

**भारतीय प्रौद्योगिकी संस्थान मुंबई**  
**INDIAN INSTITUTE OF TECHNOLOGY**  
**BOMBAY**

**सामग्री प्रबंधन प्रभाग**  
**MATERIALS MANAGEMENT DIVISION**



**कस्टम क्लियरिंग और फ्रेट फॉरवर्डिंग एजेंटों**  
**के पैनल के लिए प्रस्ताव का अनुरोध**  
**Request for Proposal (RFP) for**  
**Empanelment of Custom Clearing &**  
**Freight Forwarding Agents**

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## SECTION 1 – INVITATION FOR BID

आरएफपी संख्या / RFP No.	MMD/FFCC/2025-28
आरएफपी तारीख / RFP Date	28.07.2025
वस्तुविवरण / Item Description	<b>Empanelment of Custom Clearing &amp; Freight Forwarding Agents</b>
निविदा का प्रकार/ Tender Type	Open
बोली-पूर्व बैठक की तारीख और समय / Pre-Bid Meeting Date & Time	12.08.2025 at 11:00 am
बोली-पूर्व बैठक स्थल / Pre-Bid Meeting Place	Materials Management Division, Gr. Floor, Nandan Nilekani Building, IIT Bombay, Powai, Mumbai 400 076.
बोली जमा करने की अंतिम तिथि और समय /Last date & time of Bid Submission	22.08.2025 at 01:00 pm
बोली जमा करने का स्थान / Place of Submission of Bid	Materials Management Division, Gr. Floor, Nandan Nilekani Building, IIT Bombay, Powai, Mumbai 400 076.
बोली जमा करना/ Submission of Bids	<b>Two-Bid System:</b> The response must be submitted according to the schedule with your covering letter in the enclosed form, duly signed. The quotation must be submitted in two separate envelopes— <b>Technical Bid and Commercial Bid</b> . Both envelopes should be clearly labelled with the RFP number and due date. These sealed envelopes should then be placed inside a larger envelope, which should also be sealed and superscribed with our <b>RFP No. &amp; Due Date</b> .
बोली खुलने की तारीख और समय / Bid Opening Date & Time	22.08.2025 at 04:00 pm
बोली खोलने का स्थान / Bid Opening Place	Materials Management Division, Gr. Floor, Nandan Nilekani Building, IIT Bombay, Powai, Mumbai 400 076.
अग्रिम धन राशि / Earnest Money Deposit	Bidders have to submit an Undertaking for BID Security. MSME/NSIC certificate, mandatory as per enclosed <b>Annexure 9</b> .
प्रदर्शन सुरक्षा जमा/ Performance Bank Guarantee	The successful bidders would be required to furnish a Performance Bank Guarantee of Rs. 1,00,000/- (Rupees One lakh Only), in the form of a Bank Guarantee from any Nationalised/Scheduled Bank in favour of “The Registrar, IIT Bombay” payable at Mumbai. The Performance Security should be valid till 60 days beyond the contractual obligations of the supplier.
अन्य स्पष्टीकरण/ Any Clarification	Name: Deputy Registrar (MM) Dept: Materials Management Division, IIT Bombay Email: purchase.mmd@iitb.ac.in Contact No.: 022-2576 2819
हस्ताक्षर प्राधिकारी/ Signing Authority	Deputy Registrar (MM)

IIT Bombay is an educational and research institution engaged in advanced scientific and technological research. The Institute regularly imports equipment, instruments, and materials to support various academic and research activities. We are seeking to empanel competent and experienced agents for freight forwarding and customs clearance of air and sea consignments arriving at the Sahar Air Cargo Complex (Mumbai) and the Nhava Sheva Port (JNPT), Navi Mumbai. The scope of work will include end-to-end handling of import/export consignments, ensuring timely and efficient logistics support for the Institute's operational and research requirements.

The particulars of our likely imports for the upcoming year are provided below for your information and guidance only.

**Imports:**

1. The number of consignments is expected to be around 250 per year, of which approximately 95% will be air consignments and the remaining will be sea consignments.
2. The consignments are expected to be shipped under various Incoterms, such as EXW, FCA, FOB, CIF, CIP, DAP, DDU, and DDP
3. The value of individual consignments cannot be specified as it varies depending on the nature of the items being imported.
4. The weight of each consignment cannot be specified in advance, but most consignments typically range from 10 kg to 100 kg based on past experience.
5. Our imports are based on an Open General License (OGL). As per the Government of India Notification No. 51/96 Customs dated 23rd July 1996, IIT Bombay is exempted from customs duty. This exemption is substituted under Notification No. 43/2017 dated 30th June 2017 and the subsequent amendment issued under Notification No. 42/2022-Customs dated 13th July 2022 for all research equipment.

**Re-exports:**

Additionally, the Institute is required to re-export certain equipment/ instruments or its parts to the foreign supplier for repair and return.

The rates for this RFP should be submitted as per the enclosed Section 5, while the terms and conditions governing the RFP are outlined in Section 4. All bidders are specifically required to confirm their acceptance of these terms and conditions, without which their offers will not be considered.

You are requested to submit your detailed response based on the particulars furnished above for both imports and exports.

## SECTION 2 – ELIGIBILITY CRITERIA

The bidder should provide the following documents; failure to do so will result in the summarily rejection of their response:

1. The bidder should have a **Certificate of Registration** for the firm for a minimum period of **15 years**. A copy of the Certificate of Incorporation/Registration Certificate must be enclosed with the technical bid.
2. The bidder should be having experience of at least 10 years in customs clearance, freight forwarding and consolidation operations at Mumbai. Further, the bidder should have a **registered office situated in Mumbai** for the above period and must enclose either the registered title document of the premises in the name of the company or a notarized copy of the lease/rent agreement in the name of the company, along with the technical bid.
3. The bidder must hold a valid Custom House Agent (CHA) License and Breakbulk License in their own name (single name). A copy of the **valid CHA license and Breakbulk License**, duly attested by a Customs Officer or Public Notary, must be enclosed with the technical bid.
4. A copy of the **PAN Card** of the firm must be enclosed in the technical bid.
5. A copy of **GST Registration Certificate** of the firm must be enclosed in the technical bid.
6. The bidder should be a member of the International Air Transport Association (**IATA**) and the International Federation of Freight Forwarders Associations (**FIATA**). Copies of the current **membership certificates** must be enclosed with the technical bid.
7. IIT Bombay will not bear any demurrage charges for shipments under E-term (Ex-Works) or F-terms (FOB, FCA). If any demurrage or penalties are levied on a consignment in the above cases, IIT Bombay will not be liable to pay, even if the delay is attributable to IIT Bombay, except in cases of Force Majeure. An undertaking confirming that the bidder will bear demurrage and penalty charges arising from the submission of a late Bill of Entry must be enclosed with the technical bid, as per the format provided in **Annexure A1**.
8. The bidder must not be blacklisted, suspended, or involved in any service-related disputes or legal cases with any organization, government entities, or banks, in India or abroad. An undertaking in this regard must be submitted in the technical bid, as per the format in **Annexure A2**.
9. The bidder should accept all RFP Terms & Conditions. An undertaking must be submitted in the technical bid as per the format in **Annexure A3**.
10. **Experience:** The bidder must have experience of customs clearance, freight forwarding, and consolidation of high-tech equipment, consumables such as reagents, highly perishable goods, dangerous goods, and radioactive materials in their own name. This experience must include

handling consignments for at least two educational or research institutions such as IITs, ICMR, CSIR, TIFR, or universities. The bidder should have cleared consignments under Notification No. 51/96-Customs and its subsequent amendments for at least five years during the last ten years. A certificate of successful completion of the contract must be submitted as per the format provided in **Annexure A4**.

11. A self-declaration confirming that the bidder will provide local support services at IIT Bombay for the collection of documents, must be submitted in the technical bid as per the format provided in **Annexure A5**.
12. The bidder must have a minimum annual turnover of Rs. 5 crores in each of the last two financial years, i.e., FY 2022–23 and FY 2023–24. The details must be submitted in the technical bid as per **Annexure A6**. Copies of Audited Annual Accounts must be enclosed with the technical bid.
13. The Bidder's Information must be submitted along with the technical bid, as per the format provided in **Annexure A7**.
14. A list of overseas consolidators must be submitted in the technical bid, as per the format provided in **Annexure A8**.

## SECTION 3 – INSTRUCTIONS TO BIDDERS

### 1. Preparation and Submission of Offers:

- a. The response **MUST BE ENCLOSED IN A SEALED ENVELOPE**, superscripted with the RFP number and due date, and should reach the undersigned on or before the due date and time mentioned in the RFP. If the response envelope is not sealed, it will be rejected.
- b. The response should be dropped in the tender box kept in the office of the Materials Management Division. The response should **not be handed over** to our staff personally unless otherwise specified. All communications are to be addressed to the undersigned only.
- c. The response can be submitted in person or through post/courier. **IIT Bombay shall not be held responsible for any postal delays or other reasons** for not submitting the response within the specified time, which may result in disqualification or rejection of the bid. Responses should reach on or before the due date and time specified in the RFP document.
- d. The response must be submitted for both services (i.e. Custom Clearing and Freight Forwarding); failing which, the response will be **REJECTED**.
- e. Commercial bid should be quoted in our format only. No separate sheet/different format will be accepted.

### 2. Cost of Bidding:

The Bidder shall bear all costs associated with the preparation and submission of its bid. The Purchaser shall not be held responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

### 3. Validity of the Bid:

The bid must remain valid for 180 days from the last date of submission of response.

### 4. Amendments to RFP Document:

- a. At any time prior to the deadline for submission of bids, IIT Bombay may, for any reason, whether on its own initiative or in response to a clarification sought by a prospective bidder, modify the bid document by issuing the necessary corrigendum.
- b. All prospective bidders who have downloaded the RFP document are requested to visit the IIT Bombay website for any amendments or modifications, and these will be binding on them.

### 5. Deadline for Submission of Bids:

Bids must be received by IIT Bombay before the due date and time specified in the RFP document. In the event that the specified date for the submission of bids is declared a holiday for IIT Bombay, the bid-closing deadline will stand extended to the next working day at the same time, without any further notice.

## **6. Bid Opening Process:**

- a. The Technical Bid will be opened first in the presence of the Department Technical Evaluation Committee (TEC)/ MMD and representatives of the bidders at IIT Bombay.
- b. Financial bids of only those bidders whose bids are found technically qualified by the Technical Evaluation Committee will be opened in the presence of the Department Technical Evaluation Committee (TEC)/MMD and vendor representatives for further evaluation. The date and time of the financial bid opening will be intimated to technically qualified bidders only.
- c. One authorized representative from each bidder will be permitted to be present at the time of bid opening.
- d. The authorized representatives of bidders present at the time of bid opening will be required to sign an attendance register as proof of having attended the Technical/Commercial bid opening session.

## **7. Late Bids:**

IIT Bombay will not be responsible for:

- a. Delayed/late bids/responses submitted or sent by post/courier, etc.
- b. Submission or delivery of bids/responses to places other than those mentioned in the RFP.
- c. Any bid/response inadvertently received by IIT Bombay after the deadline, i.e., after the due date and time for submission of bids, will not be accepted and will not be returned.

## **8. Supplementary Bid / Modification of Original Bid:**

- a. Bidders wishing to modify their bid or terms may submit their revised/supplementary offers within the Tender Opening Date (TOD), clearly stating the updates made to the original offer. The purchaser reserves the right to open the original offer along with the revised offer.
- b. No revision in the terms and conditions quoted in the offer will be entertained after the last date and time fixed for receipt of responses.

## **9. Confidentiality:**

- a. Information relating to the evaluation of bids and the recommendation of contract award will not be disclosed to bidders or any other persons not officially concerned with the process until the contract award information is communicated to all bidders. After the Technical Evaluation is completed by the Committee, vendors whose offers do not meet the user's technical specifications will be restricted from participating in the commercial bid opening process. Information regarding disqualification criteria will be communicated to the bidder in writing.
- b. Any attempt by a bidder to influence the Purchaser in the evaluation of the bids or contract award decisions may result in the rejection of their bid.
- c. From the time of bid opening until the contract award, if any bidder wishes to contact the Purchaser on any matter related to the bidding process, it must be done in writing.



## 10. Correction of Arithmetical Errors:

1. Provided the bid is substantially responsive, the Purchaser shall correct arithmetical errors on the following basis:

- a. If there is a discrepancy between the unit price and the line item total obtained by multiplying the unit price by the quantity, the unit price shall prevail, and the line item total will be corrected, unless there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted will govern and the unit price will be corrected.
- b. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total will be corrected.
- c. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures will prevail, subject to (a) and (b) above.

2. Bidders will be requested to accept the correction of arithmetical errors. Failure to accept the correction will result in the rejection of the bid.

## 11. Evaluation of Bids:

- a. IIT Bombay will evaluate the technical and commercial bids. Each technically qualified bidder will be assigned marks based on their quoted rates, as per the criteria below and the bidder with the maximum total marks will be awarded the contract.
- b. In case any bidder is silent on any clauses mentioned in this RFP document, it shall be construed that the bidder has accepted the clauses as per the invitation to RFP. No further claims will be entertained.

Sr. No.	Category	Maximum Marks	Criteria for Calculating Marks
1	Percentage of Discount on IATA Rates	20	The bidder with the highest discount percentage will receive the maximum marks. Other bidders will be awarded marks proportionally based on their respective discount percentage. <i>Formula: - <b>Marks = (Bidder's percentage / Highest percentage) * Max marks</b></i>
2	<b>Clearance Charges (Air Consignment)</b>		
2.1	Up to 10 kg	15	The bidder with the lowest rate will receive the maximum marks. Other bidders will be awarded marks proportionally based on their respective rate/percentage. <i>Formula: - <b>Marks = (Lowest rate / Bidder's rate) * Max marks</b></i>
2.2	11 to 50 kg	15	
2.3	51 to 100 kg	15	
2.4	101 to 250 kg	10	
2.5	251 to 500 kg	5	
2.6	Above 500 kg (Per kg rate)	5	

Sr. No.	Category	Maximum Marks	Criteria for Calculating Marks
3	<b>Collect Fee Charges</b>	5	The bidder with the lowest percentage will receive the maximum marks. Other bidders will be awarded marks proportionally. <i>Formula: - <b>Marks = (Lowest percentage / Bidder's percentage) * Max marks</b></i>
4	<b>Insurance Charges (Percentage of Purchase Order Value / Export Invoice Value)</b>	10	
<b>Total</b>		<b>100</b>	

## 12. Corrupt & Fraudulent Practices:

1. IIT Bombay requires that bidders, suppliers, contractors, and consultants, if any, observe the highest standards of ethics during the procurement and execution of such contracts. In pursuit of this policy, the terms set forth below are defined as follows:

- a. **Corrupt practice:** The offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution.
- b. **Fraudulent practice:** A misrepresentation or omission of facts to influence a procurement process or the execution of a contract.
- c. **Collusive practice:** A scheme or arrangement between two or more bidders, designed to establish bid prices at artificial, non-competitive levels.
- d. **Coercive practice:** Harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract.

2. IIT Bombay will reject the response/bid for award if it determines that the bidder recommended for the award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question.

## 13. Cancellation of Tender:

- a. Notwithstanding anything specified in this RFP document, the Purchaser/IIT Bombay, in its sole discretion, unconditionally and without assigning any reasons, reserves the right to:
  - I. Accept or reject the lowest tender, any other tender, or all tenders.
  - II. Accept any tender in full or in part.
  - III. Reject the tender offer if it does not conform to the tender terms.
- b. Purchase preference to MSEs, wherever applicable, shall be provided as per government policy/guidelines.
- c. Offers that deviate from the vital conditions (as illustrated below) of the tender shall be rejected:
  - I. Non-submission of complete offers as mentioned in the tender document
  - II. Receipt of offers after the due date and time, and/or by email/fax (unless specified otherwise)

- III. Receipt of offers in an open condition
- IV. Conditional tenders and unsigned tenders

**14. Delivery:**

- a) Consignments must be delivered, as far as possible, during office hours (9:30 AM to 5:30 PM, Monday to Friday).
- b) Urgent consignments (as intimated by IIT Bombay) must be delivered even beyond office hours and on holidays, etc., to ensure their activity/safety. All items must be handled with appropriate safety precautions.

## SECTION 4 – TERMS AND CONDITIONS

### 1. NOMENCLATURE:

For all purposes hereinafter, the Indian Institute of Technology Bombay, having its office at Powai, Mumbai 400 076, shall be referred to as "IITB." Similarly, the bidder shall be referred to as "Custom House Agent (CHA)."

### 2. AWARD OF CONTRACT AND EMPANELMENT:

- a. The three bidders with highest marks will be empanelled for three years subject to the below condition:

IITB will arrive at the schedule of charges by taking the '**best rates**' among the technically qualified bidders. The empanelment will be subject to acceptance of **best rates** as notified by IITB. (**Best rates** mean the highest percentage of discount for IATA rates and the lowest rates for other categories)
- b. The empanelled bidder with the highest marks will be awarded the contract. The assignment of CHA work to the other empanelled vendors shall remain at the discretion of IITB.
- c. All rates quoted should be valid for two years, and revised commercial bids will be taken for the third year from the empanelled bidders only.
- d. The contract will be awarded only to those agents providing both services, i.e., Freight Forwarding and Customs Clearing.
- e. The empanelled agents shall abide by all the Terms & Conditions of the RFP Document.
- f. Bids indicating 'at actuals' in the Commercial Bid will not be permitted. If a bidder quotes on an 'at actuals' basis, such a bid shall be disqualified.
- g. Bidders are requested to quote for all the charges as mentioned in the Commercial Bid. No charges should be quoted separately.
- h. The performance of the empanelled agent will be reviewed annually/half-yearly during the contract period, and IITB reserves the right to include new agents (CHA) or remove empanelled agents from the contract based on performance, if necessary.
- i. IITB reserves the right to terminate the contract at any time by giving three months prior notice.

### 3. NATURE OF WORK

- a. Handling and clearing imports of all cargoes and articles of all kinds, including components, consumables, scientific instruments, equipment, spares, chemicals, hazardous & dangerous cargo, etc., and any other cargo that may be imported by IITB from time to time.
- b. The documents required for clearance of the consignments shall be collected by your representative within 24 hours of the telephonic intimation from our office at Powai, Mumbai.
- c. The CHA shall render all assistance to IITB in filing claims for consignments that are short-shipped, damaged during transit, or misplaced, or for non-traceable cargo.
- d. The CHA shall render all services as and when necessary, as directed by IITB, and shall also perform all such auxiliary and incidental services and operations as may be necessary in the course of performing the Contract and as indicated by IITB.

#### 4. VOLUME OF WORK:

IIT Bombay will not provide any guarantee with respect to the volume of work which will be entrusted to the CHA at any time or throughout the period of the Contract.

#### 5. DUTIES AND RESPONSIBILITIES OF CHA:

- a. Instructions for clearance will be issued by IITB for C-terms and D-terms (incoterms), providing particulars of the cargo to be cleared, the name of the steamer/AWB details, Cargo Arrival Notice, and place of delivery or dispatch details, along with all the relevant dispatch documents.
- b. Upon receipt of the instructions and subject to the availability of all required dispatch documents as mandated by Port, Carriers, and Customs, and the filing of the manifest by the Carriers or their agents, the CHA will prepare the Bill of Entry and all necessary papers and file them with Customs and Port Trust/Airport authorities for the expeditious clearance of the consignment. If the particulars related to the cargo provided in the instructions are insufficient, the CHA will take the necessary steps to obtain the required details from the authorities or concerned bodies. In the event that any document is unavailable or inadequate, the CHA will, at the cost of IITB, execute the necessary indemnity bond, guarantee, or other documents required for immediate clearance and will obtain delivery of the cargo in the shortest possible time.
- c. Inspection of packages and insurance survey: It is incumbent on CHA to carefully examine all the packages marked for customs examination of each consignment with the respective invoices and measurement/packaging list etc. If, at the time of physical examination of the consignment, any damage or loss of goods is noticed, the same shall be immediately brought to the notice of IITB and also arrange an Insurance Surveyor for surveying the consignment. CHA will pay fee of the Surveyor and bear expenses for carrying on the survey and the expenditure will be reimbursed to Custom House Clearing and Forwarding Agent on submission of valid receipts. The agent should ensure the packing of material in good condition before accepting the material from the supplier to avoid damages.
- d. The CHA will be fully responsible for the finalization of the Bills of Entry from the time they are filed with Customs. Bills of Entry assessed provisionally should be finalized within 24 hours from the date of arrival, and any hold-up due to the lack of documents, etc., should be promptly reported to IITB.
- e. **Late Filing of Bill of Entry:** IITB will not be responsible for any penalty levied by Customs (as per Customs notification) for late filing of the Bill of Entry for Ex-work, FOB and FCA. The CHA will be solely responsible for the late filing of the Bill of Entry. If penalty is charged on a consignment, then IITB will not be liable for payment. An undertaking should be submitted stating that the CHA will not charge IITB any penalties (Annexure A1).
- f. **Liaison with IITB:** The CHA will maintain close, day-to-day liaison with IITB regarding the processing of the Bill of Entry. The CHA will make any amendments necessary for the marks and numbers on the Bill of Entry. Any difficulties faced by the CHA or any queries raised by Customs requiring clarifications from IITB should be promptly brought to IITB's attention. When Customs issue instructions for the withdrawal of samples before assessment for further testing or analysis, or if catalogue/literature, write-ups, or any other data are required, the CHA should comply within 3 days, keeping IITB informed of the actions and subsequent progress.

- g. **Short Landing of Cargo:** If any short landing of cargo is noticed, the CHA must file a "Not Found" notice with the Port authorities and, within the stipulated period, apply to Steamer/Airline agents for claims, submitting the necessary documents within the prescribed time. If landing charges/Customs duty for short-landed packages have already been paid, the CHA must automatically apply for a refund of the proportionate landing charges and/or Customs duty, and will follow through with the claim until it is settled. The CHA must compensate IITB for any loss incurred due to negligence or failure to take appropriate action.
- h. **Loss/Damage/Misplacement of Shipments:** The CHA must carefully examine all packages of each consignment landed from the Steamer/Aircraft, along with the respective invoices and measurement/packing list. If any damages or loss of goods are noticed during unloading, clearance, or at the time of delivery, the CHA must inform IITB and promptly apply for insurance. The CHA must also arrange insurance cover for the consignments, including CIP/CIF shipment (from the domestic airport to IIT Bombay). The insurance policy must be submitted along with the bills for payment processing. The CHA is responsible for arranging proper survey reports, correlating the correct documents/items to the relevant cases, and ensuring that damaged packages are properly repacked in the presence of an IITB representative before dispatch to the final destination. The CHA is not permitted to dispatch any packages/consignments without repacking unless authorized by IITB in writing. IITB representatives will be involved in the survey whenever necessary. If cargoes are missing after landing, the CHA must file a "Not Found" notice with the Port authorities within the statutory period and notify the Steamer/Airline simultaneously. If the cargo is not found within three months, the CHA must automatically apply for a refund of the proportionate landing charges and/or Customs duty, if already paid, and pursue the matter until the claim is settled. The CHA is responsible for all losses or damages to cargo, whether direct or consequential, due to negligence or failure to exercise due care during dispatch/delivery.
- i. **Delivery at IITB:** After obtaining delivery, the CHA will either move the cargo to their godown or deliver it to the IITB Materials Management Division at Powai through an appropriate transport carrier and obtain a receipt for safe delivery. For bulky and heavy consignments, IITB may instruct the CHA to arrange for specific vehicles based on the nature of consignments and transportation requirements indicated by the OEM. In such instances, the CHA is required to intimate the probable delivery date at least two days in advance. The unloading and distribution of consignments at the Institute will be the responsibility of the agent and should be done in the presence and supervision of the Institute staff. Only insurance-approved transporters, i.e., those with documentation meeting the approved insurance company standards, should be engaged to avoid complications in case of any untoward incidents.
- j. All documents related to the import consignments, such as AWB/Bill of Lading, Customs-attested invoices, Bill of Entry copies, etc., should be submitted by the CHA to IITB within fifteen days from the date of clearance.
- k. **Follow-Up of Shipments:** A copy of the order placed by IITB on the foreign supplier will be forwarded to the CHA. It is the CHA's sole responsibility to follow up with the foreign associates and supplier to ensure the goods are shipped within the delivery schedule.
- l. If the supplier sends the consignment through DDU, the CHA must clear the consignment.

## **6. MODE OF PAYMENT:**

- a. GST will be applicable as per the prevailing rates.
- b. The CHA will be responsible for paying all inspection, landing, handling, carting, postal charges, warehouse rent/demurrage charges, freight charges, and any other allied Port Trust/Airport charges to the concerned authorities.
- c. The CHA may then claim the amounts paid by submitting their bills, duly supported by the receipts issued by the concerned authorities.
- d. Necessary payment receipts should be promptly submitted by the CHA for the settlement of payment.
- e. The Clearing Agent will pay Customs duty up to Rs. 2,00,000/- per consignment. If the Customs duty exceeds this limit, IITB will arrange for the payment through ICEGATE to Customs.

## **7. CUSTOMS DUTY & REFUND CLAIM**

- a. As per Government of India Notification No. 51/96 Custom dated 23rd July 1996, IIT Bombay is exempted from Customs duty (as substituted under Notification No. 43/2017 dated 30th June 2017) for all research equipment. IGST will be applicable as per the provisions of the GST Act 2017. IIT Bombay shall provide all documents necessary as per this notification. In cases where such documents are not available, the CHA shall try their best to clear the consignment against an Indemnity Bond to be provided by us. In cases where Customs do not accept the bond, IITB shall pay the Customs duty "under protest". In such cases, IITB shall apply for a refund, and the CHA will assist us and pursue our claim with the concerned authorities at the Office of the Collector of Customs/Appellate Tribunal of Customs.
- b. The CHA shall make every effort to clear consignments within the free period without payment of warehouse/demurrage charges. However, if warehouse/demurrage charges are paid, justification for the same (including date-wise action taken by CHA) with explanatory data shall be provided by the CHA.
- c. The CHA shall clear the consignments within 24 hours as per government norms, as allowed by the International Airport Authority of India/Air India. For sea consignments, the clearance should be within 24 hours as per government norms. In case of any delay beyond the CHA's control, the CHA shall provide detailed justifications explaining why consignments could not be cleared in time for our consideration.
- d. In cases of short-landed or untraceable packages/cargoes, the CHA shall automatically apply for a refund of all charges, including Customs duty.
- e. For freight charges, CHA will arrange to register refund claims with Steamer/Airline agents where excess freight has been charged due to an excess declaration of weight/measurement or for any other reason, such as a wrong declaration of class of goods, status of freight, etc.
- f. In the case of port charges, where amounts have been paid by the CHA in excess of what is actually due, IITB will have the right to admit and reimburse only such amounts that are actually due and restrict the bill amounts accordingly. The responsibility to claim refunds for such excess amounts, i.e., amounts paid in excess of actual dues and not admitted by IITB, from the concerned authorities shall rest entirely with the CHA.

## **8. SUBMISSION OF BILLS FOR PAYMENT**

- a. The rates for payment to the CHA for services rendered will be paid as per the Schedule of Rates under Section 5 of the Contract.
- b. In respect of all CHA's bills submitted to IITB, where IITB has received all other corresponding documents, payment will be made within 30 days of receipt, provided that the bills are in order and complete in all respects.

## **9. EARNEST MONEY DEPOSIT AND PERFORMANCE BANK GUARANTEE**

- a. Bidders have to submit an Undertaking for BID security, mandatorily as per the format provided in Annexure A-9.
- b. The successful bidder has to submit a Performance Bank Guarantee as per the format provided in Section 7-Format 1.
- c. The Performance Bank Guarantee as prescribed above is to be sent to the DeputyRegistrar, Materials Management Division, Main Building, IIT Bombay along with order acknowledgment.
- d. The Performance Bank Guarantee should be established in favour of "The Registrar, IIT Bombay" payable at Mumbai.
- e. Performance Bank Guarantee is to be established through any of the Nationalised/ Scheduled Commercial Banks (whether situated at Mumbai or outstation) with a clause to enforce the same on their local branch of Mumbai.
- f. Performance Bank Guarantee shall be for the due and faithful performance of the contract and shall remain binding, notwithstanding such variations, alterations for extensions of time as may be made, given, conceded, or agreed to between the successful bidder and the purchaser under the terms & conditions of acceptance to the tender.
- g. The successful bidder shall be entirely responsible for the due performance of the contract, both in letter and in spirit, as well as all other documents referred to in the acceptance of tender.
- h. The Performance Bank Guarantee should be valid till 60 days beyond the contractual obligations of the bidder. In case, PBG needs to be extended then the bidder shall initiate extensions to PBG one month before the expiry of PBG.

## **10. MAINTENANCE OF RECORDS, SUBMISSION OF STATEMENTS, ETC.**

- a. The CHA shall maintain a register giving full particulars of consignments entrusted for import clearance, cleared, and dispatched/delivered, and any other records according to the instructions of IITB from time to time.
- b. The CHA will have to furnish to IITB a Monthly Progress Report giving details such as:
  - I. Our Purchase Order No.
  - II. Brief description of the item and quantity
  - III. Airway Bill No.
  - IV. Date when documents were handed over to CHA and date of landing in Mumbai
  - V. Date of clearance and delivery to IITB



- VI. Remarks, in case of inordinate delay in clearing the consignment, including the reason for the delay.

## **11. GENERAL**

- a. The CHA will have to arrange the complete clearance and dispatch of cargoes for imports for which instructions/documents have been issued to the CHA on or before the last date of the contract, including the finalization of all Customs and Port formalities related to vessels/aircraft that arrived, landed, or sailed on the last date of the contract. You will be paid up to the point of completion of all outstanding/assigned work as per the Contract.
- b. The CHA shall be fully conversant with the relevant provisions of the Carriage of Goods by Sea-Air Act, the Port Trust/Airport Authorities Act, the Customs Act, and other Acts/Rules/Procedures, etc., and all amendments thereto, as are obtained and in force at the time of effecting clearance. The CHA shall take such steps as necessary and perform all the duties under the above Acts to ensure that the interests of IITB are fully protected in the clearance of cargo entrusted to them.
- c. In the event of strikes, riots, fire, civil commotions, or similar disruptions in and around the Mumbai Sea Port or Airport causing work stoppages or disputes, the CHA shall endeavour to clear all consignments immediately after the situation is resolved, within the free period permitted by the concerned authorities.
- d. For the purpose of the operation of this Contract, only the holidays observed by the Port Trust/Airport and Customs authorities shall be recognized as closed holidays for the CHA. All other holidays declared by the CHA shall not be recognized.
- e. The jurisdiction for disputes, if any, at any stage, will be the competent courts in Bombay only.

## SECTION 5 – COMMERCIAL BID

### Schedule of Rates

#### 1) Air Consignment: Import and Re-export Custom Clearance Charges

Sr. No.	Destination Charges	Weight	Rates (in Rs.)
1	<i>Including Agency Charges, Transportation Charges, Packing &amp; Repacking, Loading &amp; Unloading charges, Charges for delivery at IIT Bombay Site/lab/location, Crane/Forklift Charges, labour charges, handling fee and all other charge as applicable.</i>	Up to 10 kg	
		11 to 50 kg	
		51 to 100 kg	
		101 to 250 kg	
		251 to 500 kg	
		Above 500Kg (Per kg rate)	

#### 2) Sea Consignment: Import and Re-export Custom Clearance Charges

Sr. No.	Destination Charges	Vehicle Carrying Capacity	Rates (in Rs.)
1	<i>Including Agency Charges, Transportation Charges, Packing &amp; Repacking, Loading &amp; Unloading charges, Charges for delivery at IIT Bombay Site/lab/location, Crane/Forklift Charges, labour charges, handling fee, container freight station (CFS) charges and any other charge as applicable.</i>	Up to 2 MT	
		Up to 7 MT	
		Up to 9 MT	
		20 FT (returnable basis)	
		40 FT (returnable basis)	

#### 3) Charges (in Percentage)

Sr. No.	Particular	Percentage (%)
1	<b>Percentage</b> of discount on IATA rates (irrespective of weight slabs)	
2	Charges Collect fee in <b>Percentage</b> (Charges collect fee will be calculated on total freight charges)  (Total Airfreight charges includes Airport handling charges at origin, Fuel charges and Security charges.)	
3	Insurance charges in <b>Percentage</b> (Applied on 110% of Purchase Order / Re-export Invoice value)	

**4) Additional Terms and Conditions:**

- a) Sea freight charges will be on actual basis as per the rates published by the respective sea liner.
- b) All applicable charges at origin will be paid at actuals against documentary evidence of payment receipt from third parties, including: Airport Handling Charges, Fuel Charges, Security Charges, Pickup Charges, AWB Charges, Screening Charges, DGR Consignment Handling Charges, Airline Dues, Airport Terminal Charges. In case of Sea Consignments, Terminal Charges and Shipping Line DO Charges will be paid at actuals.
- c) Breakbulk Fee/MAWB Charges/Delivery Order Fees as applicable at the destination will be paid at actuals.
- d) Prior approval is necessary for Air freight rates of Over dimensional cargo/ Dangerous goods/ Perishable items and will be paid at actuals.
- e) The firm offering abnormally high discount/rates or low discount/rates, will not be considered.
- f) A copy of IATA rate must be submitted to IITB every year on January 1<sup>st</sup> or whenever updated.
- g) Insurance survey, as and when necessary, shall be arranged by the CHA.
- h) Exchange rate applicable will be as per the foreign exchange rate applicable for imports and exports as notified by CBIC as on date of arrival of shipment at Mumbai airport.
- i) Any deviation in Commercial Bid will not be accepted.
- j) For Re-exports, rates quoted for Air Freight Charges will be considered.**
- k) Goods & Service Tax (GST): Any applicable GST and other government taxes enforced by the government will be paid at actual.
- l) Manpower for loading/unloading will have to be arranged by CHA. Equipment/items may be required to be moved at specified lab/locations/site. Handling of heavy items may require a larger labour force. Safety of the equipment and the persons involved in doing so will be CHA's responsibility. CHA has to arrange location survey in advance.
- m) IIT Bombay will not accept any requests for the payment of additional charges related to delivery at site.

## SECTION 6 – ANNEXURES

### ANNEXURE A-1 – DECLARATION REGARDING DEMURRAGE, PENALTY AND INSURANCE

(On Company / Firm's Letterhead)

To  
**Deputy Registrar**  
Materials Management Division  
Gr. Floor, Main Building,  
I.I.T. Bombay, Powai, Mumbai – 400 076.

Sir,

**Re: RFP No. MMD/FFCC/2025-28 dated 28<sup>th</sup> July 2025 for "Empanelment of Custom Clearing & Freight Forwarding Agents."**

I/We have carefully gone through the Terms & Conditions contained in the above-referred Tender.

I/We hereby declare that my company/firm will provide **DEMURRAGE FREE SERVICE** to IIT Bombay for any Ex-work, FOB, FCA, E-terms, F-terms. I agree that, if demurrage is charged on these consignments, it will not be charged to IIT Bombay, even if the delay is on the part of IIT Bombay, except in the case of **Force Majeure**.

I/We hereby declare that my company/firm shall be fully responsible for the finalization of the Bills of Entry from the time they are filed with the Customs. I agree that, if a penalty is charged on these consignments, it will not be charged to IIT Bombay, even if the delay is on the part of IIT Bombay, except in the case of **Force Majeure**.

I/We hereby declare that my company/firm shall be fully responsible for arranging insurance for the consignments and will submit the insurance policy along with the bill.

**Yours faithfully,**

(Signature of the Bidder)  
Printed Name  
Designation  
Seal

Date:  
Business Address:

## ANNEXURE A-2 – DECLARATION FOR CLEAN TRACK BY BIDDER

(On Company / Firm's Letterhead)

To  
**Deputy Registrar**  
Materials Management Division  
Gr. Floor, Main Building,  
I.I.T. Bombay, Powai, Mumbai – 400 076.

Sir,

**Re: RFP No. MMD/FFCC/2025-28 dated 28<sup>th</sup> July 2025 for "Empanelment of Custom Clearing & Freight Forwarding Agents."**

I/We have carefully gone through the Terms & Conditions contained in the above-referred Tender.

I/We hereby declare that my company/firm is not currently debarred/blacklisted, nor is there any legal case pending by any Government/Semi-Government Organizations/Institutions in India or abroad. I/We further certify that I am a competent officer in my company/firm to make this declaration.

Or

I/We declare the following:

No.	Country in which the company is debarred/blacklisted/case is pending	Blacklisted/debarred by Government/Semi-Government Organizations/Institutions	Reason	Since when and for how long

**NOTE:** In case the company/firm was blacklisted previously, please provide the details regarding the period for which the company/firm was blacklisted and the reasons for the same.

**Yours faithfully,**

(Signature of the Bidder)  
Printed Name  
Designation  
Seal

Date:  
Business Address:

## **ANNEXURE A-3: DECLARATION FOR ACCEPTANCE OF TENDER TERMS AND CONDITIONS**

**(On Company / Firm's Letterhead)**

To  
**Deputy Registrar**  
Materials Management Division  
Gr. Floor, Main Building,  
I.I.T. Bombay, Powai, Mumbai – 400 076.

**Sir,**

**Re: RFP No. MMD/FFCC/2025-28 dated 28<sup>th</sup> July 2025 for "Empanelment of Custom Clearing & Freight Forwarding Agents."**

I/We have carefully gone through the Terms & Conditions as mentioned in the above-referred Tender document. I/We declare that all the provisions of this Tender are acceptable to my company. I/We further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

**Yours faithfully,**

(Signature of the Bidder)  
Printed Name  
Designation  
Seal

Date:  
Business Address:

## **ANNEXURE A-4: DECLARATION OF COMPLETION OF CONTRACTS**

**(On Company / Firm's Letterhead)**

To  
**Deputy Registrar**  
Materials Management Division  
Gr. Floor, Main Building,  
I.I.T. Bombay, Powai, Mumbai – 400 076.

**Sir,**

**Re: RFP No. MMD/FFCC/2025-28 dated 28<sup>th</sup> July 2025 for "Empanelment of Custom Clearing & Freight Forwarding Agents."**

I/We hereby declare that our firm, M/s [Company Name], has completed the following contracts in the same services with the institutes/organizations listed below (supported by copies of completion certificates):

- i)
- ii)
- iii)

I/We also enclose these certificates, which bear the name and telephone numbers of the authorized signatory.

**Yours faithfully,**

(Signature of the Bidder)  
Printed Name  
Designation  
Seal

Date:  
Business Address:

**Encl:** As above

## **ANNEXURE A-5: DECLARATION FOR PROVIDING LOCAL SUPPORT SERVICE**

**(On Company / Firm's Letterhead)**

To  
**Deputy Registrar**  
Materials Management Division  
Gr. Floor, Main Building,  
I.I.T. Bombay, Powai, Mumbai – 400 076.

**Sir,**

**Re: RFP No. MMD/FFCC/2025-28 dated 28<sup>th</sup> July 2025 for "Empanelment of Custom Clearing & Freight Forwarding Agents."**

I/We have carefully gone through the Terms & Conditions as mentioned in the above-referred Tender document. I/We hereby declare that I will provide Local Support Service to IIT Bombay.

**Yours faithfully,**

(Signature of the Bidder)  
Printed Name  
Designation  
Seal

Date:  
Business Address:



## ANNEXURE A-6: DECLARATION OF ANNUAL TURNOVER

(On Company / Firm's Letterhead)

To  
**Deputy Registrar**  
Materials Management Division  
Gr. Floor, Main Building,  
I.I.T. Bombay, Powai, Mumbai – 400 076

Sir,

**Re: RFP No. MMD/FFCC/2025-28 dated 28<sup>th</sup> July 2025 for "Empanelment of Custom Clearing & Freight Forwarding Agents."**

1. I/We hereby declare that our firm's Annual Turnover is as follows, and I/We have also attached the Audited Accounts for your reference:

a.	F.Y. 2022-23	
b.	F.Y. 2023-24	

**Yours faithfully,**

(Signature of the Bidder)  
Printed Name  
Designation  
Seal

Date:  
Business Address:

**Encl:** As above

## ANNEXURE A-7: BIDDER'S INFORMATION

Details of the Bidders:		
1	Name of the Bidder	
2	Address of the Bidder	
3	Local Address of the Bidder	
4	Status of the Bidder (Public Ltd./ Pvt. Ltd.)	
5	Details of the Incorporation of the Bidder	
6	GSTIN No.	
7	State of GST Registration	
8	Permanent Account No. (PAN)	
9	Name & Designation of the Contact person to whom all references shall be made regarding this tender	
10	Telephone No. (with STD Code)	
11	Email Address of the contact person	
12	Fax No. (with STD Code)	
13	Website	

**ANNEXURE A-8: LIST OF OVERSEAS CONSOLIDATORS**  
(On Company/Firm's Letterhead)

**To**  
**Deputy Registrar**  
Materials Management Division  
Gr. Floor, Main Building,  
I.I.T. Bombay, Powai,  
Mumbai – 400 076.

**Subject: RFP No. MMD/FFCC/2025-28 dated 28<sup>th</sup> July 2025 for "Empanelment of Custom Clearing & Freight Forwarding Agents."**

Dear Sir,

I/we hereby submit the following list of overseas consolidators associated with our firm:

<b>Sr. No.</b>	<b>Name of Overseas Consolidators</b>	<b>Address of Overseas Consolidators (with country name)</b>	<b>Name of Contact Person</b>	<b>Tel No., Fax No., &amp; Email ID</b>
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Yours faithfully,

(Signature of the Bidder)  
Printed Name  
Designation  
Seal

Date:  
Business Address:

Encl: As above

**ANNEXURE A-9: UNDERTAKING/ BID SECURITY DECLARATION  
(On Company/firm's Letterhead)**

To  
**Deputy Registrar**  
Materials Management Division  
Gr. Floor, Main Building,  
I.I.T. Bombay, Powai, Mumbai – 400 076

Sir,

**Subject: RFP No. MMD/FFCC/2025-28 dated 28<sup>th</sup> July 2025 for "Empanelment of Custom Clearing & Freight Forwarding Agents."**

We, M/s .....(name of the firm)

hereby undertake that:

- 1) We accept all the terms and conditions of the tender document.
- 2) We accept that we will not modify our bid during the bid validity period, submit a Performance guarantee within the stipulated period, and honor the contract after the award of the contract.
- 3) In the event of any modification to our bid or failure on our part to honor the contract after the final award or failure to submit a performance guarantee, our firm may be debarred from participation in any tender/contract notified by the Indian Institute of Technology Bombay for one year.

Yours faithfully,

(Signature of the Bidder)  
Printed Name  
Designation  
Seal

Date:  
Business Address:

## **SECTION 7- FORMATS**

### **(Format 1- Format for Performance Bank Guarantee)**

**(To be typed on Non-judicial stamp paper of the value of Indian Rupees of One Hundred)** (TO BE ESTABLISHED THROUGH ANY OF THE NATIONAL BANKS (WHETHER SITUATED AT MUMBAI OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT MUMBAI OR ANY SCHEDULED BANK SITUATED AT MUMBAI. BONDS ISSUED BY CO-OPERATIVE BANKS ARE NOT ACCEPTED.)

#### **LETTER OF GUARANTEE**

To,  
The Registrar,  
Indian Institute of Technology Bombay  
Powai, Mumbai – 400 076.

WHEREAS Indian Institute of Technology Bombay (Buyer) has invited bids vide RFP No. MMD/FFCC/2025-28 dated 28<sup>th</sup> July 2025 for "**Empanelment of Custom Clearing & Freight Forwarding Agents.**" AND WHEREAS the said RFP document requires that any eligible successful bidder (CHA agents) wishing to provide services in response thereto shall establish an irrevocable Performance Guarantee Bond in favour of "**The Registrar, Indian Institute of Technology Bombay**" in the form of Bank Guarantee for ₹ 1,00,000/- (One Lakh Only) and the said guarantee shall be valid till 60 (sixty) days beyond the contractual obligations of the bidder. In case of services, the guarantee shall be valid till 60 days beyond the duration of service period / contractual obligations.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said bidder (seller) failing to abide by any of the conditions referred in RFP document / purchase order / performance of the equipment / machinery, etc. this Bank shall pay to Indian Institute of Technology Bombay on demand and without protest or demur ₹ 1,00,000/- (Rupees One Lakh Only).

This Bank further agrees that the decision of Indian Institute of Technology Bombay (Buyer) as to whether the said Tenderer (Seller) has committed a breach of any of the conditions referred in tender document / purchase order shall be final and binding.

We, ..... (name of the Bank & branch) hereby further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the Tenderer (Seller) and/ or Indian Institute of Technology, Bombay (Buyer).

#### **Notwithstanding anything contained herein:**

1. Our liability under this Bank Guarantee shall not exceed ₹ ..... (Indian Rupees ..... only).
2. This Bank Guarantee shall be valid up to .....(date) and
3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if IIT Bombay serves upon us a written claim or demand on or before.....(date).

This Bank further agrees that the claims, if any, against this Bank Guarantee shall be enforceable at our branch office at ..... situated at ..... (Address of local branch).

Yours truly,

Signature and seal of the guarantor:  
Name of Bank:  
Address:  
Date:

## SECTION 8: CHECKLIST

The following items must be checked before the Bid is submitted:

### ENVELOPE "A"

No.	Particular	Yes ✓	No X
1	<b>Section 2: Eligibility Criteria Responses</b> (Each page duly sealed and signed by the authorized signatory)		
1A	Copy of Certificate of Incorporation/Registration Certificate of the firm.	<input type="checkbox"/>	<input type="checkbox"/>
1B	Documents to ascertain local office: This should be the registered document of the title of the premises of the registered office in the name of the company; OR a notarized copy of the lease/rent agreement in the name of the company.	<input type="checkbox"/>	<input type="checkbox"/>
1C	Copy of valid CHA (Customs House Agent) license, breakbulk license duly attested by the Custom Officer/Public Notary.	<input type="checkbox"/>	<input type="checkbox"/>
1D	PAN CARD	<input type="checkbox"/>	<input type="checkbox"/>
1E	GST Registration Certificate	<input type="checkbox"/>	<input type="checkbox"/>
1F	Membership Certificates (IATA & FIATA)	<input type="checkbox"/>	<input type="checkbox"/>
1G	<b>Annexure A-1:</b> Declaration of Demurrage, Penalty, and Insurance	<input type="checkbox"/>	<input type="checkbox"/>
1H	<b>Annexure A-2:</b> Declaration Regarding Clean Track Record by the Bidder	<input type="checkbox"/>	<input type="checkbox"/>
1I	<b>Annexure A-3:</b> Declaration for Acceptance of Tender Terms and Conditions	<input type="checkbox"/>	<input type="checkbox"/>
1J	<b>Annexure A-4:</b> Declaration Regarding Completion of Contracts	<input type="checkbox"/>	<input type="checkbox"/>
1K	<b>Annexure A-5:</b> Declaration for Providing Local Support Service	<input type="checkbox"/>	<input type="checkbox"/>
1L	<b>Annexure A-6:</b> Declaration of Annual Turnover and Income Tax Return	<input type="checkbox"/>	<input type="checkbox"/>
1M	<b>Annexure A-7:</b> Bidder's Information	<input type="checkbox"/>	<input type="checkbox"/>
1N	<b>Annexure A-8:</b> List of Overseas Consolidators	<input type="checkbox"/>	<input type="checkbox"/>
1O	<b>Annexure A-9:</b> Undertaking/Bid Security Declaration	<input type="checkbox"/>	<input type="checkbox"/>
2	Copy of this RFP document, duly sealed and signed by the authorized signatory on every page.	<input type="checkbox"/>	<input type="checkbox"/>

### ENVELOPE "B"

No.	Particular	Yes ✓	No X
1	<b>Commercial Bid</b>	<input type="checkbox"/>	<input type="checkbox"/>

### Submission Instructions:

- Technical Bid (Envelope A):** Kindly arrange all documents in the order listed above. The envelope should be sealed and clearly superscribed with the RFP No. and Due Date.
- Commercial Bid (Envelope B):** Place the Commercial Bid in this envelope. The envelope should be sealed and clearly superscribed with the RFP No. and the Date.
- Outer Envelope:** Both the Technical Bid (Envelope A) and the Commercial Bid (Envelope B) must be placed in a larger envelope. This outer envelope should also be sealed and clearly superscribed with the RFP No. and the Due Date.