

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

No.Q/GA/791/02/2019

New Delhi: 9th December, 2019

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 forwarding of personal effects of the officers and staff of this Ministry on transfer from the Ministry to the Missions/Posts abroad.

2. The scope of service includes:

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 Missions/Posts abroad) of household goods;
- 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 & 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;

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 190 cities in over 125 countries. Movements are done both on FCL / 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 the last five financial years ending 31st March 2019;
- 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 thereunder;
- Firms should possess experience of at least 5 years of executing contract for packing and transportation of personal effects of officials of Government/PSUs/Foreign Missions/UN Agencies/Multinationals, especially in the international shipments;
- 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 15;
- 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.5,00,000/- which will be forfeited in case of unsatisfactory services.

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

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

5. **Biennial review of Performance and fulfilling of eligibility criteria:** The bidding firms may note that the Ministry would review the performance of the firms on biennial basis or earlier as it considers appropriate, with regard to, inter-alia, the scope of service as indicated above and fulfillment of the essential conditions. This exercise may lead to empanelment of fresh firms and de-empanelment of firms which do not continue to comply the essential criteria as detailed above and best business practice. Notwithstanding the terms outlined in this EoI, Ministry of External Affairs reserves the right to temporarily or permanently blacklist/debar the firms on its panel due to unsatisfactory services.

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6. Following parameters together with the points against each parameter shall be adopted as part of the technical bidding process to empanel a maximum of ten (10) companies:-

Evaluation/ Point System

S.No	Parameter and Maximum Marks	Range and Award of Marks	Remarks
1.	General experience of international relocations during the last 5 financial years (30 marks)	For a minimum of 5 cases of international relocations per year, 6 points could be awarded, subject to maximum of 30 points. Points shall be awarded on a running scale of 0 to 30. Example: For 4 cases of international relocation in a year – 4.8 marks could be awarded and so on..	Documentation in support of a minimum of 5 international relocations per years during the last 5 years to be provided along with supporting documents like invoices/bill of lading etc.
2.	Number of Staff (15 marks)	For 15 members of staff - 6 points and for every 5 additional staff members, 3 points could be awarded, subject to maximum of 15 points.	
3.	Area of warehouse (15 marks)	For 5000 sq. ft. of owned/leased warehouse - 6 points and for every additional 2000 sq. ft. of owned/leased warehouse, 3 additional points could be awarded, subject to maximum of 15 points.	
4.	ISO Certification (5 marks)	For ISO Certification in the name of the company, 5 marks could be awarded	
5.	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	

7. The interested firms which fulfill the essential criteria in paragraph 4(A) above may deposit their applications as hard copy 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 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;

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- △ A list of clients in Government sector / PSU / Foreign Missions/ UN Agency/ Multinational Company with 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 (if any);
- △ Details of general experience of international relocation for the past 5 (five) financial years;

8. The schedule for bidding is as under:-

△ Last date & time for depositing tender papers : 31st December, 2019
1600 hrs

△ # Place for depositing tender papers : GA Section
ME, R. No. 4099
JNB, Janpath,
New Delhi – 110011

#Date & time for opening of the Technical bid : 6th January, 2020
1430 hrs

Place of opening the tenders : JNB, New Delhi

* Proposal received after the deadline will be rejected.

If there is any change in the dates/premises, it will be intimated.

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 shall be extended further if the performances of the empanelled agents prove to be satisfactory.

11. The companies 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.

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- ^ 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 the Bid.

13. The Expression of Interest document and Questionnaire can be downloaded from MEA website <http://www.mea.gov.in>.

14. Firms which get empanelled with the Ministry through due process are required to participate in at least 75% of the bids floated by the Ministry every two months. Participation rates shall be assessed every alternative month 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 75% of the bids.

15. 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.



(Eldos Mathew Punnoose)

Deputy Secretary (GA)

**EXPRESSION OF INTEREST
QUESTIONNAIRE**

Annexure I

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 /PSU/ Foreign Mission/ UN agencies / multinationals
5.	General experience of International relocations during last 5 financial years	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)	Num:	Should be at least 15 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.)	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

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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

- (i) 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 Missions/Posts abroad) of household goods;
- (ii) Customs formalities at the port of origin & port of destination;
- (iii) Export documentation and their timely delivery as per the instructions of the customer;
- (iv) All formalities relating to handling of consignment for surface / air transportation from door to port & Door to door basis, including arrangements for transit, if any;
- (v) Arrangement for insurance as per prescribed procedures and facilitation in case of any claim on account of damage;

Inbound Consignment:

- i) 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:

- (i) Furniture and fixtures;
- (ii) Kitchenware and foodstuff;
- (iii) Clothing, linen and shoes, etc;
- (iv) Books and toys;
- (v) Object d'art (paintings, art pieces, etc.);
- (vi) Personal sports goods;
- (vii) Vehicles of various types;
- (viii) 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:

- (i) Packing charges
- (ii) Transportation from residence to the port of origin



- (iii) Agency and handling charges;
- (iv) Transportation and Porterage within docks / check-points;
- (v) Customs examination charges;
- (vi) Crane charges, escort fees;
- (vii) Inland haulage, if any, including documentation;
- (viii) International freight;
- (ix) Insurance charges as per limits prescribed by the Government; in each case at the time of invitation of quotations, these limits shall be mentioned;
- (x) Applicable taxes, if any.
- (xi) Destination Charges (Including Terminal Handling Charges, Custom Clearance etc.)
- (xii) Transportation Charges from Destination Port to Residence (at Mission/Post) abroad
- (xiii) Unpacking Charges (Including removal of Debris etc. at residences in Missions/Posts abroad)

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 with 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. 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 disqualification. Quotation will remain valid for a period of 180 days.

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. 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. All quotations received shall be opened on a pre-fixed date and time. The representatives of the quoting companies are free to attend the bid opening.

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

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deadline or non-submission of the quotations by the empanelled packing/forwarding agents may lead to their de-empanelment.

Signature:
Name:
Designation:

Date:
Place:

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