph No. 08182-229236	8	Karwar Branch Office ^{1st} Floor, Raykar Manor Kaikini Road KARWAR – 581 301 Ph No.08382- 221006/221888

**KALABURGI CIRCLE (Circle IV)**

1	Kalaburgi Branch Office No. 2-917/1 KSCA&RD Bank Building Opp: Hindi Prachara Sabha Govt. Hospital Road KALABURGI - 585 105 Ph No. 08472-221407/222394	2	Vijapura Branch Office Near Ibrahimpur Railway Gate Basavana Bagewadi Road VIJAPURA – 586 101 Ph No.08352- 276102	
3	Raichur Branch Office Plot No.7, MP No.1-1-53 Udayanagara, Station Road RAICHUR – 584 101 Ph No.08532-227028/232111	4	Koppal Branch Office No.37, 1 st Floor Opp DC Office, Hosapet Road KOPPAL-583 231 Ph No.08539-225004/225005	
5	Bidar Branch Office 9-16, Rachamma Complex floor, Bidar-Udgir Road Near Jail BIDAR –585 401 Ph No.08482- 228236/226381	8-1 st	6	Ballari Branch Office No.86/2 & 88/2, Hosapet Road Ward No.21, Near DIC BALLARI – 583102 Phone No.08392-242719/242105
7	Yadgiri Branch Office No.5-2-1B “Sameer Sadan” First Floor Old Bus Stand Road YADGIRI – 585 202 Ph No. 08473-250375/250070	8	Davangere Branch Office 4. No. 1179/1, S Nijalingappa Layout, Near Ring Road DAVANAGERE 577 004 Ph No.08192-226245/225049	

INTERNAL AUDIT CELL

1	I A C, Bengaluru No.197, 3 rd Floor, West of Chord Road BENGALURU – 560 086	2	Mysuru Internal Audit Cell P-9/1, II Floor Sahukar Chennaiah Road Opp. Sri Krishnadhama Saraswathipuram Mysuru – 570 009 Ph No. 0821-2343070/2344932
3	Dharwad Interl Audit Cell Poona Bangalore Road Rayapur DHARWAD – 580009 Ph No.0836-2322696	3	I A C Kalaburgi K S F C., No. T-4, 4th Floor “C” Block Asian Gardenia Apartments SP Office Road, Behind Asian Mall, Off Station Road KALABURGI - 585 102 Ph No. 08472-270048

* KSFC reserves the right to add / change or modify the addresses of its Branch Offices

**Annexure-7****Technical Bid**

1. Full Name of the Bidder:
2. Address:
3. Telephones/Fax numbers and Email ID:
4. Constitution:
5. Names of Proprietor/Partners/All Directors:

SI No	Names of Proprietor/Partners/All Directors

6. Address :

Address & Telephone No. of the Registered Office & Contact Person's Name.	Address & Telephone No. of the Branch Office at Bengaluru & Contact Person's Name.

7. Year of commencement of Operations:
8. We have uploaded the softcopies of the following documents.

SI No	Documents
i.	Copy of valid License for carrying out Courier Service.
ii.	Document showing proof that Bidder has a minimum of 3 (Three) year experience in providing Courier Services in Central/State Govt. Departments or a reputed Private Organisations having minimum staff strength of 200
iii.	Turnover certified obtained from Chartered Accountant for having achieved minimum Rs.50.00 lakhs turnover in the last 3 Financial Years 2018,2019,2020
iv.	Document showing proof that Bidder has Service Network covering Karnataka and all other States of India, including Rural Areas.
v.	Copy of valid GST Number
vi.	Copy of PAN
vii.	Technical Bid as per Annexure-7 Tender Document
viii.	Declaration as per Annexure-9 Tender Document

Signature & Name of the Bidder

Designation:

(Office Seal)

Date:



Annexure-8

**Format for Financial Bid Calculation
(NOT TO BE UPLOADED TO e-PROCUREMENT PORTAL)**

Sl.No.	Particulars	Basic Rate for 1 No. Cover / Packet	Tax (@____%)	Total Cost
1.	BENGALURU LOCAL			
	0-100 gms			
	101-250 gms			
	251 – 500 gms			
	501-1000 gms			
	Every Additional 250 gms			
	Above 1 Kg/per Kg			
	TOTAL (A)			
2	WITHIN KARNATAKA STATE (excluding Bengaluru)			
	0-100 GMS			
	101-250 gms			
	251 – 500 gms			
	501-1000 gms			
	Every Additional 250 gms			
	Above 1 Kg/per Kg			
TOTAL (B)				
3.	OUTSIDE KARNATAKA STATE			
	0-100 GMS			
	101-250 gms			
	251 – 500 gms			
	501-1000 gms			
	Every Additional 250 gms			



Sl.No.	Particulars	Basic Rate for 1 No. Cover / Packet	Tax (@____%)	Total Cost
	Above 1 Kg/per Kg			
	TOTAL (C)			
	GRAND TOTAL (D) = (A+B+C) (ONLY THIS AMOUNT NEEDS TO BE ENTERED IN e-portal)			

IMPORTANT:

- The Bidders should not upload the above Format used for calculating Commercial Bid to e-Procurement Portal. However, the softcopy of the same needs to be mailed to (**adm@ksfc.in**), after KSFC requests for the same after opening Online Commercial Bid.
- The Bidders are requested to indicate only the **Grand Total (D)** above on the e-Procurement Portal. Bids showing different amounts will be rejected.
- In order to have uniform entry of Amount in the e-procurement portal, all the interested parties are requested to seek clarification from KSFC Admn. Department with regard to Amount to be entered in e-procurement portal prior to submitting of the tender document.



Annexure-9

DECLARATION

We have submitted our Bid in response the Tender No.KSFC/Admn/COURIER/13/2021, for providing Courier Service at KSFC. In this regard we solemnly declare the following from our end.

1. All the Eligibility Conditions as per the Annexure-1 have been fulfilled by us.
2. The Prices quoted are inclusive of all applicable Taxes. We will not add any Tax other than those indicated in Commercial Bid.
3. We have entered only the Grand Total-D (as indicated in the Format for Financial Bid Calculation vide Annexure-8 of the Tender Document).

We further declare that if we fail to comply with any/all of the conditions 1-3 above, KSFC will be free to take any/all the following actions.

1. Our Tender may be rejected summarily even if we are declared as L1 Bidder by e-Procurement Portal, after the Commercial Bids are opened.
2. KSFC can forfeit the EMD paid by us in such an instance.
3. KSFC will not be liable to compensate for any damages to us in any way, if our Bid is rejected for non-compliance of the conditions 1-3 above.
4. KSFC can send recommendation to Centre for e-Governance, Government of Karnataka, for inclusion our names in the List of Black-Listed Suppliers.

Signature & Name of the Bidder

Designation

(With office seal and full address)

Date