



**High Commission of India**

भारत का उच्चायोग

**10 Springfield Road, Ottawa, Ontario, K1M 1C9, Canada**

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### **TENDER NOTICE**

High Commission of India, Ottawa invites sealed quotations for Empanelment of Packers (by Air/Sea) for packing/forwarding and clearing of personal effects. Detailed Scope of work, Qualification, standards and other details are available at the website <https://www.hciottawa.gov.in/>, [www.mea.gov.in](http://www.mea.gov.in) and <http://eprocure.gov.in/cppp> under the head 'Tenders'

**The last date for receipt of bids is 07<sup>th</sup> March 2023 by 1600 hours.**

**(Prabhat K. Jain)  
Counsellor(HOC)**

## High Commission of India, Ottawa

**Subject:** Tender invitation for empanelment of Packers & Forwarders for packing, clearing and forwarding personal effects, household goods and other consignments in the name of office of the High Commission of India, Ottawa

The High Commission of India, Ottawa (hereinafter referred as HCI) invites sealed tenders having financial bids and credentials of the firm from Firms/Companies situated within Ottawa for packing, clearing and forwarding personal effects of its personnel and other consignments in the name of office of the High Commission of India, Ottawa to India or third country. The tender should be submitted in prescribed format as laid down in the tender document.

**The quotation documents; duly filled in and complete in all respect should reach the Head of Chancery, High Commission of India, Ottawa, 10 Springfield Road, Ottawa, Ontario, K1M 1C9, Canada latest by 1600 hours on 07<sup>th</sup> March 2023.**

### CHAPTER-I

**1. Instruction to Bidders:** Office of the HCI invites tenders for packing, clearing and forwarding of personal effects, household goods and other consignments in the name of Office of the HCI, from contractors/firms/companies situated within Ottawa.

The detailed terms and conditions, schedule of work/specifications and format for quotations are available in the document. The bidders are instructed to go through Form thoroughly before quoting their rates.

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 inclusive of all charges in Canadian Dollar. In no case any enhancement in approved rate will be entertained by the HCI. The quotations shall be furnished in a sealed envelope.

### CHAPTER-II

**2. 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 HCI 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 HCI and the successful bidder, the Competent Authority of this HCI 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 thereunder, 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 HCI 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 them for the work, which will be conducive for maintaining harmonious atmosphere as expected by the HCI.

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 HCI will have the right for terminating the empanelment contract, forthwith, without giving any notice or assigning any reason.

2.7 The HCI 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 90 business days.

2.9 **Quotation system:** The tender should be submitted in two sealed envelopes as below:

(a) Interested bidders may like to send the bids as per Annexure 'II' in sealed envelope and with clear indication on envelope through post addressed to **Head of Chancery, High Commission of India, Ottawa, 10 Springfield Road, Ottawa, Ontario, K1M 1C9, Canada**. Bids cannot be received by email or fax. Late bids and incomplete bids would be rejected.

(b) The first sealed envelope superscripted as "Technical Bid" should contain details of technical capabilities of the firm (with documentary evidence) as per Chapter-IV. Proforma Annexure 'I'.

(c) The second sealed envelope superscripted "Financial Bid" should contain rates only for the contract as per Chapter-V of the Tender Document. Proforma Annexure 'II'.



(d) The above stated two sealed covers should be placed in the main-sealed envelope superscripted "Quotation for Packing, clearing and forwarding for High Commission of India, Ottawa" addressed to the **Head of Chancery, High Commission of India, Ottawa, 10 Springfield Road, Ottawa, Ontario, K1M 1C9, Canada and must reach on or before 1600 hours on 07<sup>th</sup> March 2023.** Tender should be sent by Registered post to The Head of Chancery, Head of Chancery, High Commission of India, Ottawa, 10 Springfield Road, Ottawa, Ontario, K1M 1C9, Canada or may be handed over, against proper receipt, at High Commission of India, Ottawa, 10 Springfield Road, Ottawa, Ontario, K1M 1C9, Canada. Envelopes should indicate the name and address of the Tenderer to identify the bid and to enable the bid to be returned unopened in case it is declared 'late' or 'rejected'. Offers received through Fax/E-mail or through open letter will not be entertained. HCI will not be responsible for any postal delay.

(e) All quotations should have date and signature of the authorized signatory of the service provider company with stamp.

(f) All quotations must be neatly typed/computer printed. Handwritten offer will be rejected. All bids should be in English language only.

(g) HCI will not be responsible to compensate for any expense or losses which may be incurred by the Tenderer in the preparation and submission of his Tender.

## **CHAPTER-III**

### **3. Eligibility Criteria:**

3.1 The bidder should be based in Ottawa, Canada. Its posted address, telephone/mobile/fax/e-mail 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 and forwarding/clearance of consignments.

3.3 The Firm/Company should have an annual turnover of C \$ 3 million and should not be insolvent. Financial documents certifying the same should be submitted.

3.4 The firm should have a self-owned or leased warehouse preferably in Ottawa with a capacity of at least 5000 sq. ft. copies of lease documents along with photographs to be submitted.

3.5 The firms should have adequate number of skilled personnel in its registered office for provision of services of which one key person should be assigned for coordination with the HCI exclusively.

3.6 The key person would be available for making quotes, answering all queries troubleshooting and responding to emergency queries whose details should be shared with HCI during quotation submission.

3.7 The bidder should be a registered firm/entity legally authorized competent to engage in packing moving and forwarding operations as per the extant regulations of the Government of Canada.

3.8 The important schedules and dates are as under

| S. No. | Key Event   | Dates   |
|--------|---|---|
| 1.     | Date of publication of bids   | 14 <sup>th</sup> February 2023  |
| 2.     | Last date of Submission of bids   | 07 <sup>th</sup> March 2023 by 1600 hrs   |
| 3.     | Date of opening of Technical Bids<br>(Participant bidders may wish to be present) | 08 <sup>th</sup> March 2023 at 1100 hrs.  |
| 4.     | Date of opening of Financial Bids   | 08 <sup>th</sup> March 2023 at 1200 hrs.  |
| 5.     | Venue for pre-bid and opening of bids   | High Commission of India, Ottawa, 10 Springfield Road, Ottawa, Ontario, K1M 1C9, Canada |

#### CHAPTER-IV

#### 4. Specification and allied technical details:

##### 4.1 SCOPE OF WORK:

##### A. Outbound consignments

- (i) Packing (including stuffing) of personal effects and household goods.
- (ii) 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, including crockery and glassware, clothing, linen, shoes, books, toys, Object d'art (painting, art pieces, decorative, etc.), personal sports goods, white goods, electronic items etc.
- (iii) Packing material of international standards will be used depending on the nature of the stuff to be packed.
- (iv) The packing should be done keeping in view the climatic conditions of Ottawa as well as the climate of the destination to avoid the damage to the goods in transit and delivery. Forwarding of personal effects and household goods from residence of HCI-personnel in Ottawa to a third country, if the baggage is to be transported by sea.. The bidder shall quote the price for transport of the baggage from Ottawa to the specific destination (**Door to Port**) on case basis.
- (v) Customs formalities at the port of origin.

(vi) Export documentation and insurance of the cargo as per the prescribed procedures.

(vii) Forwarding of personal effects and household goods from residence in Ottawa to Ottawa Airport if the baggage is transported by air cargo. The Firm/Company shall quote the price for transport of the baggage from Ottawa airport to the specific destination (**Door to Airport**) on case to case basis.

**B. Inbound consignments**

(I) Handling of all formalities relating to clearance of personal effects & household goods and other consignments at Ottawa airport/ sea ports for consignments bound to Ottawa and delivery at the residence in Ottawa.

**CHAPTER-V**

**5. Price Schedule:**

5.1 The Firm/Company (s) shall quote price in clear terms. Break up should abide by the format for the bids as described in Annexure-I. **Bids having any hidden costs or conditional costs are liable to be rejected.**

5.2 Prices quoted by the Firm/Company 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 Canadian Dollar.

5.4 This request for quotations is not an offer for award of work but an invitation to eligible companies for empanelment as packing/forwarding, clearing agents with respect of all outbound/inbound consignments of personal effects of the personnel of HCI. For specific cases, individual quotations will be requested from empanelled packers, and work awarded to the L1 bidder in each case.

5.5 Payment: The L1 bidder in each case will be required to submit its bill after shipment of consignment. HCI will process for payment on the basis of the actual volumes shown in bill of lading. The payment will be released by the HCI by banker's cheque after satisfactory completion of the work.

5.6 The rates once accepted by HCI shall remain unaltered throughout the period of contract.

**6. Procedure for empanelment:**

(I) Following parameters together with the points against each parameter shall



be as part of the technical bidding process to empanel a maximum of ten (10)

| S. No. | Parameter and maximum Marks  | Range and Award of Marks  | Remarks  |
|--------|--|---|--|
| 1      | General experience of international relocations during the last 5 financial years<br><br>(30 marks)    | For a minimum of 3 cases of international relocations per year, 6 points could be awarded, subject to maximum of 30 points. Points shall be awarded on a running scale of 0 to 30. Example: for 4 cases of international relocation in a year 8 marks could be awarded and so on. | Documentation in support of a minimum of 5 international relocations per years during the last 5 years to be provided along with supporting documents like invoices/bill of landing etc. |
| 2      | Number of Staff<br><br>(15 Marks)  | For 10 members of staff-6 points and for every 2 additional staff members, 3 points could be awarded, subject to maximum of 15 points   |  |
| 3      | Area of warehouse  | For 5000 sq. ft. for owned/leased warehouse – 6 points and for every additional 2000 sq. ft. of owned/leased warehouse, 3 additional points could be awarded, subject to maximum of 15 points   |  |
| 4      | Certificate of Incorporation<br><br>(5 Marks)  | For Certification is the name of the company, 5 marks could be awarded  |  |
| 5      | Membership of any reputed international Association of packers, movers and forwarders<br><br>(5 marks) | For membership of any reputed international Association of packers, movers and forwarders in the name of the company, 5 marks could be awarded  |  |

(ii) **Annual review of Performance and fulfilling of eligibility criteria:** The firms/companies may note that the HCI would review the performance of the firms on an annual basis with regard to inter-alia, the scope of service as indicated above and fulfillment of the essential conditions.

(iii) Empanelled companies would be required to sign a letter of acceptance of terms and conditions as per format in Annexure-IV.

#### 7. **Required Document:**

The interested firms which fulfill the essential criteria in paragraph 4 (A) above, may deposit their applications as hard copy along with the following documents:

(a) Duly filled attached HCI questionnaire (Annexure-III)

- (b) Company Profile in detail to demonstrate their capability in efficiently handling the jobs described above.
- (c) Address of registered office and branches (if any);
- (d) Proof of registration of the firm/incorporation of the company;
- (e) Documentary evidence of the firm's registration as per guidelines of the Government of Canada.
- (f) Precise profile of its may clients along with satisfactory performance report from at least three of them for services provided;
- (g) Attested copies of audited financial statements during the last three years registered and reputed transport companies/firms;
- (h) A list of employees on regular payroll of the firm;
- (i) Registration papers related to ownership/lease of warehouse;
- (j) Proof of insurance of warehouse (owned/leased) against fire, theft etc.;
- (k) Self declaration that the firm has not been indicated or involved in any criminal/fraudulent/anti-competition activity;
- (l) Details of litigation involved in, if any;
- (m) Copy of quality control certification (if any);
- (n) Proof of membership of reputed International Association of movers and forwarders (if any);
- (o) Details of general experience of international relocation for the past 3 (three) financial years;



COMPANY CREDENTIALS

1. Name of the Firm/Company :
2. Contact details :  
Registered 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 certificate):
6. Experience of minimum 3 years in packing, clearing and forwarding of consignments (attach list of clients and their contacts):
7. Any other information (to be supported by necessary documents):
8. References for handling Diplomatic Shipment:  
(at least two)

UNDERTAKING

I, the undersigned, certify that I have gone through the terms and condition mentioned in the quotation 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 quotation document.

Date:

Place:

Signature of the Authorized Signatory

Full Name:

Designation:

(Office seal of the Firm/Company):

FINANCIAL QUOTATION

The Firm/Company 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.

| S. No. | Work Description  | Quoted Price (Canadian Dollar)  |
|--------|---|---|
| 1      | Packing of personal effects and household goods   | Please quote rate for total packing charges (as a sum of cost of packing materials and labour charges in the weight categories given below:<br>(a) Packing Charges by Ship: <ul style="list-style-type: none"> <li>• 4850 kgs</li> <li>• 2600 kgs</li> <li>• 1475 kgs</li> </ul> (b) Packing Charges by Air: <ul style="list-style-type: none"> <li>• 1120 kgs</li> <li>• 560 kgs</li> <li>• 400 kgs</li> </ul> |
| 2      | Forwarding of personal effects and household goods from residence in Ottawa to Montreal Sea Port, if the baggage is to be transported by sea                      | Please quote all-inclusive rates (without local tax) for services of handling charges (including local transportation, labour charges, etc.) in the following weight categories:<br>(a) Handling Charges by Ship: <ul style="list-style-type: none"> <li>• 4850 kgs</li> <li>• 2600 kgs</li> <li>• 1475 kgs</li> </ul>  |
| 3      | Forwarding of personal effects and household goods from residence in Ottawa-to-Ottawa airport, if the baggage is to be transported by Air Cargo                   | Please quote all-inclusive rates (without local tax) for services of handling charges (including local transportation, labour charges, etc.) in the following weight categories:<br>(a) Handling Charges by Air: <ul style="list-style-type: none"> <li>• 1120 kgs</li> <li>• 560 kgs</li> <li>• 400 kgs</li> </ul>   |
| 4      | Insurance Premium   | For goods value of: <ul style="list-style-type: none"> <li>• Rs. 3,75,000.00</li> <li>• Rs. 3,00,000.00</li> <li>• Rs. 2,62,5000.00</li> <li>• Rs. 1,50,000.00</li> <li>• Rs. 1,27,000.00</li> <li>• Rs. 25,000.00</li> </ul> Kindly quote the approx. amount in INR Rupees (Rs.) towards insurance premium for the above-mentioned price categories.   |
| 5      | Clearance of personal effects and Household Goods and Other consignments in the name of HCI from seaport/airport and delivery at the residence of the officer/HCI | Please quote rate for:<br>I) Company/agency charges<br>ii) Customs/clearing charges<br>iii) Labour charges<br>iv) Any other charges payable at airport/seaport<br>v) Local transportation and delivery charges<br>vi) De-stuffing charges   |
| 6      | Service charges of the firm, if any   |   |

Date:  
Place:

Signature of the Authorized Signatory  
Full Name/Designation:  
(Office Seal of the Firm/Company)

**EXPRESSION OF INTEREST**  
**QUESTIONNAIRE**

**Name of the Company/Firm**

(Kindly attach company profile and audited financial statement of the last three years)

| 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 firm/company has a registered office/branch office in Ottawa   | Yes/No      | Suitable certificate, if any may be enclosed  |
| 3      | Whether registered as customs House Agent (CHA) or has formal agreement with registered CHA  | Yes/No      | If yes, then provide documentary evidence of the firm's registration as CHA or formal agreement with registered CHA   |
| 4      | Number of years' experience of packaging and forwarding personal effects in international shipment   | No of years | Should be at least 5 years with Government/Foreign Mission/UN agencies/ Multinationals  |
| 5      | General experience of international relocations during last 5 financial years  | No of years | Documentation in support of international relocations during the last 5 years to be provided along with supporting documents such as invoices/bill of lading etc.   |
| 6      | Whether warehouse capacity owned/leased by the firm in Ottawa & whether the warehouse is protected against vermin and has a proper security feature and is adequately insured against fire, theft etc. | Yes/No      | Should be at least 5000 sq. ft. and if leased the lease should be valid during the duration of Empanelment. Should be equipped with proper security adequate insurance. Documentary proofs of the above to be enclosed. |
| 7      | Number of employees on regular payroll of the firms. (Name, designation and number of years of service, may be mentioned)  | Numbers     | Should be at least 10 and documentary proof may be provided   |
| 8      | Ability to provide 'door to port' (D2P) service for international shipment (previous experience of D2P, if any)  | Yes/No      | If yes, documentary proof of the same may be provided   |
| 9      | Any previous indictment in any criminal, fraudulent or anti-competition activity   | Yes/No      | If not, a notarized affidavit for the same may be furnished   |
| 10     | Details of litigation involved in, if any  | Yes/No      | If yes, provide details of the same   |
| 11     | Whether it possess Quality Certificate (ISO etc.)  | Yes/No      | If yes provide details and enclose copy of the certificates   |



|    |  |        |   |
|----|--|--------|---|
| 12 | Whether it holds the membership of reputed international association of packers, movers and forwarders | Yes/No | If yes provide details and enclose copy of the certificates                             |
| 13 | List of key clients/distinguished clientele  | Yes/No | Satisfactory performance report from at least three of them for service may be enclosed |

We, hereby, declare that our Expression of interest is made in good faith and the information is true and correct to the best of our knowledge and belief. I understand that any wrong or misleading information will lead to disqualification.

Thanking you,

Yours Faithfully

Date:  
Place:

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

HIGH COMMISSION OF INDIA  
OTTAWA

Empanelment of packing, Moving and Forwarding Agencies/Firms

Acceptance of Terms & Conditions

1. In response to the High Commission of India, Ottawa of our bid for empanelment for the purpose of packing, moving and forwarding services, on behalf of the M/s. \_\_\_\_\_, the undersigned, in her/his capacity as \_\_\_\_\_ Conveys the company's willingness to be on the panel of the High Commission of India, Ottawa and accepts the following terms and conditions for provision of services:

2. **Scope of work:** The firm fully understands that its scope of work would be include but not be limited to the following functions:

Outbound Consignment:

- (i) Packing, stuffing, transportation from residence to the port or origin (airport/ICD terminal, New Delhi/Concerned Sea port) of household goods;
- (ii) Customs formalities at the port of origin;
- (iii) Export documentations and their timely delivery as per the instructions of the customers;
- (iv) All formalities relating to handling of consignments for surface/air transportation from door to port basis, including arrangements for transit. If any;

Inbound Consignment:

- (i) For incoming consignments, the handling of all formalities relating to clearance of baggage; customs formalities, safe transportation from port to the residence, facilitation for setting of any insurance claims relating to damages.

3. **Material to be shipped:** May include household goods (some of which may be fragile in nature requiring special care) as per an indicative list given below:

- (i) Furniture and fixtures;
- (ii) Kitchenware including crockery and glassware and foodstuff;
- (iii) Clothing, lines and shoes, etc.;
- (iv) Books and toys;
- (v) Object d'art (Paintings, art pieces etc.);
- (vi) Personal sports goods;
- (vii) Vehicle of various types;
- (viii) White goods and electronic items, etc.

4. **Packing material and quality:** Will be of international standards and goods quality depending upon the nature of the stuff to be packed.

5. **Quotation details for out-bound consignments:** All empanelled agencies/firms will be free to quote for any shipping proposal giving the following detailed break-up:

- (i) Packing charges;
- (ii) Transportation from residence on the port of origin;
- (iii) Agency and handling charges;
- (iv) Transport and portorage with docks/check-points;
- (v) Customs examination charges;
- (vi) Crane charges, escort fees;
- (vii) Inland haulage, if any, including documentation;
- (viii) International freight;

- (ix) Insurance charges as per limits prescribed by the Government: in each case at the invitation of quotations, these limits shall be mentioned;
- (x) Applicable taxes, if any.

**6. Compliance with eligibility criteria:** The company also undertakes to confirm the eligibility criteria at all the times during the empanelment with the HCI and in case the company happens to fail to meet any of the prescribed at any time, bring the same to the attention of the HCI forthwith with a clear understanding that this could result in their being disqualified. Withholding of such information will be automatically led to disqualification.

**7. Validity of quotations:** Once the company quotes the rates, it would be under obligation to perform at those rates. In the event the company subsequently refusing to discharge the service at quoted rates, for any reason, the HCI would reserve the right to taking suitable action against such company including disqualification. Quotation will remain valid for the period of 90 days.

**8. Payment terms:** For every individual work the job will be assigned to the L1 bidder. HCI will process for the payment on the basis of the actual volumes shown in the Bill of lading. The payment will be released by the HCI by banker's cheque after satisfactory completion of the work.

**9. Submission and opening of bids:** All empanelled companies will be provided information to the upcoming movements and will be invited to provide their quotations by the indicated rate. All quotations received shall be opened on a pre-fixed date and time. The representatives of the quoting companies are free to attend the bid opening.

**10. Adherence to the deadline:** After the formation of panel packers, non-adherence to the deadline to submit the quotations in respective individual cases would be deemed to be a matter of grave concern. Subsequently, all the empanelled packers, who are asked to submit quotations, if not interested in submitting the quotation due to any reason, should intimate to the administration Wing within the stipulated time. Moreover, non-adherence to the deadline or non-submission of the quotations by the empanelled packing/forwarding agents may led to their de-panelment.

Date:  
Place: Ottawa

Signature  
Name:  
Designation: