

**GOVERNMENT OF PAKISTAN**  
**INTELLECTUAL PROPERTY ORGANIZATION OF PAKISTAN**  
**TRAD MARKS REGISTRY KARACHI**

**TENDER NOTICE FOR HIRING OF COURIER SERVICES**

1. Intellectual Property Organization of Pakistan (IPO-Pakistan) Trade Marks Registry (TMR) Karachi, invites sealed bids from Courier Companies registered with Income Tax and Sales Tax Departments for delivery of domestic/ national mails.
2. Complete terms and conditions are available at IPO-Pakistan and PPRA Website.
3. Bid Security equivalent to Rupees one hundred thousand (Rs. 100,000/-) in the form of Pay Order/ Demand Draft in favor of **Director General IPO-Pakistan** shall be submitted with the sealed proposal. Incomplete and bids without the Bid Security will be rejected.
4. The sealed bids, prepared in accordance with the given instructions and completed in all respects must reach at the address given below on or before on 11.00 a.m. within 15 days after the publication of this advertisement. Bids shall be opened on 11:30 a.m. after 15 days of advertisement in the presence of bidders/ representatives at the address given below:

**The Registrar of Trademarks**  
**IPO-Pakistan, Trade Marks Registry, Plot No. CD-3, Behind KDA Civic Centre,**  
**Gulshan-e-Iqbal, Block-14, Karachi**  
**Tel: 021-99230538**

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## **1. INSTRUCTIONS FOR THE BIDDERS: -**

- i The bidder (s) will submit the company profile, containing name of firm, its status, address, telephone number (s), fax number and other relevant information.
- ii The bids will be considered as non-responsive in case of non-completion or mis-declaration.
- iii An affidavit to the effect that the firm is not blacklisted may also be furnished.
- iv Provision of any other relevant information which the firm intends to submit.
- v Copy of STN & NTN Certificates shall be enclosed with the bid.
- vi The list of Clients both from public and private sectors may be attached.
- vii The Trade Marks Registry, IPO-Pakistan, reserves the right to accept or reject any bid or to annul the bidding process and reject all bids at any time prior to Contract award as per PPRA rules, without thereby incurring any liability to the Bidders.
- viii The Bidders are hereby informed that the Trade Marks Registry, IPO-Pakistan, shall deduct Income Tax & Sales Tax at the rate prescribed under the tax laws of Pakistan, from all payments of successful Bidder.
- ix The rates quoted should be in Pak Rupees inclusive of all applicable taxes. The rates quoted in this tender will be treated as final.
- x A separate shall be executed with successful bidder.

## **2. PROCEDURE OF COMPETITIVE BIDDING**

- i This is a "Single Stage One Envelop" procedure as per PPRA Rules. The envelop shall be prominently labeled with the "**PROPOSAL FOR HIRING OF COURIER SERVICE**" written in a clear and legible manner.
- ii The envelope containing the bids should be marked as "SEALED BID".

## **3. SUBMISSION AND OPENING OF BIDS**

- i. Bids complete in all respect can be submitted on or before February 15, 2024 on 11:00 am. The bids will be opened on the same date at 11:30 am on the address given in the tender notice as per Rule No. 28(2) of PPRA Rules 2004.
- ii. The sealed bids, complete in all respects must reach at the address given below on or before on 11.00 a.m. within 15 days after the publication of this advertisement. Bids shall be opened on 11:30 a.m. after 15 days of

advertisement in the presence of bidders/ representatives at the address given in the tender notice as per Rule No. 28(2) of PPRA Rules 2004.

- iii. The Bidders shall submit courier services rates as per **Annex-A**.

#### **4. BIDS SECURITY**

All the bidders are required to submit Rupees One hundred thousand (Rs.100,000/-) only as bid amount in form of Pay Order / Demand Draft in favor of **Director General IPO-Pakistan** with the sealed proposal as per Rule No.25 of PPRA Rules 2004. Bids without bid security will be rejected.

#### **5. EVALUATION PROCEDURE**

Trade Marks Registry, IPO-Pakistan, intends to select the firm that presents the best combination of experience, capacity and competence to cater the needs of the Trade Marks Registry, IPO-Pakistan. The Trade Marks Registry will examine and review the documents submitted, call references and others who have worked with bidder firm. The evaluation criteria of Trade Marks Registry, IPO-Pakistan will be as per **Annex-B**.

#### **6. PAYMENT SCHEDULE**

- i. The payment for the service performed will be made on or before the 15<sup>th</sup> of each working day of every month subject to submission of bill complete in all respect by 3<sup>rd</sup> of each month.
- ii. IPO-Pakistan, Trade Marks Registry is not responsible for delay in payment due to any emergency within or outside organization.
- iii. Payment will be made through cross cheque in favor of the Company.

### **TERMS OF REFERENCE**

#### **1. NOMINATION OF FOCAL PERSON:**

The Courier company/agency will nominate a focal person for Trade Marks Registry (TMR), IPO-Pakistan, who will be responsible for the effective service delivery to the Organization. He will be responsible to ensure timely collection and delivery of the mails. He will be responsible to inform TMR, IPO-Pakistan, in case of any delay, misplacement or theft of the couriers belonging to TMR. TMR will contact the focal person in case of any emergency or any urgent delivery or collection of any mail. The focal person will be responsible for certifying the bills of special mails like urgent/overnight/ same day mails.

## **2. COLLECTION OF MAIL**

- a. Representative of Courier Service will receive/pickup mail from the office of Trade Marks Registry in normal working days.
- b. In case of emergency / urgency, TMR can ask the focal person, nominated by the agency, to get the mail collected from TMR at any time.
- c. In case contractor fails to lift the consignment to delivery at the stipulated destination, TMR can handover the consignment to the other courier company at the risk and cost of the contractor.
- d. Firm will be binding to complete the assigned job within stipulated time.

## **3. DELIVERY OF MAIL**

- a. Courier Service will take proper steps to ensure the safety and security of mail.
- b. Courier Service will ensure proper shipment, professional handling and timely delivery of mail and regularly send to the Trade Marks Registry, the delivery reports of the mail received by the quarters concerned.
- c. In case, the mail is not delivered due to any reason, courier service is bound to immediately inform the administration of TMR in writing and return the mail in shortest possible time with the reason recorded in full.

## **4. DELIVERY TIME**

- a. Courier service will clearly indicate delivery time of local mail.
- b. In case of national mail, courier service will clearly indicate the delivery time of major cities and remote areas / towns for the provinces.

## **5. ACKNOWLEDGEMENT**

- a. Courier Service will provide the record of the delivery of mail along with acknowledgement receipt showing date, time and name of the receiver of each communication on daily basis.
- b. TMR can demand / ask for acknowledgement of urgent / important mail any time after delivery in addition or above mentioned acknowledgment.

## **6. PENALTY**

- a. In case of delay in collection/ delivery of mails due to fault of the agency, TMR may impose penalty on the firm in the form of deduction of payment not more than 15% of the Invoice.
- b. In case of poor service, like mis-handling, delay and misplacement on the part of Agency, the A will deduct an additional 15% of the Invoice payment.

- c. In case of violation of secrecy of the mails by the agency or any employee of it, the Organization will terminate the contract immediately and issue a certificate to this effect to the agency/ blacklist it agency along with confiscation of security payments/ imposition of penalty as deemed fit by the Organization.

## **7. TERMS OF AGREEMENT**

- a. Initially the agreement for one year will be signed with the successful bidder; however, it can be extended further on mutual agreement on both parties subject to satisfactory performance of the courier company. If extension in the agreement is made, the same shall be made as per initial agreement rates and the same terms and conditions.
- b. Terms of renewal of the services will be regulated as per PPRA rules.

## **8. TERMINATION OF CONTRACT**

- a. In case of any violation of the agreement, aggrieved party will inform the other party in writing about complain / violation to solve the matter.
- b. In case of failure / un-satisfactory response, the aggrieved party will issue 30 days' termination notice and will issue the certificate of non-performance of the work assigned.

## **9. TRANSFER**

Neither party shall assign or transfer this agreement and /or any right or obligation of the service to a third party without prior written consent from the other.

## **10. DATA ENTRY SUPPORT**

As an initiative to automate systems and improve service delivery, Trade Marks Registry, IPO-Pakistan send tracking IDs to clients via SMS. To enable this service, tracking IDs are obtained in advance from the Courier Company. To utilize the service, additional data entries of letters/correspondence being sent are necessary at the end of IPO Trade Marks Registry. It will be the responsibility of Courier Company to make necessary arrangements for making data entries of daily dak issued by the Trade Marks Registry, IPO-Pakistan, in the system being maintained at the Registry. The current workload of Trade Marks Registry is around 500 to 700 letters sent in a day. However, it may increase if the dispatch work of Patent and Copyright office is included in future.

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## **Financial Proposal**

### **Overnight Service**

S.NO.	Weight	Within City	Domestic	Remarks
i.	0 to 500 gms			
ii.	501 to 1 KG			
iii.	Each add / KG			

### **Same Day Service**

S.NO.	Weight	Within City	Domestic	Remarks
i.	0 to 500 gms			
ii.	501 to 1 KG			
iii.	Each add / KG			

### **Fuel Adjustment Charges**

\_\_\_\_\_ % Fuel Adjustment charges shall be applicable on above mentioned Rates.

**Note:** Rates shall be inclusive of all taxes.

**(Signature & Seal of the Bidder)**

**EVALUATION CRITERIA**

S.No.	Parameters against which technical evaluation shall be done	Scoring Brackets	Allocated Points	Total Points allocated
1.	<b>Profile</b>			30
1.1	<b><u>Years of Experience</u></b>			15
	≤5Years		05	
	≥5≤10years		10	
	≥10		15	
1.2	<b><u>Profile of the firm</u></b>			15
	Local		05	
	National (on the basis of presence/offices in the No. Of Cities)		15	
2.	<b>Relevant Experience of Management and Team</b>			30
2.1	<b><u>Relevant experience and Qualifications Of team/employees.</u></b>			15
	Relevant Qualification of proposed managerial staff with ≥ 2≤5 years' experience in management fields.		05	
	Relevant Qualification of proposed managerial staff with ≥ 5 ≤ 10 years' experience in management fields.		10	
	Relevant Qualification of proposed managerial Staff≥10years' experience in management fields.		15	
2.2	<b><u>Number of Clients</u></b>			15
	≤20		05	
	≥20 ≤40		10	
	≥50		15	

3.	<b><u>Financial strength of the firm</u></b>			30
	Audited/certified accounts or statements Showing cash balances greater than 0.5 million and less than Rs. 2 million in the relevant year.		10	
	Audited / certified accounts or statements showing cash balances of more than Rs.2 million and less than 5 million in the relevant year.		20	
	Audited / certified accounts or statements showing cash balances of more than 5 million And less than Rs.5 million in the relevant year.		30	
4.	<b><u>Registration with any national organization</u></b>			10
	1≥5		05	
	≥6		10	