



OFFICE OF THE DIRECTOR GENERAL PAKISTAN POST OFFICE
ISLAMABAD

Tender Document

For

SELECTION OF
LOGISTICS, TRANSPORT AND DELIVERY PARTNERS
FOR PAKISTAN POST INTERNATIONAL MAIL

TERMS AND CONDITIONS

1. Sealed tenders are invited in the form of Technical and Financial proposals on single stage-two envelopes procedure basis from well-established and reputed logistics/transport/delivery partners, registered with Income Tax (the proof of being on Active Tax Payer List should be attached) and Sales Tax Department for transportation and delivery world-wide of **"Pakistan Post International Mail"**.
2. The offer of the bidders should be for Pakistan Post International consignments and will not be product specific. However, bulk mail of certain clients for international destinations may be given to single bidder as one complete project.
3. Companies having logistics, transportation and delivery network (Regional/Global) may participate & offer rates.
4. They are required to provide seamless integration with Pakistan Post IT Network to provide end to end tracking of mail/items using Pakistan Post unique Item Identifier. The format of item identifier would be of 13 Character alphanumeric. (Nine numeric preceded and followed by two alphabet). The proof of integration with any client or partner will cause preference to a company.
5. Tender should be enclosed in a sealed envelope containing both Technical/Financial proposals in separate cover/envelopes addressed to the Director (International Postal Services), Directorate General, Pakistan Post Office Headquarters, Islamabad with full name, complete address, fax/telephone number of the bidder.
6. 1st Envelop should contain Technical proposal only and should be clearly marked **"Technical Proposal"**.
7. An earnest money of Rs. 100,000/- (One hundred thousand only) in form of Bank Draft/Postal Draft/Pay Order in favor of the Director General, Pakistan Post Office, Islamabad must accompany the Technical Proposal otherwise it will not be considered.
8. The earnest money of the unsuccessful bidders will be refunded while the earnest money of the successful bidder will be retained as security deposit.
9. All bids will be processed and evaluated in accordance with Public Procurement Rules, 2004 as well as terms and conditions contained in the tender document/evaluation criteria.
10. The bidder should submit an affidavit stating that his/her firm has not been black-listed/debarred by any Government/Semi Government/Autonomous body and no legal action is under way against his/her firm. All black-listed/debarred by any Government/Semi Government/Autonomous body firms shall not be entertained.
11. Pakistan Post being the tendering authority can cancel the tender any time without intimating the reason thereof which shall not be challengeable in any Court of Law.
12. The competent authority reserves the right to accept or reject one or all the proposals in line with PPRA Rules 2004.
13. The bidder will provide the following information with the tender:
 - Bidder i.e., company profile, offices in Pakistan and list of international destinations for which services of transportation and delivery are offered and list of worldwide offices/infrastructure.

14. Technical bids fulfilling all criteria spelt out in these documents will be accepted and financial bids will be opened in the presence of available bidders.
15. On the basis of offered rates of each destination, the technically qualified bidders will be arranged priority wise. The company who gets priority-one, will be utilized/ prioritize for that particular destination. In case of technical advantage due to capability to demonstrate IT integration with clients, any company may be given preference for selection in general or specifically for any bulk mail project.
16. Only 01 notice will be issued in case of non-performance as per the given standards, quoted in their financial proposal by a company having higher priority before giving mail to a company at lower priority.
17. Quality of Service Standard will be gauged comparing the actual performance of service provided against the standards mentioned for each destination in financial proposal.
18. The service provider is required to provide after sale service that includes a systematic arrangement for resolution of discrepancies and replies to inquiries both on collective and individual (item-based) information.
19. The successful bidder shall not sublet, transfer or assign the contract to another party. However, the partner may utilize its existing arrangements or make new arrangements with any party for carrying mail world-wide. In the event of sub-contracting or contravening the conditions, Pakistan Post shall be entitled to place the contracts elsewhere on the Contractor's account and at his/her risk and the Contractor shall be liable for any loss or damage which the Pakistan Post may sustain in consequence or arising due to such award of the contract.
20. The financial proposals of only short-listed firms will be opened.
21. Relevant credentials of the company including a Copy of Passport/CNIC of the director/partner/authorized person. as listed in preliminary examination proforma should be attached with the bid.
22. **The logistics, transport and delivery partners are required to give end to end real-time tracking of Pakistan post mail on Pakistan Post website through integrating their system with that of Pakistan Post.**
23. The logistics, transport and delivery partners are required to specify exactly the days to be taken from receipt at origin city to its delivery at destination. Attempted delivery will be considered delivery for the purpose of performance evaluation.
24. In cases of operational/unforeseen delay due to justified reasons, the logistics, transport and delivery partner will inform Pakistan Post immediately to update its customers.
25. Pakistan Post will be responsible for handing over the Mail items with all required documents for customs etc.
26. The partner will ensure expedited customs and security clearance and will be obliged to examine mail items at the time of handover for any discrepancy for customs clearance, security and transportation.
27. Mail will be delivered at the hub of partner at the mutually agreed time but keeping in view the immediate dispatch to destination.

28. The representative of Pakistan Post Office will obtain a receipt of all handed over mail. Pakistan Post will ensure handing over mail items.
29. The partner will be responsible for providing detail of cities, countries and hubs in its network
30. Partner must ensure same day dispatch of mail to respective destinations.

31. **Validity of Proposals**

At least 120 days after close of the last date of submission of technical proposals.

32. **ACCEPTANCE OF LIABILITY**

- The logistics, transport and delivery partners shall be responsible and liable for any loss or damage to mail or its contents, if such loss or damage occurs whilst the mail was in its custody. In the event of such loss or damage, they shall be liable to pay to the PPOD. The bidder is required to spell out mechanism and rate of liability in case of total or partial loss to the consignment.
- The current maximum liability as mentioned above does not include the cases where compensation is ordered by the Court of Law or WafaqiMohtasib (OMBUDSMAN). The liability of the logistics, transport and delivery partner in such cases shall be equal to the amount of compensation ordered for payment by the Court of Law or the WafaqiMohtasib (OMBUDSMAN) as the case may be.
- In cases, where the compensation has been awarded by the Court of Law or the WafaqiMohtasib (OMBUDSMAN), the amount of compensation shall be accepted by the logistics, transport and delivery partner on the production of the orders of the Court or WafaqiMohtasib (OMBUDSMAN), as the case may be.
- The PPOD shall refer the claim for the lost / damage of dispatches in the custody of the logistics, transport and delivery partner immediately but not later than 30 (thirty) days of the date of occurrence.
- The logistics, transport and delivery partner shall settle such claims within 60(sixty) days of receipt of the claims and the payment of such claim shall be made through cheque to Pak-Post;
- In the event of failure to settle the claim as stated above, the PPOD shall deduct the amount of such claims from the billing invoices of the logistics, transport and delivery partner.
- The logistics, transport and delivery partners may take up their justified claims against deductions made by the PPOD with the Addl. Director General (Operations) Pakistan Post, Islamabad.
- The payments to the logistics, transport and delivery partner shall be subject to taxes to be deducted at source, if the Tax Exemption Certificate is not provided in advance.

33. **Term of Agreement**

- Selected transport and delivery partners will execute agreement with Pakistan Post initially for a period of 03 (three) Years from the date of commencement. The term of the agreement can be extended for further two years if both parties agree to it. The transport and delivery partner will be entitled to 10% increase in the rate at the time of extension.
- Extension Criteria would be performance of the logistics, transport and delivery partners, meeting Quality of service Standards and after-sale service. Performance history of logistics, transport and delivery partners would also be considered in this regard.

34. **PAYMENT TERMS:**

- Invoice/bill must be submitted on 1st of each month in the office of undersigned.
- The invoicing and payment will be done on monthly basis within 30 days of the receipt of the invoice duly supported by required documents.
- The Superintendent IP & P branch of this Directorate General shall be the focal person for processing the invoices received for payment after due verification of amount from the SAP Data collected from DAPPO, Lahore/ concerned GPOs. Every Postmaster General will nominate a focal person preferably, a Gazetted officer to whom all the claims submitted by the vendor shall be sent for verification before issuance of sanction within stipulated time.
- If there is a dispute regarding anomaly in claim, the claim will be settled up to 75% of the invoice value pending final settlement/adjustment within stipulated timeline.

35. **VALIDITY OF RATES AND REVISION**

The offered rates will be effective for complete 03 (three) years period. However, if the value of Dollar, during this period changes by 20% or more (from date of initiation of operation), the rate will be revised as per ratio of change in the value of Dollar.

36. **TERMINATION OF AGREEMENT**

Either Party may terminate this Agreement at any time by giving a notice of thirty (30) days to the other Party of its termination to terminate this Agreement.

37. **TECHNICAL EVALUATION**

- The evaluation of the Technical bids shall be done by Committee approved by the Director General/ Chairman/Chairperson Pakistan Post Office Department. The Tender Committee may seek clarifications from bidders. If the proposed technical solution is not in accordance with the tender specifications and TORs, it will not be processed further.

**Certificate to be furnished by the Vendor
Duly Signed and Stamped with the Technical Proposal**

S#	Mandatory Parameters	Yes	No	Page no. / Remarks
1	Expertise in the relevant field (Attach Company profile)			
2	Registration certificate with Income Tax/ General Sales Tax Department			
3	Certificate of Incorporation of the firm/ Company (Attach a Copy)			
4	5 Years' Experience of International Logistics Services in Pakistan. Minimum experience of 2 years can also be accommodated.			
5	Audited Financial Statements for the last 2 years.			
6	At least 30 Employees (contractual arrangements for delivery with other companies can also be considered if the copy of agreement is provided) for International Logistics Services in Pakistan or globally.			
7	Annual Business Turnover for International Courier/ Logistics Business (PKR) is more than 100 million during last two years.			
8	At least 100 Countries Covered World Wide			
9	Fleet size of 20 Aircrafts in Pakistan for International Courier/Logistics Business (company owned or through partnership with other Airlines).			
10	Existence of offices & service points Worldwide (at least one head office and two regional offices in Pakistan)			
11	Quality standards certificates/membership i.e., ISO 9001, IATA, TAPA, RA3, ACAAP of Pakistan office (at least-2)			
12	Highly secured I.T Network certificate from any International Standard Organization (integration with system of client will be preferred)			
13	Experience of handling Govt. of Pakistan offices for International Mail Deliveries (it will be an additional plus point)			
14	The company will provide Last Mile Delivery Option?			
15	Software having SMS/ Email facility to consignee at the time of booking of article (including web visibility)			
16	Undertaking of the Company that they have not been Blacklisted by any Govt. Organization.			
17	Whether company/firm is on active taxpayer list of FBR? (Documentary evidence should be attached)			
18	Physical presence in Pakistan (please provide complete contact details)			
19	Does the company have its own or through partner, the delivery network in destination countries			
20	Does the company have active tracking portal (please provide web address)			
21	Will company provide tracking to Pakistan Post customers through Pakistan Post website by integrating their system with Pakistan post			
22	Is company ready to accept payment in PKR?			
23	Will the partner accept liability in case of loss of postal items?			
24	Does the company have capability to accept mail in major cities? Lahore, Islamabad, Karachi, Sialkot, Faisalabad etc.			
25	Has the company enclosed demand draft/ pay order equal to Rs. 100,000/- as earnest money?			
26	Copy of Passport/CNIC of the director/partner/authorized person.			

Name of the Company/Firm _____

Signature _____

Date & Stamp _____

Phone # Mobile No _____

Note: -Any single no may lead to rejection of a bid or tender.

Technical Evaluation Criteria

1. The point number 4,5,6,7,8,9,10,11,12,14,15,16,20,21,22,23, and 24 in the above schedule of certificate to be submitted by the bidder, carries 4 marks each.
2. Total marks for technical evaluation are $(17 \times 4 =) 68$.
3. Passing marks in technical evaluation are 50.
4. 4 marks will be given for 5 years' experience in point number 4 while 2 marks for the experience of 2 or more years.
5. Proportionate numbers may be allowed in point number 8
6. The bidder who has capabilities of providing proof of IT integration and best timely international delivery will be considered for the specific bulk international mail projects of the department. The demonstrated capabilities of performance duly proved by certificates of clients and if needed through visit of members of technical committee and the competitiveness in rates will be given preference while distributing the work load amongst the bidders.

FINANCIAL PROPOSAL

- The Financial Proposals of the accepted technical bids recommended by the technical committee will be opened in the presence of bidders or their representatives. Financial proposals of the technically un-qualified bidders shall be returned un-opened.
- Financial bids are to be submitted on attached format in a separate sealed envelope which should be clearly marked as “FINANCIAL PROPOSAL”
- Rates quoted by the bidders should be including all taxes except GST. Pakistan Post will deduct income tax and GST (if tax exemption certificate is not provided) at the time of payment of each invoice as per prevalent rates prescribed by the government.
- Rates are to be quoted in PKR and format PKR 500 +GST (At the time of submission of invoice GST would be added on prevalent rate. If government changes rates of GST it is to be invoiced accordingly.
- Logistics/Transport/Delivery Partners quoting delivery services should quote price (Transport + Delivery) for each destination. The rates are to be quoted in PKR.
- The bidder may give rates for additional destinations (other than already enlisted in this document).

FINANCIAL PROPOSAL

Name of the company: _____

Number of countries for which quotation has been submitted: _____

S#	Country	Maximum Weight Limit for single Parcel	Documents		Merchandise			Days to be taken from Receipt to Delivery
			500 gms	Addl. 500 gms	500g ms	1Kg	Every Addl. kg	
1	AFGHANISTAN							
2	ALBANIA							
3	ALGERIA							
4	ARGENTINA							
5	AUSTRALIA							
6	AUSTRIA							
7	AZERBAIJAN							
8	BAHRAIN							
9	BANGLADESH							
10	BELARUS							
11	BELGIUM							
12	BHUTAN							
13	BOLIVIA							
14	BOSNIA AND HERZEGOVINA							
15	BOTSWANA							
16	BRAZIL							
17	BULGARIA							
18	CANADA							
19	CAYMAN ISLAND							
20	CHILE							
21	CHINA							
22	COSTA RICA							
23	COTE D'IVOIRE							
24	CROATIA							

25	CUBA							
26	CYPRUS							
27	CZECH REPUBLIC							
28	DENMARK							
29	EGYPT							
30	ERITERIA							
31	ETHOPIA							
32	FINLAND							
33	FRANCE							
34	GERMANY							
35	GHANA							
36	GREECE							
37	GUATEMALA							
38	GUINEA BISSAU							
39	HONG KONG							
40	HUNGRY							
41	ICELAND							
42	INDIA							
43	INDONESIA							
44	IRAN							
45	IRAQ							
46	IRELAND							
47	ITALY							
48	IVORY COAST							
49	JAPAN							
50	JORDAN							
51	KENYA							
52	KOREA							
53	KUWAIT							

54	KYRGYZISTAN						
55	LAO PDR						
56	LATVIA						
57	LUXEMBOURG						
58	MACAU						
59	MACEDONIA						
60	MALAYSIA						
61	MALDIVES						
62	MALI						
63	MALTA						
64	MAURITANIA						
65	MAURITIUS						
66	MOROCCO						
67	NEPAL						
68	NETHERLANDS						
69	NEW ZEALAND						
70	NIGER.						
71	NIGERIA						
72	NORWAY						
73	OMAN						
74	PHILIPPINES.						
75	POLAND						
76	PORTUGAL						
77	QATAR						
78	ROMANIA						
79	RUSSIA						
80	RWANDA						
81	SAUDI ARABIA						
82	SENEGAL						

83	SIERRALEONE						
84	SINGAPORE						
85	SOMALIA						
86	SOUTH AFRICA						
87	SPAIN						
88	SRILANKA						
89	SUDAN						
90	SWEDEN						
91	SWITZERLAND						
92	SYRIA						
93	TANZANIA						
94	THAILAND						
95	TOGO						
96	TUNISIA						
97	TURKEY						
98	UGANDA						
99	UKRAINE						
100	UNITED ARAB EMIRATES						
101	UNITED KINGDOM						
102	UNITED STATES						
103	UZBEKISTAN						
104	VIET NAM						
105	YUGOSLAVIA						
106	ZIMBABWE						

Name of the Vendor/Service Provider _____

Signature _____

Date & Stamp _____

Phone # Mobile No _____