

Empanelment of Courier Agencies at Mumbai

Applications are invited from experienced and competent courier agencies for providing courier services at our office premises at MSME Development Centre, C-11, G-Block, Bandra-Kurla Complex, Bandra (E), Mumbai-400051.

Scope of work

Delivery and despatch of official documents, parcel-bulk rates to various destinations within or outside India.

Procedure for empanelment

- The empanelment of agencies will be done by the Bank on the basis of pre-qualification criteria (Next para) :
- The panel will be valid for 2 years.

Prequalification Criteria (Technical Bid):

- 1) The agency should have a set up at Mumbai equipped with modern infrastructure and adequate professionally trained manpower
- 2) .The agency should be registered with Registrar of Firms / Companies and should be in existence for the last 5 years.
- 3) The agency should be on the panel of Banks like RBI / SBI / IDBI / NABARD / Public Sector Banks/Private Sector banks and Multi National Companies. [Attach copy of work orders].
- 4) The agency should have countrywide network of branches essentially in cities as mentioned in the **Annexure**. The connectivity to the destinations through agents/franchises, if any, may be clearly indicated with details (Attach the list of network). The list of destinations is only illustrative and not exhaustive.
- 5) The agency should be able to handle Air Courier, Air Cargo and Surface Cargo.
- 6) The agency should have achieved annual courier sales turnover of Rs.50 crores in any of the last three financial years. (FY 2009, 2010, 2011)
- 7) The agency should have online 24X7 tracking system.
- 8) Names, address & telephone numbers of three big corporate clients may be provided for obtaining necessary confirmation regarding the standard of service and other relevant details.
- 9) The agency should be an income tax assessee having valid PAN number and having filed its return for the last three assessment years. (copies of IT-returns may be furnished). (FY 2010, 2011, 2012).
- 10) The agency should be prepared to provide the services on Sundays/Holidays besides normal working days also, if so required by the Bank.
- 11) The agency should be open 24 hrs. and be prepared to deliver the services for bulk consignment other than regular pick-up, if so required by the Bank.
- 12) The agency will be required to submit PODs/Delivery Status Report (DSR) within five days from the date of delivery, if so required by the Bank.
- 13) The agency will be required to offer a minimum of 5 weeks credit limit.

How to apply

Application should be submitted in the prescribed format alongwith attested copies of the documents as stated in the application format. The last date for submission of completed application format alongwith the requisite documents is February 21, 2012 by 1500 hours. The technical bids shall be opened on February 21, 2012 at 1530 hours in the presence of such of the authorized representatives of courier agencies who may choose to remain present at that time. The application should be sent to SIDBI in sealed envelope superscribing. “Applications for empanelment of Courier Agencies.”

Only application of agencies who fulfill the pre-qualification criteria would be empanelled by the Bank. The Bank reserves the right to add / delete / modify any terms and conditions besides reserving the right to accept or reject the applications. Accepting the application for empanelment by the Bank would not guarantee the award of contract.

The application in sealed envelope alongwith the copies of the certificates and other specified documents specified may please be forwarded to :

The General Manager(Administration)
Small Industries Development Bank of India
MSME Development Centre
Plot No. C-11, G – Block
Bandra Kurla Complex
Bandra (East), Mumbai- 400051

Last date for receipt of application is upto 1500 hours on February 21, 2012.

**FORMAT FOR TECHNICAL BID
(Empanelment of Courier agencies)**

From,

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To,

The General Manager
Administration Department
Small Industries Development Bank of India
MSME Development Centre, C-11, G-Block
Bandra Kurla Complex, Bandra(East)
Mumbai- 400051

Sl. No.	Particulars	Details to be filled in by the Agency
1	Name of the Firm / Agency/Company	
2	Registered office/business address of the agency with telephone, cell, Website, Email and fax number	
3	Name of Contact Person(s)	
4	Address with telephone, Fax numbers, Email and name(s) of the contact person (s)	
5	Year of Incorporation/Constitution (Attach documentary evidence)	
6	Whether registered with Registrar of Firms/Companies. Date of Registration (Attach copy of Registration)	
7	Income Tax - PAN No. (Attach copy of PAN)	
8	Service Tax/ VAT No. (Attach copy of Service tax registration No./VAT No.)	
9	Whether the agency have countrywide network of branches located at all the major cities in India (essentially in the cities as mentioned in the Annexure).	
10	Whether the agency have attached list of destinations viz. Metros, tier-I cities and tier-II cities covered by them	
11	Whether the agency have online 24x7 hours latest computerized document tracking system.	
12	Whether the agency have adequate professionally trained manpowers, if yes, please furnish (organization chart and details of organizational structure and details of manpower directly employed)	
13	Whether the agency is providing services to reputed institutional customers like RBI / SBI / IDBI / NABARD / Public Sector Banks / Multi National Companies. [Attach copy of work orders/ letter of intent / certificates of the work executed, details of work, value etc., done in last three years.]	
14	Names, address & telephone numbers of three big corporate clients may be provided for obtaining necessary confirmation regarding the standard of service and other relevant details.	
15	Whether the agency has achieved annual sales turnover of Rs.50 crores in any of the last three financial years i.e. FY 2009/ 2010 / 2011 (Attach copy of P&L A/c of relevant year).	YES/NO : Turnover for :- FY 2009 Rs.....Cr

		FY 2010 Rs.....Cr FY 2011 Rs.....Cr
16	Highest single contract value and company name	
17	Whether the agency is an income tax assessee, valid PAN number and having filed its Income tax return for the last three assessment years i.e. 2010, 2011 and 2012. (Attach copy of Income Tax returns for all the three assessment years).	
18	Whether the agency is in a position to make available dedicated staff for servicing the need of the Bank.	
19	Whether the agency is prepared to provide the services on Sundays/Holidays besides normal working days also, if so required by the Bank	
20	Whether the agency is prepared to deliver the services for bulk consignment other than regular pick-up, if so required by the Bank.	
21	Whether the agency is ready to submit PODs within five days from the date of delivery, if so required by the Bank.	
22	Please indicate whether the agency is prepared to offer five weeks credit	
23	Any other relevant information	
24	Verification - The application for empanelment should be signed by the authorised signatory verifying that all the details furnished in the application are true and correct to the best of his/her knowledge and that in case of furnishing any false information or suppression of any material information would lead to rejection of application besides initiation of penal proceedings by the Bank, if it deems fit.	

25. Format for giving details of key personnel of the agency

Sr. No.	Name of key person	Designation	Years with the Agency	Contact num	Any other information

Date :

SIGNATURE
Name & Seal of Firm/Co.

Annexure

Eastern Zone	Western Zone	Northern Zone	Southern Zone	Central Zone
Kolkata	Mumbai : (Bandra-Kurla Complex / Andheri / Nariman Point)	New Delhi	Chennai	Kanpur
Gangtok	Ahmedabad	Baddi	Bangaluru	Lucknow
Jamshedpur	Thane	Chandigarh	Ambattur	Dehradun
Bhubaneshwar	Aurangabad	Noida	Coimbatore	Bhopal
Patna	Baroda	Faridabad	Hyderabad	Rudrapur
Ranchi	Pune	Gurgaon	Kochi	Varanasi
Rourkela	Ankleshwar	Jaipur	Puducheri	Roorkee
Durgapur	Vatva	Jammu	Tirupur	Bilaspur
Dhanbad	Panaji	Kundli	Mangalore	Aligarh
Guwahati Region	Chinchwad	Janakpuri	Visakhapatnam	Agra
	Kolhapur	Okhla	Hosur	Bareilly
Guwahati	Surat	Alwar	Belgaum	Indore
Agartala	Ahmednagar	Ludhiana	Nellore	Raipur
Aizawl	Nashik	Udaipur	Rajamundry	
Dimapur	Rajkot	Ghaziabad	Vijaywada	
Imphal	Gandhidham	Shimla	Erode	
Itanagar	Vapi	Jalandhar	Trichy	
Shilong	Jamnagar	Jodhpur	Hubli	
	Waluj	Kishangarh	Kozhikode	
	Nagpur		Balanagar	
			Bellary	
			Peenya	