

## **DOEACC SOCIETY**

An Autonomous Scientific Society of Department of Information Technology  
Ministry of Communications & Information Technology  
Govt. of India

Ref. No. 1(39)2010- DOEACC Soc.

Date: - 01/6/2011

### **Sub: - Invitation of bids for providing Mass Mailing Services to DOEACC Society**

**Sir,**

This Society is desirous of empanelling a Mass Mailing Agency and has worked out a tender document detailing the scope of work, eligibility criteria, terms and conditions, etc. A tender document for empanelment of suitable mass mailing agency is prepared. You are requested to submit your proposal in Proforma at Appendix I and Appendix II as per the tender document.

Your proposal in a sealed cover superscribed with "Proposal for Empanelment of Mass Mailing Agency" addressed to the **Dy. Director (Administration), DOEACC Society, Electronics Niketan, 6, CGO Complex, New Delhi – 110 003** must reach this office on or before **17.00 hrs on 15/6/2011**. The Technical Bids will be opened on **16/6/2011 at 11.00 hrs**. In case, you desire so, you may depute your representative for participating in the opening process.

Yours faithfully,

**(S. C. Dhyani)**

**Dy. Director (Admn.)**

Ph.-24365592

**E-mail: [scdhyani@doeacc.edu.in](mailto:scdhyani@doeacc.edu.in)**

**Tender Document for Empanelment of Vendor  
for providing Mass Mailing Services**

**Last date of receiving Quotation** :- 15/6/2011 at 17.00 hrs  
**Date of opening the Technical Bids at DOEACC Society** :- 16/6/2011 at 11.00 hrs

**1. Background:**

1.1 DOEACC Society, an Autonomous Scientific Society of Department of Information Technology, Ministry of Communications and Information Technology, Govt. of India, is implementing the DOEACC Scheme, which has been launched jointly by AICTE and Department of Information Technology (Formerly Department of Electronics) with a view to utilize the resources available with the Computer Training Institutions in the non-formal sector to provide quality education and training in the area of IT. The Scheme consists of courses at four levels, namely, 'O' level - Foundation level, 'A' level - Advanced Diploma in Computer Applications, 'B' level - equivalent to MCA level and 'C' level - equivalent to M.Tech level. Under the Scheme, the Society designs and regularly updates syllabi, accredits the courses of the institutes, subject to meeting a well defined criteria for respective levels, conducts examinations twice a year and issues certificates to the successful candidates in respect of all the courses offered under the Scheme. More than 6 lac students are registered with the Society and around 1000 institutes have been granted accreditation for different levels of courses under the Scheme.

1.2 Examinations are conducted twice a year in January and July for all the level of courses, namely 'O'/'A'/'B'/'C' on All India basis in about 110 centres. For each examination the candidates are issued Admit Cards containing details of roll number, examination venue etc. After declaration of the results of various levels of DOEACC Courses we also send Result Sheets to each candidates. Apart from Admit Cards & Result sheets students Identity Cards are also dispatched before the January & July examination. And finally when the candidate completes a particular Level (Theory, Practical & Project) a final certificate is issued to the candidate.

1.3 The Society also offers a Course on Computer Concepts (CCC), which is basically an IT Literacy Course for anybody and everybody. The institutes accredited for either or more of 'O', 'A', 'B' and 'C' level of courses are authorized to conduct training for this Course and offer candidates for the examinations conducted by the Society thrice in a year. Also, candidates with a minimum educational qualification of Matriculation or equivalent are allowed to appear as direct candidates based on self study. Around 30,000 students appear for examinations conducted for this course every four months.

1.4 Discharge of the above mentioned functions of DOEACC, involves extensive correspondence with the students, institutes and experts all over the country for which the Society avails the services of Mass Mailing Agencies. The total annual Mass Mailing bill of the Society is about **Rs.20.00 Lakhs** inclusive of postage and the service charges paid to the vendor. For providing these services, the Society is looking for suitable agency to provide Mass Mailing Services to be empanelled for a period of at least two years.

1.5 Besides other letters. etc, dispatched from time to time (as and when needed), the periodic dispatch of Admit Cards, Identity Cards (the actual quantities of documents to be dispatched would be known only before commencement of Examination) are given below :-

Sl. No.	Item to be dispatched	Approx. Annual dispatch	Periodic Dispatch
1	Admit Card (Single page)	1,00,000 Nos.	Twice in a year during December & June. Approx. 50,000 Admit Cards on each occasion.
2	Identity Cards	50,000 Nos.	Twice in a year during April-May & Oct-Nov. Approx. 25,000 Identity Cards on each occasion.
3	Miscellaneous documents	20,000 Nos.	5,000 nos of articles on quarterly basis

## 2. Procedure for submission of the proposal:

2.1 The vendors desirous of being considered for empanelment with DOEACC shall have to submit its bid in two parts, viz., Technical Bid as per proforma at Appendix I and Financial Bid as per proforma at Appendix II, respectively. The Technical and Financial Bids packed in separate covers duly superscribed with the statement "Technical Bid or Financial Bid" as the case may be and both these covers should then be packed in a bigger cover and sent to the **Dy. Director(Administration), DOEACC Society, 6,CGO Complex, New Delhi-110003** duly superscribed with the statement. "**Proposal for Empanelment of Mass Mailing Agency**". The proposal must reach DOEACC on or before the prescribed date and time. The covers used must contain the name of the vendor printed/written on the same.

### 2.2 Technical Bid

2.2.1 All the columns in the proforma should be duly filled and supporting documents e.g. DD towards EMD, proof of turnover, proof of date of commencement of Business, photostat copies of the job award letters from at least three customers being provided Mass Mailing Services along with comprehensive list of such customers etc.

2.2.2 Demand Draft containing EMD shall be attached with the Technical Bid.

2.2.3 A copy of this Tender Document with each page of the same, duly signed by the authorized signatory (who has signed the Bid), should be enclosed with the Technical Bid in token of bidders confirmation to accept the terms and conditions and other provisions contained in it.

2.2.4 Incomplete Bid shall not be considered and will be summarily rejected.

### 2.3 Financial Bid

2.3.1 All columns of the proforma should be correctly and clearly filled.

2.3.2 Any overwriting/cutting/fluding should be authenticated by the signatures of the individual, who has signed the Bid. Non-adherence will lead to rejection of the Bid.

2.3.3 The rates quoted should be inclusive of all other costs e.g. plastic bag, etc. and no payment than the one indicated shall be made by DOEACC. Bidders are not allowed to create new heads for payment in the Proforma except in case of Taxes and Levies.

2.3.4 In case of difference in the values quoted in figures and words, the value quoted in words shall be taken as correct.

### *2.3.5 Earnest Money Deposit (EMD)*

Earnest Money Deposit (EMD) of **Rs.5,000/-** by Demand Draft favouring **DOEACC payable at New Delhi** must be attached with the Technical Bid (Appendix I). While the amount deposited by the unsuccessful bidders would be refunded after the vender is finalised, the amount in respect of successful bidder shall be refunded after a Demand Draft or Bank Guarantee from a scheduled bank towards the security deposit is received. In case the party selected backs out or fails to submit the Security Deposit within 10 days of the issue of requisition by DOEACC, the EMD shall be forfeited. Non-acceptance of rates lower than those offered in the tender will not construed as withdrawal or failure to accept the offer for the purpose of return of EMD.

## **3. Scope of Work**

3.1 The scope of work would involve lifting of envelopes/parcels from DOEACC's premises and deliver the same at the post office after franking adequate postal tarrif on such covers. The rate quoted by the mass mailer would be inclusive of pick up charges of the envelopes/articles from DOEACC premises.

3.2 The vendors selected shall depute their personnel daily to DOEACC's office for collection of despatch material as and when asked by the representative of DOEACC. **No expenses towards such visits and transportation charges for carrying articles for despatch would be paid by DOEACC.**

3.3 The despatch material would some times be in the form of packed parcels/envelopes and some other cases the vendor would be provided the documents for despatch and envelopes separately and will, therefore, be required to put these documents in envelopes, paste the same and then post after franking adequate postal tarrif on such covers. In some cases the vendor would also be required to print addresses on covers.

3.4 The vendor's personnel will visit the DOEACC Office to collect the materials for dispatch. The materials will be handed over with a challan and the vendor's representative will sign a copy of the challan in token of having received the materials for despatch.

3.5 The vendor shall make prompt arrangements for postage of the materials and the following time shall be strictly followed:-

- a) If the documents are placed in covers by DOEACC, the articles up to 30,000 Nos. shall be despatched within 24 hours.

- b) If the documents are not placed in covers but the window covers are to be used or the covers with addresses printed pasted on the same are provided by DOEACC, the articles upto 30,000 Nos. shall be posted within 48 hours.
- c) In case the vendor is required to print addresses on covers and pack the documents in the covers, the articles up to 30,000 Nos. must be despatched within 78 hours.

Since the documents to be dispatched are of time bound activity, it will be essential for the vendor selected to dispatch the documents as per above schedule.

3.6 As far as possible franking machines shall be used for affixing postage charges on the DOEACC articles.

3.7 DOEACC will make advance payment to the post office authorities for amount equivalent to postage charges of the articles for filling in the franking machines of the vendor. The vendor shall maintain the meter readings in case of DOEACC's documents and shall furnish the same along with the bill.

3.8 DOEACC will provide list of addresses in triplicate in case of Registered post and in duplicate in respect of UPC dispatches.

3.9 Payment of the bill shall be made after satisfactory completion of the job and submission of the bill. The mass mailer will frank the mail and obtain the receipt of the same from the Post Office against each registered letter.

3.9 The vendor shall deploy its personnel for collecting the documents/consignments for despatch within two hours of the receipt of telephone call from the representative of DOEACC.

#### **4. Eligibility:**

4.1 The agency providing mass mailing services should be in the business for at least last five years. Documentary evidence of the date of commencement of business shall be provided with the Technical bid.

4.2 The annual turnover of the agency should not be less than **Rs. 10 Lakhs** for past three years (2007-08, 2008-09, 2009-10). A copy of Chartered Accountant Certificate or duly signed copy of the Income-Expenditure statement shall be furnished by the bidders with their Technical bid.

4.3 The vendor should have appropriate Registration/Licence/Permission/Authority from the post office for handling such activities. Documentary evidence in this regard should be attached with the Technical bid.

#### **5. Bid Evaluation Criteria:**

5.1 In the first instance the Technical Bids shall be opened by the authorized representatives of DOEACC Society;

5.2 The date and time for opening of the Technical Bids shall be given on the top of this Document;

5.3 The Bidders may depute their representatives for the Technical Bid opening event.

5.4 The details of the proposal with regard to eligibility conditions shall be read out to the representatives of the vendors, if present;

5.5 The Technical Bids will then be evaluated by DOEACC internally;

5.6 The parameters for evaluation of Bids would be the rates quoted by individual agency and the delivery period, minimum time in postage being the objective.

5.7 Once the Technical Bids are accepted, the Commercial Bids of the vendors (whose Technical Bids have been accepted) shall be opened, the date for which shall be communicated to the vendors through e-mail/telephone. If any vendor so desires, they may depute their representative for Commercial Bid Opening event also.

5.8 Final decision would be taken based on appropriate weightage for the time taken for posting the documents and the rates.

5.9 The decision of the Executive Director, DOEACC shall be final and binding.

## **6 Terms and Conditions:**

### *6.1 Payments:*

6.1.1 No advance payments of handling charges/service charges etc. under any circumstances shall be made to the vendor. The payment of postage charges shall, however be made to post office for filling the vendors franking machine, in case of dispatch of documents in bulk quantity which includes dispatch of Admit Cards, Result sheets & Identity Cards. However for dispatch of miscellaneous documents, no advance would be issued. Payment shall be released on monthly basis only against the pre-receipted bills received from the vendor after having completed the job to the satisfaction of DOEACC.

6.1.2 All payments shall be subject to TDS as per prevailing rates of Income Tax Act.

6.1.3 The rates quoted should be firm and in Indian rupees. In case of any difference/discrepancy between the rates quoted in figures and words, the latter shall prevail.

6.1.4 The bid should be valid for a minimum period of six months after the closing date for submission.

### **6.2 Duration of Contract:**

6.2.1 The contract awarded shall be valid for a minimum period of two years and no change in rates shall be allowed, unless there is a price escalation of more than 10% in the market. The vendor, while seeking revision of rates shall give at least two months prior notice. The contract can

be renewed on same terms on expiry of the period of two years on mutual consent. However renewal shall not be binding for either party.

6.2.2 The decision of the Executive Director on the matter of escalation of the costs shall be final.

6.2.3 The vendor awarded the contract shall have to provide the services for the entire period and any failure on this account shall entail invocation of the Bank Guarantee/Forfeiture of amount paid through DD towards Security Deposits in addition to any other action as may be deemed fit.

**6.3 Termination of the Contract:**

6.3.1 Either party may terminate the contract by giving a notice of three months.

6.3.2 In case of breach of Contract by the vendor, DOEACC shall have the authority to cancel/terminate the Contract besides forfeiting the Security Deposits.

**6.4 Security Deposit:**

Successful bidders will have to provide a Security Deposit for **Rs.10,000/-** in the form of a Demand Draft or Bank Guarantee valid for a period of 26 months from the date of award of the contract. The Bank Guarantee shall be invoked in case the contractors fail to meet their obligations under this contract.

6.5 The contract shall be subject to Delhi jurisdiction.

6.6 In case of any dispute, the decision of the Executive Director, DOEACC shall be binding.

6.7 In case the vendor does not agree with any clause of this document, it should be explicitly indicated against the relevant column of the pro forma for submitting Technical Bid. The party must also indicate suitable replacement of the clause not agreed by it. A decision on the matter shall be taken by DOEACC on all points of disagreements before opening the Financial Bid. The DOEACC's decision to accept or reject the suggestion shall be final and binding. In case the decision of DOEACC in the matter is not acceptable to the party, their Financial Bid would not be opened.

6.8 The vendor must furnish a Chartered Accountant's Certificate or signed copies of the Income-Expenditure Statement as a proof of its turnover for 2007-08, 2008-09 and 2009-10.

6.9 The vendor must furnish details of PAN No., Service Tax No., Sales Tax, VAT No. and also attach a copy each of these documents with Technical Bid.

**6.10 Any delay in despatch beyond prescribed time schedule shall attract a penalty at the rate of Rs.0.15/- per day, per article/consignment/envelope subject to a maximum of the service handling charges.**

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**PRO FORMA FOR FURNISHING TECHNICAL BID**

*(Please go through the terms and conditions before filling up this Pro forma)*

1. Name, Address and Telephone Number :  
of the Organization.
2. Date of commencement of Business :  
(Please furnish proof in support of your statement).
3. Status of the organization (i.e. whether :  
Proprietorship, Partnership, Pvt. Ltd. /  
Public Ltd. Company, a Body Registered  
under Societies Registration Act, etc.)
4. Registration Number of the Organization. :  
*(Please attach Certificate of Registration /  
Incorporation).*
5. Name of the C.E.O. / Proprietor :
6. Name, designation and address, :  
including phone/mobile number of the  
Contact Person.
7. Annual Turnover : 2007-08  
*(Attach Photostat copies of Balance* 2008-09  
*Sheet / I.T. Returns / C.A.'s Certificate).* 2009-10
8. Sales Tax / VAT No., if any *(Must, if ST* :  
*/VAT is charged)*
9. Service Tax No., if any *(Must, if ST is* :  
*charged. Pl. enclose ST Registration*  
*certificate and Service Tax Clearance*  
*Certificate of the Firm*
10. Certified copy of P.A.N. Number of the :  
Organization / Owner *(in case of*  
*proprietorship organization where no*  
*P.A.N. has been issued in the name of*  
*the organization).*
11. Details of three prominent organizations served / being served with similar services (attaché a separate sheet if space provided is less) *(Also attach a comprehensive list all clients).*

<i>Name &amp; Address</i>	<i>Name &amp; Phone No. of contact person</i>	<i>Annual cost of contract</i>	<i>Since when the services are being provided.</i>

12. Details of E.M.D. (enclosed D.D.) : D.D. No. \_\_\_\_\_ dated \_\_\_\_\_ for  
**Rs.5,000/-** drawn on \_\_\_\_\_ Bank in favour of  
DOEACC, payable at New Delhi.  
Continued \_\_\_\_\_



13. Number of clients being served in and around Delhi on the date of submission of bid *(please enclose a comprehensive list with address and telephone numbers)*.
14. Whether you have any point of disagreement with the terms and conditions stipulated in the Tender Document. If yes, please specify and also indicate suggested solution *(if space is not sufficient, please attach separate sheet.)*

**DECLARATION:**

- a) It is certified that the information furnished above is correct.
- b) We have gone through the terms and conditions stipulated in the Tender Document and confirm to abide by the same. Disagreement and solution proposed has been listed in a separate sheet and being attached with this Bid. A copy of the Tender Document with its each page signed, in token of acceptance of the Terms and Conditions, is enclosed.
- c) We understand that the decision of the DOEACC to accept / reject “the points of disagreements and proposed solution provided by us” would be final and binding.
- d) The signatory to this bid is authorized to sign such bids on behalf of the organization.

**Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Place:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Seal of the Company:** \_\_\_\_\_

**PROFORMA FOR FINANCIAL BID**

1	Name of the Organization Address & Telephone Number	:
	Service Tax No.	:
	Sales Tax No.	:
	PAN No.	:
2	Rates offered	:
<b>Sr. No</b>	<b>Item with Specification</b>	<b>Rate/1000 articles In Rs.</b>
i)	Service Charges for mailing one article through Registered post (Includes pin code wise sorting, folding, pasting, franking & dispatch)	
ii)	Service Charges for mailing one article through UPC/Ordinary post (Includes pin code wise sorting, folding, pasting, franking & dispatch)	
iii)	Service Charges for mailing above with extra enclosure	
iv)	Charges for direct printing of address (maximum of 7 lines in one address)	
3	<b>Sale Tax/Service Tax(if applicable)</b>	

**Note: - The charges should be inclusive of plastic bags utilized for carrying the packets to the destined post office. DOEACC will not pay extra charges for the plastic bags utilized for dispatch. All taxes – sales tax, service tax etc. (if applicable) should be specified separately.** The vendors selected shall depute their personnel daily to DOEACC's office for collection of despatch material as and when asked by the representative of DOEACC. **No expenses towards such visits and transportation charges for carrying articles for despatch would be paid by DOEACC.**

**Declaration:**

It is certified that the information furnished above is correct. We have gone through the terms and conditions stipulated in the Tender Document and confirm to abide by the same. The signatory to this bid is authorized to sign such bids on behalf of the organization.

Place:.....

Signature:.....

Date:.....

Name:.....

Designation:.....

Seal of the Company:.....