

## **Indian Council for Cultural Relations**

### **(Administration Section)**

No. F/No./Admn/Empanelment/2024

Date: 01 January, 2025

#### **EXPRESSION OF INTEREST**

On behalf of the Indian Council for Cultural Relations, New Delhi, online 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 the Council on transfer from the Council **and consignments including art objects/presentation items and Busts/Statues of eminent Indian personalities & leaders etc.** to the Missions/Posts abroad.

2. The scope of service includes:

#### **Outbound Consignment**

- Packing/unpacking, stuffing/ destuffing, transportation from residence of **officials and ICCR's office** 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 100 officers are posted from India to various stations abroad and nearly an equal number is posted back to India from abroad. It also involves moving artifacts. 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 & reputed 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 2024;
- 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 and transportation of personal effects of officials of Government/ PSUs/ Foreign Missions/ UN Agencies/ Multinationals, especially in the international shipments;
- Firms should have an average annual turnover of over INR 2 Crores during the last three years (in case of Covid pandemic period, previous Financial Year should be considered for evaluation).
- 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. 2,00,000/- which will be forfeited in case of unsatisfactory services.

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

5. **Biennial review of Performance and fulfilling of eligibility criteria:** The bidding firms may note that the Council 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, Council reserves the right to temporarily or permanently blacklist/debar the firms on its panel due to unsatisfactory services.

adopted as part of the technical bidding process to empanel suitable 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 maximum of 5 cases of international relocations per year, 6 marks could be awarded subject to maximum 30 marks. Marks shall be awarded on a running scale of 0-30  Example: For 4 cases of international relocations in a year- 4.8 marks could be awarded	Documentation in support of a minimum of 5 international relocations per year during the last 5 years to be provided along with supporting documents like invoice/bills of lading etc.
2.	Number of Staff (15 Marks)	For 15 members staff-6 marks and for every 5 additional staff members 3 marks could be awarded, subject to maximum of 15 marks. (Documentary evidence like pay roll required)	
3.	Average annual Turnover for the last 3 financial years i.e; 2023-24, 2022-23 & 2021-22 (15 Marks)	Rs. 2.00 - Rs. 5.00 cr – 5 marks Rs. 5.00 - Rs. 8.00 cr – 10 marks Above Rs 8.00 cr – 15 marks  (Documentary evidence like CA certified copy of Balance sheet required)	(in case of Covid pandemic period, previous Financial Year should be considered for evaluation)
4.	Area of Warehouse (15 Marks)	For 5000 Sq. Ft of owned/leased warehouse- 6 marks and for every additional 2000 Sq. ft. of owned/leased warehouse 3 additional marks could be awarded subject to maximum of 15 marks (Documentary evidence like pay roll required)	
5.	ISO certification (5 Marks)	For the ISO certificate in the name of the company, 5 marks could be awarded	
6.	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 apply online along with the following documents:

- Duly filled attached EOI questionnaire (*Annexure-I & Annexure-II*)
- 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;
- 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 (in case of Covid pandemic period, previous Financial Year should be considered for evaluation);
- 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: 23 January, 2025 at 1600 hrs

Date & time for opening of the Technical bid : 23 January, 2025 at 1700 hrs

Place of opening the tenders **ICCR, New Delhi** "Proposal received after the deadline will be rejected

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

9. Council 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 with mutual agreement, 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 ICCR is not a commitment to empanel any bidder.
- All communications and information should be provided in writing. The bidder

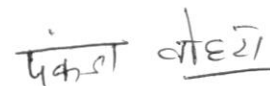
should designate one person (contact person and authorized representative & signatory) authorized to represent the bidding firm in its dealings with ICCR. This designated person should hold the Power of Attorney and be authorized to perform all tasks including, but not limited to, providing information, 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 ICCR. ICCR 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.
- ICCR 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 ICCR, may be a ground for rejection the Bid.

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

14. Firms which get empanelled with the Council through due process are required to participate in at least 75% of the bids floated by the Council every two months. Participation rates shall be assessed every alternative month and Council 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. Council 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 Council in this regard shall be final and binding on all.



**(Pankaj Vohra)**  
**Programme Director (Admn.)**



## EXPRESSION OF INTEREST QUESTIONNAIRE

Name of the Company/Firm:

[Kindly attach company profile and audited financial statements of the

last three years] (in case of Covid pandemic period, previous Financial Year should be considered for evaluation)

S. No.	Criteria	Response	Remarks
(i)	Whether the firm is registered as a Company under the Indian Companies Act 1956	Yes/No	Certificate of Incorporation issued by the Registrar of Companies, India may be enclosed
(ii)	Whether the company has a registered office/branch office in Delhi/NCR	Yes/No	Suitable certificates, if any, may be enclosed
(iii)	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
(iv)	Number of years of experience of packing and forwarding personal effects (especially in international shipment)	No. of years:	Should be at least 5 years with Government/ PSU/ Foreign Mission/ UN agencies / multinationals
(v)	Average turnover during the last three years (in INR) (in case of Covid pandemic period, previous Financial Year should be considered for evaluation)	Average turnover	Should be over INR 2 crores per financial year and certified by the Chartered Accountant
(vi)	Number of transport vehicles/orries owned by the firm with date of registration of vehicles and total mileage till date	No. of vehicles: Type:	Should be at least 3 in number, excluding cars/ three wheelers/ two wheelers and less than 7 years old. Proofs of the same should be enclosed
(vii)	Whether warehouse capacity owned / leased by the firm in Delhi/NCR & Whether the warehouse is Yes/No protected against vermins and has proper security features and is adequately insured against fire, theft etc	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
(viii)	Number of employees on regular Num: payroll of the firms. (Names, designation and number of years of service, may be mentioned)	Number	Should be at least 15 and documentary proof may be provided
(ix)	Ability to provide 'door to port'(D2P) service for	Yes/No	If yes, documentary proof of the same may be

	international shipment (previous experience of D2P, if any)		provided
(x)	Any previous indictment in any criminal, fraudulent or anti-competition activity	Yes/No	If no, a notarized affidavit for the same may be furnished
(xi)	Details of litigation involved in, if any	Yes/No	If yes, provide details of the same
(xii)	Whether it possesses quality certifications (ISO etc.)	Yes/No	If yes, provide details and enclose copy of certificates
(xiii)	Whether it holds the membership of reputed international association of packers, movers and forwarders	Yes/No	If yes, provide details and enclose copy of certificates
(xiv)	Previous experience of working with ICCR	Yes/No	If yes, documentary proof of the same may be provided
(xv)	List of key clients/ distinguished clienteles	Yes/No	Satisfactory performance report from at least three of them for services may be enclosed. (in case of Covid pandemic period, previous Financial Year should be considered for evaluation)

#### **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:

## **Empanelment of Packing, Moving and Forwarding Agencies / Firms**

### **Acceptance of Terms & Conditions**

In response to ICCR 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 ICCR and accepts the following terms and conditions for provision of services:

**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, stuffing, transportation from residence to the port of origin (airport/ICD terminal, New Delhi/ concerned sea port) of household goods;
- (ii) Customs formalities at the port of origin;
- (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 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:**

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 standard and good quality depending upon the nature of the stuff to be packed.



**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\*
- Agency and handling charges;
- Transportation and Portage within docks / check-points;
- Customs examination charges;
- Crane charges, escort fees;
- Inland haulage, if any, including documentation;
- International 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.'

\*(In case the officer has drawn Composite Transfer Grant as allowed under the IFS PLCA Rules, the company shall not be separately entitled to quote for packing charges and transportation from residence to the port of origin. Packing charges and transportation from the residence to the port of origin, if any, will be settled directly by the officer. For all charges, otherwise, the work shall be assigned based on L 1.)

**6. Handling rates for in-bound consignments:** The rates for various services for in-bound consignments may be fixed under extant rules and guidelines of ICCR/ MEA/ Government of India. 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 ICCR 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 ICCR 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 L 1 bidder. The officer concerned shall directly settle the bills with the service provider as per the rates quoted and accepted by the ICCR. 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 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 de-empanelment.

(Signature)

Name: .....

Designation .....

Seal: .....

Date:

Place: