



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/4607869
Dated/दिनांक : 09-02-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	23-02-2024 13:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	23-02-2024 13:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Railways
Department Name/विभाग का नाम	Indian Railways
Organisation Name/संगठन का नाम	South Western Railway
Office Name/कार्यालय का नाम	South Western Railway
Item Category/मद केटेगरी	Custom Bid for Services - Parcel handling activities of loading unloading and shifting of parcels luggage booked by Railways ie nonleased parcels from various Platforms to Parcel Office and vice versa by employing dedicated staff for working exclusi..
Contract Period/अनुबंध अवधि	1 Year(s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days

Bid Details/बिड विवरण

Estimated Bid Value/अनुमानित बिड मूल्य	10393871
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	202000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	15

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

Sr.DFM/SBC

SOUTH WESTERN RAILWAY, Indian Railways, South Western Railway, Ministry of Railways
(Sr.divisional Finance Manager, Bangalore)**Splitting/विभाजन**

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

[OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

2. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

3. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Introduction about the project /services being proposed for procurement using custom bid functionality:[1707477180.pdf](#)

Instruction To Bidder:[1707477187.pdf](#)

Scope of Work:[1707477199.pdf](#)

Special Terms and Conditions (STC) of the Contract:[1707477207.pdf](#)

Service Level Agreement (SLA):[1707477228.pdf](#)

Payment Terms:[1707477232.pdf](#)

Penalties:[1707477238.pdf](#)

GEM Availability Report (GAR):[1707477247.pdf](#)

Any other Documents As per Specific Requirement of Buyer -1:[1707477259.pdf](#)

Pre Qualification Criteria (PQC) etc if any required:[1707477288.pdf](#)

Custom Bid For Services - Parcel Handling Activities Of Loading Unloading And Shifting Of Parcels Luggage Booked By Railways Ie Nonleased Parcels From Various Platforms To Parcel Office And Vice Versa By Employing Dedicated Staff For Working Exclushi.. (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	

Specification	Values
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Parcel handling activities of loading unloading and shifting of parcels luggage booked by Railways ie nonleased parcels from various Platforms to Parcel Office and vice versa by employing dedicated staff for working exclusively in the inward a
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
1	Kandukuri Krishna Chaitanya	560009,O/o Divisional Railway Manager, Office Complex, South Western Railway Divisional Office, Bangalore.	1	N/A

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

INTRODUCTION ABOUT THE PROJECT /SERVICES BEING PROPOSED FOR PROCUREMENT USING CUSTOM BID FUNCTIONALITY

- The contract involves loading, unloading, transshipment and shifting of non-leased parcels and luggage booked in the Railway from various Platforms to Parcel Office and vice - versa at four Railway stations in Bengaluru Division of South Western Railway. The stations are:

1. KSR Bengaluru City (SBC) – NSG 1 category station
 2. Yesvantpur (YPR) - NSG 2 category station
 3. Sir M Visvesvaraya Terminal, Bengaluru (SMVB) – Proposed NSG 2 station
 4. Yelahanka (YNK) - NSG 4 category Railway Station
- b. RESERVE PRICE: The Reserve Price per tonnage for this tender shall be **Rs.152.28/-** (Rupees One hundred fifty two and twenty eight paise only)
- c. TOTAL VALUE OF THE CONTRACT: The estimated Total Value of the contract shall be Rs.1,03,93,871/- (Rupees One crore three lakhs ninety three thousand eight hundred seventy one only) for one year.
- d. TENURE: The tenure of the Contract shall be one year.
- e. TONNAGE: The approximate tonnage to be handled for one year is approximately 68255 tons, employing adequate labourers (minimum estimated labourers required shall be 46 labourers).

INSTRUCTIONS TO BIDDER

1. INSTRUCTIONS TO TENDERERS

"The Contract involves loading, unloading and shifting of parcels/luggage booked by Railways i.e. non-lifted parcels from various Platforms to Parcel Office and vice - versa by employing dedicated staff for working exclusively in the inward and Outward Parcel Offices of KSR Bangalore City (SBC), Yesvantpur (YPR), Sri M Visvesvaraya Terminal Bengaluru (SMVB) & Yelahanka (YNK) Railway Station for approximate tonnage of 68255 tons for a period of 01 year.

- a. Earnest Money Deposit of Rs.2,02,000/- (Rs. Two lakhs two thousand only) shall be deposited as per details in the tender documents.
- b. Railway Administration shall not be responsible for any delay/difficulties/inaccessibility of the down loading facility for any reason whatsoever. No claim on this account shall be entertained.

c. Acceptance of tender:

- i. Conditional tenders are liable to be rejected straight away, Railway reserves the right to reject such tenders summarily without assigning any reasons whatsoever.
- ii. Acceptance of tender will be communicated by a formal acceptance letter (by person/registered post) of the tender, direct to the contractor, which may be deemed to conclude the contract

2. ELIGIBILITY CRITERIA:

Only those tenderers who possess the following eligibility criteria should apply. Tenderers shall submit documentary proof of eligibility criteria in desired form.

format as detailed in the Tender Schedule. Tenders not meeting the eligibility criteria will be summarily rejected.

- i. The contractor shall have experience in carrying out similar movement of parcels and parcel handling activity (mechanised or manually) in Railways/Airlines/Transport /Logistic in reputed firms and shopping malls etc.
- ii. Tenderer should have completed at least one work of similar nature for a minimum value of 35% of the advertised tender value in the previous 3 (three) financial years and the current year. Tenderers have to produce supporting documents/certificates from the organization with whom they have worked along with the offer.
- iii. Total contract amount received by the tenderer during the last 3 (three) financial years and in the current financial year shall be a minimum of 150% of the advertised tender value. Tenderer has to produce attested certificates from employer/client - audited balance sheet duly certified by Chartered Accountant etc. along with the tender offer.
- iv. The firm/individual should have sound financial capacity. The firm should submit a Solvency certificate from a nationalized or scheduled bank for an amount not less than Rs.41,57,550/- in respect of movement of Parcel handling at SBC, YPR, SMVB & YNK Railway station.

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NOTE:

- a. Decision of the Sr. Divisional Commercial Manager, Bengaluru Division, South Western Railway regarding the acceptability of the scheme shall be final and binding. However, within the framework of the scheme as submitted by the tenderer & acceptable to Railways, the Railway can effect suitable modifications to details as necessitated by the provision of various codes, manuals, reference etc.
- b. Conditional tenders are liable to be rejected straight away, Railway reserves the right to reject such tenders summarily without assigning any reasons whatsoever.
- c. Non-compliance with any of the conditions set forth herein above is liable to result in the tender being rejected.
- d. The tender forms not accompanied with Earnest Money Deposit will be summarily rejected.
- e. All supporting documents submitted with the tender should be attested by Notary public or Govt. Gazetted officers. Non-compliance of the same is liable to result in the tender being rejected.

- f. No correspondence shall be entertained in respect of consideration of offers after opening of Tender.
- g. Any other information required by the tenderer can be obtained from the office of the Sr. Divisional Commercial Manager, Bengaluru Division, South Western Railway, Bengaluru - 23 during the working hours.

SCOPE OF WORK.

The scope of this contract, unless otherwise instructed or amended by the Railway Administration from time to time shall be limited to

1. All Parcel handling activities of loading, unloading and shifting of parcels/ luggage booked by Railways i.e. non-leased parcels from various Platforms to Parcel Office and vice - versa by employing dedicated staff for working exclusively in the inward and Outward Parcel Offices of KSR Bangalore City (SBC), Yeshwantpur (YPR), Sri M Visvesvaraya Terminal Bengaluru (SMVB) & Yelahanka (YNK) Railway Station for approximate tonnage of 68255 tons for a period of 01 year.
2. A total of 46 labourers shall be engaged by the contractor, subject to the terms and conditions detailed in the Special Terms and Conditions of this tender. Railways reserves the right to increase or alter the No of labourers required depending on the requirements at each location.
3. The Licensee shall take up the total activity from the time of booking of parcels viz., labeling, stacking, cartage to Platforms, loading onto SLR & sealing of SLR's in time bound and unloading of departmental parcel traffic from SLRs, cartage to respective location in the parcel office and weighment of all parcel waybill-wise at parcel office before handing over to the Parcel Supervisor. The transshipment parcels/over-carried parcels received are to be carted to transshipment (TP) shed and weighed before loading to destination.
4. All these operations should be carried to the satisfaction of the Railway Administration by providing adequate labourers, as deemed fit by the Railway Administration.

PAYMENT TERMS

1. Earnest Money Deposit:

- a) The tenderer shall be required to pay an Earnest Money Deposit of Rs.2,02,000/- to participate in the tender.
- b) Earnest Money Deposit of the successful tender shall be converted into part payment of the Performance Guarantee due or shall be refunded if the full Performance Guarantee is provided by the Licensee.
- c) The Earnest Money Deposit of the unsuccessful tenderers shall be returned to them. The Railway shall not be responsible for any loss or depreciation that may happen thereto to the value of the EMD, while in their possession, nor be liable to pay interest thereon.

NOTE: Any request for recovery from outstanding bills for Earnest Money Deposit against pres

ent tender will not under any circumstances be entertained.

2. Performance Guarantee: -

The procedure for obtaining Performance Guarantee is outlined below:

- a. The successful bidder shall have to submit a Performance Guarantee (PG) within 30 (thirty) days from the date of issue of Letter of Acceptance (LOA). Extension of time for submission of PG beyond 30 (thirty) days and up to 60 days from the date of issue of LOA may be given by the Authority who is competent to sign the contract agreement. However, a penal interest of 15% per annum shall be charged for the delay beyond 30 (thirty) days, i.e., from 31* day after the date of issue of LOA. In case the contractor fails to submit the requisite PG even after 60 days from the date of issue of LOA, the contract shall be terminated duly forfeiting EMD and other dues, if any, payable against the contract. The failed contractor shall be debarred from participating in re-tender for that work.
- b. The successful bidder shall submit the Performance Guarantee (PG) in any of the following forms, amounting to (10%) of the contract value (in favour of "**Senior Divisional Finance Manager, South Western Railway, Bangalore City - 560 023**").
 - (i) A deposit Cash;
 - (ii) Irrevocable Bank Guarantee;

Also, FDR in favour of "Senior Divisional Finance Manager, South Western Railway, Bangalore City - 560 023" (free from any encumbrance) may be accepted.

- c. The Earnest Money deposited by the contractor with his tender can be adjusted against the Performance Guarantee or refunded if Performance Guarantee is provided in full.
- d. The value of PG to be submitted by the contractor will not change for variation up to 25% (either increase or decrease). In case during the course of execution, value of the contract increases by more than 25% of the original contract value, an additional Performance Guarantee amounting to 10% (Ten percent) for the excess value over the original contract value shall be deposited by the contractor "
- e. The Performance Guarantee (PG) shall be released after physical completion of the work based on 'Completion Certificate' issued by the competent authority stating that the contractor has completed the work in all respects satisfactorily.
- f. Whenever the contract is rescinded, the Performance Guarantee shall be forfeited and the Performance Guarantee shall be encashed. The failed contractor shall be debarred from participation in the tender for executing the balance work. If the failed contractor is a Joint Venture or a Partnership firm, then every member/partner of such a firm shall be debarred from participating in the tender for the balance work in his/her individual capacity or as a partner of any other Joint Venture (partnership firm).
- g. The Manager shall not make a claim under the Performance Guarantee except for amounts to which the President of India is entitled under the contract (notwithstanding and/or without prejudice to any other provisions in the contract agreement) in the event of:
 - i. Failure by the contractor to extend the validity of the Performance Guarantee as described herein above, in which event the Manager may claim the full amount of the Performance Guarantee.
 - ii. Failure by the contractor to pay President of India any amount due, either as agreed by the contractor or determined under any of the Clauses/Conditions of the Agreement, within 30 days of the service of notice to this effect by Manager.
 - iii. The Contract being determined or rescinded under provision of the GCC, the Performance Guarantee shall be forfeited in full and shall be absolutely at the disposal of the President of India.

3. Forms of EMD and PBG

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

Sr.Divisional Finance Manager
payable at
Bangalore

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

4. Forms of EMD and PBG

Bidders can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of A/C (Name of the Buyer). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of EMD, the FDR will be released in the favour of the bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Bidder has to upload scanned copy/ proof of the FDR along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening date

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---