

**CANARA BANK**  
(A Government of India Undertaking)

RECORDS AND TAPPAL SECTION  
GENERAL ADMINISTRATION WING,  
HEAD OFFICE

No. 112, J C ROAD,  
BENGALURU - 560 002.

Ref: GAW/R&T/OFFER FOR EMPANELMENT OF GENERAL COURIER AGENCIES FOR HEAD OFFICE  
- 01/2024

**EMPANELMENT OF GENERAL COURIER AGENCIES & RATE  
STANDARDIZATION FOR HEAD OFFICE, ITS ANNEXE OFFICES IN  
BENGALURU, MANIPAL (KARNATAKA STATE)**

This document can also be downloaded from Bank's website [www.canarabank.com](http://www.canarabank.com).

**CANARA BANK**  
(A Govt. of India Undertaking)  
**RECORDS & TAPPAL SECTION,**  
**GENERAL ADMINISTRATION WING, HEAD OFFICE**  
No.112, J C ROAD, BENGALURU -560 002.  
Telephone 080 -22116010 & 080-22221581 Ext. 209

## **NOTICE INVITING OFFERS (NIO) AND OFFER DOCUMENT**

**SUBJECT:EMPANELMENT OF GENERAL COURIER AGENCIES & RATE STANDARDIZATION FOR HEAD OFFICE, ITS ANNEXE OFFICES IN BENGALURU AND MANIPAL (KARNATAKA STATE)**

Canara Bank proposes to avail the services of experienced Courier Agencies for collection and delivery of courier, covers, packets, and consignments from Head Office, 112, J.C. Road, Bengaluru and its various offices/Annexes situated at various places in Bangalore **and also from Head Office Annexes in MANIPAL, UDUPI DISTRICT, KARNATAKA** to various places across India by standardization of rates on Regional Basis.

1. The offer document comprises the following:

**A. TECHNICAL OFFER/BID - PART:**

- Eligibility Criteria.
- Brief Details of the Services
- General Rules & Instructions to the Applicants.
- General Conditions of Contract
- Application Format.
- Proformae - A, B, C, D & E

**B. TECHNICAL OFFER/BID - PART :**

**Financial part for the courier services in PROFORMA-F to be submitted in a SEPARATE SEALED ENVELOPE.**

- Period of submission of the documents: **29.03.2024 TO 18.04.2024 @ 3.30 PM**
- Bid End Date/Time : **18.04.2024 @ 3.30 PM**
- Bid Opening Date/Time : **18.04.2024 @ 4.00 PM**
- Bid Offer validity (From End Date) : 60 Days

**ASSISTANT GENERAL MANAGER**

## **DISCLAIMER**

The information contained in this Request for Proposal (“RFP”) document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Canara Bank (or Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by Canara Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Canara Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder requires. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

Canara Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank’s Website (<https://canarabank.com/tenders.aspx>) and it will become part and parcel of RFP. Canara Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

Canara Bank reserves the right to reject any or all the Request for Proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Canara Bank shall be final, conclusive and binding on all the parties.

## CANARA BANK

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## A. TECHNICAL OFFER/BID-PART

### a. ELIGIBILITY CRITERIA

**SUBJECT: Empanelment of General Courier Agencies & Rate Standardization for Head Office & its Annexe Offices in Bengaluru and Manipal (Karnataka State)**

S.No	Criteria	Documents Required to be submitted
01	The Courier Agency should have minimum of 5 years' experience.	Order copies OR satisfactory Service Certificates from the clients.
02	The Courier Agency should have an Office in Bangalore.	Proof of address with copy of Lease Agreement or proof of ownership.
03	The Courier Agency should have Service Network in major cities & State Capitals in any one or more Regions of India as detailed below: <ul style="list-style-type: none"> <li>i. <b>Bengaluru Region:</b> Bengaluru Local</li> <li>ii. <b>Southern Region, other than Bengaluru Local:</b> States of Karnataka, Andhra Pradesh, Telangana, Tamilnadu and Kerala</li> <li>iii. <b>Western and Central Region:</b> States of Gujarat, Maharashtra, Goa, Madhya Pradesh.</li> <li>iv. <b>Eastern Region:</b> States of West Bengal, Orissa, Jharkhand and Chattisgarh.</li> <li>v. <b>Northern Region:</b> States of J&amp;K, HP, Punjab, Harayana, Delhi, UP, Uttarakhand, Bihar and Rajasthan</li> <li>vi. <b>North Eastern Region:</b> States of Assam and other North Eastern States.</li> </ul>	Proof of address with copy of Lease Agreement or Ownership proof like title deeds.  -----do-----  -----do-----  -----do-----  -----do-----  -----do-----  ----- do -----
04	The Courier Agency should have provided satisfactory service in the respective Region to any of the Scheduled Banks/ Financial institutions/ Government Departments having all India presence, during the last 3 years as on <b>31.03.2023</b> .	Satisfactory Certificate from the clients with number of years of service rendered.
05	The Courier Agency should have an Annual Turn- over of at least <b>Rs.10.00</b> lakh during the last Financial Year ended <b>31.03.2023</b> .	Chartered Accountant's Certificate about the Turnover for FY 2022-23 and copy of GSTR 9 Annual Return for FY 2022-23.
06	The Courier Agency must have valid GSTIN and PAN.	Copies of the GSTIN Registration Certificate and PAN Card.
07	The Courier Agency should have the facility of Web-tracking of the Courier/Consignments.	Display in Website:
08	The Bidder should not have been blacklisted by any PSB/RRB/IBA/RBI/NPCI/UIDAI/IDRBT/NABARD in India	

**NOTE: A Courier Agency can submit offer/s for one or more Regions with separate offers Region wise along with rates and requisite details.**

## b. BRIEF DETAILS OF THE SERVICE

**SUBJECT: Empanelment of General Courier Agencies & Rate Standardization for Head Office, its Annexe Offices in Bengaluru and Manipal (Karnataka State)**

- 1) Pick up of the courier, covers, packets, consignments from Offices and/ Sections of the Bank's Head Office at
  - (A) Head Office, 112, J C Road, Bengaluru - 560 002 and its other Annexes, Offices/ Sections situated at
  - (B) Jeevan Prakash Building, 113-1, J C Road, Bengaluru - 560 002,
  - (C) Naveen Complex, No.14, M G Road, Bengaluru- 560 001,
  - (D) Spencer Towers, No.86, M G Road, Bengaluru 560 001,
  - (E) General Administration Wing and Staff Training College both situated at No. 29, Dwarakanath Bhavan, K R Road, Basavanagudi, Bengaluru - 560004,
  - (F) Head Office-Annexe (Gandhinagar), 2nd Cross, Gandhinagar, Bengaluru-560009,
  - (G) Head Office-Annexe (K.G.Road), No.35, Devanga Towers, 2nd Floor K.G.Road, Bengaluru-560009,
  - (H) Head Office-Annexe (Koramangala), 2nd Floor, Technical Shopping Complex, NGV, Koramangala Bengaluru-560079,
  - (I) Head Office-Annexe (Cubbonpet), 2nd Floor, IFCI Bhavan, Cubbonpet Main Road, N.R.Square (Hudson Circle), Bengaluru-560002,
  - (J) HEFA, Thapar House, Stock Exchange Towers, No.51, 1st Cross, JC Road, Bengaluru- 560002,
  - (K) CPPC Section, Malleswaram, Bengaluru, H.O ANNEXE AND
  - (L) Head Office-Annexe (Manipal), Regd. Office, Manipal, Udipi District, Karnataka-576104,
  - (M) Integrated Treasury Wing – II, Alternate Location, Canara Bank, Head Office Annex, No. 355, Pb No. 1, Eshwarnagar, Manipal, Udupi - 576104, and other Head Office Annexes/ extension offices, located elsewhere in the country (the list of Head Office Annexes buildings is indicative and not exhaustive) and to deliver to the Branches/Offices/ addressees situated all over India within the specified time.
- 2) The pick-up will be on daily basis and timings for such pick-ups will be at 4.30 PM.
- 3) The delivery shall be made by the Courier Agencies by Air or by surface mode with due regard to the timelines and ensure expeditious dispatch of the documents/consignments and deliver the same to the addressee offices within stipulated time of handing over the courier, covers, packets, consignments to them at delivery locations.
- 4) The labour for packing of the courier shall be provided by the Courier Agencies.
- 5) Packing materials shall be provided by the Bank.
- 6) At the time of collection of the courier, covers, packets, consignments, an acknowledgement is to be given in the form of a shipper's copy of the Airway bill / Surface transport bill duly signed by the representatives of the Courier Agency.
- 7) The Courier Agency shall supply adequate quantity of consignment notes for the use of any of the offices/sections of Head Office of the Bank.
- 8) The Courier Agency shall deliver the courier, covers, packets, consignments meant for the addressee against their acknowledgement/s. Signed acknowledgement/s (**PODs**) from the addressee will have to be produced for the dispatches, **with in 15 days from the date of dispatch.**

- 9) Apart from the representatives of the Courier Agencies picking up the consignments from Head Office and its other offices of the Bank, the Bank can also send/ deliver such consignments directly to any of the branch offices of the Courier Agencies or to their accredited representatives against their acknowledgement.

### c. GENERAL RULES & INSTRUCTIONS TO COURIER AGENCIES

**SUBJECT: Empanelment of General Courier Agencies & Rate Standardization for Head Office, its Annexe Offices in Bengaluru and Manipal (Karnataka State)**

1. The documents consisting of Notice inviting Offers, Eligibility Criteria, General Rules & Instructions to Courier Agencies, Conditions of Contract , Application Format, Proformae- A,B,C,D,E & Financial Offer (Proforma "F") can be collected between the dates mentioned in the Notice Inviting Offers (NIO) during the working hours everyday except on Sundays and Public Holidays, from Records & Tappal Section, General Administration Wing , Canara Bank, Head office,112,J.C. Road, Bangalore-560002 OR alternatively Offer Documents can be downloaded from our Bank's " website" [www.canarabank.com](http://www.canarabank.com). Amendments/addendum/corrigendum, if any will be put in Bank's website only.
2. The offer is of "SINGLE STAGE TWO ENVELOPE BIDDING" and Technical Offer/Bid shall be submitted in a sealed envelope, superscribed "Technical Offer for Empanelment of Courier Agencies for HO for Region" and the Financial Offer/Bid, in a separate sealed envelope, superscribed " Financial Offer for Empanelment of Courier Agencies for HO for ..... Region", as per the Region for which services are offered and both the sealed envelopes shall, in turn, be placed in a bigger envelope and sealed and superscribed "Offer for Empanelment of Courier Agencies for HO for .....Region". **Non submission of Technical Offer (first envelope) and Financial Offer (second envelope), separately as detailed above shall automatically render the entire offer rejected.**

**If a Courier Agency is applying for more than one Region, then separate Financial Offers as detailed above shall be submitted for each Region along with Rates and requisite details.**

3. The first envelope should contain Documents in support of Eligibility Criteria and all the components of Technical Offer as detailed in the NIO & A.Offer Document (with all supportive documents, **duly signed** on all the pages other than the **Financial / Rate aspects**).
4. The second envelope should contain the Financial Offer as per **Proforma -F** and should be sealed and submitted on the same given date and time simultaneously along with Eligibility & Technical Offer, kept in a single bigger outer cover. This envelope should contain the **PROFORMA-F**, duly filled in with Rates details (enclosed in the Offer Document) with values written in words and figures.
5. The sealed offers should be deposited in the **BOX** kept at **Canara Bank, Records & Tappal Section,G.A.Wing, Head Office, Ground Floor, 112,J.C.Road, Bengaluru -**

**560002 on or before 18.04.2024 3.30 PM.** If last day of submission of offer is declared a holiday under NI Act by the Government subsequent to issuance of NIO, the next working day will be deemed to be the last day for submission of the offer. **No offer will be accepted by post or courier or email or FAX.**

6. The first envelope (Technical Offer) will be opened in the said office on **18.04.2024 at 4.00 PM.**
7. The Financial Offer of only such agencies/ applicants who qualify in the Technical offer AND who comply with the Eligibility Criteria as part of Technical evaluation will be opened. The date for opening of the second envelope (Financial Offer) will be intimated subsequently only to such qualified agencies/ applicants.
8. Offer shall be submitted in prescribed Form only i.e. **as per documents issued / downloaded from Canara Bank website have to be duly filled and submitted and no other format shall be used.** Wherever required, particulars can be submitted in annexure/s but such details shall be clearly mentioned in respective columns in the original document. All the documents, enclosures, and correspondence will form part of contract. Offer in any format other than the prescribed in this document shall be liable for rejection. The Courier Agency shall submit an Undertaking in **Proforma -E** stating that no changes, alterations are made in the Offer Documents issued by the Bank or downloaded from the website and same is submitted to the Bank.
9. **The Rate quoted** shall be inclusive of Income tax (TDS) but exclusive of **Goods & Services Tax (GST)**. The Courier Agencies should quote their Rates on **Regional basis** and Rate per unit basis as prescribed in the Financial Offer. Quoting of Rates in any other form will render the offer invalid and same shall be rejected. **The Rates quoted will be taken as indicative for the purpose of standardization.** The Courier Agency shall have no right to claim the quoted rates.
10. The Bank's decision in the selection process is final and Bank will neither Entertain any correspondence in this regard nor will be bound to furnish any explanation. The discretion for acceptance of an offer will rest with the Bank which does not bind itself to accept the lowest offer and reserves to itself the authority to reject any or all of the offers received without assigning any reason.
11. Offers which are incomplete in any respect are liable to be rejected.
12. Canvassing in connection with Offers is strictly prohibited and the Offers submitted by the Courier Agencies who resort to canvassing will be liable for rejection.
13. The Courier Agency shall furnish the list of his relatives working in Canara Bank with their present place of posting in the **Proforma A.**
14. The Courier Agency shall furnish the list of retired Government /PSU / Bank employees, employed by him with full details of their previous employment in **Proforma A.**



15. The Courier Agencies or their authorized representatives with an Authorization Letter as per **Proforma B**, are requested to be present during the opening of the Offers. This is optional. Bank will proceed with opening of the Technical Offers/Financial Offers on the stipulated date & time unless and otherwise modified with prior intimation to the Applicants.
16. It will be obligatory on the part of the Courier Agencies to offer and sign the Offer Documents on all the component parts.
17. Conditional offers shall be summarily rejected.
18. Bank shall standardize the Rates Region-wise, based on the Rates quoted by the Courier Agencies, previous year Rates and reasonableness of the Rates and related factors. Bank's decision in standardization of the Rates shall be final and no claims or correspondence shall be entertained. The Standardized Rates shall be offered to the eligible Courier Agencies in the Region which will be subject to the terms and conditions stipulated in the General Conditions of Contract of this document. The Courier Agencies shall have the liberty to accept such Standardized Rates.
19. The empanelled Courier Agencies who are accepting the Standardized Rates fixed by the Bank shall execute the agreement on a stamp paper of appropriate value within 5 days from the date of intimation to the Courier Agency by the Bank.
20. **SECURITY DEPOSIT:** The empanelled Courier Agencies who are accepting the Standardized Rates fixed by the Bank shall deposit an amount of Rs. 50,000/- (Rupees Fifty Thousand only) as Security Deposit for due performance of the contract within 5 days from the date of intimation letter issued by the Bank. The Security Deposit shall be remitted by way of DD favoring “**Canara Bank, Head Office**” payable at **Bengaluru**. The Security Deposit shall be held by the Bank for the contract period of One Year and the same shall not earn any interest. It shall be refunded after successful completion of the contract period after recovering amount due, if any, from the Courier Agency.  
Applications should be submitted along with an **EMD of Rs.20,000.00** (Rupees twenty thousand only) by way of Demand Draft only, drawn in favour of CANARA BANK, PAYABLE AT BENGALURU, which will be adjusted for Security Deposit in case of successful bidders and will be returned to the unsuccessful Bidders. Vendors Registered as MSEs with Organizations such as KVIC, Kendriya Bhandar / NSIC shall be exempted from remitting EMD.
21. In the event of the tender being submitted by a partnership firm, it must be signed separately by each partner thereof or in the event of the absence of any partner, it must be signed on his behalf by a person holding a power-of-attorney authorizing him to do so, such power of attorney to be produced with the tender, and it must disclose that the firm is duly registered under the Indian Partnership Act 1932, LLP

Act by enclosing a copy of the partnership deed duly certified by one partner as true copy.

22. If the Tender is submitted by a Company the same must be signed by a person duly authorized by the Board of Directors of the Company.

23 . On acceptance of the Offer, the name of the accredited representative(s) of the Courier Agencies who would be responsible for taking instructions from the Bank shall be communicated to the Bank.

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#### d. GENERAL CONDITIONS OF CONTRACT

**SUBJECT: Empanelment of General Courier Agencies & Rate Standardization for Head Office, its Annexe Offices in Bengaluru and Manipal (Karnataka State)**

##### 1. DEFINITIONS:

For the purpose of the agreement, the following words and expressions shall have the meaning hereby assigned to them except where the context otherwise requires: -

- (i) 'Approved' means approved by Bank's representative in writing including subsequent confirmation of previous approval and 'Approval' means approval by Bank's representative in writing as said above.
  - (ii) 'Bank' means CANARA BANK which expression shall unless excluded by or repugnant to the context include its representatives.
  - (iii) 'Bank's Representative' means the General Manager, Canara Bank, General Administration Wing, Head office, Bengaluru or any person authorized by him as in-charge of the service and would sign the agreement on behalf of CANARA BANK.
  - (iv) "Empanelled Courier Agency" means agency/ firm / company who is empanelled by the Bank and subsequently accepts the Bank's Offer & enters into agreement. Such Courier Agency shall include their assigns or successors in office and their authorized representatives.
  - (v) "Courier Agency" means agency/ firm / company who is submitting this NIO and offering his Rates.
2. The successful Courier Agencies shall undertake the services by themselves but shall not sublet or assign or transfer or sub-contract any part of the services without the prior written consent of the Bank.
  3. No personnel employed by the Courier Agencies for the service will be liable for any sort of compensation or employment from the Bank.

#### 4. SCOPE OF SERVICES

The scope of the services shall be as specified in Brief Details of the Service in Part-b of this offer document.

#### 5. RATES

The Standardized Rates are inclusive of all charges for the labour, freight, labour for packing, profits, and Statutory Taxes except GST. Income Tax as per statutory orders / laws shall be deducted at source.

The Rates standardized are firm throughout the contract period and no escalations shall be permissible.

#### 6. PAYMENTS:

The payments shall be based on the Rates accepted & standardized by the Bank. The payments shall be made by the Bank once in a month based on actual charge of the individual couriers/covers/packets/ consignments collected & delivered satisfactorily, supported by production of **Proof Of Delivery (POD)** for each consignment. **Claim for payment without production of POD will not be entertained.**

#### 7. TIME SCHEDULE:

The delivery of the couriers/cover/packet/parcel consignments shall be made within the time stipulated as below from the time of pick-up at Bangalore:

a) **Bengaluru Local Region:** Bengaluru Local - 1 day

b) **Southern Region, other than Bengaluru Local:**

Hyerabad, Vijayawada, Vishakhapatnam, all the places of Karnataka, Tamilnadu and Kerala States - 1 day

All other places of Andhra Pradesh and Telangana - 1-2 days.

c) **Western & Central Region:** Mumbai, Pune, Ahmedabad and Panjim-Goa - 1 day

All other places in Western & Central Region - 1-3 days

d) **Eastern Region:** Kolkata - 1 day; All other places in Eastern region - 1-3 days

e) **Northern Region:** Delhi - 1 day; All other places in North region - 1-3 days

f) **North Eastern Region:** 1-3 days

In case the next day (within 24 hours) is a holiday/ weekly holiday, the delivery shall be made on the next working day.

#### 8. PERIOD OF CONTRACT:

The duration of the contract shall be for a period of One Year from the date of signing the agreement.

#### 9. ENTRUSTMENT OF COURIER SERVICES ON ROTATION BASIS:

Courier services will be entrusted to the Agencies on Rotation Basis for weekly/ Fortnightly period appropriately, in case more than one Agency have entered into

agreement for offering services for the same Region. This arrangement is required for ensuring equal distribution of work-orders among such Agencies and also for ensuring speedy delivery of couriers, emanating in large volumes from various H.O. Annexes/ Offices in Bengaluru, H.O Annexe and Manipal.

#### 10. PACKING:

Necessary labour for packing shall be provided by the Courier Agency within the quoted rates. Necessary materials for packing shall be provided by the Bank.

#### 11. COURIER AGENCY 'S COVENANTS

11.1 The Courier Agency hereby agrees, undertakes and confirms as under: -

i) Courier Agency shall, at all times, maintain and respect the confidentiality of all / any matters relating to the Services under this agreement.

ii) Courier Agency and its staff shall not at any time use the name and/ or trademark/logo of the Bank in any manner at all.

11.2 The Services rendered and obligations performed by Courier Agency pursuant to this Agreement shall be rendered and performed by the Courier Agency with utmost care and diligence and shall be of the highest quality and standards. If at any time the Bank is dissatisfied with the service rendered by the Courier Agency, the Bank may at its sole discretion terminate this contract, with immediate effect. The Bank's decision in this regard shall be final, absolute and binding on the Courier Agency.

11.3 All documents including covers, packets, and handed over to the Courier Agency and / or its staff by the Bank in terms of this agreement and which come into the hands of the Courier Agency and/ or its staff's custody, power or possession pursuant to or in connection with this Agreement will remain the sole and absolute property of the Bank, and the Courier Agency and / or its staff shall not have and also shall not claim any charge, claim lien, right of Retention, sale or set-off or other, right, title or interest therein or thereon for any reason whatsoever. Courier Agency and / or its Staff / authorized representatives, shall not at any time use or attempt to use the Bank's logo or letter heads for any Purpose including for any purposes in terms of this Agreement.

11.4 It is the responsibility of Courier Agency to recruit suitable Staff for carrying out the work entrusted to the Courier Agency under this contract and the Courier Agency staff shall be always treated as the employees of the Courier Agency only. The Bank shall not have any responsibility nor shall be held directly or indirectly responsible or liable to the Courier Agency staff so employed by the Courier Agency for performing/ providing services in terms of this Agreement to the Bank and its contractual obligation hereunder.

- 11.5 The work by staff of Courier Agency shall be supervised directly and controlled only by the Courier Agency itself and it should be the responsibility of the Courier Agency to provide services as per the Specification provided by the Bank from time to time. The Courier Agency Staff visiting the Bank's premises for providing special services in connection with this agreement, as and when required, will be provided with Courier Agency ID Card and shall be under the sole disciplinary jurisdiction of the Courier Agency. The use of Banks office/premises should be not be for any other purposes other than intended purpose. If any of the staff employed by the courier agency is found misbehaving, unnecessary roaming in the Bank premises, the bank reserves its right to ask for a suitable replacement. The Courier Agency shall be responsible for any act of deployed staff viz, mischief, theft, fraudulent/criminal activities, etc at the Bank premises and the Bank reserves its right take appropriate action/ legal recourse as deemed fit including termination of the contract.
- 11.6 It shall be the duty of the Courier Agency to clearly inform its own staff that they will have no claim whatsoever on the Bank and shall not raise any industrial dispute, either directly or indirectly, with or against the Bank in respect of any of their service conditions or otherwise.
- 11.7 Courier Agency shall take the requisite Insurance Policies and in particular relating to fraud, forgery, fidelity, etc. of the Courier Agency staff employed by it.
- 11.8 Courier Agency shall be responsible for payment of salaries and other dues to the Courier Agency staff who are employed by it and shall maintain books of accounts records etc., and comply with all statutes, rules and regulations applicable to the Courier Agency or the Courier Agency staff.
- 11.9 Courier Agency hereby agrees to indemnify and hold the Bank safe and harmless from and against any liabilities arising out of any labour statutes, all taxes, addition of tax, penalties and interest thereon assessed by the Government or other authorities / officials and all liabilities, costs, charges including the legal fees incurred in defense of such assessment.
- 11.10 Courier Agency shall forthwith in writing inform the Bank in case of change in its constitution listing out the names and details of the personnel in charge of the management and affairs of the Courier Agency.

## 12. LIQUIDATED DAMAGES:

The time allowed for carrying out the service, specified in clause 7 & 8 above shall be deemed to be the essence of the contract on the part of the Courier Agencies. The service shall be provided throughout the stipulated period of the contract with all diligence and in the event of failure of the Courier Agencies to provide the service within time schedule as specified above or subsequently notified to him, the Courier Agencies shall pay as compensation an amount equal to Rs.100/- per day per

consignment/ cover/ packet or such amount as the Bank may decide subject to a maximum of Rs.1,000/- per consignment/cover.

In case of delays beyond the control of the Courier Agency like disruption in movement of Airways/ Railways / Road Transport, strike by labour unions or any other disturbance related to the courier field, the above clause of Liquidated Damage does not apply and the decision of the Bank in arriving at the reasons for the delay shall be final and binding on the Courier Agency.

### 13. **COMPENSATION FOR LOSS/ DAMAGE OF COVER / PACKETS / CONSIGNMENTS:**

The Courier Agency shall be responsible for loss/ damage of covers/packets/ consignments during the transit and shall compensate the Bank for the expenses incurred for retrieval of the documents/correspondence lost in the transit. The amount of compensation shall be fixed by the Bank and the same shall be paid by the Courier Agency to the Bank, failing which it shall be recovered from the Security Deposit or from any amount due to the Courier Agency or by way of legal recourse.

### 14. **Indemnity:**

The Courier Agency agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may incur on account of any breach of contractual terms and conditions or deficiency in services rendered by the Courier Agency or any acts or omission on the part of employees, agents, or representatives of the Courier Agency.

### 15. **Confidentiality:**

The Courier Agency shall ensure protection of sensitive data related to parcels being transported including details regarding parcel contents, sender and recipient information, and any other pertinent data that clients wish to keep private.

The Courier Agency shall be solely responsible for any breach of the terms of this Agreement by any of its Representatives or the Service Providers and any act or omission by any of its Representatives or the Service Providers which would constitute breach of the terms of this Agreement and shall take all reasonable measures to restrain such Representatives or the Service Providers from unauthorized disclosure or use of the Confidential Information and that Courier Agency acknowledges and agree that Bank shall have right to all its legal remedies directly against Courier Agency as if such breach is made by the Courier Agency itself without proceeding at the first instance against Representatives or the Service Providers.

### 16. **FORCE MAJEURE**

The Courier Agency shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations

under this contract is caused by any reason or circumstances or occurrences beyond the control of the Courier Agency, i.e. Force Majeure.

For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the offerer, due to or as a result of or caused by acts of God, wars, insurrections, riots, earthquake and fire, floods, Pandemics, Epidemics, labour dispute, strike, events not foreseeable but does not include any fault or negligence or carelessness on the part of the Courier Agency, resulting in such a situation.

In the event of any such intervening Force Majeure, the Courier Agency shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the Offer shall continue to perform/render/discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the Courier Agency shall hold consultations with each other in an endeavor to find a solution to the problem.

Under no circumstances the Courier Agency will be entitled to any compensation, damages or extra cost. Notwithstanding above, the decision of the Bank shall be final and binding on the courier agency.

#### 17. Business continuity plan

The Selected Bidder should have a well-defined Business Continuity Plan in place for continuation of the entrusted works in case of an emergency/disaster. A Certificate in this regard shall be submitted to the Bank on regular intervals (Quarterly)

#### 18. RESTRICTION / SUSPENSION:

The Bank reserves the right of restricting the Courier Agencies' services at any stage and makes other alternative arrangements for continuing the services after withdrawing such services from them or suspending the service.

The Bank shall have the liberty to omit, postpone or not to execute any service and/ or any item of service and the Courier Agencies shall not be entitled to any compensation or damages for such omission, postponement, or non-execution except the charges which have become payable to them for the services actually rendered by them.

#### 19. TERMINATION OR RECESSON OF AGREEMENT:

The Bank without any prejudice to its right against the Courier Agencies in respect of any delay or deficient service by notice in writing absolutely determine/ suspend the contract in any of the following cases;

1. If the Courier Agency being a company shall pass a resolution or the court shall make an order that the company shall be wound up or if a receiver or a Manager on behalf of the creditor shall be appointed or if circumstances shall arise which

entitle the court or the creditor to appoint a receiver or Manager or which entitles the court to make up a winding order.

2. If the Courier Agency is not pursuing the service with due diligence within the time lines committed or abandons the services or commits breach of any of the terms of the agreement and when the Courier Agency has made itself liable for action under any of the cases aforesaid the Bank shall have powers:
  - b. To determine or rescind or suspend or terminate the agreement
  - c. To engage other agencies to carry out the balance service by recovering from the Courier Agencies the excess amount if any so spent/ incurred.

In the event of termination of the agreement by the Bank, the Courier Agencies shall not be entitled to any compensation or damages by reason of such termination, but only to the charges for the service actually rendered, which have been duly approved by the Bank. The decision of the Bank as regards the actual service done and the amount of the charges due to the Courier Agencies on the basis of actual service / service done shall be final and binding on the Courier Agencies.

The Courier Agencies shall promptly notify the Bank of any change in the constitution of its/his firm. It shall be open to the Bank to terminate the Agreement on the death, insanity or insolvency of any person being Proprietor/Partner in the said firm, or on the addition or introduction of a new Proprietor/Partner. But until its termination by the Bank as aforesaid, this contract agreement shall continue to be in full force and effect, notwithstanding any changes in the constitution of the firm by death, insanity or insolvency of any of its Proprietor/Partner or addition or introduction of any new Proprietor/Partner. In case of death the surviving or remaining Partners of the firm shall be jointly and severally liable for the due and satisfactory performance and for compliance of all the terms & conditions of this contract agreement.

## 20. ABANDONMENT OF WORK:

If the Courier Agency closes its business or abandons the service or if this agreement is terminated as provided for in clause 18 hereinbefore, the Bank shall be entitled to forfeit the Security Deposit.

As a special case, in case of proprietary firms if the contract is terminated due to death of the proprietor, the forfeiture of Security Deposit is waived.

## 21. GOVERNING LAW AND JURISDICTION:

This Agreement shall be interpreted, construed and enforced in all respects in accordance with the laws of India. In case of any disputes, differences the parties shall have the exclusive jurisdiction of Courts of Bangalore.

## 22. ARBITRATION

That if any dispute, difference or question shall at any time arise between the parties in respect of the meaning of this agreement, or covering anything therein contained or arising out of this agreement, or the validity of the enforcement thereof which cannot be settled mutually, shall within 30 days( or such longer period as may be



mutually agreed upon) from the date one party informs the other in writing that such dispute or disputes or disagreement exists, be referred to sole arbitration by a person selected by the courier agencies out of the panel of three names recommended by the Bank and appointed by **THE GENERAL MANAGER, GENERAL ADMINISTRATION WING, HEAD OFFICE BENGALURU** within 30 days from such selection by the Courier Agency.

The arbitration proceedings will be conducted in accordance with and be subject to the Indian Arbitration Act 1996 as amended from time to time and the decision of the arbitrator shall be final and binding on the parties.

The Arbitrator will have his seat at **BENGALURU** or at such places in India as decided by the appointing authority. The Arbitrator may, with the written consent of the parties, extend time for making and publishing the award.

The Courier Agency shall continue to perform his duties with diligence notwithstanding the fact that the dispute has been referred to Arbitration or any dispute or difference has arisen.

### 23. AMENDMENTS

No amendments or modifications of this Agreement and no waiver of any of the terms or conditions hereof shall be valid or binding unless made in writing and duly executed by the Parties hereto.

### 24. SEVERABILITY

In the event that any part of this Agreement shall be held by a court of competent jurisdiction to be unlawful or otherwise unenforceable, the remainder of this Agreement shall remain in full force and effect to the maximum extent possible.

### 25. PENAL CONDITION

If service carried out by the Courier Agencies is found to be sub-standard or unsatisfactory or un-duly delayed on its account or the Bank suffers loss or does not maintain the confidentiality of the contents of the courier, then the Bank shall report the same to IBA/other Banks which may include black listing of the Courier Agency.

### 26. SOCIAL MEDIA POLICY:

No person of the bank or the Bidders and third parties shall violate the social media policy of the bank. The following acts on the part of personnel of the bank or the Bidders and third parties shall be construed as violation of social media policy:

- a) Non-adherence to the standards/guidelines in relation to social media policy issued by the Bank from time to time.
- b) Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of social media related systems and procedures.

### 27. NOTICES

- c) Notice or other communications given or required to be given under the contract shall be in English and in writing and shall be hand-delivered with acknowledgement thereof, or transmitted by pre-paid registered post or by a reputed domestic courier, at the following address of the receiving party only, or at such other address as may be notified by the receiving party to the other in writing, provided such change of address has been notified at least ten days prior to the date on which such notice has been given under the terms of this Contract.

**BANK:**

The Deputy General Manager  
Canara Bank,  
Record & Tappal Section, G A WING, HEAD OFFICE  
Address:112 JC ROAD, BENGALURU  
Designated Contact Person:  
Phone:080-26621863  
Email:hoga@canarabank.com

**Courier Agency**

Address:  
Designated Contact Person:  
Phone:  
Email:

Any notices or other communications shall be deemed to have been validly given on date of delivery if hand-delivered; if sent by registered post or by recognized courier, then on the date of receipt.

\*\*\*\*\*

**SUBJECT:EMPANELMENT OF GENERAL COURIER AGENCIES & RATE STANDARDIZATION  
FOR HEAD OFFICE, ITS ANNEXE OFFICES IN BENGALURU, AND MANIPAL  
(KARNATAKA STATE)**

**e. APPLICATION FORMAT**

1. (a) Name of the Courier Agency :  
Address of the Head Office :  
(Proof of address to be enclosed)  
Landline Telephone No. :  
Mobile No. :  
Alternate Mobile No. :  
E-Mail :  
  
(b) Address of Local office in :  
Bengaluru :  
(Proof of address to be enclosed)  
Landline Telephone No. :  
Mobile No. :  
Alternate Mobile No. :  
E-Mail :
2. a) Constitution of the Firm (Company/  
Partnership Firm/Proprietorship Firm):  
b) Names of the Directors/Partners/Proprietor:  
I)  
II)  
III)  
IV)  
c) Year of Establishment :
3. Registration with Tax Authorities :  
a) Details of PAN :  
(Furnish copies of PAN and Income-Tax  
Returns)  
b) Goods & Services Tax Registration Number :  
(GSTIN) :  
(Furnish copy of the Registration and that of the latest Annual Return GSRR 9  
filed)

**4.DETAILS OF REGION/S FOR WHICH COURIER SERVICES ARE OFFERED:**

Sl.No.	Name of the Region of India	COURIER SERVICES OFFERED (YES/NO)
1	<b>Bengaluru Region:</b> Bengaluru Local	
2	<b>Southern Region (Other than Bengaluru Local) :</b> States of Karnataka, Andhra Pradesh, Telangana, Tamilnadu and Kerala	
3	<b>West and Central Region:</b> States of Gujarat, Maharashtra,Goa,Madhya Pradesh	
4	<b>Eastern Region:</b> States of West Bengal, Orissa, Jarkhand,Chattisgarh	
5	<b>Northern Region:</b> States of J&K,HP,Punjab, Hararyana, Delhi, UP, Uttarakhand,Bihar and Rajasthan	
6	<b>North Eastern Region:</b> States of Assam & other North Eastern States	

5. Details of the services executed which are older than **five years AS ON 31.03.2023** (Please mention only such works relevant to **Eligibility Criteria 01** )

Sl. No.	Service executed for (name of the organization with address, concerned office and telephone number)	Nature of service (in brief)	Year of service	Actual Value

(These details can also be furnished in separate page as Annexure duly quoting the reference of the paragraph)

Note: Copies of orders or satisfactory performance, certificate from the clients shall be enclosed.

6. Details of the services executed during the last 3 years **AS ON 31.03.2023** (please mention only such services relevant to **Eligibility Criteria 4**)

Sl. No.	Service executed for (name of the organization with address, concerned office and telephone number)	Nature of services (in brief)	Year of services	Actual Value of the works

(These details can also be furnished in separate page as Annexure duly quoting the para reference)

**Note: Copies of orders and satisfactory completion certificate from the clients shall be enclosed without fail.**

7. Turnover of the Courier Agency (Please attach copy of Balance Sheet and Profit & Loss account and C.A.'s Certificate for the following three years).

Sl. No	Year	Turnover
1	2020-21	
2	2021-22	
3	2022-23	
	<b>Average</b>	

8. Details of Service Centres:  
(Please attach the details in a separate sheet)
9. Website Address for tracking the courier/ consignment:
10. Key personnel permanently employed in your organization:

Sl No	Name	Qualifications	Employed in your firm since	Any other Remarks

(These details can also be furnished in a separate page as Annexure duly quoting the para reference ).

**DECLARATION**

1. All the information furnished by me / us here above is correct to the best of my knowledge and belief.
2. I / We have no objection if enquiries are made about the service listed by me / us in the accompanying sheets / Annexure.
3. I / We agree that the decision of CANARA BANK in selection will be final and binding to me / us.

Place :

Date :

**NAME & SIGNATURE OF THE COURIER AGENCY**

**f. PROFORMAE- A to E**  
**PROFORMA - A**

**SUBJECT: Empanelment of General Courier Agencies & Rate Standardization for Head Office, its Annexe Offices in Bengaluru and Manipal (Karnataka State)**

**Details of relatives working in Canara Bank:**

NAME OF THE OFFICIAL	DESIGNATION	ADDRESS OF THE OFFICE / BRANCH

**Details of retired Government / PSU/ Bank employees, employed by our Courier Agency:**

NAME OF THE RETIRED OFFICIAL	DESIGNATION	NAME & ADDRESS OF THE PREVIOUS EMPLOYER

Place :

Date :

**Name & Signature of Courier Agency**

**PROFORMA - B**

**AUTHORISATION LETTER**

To,  
The Assistant General Manager  
Records & Tappal Section  
General Administration Wing  
CANARA BANK  
Head Office  
No.112, J C Road  
Bengaluru - 560 002

**SUBJECT: Empanelment of General Courier Agencies & Rate Standardization for  
Head Office,its Annexe Offices in Bengaluru and Manipal (Karnataka State)**

This has reference to your above subject.

Mr. Miss/Mrs. ....

\_\_\_\_\_ is hereby authorized to attend the Offer  
opening on \_\_\_\_\_ on behalf of our organization.

The specimen signature of Representative is attested below:

\_\_\_\_\_  
Specimen Signature of Representative

\_\_\_\_\_  
Signature of Authorizing Authority  
of the Courier Agency

\_\_\_\_\_  
Signature of Attesting Authority

\_\_\_\_\_  
Name of Authorizing Authority  
of the Courier Agency

**PROFORMA - C**

**ACCEPTANCE OF TERMS & CONDITIONS**

To,  
The Assistant General Manager  
Records & Tappal Section  
General Administration Wing  
CANARA BANK  
Head Office  
No.112, J C Road  
Bengaluru -560 002

**SUBJECT:Empanelment of General Courier Agencies & Rate Standardization for  
Head Office,its Annexe Offices in Bengaluru and Manipal (Karnataka State)**

**:: CONFIRMATION FOR ACCEPTANCE OF THE TERMS & CONDITIONS:::**

I/We have read and examined the **Notice Inviting Offers** and all its components, the draft agreement to be entered into with the Bank and understood all other relevant particulars.

I/We are fully qualified to provide the courier services as per your requirement and have understood the scope of services, all terms & conditions and Bank's time schedule.

**PLACE:**

**DATE:**

**Signature of the Courier Agency**

**PROFORMA - D**



**DRAFT FORMAT OF AGREEMENT**

This agreement made at Bengaluru the .....day of .....2024

**Between**

Canara Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of undertakings) Act, 1970, having its Head Office, at 112, J.C. Road, Bengaluru - 560002 represented by The Manager, Records & Tappal Section, GA Wing, Head Office, Bengaluru, its duly constituted Attorney (hereinafter referred to as the BANK) on the ONE PART

**And**

M/s. ...., a Firm/Company registered under the Companies Act 1956, having its Corporate Office at.....duly authorized and represented by Sri. \_\_\_\_\_ (Name)..... (Designation) at ..... Office, (hereinafter referred to as the 'Courier Agency'), on the OTHER PART

WHEREAS the Bank is desirous of engaging the General courier services for its Head office No.112, J C Road, Bengaluru including Annexes and various buildings in Bengaluru and other centers detailed elsewhere and called for a tender for availing the services of agencies and M/s ..... (Name of Courier Agency) was declared successful; and

The Courier Agency agrees to undertake to provide the services on the terms and conditions contained in the Tender/Offer Document and as set out herein.

NOW THIS AGREEMENT WITNESSETH as follows:

1. M/s ..... (Name of Courier Agency) shall provide the services as per the rate mentioned in Annexure I to this agreement.
2. The words and expression in this agreement shall have the same meaning as are respectively assigned to them in the documents specified in Clause 3 below.
3. The following documents contained in the Tender Document not inconsistent with these presents shall be deemed to form and read as part of this agreement;

- a) Notice Inviting Offers (NIO)
- b) General Rules & Instructions to the Courier Agencies
- c) General Conditions of Contract
- d) Proforma - A, B, C and E signed and submitted by M/s.....

4. The Courier Agency, in consideration of the payments to be made by the Bank hereby covenants and agrees with the Bank to complete the services in all respects in conformity and subject to all terms and conditions/rules as mentioned in the aforesaid documents which form part of this agreement.

In witness whereof the parties hereto have set their respective hands and seals the day and year first above written.

Signed, sealed and delivered by the said Courier Agency,

\_\_\_\_\_

To Canara Bank \_\_\_\_\_ in the presence of;

Signature of Courier Agency (with seal)

Signature of Authorized representative of the Bank / Accepting Authority.

Witness (Signature, Name & Address);

1)

2)

**PROFORMA- E**

**UNDERTAKING LETTER**

To,  
The Assistant General Manager  
Records & Tappal Section  
General Administration Wing  
CANARA BANK  
Head Office  
No.112, J C Road  
Bengaluru -560 002

**SUBJECT:Empanelment of General Courier Agencies & Rate Standardization for  
Head Office,its Annexe Offices in Bengaluru and Manipal (Karnataka State)**

**Dear Sir,**

This has reference to your above **Notice inviting Offers** issued to us.

We hereby state that we M/s \_\_\_\_\_ have submitted  
the above Offer Documents, which have been downloaded, only from the Bank website, duly  
filled at the appropriate places without making any alterations, corrections, omissions in the  
offer document issued by the Bank.

We confirm that no modification is made in the Offer document.

**PLACE:**

**DATE:**

**Signature & Name of the Courier Agency**

**B. FINANCIAL OFFER / BID-PART**

**PROFORMA - F**

To,  
 The Assistant General Manager  
 Records & Tappal Section  
 General Administration Wing  
 CANARA BANK  
 Head Office  
 No.112, J C Road  
 Bengaluru -560 002

**SUBJECT: Empanelment of General Courier Agencies & Rate Standardization for Head office, its Annexe Offices in Bengaluru and Manipal (Karnataka State)**

This is with reference to your Notice Inviting Offers for empanelment General Courier Agencies and Rate Standardization for your Head Office, Bengaluru.

I/We have read the Notice Inviting Offers (NIO) and contents and have fully understood it. I/ We understand that Bank reserves its right to accept or reject any or all the offers, partially or wholly and fix its own Standardized Rates.

I/ We are agreeable to provide courier services to your Head Office as per the scope of service and terms and conditions detailed in this NIO at the following rates:

**RATES ARE APPLICABLE TO ..... REGION**

<b>PART-A</b>	
<b>Rates for Category upto &amp; inclusive of 1 kg for Courier/Cover/Packet/Consignment</b>	
<b>SLABS</b>	<b>Rate per Courier/Cover/ Packet/ Consignment in Rs.&amp; Ps (In figures &amp; Words also)</b>
Up to 50 gms	
Up to 100 gms (51 to 100gms)	
Up to 250 gms (101 to 250gms )	
Up to 500 gms (251 to 500gms )	
Up to 750 gms (501 to 750gms )	
Up to 1000 gms (751 to 1000gms )	

<b>PART-B</b>	
<b>Rates for Category above 1 kg for Courier/ Cover/ Packet/ Consignment</b>	
<b>SLABS</b>	<b>Rate per Courier/ Cover/ Packet/ Consignment Rs. &amp; Ps. (In figures &amp; Words also)</b>
<b>First 1 kg</b>	
<b>Every additional 500 gms or part thereof</b>	

The delivery schedule shall be as detailed in this NIO.

The above charges are payable **exclusive of Goods & Services Tax (GST)**, which is payable extra.

We agree that the Income Tax (i.e. IT-TDS and GST-TDS) as payable to statutory authorities will be deducted from the above quoted fees.

Place:

Date:

Signature of the Courier Agency