

CARE-BANGLADESH

Scope of Work

Requirement of domestic Courier Services

Background:

CARE Bangladesh is an international humanitarian and development organization that has been working in Bangladesh since 1952. For day-to-day operation CARE Bangladesh needs to send documents, non-documents, and parcels to different locations of the country, especially to different Regional / Field Offices. In this connection, CARE Bangladesh is looking for a Bonafide Courier Service provider having adequate experience and capable to handle courier service efficiently.

Requirements:

It is requested to submit quotations, and the vendor must comply with the minimum requirements as follows:

1. Vendor must have countrywide network (all District, Upazila) for providing inland courier service.
2. Vendors must submit their rate chart clearly stating the validity of the quoted rate.
3. Vendor must agree to provide at least 30 days' credit limit.
4. It will be the sole responsibility of the vendor to safely and securely deliver all mail/parcels/documents and provide the acknowledgment receipts (POD) duly & timely to the sender for all documents/parcels.
5. Vendor's staff will have the capability to perform the work efficiently and in a good and 'work-man-like' manner consistent with the local standards and practices and in accordance with all laws and regulations prevailing in Bangladesh.
6. Vendors have to mention the minimum and maximum period for delivery of mail.
7. Local agents of courier services should not decline to receive and delivery mails and should arrange to make delivery and receive documents/parcels from CARE offices. The agents cannot increase the price within the agreement duration and all the terms and conditions signed between courier service company and CARE Bangladesh should be followed by courier agents too.
8. Vendors should make weight of any documents/parcel before receiving from CARE in presence of CARE and vendor representative and documents on the spot as reference.

9. Vendor will agree to ensure timely receive and dispatch mails/parcels/documents to and from CARE Bangladesh's office premises (Dhaka Office as well as major field offices located in different districts as per below and if any offices opened at any place by CARE during the agreement period then vendor will be notified about those locations as well and those will also be included in the list:)

Name of Offices	Name of Offices	Name of Offices
CARE Bangladesh Dhaka Office RAOWA Complex (Level-7 & 8), VIP Road, Mohakhali, Dhaka-1206	CARE Gazipur Hub Office Cadet College Residential Area, Road # 7, Laxmipura, Chandana, Gazipur-1700, District: Gazipur, Bangladesh	CARE Cox's Bazar Regional Office, Sayeman Heritage Residence (2 nd Floor), Gate #1, Baharchara, Cox's Bazar-4700, Bangladesh
CARE Kulaura Regional Office Darogabari Residential area, Outer, Kulaura, Moulvibazar-3200 Bangladesh	CARE Khulna Regional Office Nirala R/A, Road# 01, House# 48 (2 nd Floor), Khulna-9100, Bangladesh	CARE Patuakhali Office 23/5 Sumona Monjil, Kadam Ali Mridha Bhaban (Ground Floor), Rahmatpur, Ward No-03, Kalapara Pourasava, Patuakhali
CARE Ukhia Field Office Village - West Maricha, PO- Maricha Palong, Union - Haludia Palong, Upazila - Ukhiya, Cox's Bazar	CARE Bandarban Office	CARE Sharankhola, Bagerhat Holding number: 455 Talukdar Bhaban (Besides Grameen phone tower), Tafalbari Road, Sharankhola, Bagerhat
CARE Rajshahi Office	CARE Gaibandha Hub Office SKS Foundation, College Road, Uttar Horin Singha, Gaibandha-5700	CARE Mymensingh Office

10. Vendor must dispatch all the mails/parcels/documents by 10-11 am to CARE offices through Sunday to Thursday (except Govt. holiday).
11. Vendor will receive the mails/parcels/documents from CARE Bangladesh offices every working day (Sunday to Thursday) at 4:00 pm.
12. Vendor must agree to follow CARE's procurement terms and conditions.

13. Re-fixation of the quoted rate will not be allowed during the contract period through any circumstances arise due to any inflationary adjustment/new taxes as declared/imposed by the Government sources or currency depreciation/appreciation by the Government or in the event of the Government of Bangladesh makes any changes rate during the contract period.

Schedule-A (Regular Service):

Required Service: Documents have to be received from and delivered to CARE offices:

<u>Description</u>	Rate for Dhaka Office	Rate for Outside Dhaka Office
Up to 500 gm (within same city)		
Up to 500 gm (outside city)		
Up to 1 KG		
Up to 2 KG		
More than 2 KG per additional		
Emergency Hand delivery		

Schedule-B (Occasional Service)

Goods receive and delivery: List of IT Equipment for Warranty/Repair Support:

Sl#	Item Name	Value In Tk. Approx	Size Approx.	Weight (Approx.)	Rate for Dhaka Office	Rate for Outside Dhaka Office
1	Desktop Computer	60,000	21"x20"x13"	16 Kg		
2	Laptop	80,000	21"x20"x13"	4 kg		
3	LCD Monitor	12,000	21"x20"x13"	5 kg		
4	Toner For Printer & Photocopier	15000	20"x20"x30"	2 kg		
5	Multimedia	75,000	20"x20"x.75"	5 Kg		
6	Voltage Stabilizer	15,000		15 - 25 Kg		
7	UPS	6,000		10 - 15 Kg		
8	Digital Camera	25,000	6"x6"x6"	0.5 Kg		
9	Printer (Heavy duty)	60,000	30"x40"x30"	25 Kg		
10	Printer	30,000	30"x25"x20"	15 Kg		
11	Scanner	45,000	30"x18"x10"	4 Kg		
12	Switch	35,000	25"x12"x6"	3 Kg		
13	Edge Modem	3,000	5"x3"x3"	200 gm		
14	External Hard	10,000	5"x3"x3"	150 gm		

	drive					
15	Motorcycle					
16	Medicine					
17	Vehicle Tyre (Per Pcs)	10,000		10-12 kg		

Minimum qualification of the bidder: Five Years

Selection Criteria:

Service provider/firm will be selected based on both Technical and Financial scores out of 100. Evaluators will review the technical proposal first and upon receiving of successful technical proposal, the committee will scrutiny the financial proposal of technically eligible firms.

Technical Evaluation Criteria: (Score is 70)

SL	Criteria	Points/Marks
01	The reputation of the company/service provider;	20
02	Quality of the service	25
03	5 to 10 years' Experience providing service to corporate organizations and international NGOs / Development Sector.	25
04	Financial Proposal	30
	Total	100

Financial Evaluation Criteria: (Score is 30)

Only the participated bidders will be considered for this evaluation and the lowest bidders for schedule A (regular service) will be assigned with full/highest marks and the subsequent highest bidders will get proportionate lower score out of 30.

Application process:

Interested courier companies are requested to arrange submission of the following:

Technical Proposal:

1. Business profile
2. Client List
3. References check at least 2 contract people with phone numbers.

Financial Proposal:

1. Filled up Financial Proposal inclusive of govt. circulated VAT & TAX and all other associated cost. Bid validity should be clearly mentioned in the financial proposal.

General Terms & Conditions:

Payment Terms:

Payments in local currency will be paid as per standard procedure. There will not be any scope to pay in advance before starting work. Supplier shall submit the bills along with POD copies on monthly basis to CARE Bangladesh Dhaka Office and Field offices as applicable indicating the services performed, and any other information CARE Bangladesh shall reasonably request. CARE Standard Payment Terms are 30 days from receipt of goods or service and accurate & complete invoice acceptable to CARE Bangladesh.

Defect Liability Clause:

The courier agency shall ensure absolute safety, security, and confidentiality of the parcels/documents while offering their services and undertake to arrange that the parcels/documents etc. will be delivered in the same condition duly closed and sealed as given to it by CARE Bangladesh.

In case of lost/damage by the courier service in delivering the parcels/documents, CARE Bangladesh reserves the complete right to deduct amount from payable or may impose penalty amount depending on the seriousness of the matter.

Managing Unexpected:

The supplier must keep this in their prime consideration of how to manage any unexpected situation like strikes and political uprising, natural disaster that may affect the overall service. They should keep options for contingency plan and alternatives without compromising the overall service quality, purpose and timeline.

Suspension Clause:

CARE Bangladesh may, by written notice to the contractor, suspend in whole or in part the provision of goods or the execution of services hereunder permanently or for a period as deemed by CARE to be required. The reason of suspension includes but not limited to – if contractor, (i) involved in any kinds of corruption, fraud or bribe (ii) not able to complete the work as per agreed milestone (iii) not maintain quality as agreed by both parties (iv) not agree to accept any changes of design, BOQ or anything else called as “Issue of construction” (v) change the design or quality of materials without taking permission from the CARE Bangladesh authority (vi) not follow the rules of GoB and/or GoB take any legal action against the contractor (vii) the donor of CARE Bangladesh has any obligation to continue the works (viii) any kinds of accident/incident/ near miss happened during construction works, transportation, uploading and/or unloading of materials or during any ongoing task associated with material/goods delivery (ix) contractor carries the materials beyond the capacity of vehicle/transport (x) (xi) breach of CARE standard T&C for PO, CARE Safeguarding policy and/or T&C indicated in the vendor disclosure form.

Owner/Contractor Obligation:

The Owner/Contractor warrants and undertakes complete responsibility for ensuring that the driver deployed for the rental service is professional, have a valid driving license and is authorized to drive the class of vehicle allocated to him/her. A minimum of five years of driving experience is required, and the driver's age must be between 24 and 62. He or she must be physically and mentally fit for driving. Under any circumstances, the driver cannot be under the influence of alcohol or any prescribed drugs (such as seductive, etc) for any chronic diseases and unlawful or habit-forming drugs. The driver must be fully conversant in vehicle operation and maintenance, familiar with local routes and destinations as well as RTA rules and regulations, appropriately dressed during operating hours, and always displays basic respect to the passenger(s), other drivers, and traffic authorities.

Before service begins or at any other time throughout this Contract/PO period, CARE reserves the right but is under no obligation to review the Driver's qualifications. The contractor is responsible for safely storing all rental car and drivers' information and disclosing it to CARE's representative upon request. The driver shall be replaced, at CARE's request, by another who satisfies the abovementioned requirements. The Contractor is accountable for the professional and technical proficiency of the drivers and will choose trustworthy people who will perform well, respect regional customs, and uphold a high standard of moral and ethical conduct for work under this Contract.