



दि न्यू इन्डिया एश्योरंस कंपनी लिमिटेड

The New India Assurance Co. Ltd.

(भारत सरकार का उपक्रम/Govt. of India Undertaking)

जयपुर क्षेत्रीय कार्यालय/ Jaipur RO-330000

द्वितीय तल, नेहरू प्लेस, टोंक रोड, जयपुर – 302015

2nd Floor, Nehru Place, Tonk Road, Jaipur -302015



दूरभाष/Telephone No: 2745701 से 2745775

फैक्स/Fax No. : 0141-2743405, 2740616

वेबसाइट/Website: <http://www.newindia.co.in>

सीआईएन/CIN No: L66000MH1919GOI000526

JRO/ESTB/Courier/2025-26

Date: 14th November, 2025

Subject: Tender for Courier Services

Tender Submission Start Date & Time : 14th November 2025, 1700 hrs
Tender Submission Closing Date & Time : 24th November 2025, 1500 hrs
Tender Opening Date & Time : 24th November 2025, 1530 hrs

Inviting Quotations for Courier Service

The New India Assurance Co. Ltd., Jaipur RO invite sealed tenders from reputed and experienced agencies of COURIER SERVICES to provide courier of documents and valuable Goods for NIACL, Jaipur-302015.

The interested agencies are required to submit the tender. The quotation in sealed cover envelop must accompany with supporting documents as required as per tender. The duly sealed tender document may be submitted in the Tender box kept at the NIACL, Regional office, at the following address:

The New India Assurance Co. Ltd.
Regional Office: 2nd floor, Tonk Road,
Nehru Place, Jaipur -302015 (Rajasthan)

The Tender shall be opened in the presence of such tenderer or their duly authorized representatives, who may like to attend.

The Competent Authority reserves the rights to cancel any or all the tenders without assigning any reason thereof. Any further clarification and/or corrigendum(s), if any, shall be communicated through letter.

TENDER DOCUMENT FOR COURIER SERVICES

A. Eligibility Criteria for Tendering.

1. The bidder may be a proprietary firm, partnership firm, Limited Company, Corporate body legally constituted, who possess the required licenses, registrations etc as per law valid at least for 24 months from the date of the opening of tender.
2. The Courier Service Provider Agencies shall have an all India network.
3. The Bidder shall have experience of providing Courier Services in logistics and distribution of documents and parcels on all over India basis for last 3 years.

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4. The bidder should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this tender. An undertaking in this regard may please be submitted.
5. There should be no case with the police/Court against the proprietor /Firm/Partner or the Company. The Bidder to submit notarized affidavit that they have not been blacklisted or suspended by NIACL/ any other PSU/Central or state Govt. Departments and have not been held guilty by any court of law for any offense involving fraud dishonest and moral turpitude.
6. The bidders shall have the following Registrations and details of the same be provided in the Tender documents.
 - i. Registration with the various statutory bodies as necessary for carrying out the business.
 - ii. GST Registration
 - iii. PAN No.

B. Information relating to submission of Tender.

1. Tenders are invited for providing Courier Services as mentioned in this document in the office of NIACL Limited located at Jaipur Regional Office, 2nd floor, Tonk Road, Jaipur from the agencies that fulfil the Eligibility Criteria as mentioned above.
2. The interested agencies are required to submit the tender and drop in the box kept at office floor and superscripted "Tender for Courier Services".
3. The bids shall reach to us latest by 1500 hrs on 17.11.2025. The late quotations shall not be considered. NIACL shall not be responsible for the late receipt Tender in any manner.
4. The Owner of the firm or his Authorized Signatory shall sign all the pages of the tender. In case the Authorized signatory signs the tenders, a copy of the authorization should be enclosed along with tender.
5. Tender Validity: The Tender shall be valid and open for the acceptance of the Competent Authority of NIACL for a period of 90 days from the date of opening of the tenders and

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no request for any variation in quoted rates and/ withdrawal of tender on any ground by successful tenderer shall be entertained.

6. To assist in the analysis evaluation and computation of the bids, the NIACL may ask tenderer individually for clarification of their bids and the wanting documents if any being required for to fulfil the eligibility criteria. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.
7. Contract would be awarded to the lowest evaluated bidder whose bid has been found to be responsive and who is found eligible and qualified as per tender document. In case two or more agencies are found to have quoted the same rates, the Competent Authority of NIACL Limited shall decide about the Tenderer to which the offer shall be granted based on the report on the past performance of the firm, and length of experience etc. The decision of the Competent Authority of NIACL shall be final.
8. The rate quoted should be with applicable tax, if any which should be shown separately there should not be any upward revision of rate other than the statutory tax during the period of contract for which Tenderer shall produce documentary evidence.
9. If any unethical practices are adopted for securing the contract, the offer of such a bidder shall be rejected.
10. NIACL reserves the right to accept or reject any or all bids without assigning any reasons. NIACL also reserves the right to reject any tender which in its opinion is non- responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.
11. The tender document is not transferable under any circumstances.
12. All cost incurred in connection with submission of bids like preparation, submissions, any personal visits for seeing the location, submitting the tenders personally, subsequent processing etc. shall be borne by the bidder. NIACL will not be responsible/ liable for the same regardless of the outcome of the tendering process.

C. Scope of work-

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The agency shall provide Courier Services of our Packages to various destinations in India of our materials for sending to different NIACL Offices and other places located in various parts of the country. The packages/documents has to be collected from our NIACL, Jaipur Regional office as per instruction of NIACL, Jaipur RO. The materials shall be picked up from our office premises on Monday to Friday except Company Holiday

General Terms and Conditions: -

1. The period of contract under the scope of work shall be valid for two years which may be extended by one year, if the services are found to be satisfactory on the same terms and conditions and at the discretion of Authority of NIACL, Jaipur Regional Office.
2. It shall be the responsibility of the courier agency to promptly respond to NIACL, Jaipur Regional Office calls, Non-tampering of packages and documentation and ensure safe delivery of the documents/Packages to the destination without any damage.
3. Challans of consignment should specify with minimum details as follows: a. Consignment No. & date b. Nature of packing Weight. c. Consignor and Consignee with stamp & Signature. d. Mode of Dispatch e. Any other details.
4. Proof of Delivery (POD) of the materials/packages should be given to NIACL, Jaipur Regional Office. POD should invariably contain the consignee stamp & signature. Please mention whether any other proof of delivery other than POD is available (with supporting document). Two copies POD/Booking to be enclosed with the bill.
5. Facilities to track the courier through website should be available.
6. The Agency shall maintain a register/ document for the packages/materials collected from our office premises.
7. Obtain necessary license, permit, consent, sanction, etc., as may be required or called for from/ by local or any other authority for doing such work. The Agency shall comply at its own cost with all applicable laws, rules and regulations in force from time to time of State or local Govt. as applicable to him or to this contract without any liability and responsibility to NIACL whatsoever it may be.
8. To bear all taxes, rates charges, levies or claims, whatsoever, as may be imposed by the State/ Central Government or any local body or authority. To furnish such proof of payment of compliance or the obligations including registration certificates, receipts licenses, clearance certificates etc. as may be required by NIACL, Jaipur from time to time.
9. Responsible for compliance to the provisions of various labour and industrial laws relating to the personnel deployed by Courier Agency for the purpose at premises of NIACL or for any accident caused to them and NIACL shall not be liable to bear any expense in this regard.
10. In case of any changes of constitution of the Agency, the rights of NIACL should not suffer.

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11. All personnel engaged by Agency shall not disclose the identification of the material details to anyone. In case the same is proved the stringent action shall be taken against the Agency.
12. A local representative of Agency shall be In-charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract and he will be answerable to NIACL. This will, however, not diminish in any way, the Agency's responsibility under contract to NIACL, Jaipur.
13. A senior level representative of the Agency shall visit NIACL at least once in a month and review the service performance of its personnel. During the visit, Agency's representative will also meet NIACL officer dealing with services under the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working. The day to day functioning of the services shall be carried out in consultation with and under direction of NIACL.
14. NIACL may discontinue the services if urgency at any time without assigning any reason whatsoever.
15. Prompt delivery of the consignment is of prime importance and penalty will be levied for delay. Delay in delivery beyond certain time will attract penalty @ 2% per week or part thereof subject to a maximum of 25 % of the total bill against particular consignment.
16. In case the materials are delivered at wrong destination or short delivered it will be the responsibility of the tenderer to collect the material and deliver to the correct place at the risk and expenditure of bidders. Tenderer will not be eligible for any payment on account of such additional trips involved.
17. Even in cases where the bidders do not have their branch office of delivery point at any place in India, all consignments ready for such places shall have to be accepted by the bidders for delivery to such points.
18. It shall be the responsibility and obligation of the bidders to ensure safety and security of the consignment entrusted to him for carriage and to effect the delivery to the designated place in the same sound condition as received by him and within the time schedule stipulated. Any destruction, deterioration, or damage or breakage caused to the consignment, charges will be charged from the bidders
19. While accepting the consignments for delivery the bidders should ensure that necessary documents for check post are collected, so that consignment are not detained en route for want of these documents. Any detention or expenses incurred on this account shall be the bidder's responsibility to get the consignment released and delivered in time. In case of floods/strikes/Riots materials should be kept in their vault.
20. The Agency shall not, in any way, discontinue / withdraw the services on their own during the contract period.
21. The personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of NIACL / Govt. of India/ any State/or any Union Territory.

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22. The Consignment should be delivered on same day or next day in Jaipur & within Rajasthan and rest of the places within three days.
23. Good standard of services shall be maintained as indicated.
24. The Agency shall ensure that all personnel deployed for lifting the materials is fully loyal- to and assist NIACL during normal periods as well as during strike and other emergencies for the protection of personnel and property both moveable and immovable to the entire satisfaction of NIACL.
25. NIACL shall pay the agreed amount on production of monthly bill. No other charges of any-kind shall be payable except as under the contract.
26. Before submission of the bill, the Agency shall ensure that the materials/packages are properly delivered in good conditions and POD enclosed.
27. No request for making advance payment on any ground shall be entertained.
28. Under no circumstances Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.
29. The Income tax as applicable shall be deducted from the bill unless exempted by the Income Tax Department
30. During the course of the contract period, the Agency shall deposit GST at prevailing rates as per GOI norms.
31. The decision of NIACL in regard to interpretation of the terms & conditions and the Agreement shall be final and binding on the Agency.
32. NIACL, Jaipur shall be the sole authority to decide and judge the quality of the service rendered by the Agency and all other matters and his decision shall be final and binding.
33. **Penalty:** In case of non-compliance of the terms and condition of the contract the NIACL reserve the right to impose penalty up-to maximum 10 % of the total annual value of the contract during the period of operation.
34. **Termination:** The contract may be terminated by NIACL, Jaipur by giving one-month notice, in case the agency:
 - a. Assigns or sub-contract of this service.
 - b. Violation/ contravention of any of the terms and conditions mentioned herein.
 - c. Does not improve the performance of the services in spite of instructions.
 - d. Any violation of instructions/agreement of suppression of facts. On termination of the contract, it shall be the responsibility of the agency to discontinue the services.
35. In case of difficulty on non-availability in delivery of material the same should be brought to the notice of NIACL, Jaipur immediately.
36. Contact person name, mobile numbers to be given to NIACL on award of Contract.

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37. Jurisdiction: In case of any dispute, the jurisdiction shall be the Court at Jaipur.

38. NIACL reserves the right to cancel the contract at any point of time without assigning any reason whatsoever with the notice period of 30 days.

39. Interested Bidder submit application form/Quotation as attached (Annexure-I & II) duly signed with stamp.

40. The L-1 tenderer shall submit EMD of Rs. 10,000/- (Rupees ten thousand only) through NEFT (electronic transfer) only. The EMD will not carry any interest. The E.M.D. shall be credited to our Bank Account as given below:

Beneficiary Name	The New India Assurance Company Limited
IFSC	BARBONEHJAI (fifth digit is Zero)
Name of Bank	Bank of Baroda
Branch Name & Address	Tonk Road, Nehru Place, Jaipur-302015
Account Number	21600200000049

The NEFT credit should be affected positively within 3 days of award of tender. The EMD made by the contractor will be forfeited if, The L-1 Contractor withdraws the tender after acceptance.

For more information, feel free to visit our Regional Office at aforesaid address, in office hours i.e. 10.00 a.m. to 5.45 p.m. from Monday to Friday.

(B R Singh)

Regional Manager

Encl : Annexure I & II

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Annexure-I

Application form for Courier Services.

Name of the firm/owner			
Address of owner			
Contact detail/E-mail			
PAN Card			
GST No.			
Any registration number (Shop Act/Origination)			
List of any other Customers			
Last 3 year Turn over	2022-23	2023-24	2024-25
Any details, if			
Bank details			

Please enclose certificate wherever applicable.

I hereby confirm/declare that I have read all the terms and conditions mentioned in the tender documents: JRO/ESTB/Courier/2025-26 dated 14.11.2025 and fully accept all the same.

Place:

Date:

Tenderer signature with Stamp

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Annexure - II

(Rates in Rs.)

AREA	UPTO100 Grms	101- 250 Grms	251- 500 Grms	501- 750 Grms	751- 1000 Grms	More than 1 kgs
JAIPUR						
RAJASTHAN (ALL PLACES)						
MUMBAI						
DELHI/NCR						
REST OF INDIA (ALL PLACES)						
URGENT DELIVERY						

* Any other charges if applicable, please mentioned separately. -----

* GST charges -----

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Place :

Date :

Tenderer signature with Stamp

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