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**Embassy of India
Ljubljana**

LJU/764/01/2022

20.12.2022

Subject: Tender notice for empanelment of packers for packing/forwarding and clearing of personal effects (by Air/Sea).

Sealed tenders having two bids namely financial and technical bids, are invited by the Embassy of India, Ljubljana from Firms/Agencies situated within Slovenia for packing, custom clearance and forwarding of personal effects of its personnel to India or any other country and incoming consignments in the name of Embassy of India, Ljubljana or in the name of officials of the Embassy.

Date Of floating of tender	21 December 2022
Last Date for submission of Quotations	21 January 2022 till 1500 hrs
Tender opening Date and time	28 January 2022 at 1100 hrs

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 be addressed and forwarded to the **Head of Chancery, Embassy Of India Ljubljana, at Zelezna Cesta 16, 1000 Ljubljana, Slovenia.**

**Raj Kumar
First Secretary (HOC)
Embassy of India
Ljubljana**

CHAPTER -I

Scope of Work:

A. Outbound consignments

- a) Packing (including stuffing) of personal effects and household goods.
- b) 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, clothing, linen, shoes, books, toys, Object d'art (paintings, art pieces, decorative, etc.), personal sports goods, white goods, electronic items etc.
- c) Standard and good quality packing material will be used depending on the nature of the stuff to be packed.
- d) The packing should be done keeping in view the climatic conditions of Ljubljana as well as the climate of the destination to minimize the potential damage to the goods in transit. Forwarding of personal effects and household goods from residence in Ljubljana to the Port in Ljubljana, if the baggage is to be transported by sea. The bidder shall quote the price for transport of the baggage from Ljubljana to the specific destination **(Door to Port)/(Door to Door)** on case basis.
- e) Customs formalities in Ljubljana/Slovenia.
- f) Export documentation and insurance of the cargo as per the prescribed procedures and facilitation in case of any claim on account of damage.
- g) Forwarding of personal effects and household goods from residence in Ljubljana to Ljubljana Airport if the baggage is transported by Air Cargo. The Firm/Agency shall quote the price for transport of the baggage from Ljubljana Airport to the specific destination (Door to Airport) on case basis.
- h) The consignments should be despatched within 15 days of handing over of the same to the concerned packer unless specifically requested to hold.

B. Inbound consignments

- a) Handling of all formalities relating to clearance of personal effects & household goods and other consignments at Ljubljana Airport/Suitable Sea port and delivery at the residence in Ljubljana.

CHAPTER-II

Eligibility Criteria:

- a. The Firm/Agency should be based in Ljubljana, Slovenia. Its address, telephone/Mobile/Fax/e-mail address, etc. should be provided, while submitting the completed tender form.
- b. The Firm/Agency should have an experience of **at least three (3) years** in similar works of packing and forwarding/clearance of consignments of Embassies/UN Agencies, International Organizations based in Ljubljana.
- c. The Firm/Agency should have an annual turnover of 100,000 Euro and should not be insolvent. Financial documents certifying the same should be submitted.
- d. The Firm/Agency should have undertaken atleast 3 works with an individual cost of atleast Euro 3000 each year preferably in Embassies/Consulate/International Agencies/Agencies for the past 3 years. Work Orders and Completion Certificates are to be submitted along with bids.
- e. The firm should have a self-owned or leased warehouse within Ljubljana or in its vicinity.
- f. The firm should have adequate number of skilled personnel (at least 10 numbers) in its registered office for provision of services of which one key person should be assigned for coordination with the Embassy of India exclusively.
- g. The key person would be available for making quotes, answering all queries troubleshooting and responding to emergency queries whose details should be shared with the Embassy during bid submission.
- h. 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 Slovenia

CHAPTER-III

A. Submission of Bids

- i. The Firm/agency shall submit its bids in **three separate sealed envelopes**, namely, (a) **First envelope** (containing Annexures I, II & III) – superscripted “Technical quotation- Panel of Packers in the Mission by Air/Sea” (b) **Second envelope** (containing Annexure IV) - superscripted “**Financial quotation - Panel of Packers in the Mission by Air/Sea**” (c) **Third Envelope**- Both the sealed envelopes shall be kept inside a large 3rd sealed envelope, superscripted “**Tender for Panel of Packer for Eol Ljubljana**” with the Full name, Postal address, Fax, E-mail, Telephone number of the Firm/Agency at the bottom left corner.
- ii. The sealed bids shall be submitted to Mr. Raj Kumar, Head of Chancery, Embassy of India, Zelezna Cesta 16, 1000 Ljubljana, Slovenia by due date.
- iii. Contact person- Mr. Raj Kumar, Phone No. +386-30313103, Email: hoc.ljubljana@mea.gov.in
- iv. The bids may be submitted By registered post only. The bids by “E-mail or any other mode” shall not be accepted;
- v. Bids received after the closing date and time as prescribed in the tender notice, shall NOT be accepted under any circumstances;
- vi. Financial bids will be opened for only those agencies who have qualified technically;
- vii. **Firms/Agencies** are requested to submit complete information regarding the quotation as per attached Annexures. All pages of the document must be signed by the authorized signatory.
- viii. The bids have to be submitted as per the format specified at ‘**Annexure I,II,III& IV**’ respectively with all supporting documents;
- ix. The bids have to be submitted in English.
- x. All interested parties are requested to contact for any queries related to bid submission to Mr. Rohit Upadhyay, Phone No. +386-30736071, Email: adm.ljubljana@mea.gov.in

B. Documents to be submitted for technical bids:

The interested firms which fulfill the eligibility criteria, may deposit their applications as hard copy along with the following documents:

- i. Duly filled attached EOI questionnaire (Annexure-II)
- ii. Agency Profile in detail to demonstrate their capability in efficiently handling the jobs described above;
- iii. Address of registered office and branches (if any);
- iv. Proof of registration of the firm/incorporation of the Agency;
- v. Documentary evidence of the firm’s registration as per guidelines of the Government of Slovenia.
- vi. Precise profile of its clients along with satisfactory performance report from at least three of them for services provided;
- vii. A list of clients in Government sector/Foreign Mission/ UN Agency/Multinational Agency with proof;

- vi. Attested copies of audited financial statements during the last three years
- ix. Proof of insurance of warehouse (owned/leased) against fire, theft etc;
- x. Self-declaration that the firm has not been indicated or involved in any criminal/fraudulent/anti-competition activity;
- xi. Details of litigation involved in, if any;
- xii. Copy of quality control certification (if any);
- xiii. Proof of membership of reputed International Association of movers and forwarders (if any);
- xiv. Details of general experience of International relocation for the past 3 (three) financial years;

C. Procedure for Evaluation of Technical Bids

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) Agencies:

Sr. No.	Parameter and maximum Marks	Range and Award of Marks	Remarks
1	General experience of international relocations during the last 5 financial years (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 3 international relocations per years during the last 5 years to be provided along with supporting documents like invoices/bill of lading etc.
2	Number of Staff (15 Marks)	For 10 members of staff- 6 points and for every 2 additional staff members, 3 point could be awarded, subject to maximum of 15 points.	
3	Area of warehouse (15 marks)	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	ISO Certification (5 marks)	For ISO Certification in the name of the Agency, 5marks could be awarded	

5	Membership of any reputed International Association of packers, movers and forwarders (5 marks)	For membership of any reputed International Association of packers, movers and forwarders in the name of the Agency, 5 marks could be awarded	
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D. Financial Bids:

- a) Only those agencies who qualify in the technical bids opening will be eligible for opening of financial bids.
- b) The Firm/Agency(s) shall quote price in clear terms. Break up should abide by the format for the bids as described in Annexure-IV. **Bids having any hidden costs or conditional costs are liable to be rejected.**
- c) Prices quoted by the Firm/Agency shall be fixed and no variation will be allowed under any circumstances except that of change in tax/VAT/Govt. Rates.
- d) Prices shall be quoted in Euro only. The price quoted by the bidder shall be kept open and valid for acceptance for a minimum period of 180 business days.
- e) This request for quotations is not an offer for award of work but an invitation to eligible Agencies for empanelment as packing/forwarding, clearing agents with respect of all outbound/inbound consignments of personnel effects of the officers of Embassy of India in Ljubljana. For specific cases, individual quotations will be requested from the empanelled packers, and work awarded to the L1(Lowest One) bidder in each case.
- f) The rates once accepted by Embassy shall remain unaltered throughout the period of contract.

Chapter-IV

Terms and Conditions:

- a) The empanelment contract, if awarded, will be initially for One year from the date of award and extendable for further two years subject to continuous satisfactory performance (maximum tenure 03 years). No escalation in cost will be entertained during the period.
- b) The Embassy has the right to accept/reject the bid and does not bind itself to accept the lowest quotation or any quotation and can reject any or all the quotations or to scrap the RFP in whole or in part; without assigning any reason whatsoever.
- c) In case of failure of the Firms/Agency to comply with the provision of the terms and conditions mentioned in this Document or the Agreement to be signed between Embassy of India Ljubljana and the successful Firms/Agency, the Competent Authority of this Embassy reserves the right to terminate the contract.
- d) The Firms/Agencies will be responsible for compliance of all laws, acts and rules made there under, statutory orders issued from time to time in relation to the environment and man-power deployed by them for performance of the job under reference and the Embassy will have a right to be indemnified in respect of any consequences resulting from any breach or violation by the Firms/Agency of such rules, statutory obligations etc.
- e) The firm/agency will be responsible for conduct of the persons engaged by him for the work, which will be conducive for maintaining harmonious atmosphere as expected by the Embassy.
- f) In the event of any violation of laws, rules, statutory provision by the Agency, this will amount to breach of contract and in such case, the Embassy will have the right for terminating the empanelment contract, forthwith, without giving any notice or assigning any reason.
- g) The Embassy reserves the right to terminate the contract in any eventuality, without any notice and without explaining any reasons to the Firms/Agency. The Firm/agency shall not have claim for any compensation in such event of discontinuation of the contract.
- h) The firms/Agencies may note that the Embassy would review the performance of the firms on an annual basis with regard to inter-alia, the scope of service as indicated above and fulfilment of the essential conditions.
- i) Empanelled Agencies would be required to sign a letter of acceptance of terms and conditions as per format in Annexure III.
- j) **Payment:** The L1 bidder in each case will be required to submit his bill after shipment of consignment. Embassy will process for payment on the basis of the actual Weight/Volumes shown in Bill of Lading. **The payment will be released by the Embassy by bank transfer after satisfactory completion of the work.**

AGENCY CREDENTIALS

1. Name of the Firm/Agency:
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. If the Firm/agency provides service to/from Ljubljana:
6. License/Registration No. (attach Incorporation certificate and other Standards' /Affiliation certificates):
7. Experience in packing, clearing and forwarding of consignments(attach list of clients and their contacts):
8. Any other information (to be supported by necessary documents):
9. 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: Ljubljana

Signature of the Authorized Signatory:

Full Name:

Designation

:

(Office seal of the Firm/Agency)

EXPRESSION OF INTEREST
QUESTIONNAIRE

Name of the Agency/Firm (Kindly attach Agency profile and audited financial statements of the last three years

S. No.	Criteria	Response	Remarks
1	Whether the firm/Agency is registered	Yes / No	Certificate of Incorporation/ registration and details thereof may be enclosed
2	Whether the firm/Agency has a registered office/branch office in Ljubljana	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 of experience of packing and forwarding personal effects in International shipment	Number of years	Should be at least 5 years with Government/Foreign Mission/UN agencies/Multinationals
5	Number of years of general experience of International relocations.	Number 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 owned/ leased by the firm in Ljubljana & Whether the warehouse is protected against vermins and has proper security features 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.	Numbers	Should be at least 10 and documentary proof may be

	(Name, designation and number of years of service, may be mentioned)		provided
8	Ability to provide 'Door to Port' {D2P} and 'Door to Door' {D2D} ' service for international shipment (previous experience of D2P/D2D,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 no, 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 possesses 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 services 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: Ljubljana

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

ANNEXURE-III

EMBASSY OF INDIA

LJUBLJANA

**Empanelment of Packing, Moving and Forwarding
Agencies/Firms**

Acceptance of Terms & Conditions

1. In response to the Embassy of India, Ljubljana of our bid for empanelment for the purpose of packing, moving and forwarding services, on behalf of M/s. _____, the undersigned, in her/his capacity as _____, conveys the Agency's willingness to be on the panel of the Embassy of India, Ljubljana 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 include but not be limited to the following functions:

Outbound Consignment

- (i) Packing, stuffing, transportation from residence in **Ljubljana** to the port of origin (Airport/ICD Terminal/concerned sea port) of household goods ;
- (ii) Customs formalities at the port of origin;
- (iii) Export documentation and their timely delivery as per the instructions of the customer;
- (iv) All formalities relating to handling of consignment for surface/air transportation from door to port basis, including arrangements for transit, if any;
- (v) Arrangement for insurance as per prescribed procedures and facilitation in case of any claim on account of damage;

Inbound Consignment:

- (vi) For incoming consignments, 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, opening of cartons/crates & removal of debris;

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 and foodstuff;
- (iii) Clothing, linens and shoes, etc;
- (iv) Books and toys;
- (v) object d'art (paintings, art pieces, etc.);
- (vi) Personal sports goods;
- (vii) Vehicles of various types;
- (viii) White goods and electronic items, etc.

4. **Packing material and quality:** Will be standard and good quality depending upon the nature of the stuff to be packed.

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

- (i) Packing charges;
- (ii) Transportation from residence to the port of origin;
- (iii) Agency and handling charges;
- (iv) Transportation 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: in each case at the time of invitation of quotations, these limits shall be mentioned;
- (x) Applicable taxes, if any.

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

7. Validity of quotations: Once the Agency quotes the rates, it would be under obligation to perform at those rates. In the event the Agency subsequently refusing to discharge the services at quoted rates, for any reason, the Embassy of India, Ljubljana would reserve the rights of taking suitable action against such Agency including disqualification. Quotation will remain valid for a period of one year.

8. Payment terms: For every individual work the job will be assigned to the L1 bidder. Embassy will process for payment on the basis of the actual volumes shown in the Bill of lading. The payment will be released by the Embassy by bank transfer after the consignment is received in satisfactory condition.

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

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

Date:
Place: Ljubljana

Signature
Name
Designation

FINANCIAL BID**ANNEXURE-IV****FINANCIAL BID**

- 1) Name of the Mission: **Embassy of India, Ljubljana (Slovenia)**
- 2) Name and address of the firms:
- 3) Quotation for cost of packaging of personal and household effects weighing as follows:

PROFORMA FOR PACKING CHARGES**(A) By Ship :**

Approx. Weight	Packing charges per 100 kgs	Total cost of packing material including lift van	Labour charges for packing
1	2	3	4
4850 Kgs			
2600 Kgs			
1475 Kgs			

(B) By Air :

Approx. Weight	Packing charges per 100 kgs	Total cost of packing material including lift van	Labour charges for packing
1	2	3	4
1120 Kgs			
560 Kgs			
400 Kgs			

The format of the proforma is explained as below: -

The second column "packing charges per 100 kgs" shows the unit cost for the total packing. The third column shows the cost towards the liftvan and packing material and the fourth column towards labour. Thus, the figure in the 2nd column should be the corresponding fraction of the sum of 3rd and 4th columns. For the entitlement 2600 kgs., the figure in the 2nd column should be 1/26th of the sum of figures 3rd and 4th columns. The same explanation holds good for other entitlements also.

(C) Clearance of personal effects & household goods and other consignments in the name of Office of the Embassy of India, Ljubljana from seaport/airport and delivery at the residence of the officer/Embassy:

Sl. No.	Charges	Amount (in Euro)
1.	Agency/agency charges	
2.	Customs/clearing charges	
3.	Labour charges	
4.	Any other charges payable at airport/seaport	

5.	Local transportation and delivery charges	
6.	De-stuffing charges	
7.	Other charges, if any	

Date:
Place:

Signature of the Authorised representative
Full Name:
Designation:
(Office seal of the Agency)

(A) By Air

Approx. Weight	Packing charges per 100 kgs	Total cost of packing material including lift van	Labour charges for packing
1	2	3	4
1000 kgs			
500 kgs			
100 kgs			

(B) By Air

Approx. Weight	Packing charges per 100 kgs	Total cost of packing material including lift van	Labour charges for packing
1	2	3	4
1000 kgs			
500 kgs			
100 kgs			

The format of the proforma is explained as follows:-
The second column "packing charges per 100 kgs" shows the unit cost for the total packing.
The third column shows the cost towards the lift van and packing material and the fourth column towards labour. Thus the figure in the 3rd column should be the corresponding factor of the sum of 2nd and 4th columns. For the entitlement 1000 kgs, the figure in the 3rd column should be 1/20th of the sum of figures 2nd and 4th column. The same explanation holds good for other entitlements also.

(C) Clearance of personal effects & household goods and other consignments in the name of Office of the Embassy of India, Ludhiana from airport/ship and delivery at the residence of the office/embassy.

Sl. No.	Charge	Amount (in Rupee)
1.	Agency charges	
2.	Customs clearing charges	
3.	Labour charges	
4.	Any other charges payable at airport/ship	