

## **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.