Kerala Grameena Bank

Head Office, Malappuram

General Administration Wing

Kerala: 676505

TENDER NOTICE FOR HIRING OF COURIER SERVICE AGENCIES FOR KGB BRANCHES/OFFICES ACROSS KERALA

Tender No: 02/2026

Kerala Grameena Bank, invites sealed tenders in **TWO ENVELOPE** system from reputed, experienced and financially sound Courier Service Agencies for Transporting and delivering of its documents to various places in Kerala and other parts of India.

1	Name of the work	Hiring of Courier Agencies for Kerala Grameena Bank Branches/Offices across Kerala.
2	Contract period	02 Years
3	Earnest Money Deposit.	Rs. 5,000/- **To be submitted Only in the form of Demand Draft** in favor of Assistant General Manager, General Administration Wing, Kerala Grameena Bank, Head Office Malappuram
4	Security Deposit.	Successful Bidder shall submit a security deposit of Rs.2,00,000/- (Rupees Two Lakh Only) for the contract period.
5	Availability of Tender in Bank's Website (www.kgb.bank.in/tenders)	27-01-2026 Tuesday
6	Last date and time of receipt of sealed Tender.	18-02-2026, Wednesday at 3.30 PM
7	Mode of tender submission	Technical bid along with the EMD of Rs. 5000/- shall be placed in a sealed cover super scribed **"Envelope 1 - Technical Bid for Tender No: 02/2026"** and Financial bid in a separate sealed cover superscribed **"Envelope 2 - Financial bid for Tender No: 02/2026"** with full postal address, phone numbers, mail ID of the tenderer etc. Both these sealed envelopes (Envelope - 1 and 2) shall be enclosed in a single large sealed cover superscribed "Quote- Tender No /2026" with full postal address, phone numbers, mail ID of the tenderer etc.
8	Tentative Date of opening of tenders.	Technical Bid: 5:30 pm on 18-02-2026 Financial Bid: 10:00 am on 19-02-2026

		(*subject to availability of competent authority)
9	Venue for opening tender	Kerala Grameena Bank, Head Office, Malappuram
10	Validity of tenders.	The rate quoted shall be final and there will not be any revision / hike on the rate under any circumstances during the contract period.
11	Billing period	GST Invoices shall be raised on monthly basis.
12	Submission of Technical Bid	Vendors shall download the entire Technical Bid to get acquainted with the terms and conditions and shall submit compulsorily all the pages of the technical bid without fail in the sealed cover after putting the signature, seal & date. The EMD should also be included along with the technical bid. Failing to submission of the technical bid as stated above, the tender will be rejected.
13	Contact Number	Pooja raj, Assistant Manager, 9400999055,
KGB has the right to accept/reject any/all tenders without assigning any reason(s).		

TENDER NOTICE

INSTRUCTIONS TO APPLICANTS

- The instructions pages, each page of the terms and conditions, scope of work, Bid format, Annexure I and Annexure II attached should be signed and stamped with the rubber seal of the establishment. The application should be signed by person/persons on behalf of the organization having necessary authorization /Power of Attorney to do so (Authorization letter shall be submitted as enclosure).

- If the space in the format is insufficient for furnishing full details, such information may be supplemented on separate sheet of paper, stating therein the part of the format and serial number. Separate sheet shall be used for each part. All the annexures shall compulsorily be submitted along with Technical bid.

- Tender to be submitted only through the following address by Regd. Post/Speed Post/ Courier.

  The Assistant General Manager,
  General Administration Wing,
  Kerala Grameena Bank,
  Head Office, A.K Road, Malappuram,
  Kerala 676505,

- Tender to be submitted on or before **3:30 PM on 18-02-2026.**

GENERAL INSTRUCTIONS

- EMD: Rs. 5,000/- (Rupees Five Thousand only) in the form of Demand Draft in favor of Assistant General Manager, General Administration Wing, Kerala Grameena Bank, Head Office Malappuram (to be enclosed in closed cover along with Technical bid). **Tender without EMD shall be rejected.**

- The vendor to whom the contract will be awarded, shall have to deposit a sum of Rs.2,00,000/- (Rupees Two Lakh Only) for the period of contract ,within 7 days from the date of award of work. The security deposit will be refunded only on completion of the contract. Failure of the bidder to submit the above-mentioned Security Deposit shall constitute sufficient grounds for annulment of the contract award. If the successful bidder fails, in course of the contract period, to comply with the terms and conditions of the Agreement/contract, the security deposit may be forfeited in full or in part as decided by the Competent Authority. The Security deposit will be refunded only on completion of the contract. The security deposit will be refunded within a month of the expiry or termination of the contract as the case may be after adjusting the dues payable by the vendor to the Bank if any.

- Period of contract: 02 year from the date of commencement.

- The service provider shall comply with all the labour laws, legislations including:
  - The payment of Minimum wages act. (Central Govt. rates).
  - Employers Liability Act, including P.F. Act, ESI, Gratuity Act, Insurance Act, Bonus Act etc.
  - Contract Labor (Regulation and Abolition Act).
  - Any other act or enactment relating thereto and rules framed there under from time to time.
- The service provider shall keep the Bank saved harmless and indemnified against claims of any of the workman and all costs and expenses as may be incurred by the Bank in connection with any such claim that may be made by any workman.

TERMS AND CONDITIONS

1. The Service provider being a Company/Partnership/Proprietor concern should hold necessary licenses for establishment of the agency (necessary proof to be attached).

2. The service provider should have a valid PAN/TIN and should have a valid GST number (necessary proof to be attached). Vendors registered under composite GST shall not be eligible.

3. The service provider should have been in the field of courier service business for the **past 5 years.**

4. The service provider should have a **minimum experience of Three years** in rendering courier services to reputed clients including Govt. Dept/ PSB's/PSU's. Attach photo-copy of proof (viz. Work Orders, latest certified bill copies, work completion letters etc.).

5. The service provider should have Pan-India presence with wide distribution centers / offices established across India. (List of offices/ centers/ franchisees to be enclosed).

6. The service provider should have online consignment tracking facility available in its official website.

7. Daily pick up/Delivery system at the Doorstep should be in place at all locations.

8. The service provider should have a **minimum turnover of Rs.25 lacks** per annum in the **last Three years** (last 3 years audited balance sheet to be enclosed along with IT returns filed documents).

9. The service provider shall arrange for the services as per the Scope of Work enclosed and adhere to the given time schedule and work to be performed as mentioned in the Scope of Work.

10. The service provider shall strictly comply with all Labour and such other statutory Laws in relation to the services to be provided and the personnel engaged by the service provider shall be solely responsible for all acts of the said personnel so enrolled and there shall and will not be any privities of contract for any purpose and to any intent between the Bank and said personnel so engaged by the service provider. The Bank shall not be liable nor answerable in respect of any claims or demands in respect of any matter or on any account which may be raised by the said personnel so engaged by the service provider and it shall be the sole responsibility and liability of the Vendor to answer all such claims or demands of the said personnel so engaged, under any law for the time being in force.

11. The service provider shall discharge his obligations under these presents most diligently, efficiently and honestly.

12. The service provider shall bear all costs and expenses and stamp duty in respect of all Agreements that may be entered into with the Bank to give effect to this arrangement.

13. The service provider shall alone bear all taxes, rates, charges, levies or claims whatsoever as may be imposed or levied by the State/Central Government(s) or any local body or authority for and in connection with the rendering services. However, GST applicable shall be reimbursed to the Agency/ firm on submission of GST invoice.

14. The service provider will be obligated to meet the said authorized officer once in a month

for assessing and monitoring the quality of services rendered. 'The service provider shall comply with such observations/feedback made and furnished by the Bank for improvement of the services by him/her. However, the continuance of the contract shall be subject to review of the performance from time to time and in case the performance is not found to be satisfactory by the Bank for any period under such review, the Bank at its discretion, reserves its right to terminate these presents under due notice of 3 months to the service provider without incurring any further liability therefore.

15. The agreement shall come into force and be effective for a period of 2 year. This agreement shall be terminated by efflux of time or earlier by three months' notice at the option of the Bank in the event of unsatisfactory performance or on breach of any of the stipulated conditions or qualitative dimensions of the various services agreed upon by the service provider under these presents.

16. The agreement for courier services may be terminated by Courier Agency by giving three months' notice to the Bank expressly informing the intention to terminate the contract. In that event the courier Agency shall pay the bank Rs. 1 lakh (Rupees One Lakh Only) before expiry of the period specified in termination notice failing which Bank shall be liable to appropriate said amount from the security deposit. Under no circumstances, agreement can be terminated without notice. In the event courier agency terminates the contract or stops rendering service without any notice, the security deposit of the agency shall be forfeited by the Bank. Bank may terminate the contract by giving three months' notice to the courier Agency, without assigning any reasons. However, in the event the contract is being terminated for deficiency in service on the part of the courier service and continuing the courier agency likely to jeoparadize the interests of the Bank, the contract may be terminated forthwith without notice. In the event of Bank terminating the contract, Bank shall not be liable for any payment/cost/compensation etc. to the courier agency.

17. The service provider shall deposit a sum of Rs. 2.00 lakhs as security deposit for the period of contract, within 7 days from the date of award of work. The security deposit will be refunded only on completion of contract. Failure of the bidder to submit the above mentioned security deposits shall constitutes sufficient grounds for annulment of the contract award. If the successful bidder fails, in course of the contract period, to comply with the terms and conditions of the Agreement/contract, the security deposit may be forfeited in full or in part as decided by the Competent Authority. The Security deposit will be refunded within a month of the expiry or termination of the contract as the case may be after adjusting the dues payable by the vendor if any to the Bank.

18. The service provider undertakes, accepts and admits absolute and complete responsibility for the service conditions, claims, damages and other compensation's of the personnel enrolled by him and will be liable for and unequivocally assume responsibility for due compliance with all the requirements of all statutory obligations, duties and liabilities (including insurance) and to pay all such claims, costs, damages, expenses, fines penalties and compensation which may arise out of any claim, suit or prosecution for contravention thereof. The service provider shall indemnify and keep the Bank indemnified from and against all such claims, demands, costs, charges, fines, or penalties and compensation's etc. if any as aforesaid.

19. The service provider shall obtain adequate Insurance Policy in respect of his workmen engaged for the service, towards meeting the Liability of Compensation arising out of death, injury/disablement at work etc. and shall regularly and punctually pay each and every premium as and when the same shall become due' during the currency of these presents.

20. The service provider will submit the bills for the services rendered along with Proof of

Delivery (POD), only at the end of each month to the authorized officer who will scrutinize the bills and if found in order, certify for payment along with the certificate. The payments as far as possible will be made within Two weeks from the date of certification.

21. The Bank further reserves right to delete or reduce any item or sanction of the bills before effecting payment in case any complaints regarding quality of services, inefficient service, non-adherence to agreed delivery timelines without assigning any reason whatsoever and no claim will be entertained in this regard.

22. All questions relating to the performance of the obligations under this agreement and to the quality of the services and all the disputes and differences which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof shall be referred to the Bank, whose decision shall be final, conclusive and binding on the service provider.

23. All the taxes which the Bank may be liable to deduct or called upon to so deduct, during the currency of the arrangement which are liable to be payable by the service provider under the law but not so paid, shall be set-off against the bills raised by the service provider and paid to the respective government departments or authorities as may be required under law and the service provider shall have no claim against the Bank in respect of any or all such payments.

24. The service provider should possess, for the entire duration of these presents, all licensees and registrations as may be required under any law and shall be responsible to register himself and obtain a valid license under Contract Labour (Regulation and Abolition) Act, 1950 and rules there under. The service provider shall comply with all rules and regulations in force under the said Act and rules.

25. The service provider shall in terms of the provisions of Sections 16, 17 and 18 of the Contract Labour (Regulation & Abolition) Act, 1970 and the rules framed under the said Act provide the prescribed amenities to its personnel. In case of failure of the service provider in complying with the said provisions, the Bank may provide the same when called upon to do so by the Competent Authorities and deduct the expenses incurred thereof from the bills of the service provider without prejudice to its other rights and remedies under these presents. The service provider shall be responsible for proper maintenance of all Registers, Records and Accounts so far these relate to the compliance of any and all statutory provisions/obligations.

26. The service provider shall not assign or sublet the benefits of this contract to any person or entity and in the event of any violation or breach thereof, the Bank may at its discretion but without prejudice to its other rights and remedies terminate this contract.

27. The service provider shall be responsible for any loss due to theft/pilferage and/or damage to the Bank's property, when such damage is, in the opinion of the Bank, i.e. the said authorized officer, caused due to negligence, carelessness or any fault on the part of the service provider or his workmen/employees engaged for the services and the quantum of loss arrived at by the said authorized officer is final and binding on the vendor and such losses shall be recovered by the Bank from the charges payable to the vendor and from Security Deposit. The service provider shall ensure that the character and antecedents of the personnel engaged by him are duly verified before such engagement:

28. If during the currency of the Contract, any Statute, rules / Govt. notification prohibits employment of Contract Labour for the services envisaged under this Agreement or otherwise, the contract shall come to an end forthwith and no compensation shall be

payable to the service provider or his workmen/employees.

29. Any indulgence, forbearance or waiver, granted or shown or made on the part of the Bank will not prejudice its rights under the contract.

30. The Courier agency awarded with the contract must quote said account details viz. number, IFSC Code, PAN No., GST No. HSN No. and GST No. of Bank etc. in the bill and all the amounts payable by the Bank to the agency shall be credited by the Bank in the said Bank account.

SCOPE OF WORK

1. Courier services shall mean collection of packets/parcels containing documents from all the branches/ offices of the Bank situated in the geographical area (including Rural, Semi Urban and Urban centers) of State of Kerala and delivery to Bank's various offices / clients / customers etc., all over India, on Bank's working days during the Bank's / addressee's working hours on daily basis.

2. **The delivery of packets**/parcels collected from any of the branches/offices of the Bank will be made by the courier generally in the morning business hours on the **next working day** and in any case, not later than**, two working days** for packets /parcels meant for **within the same city**. The packets / parcels meant for delivery **within the State of Kerala** must be delivered within **next 2 working days** and in any case, not later than three working days. Delays beyond this will attract penalty as described in point no. 7.

3. The courier agency shall arrange for their accredited representatives for collection and delivery of packets/parcels, from and to, the Bank's branches/offices on all working days. The representative shall be provided with a suitable letter of authority/identity card (KYC of representative should be submitted with Branch Head) / uniform without which they shall not be allowed to collect or deliver the packets / parcels and the liability for failure to provide service on the ground vests with courier agency. The representative shall acknowledge receipt of the packets/ parcels delivered to him on a copy of the accompanying consignment note which will be retained by our consigner offices. For delivery of packets / parcels to our consignee offices, one copy of consignment note will be handed over to the addressee against acknowledgment on its other copy which will be retained by the courier Agency.

4. The courier agency shall ensure that the couriered packets / parcels are delivered at the proper place of addressee / consignee only against full signatures, designations and stamp with telephone numbers of the authorized representative of the addressee / consignee and obtain proof of delivery (POD) within specified time limit.

5. It shall be the absolute responsibility of the courier agency to ensure that the packets / parcels delivered to its authorized representative duly sealed, their packets / parcels or their contents are not tampered with / damaged in any manner whatsoever and the packets/ parcels are not misplaced, lost or stolen and be delivered in the same condition as were accepted from consignor branch / office to the addressee branch at their door step / Inward counter. Courier Agency must ensure that delivery and pick up of packets / consignment at all District / Taluk / Semi urban town / cities daily.

6. The courier agency shall submit their bills, on a monthly basis, at the respective Branch/Office from where consignments are collected, along with date wise

collection and delivery details including proof of delivery (PODs) and charges thereof, which will be paid by that Branch/ office within two week from the date of receipt of bill subject to its scrutiny and found to be in order. The Courier agency awarded with the contract shall have to quote said account details viz. number, IFSC Code, PAN No., GST No. HSN No. and GST No. of Bank etc. in the bill and all the amounts payable by the Bank to the agency shall be credited by the Bank in the said Bank account only. The bill must be of Courier Agency to whom the Contract has been awarded. No third-party bill shall be entertained for payments.

7. The delay in delivery of packets / parcels beyond the stipulated time as per clause 2 of scope of work above except on account of circumstances beyond the control of the agency such as law & order, natural calamity, Acts of God etc. the Bank may determine and impose penalty, as under, if it is not satisfied with the explanation tendered by the courier agency:

   a) **50% cut in the charges payable for delays up to 01 (One) day, irrespective of the delivery location.**
   b) **75% cut in the charges payable for delays beyond 02 (Two) days, irrespective of the location.**

8. **The successful bidder shall provide an online tracking system to track the pickup and delivery of packets with the help of which Bank's Head Office can monitor the movement of packets. The system must be capable to generate MIS reports of timely and delayed deliveries.**

9. **Non-collection of packet** / parcel from Branches / offices on day-to-day basis as per terms of agreement shall attract penalty of **Rs.100.00 (Rs. One hundred only) per day.**

10. **Non-delivery/wrong delivery** of packets / parcels shall attract penalty of **Rs.100.00 (Rs. One hundred only) per packet** / parcel in addition to actual loss, if any, suffered by Bank.

11. In case Bank is required to make alternate arrangements, due to failure of service by the courier agency on any occasion, the entire cost of such alternate arrangement made by Bank shall be recovered from the courier agency.

12. The number of branches / offices, as agreed to, may be added or deleted from time to time, in the agreement under the same terms and conditions on three months' notice from the Bank to the courier agency. In case of addition, the courier agency shall make appropriate arrangement for providing services to such branches/offices without any extra charges to the Bank.

13. The courier agency shall have an **effective on-line tracking system** and shall implement the same to know the status of each document and advising our concerned branch/establishment in case of need regarding the status/location of the consignment sent. In case of need by written request of branch/office, they shall provide the details of delivery. The Agency should maintain the record of minimum one year from the date of collection and delivery of packets/parcels.

Bid Format

The Assistant General Manager
General Administration Wing
Head Office
Kerala Grameena Bank
Head Office, Malappuram

Sir,

Subject: Submission of Tender for hiring of courier service
Ref: Tender No :02/2026 With reference to your tender No: 02/2026, dated ……. Detailed Address and contact details are as under:

_____

_____

_____

Mob: _____

I submit herewith my tender for your kind consideration please. I have read the terms and conditions, scope of works and enclosed documents and instructions given in the tender document.

Yours faithfully,

Signature with seal

Date:

Enclosures –

Annexure I – Technical Bid:

1. Copy of GST Registration.
2. Copy of PAN No.
3. Copy of details of networks of office in Kerala.
4. Copy of balance sheet and P&L for past 3 years
5. Copy of proof of Work Orders, latest certified bill copies, work completion letters etc

Annexure II - Financial Bid:

KERALA GRAMEENA BANK

HEAD OFFICE: MALAPPURAM

ANNEXURE I

TECHNICAL BID

1	Name of the Tenderer	
2	Address of the Registered office/Head Quarters	
3	Address for Communication	
4	Name, contact number and E-mail ID for communication	
	Constitution	Proprietorship/Partnership/Private Limited Co./Public Limited Company
5	Year of Establishment	
6	Company Registration No	
7	GST NO (*enclose copy of GST Registration certificate)	
8	PAN NO((*enclose copy of PAN)	
9	Details of the Network of offices in Kerala/ Franchisess & Operational Details in other states of the country. (List to be enclosed)	
10	Details of existing clients (copy of proof of work orders, latest certified bill copies, work completion certificate etc.)	
11	No of Branches in Kerala	

<table>
<tr><td></td><td></td><td></td></tr>
<tr><td>12</td><td colspan="2">Gist of Financial position of the firm for the past 3 years (*enclose copies of Balance sheet, P&L)
<table>
<tr><td></td><td>31.03.2023</td><td>31.03.2024</td><td>31.03.2025</td></tr>
<tr><td>Turnover for the year</td><td></td><td></td><td></td></tr>
<tr><td>Profit/ Loss</td><td></td><td></td><td></td></tr>
</table></td></tr>
<tr><td>13</td><td colspan="2">Frequency of providing service (Branch List in Annexure III- Separate Excel File enclosed)
<table>
<tr><td>a</td><td>No of daily operating branches</td><td></td></tr>
<tr><td>b</td><td>No of branches operating weekly thrice</td><td></td></tr>
<tr><td>c</td><td>No of branches operating weekly twice</td><td></td></tr>
<tr><td></td><td>Total</td><td>635 branches+12 Regional offices</td></tr>
</table></td></tr>
<tr><td>14</td><td>Any other details on the performance of the Agency</td><td></td></tr>
<tr><td>15</td><td>List of documents submitted</td><td></td></tr>
</table>

Declaration

I/We declare that all the above information furnished is correct.

Place:
Date:

Signature
(Authorized Signatory with seal)

KERALA GRAMEENA BANK
HEAD OFFICE: MALAPPURAM

ANNEXURE II
FINANCIAL BID

1. Name of the Tenderer :
2. Address :

Rate to be quoted exclusive of GST

Destination	Up to 250 grams (Rs)	Up to 500 grams (Rs)	501 - 1000 grams	For Every additional 500 grams or part thereof
Letters				
Within Kerala				
In South India				
In North India				
For parcels				
Within Kerala				
In South India				
In North India				

GST is applicable at ….. %

I understand that the L1 vendor will be finalized based on the rate quoted for Letters up to 250 g within Kerala. Other rates are being collected for reference purpose only.

Place:
Date:

Signature
(Authorized Signatory with seal)