



सत्यमेव जयते

**Embassy of India,
Rabat, Morocco**

<http://www.indianembassy rabat.com/>

**NOTICE INVITING TENDER FOR EMPANELMENT OF PACKING AND
FORWARDING AGENTS/FIRMS FOR TRANSPORTATION OF PERSONAL
EFFECTS**

Tender No.: RAB/791/01/2020

Date: 16th June, 2020

Last date for submission of bids: 06 July, 2020

**Embassy of India
88, Rue Ouled Tidrarine, Souissi, Rabat**

**EMBASSY OF INDIA
RABAT
(MOROCCO)
Administration Section**

No. RAB/791/01/2020

Rabat, 16th June 2020

Tender invitation for empanelment of Packers & Forwarders for packing, clearing and forwarding personal effects, household goods and other consignments in the name of Embassy of India, Rabat.

Sealed tenders are invited by the Embassy of India, Rabat for Technical Bid from reputed, experienced and financially sound Moving and Forwarding Agents/Firms agents/firms/companies situated withing Morocco for packing, clearing and forwarding personal effects of its personnel and other consignments in the name of Embassy of India, Rabat. The tender should be submitted in prescribed format as laid down in the tender document. The tender documents; duly filled in and complete in all respect should be addressed to the Head of Chancery, Embassy of India, Rabat, 88, Rue Ouled Tidrarine, Souissi and are to be submitted before 1700 hrs on 06 July 2020. The tender document can be downloaded from the Embassy's website (<https://indianembassy rabat.gov.in/>) and from the Central Public Procurement Portal (CPPP) of Govt. of India at <https://eprocure.gov.in/epublish/app>.

I. Instructions to bidders

- 1.1. Bidders are requested to submit complete information regarding the bids as per **Annexure-I** and **Annexure-II**. All pages of the tender document must be signed by the authorized signatory.
- 1.2. Price quoted should be in Dirhams and should be inclusive of all charges. In no case any enhancement in approved rate will be entertained by the Embassy.
- 1.3 The quotations shall be furnished in a sealed envelope.

II. Conditions of Empanelment Contract

- 2.1. The empanelment contract, if awarded, will be initially for two years from the date of award and extendable for further one year subject to continuous satisfactory performance (maximum tenure 03 years).
- 2.2. The Embassy reserves the right to accept/reject the bid and does not bind itself to accept the lowest bid or any bid and can reject any or all the bids or to scrap the RFP in whole or in part; without assigning any reason whatsoever.
- 2.3. In case of failure of the contractor/firm/company to comply with the provision of the terms and conditions mentioned in this Tender Document or the Agreement to be signed between

Embassy and the successful bidder, the Competent Authority of this Embassy reserves the right to terminate the contract and to blacklist the firm.

2.4. The contractor/firm/company will be responsible for compliance of all laws, acts and rules made there under, statutory orders issued from time to time in relation to the environment and man-power deployed by them for performance of the job under reference and the Embassy will have a right to be indemnified in respect of any consequences resulting from any breach or violation by the contractor/firm/company of such rules, statutory obligations etc.

2.5. The contractor/firm/company will be responsible for conduct of the persons engaged by him for the work, which will be conducive for maintaining harmonious atmosphere as expected by the Embassy.

2.6. In the event of any violation of laws, rules, statutory provision by the contractor, this will amount to breach of contract and in such case, the Embassy will have the right for terminating the empanelment contract, forthwith, without giving any notice or assigning any reason.

2.7. This Embassy reserves the right to terminate this empanelment contract in any eventuality, without any notice and without explaining any reasons to the contractor/firm/company. The Contractor/Firm/Company shall not have claim for any compensation in such event of discontinuation of the empanelment contract.

2.8. The price quoted by the bidder shall be kept open and valid for acceptance for a minimum period of 120 business days.

2.9. Bids may be hand delivered or sent by post at the below mentioned address so as to reach on or before the prescribed date and time. High Commission will not be responsible for any postal delay:

Address details:-

Head of Chancery,
Embassy of India
88, Rue Ouled Tidrarine, Souissi,
Rabat
Email: hoc.rabat@mea.gov.in
Tel. No. +212-537635801

III. Eligibility Criteria

3.1 The bidding firm should be a registered firm/entity legally authorized or competent to engage in the business of packing, moving and forwarding operations based in Morocco; its address, telephone/mobile/fax/email address, etc. should be provided, while submitting the completed tender form.

3.2 The bidder should have an experience of at least three (3) years in similar works of packing, clearing and forwarding of consignments.

3.3 The facility should be clean, dry, vermin-free and equipped with proper security, with adequate insurance against fire, theft, etc.;

3.4 The number of working staff used for packing and movement of goods on regular payroll of the bidder should be atleast 10;

3.5 Bidder should possess and demonstrate ability to provide "Door to Port & Door to Door" services for international shipments;

3.6 Biennial review of Performance and fulfilling of eligibility criteria: The bidding firms may not that the Ministry would review the performance of the firms on biennial basis or earlier as it considers appropriate, with regard to, inter-alia, the scope of service as indicated above and fulfillment of the essential conditions. This exercise may lead to empanelment of fresh firms and de-empanelment of firms which do not continue to comply the essential criteria as detailed above and best business practice. Notwithstanding the terms outlined in the tender, Embassy reserves the right to temporarily or permanently blacklist/debar the firms on its panel due to unsatisfactory services.

IV. Specifications and allied technical details

4.1 Scope of work

Outbound Consignment:

- Packing/unpacking, stuffing/destuffing, transportation of household goods from residence to the port of origin (air port, sea port)/ residence of the officers and staff of the Embassy;
- Customs formalities at the port of origin & port of destination;
- Export documentation and their timely delivery as per instructions of the customer;
- Export documentation and insurance of the cargo as per the prescribed procedures and facilitation in case of any claim on account of damage.
- All formalities relating to handling of consignment for surface/air transportation from door to port & Door to door basis, including arrangements for transit, if any;
- Arrangement for insurance as per prescribed procedures and facilitation in case of any claim on account of damage.
- Material to be shipped may include household goods (some of which may be fragile in nature requiring special care) such as furniture and fixtures, kitchenware and foodstuff, clothing, linen, shoes, books, toys, Objet d'art (paintings, art pieces, decoratives, etc.), personal sports goods, white goods, vehicle of various types, white goods and electronic items etc.
- Standard and good quality packing material should be used by the packer depending on the nature of the stuff to be packed.

- The packing work should be done keeping in view the climatic conditions of Morocco (warm and humid) as well as the climate of the destination to minimize the potential damage to the goods in transit. Forwarding of personal effects and household goods from residence in Rabat to the nearest sea port in Morocco i.e. Casablanca, if the baggage is to be transported by sea. The bidder shall give his price for transport of the baggage from Casablanca sea port to the specific destination port on a case to case basis.
- Forwarding of personal effects and household goods from residence in Rabat to Rabat Airport if the baggage is transported by air cargo. The bidder shall give his price for transport of the baggage from Rabat Airport to the specific destination Airport on a case to case basis.

Inbound Consignment:

- Handling of all formalities relating to clearance of personal effects & household goods, customs formalities, safe transportation and other consignments at Rabat Airport/Casablanca seaport and delivery at the residence of officers and staff of Embassy in Rabat.
- Clearance of diplomatic cargo and other consignments received in the name of Embassy of India at Rabat Airport/Casablanca seaport.

V. Price Schedule

- 5.1 The Bidder(s) shall quote price in clear terms. Break up should abide by the Format for the bids as described in **Annexure-II**. Bids having any hidden costs or conditional costs are liable to be rejected.
- 5.2 Prices quoted by the Bidder shall be fixed and no variation will be allowed under any circumstances except that of change in tax/govt rates.
- 5.3 Prices shall be quoted in Dirhams.
- 5.4 Payment: The agent will be required to submit its bill along with service report duly signed by the concerned Embassy's officer. The payment will be released by the Embassy by cheque/bank transfer after satisfactory completion of the work.
- 5.5 The rates once accepted by Embassy shall remain unaltered throughout the period of contract.

VI. Submission of bids

6. The interested firms which fulfill the essential criteria in Para III above may deposit their applications as hard copy along with the following documents:
 - Duly filled attached questionnaire (**Annexure-III**)
 - Company profile in detail to demonstrate their capability in efficiently handling the jobs described above,
 - Address of registered office and branches (if any);
 - Proof of registration of the firm/incorporation of the company;
 - A list of clients in Government sector/UN Agency/Multinational company with proof;
 - A list of employees on regular payroll of the firm;
 - Registration papers related to ownership/lease of warehouse (if any);
 - Copy of quality control certification (if any);

➤ Details of general experience of international relocation for the past 3 (three) years;

7. Embassy reserves the right to inspect the premises of the bidders prior to empanelment or even after empanelment to verify the claims made by the packer. Any wrong or misleading information will lead to disqualification.

8. The panel shall be valid for two years after the issue of letter of intent; thereafter the validity of the panel shall be extended further if the performances of the empanelled agents prove to be satisfactory.

IX. General Instructions

9.1 This tender is not an offer to contract but represents a definition of specific requirements and invitation to recipients to submit a response addressing such requirements.

9.2 All communications and information should be provided in writing. The bidder should designate one person (contact person and authorized representative & signatory) authorized to represent the bidding firm in its dealings with Embassy.

9.3 Embassy reserves the rights to seek additional information from the bidder if found necessary, during the course of evaluation of bids. Non-submission, incomplete submission or delayed submission of such additional information or classifications sought by Embassy, may be a ground for rejection of the bid.

10. Embassy reserves the right to amend/withdraw any of the terms and conditions in the tender or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Embassy in this regard shall be final and binding on all.

(Niravkumar B. Sutariya)
Head of Chancery
Embassy of India
Rabat
Tel. No. +212-537635801
Email: hoc.rabat@mea.gov.in

COMPANY CREDENTIALS (Technical details)

1. Name of the contractor/firm/company:
2. Contact details:
Resgistered Postal Address:
Mobile Phone No.:
Telephone No.:
Fax No.:
Email address:
3. Name of the Contact person(a high ranking member/official within your organization) to whom all reference shall be made regarding this tender:
4. Contact person and details in case of Emergency:
5. License/Registration No.(attach Incorporation certificate and other Standards'/Affiliation certificates):
6. Experience in packing, clearing and forwarding of consignments(attach list of clients and their contacts):
7. Any other information(to be supported by necessary documents):

UNDERTAKING

I, the undersigned, certify that I have gone through the terms and condition mentioned in the tender document and undertake to comply with them.

The rates quoted by me are valid and binding upon me for the entire period of contract.

I hereby undertake to render the service as per directions given in the tender document.

Date:

Place:

Signature of the Bidder/Authorized
Signatory:
Full Name:
Designation:
(Office seal of the Bidder)

FINANCIAL BID

The bidder should quote rates which shall be inclusive of all charges viz. labour charges, input costs, material charges, service charges, etc. and any other statutory obligations/charges as the case may be.

(A) By Ship

Please quote rate for total packing charges, labour/handling charges for packing in the weight categories given below:

Approx. Weight	Packing charges for packing of personal effects and household goods per 100 kgs	Total cost of packing material including lift van	Labour/Handling charges for packing
In Kilograms (Kgs.)	In Dirhams (Dh.)	In Dirhams (Dh.)	In Dirhams (Dh.)
4850 kgs			
2600 kgs.			
700 kgs.			

(B) By Air

Please quote rate for total packing charges, labour/handling charges for packing in the weight categories given below:

Approx. Weight	Packing charges for packing of personal effects and household goods per 100 kgs	Total cost of packing material including lift van	Labour charges for packing
In Kilograms (Kgs.)	In Dirhams (Dh.)	In Dirhams (Dh.)	In Dirhams (Dh.)
1120 kgs			
2600 kgs.			
400 kgs.			

5.	Clearance of personal effects & household goods and other consignments in the name of Embassy of	Please quote rate for: i). Company/agency charges
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	India, Rabat from seaport/airport and delivery at the residence of the officer/Embassy	ii). Customs/clearing charges iii). Labour charges iv). Any other charges payable at airport/seaport v). Local transportation and delivery charges vi). De-stuffing charges
6.	Service charges of the firm, if any	

Date:

Place:

Signature of the Bidder/Authorized Signatory:
Full Name:
Designation:
(Office seal of the Bidder)

QUESTIONNAIRE**Name of the Company/Firm:**

(Kindly attach company's profile)

S.No.	Criteria	Response	Remarks
1.	Whether the firm/company is registered	Yes/No	Certificate of Incorporation/registration and details thereof may be enclosed
2.	Whether the company has a registered office/ branch office Morocco	Yes/No	Suitable certificates, if any, may be enclosed
3.	Number of years of experience of packing and forwarding personal effects in international shipment	No. of years	Should be at least 5 years with Government /PSU/Foreign Mission/ UN agencies / multinationals
4.	General experience of International relocations during last 3 years	No. of years	Documentation in support of International relocations during the last 3 years to be provided along with supporting documents such as invoices/bill of lading etc.
5.	Ability to provide 'door to port & door to door' service for international shipment (previous experience D2P & D2D, if any)	Yes/No	If yes, documentary proof same may be of the provided
6.	List of Key Clients/Distinguished Clienteles	Yes/No	Satisfactory performance report from at least three of them for services may be enclosed.

Date:

Place:

Signature of the Bidder/Authorized

Signatory:

Full Name:

Designation:

(Office seal of the Bidder)