

TENDER (E - PROCUREMENT MODE)

FOR

**APPOINTMENT CUSTOM CLEARING & FREIGHT
FORWARDING AGENT**



॥ सा विद्या या विमुक्तये ॥
ಭಾ.ತಂ.ಸಂ. ಧಾರವಾಡ
ಫಾ. ಪ್ರೌ. ಸಂ. ಧಾರವಾಡ
IIT DHARWAD

Tender No.: IITDH/MMD/CHA/2026-27/01

Tender date: 27th April 2026

Last Date of submission: 19th May 2026

Material Management Division (MMD),
Indian Institute of Technology Dharwad (IIT Dharwad) at
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INDIAN INSTITUTE OF TECHNOLOGY DHARWAD

TENDER - NOTICE

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Name of the work: "E-Tender for Appointment of Custom Clearing Agent & Freight Forwarding Agent."

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SECTION 1: INVITATION FOR BIDS

IIT Dharwad, an Institution of Eminence (IoE), is engaged in extensive academic, research, and sponsored project activities. The Institute executes several specialized research projects funded by various national agencies, Ministries, and Government Departments.

A substantial volume of imports related to these sponsored research projects, as well as other institutional imports, including those under the IoE scheme, are managed by IIT Dharwad. The Institute proposes to appoint experienced Customs House Agents (CHAs) for clearance of its air/sea consignments at any airport/seaport in India (mainly Chennai and Mumbai Seaport and Bengaluru and Mumbai airport).

The Indian Institute of Technology Dharwad (IITDH or the Institute), an Institute of National Importance, invites online tenders on behalf of the Director IITDH under a Two-Bid System for the appointment of a Custom Clearing Agent & freight Forwarding Agent for the consolidation of import and export consignments, international freight forwarding, Customs clearance, Insurance, and Transportation up to IIT Dharwad

The scope includes handling shipments from and to destinations worldwide through Air Freight, Sea Freight, Cargo, Courier, and Foreign Post Office, including consolidated shipments.

The contract shall be awarded for a period of one year, extendable as per the terms and conditions stipulated in the relevant clause of the bid document. The appointment shall be on a cost/rate basis for handling import/export consignments through air freight, air parcel post, courier, and sea shipment under consolidation. The applicable INCOTERMS shall include EXW, FOB, FCA, CIF, CIP, C&F, or other mutually agreed international trade terms.

Mandatory Qualification: Possession of a valid Customs House Agent (CHA) Licence and Consolidation Licence in the bidder's own name is a mandatory requirement. The particulars of our likely imports during the next year are given for your information & guidance only.

Imports:

1. Annual likely imports in terms of value would be around ₹ 15-20 crores. However, no commitment can be given.
2. In terms of quantity of cargo, the consignments would be about 30-40 approximately in a year out of which 95% are air consignments and balance sea consignments.
3. No specific value of each consignment can be given but it may be between Rupees One Lakh to Rupees Ten Crores and above.
4. No specific weight of each consignment can be given, but may range between 1 kg and the largest be about a ton or more.
5. Our import is on the basis of an Open General License (OGL). As per Govt. of India Notification No. 51/96 Custom dtd. 23rd July 1996, IIT DHARWAD is exempted from Custom duty and IGST(substituted under Notification No. 43/2017 dated 30th June 2017) for all research equipment.

Exports & Re-exports :

The Institute has to re-export the defective/wrongly dispatched items for repair and return to the foreign suppliers.

The rates for this tender are to be submitted as per enclosed Section 5, whereas the terms and conditions governing the tender will be as per Section 4. All the bidders are specifically required to confirm the acceptance of these terms and conditions without which offers cannot be considered. You are requested to submit your detailed quotation on the basis of the particulars furnished above for imports and exports.

The Institute reserves the right to accept or reject any or all offers without assigning any reason thereof.

SECTION 2: TENDER DOCUMENT & EMD

Tender Documents may be downloaded from Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app> or the IIT Dharwad website <https://www.iitdh.ac.in/>

Bidders can access tender documents on the CPP Portal. They are required to select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website <https://eprocure.gov.in/eprocure/app> as per the schedule given in this tender document. Aspiring Bidders who have not enrolled/registered in e-procurement should enroll/register before participating through the website <https://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost.

Bidders are advised to go through instructions provided at "Instructions for online Bid Submission". Bidders are requested to follow the instructions carefully as per the tender document and the instructions given on the above-said website.

No bid will be accepted manually. All bids (both Technical and Financial) should be submitted on the E-procurement portal on <https://eprocure.gov.in/eprocure/app> on or before the last date as specified in the critical date sheet. Further, all communications should be addressed to The Registrar, Indian Institute of Technology Dharwad, Chikkamalligawad, Dharwad -580011, Karnataka.

No physical documents would be entertained. Prospective bidders have to submit the digital copies of the sought documents through the CPP Portal only. In exceptional circumstances, IIT Dharwad may seek digital copies through authorized email, giving a stipulated time period.

The Institute shall not be responsible for any delay in submission of online Bids. The Institute reserves the right to accept or reject any bid, cancel the tender without assigning any reason thereof. The Institute's decision in this regard shall be treated as final. No correspondence in this regard will be entertained.

The interested bidder shall furnish a Bid Security Declaration in lieu of EMD. Bid without Bid Security shall be summarily rejected. However, start-ups and Micro & Small Enterprises (MSE as on date of publishing tender) are exempted from paying EMD. Start-ups must be recognized as Startups by the Department for Promotion of Industry and Internal Trade (DPIIT).

The Financial Bids of only those bidders who qualify in the technical bid shall be opened after evaluation by a Committee constituted for the purpose. No bidder will be allowed to withdraw their bids after the opening of technical bids. If any bidder intends to withdraw after the opening of technical bids, the bidder shall be debarred from participating in any tender of IIT Dharwad for 2 (two) years and the EMD will be forfeited.

The Institute reserves the right to reject any or all the bids submitted by the bidders at any time or relax/withdraw/add any of the terms and conditions contained in the Tender Documents without assigning any reason thereof.

Any subsequent Updates, Addendums, Corrigendum etc., if any, will be published only on the website <https://eprocure.gov.in/eprocure/app> and www.iitdh.ac.in. All bidders are required to regularly check the websites for any update(s).

SECTION 3: CRITICAL DATE SHEET

Tender No.	IITDH/MMD/CHA/2026-27/01
Tender Date	27.04.2026
Item Description	Appointment of Custom Clearing & Freight Forwarding Agent
Tender Type	Open (Advt.)
Number of Covers	Online bids in two Bid System are invited for appointment of Custom Clearing Agent and Freight Forwarding Agent for consolidation of consignments of imports/exports, shipments from all over the world through Air, Sea, Cargo, Foreign Post Office, Courier, and Custom Clearance and transportation up to IIT Dharwad.
Pre-bid Meeting Date & Time	04.05.2026 at 11:00 am
Pre-Bid Meeting Place	Materials Management Division, Indian Institute of Technology, Chikkamalligawad Village, Dharwad, Karnataka, Bharat
Last date & time of submission of Tender :	19.05.2026 at 05:30 pm
Place of Submission	Materials Management Division, Indian Institute of Technology, Chikkamalligawad Village, Dharwad, Karnataka, Bharat
Opening Date & Time of tender	22.05.2026 at 11:00 am
Place of Opening Tender	Materials Management Division, Indian Institute of Technology, Chikkamalligawad Village, Dharwad, Karnataka, Bharat
Earnest Money Deposit	EMD Amount-Nil However, as per GOI guidelines (OM No. F.9/4/2020-PPD, dated 12.11.2020) bidders are required to submit 'Bid Security Undertaking' in lieu of EMD (Annexure-A9)
Any Clarification	Name : Assistant Registrar (MM) Dept : Materials Management Division ,IIT Dharwad Email:armm@iitdh.ac.in Contact No. : 0836-2309572
Signing Authority	Assistant Registrar (MMD)

SECTION 4: ELIGIBILITY CRITERIA FOR BIDDING

The agency should provide the following documents, failing which their applications shall be summarily rejected:

1. The bidder should have Certificate of Registration of firm for a minimum period of 15 years. **Copy of Certificate of Incorporation/Registration Certificate of the firm** must be enclosed in the technical bid.
2. The bidder should have VALID **Consolidation and Custom House Agent(CHA) License** in their own name(single name). Copy of valid CHA license duly attested by the Custom Officer/ Public Notary must be enclosed in the technical bid.
3. Copy of the **PAN CARD** of the firm must be enclosed in the technical bid.
4. **GST Registration Certificate** of the firm must be enclosed in the technical bid.
5. The bidder should be a member of the **International Air Transport Association(IATA)** and the **International Federation of Freight Forwarders Associations(FIATA)**. Copy of current membership's certificates must be enclosed in the technical bid.
6. The bidder must not be blacklisted/ suspended by any public procurement entity like Central/State govt. depts./ PSUs/ autonomous bodies. There should not be any service related disputes or legal cases pending with any organisation/ govt. depts./ banks in India or abroad. The undertaking must be enclosed in the technical bid as per format - **Annexure A2**.
7. The Bidder should accept Tender Terms & Conditions. Undertaking must be enclosed in the technical bid as per format - **Annexure A3**.
8. Self-declaration towards providing **local support service** at IIT DHARWAD to collect documents shall be enclosed in the technical bid as per format-**Annexure A4**.
9. The bidder should have a minimum Annual Turnover of 5 crores during last three financial years i.e. F. Y. 2022-23, F.Y. 2023-24 & F. Y. 2024-25. Details as per **Annexure A5** must be enclosed in the technical bid.
10. The bidder should have filed **ITR** for the last three years i.e. F. Y. 2022-23, F.Y. 2023-24 & F. Y. 2024-25. Details as per **Annexure A5** (Copy of Audited Accounts to be submitted in the technical bid).
11. Bidder's Information must be duly filled and submitted in the technical bid as per format-**Annexure A6**.
12. Experience: The bidder must have experience in its own name in the field of customs clearance, freight forwarding and consolidation related to handling advance scientific equipment, Hi-Technology instruments, consumables like reagents, highly perishable goods, dangerous and radioactive goods, etc. with at least two educational institutes like IITs, ICMR, CSIR, TIFR and Universities etc. The bidder should have experience in clearing consignments under Notification No.51/96-Customs and its subsequent amendments for a period of total five years during last ten years. A certificate indicating successful completion of the contract should be submitted as per the enclosed format-**Annexure A7**.

SECTION 5: SCOPE OF WORK

The scope of the Consolidation-cum-clearance contract shall include the Following jobs.

A. CUSTOMS CLEARANCE OF IMPORTED CONSIGNMENTS FROM AIRPORT AUTHORITY OF INDIA (AAI) / INLAND CONTAINER DEPOT (ICD) / FOREIGN POST & COURIER FROM BANGALORE/MUMBAI AND ANY OTHER INDIAN AIRPORT/SEAPORT

- i. The clearance of precious and delicate equipment, instruments, and other special type of materials, including perishable chemicals, live animals etc.
- ii. Receipt of documents relating to customs from IIT Dharwad and ensuring the following.
 - a. Custom clearance of the consignment including all the stages of customs clearance.
 - b. Obtaining non-delivery certificate/short landing certificate/damage certificate in case of materials being short delivered by Airport Authority of India (AAI), or airlines and lodging of claims with them immediately on behalf of IIT Dharwad.
 - c. Arranging insurance survey at airport/AAI in case of damages to the consignment and obtaining the damage certificate. Arranging insurance of the consignments which should be valid seven days beyond its delivery at IIT Dharwad.
 - d. Immediate Dispatch / delivery of consignment to IIT Dharwad after custom clearance.
 - e. To identify the consignments of negative/banned listed & 100% Custom Duty Free items from day-to-day purchase orders issued by the Institute and advice the Institute accordingly.
- iii. Any other job in connection with the clearance of goods from Customs.
- iv. Clearance and intimation of Post Parcels from Customs/Foreign Post office, Bangalore/Mumbai & delivery to IIT Dharwad.
- v. Clearance of consignments from Bangalore/Mumbai and dispatch to Central Stores and distribution to individual indenter, IIT Dharwad.
- vi. Clearance of sea shipment from any port of the India and delivery of consignment at IIT Dharwad after custom clearance.
- vii. Follow-up of cases of recovery of any excess duty paid to customs.
- viii. To provide the damage certificate to the Institute for insurance claim, in case of damaged consignment.
- ix. Clearance of consignment arrived through courier/cargo mode.

B. CONSOLIDATION OF THE CONSIGNMENTS BEING IMPORTED FROM ACROSS THE WORLD:

- i. To ensure complete monitoring and supervision of the movement of items/documents from the date of order/letter of credit and regular feedback to IIT

Dharwad on the progress of order. In case the Pre- Alert/Advance Shipping Document is not received before landing of the consignment, the delay in clearance will be on the part of Agent and the respective amount of demurrage shall be recovered from the bill. IIT Dharwad shall not be liable to pay any amount on account of demurrage/penalty charges, if intimation & documents received in advance by the Agent/contractor.

ii. To provide timely information (pre-alert) regarding dispatches and other relevant information to IIT Dharwad.

iii. To facilitate specialized packing for all kinds of materials as per the International Air Traffic Association (IATA) specifications and international packing standards.

iv. Clearance & transportation of special projects materials voluminous and heavy packages, dangerous and hazardous materials including Radioactive Materials, Live Animals on priority basis.

v. To communicate promptly through telephone, tele-fax and e-mail etc., to ensure quick clearance.

vi. Any other services needed regarding consolidation from time to time.

vii. If, any nearby International Airport agent's associates happen to be not available, consolidation agent will be responsible for making arrangements for smooth shipment (for EX- WORK/FOB/FCA) from any country to Indian Airport/Seaport, and for that, agent shall not be entitled to claim any extra charges.

C. EXPORTS TO VARIOUS COUNTRIES: -

i. Export of certain items for repairs and re-import them after their repairs.

ii. Export of equipment for replacement, completion of their paperwork, and re-import them subsequently.

iii. All procedural formalities with customs will be required to be done by the agent. The Agent shall prioritize the paperwork for export documents related to repair or replacement materials. ***However, there would be no guarantee ever of any definite volume of work which could be entrusted to the successful bidder.***

SECTION 6 – TERMS AND CONDITIONS

1. NATURE OF WORK

- a. Handling and clearing imports of all cargoes and articles of all kinds, including components, consumables, scientific instruments, equipment, spares, chemicals, hazardous & dangerous cargo etc., and any other cargo which may be imported by IITDH from time to time.
- b. The documents required for clearance of the consignments shall be collected by your representative within 24 hours of the telephonic intimation from our Office at IIT, Dharwad.
- c. The successful bidder shall render all assistance to "IITDH" in filing claims towards consignments short-shipped or damaged, during transit, or misplacement and non-traceable cargo at Airlines Godown/Port Trust Godown.
- d. The successful bidder shall render all services as and when necessary and as directed by IITDH, and they shall also perform all such auxiliary and incidental services and operations as may be necessary in the course of performing the Contract and as indicated by IITDH.

2. VOLUME OF WORK:

IITDH will not provide any guarantee with respect to the volume of work which will be entrusted to the successful bidder at anytime or throughout the period of the Contract.

3. DUTIES AND RESPONSIBILITIES OF CLEARING AGENT:

- a. Instructions for clearance will be issued by IITDH giving particulars of the cargoes to be cleared, name of the steamer/ AWB details, Customs Call notice and place of delivery or dispatch details along with all the relevant dispatch documents.
- b. On receipt of the instructions and subject to availability of all dispatch documents as required by Port, Carriers and Customs and filling of manifest by Carriers/their agents, CHA will prepare the Bill of Entry and all the necessary papers and file the same with Customs and Port Trust/Airport authorities for expeditious clearance of the consignment. If the particulars relating to the cargo furnished in the instructions are not sufficient CHA will take steps that are necessary for obtaining the required particulars from the authorities or bodies concerned. In the event of non-availability of any document or any document being inadequate, CHA will execute, at the cost of IITDH, the necessary Indemnity bond or guarantee or other documents as may be necessary for immediate clearance and obtain delivery of the cargoes in the shortest possible time.
- c. **Inspection of packages and insurance survey:** It is incumbent on the Clearing House and Forwarding Agent to carefully examine all the packages marked for customs examination of each consignment with the respective invoices and measurement/packaging list etc. If, at the time of physical examination of the consignment, any damage or loss of goods is noticed, the same shall be immediately brought to the notice of IITDH and also arrange an Insurance Surveyor for surveying the consignment. Custom House Clearing and Forwarding Agent will pay fee of the Surveyor and bear expenses for carrying on the survey and the expenditure will be reimbursed to Custom House Clearing and Forwarding Agent on submission of valid receipts. The agent should ensure the packing of material in good condition before accepting the material from the supplier to avoid damages.
- d. CHA shall be fully responsible for the finalisation of the Bills of Entry from the time they are filed with the Customs, **Bills of Entry assessed provisionally should be finalised within 24 hours from the date** of clearance and any hold up for want of documents etc.

for such finalisation should be promptly brought to the notice of IITDH without any loss of time.

- e. **Late filing of Bill of Entry:** IITDH will not be responsible for penalty levied by the custom (as per Custom Notification) for late filing of Bill of Entry. **CHA will be responsible for late filing Bill of Entry.** If penalty is charged on consignment then it will not be paid by IIT DHARWAD. An undertaking should be submitted to the effect that the CHA will not charge **PENALTY** to IIT DHARWAD. (**Annexure A1**).
- f. **Liaison with IITDH:** CHA shall maintain close day-to-day liaison with IITDH with regard to the processing of the Bill of Entry, CHA shall get done any amendments required for Marks and Numbers on Bill of Entry. Regarding finalisation, any difficulty experienced by CHA or any queries raised by Customs requiring clarifications by IITDH, should be immediately brought to the notice of IITDH. Where Customs issue instructions for draw of samples before assessment for further test and analysis or requirements of catalogue/literature, write-up or any other data, the same should be done within 3 days keeping IITDH informed of the action and subsequent progress.
- g. **Short landing of cargo:** Whenever any short landing of cargo is noticed, CHA shall be required to file "Not found" notice with the Port authorities and apply within the stipulated period obtain and lodge claims on Steamer/Airline agents with necessary documents within the prescribed time. If landing charges/Customs duty in respect of short landed packages/bundles/cargoes has already been paid, CHA shall automatically apply for refund of proportionate/whole landing charges and/or Customs duty and the matter will be perused by CHA, till the claim is finally settled. CHA will have to make good to IITDH any loss incurred due to negligence or failure on their part to take any of the above actions.
- h. **Loss/ Damage/ Misplacement of Shipments:** It is incumbent on CHA to examine carefully all packages of each consignment landed from Steamer/Aircraft with the respective Invoices and measurement /Packing list and whenever, during landing/unloading or clearance or at the time of delivery, any damages or loss of goods are noticed, then CHA shall inform IITDH and promptly apply for insurance. **CHA is also required to arrange insurance cover for the consignments. CHA should quote accordingly in the commercial bid. Insurance should also cover CIF shipment (from Domestic Airport to IIT DHARWAD). It is mandatory to submit Insurance policy along with the bills for processing payment.** CHA will be responsible to arrange proper Survey Reports correlating correct documents/items to the relevant cases and ensure that the damaged packages are properly repacked in the presence of IITDH representative before dispatch to final destination. CHA will not dispatch, without repacking, any packages/consignments unless otherwise authorized by IITDH in writing. **IITDH representative whenever necessary will associated with the Survey.** Where cargoes have landed from Steamer/Aircraft, but are subsequently not traceable/missing in the godowns, CHA shall be required to file "Not found" Notice with the Port authorities within the statutory period. The Steamer/Airline should also be notified simultaneously. When CHA are unable to locate such "Not found" cargoes within a week, CHA shall employ with IITDH's consent and cost, specialized firms for locating such cargoes in the godown. If the cargoes are found later with damages/losses/discrepancies, Airline surveys and arrange for repacking as enumerated in relevant clause. If the cargoes are not found **within three months**, CHA shall automatically apply for refund of proportionate/whole landing charges and/or Customs duty, if already paid, and the matter will be perused by CHA till the claim is finally settled. Where the consignment is insured by IITDH apart from survey enumerated above, Insurance Survey with IITDH coordination, would also be arranged by the bidder. CHA will be responsible for all losses or damages to cargoes, direct or consequential for

negligence or failure to exercise due care in the matter of dispatch/delivery of the cargo, CHA shall be held responsible in case delivery/dispatch is effected wrongly, i.e. contrary to IITDH instructions and for all losses or damages to the cargo or infructuous expenditure, direct or consequential, as a result thereof.

- i. **Delivery at IITDH:** After obtaining delivery, CHA will either move the cargoes to CHA's godown or deliver the same to IITDH Materials Management Division at Dharwad through appropriate Transport Carrier and obtain receipt for having safely delivered.

Where consignments are bulky and heavy, CHA will inform IITDH and the Transport Carrier specified by IITDH, the probable date of delivery at least a day or two in advance, so that the cargo could be cleared and dispatched directly from the Dock/Airport unless otherwise advised by IITDH in writing to be moved to CHA's godown.

Unloading and distribution of consignment(s) at the Institute will be the Agent responsibility and unloading should be made in the presence and supervision of the Institute staff. Only Insurance approved transporters i.e. the transporters should have documentations as per the approved norms of insurance company, be engaged in order to avoid any problem on occurrence of any untoward incidence.

- j. All documents pertaining to the import consignments such as AWB/Bill of Lading, Customs Attested Invoice, Bill of Entry copies etc. should be submitted by CHA to IITDH within fifteen days from the date of effecting clearance.
- k. **Follow-Up of Shipments:** Copy of the order placed by IITDH on foreign supplier will be forwarded to CHA. It is the sole responsibility of the CHA to follow up the matter with its foreign associates and foreign supplier to ship the goods within delivery schedule.

4. CUSTOMS DUTY & REFUND CLAIM:

- a. As per Govt. of India Notification No. 51/96 Custom dtd. 23rd July 1996, IIT Dharwad is exempted from Custom duty and IGST(substituted under Notification No. 43/2017 dtd. 30th June 2017) for all research equipment. IIT Dharwad shall provide all documents necessary as per this notification. In the cases, where such documents are not available CHA shall try their best to clear the consignment against Indemnity Bond to be provided by us. In cases where Customs are not accepting the bond, IITDH shall pay the Customs duty "under protest". In such case, IITDH shall apply for refund & CHA will have to assist us & peruse our claim with the concerned authorities at the Office of Collector of Customs/Appellate Tribunal of Customs.
- b. CHA shall make every effort to clear consignments within the free period without payment of warehouse/demurrage charges. However, in case of payment warehouse/demurrage charges, justification for the same (including date wise action taken by CHA) with explanatory data shall be given by CHA.
- c. CHA shall have to clear the consignments within 24 hrs as per government norms (Airport Authority of India/Customs/ or Port Trust etc.). In case of any delay beyond CHA's control, CHA shall have to give detailed justifications as to why consignments could not be cleared in time for our consideration.
- d. In case of short landed and untraceable packages/cargoes, CHA shall automatically apply for refund of all charges, including Customs duty.
- e. In case of freight charges, IITDH will arrange to register refund claims with Steamer/Airline agents where excess freight has been charged on account of excess declaration of weight/measurement or for any other reason such as wrong declaration of class of goods, status of freight etc.

- f. In case of port charges, where amounts have been paid by CHA in excess of what is actually due, IITDH will have the right to admit and reimburse only such amounts which are actually due and restrict the bill amounts accordingly. The responsibility to claim refund of such amounts, i.e., amounts paid in excess of actual dues and not admitted by IITDH, from the concerned authorities shall rest entirely with CHA.

5. SUBMISSION OF BILLS FOR PAYMENT

- a. The rates for payment to CHA for services rendered will be paid as per Schedule of Rates under **Annexure A 1**.
- b. Bills for the other work done will be submitted by CHA to IITDH as per the terms of agreement with documentary proof.
- c. In respect of all CHA's bills, payment will be made within one month of receipt, provided that bills are in order and complete in all respects.

6. EARNEST MONEY DEPOSIT (EMD) & SECURITY DEPOSIT:

- a. The Service Provider shall submit a Bid Security Declaration in the prescribed form along with the bid, failing which the bid shall be rejected, with exemptions applicable to eligible MSEs/Start-ups as per Government of India rules. If it's not found in the Technical Bid, the submitted bid will be rejected.
- b. The successful bidder shall submit a Security Deposit of ₹1,00,000 in the form of BG/DD/FDR with IIT Dharwad within 15 days of acceptance of Work Order. The Security Deposit shall be retained with IIT Dharwad till the expiry/ termination of rate contract without interest plus two months. The Security Deposit will be returned after satisfactory performance of the work and on completion of all obligations by CHA under the Contract terms.
- c. No interest shall be payable by IIT Dharwad to the bidder on the Security Deposit.

7. MAINTENANCE OF RECORDS, SUBMISSION OF STATEMENTS ETC.

- a. CHA shall maintain the record of consignments handled by them and any other record according to the instructions of IITDH from time to time.
- b. A register giving full particulars of consignments entrusted to CHA for import clearance, cleared and dispatched/delivered shall be maintained and made readily available to IITDH.
- c. CHA will have to furnish to IITDH **Quarterly Progress Report** giving details such as (i) Our Purchase Order No. (ii) Brief description of item and quantity (iii) Airway Bill No. and (iv) Date when documents are handed over to CHA and date of landing in Mumbai/Bengaluru or any other airport/port (v) Date of clearance and delivery to IITDH (vi) Remarks; in case of inordinate delay in clearing the consignment, the reason for the same.

8. MODE OF PAYMENT:

- a. GST will be as applicable.
- b. CHA will have to pay all inspection, landing, handling, carting, postal charges, warehouse rent/demurrage charges, freight charges etc. and all other allied Port Trust/Airport charges to the concerned authorities.
- c. CHA will then claim the amounts, so paid, in their bills duly supported by the receipts issued by the authorities concerned.
- d. Necessary payment receipt should be promptly submitted by CHA in settlement of advances. The

warehouse/demurrage charges will however be reimbursed by IITDH provided there is no fault of Clearing Agent & provided he has taken all measures to see that items are cleared within the free time allowed by Air India/Airport Authority of India/Port authority of India.

- e. The Clearing Agent will pay Customs duty upto ₹2,00,000/- per consignment. If the customs duty exceeds beyond this limit, IITDH will arrange for the payment through ICEGATE to Customs.

9. GENERAL:

- a. CHA will have to arrange complete clearance and dispatch of cargoes for imports for which instructions/documents have been issued to CHA upto and including **last date of contract** including finalisation of all Customs and Port formalities relating to Vessels/Aircraft arrived or landed or sailed on **last date of contract**. You will be paid upto the point of completion of all outstanding/assigned work in terms of the Contract.
- b. The CHA shall be fully conversant with the relevant provisions of the carriage of goods by Sea-Air Act, the Port Trust/Airport Authorities Act, the Customs Act and other Acts/Rules/Procedures etc. and all amendments thereto as are obtained and in force at the time of effecting clearance and take such steps as are necessary and perform all the duties which they are bound to do under the above Acts to ensure that the interests of IITB are fully protected in the clearance of cargoes entrusted to them.
- c. In the case of strikes/riots/fire/civil commotions etc. in and around Mumbai/Chennai Sea Port/Airport causing disputes/stoppage of work, CHA will endeavour to clear all the consignments immediately when such cause is over within the free period permitted by the concerned authorities. In exceptional cases, it will be matter for submission by CHA which will be considered on merits.
- d. For the purpose of operation of this Contract, only the holidays as observed by Port Trust/Airport and Customs authorities shall be recognised as closed holidays of you and all other holidays declared by CHA on their own shall not be recognised.
- e. The Director, IITDH, reserves the right to accept or reject any offer without assigning any reasons thereof. The jurisdiction of disputes if any at any stage will be the competent courts in Dharwad only.

10. PENALTY CLAUSE: IIT Dharwad reserves the right to deduct a penalty for Rs.500 per day for delay in consolidation and Airfreight of IIT Dharwad shipments and their delivery to Central Stores, IIT Dharwad. The period of delay will be calculated after 20 days from the date of intimation from the supplier about the readiness of Equipment/Consumables for shipment. This will also be applicable for delays in the shifting of material from airport/port to IIT Dharwad.

11. TERMINATION:

- a. The contract may be terminated by either party to the contract by giving one months' prior notice to the other party without assigning any reason.
- b. The Institute may at its discretion, terminate the contract by giving prior notice as is deemed appropriate in case of the service being found unsatisfactorily or any term of the contract being breached and which in its opinion may be harmful to its interests as also to the spirit of the contract.
- c. The contract may be terminated by the Institute in terms of the stipulations provided elsewhere in the contract.
- d. It is made clear that if any information/certificate furnished by the bidder is subsequently, after or before award of the contract, is found to be untrue or false, the award of the contract may be terminated by the institute at its discretion forthwith and the bidder/contractor shall have no claim, whatsoever, in this regard and the EMD or

the Performance Bank Guarantee, as the case may be, would be liable for forfeiture, wholly or in part, at the discretion of the Institute.

e.

12. FORCE MAJEURE:

- a. In the event of either party being rendered unable by force majeure to perform any obligation required to be performed by them under this agreement the relative obligation of the affected party by such force majeure shall be suspended for the period during which such cause lasts. The term "force majeure" as employed herein shall mean, acts of god, war, revolt, riot, fire, flood and acts and regulation of the Government of India or any of its authorized agencies.
- b. Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing within 7 (seven) days of the alleged beginning and ending thereof giving full particulars and satisfactory proof.
- c. The time for performance of relative obligations suspended by the force majeure may be extended by the period for which the cause lasts or condoned by the Institute without any penalty.
- d. If the work is suspended by force majeure conditions lasting for more than 1 (one) month, the Institute shall have the option of cancelling the Contract in whole or in part thereof at its own discretion. Any situation of force majeure shall not be payable by the Institute under any circumstances.

13. JURISDICTION

- a. The laws of India shall govern this tender.
- b. In the event of any dispute over this appointment, the decision of IIT Dharwad shall be final and binding.
- c. This tender is subject to the exclusive jurisdiction of the Courts at Dharwad.

SECTION 7: EVALUATION OF BIDS

- a. The technical bids of all bidders shall be evaluated based on the eligibility criteria.
- b. The financial offer of technically qualified bidders will be opened.
- c. Financial bids shall be evaluated based on the rates quoted under Air Consignment and Sea Consignment categories. For each category, the lowest quoted rate shall be taken as the base and comparative scores shall be calculated using the formula (Lowest Rate / Bidder Rate). The bidder obtaining the highest total score shall be considered the Lowest Evaluated Bidder (L1).

Criteria for Calculation of L1

Sr. No.	Category		Maximum Marks	Criteria for calculating marks
1	Clearance charges (Air Consignment)	Upto 10 kg	10	For sea and Air Consignment: Marks = (Lowest rate/Bidder's rate) For Insurance charges, Marks=(Lowest percentage/Bidder's percentage)
2		11 to 50 Kg	10	
3		51 to 100 Kg	10	
4		101 to 250 Kg	10	
5		251 to 500 Kg	5	
6		Above 500 Kg (Per kg rate)	5	
7	Clearance charges (Sea Consignment)	Up to 2 MT vehicle carrying capacity	10	
8		Up to 7 MT vehicle carrying capacity	10	
9		Up to 9 MT vehicle carrying capacity	10	
10		20 FT vehicle carrying capacity (returnable basis)	10	
11		40 FT vehicle carrying capacity (returnable basis)	10	
12	Insurance charges in % of Purchase Order Value/Export Invoice Value			
Maximum Total Marks			100	

2. AWARD OF CONTRACT AND APPOINTMENT:

- a. The L1 bidder will be appointed for three years subject to the below conditions. Initially, the Contract will be awarded to L1 bidder for a period of two years at the quoted rates. All the rates quoted should be valid for two years and revised commercial bids will be taken for the third year from the appointed bidder.
- b. Contract will be awarded to only those agents providing both the services i.e. Freight forwarding and custom clearing.
- c. The appointed agent shall abide by all the Terms & Conditions of the Tender Document.
- d. At actual rates will not be allowed for the rates requested in the Commercial bid. If the agent quotes at actual rates then such bid will be disqualified.
- e. Bidders are requested to quote all-inclusive charges in the Commercial Bid. No other charges should be quoted separately. No other charges will be paid extra.
- f. The Performance of the appointed agent will be reviewed annually/ half yearly during contract period and IITDH reserves right to include new agents (CHA) or remove appointed agents from contract based on performance, if necessary.
- g. IITDH reserves the right to terminate the contract at any time by giving 3 months' prior notice.

SECTION 8: INSTRUCTIONS TO BIDDER

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender publishing on the CPP Portal.
2. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
3. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents, including the names and content of each of the documents that need to be submitted. Any deviations from these may lead to rejection of the bid.
4. The tenders will be received online through portal <http://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in .pdf/Excel format. All quotations (**both Technical and Financial should be submitted in the E- procurement portal**).
5. Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <http://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link "Information about DSC".

Instructions for Preparation & Submission of bids:

1. Technical Bids should be submitted in PDF format & Financial Bids should be submitted in Excel format.
2. **In case of Financial bids**, a standard BOQ format has been provided in Excel format. Bidders are required to download the BOQ Excel file and fill their financial offer on the same BOQ format. After filling the same, submit it online in Excel format, without changing the financial template format.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid documents may be scanned with 100 dpi with black and white option.
4. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
5. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
6. Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any

delay due to other issues.

7. Initially, the technical bids will be opened first and would be evaluated as per the laid down methodology. Thereafter, the financial bids of only those firms will be opened, who have qualified in the evaluation of their technical bids.
8. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
9. The technical and financial bids should be submitted online through portal <http://eprocare.gov.in/eprocare/app> in original.
10. Each bid should be marked with the tender reference on the top of bids submitted online.
11. The rates should be quoted in figures (typed or printed) and cutting should be avoided. The final amount should be in figures as well as in words. If there are cuttings, they should be duly initialed, failing which the bids are liable to be rejected.

ANNEXURE A1 – COMMERCIAL BID

I. CUSTOM CLEARANCE CHARGES

A. Air Consignment (For import- CIP Shipments)

(Including Agency Charges, Transportation Charges, Packing & Repacking, Loading at port & Unloading at IIT Dharwad site/lab/location, Crane/Forklift Charges, labor charges, handling fee, Terminal Charges, Airline/Forwarders DO and all other charges. Goods & Service Tax (GST) & any other government taxes enforced by the Government will be paid at actuals.

Sr. No.	Weight Slabs	Value in INR
1	Upto 10 kg	
2	11 to 50 Kg	
3	51 to 100 Kg	
4	101 to 250 Kg	
5	251 to 500 Kg	
6	Above 500 Kg (Per kg rate)	

B. Sea Consignment

(Including Agency Charges, Transportation Charges, Packing & Repacking, Loading at port & Unloading at IIT DHARWAD site/lab/location, Crane/Forklift Charges, labor charges, handling fee, Terminal Charges, Shipping line DO, CFS charges and all other charges. Goods & Service Tax (GST) & any other government taxes enforced by the Government will be paid at actuals.

Sr. No.	Description of charges	Value In INR
	From Mumbai Port/Nhava Sheva/Chennai	
1	Up to 2 MT vehicle carrying capacity	
2	Up to 7 MT vehicle carrying capacity	
3	Up to 9 MT vehicle carrying capacity	
4	20 FT vehicle carrying capacity (returnable basis)	
5	40 FT vehicle carrying capacity (returnable basis)	

II. INSURANCE CHARGES

Sr. No.	Description	%
1	Insurance charges in % of Purchase Order Value/Export Invoice Value	

Note:

- Rates quoted are for CIP/CIF shipments and exclusive of applicable GST.
- Bidders may quote rates for Sr. No. 1A and 1B which will be considered for calculation of L-1.
- In case of any shipment on EXW/FCA/FOB basis and Over Dimensional cargo/ Dangerous goods/ Perishable/ Back-to-Back cargo, prior approval shall be taken for pick-up charges which will be

payable on actual basis.

- d. Insurance survey, if required, shall be arranged and charges for the same shall be reimbursed at actual as per surveyor bill.
- e. Any deviation in the Commercial Bid will not be accepted.
- f. For Exports, rates quoted for Air Freight Charges will be considered.
- g. The bidders should invariably upload Annexure A1 as a part of the Financial Bid Document

**ANNEXURE A 2: FORMAT OF BANK GURANTEE FOR SECURITY DEPOSIT
(For an amount of ₹1,00,000/- (Rupees One lakh only) (ON NON-JUDICIAL PAPER OF
APPROPRIATE VALUE)**

To,
The Registrar IIT
Dharwad,
Chikkamalligawad
Karnataka 580011

Name of Work : **"Appointment of Custom Clearing & Freight Forwarding Agent"**

Dear Sirs,

M/s have taken tender for the work of
.....

The tender conditions of contract provide that the Agency shall pay a sum of ₹
(Rupees.....) as initial/full security Deposit in the form there
in mentioned. The form of payment of security deposit
includes guarantee executed by Nationalized Schedule 'A' Bank, undertaking full responsibility to
indemnify IIT Dharwad in case of default.

The saidhas approached us and at their request and in consideration of the
premises we having our office at have agreed to give such guarantee as hereinafter
mentioned.

1. We hereby undertake and agree with you that if default shall be made by M/s in performing any of the terms and condition of the tender or in payment of any money payable to IIT Dharwad, we shall on demand pay to you in such manner as you direct the said amount of Rupeesonly or such portion thereof not exceeding the said sum as you from time to time require.
2. You will have the full liberty without reference to us and without affecting this guarantee postpone for any time or from time to time the exercise of any of the powers and rights conferred on you under the contract with the said and to enforce or to forebear from endorsing any powers or rights or by reason of time being given to said which under law relating to the sureties would but for provision have the effect of releasing us.
3. Your right to recover the said sum of Rs. (Rupees) from us in manner aforesaid will not be affected or suspended by reason of the fact that any dispute or disputes have been raised by the said M/s and /or that any dispute or disputes are pending before any officer, tribunal or court.
4. The guarantee herein contained shall not be determined or affected by the liquidation or winding up dissolution or changes of constitution or insolvency of the said, but shall in all respects and for all purposes be binding and operative until payment of all money due to you in respect of such liabilities is paid.
5. Our liability under this guarantee is restricted to (₹). Our guarantee shall remain in force untilunless a suit or action to enforce a claim under Guarantee is filled against us within six months from (Which is date of expiry of guarantee) all your rights under the said guarantee shall be forfeited and we shall be relived and discharged from all liabilities thereunder.

6. We have power to issue this guarantee in your favour under Memorandum and Articles of

Association and the undersigned has full power to do under the power of Attorney dated granted to him by the Bank.

Yours faithfully,

_____ Ban
k By its Constituted Attorney Signature of a person duly Authorized to sign on behalf Of the Bank.

ANNEXURE A-3 – DECLARATION REGARDING CLEAN TRACK BY BIDDER
(On Company / firm's Letterhead)

To,
Assistant Registrar
Materials Management Division, 1st
Floor, Admin Building,
I.I.T. Dharwad, 580011.

Date :

Sir,

Re: Tender No.IITDH/MMD/CHA/2026-27/01/ dated 27.04.2026 for "Appointment of Custom Clearing & Freight Forwarding Agents".

I/we carefully gone through the Terms & Conditions contained in the above referred Tender. I/we hereby declare that my company / firm is not currently debarred / black listed or no legal case pending by any Government/Semi Government Organizations / Institutions in India or abroad. I/we further certify that I'm competent officer in my company / firm to make this declaration.

Yours faithfully

(Signature of the Bidder)
Printed Name Designation
Seal

ANNEXURE A-4 : DECLARATION FOR ACCEPTANCE OF TENDER TERMS AND CONDITIONS
(On Company / firm's Letterhead)

To,
Assistant Registrar
Materials Management Division, 1st
Floor, Admin Building,
I.I.T. Dharwad, 580011.

Date :

Sir,

Re: Tender No.IITDH/MMD/CHA/2026-27/01/ dated 27.04.2026 for "Appointment of Custom Clearing & Freight Forwarding Agents".

I/we carefully gone through the Terms & Conditions as mentioned in the above referred Tender document. I /we declare that all the provisions of this Tender are acceptable to my company. I /we further certify that I'm an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)
Printed Name Designation
Seal Date :
Business Address :

ANNEXURE A-5 : DECLARATION FOR PROVIDING LOCAL SUPPORT SERVICE
(On Company / firm's Letterhead)

To,
Assistant Registrar
Materials Management Division, 1st
Floor, Admin Building,
I.I.T. Dharwad, 580011.

Date :

Sir,

Re: Tender No.IITDH/MMD/CHA/2026-27/01/ dated 27.04.2026 for "Appointment of Custom Clearing & Freight Forwarding Agents".

I/we carefully gone through the Terms & Conditions as mentioned in the above referred Tender document. I/we hereby declare that I will provide **Local Support Service** to IIT Dharwad.

Yours faithfully,

(Signature of the Bidder)
Printed Name Designation
Seal Date :
Business Address :

**ANNEXURE A-6 : DECLARATION OF ANNUAL TURNOVER AND
INCOME TAX RETURN**

(On Company / firm's Letterhead)

To,
Assistant Registrar
Materials Management Division, 1st
Floor, Admin Building,
I.I.T. Dharwad, 580011.

Date :

Sir,

Re: Tender No.IITDH/MMD/CHA/2026-27/01/ dated 27.04.2026 for "Appointment of Custom Clearing & Freight Forwarding Agents".

1) I/we hereby declare that, our firm's Annual Turnover as follows, and I/we have also supported an Audited Accounts for your references :

F. Y. 2022 – 23	F. Y. 2023 –24	F. Y. 2024 –25

And,

2) I/we hereby declare that, our firm had filed Income Tax Returns for last years i.e. 2022-23, 2023-24 & 2024-25. Supported by copy of ITR of three years.

Yours faithfully,

(Signature of the Bidder)
Printed Name Designation
Seal Date :
Business Address :

Encl : As above

ANNEXURE A-7 : BIDDER'S INFORMATION

Details of the Bidders :	
1	Name of the Company
2	Address of the Company
3	Local Address of the Company
4	Status of the Company (Public Ltd./ Pvt. Ltd.)
5	Details of the Incorporation of the Company
6	GSTIN No.
7	State of GST Registration
8	Permanent Account No. (PAN)
9	Name & Designation of the Contact person to whom all references shall be made regarding this tender
10	Telephone No. (with STD Code)
11	Email Address of the contact person
12	Fax No. (with STD Code)
13	Website

ANNEXURE A-8 : DECLARATION REGARDING COMPLETION OF CONTRACTS
(On Company / firm's Letterhead)

To,
Assistant Registrar
Materials Management Division, 1st
Floor, Admin Building,
I.I.T. Dharwad, 580011.

Date :

Sir,

Re: Tender No.IITDH/MMD/CHA/2026-27/01/ dated 27.04.2026 for "Appointment of Custom Clearing & Freight Forwarding Agents".

I/we hereby declare that, our firm M/s _____ was completed contract in same services with following institutes/organizations (supported by copy of completion certificates) :

- i)
- ii) iii)

I/We also enclosed these certificates which bear the name and telephone nos. of the authorized signatory.

Yours faithfully,

(Signature of the Bidder)
Printed Name Designation
Seal Date :
Business Address :

Encl : As above

ANNEXURE – A9 - UNDERTAKING/SELF-DECLARATION FOR BID SECURITY

(To be issued by the bidder on company's letterhead in lieu of EMD)

Date :

To,

Assistant Registrar
Materials Management Division, 1st Floor,
Admin Building,
I.I.T. Dharwad, 580011.

We, M/s (name of the firm), with ref. to bid no.
.....dtd

hereby undertake that:

- 1) We accept all the terms and conditions of the bid document.
- 2) We accept that we will not modify our bid during the bid validity period, submit a performance guarantee within the stipulated period, and honor the contract after award of the contract.
- 3) In the event of any modification to our bid by us or failure on our part to honor the contract after final award or failure to submit a performance guarantee, our firm may be debarred from participation in any bid/contract notified by the Indian Institute of Technology, Dharwad for a period as deemed fit by the Competent Authority.

Yours faithfully,

(Signature of the Bidder)

Name

Designation

ANNEXURE A-9: COMPLIANCE SHEET

S.No	Particular	Complied (Yes/NO)	Page No.
1	Copy of Registration Certificate		
2	Bidder shall submit a copy of PAN card under the Income Tax Act		
3	Copy of GST Registration Certificate.		
4	Audited annual turnover/ITR duly certified by Chartered Accountant along with profit and loss account and income and expenditure statement of the firm for the last three consecutive financial years (i.e. 2022-23, 2023-24 & 24-25).		
5	Bidder's techno-commercial offer and all other details as per requirement of tender document.		
6	Earnest Money Deposit or valid EMD exemption certificate		
7	Experience Certificates		
8	Blacklisting declaration		
9	Tender Acceptance letter		
10	Declaration regarding completion of contracts		