

NOTICE INVITING TENDER (NIT)  
FOR EMPANELMENT OF AIRLINES/CARRIERS/GENERAL SALES AGENTS  
(GSAs)  
FOR PROVIDING AIR CONVEYANCE OF INTERNATIONAL MAIL  
OF  
DEPARTMENT OF POSTS

IR & GB DIVISION  
DEPARTMENT OF POSTS  
MINISTRY OF COMMUNICATIONS  
GOVERNMENT OF INDIA

**No. DA-10/2/2026-DA-DOP dated at New Delhi the 18.06.2026**

## Table of Contents

S. No.	Particulars	Page No.
1	Disclaimer	3
2	About Department of Posts & International Mail	4
3	Section I: Notice Inviting Tender	5
4	Section II: General Terms and Conditions	7
5	Section III: Technical Bid	29
6	Section IV: Financial Bid	34
7	Section V: Service Level Agreement	41
8	Section V-A : Service Level Agreement for Hard Block Arrangements	62
9	Section VI : Pre-Contract Integrity Pact	65
10	Annexure- I : Flight Schedule (in format as per Annexure-I)	71
11	Annexure- II: Details of Ground Handling Agents	72
12	Annexure- III : Undertaking	73
13	Annexure- IV: Instructions to bidders	76
14	Annexure – E : Indicative month wise volume	79
15	Annexure – F : Letter of Authorization	84
16	Annexure – G : Undertaking for compliance with/ attain the capacity of delivering EDI messages as per the norms prescribed by UPU	85
17	Annexure – H : Monthly Compliance Report	86
18	Annexure – J : Undertaking regarding having minimum three flights for Schedule “A” Countries	87
19	Annexure-K: Bid Securing Declaration	88
20	BoQ format	89



## DISCLAIMER

The information contained in this Notice Inviting Tender hereinafter referred as 'NIT' document or subsequently provided to the bidders, whether verbally or in documentary or any other form by or on behalf of Department of Posts herein after referred as 'DoP' is provided to bidders on the terms and conditions set out in this NIT document and such other terms and conditions subject to which such information is provided. This NIT document contains 101 pages which shall collectively form the tender document.

This NIT document is not an agreement and is neither an offer nor invitation by DoP to the prospective bidders or any other person. The purpose of this NIT document is to provide interested parties with information that may be useful to them in the formulation of their bids pursuant to this NIT document.

Information provided in this NIT document to the bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

DoP also accepts no liability of any nature whether resulting from negligence or otherwise caused arising from reliance of any bidder upon the statements contained in this NIT.

DoP may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this NIT document.

The issue of this NIT document does not imply that DoP is bound to select a bidder or to empanel the selected bidder, as the case may be, for the specified purpose of air conveyance of international EMS and Priority mails of the DoP and DoP reserves the right to reject all or any of the tenders without assigning any reasons whatsoever.

The bidder shall bear all its costs associated with or relating to the preparation and submission of its tender including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by DoP.

(Ankush Bhagat)  
Assistant Director General  
(International Mails)  
Department of Posts  
Ministry of Communications  
Government of India  
Dak Bhawan, New Delhi - 110001  
Phone No: 011-23096260  
Email: dasection.im@indiapost.gov.in

## **About Department of Posts (DoP)**

For more than 160 years, the Department of Posts (DoP) has been the backbone of the country's communication and has played a crucial role in the country's socio- economic development. It touches the lives of Indian citizens in many ways which includes Booking and Delivery of domestic and international mails, Deposits under Small Savings Schemes, Life Insurance services under Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI), AADHAR & Passport services and Sale of forms etc. The DoP also acts as an agent for Government of India in discharging other services for citizens such as Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS) wage disbursement and old age pension payments.

## **About International Mail**

The Department of Posts (DoP) is an active member of Universal Postal Union (UPU) since 1876 and providing basic international mail services under the universal service obligation of UPU. There are also premium international mail services to meet the modern customers' needs. Currently, DoP is providing international airmail services for Letters, Parcels, Express Mail Service (EMS) and International Tracked Packet.

## Section-I

**Tender No. DA-10/2/2026-DA-DOP**  
**Department of Posts**  
**DA Section, IR & GB Division, Dak Bhawan, New Delhi-110001**

### NOTICE INVITING TENDER

Tenders are invited on behalf of the President of India from airlines/freight carriers/General Sales Agent(GSA) registered with International Air Transport Association(‘IATA’) for empanelment to air conveyance of international mail i.e. Express Mail Service, Letter post, Parcel post, International Tracked Packet etc. by air from 8 Offices of Exchange in India to Foreign destinations as specified in Annexure- A & B of this Notice Inviting Tender (NIT) for a period of two years from the date of signing the agreement.

- The method of submission of tender, amount of Earnest Money Deposit (EMD), amount of Performance Security Deposit and General Terms and Conditions applicable to the contract has been mentioned in Section-II of this NIT.
- The proforma for submission of tender has been given in Section - III (for Technical Bid), Section- IV (for Financial Bid) and Section- VI (Pre-Contract Integrity Pact) of this NIT.
- The proforma for signing the Service Level Agreement has been given in Section –V and Section – V-A of this NIT.

## 2. SCHEDULE OF TENDER:

Tender No.	DA-10/2/2026-DA-DOP
Details of Job/Work	Air Conveyance of International Mail
Amount of Earnest Money Deposit (EMD) (either in ACG- 67 or Demand Draft)	Rs. 15 lakh (Rs. Fifteen lakhs only)
Date of uploading of Tender	1700 Hours on 18.06.2026 (Thursday)
Last date and time of submission of e-Tender	1700 Hours on 18.07.2026 (Saturday)
Last date and time for submission of query by the bidder	1730 Hours on 05.07.2026 (Sunday) By email at <a href="mailto:dasection.im@indiapost.gov.in">dasection.im@indiapost.gov.in</a>
Pre-bid meeting for clarification on Tender	1100 Hours on 29.06.2026 (Monday) at Dak Bhawan, Sansad Marg, New Delhi-110001
Date and time for opening of e-Tender	1100 Hours on 20.07.2026 (Monday) at Dak Bhawan, Sansad Marg, New Delhi-110001
Mode of submission of Tender	On-line mode only
Venue for opening of Tender	Dak Bhawan, Sansad Marg, New Delhi-110001

3. The Tender document can be downloaded from the websites –[https:// www.indiapost.gov.in](https://www.indiapost.gov.in) or <https://eprocure.gov.in> (‘CPP Portal’) as indicated in the Schedule of Tender and tender must be submitted online on the CPP Portal along with requisite EMD using valid Digital Signature Certificates. The instructions for online bid submission are contained in Annexure-IV to assist bidder in registering on the CPP Portal, preparing their bids in accordance with the requirements and submitting their bids online on the CPP Portal.



4. A pre-bid meeting will be held in the Dak Bhawan to clarify queries of prospective bidders. The prospective bidders may email their queries to [dasection.im@indiapost.gov.in](mailto:dasection.im@indiapost.gov.in). The enquiries should reach by 1730 Hours on 05.07.2026 (Sunday). No enquiries will be entertained thereafter.
5. **Every bidder needs to physically submit the original receipt (ACG-67 deposited in Post Office) or Demand Draft/ Insurance Surety Bonds/ Fixed Deposit Receipt/ Banker's Cheque/ Bank Guarantee of EMD up to 1730 Hours on 17.07.2026 (Friday) at DA Section, Dak Bhawan, New Delhi-110001, failing which their bid shall not be accepted.**
- (i) No request for transfer of any previous deposit of bid or performance securities or payment of any pending bill held by the DoP in respect of any previous work will be entertained.
- (ii) No claim shall lie against the DoP in respect of erosion in the value or interest on the amount of Earnest Money Deposit or Security Deposit.
6. The amount of EMD will be returned to unsuccessful Bidders without interest after award of contract or setting aside the Tender, as the case may be. The amount of EMD will be forfeited if the Bidder unilaterally withdraws the offer, or unilaterally amends, impairs or rescinds the offer within the period of its validity.
7. The Financial Bid is required to be submitted in the Excel file available in the Financial Bid Section of the CPP Portal of this tender as per the directions mentioned in Section-IV. The Bid of the bidder will be rejected, if Financial Bid is submitted with Technical Bid. Date and Time for Financial Bid opening will be intimated to the technically qualified Bidders.
8. The bids will remain valid for 180 days from the date of opening of financial bid.
9. No Tender will be accepted off-line. The Tender(s) received after the scheduled date and time will not be accepted. Tender received through any other modes except as specified above will not be accepted.
10. The DoP reserves the complete right to cancel the Bid process and reject any or all of the e-bids without assigning any reason.
11. The bidder shall bear all the costs associated with or relating to the preparation and submission of its Proposal including expenses associated with any demonstrations or presentations which may be required by DoP. Further, DoP shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by the bidder in preparation or submission of the tender, regardless of the conduct or outcome of the bidding process.
12. DoP will not be responsible for delay in online submission of Tender due to any reason. The Bidders are advised to upload the complete bid well in time.

(Ankush Bhagat)  
(अंकुश भगत)  
**Assistant Director General (International Mails)**  
(ANKUSH BHAGAT)  
Department of Posts, Ministry of Communications  
ADG(IM)  
सरकार के विभाग/Dept. of Posts  
भारत सरकार/Ministry of Communication  
Dak Bhawan, New Delhi-110001

## Section-II

### GENERAL TERMS AND CONDITIONS

#### 1. Parties

The parties to the Contract are the bidder(s) to whom the work will be awarded and the President of India acting through the Assistant Director General (International Mails), Department of Posts (DoP) of the Government of India.

#### 2. Addresses

For all purposes of the contract including arbitration thereunder, the address of the bidder mentioned in the tender shall be final unless the bidder notifies a change of address by a separate letter sent by registered post with acknowledgement due/ email or in person to the DoP. The bidder shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.

#### 3. Nature and Scope of Work

3.1 The selected bidder shall have to carry following categories of international mail- Express Mail Service, Letter post, Parcel post, International Tracked Packet etc. in mail bags or otherwise as handed over to the selected bidder(s) or their agents at Chennai, Delhi, Kochi, Kolkata, Mumbai, Ahmedabad, Bengaluru and Hyderabad Airport or from any other location as may be specified by the Department of Posts at a later stage, to the point(s) of destination, or to the point of transit as per the terms and conditions of this NIT.

3.2 The selected bidder shall mandatorily comply with exchange CARDIT and RESDIT messages in conformity with Universal Postal Union's ('UPU') Electronic Data Interchange ('EDI') messaging standards with the DoP for every consignment carried by them. Further, for European union (EU), the selected bidder mandatorily shall have to comply with ICS2 norms for the countries in European Union. The selected bidder shall also provide full Track & Trace for every consignment carried by them.

3.3 The selected bidder shall provide Proof of Delivery/ RESDIT 21 (Means a positive check of all Mail received by the Designated Operator (DO) at destination or by its agent by positive data capturing of mail receptacle identifiers enclosed in the proper EDI messages and by the signature of the documents).

3.4 Once the mail is handed over by DoP to the selected bidder and accepted by them, the selected bidder shall not transfer the mail to DoP at any intermediate station within India and all such mail shall be transferred internally by the selected bidder without the intervention of the DoP.

3.5 The selected bidder shall make necessary arrangements for pickup of mails from the office of DoP located at Chennai, Delhi, Kochi, Kolkata, Mumbai, Ahmedabad, Bengaluru and Hyderabad airport facility or from any Postal facilities to be specified by DoP at a later stage. In the event that any additional Office of Exchange (OE) is made functional during the currency of the contract, the Ex-India rate, considering the distance between the origin airport and destination airport, shall be applicable for Schedule "B" countries only. However, in respect of Schedule "A" countries, the rate applicable to the nearest existing OE/FPO shall be considered for such additional Office of Exchange. The selected bidder shall also make necessary arrangements to carry, convey and deliver international

mails to the Designated Operator (DO) at destination.

3.6 The selected bidder shall have to carry the mails as per the delivery bill documents (CN 38 /CN 41) as defined by the UPU.

3.7 The selected bidder shall be responsible for meeting all the security requirements necessary for conveyance of international mails during their custody as mandated by aviation security regulations under the national and international laws and conventions.

3.8 The selected bidder shall have to carry the entire quantum of mail handed over by DoP and accepted by the selected bidder in connection with a particular flight. If the same is offloaded or not carried due to reasons beyond the control of the selected bidder, the same may be intimated to DoP and must be carried through the next available flight.

3.9 TSP (Terminal, Storage and Processing) Charges for handling of postal mails along with X-Ray Screening charges at the airports will be borne by selected bidders/carriers. However, weight variation charges, if any, shall be borne by the Department of Posts (DoP). Further, in cases where postal mail is offloaded by the airline and stored at the airport, the responsibility for returning the mail to the DoP shall rest with the airline. In the event the mail is not returned, all associated charges and liabilities shall be borne by the airline.

3.10 The selected bidder has to submit the monthly report as per Annexure - H, detailing Transit time taken (time between receipt of mails from origin Operator and delivery to destination operator/delivery agency i.e., time between RESDIT21 and RESDIT 74 scans for each bag, in compliance with the service level agreement.

3.11 The selected bidders have to carry the empty bags from the destinations back to India, as per the UPU norms. However, prior approval of the DoP shall be obtained by the Airline for the return of empty bags.

3.12 Payment shall be made strictly as per the tendered rates only. In case the selected bidder/empaneled carrier carries the mail beyond the tendered destination, payment shall be made at the approved tender rates or BACR rates, whichever is lower. Further, if the selected bidder/empaneled carrier becomes aware at its hub or during transit that the mail being carried does not pertain to the approved tendered destination and carries the mail to its intended destination than payment shall be made as per the approved tender rates. Further, if the bidder returns such mail to the Department of Posts (DoP) at the point of origin, no payment whatsoever shall be made for the return movement, under any circumstances.

3.13 The selected/empaneled bidder shall make all necessary arrangements for the secure and safe carriage of international mail including insured items. No additional charges other than tender rates, whatsoever shall be borne by the Department of Posts (DoP) in this regard.

3.14 All the selected bidder/empaneled carrier shall submit their flight schedules to the DA Section at the time of bidding. The schedules shall be provided in format strictly in accordance with the prescribed ANNEXURE "I". Any subsequent changes or revisions (summer/ winter) to the submitted schedules shall also be communicated in one month advance to the DA Section in the same format.

3.15 All customs duties, security charges, or any other levies imposed by the Border and Customs or security authorities of the foreign destination country on mail volume carried from India shall be

borne and paid by the carrier and shall be reimbursed to the carrier upon submission of necessary supporting documents, including bills, invoices, or official receipts evidencing payment of such duties or charges, along with the corresponding bill during the applicable billing cycle, provided that details of such levies are informed to the Department in advance.

3.16 The bidder shall have to transit the International mail with a minimum of seven (copies of the) CN 38 delivery bills, however no copy is required where paper free is applicable.

### **3 -A. Eligibility Criteria for Participation in this Tender**

- (a). The bidder should be IATA certified
- (b). The bidder must be registered under appropriate authorities i.e. must be registered with GST/ Service Tax authorities/Income Tax/EPF/ESI authorities/ PSARA/ PAN etc.
- (c). The bidder must not have been under any declaration of ineligibility and the bidder must not be stand declared convicted under any law to participate in the tender. An undertaking to the effect should be furnished in the Annexure-III;
- (d). A consistent history of litigation or arbitration awards against the Applicant may result in disqualification;
- (e). Each Bidder shall submit only one Bid for one NIT. The system shall consider only the last bid submitted through the e-procurement portal.
- (f) As per Department of Expenditure (MoF) order No. F.7/10/2021-PPD (1) dated 23.02.2023 para 2 ( <https://doe.gov.in/circulars/order-public-procurement-no-4-restrictions-under-rule-144xi-general-financial-rules-gfrs> ): Any bidder from a country who shares a land border with India will be eligible to bid in any procurement whether of Goods, Services (including consultancy services and non-consultancy services ) or works (including turnkey projects) only if the bidder is registered with the competent authority as mentioned in Annexure I of ibid OM. Necessary registration certificates may be provided by the bidder to the DOP at the time of technical bid, if fails to do so, no bid shall be entertained from such bidder.

### **3 -B. Qualifying Criteria for Participation in this Tender**

#### **(i) Financial Capability:-**

- (a). The bidder must not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of aforesaid reasons. A declaration to the effect should be furnished;
- (b). A declaration should be furnished by the bidder that the bidder must not stand declared convicted (within three years preceding the last date of bid submission) or stand declared ineligible/ suspended/blacklisted/banned/ debarred by appropriate agencies of Government of India from participation in Tender Processes of all of its entities, for:
  - (i) offences involving moral turpitude in business dealings under the Prevention of Corruption Act, 1988 (as amended from time to time) or any other law; and/or
  - (ii) offences under the Bharatiya Nyaya Sanhita, 2023 or any other law for causing any loss of life/ limbs/ property or endangering Public Health during the execution of a public procurement contract and/ or
  - (iii) suspected to be or of doubtful loyalty to the Country or a National Security risk as determined by appropriate agencies of the Government of India.
- (c). The bidder should have sufficient available funds and/or bank credit facilities, after meeting all

existing financial commitments, equal to or more than the amount specified for Bid Security. Any advance payment that may be made under the contract shall not be considered for this purpose. For this purpose the bidder shall have to submit its last 3 financial year balance sheet certified by a Chartered Accountant. However, DPIIT-recognized startups/MSEs are exempted from this requirement.

**(ii) Past Experience:-**

(a). The bidder shall have to submit an undertaking as per annexure-III of having at least 3 years of experience of handling and carrying of mails, cargo, courier, freight and associated activities. However, DPIIT-recognized startups/MSEs are exempted from this requirement.

#### **4. Earnest Money Deposit**

4.1 The bidder shall deposit an Earnest Money Deposit (EMD) of Rs. 15,00,000/- (Fifteen lakhs only) under unclassified receipt (UCR) in any departmental post office in India, and shall obtain the original receipt in form ACG 67/computerized receipt from the post office in token of having deposited the amount. Alternatively, the EMD can be deposited in the form of a demand draft, Insurance Surety Bonds, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee (including e- Bank Guarantee) from any of the Commercial Banks in favor of Director General, Department of Posts, New Delhi. EMD in other forms shall not be accepted. **In place of a Bid security (EMD), Bidders may sign a Bid securing declaration (Annexure-K) accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of two years in the request for bids document from being eligible to submit Bids for contracts with the entity that invited the Bids. Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department are exempted for depositing EMD.**

4.2 Scanned copy of the EMD receipt, deposited in the above-mentioned form, is to be uploaded on the CPP Portal with bid documents. However, EMD receipt in original shall be sent through Speed Post/ in person to DA Section, Room No. – 343-G, Dak Bhawan, New Delhi-110001, so as to reach before due date and time or may be dropped in a closed envelope in the box kept in DA Section, Room No. 343-G, Dak Bhawan, New Delhi-110001 for this purpose.

4.3 Bidder shall not be permitted to withdraw his offer or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money shall be forfeited by the DoP.

4.4 The tenders without EMD will be summarily rejected.

4.5 In case bidder withdraws or modify his Bid during the period of validity or if the bidder fails to sign the contract or to submit a performance security before the deadline defined by DoP, the bidder will be suspended for participation in the tenders floated by DoP for conveyance of international mail for a period of 2 years from date of opening of technical bids of this tender.

#### **5. Preparation and Submission of Tender**

5.1 This tender document shall be published on the CPP Portal (<https://eprocure.gov.in>). The bidders are required to submit their bids electronically on the CPP Portal, using valid Digital Signature

Certificates. The instructions contained in Annexure-IV are meant to assist the bidders in registering on the CPP Portal, preparing their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at - <https://eprocure.gov.in>.

5.2 Any bidder from a country which shares a land border with India will be eligible to bid for this tender only if the bidder is registered with the competent authority as mentioned in Annexure I of OM No. F.7/10/2021-PPD (1) dated 23.02.2023 para 2 ( <https://doe.gov.in/circulars/order-public-procurement-no-4-restrictions-under-rule-144xi-general-financial-rules-gfrs> ). Necessary registration certificates may be provided by the bidder to the DOP at the time of technical bid.

5.3 DoP will not be responsible for any technical fault/ problem occurring in CPP Portal and leading to non- submission of bids. Hence, bidders are requested to upload their bids well in advance to avoid such issues as may arise at the last minute.

5.4 For submission of bids, two bid system i.e. Technical Bid and Financial Bid will be followed.

5.5 Any bidder seeking clarification regarding the Tender Document may contact the DA Section, Department of Posts through email at [dasection.im@indiapost.gov.in](mailto:dasection.im@indiapost.gov.in) provided that such clarification is sought within the timeline specified in the tender document. The Department of Posts shall respond to such requests within 5 (five) working days, and the queries received along with the corresponding clarifications/replies shall be uploaded on the e-procurement portal for information of all prospective bidders. Any modification, amendment, or revision to the Tender Document arising out of such clarifications shall be issued by the Department of Posts only through an Addendum/Corrigendum in accordance with the relevant provisions of the tender document.

5.6 Any shortfall document shall be sought by the Tender Evaluation Committee through email. The bidders shall have to submit the requisite shortfall documents within the 3 days.

## **5.7 Technical Bid**

Bidders shall submit their Technical Bid in the form contained in Section-III duly filled, signed and stamped along with the following documents:

- (a) All pages of NIT document along with all its Annexure duly signed and stamped on each page except Financial Bid
- (b) Copy of the valid International Air Transport Association (IATA) Certificate of the bidding airline/carrier/GSA
- (c) Authorization letter (as per Annexure “F”) from carrier to GSA authorizing GSA to enter into contract from Department of Posts for conveyance of Postal Mail.
- (d) Authorization Letter for the signatory to sign NIT documents on behalf of the bidding airline/carrier
- (e) Pre-Contract Integrity Pact (As per Section-VI)
- (f) Earnest Money Deposit (EMD) (in ACG-67 Receipt/Demand Draft) (As per para 4 above)
- (g) Latest Flight Schedule Ex- Chennai, Delhi, Kochi, Kolkata, Mumbai, Ahmedabad, Bengaluru and Hyderabad (in format as per Annexure-I) only for the destination for which

bids have been submitted shall be provided by the bidder. Further the flight schedule shall be submitted by the bidder in PDF format at the time of bidding on CPP Portal. List of destinations for which services are required by DoP is also given under para 10 of this section as Schedule “A”, Schedule “B” and Schedule “C” countries/ territories. Destinations provided by bidder in the flight schedule shall be treated as country/destination which DoP shall use for conveyance of mails under this tender.

(h) In the event of another airlines/carriers/ GSA is to be used by the bidder, the details of their flights Ex- Chennai, Delhi, Kochi, Kolkata, Mumbai, Ahmedabad, Bengaluru and Hyderabad (As per Annexure-I) till the port of disembarkation shall also be furnished.

(i) Details of Ground Handling Agents (As per Annexure-II)

(j) An undertaking (As per Annexure-III)

(k) Income Tax Exemption Certificate (If applicable)

(l) The bidder shall have to submit an under taking as per annexure-III that it has not been blacklisted by Central/State Govt. entities/undertakings.

(m) Undertaking (as per Annexure-G) is to be furnished by the bidder for compliance with/delivering, EDI message as per the standards of UPU and ICS2 standards for European Union Countries.

(n) Undertaking is to be furnished by the bidder (as per Annexure ‘J’) for having minimum 3 flights in a week from the OEs for schedule ‘A’ countries.

(o) The bidder shall have to submit an undertaking as per annexure-III of having at least 3 years of experience of handling and carrying of mails, cargo, courier, freight and associated activities. However, DPIIT-recognized startups/MSEs are exempted from this requirement.

(p) Whether the Bidder shares a land border with India (Yes/No):\_\_\_\_\_. If Yes, indicate the name of authority and details of issued valid registration, as per Annexure I of Department of Expenditure (MoF) order No. F.7/10/2021-PPD (1) dated 23.02.2023 (<https://doe.gov.in/circulars/order-public-procurement-no-4-restrictions-under-rule-144xi-general-financial-rules-gfrs>), (as indicated at Section-II, 3 A (f).

(q) The bidder should have sufficient available funds and/or bank credit facilities, after meeting all existing financial commitments, equal to or more than the amount specified for Bid Security. Any advance payment that may be made under the contract shall not be considered for this purpose. For this purpose, the bidder shall have to submit its last 3 financial year balance sheet certified by a Chartered Accountant.

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder in which case such corrections shall be signed by the person(s) signing the bid. In case, incomplete/partially completed technical bid is submitted by the bidder, then DoP shall have the right to reject without making further communication in this regard.

**5.8 Financial Bid:** The Financial Bid shall be submitted in the EXCEL file available in Financial Bid Section of the CPP Portal, as mentioned in section IV.

5.8.1 Bidder is required to quote rates for conveyance of International Mail in Per Ton Per Kilometer

(PTKM) in INR in figures only under Column 13 in the EXCEL file available on the CPP Portal for different destination mentioned in Section IV of this NIT. The distance for the origin-destination pair concerned shall be calculated according to the applicable procedure for calculating airmail distances of the document of Airmail Distances published by the International Bureau, UPU shall be followed.

5.8.2 The rates quoted by the bidder(s) shall be firm and final and exclusive of the prevailing Taxes/ Cess, etc. Taxes/ Cess, etc. if any, to be paid, shall be indicated separately in the bids by the bidders under Column 14, 15 and 17 and without taxes and with taxes in column 53 and 54 respectively, otherwise no extra payment would be made for the purpose. Taxes/Cess etc. would be paid at the prevailing rates at the time of payment of bills as per the extant orders of Government of India. As per Government rules and regulations, income tax and any other tax / duty etc. that is required to be deducted at source, shall be deducted at prevailing rates at the time of payment. No extra payment would be made to the bidder and also no change in rate during the currency of tender or its extension would be allowed.

5.8.3 The currency of payment will be Indian rupees only.

5.8.4 Terms of payment as stated in the NIT document shall be final.

## **6. Signing of Tender**

6.1 The tender and other relevant documents shall be signed by an officer authorized by the bidder to enter into a contract on its behalf. A letter of authority authorizing such officer to sign the tender shall form part of technical bid (Section III).

6.2 The bidder shall sign and affix stamp on each page of the NIT and all its annexure as the acceptance of the offer made by the bidder. No page should be removed/detached from this NIT.

## **7. Validity of Bids**

7.1 The bids shall be valid for a period of 180 days from the date of opening of the Financial Bids. During the validity period, bidder shall not be allowed either to withdraw or revise his offer on his own. Once the tender is accepted, the rates of commission will be valid for the entire contractual period.

7.2 DoP shall have the option to seek extension of validity of financial bids beyond 180 days and bidder shall have the option to agree or disagree with the DoP's request. In the event, bidder does not agree to extension of validity of financial bid, EMD of bidder shall not be forfeited.

## **8. Opening of Technical Bids**

8.1 The bidder is at liberty to be present either himself or authorizes not more than one representative to be present at the time of opening of the technical bids. The representative attending the opening of the tender on behalf of the bidder should bring with him a letter of authority from the bidder and proof of identification.

8.2 Only Technical Bids shall be opened on the date and time mentioned in the schedule of tender by the Tender Opening Committee (TOC) in the presence of bidders or their representatives.

## **9. Criteria for Evaluation of Technical Bids**

9.1 A duly constituted **Tender Evaluation Committee** (TEC) shall evaluate the technical bids opened by the TOC. Evaluation of the technical bids shall be done on the basis of information furnished in the technical bid as per Section-III on following parameters:

- (a) All pages of NIT document along with all its Annexure and supporting documents to be signed and stamped on each page except Financial Bid
- (b) Copy of the valid IATA Certificate of the bidding airline/carrier/GSA
- (c) In case of GSA, authorization letter from airline/carrier to GSA authorizing GSA to agree into agreement with Department of Posts for conveyance of Postal mails. (As per Annexure “F”)
- (d) Authorization Letter for the signatory to sign NIT documents on behalf of the bidding airline / carrier
- (e) Pre-Contract Integrity Pact duly filled, signed and stamped (As per Section-VI)
- (f) Earnest Money Deposit (EMD) (ACG-67 deposited in Post Office) or Demand Draft/ Insurance Surety Bonds/ Fixed Deposit Receipt/ Banker’s Cheque/ Bank Guarantee or Bid Securing Declaration (Annexure-K).
- (g) Latest Flight Schedule Ex- Chennai, Delhi, Kochi, Kolkata, Mumbai, Ahmedabad, Bengaluru and Hyderabad (As per Clause 5.7 (g))
- (h) In the event of another airlines/carriers/ GSA is to be used by the bidder, the details of their flights Ex- from Chennai, Delhi, Kochi, Kolkata, Mumbai, Ahmedabad, Bengaluru and Hyderabad (As per Annexure-I) till the port of disembarkation shall also be furnished.
- (i) Details of Ground Handling Agents (As per Annexure-II)
- (j) EDI Compliant and compliance with ICS 2 norms for the countries in European Union
- (k) An undertaking (as per Annexure-III)
- (l) Income Tax Exemption Certificate (If applicable)
- (m) The bidder is not blacklisted by Central/State Govt. entities/undertakings
- (n) Bidder to furnish the declaration as per Annexure ‘J’ having minimum 3 flights in a week from the OEs for schedule ‘A’ countries
- (o) Bidder to furnish registration certificate issued by competent authority, if shares a land border with India as per Annexure I of Department of Expenditure (MoF) order No. F.7/10/2021-PPD (1) dated 23.02.2023 ( <https://shorturl.at/aeHS0> ), para 2 (as indicated at Section-II, 3 A (f) and 5.5).
- (p) The bidder shall have at least 3 years of experience of handling and carrying of mails, cargo, courier, freight and associated activities. However, DPIIT-recognized startups/MSEs are exempted from this requirement.
- (q) The bidder should have sufficient available funds and/or bank credit facilities, after meeting all existing financial commitments, equal to or more than the amount specified for Bid Security. Any advance payment that may be made under the contract shall not be considered for this purpose. For

this purpose, the bidder shall have to submit its last 3 financial year balance sheet certified by a Chartered Accountant.

(r) Bidder shall furnish an under taking as per annexure-III that no litigation or arbitration award has been passed against the bidder during the past three years.

(s) Bidder shall furnish an under taking as per annexure-III stating that the bidder is not insolvent or bankrupt, and is not under administration by any Court/Judicial Officer, and that its business activities have not been suspended, nor are any legal proceedings pending against it for any reason.

9.2 The TEC shall evaluate technical bids as per parameters mentioned in 9.1 above and eligible bidders shall be short-listed for opening their financial bids.

### **Opening of Financial Bids**

Financial bids of only those bidders shall be opened by the TOC who qualify in the technical bid as per Clause 9 above. DoP shall intimate date, time and venue for this purpose to the respective bidder.

### **10. Criteria for Evaluation of Financial Bids**

10.1 The TEC shall evaluate the financial bids of the technically qualified bidders and select the lowest quoting (L1) bidder(s) among all bidders for all the countries mentioned in Section IV of this NIT. The selection of L1 by TEC will be based on the quoting lowest price, exclusive of taxes, cess, etc. Further, if two or more bidders quote the same lowest price (L1), all such bidders may be treated as L1 bidders. However, after award of the contract, factors such as connectivity, transit time, and frequency of flights shall be considered for allocation of mail volume. The countries have been divided as Schedule 'A', Schedule 'B' and Schedule 'C' countries. In case of Schedule 'A' countries, bids are invited from each OEs (as per Annexure "A") separately. For 'Schedule B' countries a single bid (as per Annexure "B") Ex-India are invited for all locations. Further in respect of Schedule 'C' countries bids for hard block arrangement only for Australia, Canada, Great Britain and USA are invited (as per Annexure 'C') from Delhi (DEL) and Mumbai (BOM). Accordingly, L1 bidder (s) will be selected for each OE for Schedule 'A' countries and for schedule 'B' countries L1 bidder(s) to be selected on Pan India level. Further, for Schedule 'C' countries the L1 bidder will be selected only for Delhi and Mumbai OEs. Thereafter, non-L1 bidder(s) shall be given a chance to match their rate with the L1 rate. The L1 bidder(s) and non-L1 bidder(s) who matches their rates with L1 rate shall be termed as "Empaneled Bidder(s)" for the purpose of agreement pursuant to formal communication of acceptance by the DoP. Terms and conditions of this NIT shall be applicable to all selected bidder(s).

#### **Schedule "A" Countries**

1	Australia
2	Canada
3	China
4	France
5	Germany
6	Hong Kong
7	Italy
8	Japan
9	New Zealand

10	Philippines
11	Russian Federation
12	Saudi Arabia
13	Singapore
14	South Korea (Republic of Korea)
15	Sri Lanka
16	United Arab Emirates
17	United Kingdom
18	United States of America

**Schedule “B” Countries**

1	Afghanistan
2	Albania
3	Algeria
4	Angola
5	Anguilla
6	Antigua and Barbuda
7	Argentina
8	Armenia
9	Aruba
10	Ascension
11	Austria
12	Azerbaijan
13	Bahamas
14	Bahrain
15	Bangladesh
16	Barbados
17	Belarus
18	Belgium
19	Belize
20	Benin
21	Bermuda
22	Bhutan
23	Bolivia
24	Bosnia and Herzegovina
25	Botswana
26	Brazil
27	British Virgin Islands
28	Brunei Darussalam
29	Bulgaria
30	Burkina Faso
31	Burundi
32	Cambodia

33	Cameroon
34	Cape Verde
35	Caribbean part of the Netherlands (Bonaire, Saba and Sint Eustatious)
36	Cayman Island
37	Central African Republic
38	Chad
39	Chile
40	Chile Easter Island
41	Colombia
42	Comoros
43	Congo (Rep.)
44	Congo (the Democratic Republic of the)
45	Costa Rica
46	Cote d'Ivoire
47	Croatia
48	Cuba
49	Curacao
50	Cyprus
51	Czechia
52	Denmark
53	Djibouti
54	Dominica
55	Dominican Republic
56	Ecuador
57	Egypt
58	El Salvador
59	Equatorial Guinea
60	Eritrea
61	Estonia
62	Eswatini (Swaziland)
63	Ethiopia
64	Falkland Island
65	Faroe Islands
66	Fiji
67	Finland
68	French Guinea
69	French Polynesia
70	French Southern and Antarctic Territories (St. Paul and Amsterdam Islands, Crozet Islands, Kerguelen Islands, Terre Adeline)
71	Gabon
72	Gambia
73	Georgia
74	Ghana
75	Gibraltar
76	Greece
77	Greenland

78	Grenada
79	Guadeloupe (including St. Barthelme and St. Martin)
80	Guam
81	Guatemala
82	Guernsey
83	Guinea
84	Guinea Bissau
85	Guyana
86	Haiti
87	Honduras
88	Hungary
89	Iceland
90	Indonesia
91	Iran
92	Iraq
93	Ireland
94	Isle of Man
95	Israel
96	Jamaica
97	Jersey
98	Jordan
99	Kazakhstan
100	Kenya
101	Kiribati
102	Kuwait
103	Kyrgyzstan
104	Lao People's Dem. Rep.
105	Latvia
106	Lebanon
107	Lesotho
108	Liberia
109	Libyan
110	Liechtenstein
111	Lithuania
112	Luxembourg
113	Macao, China
114	Madagascar
115	Malawi
116	Malaysia
117	Maldives
118	Mali
119	Malta
120	Mariana Islands including Saipan and Tinian
121	Martinique
122	Mauritania
123	Mauritius
124	Mexico

125	Moldova
126	Monaco
127	Mongolia
128	Montenegro
129	Montserrat
130	Morocco
131	Mozambique
132	Myanmar
133	Namibia
134	Nauru
135	Nepal
136	Netherlands
137	New Caledonia
138	Nicaragua
139	Niger
140	Nigeria
141	Niue
142	Norfolk Island
143	North Korea Rep.
144	North Macedonia
145	Norway
146	Oman
147	Pakistan
148	Palestine
149	Panama
150	Papua New Guinea
151	Paraguay
152	Peru
153	Pitcairn, Henderson, Ducie and Oeno Islands
154	Poland
155	Portugal
156	Puerto Rico
157	Qatar
158	Reunion
159	Romania
160	Rwanda
161	Saint Lucia
162	Samoa
163	San Marino
164	Sao Tome and Principe
165	Senegal
166	Serbia
167	Seychelles
168	Sierra Leone
169	Sint Maarten
170	Slovakia

171	Slovenia
172	Solomon Islands
173	Somalia
174	South Africa
175	South Georgia and the South Sandwich Islands
176	South Sudan
177	Spain
178	St. Christopher and Nevis
179	St. Helena
180	St. Pierre and Miquelon
181	St. Vincent and the Grenadines
182	Sudan
183	Suriname
184	Sweden
185	Switzerland
186	Syria
187	Taiwan (Province of China)
188	Tajikistan
189	Tanzania
190	Territorial Community of Mayotte
191	Thailand
192	Timor Leste
193	Togo
194	Tokelau
195	Tonga
196	Trinidad and Tobago
197	Tristan da Cunha
198	Tunisia
199	Türkiye
200	Turkmenistan
201	Turks and Caicos Island
202	Tuvalu
203	Uganda
204	Ukraine
205	Uruguay
206	Uzbekistan
207	Vanuatu
208	Vatican
209	Venezuela
210	Viet Nam
211	Virgin Island
212	Wallis and Futuna
213	Yemen
214	Zambia
215	Zimbabwe

**Schedule “C” Countries (for HARD – BLOCK arrangement from Delhi and Mumbai)**

<b>Ex-Delhi</b>	<b>Ex-Mumbai</b>
Australia	Great Britain
Canada	USA
Great Britain	
USA	

10.2 After due approval of the L1 rate, empanelment letter shall be issued by DoP to all selected bidder(s) to furnish Performance Security and execute the Agreement. Rate will be applicable as per para 3.5, Section-II of this tender document.

10.3. Pursuant to this formality, the DoP will decide the order of preference among the selected bidders to be used to carry mails for each pair of origin OE and destination country/location. The L1 Bidder(s) shall be given first preference and for other selected bidder preference shall be decided based on factor like direct flight connectivity, daily scheduled flight (for the pair), minimum transit time (between origin and destination), adherence to the SLAs requirement and compliance with the EDI messaging standards.

10.4 In case where the first preferred selected bidder cannot be used for operational or other reasons like cancellation of flights, off-loading of mails, non-availability of daily flight, security reasons etc. other selected bidder(s) may be used for conveying mails by DoP. Further, the mail volume of the Chennai, Delhi, Kochi, Kolkata, Mumbai, Ahmedabad, Bengaluru, and Hyderabad FPOs may be handed over to the empanelled airline at any postal facility located at the respective airport, as per availability of the flights.

10.5 In case of schedule ‘A’ countries, the selected bidder shall have to ensure conveyance of mail without fail. The anticipated mail weight for these schedule “A” countries has been given in Annexure “E”. For a better weight management, DoP will forecast the expected mail weight and will also provide weight guarantee to the L1 bidder on the agreed weight between DoP & selected bidder. DoP will forecast the expected mail weight (tonnage) for the next month with weekly break-up and the L1 bidder shall reserve space on the agreed weight between DoP & the L1 bidder. The agreed weight should not be less than 50% of the weight informed by DoP. The indication of mail (tonnage) for next month will be conveyed by 15th of the current month and the L1 bidder will be required to inform DoP by 20th of the current month regarding acceptance of the forecasted weight for the next month. Non-response from L1 bidder by 20th of the current month will be treated as acceptance by the bidder to reserve the full weight as forecasted/ shared by DOP. The last date of acceptance can be relaxed by DoP based on operational requirements. The forecasted weight can be revised as per the operational requirement during the currency of month.

10.5.1 Even though in case Department of Posts is unable to utilize the space for guaranteed weight reserved by L1 bidder, Department of Posts will be liable to pay the full amount of the booked space for guaranteed weight.

10.5.2 DoP will understand and consider the request of L1 selected bidder for reservation of partial weight in certain circumstances, if intimated to DoP by 20th of the current month, then the remaining weight may be allotted to other empaneled bidder on the terms of clause 10.3 of Section II of this tender document.

10.5.3 In any case weight higher than the guaranteed may be offered and accepted by L1 bidder. The indicative volumes on monthly basis for schedule 'A' countries is attached in Annexure – E.

10.5.4 In no case, the L1 bidder will deny the conveyance of mail in any season due to load factors or peak seasons etc., and must prioritize DoP mail and respect the advance anticipated mail weight given in Annexure "E". In case of non-adherence to this clause, penalty will be levied on the L1 bidder for any difference in amount paid by DoP to other carrier over and above the bid rates.

10.5.5 If L1 bidder fails to carry the mail as per agreed acceptance of the weight reserve, then L1 bidder will be liable to pay the difference amount between the reserved weight for mail and carried out mail weight as per its bid rate to DoP.

10.5.6 In the event of a force majeure situation, if the L1/empanelled airline determines that the conveyance of mail is beyond its capacity and the mail remains within India, the mail volume can be returned to the origin location of the Department of Posts. However, where the mail is already outside India (e.g., at the airline's hub), it shall be the responsibility of the airline to ensure delivery of the mail to its intended destination once normalcy is restored.

10.6 During the course of contract, any airline/ GSA willing to match the L1 rate i.e. of the 'selected bidder' may also be empaneled for remaining part of contract, as per the strict adherence to the terms and conditions laid down in the contract including submission of Performance Security and signing of SLA, with preference to meet the transit norms/ SLA.

### **10.7 Special terms for Hard Block Arrangements**

10.7.1 The airline shall provide firm space allocation (Hard Block) for the contracted weight on the specified flights and routes during the validity of the agreement. The Department of Posts shall plan mail dispatch in accordance with the contracted capacity.

10.7.2 Upliftment shall be ensured on the very next available flight for the blocked capacity as informed by DoP in advance.

10.7.3 The hard block arrangement shall be subject to review after six months and revised weight for hard block will be communicated after the review.

10.7.4 If the load offered on a booked flight is less than the contracted weight or in case of no-show, the airline shall be entitled to charge for the commitment load at the hard block rate for that particular flight.

10.7.5 Where ULDs are used, the Department of Posts shall ensure compliance with standard contours and maximum weight limits (e.g., **AKE – 500 kg; PMC – 1600 kg**).

10.7.6 In case of operational limitations arising due to force majeure circumstances beyond the control of the airline, and subject to prior intimation to the Department of Posts (DoP), the airline may offload part or all of the mail consignment/ULD from the scheduled flight. In such cases, the airline shall mandatorily ensure upliftment of the offloaded mail on the next available flight without fail.

10.7.7 However, in situations other than force majeure, if the mail is offloaded either partially or fully from the scheduled flight, the airline shall transport the same on the next available flight and no freight charges shall be payable by DoP for the offloaded weight. Further, if the previously offloaded mail is not carried even on the next available flight, payment shall be reduced by the value equivalent to one ULD/ PMC from the total of the monthly invoice. Additionally, a per day penalty equivalent to 5%

of the applicable hard block freight charges shall be levied on the offloaded ULD/ PMC, in addition to any other applicable penalties under the agreement.

For Example : - Suppose Department of Posts booked 1 ULD space with an airline under the hard block arrangement for Flight “A” on 10.06.2026. The freight charge for that ULD is ₹1,00,000.

However, due to operational reasons (not force majeure), the airline did not carry the ULD on Flight “A” and shifted it to the next available Flight “B” on 11.06.2026. In this case, Department of Posts will not pay any freight charges for carrying that ULD on Flight “B”, because the airline failed to carry it on the originally scheduled flight.

Now, if the airline again fails to carry the same ULD on Flight “B” and continues to hold the mail further, then:

- ₹1,00,000 (value equivalent to 1 ULD) will be deducted from the airline’s monthly invoice; and
- an additional penalty of 5% per day will be imposed.

For example, 5% of ₹1,00,000 = ₹5,000 per day.

So, if the mail is delayed by another 3 days, then:

- Deduction from invoice = ₹1,00,000
- Additional penalty = ₹5,000 × 3 days = ₹15,000

Total recovery from the airline = ₹1,15,000, apart from any other applicable penalties under the agreement.

10.7.8. Neither party shall be liable for any failure or delay in performing its obligations under the Agreement if such failure or delay is caused by a Force Majeure event beyond its reasonable control. The force majeure events include floods, earthquakes, fires, hurricanes, war, terrorism, civil unrest, government orders or restrictions, nationwide strikes, lockouts, blockades, or other unforeseen operational disruptions. In the event of a Force Majeure occurrence, the affected party shall promptly notify the other party, and both parties shall mutually discuss and take reasonable steps to mitigate the impact and determine the appropriate course of action.

10.7.9 During the contract period, certain days shall be treated as exclusion periods, including every Monday, the day following each Gazetted Holiday, and any three additional days per month as decided by the Department of Posts. Details of hard block for the sectors are provided below:

S.NO	OE Name	Destination Country	Hard block Pivot/per day (in kg.)
1	Delhi	USA	1600
		Australia	500
		Canada	1600
		Great Britain	500
2	Mumbai	USA	500
		Great Britain	500

10.7.10 All other terms and conditions not mentioned under this clause shall remain the same for the hard block arrangement as they are for the other mail arrangement.

## 11 Right of Acceptance

11.1 The DoP reserves all rights to reject any tender including those tenders which fail to comply with the instructions, without assigning any reason whatsoever. The decision of the DoP in this regard shall be final and binding.

11.2 As detailed in the Tender Document, the DoP reserves its right to grant preferences to eligible Bidders under various Government Policies/ directives (policies relating to Make in India; MSME; Start-ups etc.).

11.3 Any failure on the part of the bidder to observe the prescribed procedure and any attempt to canvass for the work will prejudice the bidder's quotation.

## **12 Communication of Acceptance**

The successful bidder shall be informed of the acceptance of his tender. Necessary instructions regarding the amount and time provided for furnishing Performance Security and signing of the Agreement shall be communicated.

## **13 Signing of Service Level Agreement**

The selected bidder shall have to enter into a Service Level Agreement, hereinafter called as an Agreement, with the DoP as per Section-V for carrying out the work as specified in Clause 3 of this NIT, for a **period of two years** and further extendable for a period of six months at a time up to a maximum period of one year, subject to approval of the Competent Authority. on the same terms and conditions. The terms and conditions mentioned in this NIT shall form an integral part of the agreement to be signed between empanelled bidder and DoP.

## **Performance Security**

13.1 Initially an amount of Rs. 10 lakhs has been fixed as Performance Security. Performance security amount will be reviewed and revised after six months, on the basis of the carried mail weight by airlines/carrier/GSA in the first six months of the contract period and the security amount for the remaining contract period, at the rate of 3% of the bid value (estimated total value of business for the remaining contract period in proportion to their business in the first six months) shall be obtained from the airlines/carrier/GSA and excess amount if any may be refunded to the airlines/carrier/GSA, .

13.2 Performance Security may be deposited either in ACG 67 or fixed deposit from any Post office or a fixed deposit from any scheduled commercial bank in India or a bank guarantee from any scheduled commercial bank in India or a Demand Draft/ Banker's Cheque in favor of Director General Postal Services, Department of Posts, New Delhi. Performance Security shall remain valid for a period of sixty days beyond the date of expiry of the period of contract. The validity of the bank guarantee should be at least sixty days beyond the date of expiry of the period of contract. This deposit Performance Security will not be adjusted against any payment due to the selected bidder from the DoP

13.3 Performance Security can be forfeited by an order of the competent authority of the DoP in the event of any breach or negligence or non-observance of any condition of the tender or for unsatisfactory performance or for non-acceptance of the work order. On expiry of the agreement, such portion of the said security deposit as may be considered by the DoP sufficient to cover any incorrect or excess payments made on the bills to the selected bidder, shall be retained until the final audit report on the account of selected bidder's bill has been received and examined or for six months whichever is earlier.

## 14 Liquidated Damages

14.1 In the event of the selected bidder failing to observe or perform any of the terms and conditions of the work as set out herein and execute the work in good and workmen-like manner and to the satisfaction of, and by the time fixed by the DoP;

14.2 It shall be lawful for the DoP in its discretion to make such arrangements as it may deem fit on the account and at the risk and cost of the selected bidder.

14.3 If in either event, any excess cost is incurred by the DoP due to the difference between the prices paid for making such arrangements and the accepted rates, the DoP may charge the amount of such excess cost to the selected bidder and the same may at any time thereafter be deducted from any amount that may become due to the selected bidder or its Performance Security deposited with DoP or may be demanded of him to be paid within fifteen (15) days to the credit of the DoP.

## 15 Penalty for Loss, Damage, Tampering, Delay, Failure to meet Performance Standards etc.

15.1 The selected bidder shall ensure exchange of EDI messages as specified in Clause 3.2 of Section-II of this tender document read with Clause 3.11 of this Service Level Agreement. In case, if the selected bidder fails to exchange the EDI messages, then the selected bidder shall be liable to pay a penalty equivalent to 10% of the conveyance charges of such mail.

*Example: - 100 bags weighing 2000 kg were assigned to Airline "A" for the DEL-FRA sector. RESDIT-74 messages were provided for all 100 bags, whereas RESDIT-21 messages were provided for only 80 bags. The penalty calculation for this sector shall be as follows (both the messages RESDIT74 and RESDIT21 necessary):*

*Since the RESDIT message was provided only for 80 bags, corresponding to 1600 kg, the penalty shall be calculated on the remaining mail volume of 400 kg.*

*Penalty = 400 kg × tender rate of the concerned sector (per kg) × 10%*

15.2 The selected bidder shall be liable to pay the amount of compensation payable by the DoP to the customers on account of delay, loss or theft of, or tampering or damage to, mail while in custody (as defined in Clause 3.4 of the Agreement (Section-V)) of the selected bidder as per the UPU's norms/ Department of Posts' compensation policies.

15.3 If, on account of violation of Para 5 of Annexure D of the Agreement (Section-V), the said mails are not carried as per the defined transit time standards, the selected bidder shall be liable to pay a penalty equivalent to 5% of the conveyance charges of such mails to the Department of Posts.

*Example: Total transit time is calculated between the time of RESDIT74 and RESDIT21*

*If 100 bags weighing 2000 kg are assigned to Airline "A" and the bags are not transmitted within the prescribed transit time specified in the tender document, the penalty shall be calculated as follows:*

*Penalty = 2000 kg × tender rate of the concerned sector (per kg) × 5%*

15.4 The selected bidder shall ensure that the mail shall be handed over to the DO of the destination along with the correct delivery bill. Failure to do so, shall result in a penalty at the rate of 2% of the amount payable for the load of mail bags handed over without such documentation.

*Example: If 100 bags weighing 2000 kg are handed over at the destination without the correct delivery bill, the penalty shall be calculated as follows: Penalty = 2000 kg × tender rate for the concerned sector (per kg) × 2%.*

15.5 If any mail is carried beyond its destination due to the negligence of the selected bidder or its employees or agents, the conveyance charges would be paid only upto the destination and the selected bidder shall reimburse the DoP the additional expenditure, if any is incurred by the DoP for re-forwarding such mails to destination.

15.6 The amount of penalty can be calculated independently or jointly as the case may be, as admissible for the reasons indicated in Clause 15.1 to 15.5 above and amount of penalty shall be deducted by the DoP at the time of settlement of bill of carriage presented by the selected bidder for that particular month.

## 16 Terms of Payment

16.1 No payment shall be made in advance. No loan from any bank or financial institution shall be recommended to the selected bidder on the basis of the order of award of contract.

16.2 The selected bidder shall submit the bills in prescribed format on monthly basis along with relevant documents in physical (Statement of Weights-CN66) as well as through email (Soft Copy of the bill, Statement of Weights- CN 66 and relevant CN 38) to DAA Section, Dak Bhawan, New Delhi. The DoP will make its best efforts to settle the bills within **two months** from date of receipt of such bills by the DoP.

16.3 The selected bidder should submit Monthly Compliance Report on Total transit time in the prescribed format (as per Annexure-H), along with the monthly bills. The bidders have to share summary of CARDIT-RESBIT messages with DoP for the mail carried by them on the monthly basis along with the bills.

16.4 All payments shall be made by account payee cheques/electronic transfer to the local office/agent of the selected bidder in India in accordance with the Government of India's rules and instructions from time to time. Cheque can be prepared in the name of payee as authorized by the selected bidder.

16.5 The DoP shall be at liberty to withhold any payment to the selected bidder due to the payment of amount of damages/compensation by the DoP to the customers on account of the delay caused or loss of article or damage caused by the selected bidder in the course of its handling and transmission of the mails.

16.6 The DoP shall also be at liberty to withhold any of the payments of amount of any excess cost incurred by reason of the difference between the payments made to the selected bidder and the accepted rates for the destinations.

16.7 The approved rates would remain steady for the whole period of the tender and its extension.

16.8 In case of utilization of connecting flights, payment shall be restricted to the shortest air distance by a direct flight even though the actual distance by a connecting flight may be more.

16.9 The term "payment" mentioned in the above paragraphs includes all types of payments due to the selected bidder excluding EMD and Performance Security governed by separate clauses of the NIT.

16.10 The selected bidder would be required to raise invoices based on the destination specific

distances.

16.11 The selected bidder shall raise supplementary bills (if any) within one month just after the finalization of original claim/bill of following month.

16.12 The selected bidder should submit the Income Tax Exemption Certificate (if applicable) along with their invoices.

## **17 Force Majeure**

If at any time the performance in whole or in part, by either of any obligation under this agreement shall be prevented or delayed by reasons of any war or hostility, acts of the public enemy, civil commotion, sabotage, fire, flood, explosion, epidemic or acts of God (herein referred to as events) provided notice of happening of any such eventuality is given by either party to the other within 21 days from the date of occurrence of the event. Neither party shall by reasons of such event be entitled to terminate the contract nor shall have any claim for damages against the other in respect of such event. Obligations arising out of this contract shall resume after the event or events have come to an end or ceased to exist. The decision of Department of Posts as to whether such event or events have come to an end or ceased to exist shall be final and conclusive. During the period of Force Majeure, penalties for delay in delivery of mail to the destinations shall not be imposed. However, EDI is required to provide mail carriage visibility.

## **18. Insolvency**

In the event of the selected bidder being adjudged insolvent or having a receiver appointed for it by a court or any other order under the Insolvency Act made against them or in the case of a company, the passing of any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the selected bidder failing to comply with any of the conditions herein specified, the DoP shall have the right to terminate the contract without prior notice.

## **19. Breach of Terms and Conditions**

In case of breach of any of the terms and conditions mentioned herein above, the Department of Posts shall have the right to cancel the contract without assigning any reason thereof and nothing will be payable by the DoP. The damage(s) and/or loss(es), if any, that may be caused to the DoP as a result of such cancellation of the contract, shall be payable by the selected bidder and the same may at any time thereafter be deducted from any payment that may become due to the selected bidder.

## **20. Subletting of Work**

If the selected bidder assigns and / or contracts the work or any part of it to any other person or party then the liability for payments or any other responsibility lies with the selected bidder himself. The DoP in any case shall not be liable to any such third party.

## **21. Applicable Law**

21.1 The contract shall be governed by and interpreted in accordance with the laws of the Republic of India and subject to the jurisdiction of the courts in New Delhi only.

21.2 All terms and conditions stipulated in the tender document, declarations, clarifications issued by the DoP, agreement and other documents along with its annexure furnished with the tender and related correspondence shall form part of the contract.

21.3 Whenever there is duplication of clause either in the terms and conditions or in the agreement, the clause, which is beneficial to the DoP shall be considered applicable at the time of any dispute.



## 22. Arbitration

22.1 If any dispute, difference or claim arises out of or in connection with this contract, including interpretation of the contract or payments to be made thereunder, the parties shall first endeavour to settle the same amicably through mutual consultation and negotiation.

22.2 In the event that such amicable settlement is not reached within 30 days, the dispute may be referred to mediation/conciliation in accordance with the applicable provisions of the Mediation Act, 2023 and Arbitration and Conciliation Act, 1996, as amended from time to time.

22.3 In cases where the value of the dispute is less than Rs. 10 crore, and where amicable settlement fails, either party may submit the dispute for arbitration. The arbitration shall be conducted by a Sole Arbitrator appointed by the Secretary, Department of Posts, on the recommendation of the Department of Legal Affairs, Government of India. The venue of arbitration shall be New Delhi and the proceedings shall be conducted in English. The provisions of the Arbitration and Conciliation Act, 1996 and rules made thereunder, as amended from time to time, shall apply.

22.4 Disputes involving a value of Rs. 10 crore or above shall not ordinarily be referred to arbitration and shall be dealt with in accordance with the Mediation Act, 2023 amended from time to time. Such disputes shall be subject to the jurisdiction of the competent courts at New Delhi.

(Ankush Bhagat)  
(अंकुश भगत)  
Assistant Director General  
(ANKUSH BHAGAT)  
(International Mails) ADG(IM)  
Department of Posts / Min. of Communication  
Ministry of Communications  
Government of India  
Dak Bhawan, New Delhi -110001  
Phone No: 011-23096260  
Email: dasection.im@indiapost.gov.in

**Section-III**  
**Tender No. DA-10/2/2026-DA-DOP**  
**Air Conveyance of International Mail**

**Technical Bid**

(1.) Particulars of Organization:

S. No.	Required Particulars	Information	Details of duly signed and stamped scanned copies of supporting documents uploaded with e-bid
a)	Name of Organization		
b)	Corporate Identity No. (CIN)		
c)	Year of Start of Operation / Registration in India, if any, with The Procuring Entity.		
d)	PAN No.		
e)	GST No.		
f)	Address of the Corporate office of the bidder		
	Contact Details: Telephone No. Mobile No. Email:		
g)	Address of the Local office of the bidder in India to which payment is to be made		
	Contact Details: Telephone No. Mobile No. Email:		
h)	Name, Designation & Office Address of the Head /CEO of the bidder in India		

	Telephone No. Mobile No. Email:		
i)	Name, Designation & Office Address of the Key Person on behalf of the bidder for this tender		
	Telephone No. Mobile No. Email:		
j)	Name, Designation, Address & Mobile No. of the Controlling Officer of the bidder at Chennai airport	Name- Designation- Address- Mobile No. Email id-	
k)	Name, Designation, Address & Mobile No. of the Controlling Officer of the bidder at Delhi airport	Name- Designation- Address- Mobile No. Email id-	
l)	Name, Designation, Address & Mobile No. of the Controlling Officer of the bidder at Kolkata airport	Name- Designation- Address- Mobile No. Email id-	
m)	Name, Designation, Address & Mobile No. of the Controlling Officer of the bidder at Mumbai airport	Name- Designation- Address- Mobile No. Email id-	
n)	Name, Designation, Address & Mobile No. of the Controlling Officer of the bidder at Kochi airport	Name- Designation- Address- Mobile No. Email id-	
o)	Name, Designation, Address & Mobile No. of the Controlling Officer of the bidder at Ahmedabad airport	Name- Designation- Address- Mobile No. Email id-	
p)	Name, Designation, Address & Mobile No. of the Controlling Officer of the bidder at Bengaluru airport	Name- Designation- Address- Mobile No. Email id-	
q)	Name, Designation, Address & Mobile No. of the Controlling Officer of the bidder at Hyderabad airport	Name- Designation- Address- Mobile No. Email id-	

(2) Particulars of Earnest Money Deposit (EMD):

S. No.	Particulars	Description of Earnest Money Deposit (EMD)
i)	Name and Address of the Bank/ Post office issuing the Demand Draft/ ACG67/ Insurance Surety Bonds/ Fixed Deposit Receipt/ Banker's Cheque/	
ii)	Amount of Demand Draft/ACG 67	
iii)	Bank Draft / ACG 67 Number & Date	
iv)	Valid up to (in case of demand draft)	
v)	Whether Original Bank Demand Draft/ ACG 67/ Insurance Surety Bonds/ Fixed Deposit Receipt/ Banker's Cheque/ of EMD is submitted to DoP as per instructions of this NIT (Yes/No)	
vi)	Whether Scanned copy of Bank Demand Draft/ ACG 67/ Insurance Surety Bonds/ Fixed Deposit Receipt/ Banker's Cheque/ Bank Guarantee of EMD uploaded on the CPP Portal as per instructions of this NIT (Yes/No)	

(3) Whether the bidder is registered with IATA (Yes/No) : \_\_\_\_\_

(4) Whether the copy of the valid certificate of registration with IATA is uploaded on the CPP Portal (Yes/No): \_\_\_\_\_

(5) Whether the requisite latest Flight Schedule as per the format given in the Annexure-I- is uploaded on the CPP Portal (Yes/No): \_\_\_\_\_

(6) Are you exempted from deduction of TDS? If yes, whether valid Exemption Certificate issued by competent authority has been uploaded on the CPP Portal (Yes/No) : \_\_\_\_\_

(7) Whether the bidder is currently in a position to exchange EDI messages (CARDIT/RESBIT) with DoP, as per Clause 3.2 of Section-II of this NIT (Yes/No): \_\_\_\_\_

(8) Whether the bidder is currently in a position to comply with ICS2 norms for the countries in European Union as per Clause 3.2 of Section-II of this NIT (Yes/No): \_\_\_\_\_

(9) Whether the bidder agrees to provide Proof of Delivery as per Clause 3.3 of Section-II of this NIT: \_\_\_\_\_

(10) Whether the requisite information with respect to Ground Handling Agents (GHAs) of the bidder in India and major destinations as per the Format given in the Annexure-II is uploaded on the CPP

Portal (Yes/No): \_\_\_\_\_

(11) Whether the Bidder has sufficient manpower/GHAs to handle International mails at the origin and destination airports (Yes/No):\_\_\_\_\_.

(12) Whether the Bidder has furnished undertaking on Non-Judicial Stamp Paper as per Annexure-III and uploaded on the CPP Portal (Yes/No):\_\_\_\_\_.

(13) Whether the Bidder has furnished duly filled and signed copy of Pre-Contract Integrity Pact as given in Section VI and uploaded on the CPP Portal (Yes/No):\_\_\_\_\_.

(14) Whether the Bidder is Blacklisted by any Central/ State Government Entity/undertaking (Yes/No):\_\_\_\_\_.

(15) Whether the Bidder has declared for ineligibility and not stand declared convicted under any law to participate in the tender (Yes/No):\_\_\_\_\_.

(16) Whether the Bidder has given undertaking having minimum three flights for Schedule 'A' countries as per Annexure 'J' (Yes/No) : \_\_\_\_\_.

(17) Whether the Bidder shares a land border with India (Yes/No):\_\_\_\_\_. If Yes, indicate the name of authority and details of issued valid registration, as per Annexure I of Department of Expenditure (MoF) order No. F.7/10/2021-PPD (1) dated 23.02.2023 ( <https://shorturl.at/aeHS0> ), para 2 (as indicated at Section-II, 5.5 (n)\_\_\_\_\_.

(18) Whether bidder belongs to Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) (Yes/No):\_\_\_\_\_.

(19) Whether the bidder has atleast 3 years of experience of handling and carrying of mail, cargo, courier, freight and associated activities alongwith Balance Sheet duly certified by the Chartered Account. (Yes/No):\_\_\_\_\_.

(20) Whether the bidder has submitted Earnest Money Deposit (EMD) in ACG-67 Receipt/Demand Draft/ Insurance Surety Bonds/ Fixed Deposit Receipt/ Banker's Cheque/ Bank Guarantee (Yes/No):\_\_\_\_\_or Bid Securing Declaration (Yes/No):\_\_\_\_\_.

(21) Whether the bidder has given an undertaking as per annexure-III that no litigation or arbitration award has been passed against the bidder during the past three years (Yes/ No):\_\_\_\_\_.

(22) Whether the bidder has given an undertaking as per annexure-III that the bidder is not insolvent or bankrupt, is not under administration by any Court/Judicial Officer, and that its business activities have not been suspended, nor are any legal proceedings pending against it for any reason (Yes/ No): \_\_\_\_\_.

Date: \_\_\_\_\_ (Signature).....

Place: \_\_\_\_\_ (in the capacity of \_\_\_\_\_ )

Duly authorized to sign Bid for and on behalf of

.....

**Particulars of Authorization of person signing these documents on behalf of the bidder**

Name, Designation & Address of the authorized person. -----  
-----  
-----

Name, Designation & Address of the person authorizing him/her for signing the document. -----  
-----  
-----

Type/form of the issued authority (whether power of attorney/Authorization letter etc.) -----  
-----  
-----

(Please upload the original authorization document)

**Section-IV**

**Tender No. DA-10/2/2026-DA-DOP**

**Air Conveyance of International Mail**

**Directions for Financial Bid**

- Bidder is required to quote rate in the EXCEL file available in the Financial Bid Section of this tender on the CPP Portal.
- Basic Rates for Per Ton Per Kilometer (PTKM) in INR in figures only are to be provided for conveyance of International Mails of Department of Posts under Column 13 of the EXCEL file for respective destinations mentioned in BOQ. In case of destinations mentioned in **Annexure “A”**, rates are to be given for each OE in BOQ (point 2 to 9.18), and for remaining destinations mentioned in **Annexure “B”** only Pan India rate is to be given (point 11 to 225).
- Further, under the Hard Block arrangements, rates are required to be quoted in the BOQ for all the destinations mentioned in **Annexure “B-1”** (Point Nos. 226.01 to 226.04) from DELHI. However, from MUMBAI, rates are required to be quoted only for Great Britain and USA under BOQ Point Nos. 227.01 to 227.02.
- Taxes/ Cess, if any, to be paid, shall be indicated separately in the bid by the bidder under Column 14, 15 and 17 of the xls file and without taxes and with taxes in column 53 and 54 respectively,.

**Annexure “A”**

Sl No	OEs	Mumbai	Delhi	Chennai	Ahmedabad	Kochi	Kolkata	Hyderabad	Bangalore
	Countries								
1	Australia								
2	Canada								
3	China								
4	France								
5	Germany								
6	Great Britain								
7	Hong Kong								
8	Japan								
9	Italy								
10	New Zealand								
11	Philippines								
12	Russian Federation								

13	Saudi Arabia								
14	Singapore								
15	South Korea								
16	Sri Lanka								
17	United Arab Emirates (the)								
18	USA								

**Annexure “B”**

S.No.	Country/ Destination	Rates in INR (PTKM)
1	Afghanistan	
2	Albania	
3	Algeria	
4	Angola	
5	Anguilla	
6	Antigua and Barbuda	
7	Argentina	
8	Armenia	
9	Aruba	
10	Ascension	
11	Austria	
12	Azerbaijan	
13	Bahamas	
14	Bahrain	
15	Bangladesh	
16	Barbados	
17	Belarus	
18	Belgium	
19	Belize	
20	Benin	
21	Bermuda	
22	Bhutan	
23	Bolivia	
24	Bosnia and Herzegovina	
25	Botswana	
26	Brazil	
27	British Virgin Islands	
28	Brunei Darussalam	
29	Bulgaria	

30	Burkina Faso	
31	Burundi	
32	Cambodia	
33	Cameroon	
34	Cape Verde	
35	Caribbean part of the Netherlands (Bonaire, Saba and Sint Eustatious)	
36	Cayman Island	
37	Central African Republic	
38	Chad	
39	Chile	
40	Chile Easter Island	
41	Colombia	
42	Comoros	
43	Congo (Rep.)	
44	Congo (the Democratic Republic of the)	
45	Costa Rica	
46	Cote d'Ivoire	
47	Croatia	
48	Cuba	
49	Curacao	
50	Cyprus	
51	Czechia	
52	Denmark	
53	Djibouti	
54	Dominica	
55	Dominican Republic	
56	Ecuador	
57	Egypt	
58	El Salvador	
59	Equatorial Guinea	
60	Eritrea	
61	Estonia	
62	Eswatini (Swaziland)	
63	Ethiopia	
64	Falkland Island	
65	Faroe Islands	
66	Fiji	
67	Finland	
68	French Guinea	
69	French Polynesia	
70	French Southern and Antarctic Territories (St. Paul and Amsterdam Islands, Crozet Islands, Kerguelen Islands, Terre Adeline)	
71	Gabon	
72	Gambia	
73	Georgia	

74	Ghana	
75	Gibraltar	
76	Greece	
77	Greenland	
78	Grenada	
79	Guadeloupe (including St. Barthelme and St. Martin)	
80	Guam	
81	Guatemala	
82	Guernsey	
83	Guinea	
84	Guinea Bissau	
85	Guyana	
86	Haiti	
87	Honduras	
88	Hungary	
89	Iceland	
90	Indonesia	
91	Iran	
92	Iraq	
93	Ireland	
94	Isle of Man	
95	Israel	
96	Jamaica	
97	Jersey	
98	Jordan	
99	Kazakhstan	
100	Kenya	
101	Kiribati	
102	Kuwait	
103	Kyrgyzstan	
104	Lao People's Dem. Rep.	
105	Latvia	
106	Lebanon	
107	Lesotho	
108	Liberia	
109	Libyan	
110	Liechtenstein	
111	Lithuania	
112	Luxembourg	
113	Macao, China	
114	Madagascar	
115	Malawi	
116	Malaysia	
117	Maldives	
118	Mali	
119	Malta	

120	Mariana Islands including Saipan and Tinian	
121	Martinique	
122	Mauritania	
123	Mauritius	
124	Mexico	
125	Moldova	
126	Monaco	
127	Mongolia	
128	Montenegro	
129	Montserrat	
130	Morocco	
131	Mozambique	
132	Myanmar	
133	Namibia	
134	Nauru	
135	Nepal	
136	Netherlands	
137	New Caledonia	
138	Nicaragua	
139	Niger	
140	Nigeria	
141	Niue	
142	Norfolk Island	
143	North Korea Rep.	
144	North Macedonia	
145	Norway	
146	Oman	
147	Pakistan	
148	Palestine	
149	Panama	
150	Papua New Guinea	
151	Paraguay	
152	Peru	
153	Pitcairn, Henderson, Ducie and Oeno Islands	
154	Poland	
155	Portugal	
156	Puerto Rico	
157	Qatar	
158	Reunion	
159	Romania	
160	Rwanda	
161	Saint Lucia	
162	Samoa	
163	San Marino	
164	Sao Tome and Principe	
165	Senegal	

166	Serbia	
167	Seychelles	
168	Sierra Leone	
169	Sint Maarten	
170	Slovakia	
171	Slovenia	
172	Solomon Islands	
173	Somalia	
174	South Africa	
175	South Georgia and the South Sandwich Islands	
176	South Sudan	
177	Spain	
178	St. Christopher and Nevis	
179	St. Helena	
180	St. Pierre and Miquelon	
181	St. Vincent and the Grenadines	
182	Sudan	
183	Suriname	
184	Sweden	
185	Switzerland	
186	Syria	
187	Taiwan (Province of China)	
188	Tajikistan	
189	Tanzania	
190	Territorial Community of Mayotte	
191	Thailand	
192	Timor Leste	
193	Togo	
194	Tokelau	
195	Tonga	
196	Trinidad and Tobago	
197	Tristan da Cunha	
198	Tunisia	
199	Türkiye	
200	Turkmenistan	
201	Turks and Caicos Island	
202	Tuvalu	
203	Uganda	
204	Ukraine	
205	Uruguay	
206	Uzbekistan	
207	Vanuatu	
208	Vatican	
209	Venezuela	
210	Viet Nam	

211	Virgin Island	
212	Wallis and Futuna	
213	Yemen	
214	Zambia	
215	Zimbabwe	

**Annexure – ‘B-1’**

S.No.	Countries for hard block arrangements from Delhi	Rates in INR (PTKM)
1	Australia	
2	Canada	
3	Great Britain	
4	USA	
	Countries for hard block arrangements from Mumbai	Rates in INR (PTKM)
1.	Great Britain	
2.	USA	

**Section-V**

**Tender No. DA-10/2/2026-DA-DOP**

**Air Conveyance of International Mail** – Express Mail Service, Letter post, Parcel post, International Tracked Packet etc

**Service Level Agreement**

THIS AGREEMENT made on this \_\_\_\_\_ day of \_\_\_\_\_ between the President of India acting through Shri Ankush Bhagat, ADG (IM), Ministry of Communications, Department of Posts (DoP), Government of India, New Delhi hereinafter called the “DoP” (which expression shall unless excluded by or repugnant to the context be deemed to include its successors in office, representatives and assignees) on the ONE PART and

(Name of Airline/ Carrier/GSA \_\_\_\_\_

\_\_\_\_\_) (Set out and interpret the duties on the other part) having its registered office at \_\_\_\_\_, hereinafter called the “Selected Bidder” (which expression shall unless excluded be repugnant to the context be deemed to include its successors in business and permitted assignees) on the OTHER PART. (Collectively hereafter referred to as “the Parties”)

WHEREAS the selected bidder has agreed with the DoP to pick up, carry, convey and deliver international mails: Express Mail Service, Letter post, Parcel post, International Tracked Packet etc. upon the terms and conditions contained hereinafter.

NOW THESE PRESENT witnesses that the parties have mutually agreed as under.

## Table of Contents

### Part A – General Terms and Conditions

1. Definitions
2. Objectives and scope of the Agreement
3. Responsibilities of the Selected Bidder
4. Responsibilities of the DoP
5. Terms of payment
6. Irregularities
7. Penalty
8. Duration of the Agreement
9. Termination of the Agreement
10. Severability
11. Performance Security, Liquidated Damages, Force Majeure, Insolvency, Applicable Law, Arbitration

### Part B – List of Annexure

Annexure C	Routing Plan
Annexure D	Performance Standards

## Part A – General Terms and Conditions



### 1. Definitions

- 1 As used in this Agreement, the terms stated below are to be interpreted as follows:
  - 1.1 Acceptance: Point of time at which the selected bidder formally agrees to provide the service in accordance with this Agreement, confirmed by the proof of acceptance provided by the selected bidder to the DoP.
  - 1.2 Agent: Representative of the selected bidder, including the ground handler performing duty on behalf of the selected bidder at the airport of origin, destination and transit.
  - 1.3 Airmail: Any postal item conveyed in principle by air and with priority.
  - 1.4 Airmail routing: All routes and schedules for the transportation of Mail by the selected bidder.
  - 1.5 CARDIT: EDI message sent from a Designated Operator (DO) at origin to any carrier (including an airline) which is going to transport the consignment. The CARDIT message is the electronic equivalent of the CN 38, CN 41 or CN 47 delivery bill. It is a consignment-level message providing pre-advice of Mail to the carrier.
  - 1.6 Consignment: The Mail of a single service level and documents handed over by the DoP for the service from origin to destination in accordance with the routing plan and as specified in the transportation documents.
  - 1.7 Critical Handover Time: The latest time at origin by which the Mail has to be handed over to the selected bidder or the latest time at destination by which the Mail has to be handed over to the DO.
  - 1.8 Dangerous Goods: The articles covered by the "Recommendations on the Transport of Dangerous Goods" drawn up by the United Nations, with the exception of certain dangerous goods provided for in the existing UPU Regulations, and by the Technical Instructions of the International Civil Aviation Organization (ICAO) and International Air Transport Association (IATA) Dangerous Goods Regulations shall be considered as dangerous goods.
  - 1.9 Days: Full calendar days from 12.00AM to 11.59PM, including legal rest days and public holidays.
  - 1.10 Delivery: Handover of Mail at the destination, confirmed by the proof of delivery.
  - 1.11 Designated Operator/ Delivery Agency: Any entity (governmental or private law entity) officially designated by the government of a UPU member country to operate postal services and to fulfill the obligations arising from the Acts of the UPU on its territory, in particular to ensure the acceptance, handling, conveyance and delivery of postal items.
  - 1.12 Destination: Location, normally inside the airport, where the Mail is handed over to the DO of destination by the selected bidder.

- 1.13 DO: Abbreviation of Designated Operator.
- 1.14 Documents: Documents, including bag tags and labels, issued by the DO according to the UPU provisions and regulations (such as the CN 38 delivery bill). The documents serve, inter alia, as manual proof of acceptance and delivery, as proof of transportation, and as a basis for final billing.
- 1.15 Electronic Data Interchange (EDI)/ Import Control System 2 (ICS2): The exchange of information messages (e.g. CARDIT and RESDIT) as specified in the latest version of the UPU EDI Messaging Standards publication.
- 1.16 Handover:
  - 1.16.1 Acceptance of the Mail by the Selected Bidder for transportation, which takes over its custody from the DoP.
  - 1.16.2 Delivery of the Mail transported by the Selected Bidder to the transit DO or to destination DO.
- 1.17 International Air Transport Association: Global trade organization, whose mission is to represent, lead and serve the airline industry.
- 1.18 IATA: Abbreviation of International Air Transport Association.
- 1.19 IATA season:
  - 1.19.1 The IATA summer season starts on the last Sunday of March and ends on the last Saturday of October.
  - 1.19.2 The IATA winter season starts on the last Sunday of October and ends on the last Saturday of March.
- 1.20 Mail: All postal items as defined in the Universal Postal Convention, to be carried on an aircraft, truck or any other vehicle or subject to other services as mentioned herein. Any articles lodged on the documents are classified as Mail. All such mails shall be carried in mail bags and can also be termed as Receptacles.
- 1.21 Origin: The place of dispatch of the Mail, where the selected bidder accepts the Mail from the DoP to provide the Services.
- 1.22 Postal item: Generic name referring to any item dispatched by DoP or DO. (Letter post, Parcel post, money orders, etc).
- 1.23 Proof of acceptance ("POA"): Means a positive check of all Mail received by the selected bidder by positive data capturing of mail receptacle identifiers enclosed in the proper EDI messages and by the signature of the documents.
  - 1.23.1 Proof of Delivery ("POD"): Proof of Delivery includes physically signed copy and RESDIT 21. It is a mean of positive check of all Mail received by the DO at destination

or by its agent by positive data capturing of mail receptacle identifiers enclosed in the proper EDI messages and by the signature of the documents.



- 1.24 RESDIT: A RESDIT message is the message sent by a carrier of a consignment (such as an airline) to the DO. A RESDIT message is normally sent in response to a CARDIT. However, if no CARDIT is received, a RESDIT message can also be sent if a suitable message standard is used between a DO and a carrier. There can be several RESDIT messages for a single CARDIT as the receptacles in a consignment are transported along the supply chain from origin to destination.
- 1.25 Routing plan: The list of airmail routings that shall be used for the service as agreed between the DoP and the selected bidder, as specified in Annexure C.
- 1.26 Services: All services related to the transportation of mail, such as loading, unloading, ground handling, security, transportation, distribution and documentation.
- 1.27 Transportation: Transportation means the actual transport and physical movement by air.
- 1.28 Universal Postal Union: Specialized agency of the United Nations, whose aim shall be to secure the organization and improvement of the postal services and to promote the development of international collaboration in this sphere.
- 1.29 UPU: Abbreviation of Universal Postal Union.
- 1.30 Universal Postal Convention: International treaty containing the rules applicable throughout the international postal service.
- 1.31 Hard Block : A “Hard Block Arrangement” means a fixed and mandatory allocation of space reserved exclusively for the DoP’s mail. Such reserved capacity shall not be reduced except under Force Majeure conditions or mutually agreed circumstances.

## **2. Objectives and Scope of the Agreement**

2.1 This Agreement describes the conditions pursuant to which the Selected Bidder shall provide the services to the DoP from the point of origin to the point(s) of destination, or to the point of transit, in conformity with the routing plan as mentioned in the Annexure C.

## **3. Responsibilities of the Selected Bidder**

### **3.1 Service**

3.1.1 The Selected Bidder shall provide the Services for the DoP in accordance with this Agreement and as per the Clause 3 of Section-II of the NIT.

### **3.2 Integrity of Mail**

3.2.1 The Selected Bidder shall handle the Mail as specified in this Agreement in accordance with the levels of performance detailed in Annexure D.

3.2.2 The Selected Bidder shall provide necessary protection for all Mail in its possession from weather, dust, damage, loss or theft while in its custody.



### **3.3 Refusal of Handover**

3.3.1 The Selected Bidder may refuse the handover of Mail at origin or to hand over the Mail at destination and may return such Mail, or hold such Mail at any point, at its discretion, in the following cases:

3.3.1.1 The Selected Bidder has objective and reasonable reasons to perceive its contents to be illegal, or of a dangerous nature or otherwise, and that its contents are likely, in the sole judgment of the Selected Bidder, to damage or affect other Mail, goods or equipment belonging to the Selected Bidder, its employees or third parties; In such case, Mails other than such identified mail/bags must be carried forward by the Selected Bidder and should not impact any other mail transmission.

3.3.1.2 The visual inspection indicates that the Mail to be uplifted appears to be improperly packed, wrapped or labelled or is in a condition indicating suspected damage, tampering or pilferage at the moment of handover and before proof of acceptance from the Selected Bidder. In this case, the Selected Bidder shall notify the DoP of the reasons for refusal. The Selected Bidder shall provide the DoP with the opportunity to correct the defects.

3.3.1.3 The Selected Bidder shall not refuse to hand over Mail at destination because of an accounting dispute or any other type of dispute between the DoP and the Selected Bidder.

### **3.4 Custody of the Mail**

3.4.1 Mail shall be considered to be in the custody of the Selected Bidder, from the proof of acceptance of the Mail until proof of delivery.

3.4.2 Without limitation, proof of acceptance and proof of delivery may be provided in writing (by signing the documents) and by an electronic acknowledgement of receipt.

### **3.5 Performance**

3.5.1 The Selected Bidder shall use its best efforts to uplift Mail accepted for transportation to the destination without unnecessary delay.

3.5.2 If the transportation chain is interrupted through the fault of the Selected Bidder, the Selected Bidder shall be responsible for the return of the Mail to origin or for its storage until the transportation is resumed. If the transportation chain is interrupted through no fault of the Selected Bidder, the Selected Bidder shall immediately contact the DoP for further instructions.

3.5.3 The Selected Bidder shall achieve the agreed performance level specified for Mail category and each mail consignment as specified in Table 1.

3.5.4 The Selected Bidder and DoP shall meet at agreed intervals to review and discuss all issues

arising from the performance of this Agreement. Each party shall provide the other party with information/data concerning the carriage of Mail under this Agreement, as and when requested, to review performance.



### **3.6 Routing**

3.6.1 The Selected Bidder shall provide to the DoP the new airmail routings at least 30 days before the start of the new IATA season so as to enable the latter to prepare a routing plan.

3.6.2 The Selected Bidder shall notify to the DoP as soon as possible or at least 7 days prior to implementation date, of any schedule changes to its flights or any other known issues that are relevant to the smooth performance of the Services.

3.6.3 The Selected Bidder shall notify to the DoP about the introduction of new flights to the existing or to the new destinations within 7 days of starting.

### **3.7 Critical Handover Time**

3.7.1 The critical handover time at origin and at destination shall be as specified in Annexure D.

3.7.2 The selected bidder's performance shall be measured against the service criteria specified in Annexure D.

### **3.8 Delivery Failure and Possible Remedy**

3.8.1 In the event that the Mail cannot be delivered to the agreed location at destination, it shall be stored, subject to local regulations, at the Selected Bidder's mail handling unit, and the DO of destination shall be contacted for an alternative handover location. The DoP shall be notified of the measures taken thereon within 24 hours.

3.8.2 The Selected Bidder shall notify the situation to the DoP within 24 hours and comply with any reasonable instructions from the DoP, if the DO of destination:

3.8.2.1 refuses or fails to take possession of the Mail;

3.8.2.2 refuses or fails to deliver proof of delivery after its arrival at the place of delivery.

3.8.3 In the absence of instructions from the DO of destination or if such instructions cannot reasonably be complied with, the Selected Bidder shall inform the DoP and shall return such Mail to the DoP at The DoP's expense at the same outbound rate, after having notified such event to the DoP within 7 business days.

### **3.9 Handover**

3.9.1 Subject to Clause 3.3 of this Agreement, the Selected Bidder shall accept for transportation any Mail whose contents are admissible for carriage under the UPU Acts and which complies with the packaging and labeling requirements laid down.

3.9.2 The Selected Bidder shall check Mail and documents at handover. From the moment the Selected Bidder accepts the consignment, the Mail shall be considered to be in the custody of the Selected Bidder until its handover at destination or at the transit airport.

3.9.3 Where a Selected Bidder has accepted Mail within the agreed time limits, the Selected Bidder shall check the Mail against the documents and the EDI message. Where there is a discrepancy, the staff of the DoP or the Selected Bidder shall prepare documents and/or correct the EDI message to cover the discrepancy. The Parties shall agree and sign the new documents and/or confirm the updated EDI message.

3.9.4 The Selected Bidder shall be liable to pay the amount incurred in Screening of postal mail bags visually or using technology (e.g. X-ray) by Airport Authority of India (AAI) or any other authority designated for such purpose.

3.9.5 The Selected Bidder is authorized as well as responsible to examine (screen) the mail receptacles, without opening them, visually or using technology (e.g. X-ray) for the purposes of clearing the articles for uplift under aviation security regulations and if allowed by national legislation.

3.9.6 After accepting the Mail and before forwarding it, the Selected Bidder may, at its own expense, correct any packaging and labeling irregularities discovered at its premises. Otherwise, the Selected Bidder shall inform the DoP as soon as feasible for instructions regarding the items.

3.9.7 Where the Selected Bidder has elected to withhold mail in case of suspected damage, pilferage or tampering, the Selected Bidder shall forward the remainder of the consignment that is not affected and amend the documents accordingly. The Selected Bidder shall inform the DoP immediately for instructions in regard to the item suspected of pilferage or tampering, and allow on request, inspection of the Mail at the premises of the Selected Bidder. The Selected Bidder shall make a record concerning affected Mail and give a copy of it to the DoP. But any such incidents cannot be treated as reason for withholding or non-transmission of any mails other than such identified articles/Bags.

3.9.8 In the event that Mail is returned or held by the Selected Bidder, the Selected Bidder shall notify the DoP of the details within 24 hours.

### **3.10 Dangerous Goods**

3.10.1 The Selected Bidder shall provide the services in respect of mail permissible under the provisions of the International Air Transport Association (IATA), International Civil Aviation Organization (ICAO) and UPU.

### **3.11 Performance Monitoring System- EDI Messaging etc.**

3.11.1 The Selected Bidder shall exchange CARDIT/RESBIT EDI messages in conformity with UPU EDI messaging standards, with DoP for every consignment carried. In case of any exigency, DoP may use any other system either electronic or manual for measuring the

performance standards as indicated here with one-month advance notice to the selected bidder. The selected bidder, then, shall have to enable the exchange of information as per the requirement of DoP within one month of DoP's system being made functional.



#### **4. Responsibilities of the DoP**

##### **4.1 Operational aspects**

4.1.1 The DoP shall provide the selected bidder with a mail routing plan, not later than 30 days after the receipt of new airmail routings from the selected bidder.

4.1.2 The DoP shall ensure that all Mail is packed and labeled in accordance with the applicable provisions of the UPU Acts before it is handed over to the selected bidder.

##### **4.2 Documentation**

4.2.1 The handover of all Mail to the selected bidder shall be accompanied by proper airmail documentation, as specified by the UPU Acts.

4.2.2 The International Mails shall always be shipped with a minimum of **seven** (copies of the) CN 38 delivery bills, however no copy is required where paper free is applicable. The mail receptacles shall carry the prescribed CN 35 airmail bag label and CP 84 air parcel label.

4.2.3 The writing on all documents and labels furnished by the DoP shall be readable and unambiguous, and in English language.

4.2.4 All the selected/empanelled shall submit their winter and summer flight schedules to the DA Section at least one month in advance of the commencement of the respective schedule period. The schedules shall be provided in Excel format strictly in accordance with the prescribed Annexure – I. Any subsequent changes or revisions to the submitted schedules shall also be communicated promptly to the DA Section in the same format.

#### **5. Terms of Payment**

5.1 No payment shall be made in advance. No loan from any bank or financial institution shall be recommended to the selected bidder on the basis of the order of award of contract.

5.2 The selected bidder(s) shall submit the invoice in advance in soft copy for verification. After due verification the account team will inform the selected bidder(s) to submit the final invoice in the prescribed format on monthly basis along with relevant documents in physical (Statement of Weights-CN66) as well as through email (Soft Copy of the bill, Statement of Weights-CN66 and relevant CN 38) to DAA Section, Dak Bhawan, New Delhi. The DoP will make its best efforts to settle the bills within two months from date of receipt of such bills by the DoP.

5.3 The selected bidder(s) shall submit monthly compliance report on total transit norms in

the prescribed format, along with the monthly bills. (as per Annexure “H”).



5.4 All payments shall be made by account payee cheques/electronic transfer to the local office/agent of the selected bidder in India in accordance with the Government of India’s rules and instructions from time to time. Cheque can be prepared in the name of payee as authorized by the selected bidder.

5.5 The DoP shall be at liberty to withhold any payment to the selected bidder due to the payment of amount of damages/compensation by the DoP to the customers on account of the delay caused or loss of article or damage caused by the selected bidder in the course of its handling and transmission of the mails or non-providing EDI messages.

5.6 The DoP shall also be at liberty to withhold any of the payments of amount of any excess cost incurred by reason of the difference between the payments made to the selected bidder and the accepted rates for the destinations.

5.7 The approved rates would remain steady for the whole period of the tender and its extension.

5.8 In case of utilization of connecting flights, payment shall be restricted to the shortest air distance by a direct flight even though the actual distance by a connecting flight may be more.

5.9 The term “payment” mentioned in the above paragraphs includes all types of payments due to the selected bidder excluding EMD and Performance Security governed by separate clauses of the NIT.

5.10 The selected bidder would be required to raise invoices based on the destination specific distances.

5.11 The selected bidder shall raise supplementary bills (if any) within one month just after the finalization of original claim/bill of following month.

5.12 The selected bidder should submit the Income Tax Exemption Certificate (if applicable) along with their invoices.

5.13 All customs duties, security charges, or any other levies imposed by the Customs or security authorities of the foreign destination country on mail volume carried from India shall be borne and paid by the carrier and shall be reimbursed to the tendered/empaneled airlines upon submission of necessary supporting documents, including bills, invoices, or official receipts evidencing payment of such duties or charges, along with the corresponding bill during the applicable billing cycle, provided that details of such levies are informed to the Department in advance.

## **6 Irregularities**

6.1 At the point of origin, in the event of a failure to uplift Mail or in case of anticipated delays, the selected bidder shall notify the DoP as soon as possible before the scheduled flight departure

so that further instructions may be given. Where the routing plan already provides for alternative routes, they should be used.



6.2 The selected bidder shall ensure that the Mail once accepted for carriage/conveyance for a particular flight shall not be offloaded in any case except under circumstances so communicated along with adequate justification to the DoP in writing.

6.3 In case of frequent cases of offloading, the DoP reserves the right to shift the mail bags on the route(s) to other selected bidder(s) as required.

6.4 The selected bidder shall always notify the DoP within 24 hours of any irregularities, such as delay, loss or theft of, or tampering or damage to, Mail discovered during transportation under this Agreement.

## 7. Penalty

### **Penalty for loss, damage, tampering, delay, not meeting the standards etc.**

7.1 The selected bidder shall ensure exchange of EDI messages as specified in Clause 3.2 of Section-II of this tender document read with Clause 3.11 of this Service Level Agreement. In case, if the selected bidder fails to exchange the EDI messages then the selected bidder shall be liable to pay a penalty equivalent to 10% of the conveyance charges for the mail.

*Example: - 100 bags weighing 2000 kg were assigned to Airline "A" for the DEL-FRA sector. RESDIT-74 messages were provided for all 100 bags, whereas RESDIT-21 messages were provided for only 80 bags. The penalty calculation for this sector shall be as follows (both the messages RESDIT74 and RESDIT21 necessary):*

*Since the RESDIT message was provided only for 80 bags, corresponding to 1600 kg, the penalty shall be calculated on the remaining mail volume of 400 kg.*

*Penalty = 400 kg × tender rate of the concerned sector (per kg) × 10%*

7.2 The selected bidder shall be liable to pay the amount of compensation payable by the DoP to the customers on account of delay, loss or theft of, or tampering or damage to, mail while in custody (as defined in Clause 3.4 of this Agreement) of the selected bidder.

7.3 If, on account of violation of Para 5 of Annexure "D" of this Agreement, the said mails are not carried as per the defined transit time standards in Table 1 of Annexure D, the selected bidder shall be liable to pay a penalty at the rate of 5% of the total amount to be paid for the load of such mails to the DoP in connection with a particular flight.

*Example: Total transit time is calculated between the time of RESDIT74 and RESDIT21*

*If 100 bags weighing 2000 kg are assigned to Airline "A" and the bags are not transmitted within the prescribed transit time specified in the tender document, the penalty shall be calculated as follows:*

*Penalty = 2000 kg × tender rate of the concerned sector (per kg) × 5%*

7.4 The selected bidder shall ensure that the mail shall be handed over to the DO of the

destination along with the correct delivery bill. Failure to do so shall result in a penalty at the rate of 2% of the amount payable for the load of mail bags handed over without such documentation.



*Example: If 100 bags weighing 2000 kg are handed over at the destination without the correct delivery bill, the penalty shall be calculated as follows: Penalty = 2000 kg × tender rate for the concerned sector (per kg) × 2%.*

7.5 If any item is carried beyond its destination due to the negligence of the selected bidder or its employees or agents the conveyance charges would be paid only up to the destination and the selected bidder shall reimburse the DoP the additional expenditure, if any incurred by the DoP for re-forwarding such articles to destination.

7.6 The amount of penalty can be calculated independently or jointly as the case may be, as admissible for the reasons indicated in Clause 7.1 to 7.5 above and amount of penalty shall be deducted by the DoP at the time of settlement of bill of carriage presented by the selected bidder for that particular month.

## **8. Duration of the Agreement**

8.1 This Agreement shall be valid for the period of two years from the date of signing the agreement and extendable further for a period of six months at a time, up to a maximum period of one year as per decision of the competent authority on the terms and conditions mentioned in the NIT. This Agreement shall enter into force on (\_\_\_\_\_ ) and shall expire on (\_\_\_\_\_ ) unless terminated earlier pursuant to Clause 9 hereof.

## **9 Termination of the Agreement**

9.1 In the event of any breach by the Selected Bidder of the terms and conditions of this Agreement read with Clause 21 of Section- II of the NIT, the DoP may terminate the agreement but without prejudicing its rights of recovery of damage or loss.

### **9.2 Termination for Convenience**

9.2.2 The DoP may at any time terminate this Agreement due to convenience by providing a 30 (thirty) days written notice to the Selected Bidder.

9.2.3 In case of termination of this Agreement by DoP due to convenience as per this clause, the payments to the selected bidder shall be limited to the services rendered up to the point of termination.

### **9.3 Termination for change of control**

9.3.1 The Selected Bidder shall seek prior written approval of the DoP for any Change of Control of the Selected Bidder taking place.

9.3.2 The DoP may terminate this Agreement by written notice, if there is a Change of

Control to which DoP objects.



9.3.3 or which in sole discretion of the DoP adversely affects the technical capability of the service provider to perform its obligations under this Agreement except where the DoP has given its prior written consent to the particular Change of Control which subsequently takes place as proposed.

### 10. Severability

10.1 Should any provision of this Agreement be held invalid, or prohibited, such provision shall be ineffective only to the extent of such invalidity or prohibition and shall not invalidate the remainder of such provision or the remaining provisions of this Agreement.

### 11. Performance Security, Liquidated Damages, Force Majeure, Insolvency, Applicable Law, Arbitration

11.1 The provisions for Performance Security, Liquidated Damages, Force Majeure, Insolvency, Applicable Law and Arbitration as specified in Clause 13, Clause 14, Clause 17, Clause 18, Clause 21 and Clause 22 respectively in Section-II of the NIT shall be applicable for all purposes of this Agreement.

### 12. The parties hereby sign this Agreement at .....on .....

For DoP  
BUYER

For Selected Bidder  
BIDDER

(\_\_\_\_\_)  
Assistant Director General  
(International Mails)  
Department of Posts,  
Ministry of  
Communications  
Government of India

(Authorized signatory of Bidder)

Witness

Witness

1. \_\_\_\_\_

1. \_\_\_\_\_

2. \_\_\_\_\_

2. \_\_\_\_\_

Part B – List of Annexure

Annexure C Routing Plan  
Annexure D Performance Standards

## **Routing Plan**

DoP shall finalize the routing plan during the signing of the Agreement with the Selected Bidder(s).

## Performance Standards

1. The selected bidder shall be responsible for meeting the Performance Standards as specified herein for international mail.
2. DoP shall use CARDIT and RESDIT EDI messages to measure the different performance standards viz. Critical Handover Time at the origin, Critical Handover Time at the destination, Total transit time, Offloading, delay in delivery, wrong delivery, loss, theft, etc.
3. The time **6 hours** prior to the schedule departure time of the flight as per the latest flight schedule is termed as critical handover time at the origin for the purpose of this agreement. It is the latest time by which DoP shall handover the mail along with the documents to selected bidder. The selected bidder shall ensure to load the mail on schedule flight. In case, if DoP fails to handover the mail at least 6 hours before scheduled departure time, then the selected bidder shall ensure to load mail on the next available flight.
4. The time **3 hours** from the arrival of the flight at the destination airport is called as critical handover time at the destination for the purpose of this agreement. It is the latest time by which the selected bidder shall handover the mail to the DO at destination, unless specified by the bidder in advance of local regulatory compliances at the destination which forbids meeting 3-hour criteria.
5. Total Transit Time is the total maximum time taken by the selected bidder to carry the mail from its receipt by DoP at the point of origin to its delivery to DO at point of destination. The selected bidder shall carry the mail as per the Total Transit Time defined against each country/destination and for each category of Mail as per the **Table 1 for both Schedule A and Schedule B** given below.

**Table-1**

Total Transit Time as per Para 5 above

Schedule A

S. No.	Country	Total Transit Time for Conveyance of International Mails (In Hrs.)
1	Australia	36
2	Canada	40
3	China	24
4	France	30
5	Germany	24
6	Great Britain	30
7	Hong Kong	36
8	Italy	36
9	Japan	30
10	New Zealand	40
11	Philippines	40
12	Russian Federation	32
13	Saudi Arabia	24
14	Singapore	18
15	South Korea	40
16	Sri Lanka	24
17	United Arab Emirates (the)	24
18	USA	40

Schedule B

S.No.	Categories	Total Transit Time for conveyance of International Mails (in-Hours)
1.	Category "A"	42
2.	Category "B"	60
3.	Category "C"	72

**Category "A" Countries/Territories**

1.	Afghanistan
2.	Armenia
3.	Azerbaijan
4.	Bahrain
5.	Bangladesh
6.	Bhutan
7.	Brunei Darussalam

8.	Cambodia
9.	Cyprus
10.	Georgia
11.	Indonesia
12.	Iran
13.	Iraq
14.	Israel
15.	Jordan
16.	Kazakhstan
17.	Kuwait
18.	Kyrgyzstan
19.	Lao People's Dem. Rep.
20.	Lebanon
21.	Malaysia
22.	Maldives
23.	Mongolia
24.	Myanmar
25.	Nepal
26.	North Korea Rep.
27.	Oman
28.	Pakistan
29.	Palestine
30.	Qatar
31.	Syria
32.	Taiwan (Province of China)
33.	Tajikistan
34.	Thailand
35.	Timor Leste
36.	Türkiye
37.	Turkmenistan
38.	Uzbekistan
39.	Viet Nam
40.	Yemen

**Category "B" Countries/ Territories**

1.	Albania
2.	Algeria
3.	Austria
4.	Belarus
5.	Belgium
6.	Benin
7.	Bosnia and Herzegovina
8.	Botswana
9.	Bulgaria
10.	Burkina Faso
11.	Burundi

12.	Cameroon
13.	Cape Verde
14.	Central African Republic
15.	Chad
16.	Comoros
17.	Congo (Rep.)
18.	Congo (the Democratic Republic of the)
19.	Cote d'Ivoire
20.	Croatia
21.	Czechia
22.	Denmark
23.	Djibouti
24.	Egypt
25.	Equatorial Guinea
26.	Eritrea
27.	Estonia
28.	Eswatini (Swaziland)
29.	Ethiopia
30.	Finland
31.	Gabon
32.	Gambia
33.	Ghana
34.	Gibraltar
35.	Greece
36.	Greenland
37.	Guinea
38.	Guinea Bissau
39.	Hungary
40.	Iceland
41.	Ireland
42.	Isle of Man
43.	Kenya
44.	Latvia
45.	Lesotho
46.	Liberia
47.	Libyan Jamhiriya
48.	Liechtenstein
49.	Lithuania
50.	Luxembourg
51.	Madagascar
52.	Malawi
53.	Mali
54.	Malta
55.	Mauritania
56.	Mauritius
57.	Moldova
58.	Monaco
59.	Montenegro

60.	Morocco
61.	Mozambique
62.	Namibia
63.	Netherlands
64.	North Macedonia
65.	Norway
66.	Poland
67.	Portugal
68.	Romania
69.	Rwanda
70.	San Marino
71.	Sao Tome and Principe
72.	Senegal
73.	Serbia
74.	Seychelles
75.	Sierra Leone
76.	Slovakia
77.	Slovenia
78.	Somalia
79.	South Africa
80.	South Sudan
81.	Spain
82.	Sudan
83.	Sweden
84.	Switzerland
85.	Tanzania
86.	Territorial Community of Mayotte
87.	Togo
88.	Tunisia
89.	Uganda
90.	Ukraine
91.	Vatican
92.	Zambia
93.	Zimbabwe

**Category “C” countries/ Territories**

1.	Angola
2.	Anguilla
3.	Antigua and Barbuda
4.	Argentina
5.	Aruba
6.	Ascension
7.	Bahamas
8.	Barbados
9.	Belize
10.	Bermuda
11.	Bolivia

12.	Brazil
13.	British Virgin Islands
14.	Caribbean part of the Netherlands (Bonaire, Saba and Sint Eustatious)
15.	Cayman Island
16.	Chile
17.	Chile Easter Island
18.	Colombia
19.	Costa Rica
20.	Cuba
21.	Curacao
22.	Dominica
23.	Dominican Republic
24.	Ecuador
25.	El Salvador
26.	Falkland Island
27.	Faroe Islands
28.	Fiji
29.	French Guinea
30.	French Polynesia
31.	French Southern and Antarctic Territories (St. Paul and Amsterdam Islands, Crozet Islands, Kerguelen Islands, Terre Adeline)
32.	Grenada
33.	Guadeloupe (including St. Bartheleme and St. Martin)
34.	Guam
35.	Guatemala
36.	Guernsey
37.	Guyana
38.	Haiti
39.	Honduras
40.	Jamaica
41.	Jersey
42.	Kiribati
43.	Macao, China
44.	Mariana Islands including Saipan and Tinian
45.	Martinique
46.	Mexico
47.	Montserrat
48.	Nauru
49.	New Caledonia
50.	Nicaragua
51.	Niger
52.	Nigeria
53.	Niue
54.	Norfolk Island
55.	Panama
56.	Papua New Guinea
57.	Paraguay
58.	Peru

59.	Pitcairn, Henderson, Ducie and Oeno Islands
60.	Puerto Rico
61.	Reunion
62.	Saint Lucia
63.	Samoa
64.	Sint Maarten
65.	Solomon Islands
66.	South Georgia and the South Sandwich Islands
67.	St. Christopher and Nevis
68.	St. Helena
69.	St. Pierre and Miquelon
70.	St. Vincent and the Grenadines
71.	Suriname
72.	Tokelau
73.	Tonga
74.	Trinidad and Tobago
75.	Tristan da Cunha
76.	Turks and Caicos Island
77.	Tuvalu
78.	Uruguay
79.	Vanuatu
80.	Venezuela
81.	Virgin Island
82.	Wallis and Futuna

**Section-V-A**

**Tender No. DA-10/2/2026-DA-DOP**

**Air Conveyance of International Mail – Express Mail Service, Letter post, Parcel post, International Tracked Packet etc**

**Service Level Agreement for Hard Block Arrangements**

THIS AGREEMENT made on this \_\_\_\_\_ day of \_\_\_\_\_ between the President of India acting through Shri Ankush Bhagat, ADG (IM), Ministry of Communications, Department of Posts (DoP), Government of India, New Delhi hereinafter called the “DoP” (which expression shall unless excluded by or repugnant to the context be deemed to include its successors in office, representatives and assignees) on the ONE PART and

(Name of Airline/ Carrier/GSA \_\_\_\_\_)

\_\_\_\_\_ (Set out and interpret the duties on the other part) having its registered office at \_\_\_\_\_, hereinafter called the “Selected Bidder” (which expression shall unless excluded be repugnant to the context be deemed to include its successors in business and permitted assignees) on the OTHER PART. (Collectively hereafter referred to as “the Parties”)

WHEREAS the selected bidder has agreed with the DoP to pick up, carry, convey and deliver international mails: Express Mail Service, Letter post, Parcel post, International Tracked Packet etc. upon the terms and conditions contained hereinafter.

NOW THESE PRESENT witnesses that the parties have mutually agreed as under.

## Special terms for Hard Block Arrangements

1. The airline shall provide firm space allocation (Hard Block) for the contracted weight on the specified flights and routes during the validity of the agreement. The Department of Posts shall plan mail dispatch in accordance with the contracted capacity.
2. Upliftment shall be ensured on the very next available flight for the blocked capacity as informed by DoP in advance.
3. The hard block arrangement shall be subject to review after six month and revised weight for hard block will be communicated after the review.
4. If the load offered on a booked flight is less than the contracted weight or in case of no-show, the airline shall be entitled to charge for the commitment load as per the hard block rate for that particular flight.
5. Where ULDs are used, the Department of Posts shall ensure compliance with standard contours and maximum weight limits (e.g., **AKE – 500 kg; PMC – 1600 kg**).
6. In case of operational limitations arising due to force majeure circumstances beyond the control of the airline, and subject to prior intimation to the Department of Posts (DoP), the airline may offload part or whole of the mail consignment/ULD from the scheduled flight. In such cases, the airline shall mandatorily ensure upliftment of the offloaded mail on the next available flight without fail.
7. However, in situations other than force majeure, if the mail is offloaded either partially or fully from the scheduled flight, the airline shall transport the same on the next available flight and no freight charges shall be payable by DoP for the offloaded weight. Further, if the previously offloaded mail is not carried even on the next available flight, payment shall be reduced by the value equivalent to one ULD/ PMC from the total of the monthly invoice. Additionally, a per day penalty equivalent to 5% of the applicable hard block freight charges shall be levied on the offloaded ULD/ PMC, in addition to any other applicable penalties under the agreement.

For Example : - Suppose Department of Posts booked 1 ULD space with an airline under the hard block arrangement for Flight “A” on 10.06.2026. The freight charge for that ULD is ₹1,00,000.

However, due to operational reasons (not force majeure), the airline did not carry the ULD on Flight “A” and shifted it to the next available Flight “B” on 11.06.2026. In this case, Department of Posts will not pay any freight charges for carrying that ULD on Flight “B”, because the airline failed to carry it on the originally scheduled flight.

Now, if the airline again fails to carry the same ULD on Flight “B” and continues to hold the mail further, then:

- ₹1,00,000 (value equivalent to 1 ULD) will be deducted from the airline’s monthly invoice; and
- an additional penalty of 5% per day will be imposed.

For example, 5% of ₹1,00,000 = ₹5,000 per day.

So, if the mail is delayed by another 3 days, then:

- Deduction from invoice = ₹1,00,000
- Additional penalty = ₹5,000 × 3 days = ₹15,000

Total recovery from the airline = ₹1,15,000, apart from any other applicable penalties under the agreement.

8. Neither party shall be liable for any failure or delay in performing its obligations under the Agreement if such failure or delay is caused by a Force Majeure event beyond its reasonable control. The force majeure events include floods, earthquakes, fires, hurricanes, war, terrorism, civil unrest, government orders or restrictions, nationwide strikes, lockouts, blockades, or other unforeseen operational disruptions. In the event of a Force Majeure occurrence, the affected party shall promptly notify the other party, and both parties shall mutually discuss and take reasonable steps to mitigate the impact and determine the appropriate course of action.

9. During the contract period, certain days shall be treated as exclusion periods, including every Monday, the day following each Gazetted Holiday, and any three additional days per month as decided by the Department of Posts. Details of hard block for the sectors are provided below:

S.NO	OE Name	Destination Country	Hard block Pivot/per day (in kg.)
1	Delhi	USA	1600
		Australia	500
		Canada	1600
		Great Britain	500
2	Mumbai	USA	500
		Great Britain	500

10. All other terms and conditions not specifically mentioned in these clauses for the hard block arrangement shall remain as defined in Section – V (Service Level Agreement) for other mail arrangements.

**11. The parties hereby sign this Agreement at .....on .....**

For DoP  
BUYER

For Selected Bidder  
BIDDER

(\_\_\_\_\_)  
Assistant Director General  
(International Mails)  
Department of Posts,  
Ministry of  
Communications  
Government of India

(Authorized signatory of Bidder)

Witness

Witness

1. \_\_\_\_\_

1. \_\_\_\_\_

2. \_\_\_\_\_

2. \_\_\_\_\_

Part B – List of Annexure as per Annexure-C and Annexure-D (mentioned in Section -V of this tender document)

## Section-VI



### PRE-CONTRACT INTEGRITY PACT

This pre-bid pre-contract Agreement (hereinafter called the “Integrity Pact”) is made on the.....(day) of.....(month) of 2026, between on one hand, the President of India acting through Assistant Director General (International Mails), Department of Posts, Ministry of Communications, Government of India (hereinafter called the "BUYER", which expression shall mean & include unless the context otherwise requires, his successors in office and assignees) of the First Part and M/s .....represented by Shri/Smt,.....(designation) (hereinafter called the "BIDDER/Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assignees) of the Second Part.

WHEREAS the BUYER proposes to procure (Airmail service) and the BIDDER/Seller is willing to offer/has offered the said service; and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Department of the Government of India performing its functions on behalf of the President of India.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to: -

Enabling the BUYER to obtain the desired service at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows: -

#### **Commitments of the BUYER**

1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

1.3 All the officials of the BUYER will report to the appropriate Government office any attempted or breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such officials(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

### **3. Commitments of BIDDER**

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following: -

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.2 The BIDDER further undertakes that it has not given, offered promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.

3.3 BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

3.4 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.

3.5 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

3.6 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

3.7 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.8 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

- 3.9 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.10 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.11 If the BIDDER or any employees of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer the BUYER has financial interest/stake in the BIDDER's firm; the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.
- 3.12 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

#### **4. Previous Transgression**

- 4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.
- 4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

#### **5. Earnest Money Deposit**

- 5.1 While submitting financial bid, the BIDDER shall deposit an amount of Rs. 15,00,000/- (Rs. Fifteen lakh only) as Earnest Money Deposit with the BUYER through ACG 67 from any Post office or through Demand Draft/ Insurance Surety Bonds/ Fixed Deposit Receipt/ Banker's Cheque/ Bank Guarantee from any scheduled commercial bank in India except Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department. In place of a Bid security (EMD), Bidders may sign a Bid securing declaration (Annexure-K) accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of three years in the request for bids document from being eligible to submit Bids for contracts with the entity that invited the Bids.
- 5.2 The Earnest Money shall be valid till conclusion of empanelment process of successful BIDDERS.
- 5.3 If a successful BIDDER refuses to provide the service agreed upon after signing the contract, the Earnest Money shall stand forfeited without assigning any reason pursuant to Clause 4.3 of Section-II of the NIT.
- 5.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Performance Security for the period of its currency.

## 6. Sanction for Violations

6.1 Any breach of the aforesaid provisions by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-

- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(S) would continue.
- (ii) The Earnest Money Deposit (in pre-contract stage) and/or Performance Security (after the contract is signed) shall stand forfeited either fully or partly, as decided by the BUYER and the BUYER shall not be required to assign any reason thereof.
- (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- (iv) To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
- (v) To encash the EMD and Performance Security, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- (vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- (vii) To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- (viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- (ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
- (x) Forfeiture of Performance Security in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.2 The BUYER will be entitled to take all or any of the actions mentioned at paragraph 6.1 (i) to (x) of this Pact also on the Commission by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Bharatiya Nyaya Sanhita, 2023 or Prevention of Corruption Act, 1988 (as amended from time to time) or any other statute enacted for prevention of corruption.

6.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

## **7. Fall Clause**

The BIDDER undertakes that it has not supplied/is not supplying similar service at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar service was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

## **8. Independent Monitors**

8.1 The BUYER has appointed Shri Raj Kumar Singh, IRS (Retd.) Ex-Member (Customs Excise and Service Tax Appellate Tribunal and Shri Om Prakash Singh, IPS (Retd.), EX-DGP, Uttar Pradesh as Independent Monitors (hereinafter referred to as Monitor) for this Pact in consultation with the Central Vigilance Commission.

8.2 The task of Monitor shall be to review independently and objectively, whether and to what extent the parties comply with obligations under this Pact.

8.3 The Monitor shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

8.4 Both the parties accept that the Monitor have the right to access all the documents relating to the project/procurement, including minutes of meetings.

8.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.

8.6 The BIDDER accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/ Subcontractor(s) with confidentiality.

8.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

8.8 The Monitor will submit a written report to the designated Authority of BUYER/Secretary in the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the BUYER/BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

## **9. Facilitation of Investigation**

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

**10. Law and Place of Jurisdiction**

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

**11. Other Legal Actions**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

**12. Validity**

12.1 The validity of this Integrity Pact shall be from date of its signing and extend upto a date falling six months after expiry/ extension of the contract to be entered after due process of bidding or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

12.2 Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

13. The parties hereby sign this Integrity Pact at .....on .....

BUYER

BIDDER

(\_\_\_\_\_)  
Assistant Director General  
(International Mails)  
Department of Posts,  
Ministry of  
Communications  
Government of India

(Authorized signatory of Bidder)

Witness

Witness

1. \_\_\_\_\_

1. \_\_\_\_\_

2. \_\_\_\_\_

2. \_\_\_\_\_

**Annexure-I**

**Flight Schedule Format**

In case of direct connection LEG 1								
S. No.	Country/ Destination	Flight No.	Origin Airport Code (e.g. DEL)	Destination Airport Code @	Departure Time (in Hrs e.g. 1530)	Arrival Time (in Hrs e.g. 1830)	Operational Days (1/2/..., 1=MON) #	Flight No.
1								

In case of transfer via HUB LEG 1 and LEG 2*													
S. No.	Country/ Destination	Flight No.	Origin Airport Code (e.g. DEL)	Transfer HUB Airport Code ^	Departure Time (in Hrs e.g. 1530)	Arrival Time (in Hrs e.g. 1830)	Operational Days (1/2/..., 1= MON) #	Transfer hub to destination airport code @	Flight No.	Destination Airport Code @	Departure Time (in Hrs e.g. 1530)	Arrival Time (in Hrs e.g. 1830)	Operational Days (1/2/..., 1 =MON)
1													

\* - If more than one leg is involved up to destination, information of all legs to be given in the same format.

^ - Two alphabet country code as per IATA to be given.

@ - Three alphabet airport code of destination country as per IATA to be given.

# - Day code to be given. If daily flight, mention "Daily".

**Note 1:** Provide separate schedule for each origin i.e. Chennai, Delhi, Kochi, Kolkata, Mumbai, Ahmedabad, Bengaluru and Hyderabad.

**Note 2:** Destinations provided by bidder in the flight schedule shall be treated as sectors which DoP shall use for conveyance of mails under this tender.

*Annexure-I Continued (information about LEG-3 etc for the countries)....*

**Annexure-II**

**Details of Ground Handling Agents (GHAs) to be filled in by Bidder**

Sr. No.	Location	Name and Address of GHA	Contact Person of GHA	Contact Details (Phone No., Email Id)
1.	Delhi (DEL)			
2.	Mumbai (BOM)			
3.	Chennai (MAA)			
4.	Kolkata (CCU)			
5.	Kochi (COK)			
6.	Ahmedabad (AMD)			
7.	Bengaluru (BLR)			
8.	Hyderabad (HYD)			

**Undertaking**

**(To be given by Bidder on Rs.10 Non-Judicial Stamp Paper duly notarized)**

I/We hereby undertake that:-

I/ We hereby submit tender for undertaking specified work for DoP, in connection with the conveyance of various categories of international airmails on empanelment basis with DoP.

I / We have enclosed the EMD in the shape of demand draft/ACG 67 of Rs. 15,00,000/- (Rs. Fifteen lakh only) (Refundable) in the name of Director General, Department of Posts, payable at New Delhi, Demand Draft No. /ACG 67 No./ Insurance Surety Bonds No./ Fixed Deposit Receipt No. / Banker's Cheque No. / Bank Guarantee No. for EMD dated issued from \_\_\_\_\_(Bank/Post Office).

I/We has submitted the Bid Securing Declaration accepting all terms and condition mentioned therein.

I / We hereby agree to all the terms and conditions of this NIT, stipulated by the DoP, in this connection including Service Level Agreement, Section-V. Quotations shall be considered on its face value: (Yes/No)\_\_\_\_\_

I / We hereby agree to all the terms and conditions of this NIT, stipulated by the DoP, in this connection including Service Level Agreement, Section-V-A. Quotations shall be considered on its face value: (Yes/No)\_\_\_\_\_

I/ We have noted that overwritten entries shall be deleted unless duly out & re-written and initialed. Tenders are duly signed (No thumb impression should be affixed).

I / We undertake to sign the Service Level Agreement within 15 (fifteen days) from the issue of the letter of empanelment and start the work as per instruction immediately, failing which our / my EMD may be forfeited.

I / We agree to abide by this bid for a period of 180 days from the date of opening of financial bid or for any further period for which bid validity is extended and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

I / We agree that until a formal contract is prepared and executed, this bid together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I/We undertake that I/We have carefully studied all the terms and conditions and understood the parameters of the proposed work mentioned in the Tender Document DA-10/2/2026-DA-DOP dated 18.06.2026 of the DoP and shall abide by them.

I/We also undertake that I/We have understood provisions of Technical Bid for conducting the work mentioned in the Tender Document No. DA-10/2/2026-DA-DOP dated 18.06.2026 and shall conduct the work strictly as per these provisions.

I/We further undertake that the information given in this tender are true and correct in all respect and I/we hold the responsibility for the same.

I/We also undertake that the tendered work is in accordance with specifications given in the NIT and I/We shall be responsible for rejection/cancellation of contract if the work done by my/our firm not found up to the mark or for civil/criminal proceedings/ debarment from future work to the department, if the work done by my/ our firm not in accordance with specification mentioned in the tender at a future date.

I/We declare that I/We have not declared for ineligibility and not stand declared convicted under any law to participate in the tender.



I / We understand that you are not bound to accept the lowest or any bid you may receive. I/ We have gone through all terms & conditions of the tender documents before submitting the same and accept the same.

I/We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries, and solemnly certify that we fulfil all requirements in this regard and are eligible to be considered. We certify that:

- a) we are not from such a country or, if from such a country, we are registered with the Competent Authority (copy may be enclosed). and;
- b) we shall not subcontract any work to a contractor from such countries unless such contractor is registered with the Competent Authority.

MSME Status, (Yes/NO): \_\_\_\_\_

Having read and understood the Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 (as amended and revised till date), and solemnly declare the following:

- a) We are - Micro/ Small/ Medium Enterprise/ SSI/ Govt. Deptt. / PSU/Others:.....
- b) We attach herewith, Udyam Registration Certificate with the Udyam Registration Number as proof of our being MSE registered on the Udyam Registration Portal. The certificate is the latest up to the deadline for submission of the bid.
- c) Whether Proprietor/ Partner belongs to SC/ ST or Women category. (Please specify names and percentage of shares held by SC/ ST Partners):.....

I/We undertake that I/We have not been blacklisted/debarred by any Central Government/State Government Department, Public Sector Undertaking, or any other Government agency/entity.

I/We undertake that I/We have not been declared ineligible and have not been convicted under any law for participation in any tender/procurement process.

I/We undertake that no litigation or arbitration award has been passed against me/us during the past three years.

I/We undertake that I/We are not insolvent or bankrupt, are not under administration by any Court/Judicial Officer, and that our business activities have not been suspended. I/We further undertake that no legal proceedings are pending against me/us for any reason.

I/We undertake that I/We have sufficient available funds and/or bank credit facilities, after meeting all existing financial commitments, equal to or more than the amount specified for Bid Security. I/We further undertake to submit the balance sheets for the last three financial years duly certified by a Chartered Accountant as proof thereof.

I/We undertake that I/We possess at least three years of experience in handling and carrying mails, cargo, courier, freight, and associated activities.



Yours faithfully,

Signature of the Authorized Signatory of  
Bidder Full Address

WITNESS \_\_\_\_\_

\_\_\_\_\_

WITNESS \_\_\_\_\_

\_\_\_\_\_

**Special Instructions to the Contractors/Bidders for the e-submission of the bids online through this eProcurement Portal**

1. Bidder should do Online Enrolment in this Portal using the option Click Here to Enroll available in the Home Page. Then the Digital Signature enrollment has to be done with the e-token, after logging into the portal. The e-token may be obtained from one of the authorized Certifying Authorities such as eMudhraCA/GNFC/IDRBT/MtnlTrustline/SafeScripT/TCS.
2. Bidder then logs into the portal giving user id / password chosen during enrollment.
3. The e-token that is registered should be used by the bidder and should not be misused by others.
4. DSC once mapped to an account cannot be remapped to any other account. It can only be Inactivated.
5. The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
6. After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document, otherwise, the bid will be rejected.
7. The BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
8. If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online.
9. Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF/XLS/RAR/DWF formats. If there is more than one document, they can be clubbed together.
10. Bidder should arrange for the EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission date and time for the tender.
11. The bidder reads the terms and conditions and accepts the same to proceed further to submit the bids
12. The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.
13. There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network

bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and also the size of file also gets reduced. This will help in quick uploading even at very low bandwidth speeds.

14. It is important to note that, the bidder has to Click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids Which are not Frozen are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.
15. In case of Offline payments, the details of the Earnest Money Deposit(EMD) document submitted physically to the Department and the scanned copies furnished at the time of bid submission online should be the same otherwise the Tender will be summarily rejected
16. The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
17. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
18. At the time of freezing the bid, the eProcurement system will give a successful bid updation message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no, date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
19. After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
20. Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.
21. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected
22. The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.
23. All the data being entered by the bidders would be encrypted at the client end, and the software uses PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission and not viewable by any one until the time of bid opening. Overall, the submitted bid documents become readable only after the tender opening by the authorized individual.
24. During transmission of bid document, the confidentiality of the bids is maintained since the data is transferred over secured Socket Layer(SSL) with 256 bit encryption technology. Data encryption of sensitive fields is also done.



25. The bidders are requested to submit the bids through online eProcurement system to the TIA well before the bid submission end date and time (as per Server System Clock).

For any technical related queries please call at 24 x 7 Help Desk Number:-

0120-4001 002, 0120-4001 005, 0120- 4493395

International Bidders are requested to prefix +91 as country code

**EMail Support:**

For any Issues or Clarifications relating to the published tenders, bidders are requested to contact the respective Tender Inviting Authority

Technical - support-eproc(at)nic(dot)in

Policy Related - cppp-doe(at)nic(dot)in

**Indicative month wise volume (Kilograms) of the Year 2025**

<b>Jan-25</b>									
Destination	INAMD	INBLR	INBOM	INCCU	INCOK	INDEL	INHYP	INMAA	Grand Total
AE	205.9	1636	3147.265	454.1	2654.216	17774.1	306.1	3718.2	29895.88
AU	1030.1	2872.5	7594.826	2382.1	3403.4	20366	898.4	5457.1	44004.43
CA	1097.2	1403.2	4476.3	1532	3005	68759.9	388.5	3186.5	83848.6
CN	493.7	499.5	2112.3	155.6	82.5	2774.3	27.3	333.5	6478.7
DE	529.8	4052.4	4245.06	735.9	4431.3	7117.2	212.2	5163.5	26487.36
FR	178	1630.1	2343.2	599.5	708	4051.4	78.4	4172.9	13761.5
GB	817.6	2872.1	12895.73	2180.8	7715	29430.5	389.6	7095.7	63397.03
HK	248.8	204.1	2005.5	362.9	114.7	16142.8		297.8	19376.6
IT	17.5	273.3	833.5	151.8	246.6	6358.1		625.1	8505.9
JP	2285.4	2094	15508.4	1415.8	1142.8	20172.7	749.5	6045.4	49414
KR	352.6	816.1	6018	1077.5	595.8	3827.1		2248.3	14935.4
LK	345.2	297.6	1733.12	231.2	184.2	1254.1		7514.4	11559.82
NZ	138.1	425.7	1240	254.907	2849.4	5080.5	65.4	1649.3	11703.31
PH	770.9	358.5	2612.2	120.5	151.3	2788.9		2270	9072.3
RU	3450.3	1506.5	10141.4	1346.5	951	6634.1		2033.2	26063
SA	259	519.3	1138	339.8	1072.1	6541.5		2048	11917.7
SG	303.3	799.2	2704.9	1105.6	417.1	2299.7	203.3	4069.3	11902.4
US	2030.6	4310.5	31457.18	6835.8	2068.4	40680.9	690.1	5361.05	93434.53
Total	14554	26570.6	112206.9	21282.31	31792.82	262053.8	4008.8	63289.25	535758.5
<b>Feb-25</b>									
AE	274.2	1620.4	2571.2	410.9	2236.4	5739.9	223.3	3364.7	16441
AU	1263.3	1992.2	5555.5	1572.5	3777	20407.9	808	4418.6	39795
CA	927.4	1278.4	3785.56	1087.7	2894.6	43009.93	295.3	3163.4	56442.29
CN	412.7	215.8	1143.7	112.6	148	2386.8	18	395.7	4833.3
DE	238.6	2454.4	3658.7	879.5	3779.55	5079.7	262.1	3744.6	20097.15
FR	214	1457.9	1815.1	385.1	831.9	4472.4	237.4	4527.2	13941
GB	619.7	2575.5	13227.6	1809.3	8585	22728.8	318.4	6415.1	56279.4
HK	447.7	73.5	1907.4	538.7	91.3	27114.5		411.2	30584.3
IT	20	298.2	1002.9	99.2	816.9	4559.2		408.3	7204.7
JP	2321.9	1864.7	12346	1031.7	1231.1	16415.9	633.5	4605.1	40449.9
KR	296.1	857.4	5587.4	897.9	628.5	3780.1		2508.3	14555.7
LK	75.8	216.7	2218.7	47.9	249.2	1570.1		7377	11755.4
NZ	199.8	359.3	1031.4	245	3197	5732.2	103.8	1602	12470.5
PH	745.8	328.5	2047.3	164.3	103.1	3052.1		2000.6	8441.7
RU	2994.8	1606.2	9703.4	1219.6	544.9	6587.6		2696.4	25352.9
SA	306.8	546.5	800.2	259.1	1324.75	1894.8		1497.2	6629.35
SG	98.9	737.4	2447.3	859.5	300.1	1747.2	113.4	3178.4	9482.2
US	2295.3	3696.8	27161.98	6517.2	2142	34594.58	594.9	5448.1	82450.86
Total	13752.8	22179.8	98011.34	18137.7	32881.3	210873.7	3608.1	57761.9	457206.6
<b>Mar-25</b>									
AE	308	1574	2146	640.1	2580.7	4379.8	246.7	4120.6	15995.9
AU	1247	1839.1	6926.85	1705	3639.2	23455.3	590	3992.32	43394.77
CA	859.9	1379.6	4647.923	1414.2	4119.3	44257.2	362.8	3053.3	60094.22
CN	467.1	520.5	1249.2	195.3	114.9	2454.6	28.4	454.3	5484.3
DE	389.3	3441.2	4491	868.4	6064.7	6427	615.8	4575.6	26873
FR	329.4	1578.5	2543.1	548.4	1024	4718.6	101	6281.9	17124.9
GB	732.3	2677.7	17903.8	2291.4	9914.4	23699.4	175.9	6481.7	63876.6

HK	444.2	66.1	2238.7	588.6	86.2	22051.2		454.3	
IT	96.5	224.6	1158.8	433.9	542.9	6358.7		472.5	
JP	2180.9	1769	13566.5	1265.4	2090.6	16767.1	361.8	5842.5	43843.8
KR	144.2	1206.9	6251.5	978.9	765.1	4013.5	84.9	3303.1	16748.1
LK	170.7	466.5	1337.5	67.6	280.4	1303.4		6995.1	10621.2
NZ	214.1	456.6	1196.1	404.3	3226.1	6165.1	107.8	1320.1	13090.2
PH	892.6	169.5	2626	162.4	81.9	4011.7	26.3	1747	9717.4
RU	2076.9	1792.1	9368	1578.3	761.3	7895		2460.1	25931.7
SA	471.7	402.1	972.2	277.1	1135.1	1995.5	3.5	1382	6639.2
SG	108.3	536	2332.9	571.7	513	2300.8	108.4	3277.2	9748.3
US	2388.3	4246	30298.38	7977	2310.3	41762.7	634.9	5391.6	95009.18
Total	13521.4	24346	111254.4	21968	39250.1	224016.6	3448.2	61605.22	499410

**Apr-25**

AE	234.9	1500.4	2639.38	354.9	3058.7	9101.8	143.1	3208	20241.18
AU	1241.2	1636.6	6459.51	1999	2543.3	22947.3	274.8	3309.6	40411.31
CA	1191.4	1164.7	4480.8	1290.7	4186.2	44886.7	314.7	3345.5	60860.7
CN	411.2	267.5	1664.5	183.6	94.4	2590.7	51.2	309.3	5572.4
DE	421.3	3111	4121.4	981	5205.5	7161.4	531.7	4582.3	26115.6
FR	246	966.5	2045.874	336	451.8	5060.7	29.4	5060.2	14196.47
GB	1187	2443.4	17164.8	1887.2	9361.8	25647.2	203.9	5614.9	63510.2
HK	618.6	110.7	2018.8	516.5	115.5	24586.7		565.9	28532.7
IT		298.6	1070.7	549	292.7	4999.9		545.5	7756.4
JP	1815.5	1775	14477.1	1608.8	1375.5	17705	475.2	5484.6	44716.7
KR	275.1	1244.5	6033.6	907.5	874.1	3560.4	224.1	2249.9	15369.2
LK	149.2	268.1	1476.8	82.9	163.8	1345.9		7397.3	10884
NZ	200.5	328.7	838.7	244.7	2684.5	5824.5	49.8	1270.8	11442.2
PH	631.6	144.3	2199.5	225.9	92	3329.7	284.9	1165.8	8073.7
RU	1487	1065	8218.1	1361.6	412.7	7092.1		1476.7	21113.2
SA	232	368.4	897	808.2	987	1840.2	100.1	1306.9	6539.8
SG	108.5	679.3	2394.8	998.5	235.4	2193.9	44.8	3560.3	10215.5
US	2222.1	3482.7	29345.17	8562.7	2351.3	40993.5	543.6	4738.8	92239.87
Total	12673.1	20855.4	107546.5	22898.7	34486.2	230867.6	3271.3	55192.3	487791.1

**May-25**

AE	587.7	1459.2	2191	522.6	3790.12	14461.5	177.2	3655	26844.32
AU	1284.2	1627.7	6422.2	1884.7	2783.6	24057.1	598	3085.2	41742.7
CA	1097.3	1296.5	4097.3	1319.1	3928.4	47239.96	321.5	3538.9	62838.96
CN	311.6	327.6	1641.5	160.1	49.9	2518.5	61.7	577.3	5648.2
DE	325.5	3139.2	3386.4	737.7	5091	6627.3	257.6	4927.8	24492.5
FR	216.7	1069.7	2176.1	362.3	545.1	4364.2	51.1	5282.1	14067.3
GB	863	2164.98	21088.3	1663.8	9877.9	29474.82	262.7	5782.1	71177.6
HK	665.6	72.9	2580.2	802	33	26157.45		368.7	30679.85
IT	50.9	281.4	791.8	244.5	464.3	6049.9		342.3	8225.1
JP	1140.4	2095.9	14929.11	1200.7	1532.4	17924.6	591.9	4831.4	44246.41
KR	233.1	1548.6	6443.7	748.5	852	3487.5	188.5	2970.3	16472.2
LK	145.7	357	2203.4	78.7	313.7	1035.1		7464.2	11597.8
NZ	327.4	319.9	1085.6	168.3	2652.1	5784.1	59.7	1277.6	11674.7
PH	1428.5	198.8	2294.9	195.7	72.6	3508.5	89.5	1760.6	9549.1
RU	1337.7	952.2	5779.5	1424.1	278.7	7144		1613.2	18529.4
SA	246.3	486.1	1112.6	137.7	1326	2953.9	108.2	1141.6	7512.4
SG	78.1	509	2216	696.8	513.3	1899.8	151.2	3564.8	9629
US	2835.9	3474.1	30034.5	8535.7	2717.8	47378	584.3	5266.2	100826.5
Total	13175.6	21380.78	110474.1	20883	36821.92	252066.2	3503.1	57449.3	515754

**Jun-25**

AE	259.6	1157	2132.54	1494.9	2860	7490.9	218.2	2757.6	18370.74
AU	1311.3	1400.2	6135.7	1501.3	2975.2	21297.9	325.3	2895.5	37842.4
CA	927.9	1411.9	4285.9	1174.3	3675.7	44778	309.7	3180.8	59744.2
CN	407.1	335.8	1761.3	170	103.3	2258.3	31.6	206.1	5273.5

DE	183.7	2512.5	3323.6	669.9	4932.2	6043.5	263.7	4229.5	22158.6
FR	159.9	739.5	2033.1	368.5	551.3	4510.3	90.5	4219.3	12672.4
GB	746.4	1773.3	24269.8	1460.3	9760.998	26064.6	112	5040.3	69227.7
HK	455.3	99.6	2049.8	754	31.8	23893.2	3.3	245.5	27532.5
IT	40.5	70	610.3	149.6	303	4366.3		268.4	5808.1
JP	1924.7	1323.2	13996.38	1244.2	959.2	15227.2	643.6	4707.8	40026.28
KR	338.9	1037	6416.2	649.5	935.7	3327.9	218.7	2986.6	15910.5
LK	242	442.5	1795.4	126.3	207.8	602.7		8108.2	11524.9
NZ		409.7	1135.5	183.2	3013.9	5504.6	100.2	1104.9	11452
PH	969.7	289.4	2336.5	179.2	163.2	3445.5	167.1	1564.9	9115.5
RU	777.8	641	4936.7	749.1	199	6174.4		1171.4	14649.4
SA	333.8	233.2	969.045	214.4	1124.4	1833.5	127.9	895.7	5731.945
SG	64.3	586.8	2567.8	800.1	285.7	1852.4	69.6	3647.7	9874.4
US	2185	2911	27874.5	5755.6	2043.5	44431.14	524.5	4352.4	90077.64
Total	11327.9	17373.6	108630.1	17644.4	34125.9	223102.3	3205.9	51582.6	466992.7

**Jul-25**

AE	432.1	1813.7	2391.2	476.8	3211.6	6272	165.7	3707.8	18470.9
AU	1245.3	1689.8	7285.531	1616.8	3174.4	25950.6	425.8	3291.3	44679.53
CA	1851.6	1260.9	5270.8	1255.6	4068.376	62596	331.2	3293.5	79927.98
CN	314.5	277.5	1898.61	147.65	63.6	2036.9	34.2	365	5137.96
DE	336.1	2188.3	3141.8	683.3	4873.7	7141.3	223.2	4289.8	22877.5
FR	190.7	882.4	1860.3	296.6	256.1	4763.3	58.2	5376.6	13684.2
GB	1479.8	1792.1	26157	1600.2	7426.8	34934.8	219	5395.62	79005.32
HK	633.1	64.8	2398.1	305.4	93.2	24368.2	4.2	364.6	28231.6
IT	70.8	155.7	540.1	107.3	207.1	6320.9	33	398.6	7833.5
JP	1845.8	1863.1	15383.46	1159.7	1590.6	16179.4	631.3	5617.2	44270.56
KR	453	1582.4	5665.1	844.1	936.5	4198.3	306.8	2886.3	16872.5
LK	57.6	228.8	1258	198.2	156.4	888.6		8258.6	11046.2
NZ	0	215.1	1646.6	210.4	2390.8	8362.6	69.5	1247.1	14142.1
PH	1304.3	437	2704.5	251	27.5	4056.7	168.8	1581.3	10531.1
RU	1335.7	848.5	4439.9	746.2	220.7	5802.1	77.1	992	14462.2
SA	220.6	441.6	938.9	380.5	892.1	2151.7	205.3	1096.4	6327.1
SG	54.7	932.5	2698.8	765.1	396.8	2153.2	107.4	4144	11252.5
US	3042.2	3502.5	30488.98	6403.3	2151.2	51769.9	851.9	5599.9	103809.9
Total	14867.9	20176.7	116167.7	17448.15	32137.48	269946.5	3912.6	57905.62	532562.6

**Aug-25**

AE	485.2	1613.3	2093.8	384.8	4335.4	7004.1	186	5404.3	21506.9
AU	1045.6	1329.7	6987.3	1310.7	4549.5	18291.7	212.5	3006.9	36733.9
CA	1225.2	1047.3	3853.767	1082.2	5379.9	43295.4	256.4	2375.6	58515.77
CN	253.2	377.7	712.2	77.6	160.9	2286.3	27.5	159.7	4055.1
DE	222.1	2240.6	2889.3	688.2	6263.1	5534.6	127.9	3841.1	21806.9
FR	209	1036.2	1941.3	504.1	626	3864.7	232	6392.9	14806.2
GB	877	1613.2	24185	1448.9	11803.9	28419.4	159.2	4281.6	72788.2
HK	276.9	112.9	2959	464.3	305.8	28779.2	0	298.5	33196.6
IT	53.7	96.4	644.8	97.5	417.1	4338.2		318.9	5966.6
JP	1472.9	1611	16358.69	899.1	1844.2	16618.1	535.8	5473.1	44812.89
KR	280.1	1057.4	7211	1003.3	1348.6	4004.7	289.9	2882.5	18077.5
LK	124.3	345	1417.1	22.9	167.7	685.9		6006.3	8769.2
NZ	94.7	275.8	986.1	111.7	3548.2	5498.8	63.5	966.3	11545.1
PH	940	227.4	2402.6	173.9	117.3	3494.5	217.8	1300.9	8874.4
RU	2010.8	1341.3	4943.9	594.1	498.8	6743.4	152.9	1318.8	17604
SA	801.6	509.7	1101.6	262.6	1451.3	2515.5	224.7	2296	9163
SG	26	543.5	2462.5	615.4	444.9	2363.3	122.5	3892.5	10470.6
US	1827	2385.89	27749.69	3012.2	1788.4	34134.9	444.7	4221.7	75564.48
Total	12225.3	17764.29	110899.6	12753.5	45051	217872.7	3253.3	54437.6	474257.3

**Sep-25**

AE	599.3	1895.3	3186.023	549.6	3235.3	5736.1	113.9	6189.1	21504.62
AU	1169.4	1262	7541.3	1499.7	2149.5	19309.6	439.7	3243.5	36614.7
CA	1125.4	1074.6	4207	1511.2	2292.2	37114.5	219	2442.8	49986.7
CN	338.3	512	628.3	125.7	22.1	2012.3	14.8	380.7	4034.2
DE	432.9	2358.5	3505	919.2	5419.8	5662.3	234	5843.9	24375.6
FR	289.1	1450.2	2654.347	655.6	710.8	4299.6	97.4	9485.3	19642.35
GB	1363.5	2279.6	28255.6	2610.4	9406.4	34445.1	143.8	7380.5	85884.9
HK	120.8	144.7	2027.7	432	41.7	34182.3	55.1	645.4	37649.7
IT	16.2	209.1	718.4	149.7	246.2	4489.5		356.3	6185.4
JP	2636.3	1888.4	15374.6	1369.6	1612.1	15919.7	498.6	5545.3	44844.6
KR	604.3	812.9	7653.6	1258.5	934.4	4357.1	350	3027.4	18998.2
LK	1262.3	347.8	2174.1	14.1	148.9	660.2		7629.2	12236.6
NZ	371	359.4	1088.4	197.1	1689.4	6812.2	41.1	1249.1	11807.7
PH	1107.7	175.1	2272.2	135.2	63.7	3422	223.2	1378.3	8777.4
RU	3189.1	2784.3	11056.2	820.3	1074.5	8580.5	379.5	4832.9	32717.3
SA	527.6	729.9	1136	209.9	1089	2208.3	249.9	2607.1	8757.7
SG	122.2	728.7	2533.38	1330.2	388.8	2969.7	65.3	4822.7	12960.98
US			280.958	0		155.9		73.8	510.658
Total	15275.4	19012.5	96293.11	13788	30524.8	192336.9	3125.3	67133.3	437489.3
<b>Oct-25</b>									
AE	551.5	1400.1	3448.84	489.2	2980.6	12247.3	219.5	5709.4	27046.44
AU	896.9	1445	7937.74	1077.7	2199	18896.6	373.9	3547.8	36374.64
CA	450.9	685.3	3775.8	490.1	1366.5	30518.7	181.6	1749.1	39218
CN	199.6	255.3	692.7	89.3	83.1	1983.3	8.2	337.1	3648.6
DE	163.3	3118.3	8647.4	739.19	4476.7	5899.7	147.1	5514.6	28706.29
FR	236.7	939.1	2752.6	452.3	542.7	4390.4	144.3	5725.5	15183.6
GB	1496.8	3122.5	29069.08	2090.765	6942.9	38480.7	173.8	8374	89750.55
HK	343.3	122.5	2858.1	546.7	94.3	28208.2	20.9	434.6	32628.6
IT	105.4	186.9	641	169.6	403.4	4817.4		456.8	6780.5
JP	1801.7	1708.5	17492.2	1055	1273.9	17898.7	573.4	6843.7	48647.1
KR	116.7	893.1	8282.5	1060.8	1096.4	4723.9	272.1	3080.1	19525.6
LK	78.9	416.4	1273.3	14.8	121.6	1179.5		6682.6	9767.1
NZ	141.3	343.4	1109.8	194.5	1400.91	5327.3	15.5	1252.6	9785.31
PH	875.8	209.2	2406.8	89.2	83.1	4431.5	161.9	1340.3	9597.8
RU	2636.7	1622.8	12745.5	1199.8	734.5	8335.6	307.9	3738.1	31320.9
SA	366.1	559.6	1116.3	171.4	776.1	2434.8	167.8	1685.8	7277.9
SG	127.8	1015.7	2445.5	930.7	241.4	2795.4	153.1	5768.5	13478.1
US	315.6	459.9	23275.5	861.2	284.5	14303.6	93.9	1071.9	40666.1
Total	10905	18503.6	129970.7	11722.26	25101.61	206872.6	3014.9	63312.5	469403.1
<b>Nov-25</b>									
AE	306.6	1263.8	3453.565	514.6	3961.582	5921.6	264	5163.4	20849.15
AU	1083.4	1028.1	7262.85	1754	2415.1	16915.1	261.1	3249.3	33968.95
CA	1116.1	911.3	4122.784	897.2	2334.7	50937.8	219.6	2514	63053.48
CN	285	956.3	1148.9	187.2	9.4	2283.3	24.8	336.2	5231.1
DE	445.8	2163.7	4092.4	504.4	4732.1	7650.4	282.1	3936.1	23807
FR	258.7	847	2178.3	348.6	569.3	4232.2	35.3	4743.6	13213
GB	1829.5	2092.3	29836.15	2292.3	7388.1	33933.2	69.8	5421.4	82862.75
HK	321.3	215.6	2695.8	392.9	10.8	29919	16.3	176.6	33748.3
IT	64.1	234.2	1012.545	258.1	397.1	5442.3		373.5	7781.845
JP	1522.7	1317.3	13012.24	1102.6	1027.7	16082.4	556	4530.1	39151.04
KR	301.2	877.3	7791.4	421	1032.9	4511.7	265.2	3078	18278.7
LK	18.2	431.7	1767.9	59.4	72	1062.6		6409.4	9821.2
NZ	216.7	368.2	685.3	177	2011.8	4937	72.7	1213.3	9682
PH	809.4	443.5	2012.9	175.8	60.8	3450.7	51.2	1497.7	8502
RU	3486.5	1996.2	11017.44	955.4	678.9	9051.1	306.1	3970.3	31461.94
SA	181.8	405.9	1203.9	190.3	1262.7	2521.3	146.4	1909.7	7822
SG	94.9	497.1	2250.3	763.5	471.9	1945.8	100.1	4446.7	10570.3

US	1225	1244	27364.74	3091.5	879.9	31733	287.2	2729.7	68555.04
Total	13566.9	17293.5	122909.4	14085.8	29316.78	232530.5	2957.9	55699	488359.8
<b>Dec-25</b>									
AE	338.4	1768.3	3913.17	368.3	4421.1	8492.3	232	7178.825	26712.4
AU	977.4	1346.7	7542.2	1718.9	2535.3	18566.1	289.8	3108.2	36084.6
CA	1140.6	1109.2	5129.4	1121.8	2904.2	72105.4	207.927	2589.5	86308.03
CN	278.9	436.7	1264.5	1199.6	53.4	2202.6	13.6	313.7	5763
DE	400	2888.88	4152.9	1056.6	4660.7	8471.2	181.4	3530.4	25342.08
FR	233.2	1153.6	2317.432	373.6	427.5	5228.5	84.7	4758.5	14577.03
GB	3103	2135.4	35974.4	2178.2	8380.44	44147.1	203.1	6226.6	102348.2
HK	493	79.5	3148.2	834	51.9	34618	23.2	267.2	39515
IT	81.5	161.6	761.3	548	374.6	7102.6	20.7	499.1	9549.4
JP	2475.9	1339.4	17954.4	1724.5	1373.9	20575	705	5872.7	52020.8
KR	222.3	1135.2	7681.2	1087.7	933.3	5480.6	232.3	2654.6	19427.2
LK	52.7	353.9	1407.2	39	85.9	946.4		5896.9	8782
NZ	52.6	293.8	872.9	300.2	1835	4680.1	142.9	824.6	9002.1
PH	804.2	515.7	2140.7	414.8	32.2	3629.1	145.7	1661	9343.4
RU	4913.1	2869.3	12650.63	810	683.1	11342.6	674.9	4715.5	38659.13
SA	326.7	407.3	1061.2	239.9	1326	3835.7	182.9	1874	9253.7
SG	123.8	917.1	2232.8	734	347	4577	199.8	6619.2	15750.7
US	1750.1	2296.2	27764.18	4525.4	1163.5	36052.4	283.5	3778.3	77613.58
Total	17767.4	21207.78	137968.7	19274.5	31589.04	292052.7	3823.427	62368.83	586052.4

**Letter of Authorization**

This is to certify that \_\_\_\_\_ (Name of GSA) is an IATA certified General Sales Agent of \_\_\_\_\_(Name of Airlines), authorized to accept, handle at the airport (Name of Airport and Terminals) and handover Department of Posts mail, on behalf of \_\_\_\_\_(Name of Airline) and in adherence to the service level agreement as defined in section V of the tender and for all liabilities, therein.

We, \_\_\_\_\_ (name of the airline) undertakes to accept the Department of Posts's mail handed over by the \_\_\_\_\_ (Name of GSA) to transmit and handover to the designated Operator at the destination, ensuring electronic data interchange (EDI) as per the Universal Postal Union (UPU) guidelines and in adherence to the service level agreement as defined in section V of the tender and for all liabilities, therein.

Name:- \_\_\_\_\_

Signature:-\_\_\_\_\_

**Undertaking for compliance with the capacity of delivering EDI and ICS2 messages as per the norms prescribed by UPU**

This is to certify that \_\_\_\_\_ (Name of the Airline) is EDI and ICS2 compliant in respect of conveyance of PO mails destined to all the bidding destination/ countries as per the norms prescribed by UPU.

Name of Airlines –

Signature –

**Annexure-H**

**Monthly compliance report for the month of \_\_\_\_\_ (name of the month) on Total transit time taken by the Airlines**

S.No.	Consignment No. (CN-38)	Receptacle No.	Receipt (Date & Time)	Delivered (Date & Time)	Total transit time taken	Whether delivered in a prescribed time "Yes" or "No"

**Annexure-J**

**Undertaking for having minimum three flights Connectivity**

S.No.	Schedule "A" Countries	Whether the bidder has minimum 3 flights operational on weekly basis from the following OEs							
		Name of OEs							
		Del hi	Mum bai	Chen nai	Bangal ore	Kolk ata	Koc hi	Hydera bad	Ahmeda bad
1	Australia								
2	Canada								
3	China								
4	France								
5	Germany								
6	Great Britain								
7	Hong Kong								
8	Japan								
9	Italy								
10	New Zealand								
11	Philippines								
12	Russian Federation								
13	Saudi Arabia								
14	Singapore								
15	South Korea								
16	Sri Lanka								
17	United Arab Emirates (the)								
18	USA								

**Bid Securing Declaration**  
(on Company Letter-head)

Bidder's Name \_\_\_\_\_

[Address and Contact Details]

Bidder's Reference No. \_\_\_\_\_ Date.....

To  
Director General Postal Services  
Department of Posts  
Dak Bhawan, Sansad Marg  
New Delhi

Ref: Tender Document No. Title: Air Conveyance of International Mail.

Sir/ Madam,

We, the undersigned, solemnly declare that:

We understand that according to the conditions of this Tender Document, the bid must be supported by a Bid Securing Declaration in lieu of Bid Security.

We unconditionally accept the conditions of this Bid Securing Declaration. We understand we shall stand automatically suspended from being eligible for bidding in any tender in Procuring Organisation for 3 years from the date of opening of this bid if we breach our obligation(s) under the tender conditions if we:

- 1) withdraw/ amend/ impair/ derogate, in any respect, from our bid, within the bid validity; or
- 2) being notified within the bid validity of the acceptance of our bid by the Procuring Entity:
  - (a) refused to or failed to produce the original documents for scrutiny or the required Performance Security within the stipulated time under the conditions of the Tender Document.
  - (b) Fail or refuse to sign the contract.

We know that this bid-Securing Declaration shall expire if the contract is not awarded to us, upon:

- 1) receipt by us of your notification
  - (a) of cancellation of the entire tender process or rejection of all bids or
  - (b) of the name of the successful bidder or
- 2) forty-five days after the expiration of bid validity any extension to it.

(Signature with date)

.....  
(Name and designation)

Duly authorized to sign bid for and on behalf of.....

[name & address of Bidder and seal of company]

Dated on ..... day of ..... [insert date of signing]

Place.....[ insert place of signing]

DA:.....

Indicative Format for Filling the Financial Quotation in the BOQ (Rates should not be entered in this PDF)



<input type="button" value="Validate"/> <input type="button" value="Print"/> <input type="button" value="Help"/>							
<b>Tender Inviting Authority: ADG (International Mail)</b>							
<b>Name of Work: FOR EMPANELMENT OF AIRLINES/CARRIERS/GENERAL SALES AGENTS (GSAs) FOR PROVIDING AIR CONVEYANCE OF INTERNATIONAL MAIL OF DEPARTMENT OF POSTS</b>							
<b>Contract No: DA-10/2/2026-DA-DOP</b>							
<b>Name of the Bidder/ Bidding Firm / Company :</b>							
<b><u>PRICE SCHEDULE</u></b> (This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only )							
<b>NUMBER #</b>	<b>TEXT #</b>	<b>NUMBER #</b>	<b>NUMBER</b>	<b>NUMBER</b>	<b>NUMBER</b>	<b>NUMBER #</b>	<b>NUMBER #</b>
<b>Sl. No.</b>	<b>Item Description</b>	<b>BASIC RATE In Figures To be entered by the Bidder in INRs. P</b>	<b>GST (IGST or CGST &amp; SGST on Basic Rates in INR)</b>	<b>Cess in INR</b>	<b>Any Other Taxes/Duties/Levies in INR</b>	<b>TOTAL AMOUNT Without Taxes in Rs. P</b>	<b>TOTAL AMOUNT With Taxes</b>
<b>1</b>	<b>2</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>17</b>	<b>53</b>	<b>54</b>
1	Basic Rate for Schedule "A" Countries						
2	Ex-MUMBAI						
2.01	Australia					0.00	0.00

2.02	Canada					0.00	0.00
2.03	China					0.00	0.00
2.04	France					0.00	0.00
2.05	Germany					0.00	0.00
2.06	Great Britain					0.00	0.00
2.07	Hong Kong					0.00	0.00
2.08	Italy					0.00	0.00
2.09	Japan					0.00	0.00
2.1	New Zealand					0.00	0.00
2.11	Philippines					0.00	0.00
2.12	Russian Federation					0.00	0.00
2.13	Saudi Arabia					0.00	0.00
2.14	Singapore					0.00	0.00
2.15	South Korea (Republic of Korea)					0.00	0.00
2.16	Sri Lanka					0.00	0.00
2.17	United Arab Emirates (the)					0.00	0.00
2.18	United States of America					0.00	0.00
3	<b>Ex-DELHI</b>						
3.01	Australia					0.00	0.00
3.02	Canada					0.00	0.00
3.03	China					0.00	0.00
3.04	France					0.00	0.00
3.05	Germany					0.00	0.00
3.06	Great Britain					0.00	0.00
3.07	Hong Kong					0.00	0.00
3.08	Italy					0.00	0.00
3.09	Japan					0.00	0.00
3.1	New Zealand					0.00	0.00
3.11	Philippines					0.00	0.00
3.12	Russian Federation					0.00	0.00
3.13	Saudi Arabia					0.00	0.00
3.14	Singapore					0.00	0.00
3.15	South Korea (Republic of Korea)					0.00	0.00
3.16	Sri Lanka					0.00	0.00
3.17	United Arab Emirates (the)					0.00	0.00

3.18	United States of America					0.00	0.00
4	<b>Ex-CHENNAI</b>						
4.01	Australia					0.00	0.00
4.02	Canada					0.00	0.00
4.03	China					0.00	0.00
4.04	France					0.00	0.00
4.05	Germany					0.00	0.00
4.06	Great Britain					0.00	0.00
4.07	Hong Kong					0.00	0.00
4.08	Italy					0.00	0.00
4.09	Japan					0.00	0.00
4.1	New Zealand					0.00	0.00
4.11	Philippines					0.00	0.00
4.12	Russian Federation					0.00	0.00
4.13	Saudi Arabia					0.00	0.00
4.14	Singapore					0.00	0.00
4.15	South Korea (Republic of Korea)					0.00	0.00
4.16	Sri Lanka					0.00	0.00
4.17	United Arab Emirates (the)					0.00	0.00
4.18	United States of America					0.00	0.00
5	<b>Ex-AHMEDABAD</b>						
5.01	Australia					0.00	0.00
5.02	Canada					0.00	0.00
5.03	China					0.00	0.00
5.04	France					0.00	0.00
5.05	Germany					0.00	0.00
5.06	Great Britain					0.00	0.00
5.07	Hong Kong					0.00	0.00
5.08	Italy					0.00	0.00
5.09	Japan					0.00	0.00
5.1	New Zealand					0.00	0.00
5.11	Philippines					0.00	0.00
5.12	Russian Federation					0.00	0.00
5.13	Saudi Arabia					0.00	0.00
5.14	Singapore					0.00	0.00
5.15	South Korea (Republic of Korea)					0.00	0.00

5.16	Sri Lanka					0.00	0.00
5.17	United Arab Emirates (the)					0.00	0.00
5.18	United States of America					0.00	0.00
6	<b>Ex-KOCHI</b>						
6.01	Australia					0.00	0.00
6.02	Canada					0.00	0.00
6.03	China					0.00	0.00
6.04	France					0.00	0.00
6.05	Germany					0.00	0.00
6.06	Great Britain					0.00	0.00
6.07	Hong Kong					0.00	0.00
6.08	Italy					0.00	0.00
6.09	Japan					0.00	0.00
6.1	New Zealand					0.00	0.00
6.11	Philippines					0.00	0.00
6.12	Russian Federation					0.00	0.00
6.13	Saudi Arabia					0.00	0.00
6.14	Singapore					0.00	0.00
6.15	South Korea (Republic of Korea)					0.00	0.00
6.16	Sri Lanka					0.00	0.00
6.17	United Arab Emirates (the)					0.00	0.00
6.18	United States of America					0.00	0.00
7	<b>Ex-KOLKATA</b>						
7.01	Australia					0.00	0.00
7.02	Canada					0.00	0.00
7.03	China					0.00	0.00
7.04	France					0.00	0.00
7.05	Germany					0.00	0.00
7.06	Great Britain					0.00	0.00
7.07	Hong Kong					0.00	0.00
7.08	Italy					0.00	0.00
7.09	Japan					0.00	0.00
7.1	New Zealand					0.00	0.00
7.11	Philippines					0.00	0.00
7.12	Russian Federation					0.00	0.00
7.13	Saudi Arabia					0.00	0.00

7.14	Singapore					0.00	0.00
7.15	South Korea (Republic of Korea)					0.00	0.00
7.16	Sri Lanka					0.00	0.00
7.17	United Arab Emirates (the)					0.00	0.00
7.18	United States of America					0.00	0.00
8	<b>Ex-HYDERABAD</b>						
8.01	Australia					0.00	0.00
8.02	Canada					0.00	0.00
8.03	China					0.00	0.00
8.04	France					0.00	0.00
8.05	Germany					0.00	0.00
8.06	Great Britain					0.00	0.00
8.07	Hong Kong					0.00	0.00
8.08	Italy					0.00	0.00
8.09	Japan					0.00	0.00
8.1	New Zealand					0.00	0.00
8.11	Philippines					0.00	0.00
8.12	Russian Federation					0.00	0.00
8.13	Saudi Arabia					0.00	0.00
8.14	Singapore					0.00	0.00
8.15	South Korea (Republic of Korea)					0.00	0.00
8.16	Sri Lanka					0.00	0.00
8.17	United Arab Emirates (the)					0.00	0.00
8.18	United States of America					0.00	0.00
9	<b>Ex-BANGALORE</b>						
9.01	Australia					0.00	0.00
9.02	Canada					0.00	0.00
9.03	China					0.00	0.00
9.04	France					0.00	0.00
9.05	Germany					0.00	0.00
9.06	Great Britain					0.00	0.00
9.07	Hong Kong					0.00	0.00
9.08	Italy					0.00	0.00
9.09	Japan					0.00	0.00
9.1	New Zealand					0.00	0.00

9.11	Philippines					0.00	0.00
9.12	Russian Federation					0.00	0.00
9.13	Saudi Arabia					0.00	0.00
9.14	Singapore					0.00	0.00
9.15	South Korea (Republic of Korea)					0.00	0.00
9.16	Sri Lanka					0.00	0.00
9.17	United Arab Emirates (the)					0.00	0.00
9.18	United States of America					0.00	0.00
10	<b>Basic Rate for Schedule "B" Countries from Ex-INDIA</b>						
11	Afghanistan					0.00	0.00
12	Albania					0.00	0.00
13	Algeria					0.00	0.00
14	Angola					0.00	0.00
15	Anguilla					0.00	0.00
16	Antigua and Barbuda					0.00	0.00
17	Argentina					0.00	0.00
18	Armenia					0.00	0.00
19	Aruba					0.00	0.00
20	Ascension					0.00	0.00
21	Austria					0.00	0.00
22	Azerbaijan					0.00	0.00
23	Bahamas					0.00	0.00
24	Bahrain					0.00	0.00
25	Bangladesh					0.00	0.00
26	Barbados					0.00	0.00
27	Belarus					0.00	0.00
28	Belgium					0.00	0.00
29	Belize					0.00	0.00
30	Benin					0.00	0.00
31	Bermuda					0.00	0.00
32	Bhutan					0.00	0.00
33	Bolivia					0.00	0.00
34	Bosnia and Herzegovina					0.00	0.00

35	Botswana					0.00	0.00
36	Brazil					0.00	0.00
37	British Virgin Islands					0.00	0.00
38	Brunei Darussalam					0.00	0.00
39	Bulgaria					0.00	0.00
40	Burkina Faso					0.00	0.00
41	Burundi					0.00	0.00
42	Cambodia					0.00	0.00
43	Cameroon					0.00	0.00
44	Cape Verde					0.00	0.00
45	Caribbean part of the Netherlands (Bonaire, Saba and Sint Eustatious)					0.00	0.00
46	Cayman Island					0.00	0.00
47	Central African Republic					0.00	0.00
48	Chad					0.00	0.00
49	Chile					0.00	0.00
50	Chile Easter Island					0.00	0.00
51	Colombia					0.00	0.00
52	Comoros					0.00	0.00
53	Congo (Rep.)					0.00	0.00
54	Congo (the Democratic Republic of the)					0.00	0.00
55	Costa Rica					0.00	0.00
56	Cote d'Ivoire					0.00	0.00
57	Croatia					0.00	0.00
58	Cuba					0.00	0.00
59	Curacao					0.00	0.00
60	Cyprus					0.00	0.00
61	Czechia					0.00	0.00
62	Denmark					0.00	0.00
63	Djibouti					0.00	0.00
64	Dominica					0.00	0.00
65	Dominican Republic					0.00	0.00
66	Ecuador					0.00	0.00
67	Egypt					0.00	0.00

68	El Salvador					0.00	0.00
69	Equatorial Guinea					0.00	0.00
70	Eritrea					0.00	0.00
71	Estonia					0.00	0.00
72	Eswatini (Swaziland)					0.00	0.00
73	Ethiopia					0.00	0.00
74	Falkland Island					0.00	0.00
75	Faroe Islands					0.00	0.00
76	Fiji					0.00	0.00
77	Finland					0.00	0.00
78	French Guinea					0.00	0.00
79	French Polynesia					0.00	0.00
80	French Southern and Antarctic Territories (St. Paul and Amsterdam Islands, Crozet Islands, Kerguelen Islands, Terre Adeline)					0.00	0.00
81	Gabon					0.00	0.00
82	Gambia					0.00	0.00
83	Georgia					0.00	0.00
84	Ghana					0.00	0.00
85	Gibraltar					0.00	0.00
86	Greece					0.00	0.00
87	Greenland					0.00	0.00
88	Grenada					0.00	0.00
89	Guadeloupe (including St. Barthelme and St. Martin)					0.00	0.00
90	Guam					0.00	0.00
91	Guatemala					0.00	0.00
92	Guernsey					0.00	0.00
93	Guinea					0.00	0.00
94	Guinea Bissau					0.00	0.00
95	Guyana					0.00	0.00
96	Haiti					0.00	0.00
97	Honduras					0.00	0.00

98	Hungary					0.00	0.00
99	Iceland					0.00	0.00
100	Indonesia					0.00	0.00
101	Iran					0.00	0.00
102	Iraq					0.00	0.00
103	Ireland					0.00	0.00
104	Isle of Man					0.00	0.00
105	Israel					0.00	0.00
106	Jamaica					0.00	0.00
107	Jersey					0.00	0.00
108	Jordan					0.00	0.00
109	Kazakhstan					0.00	0.00
110	Kenya					0.00	0.00
111	Kiribati					0.00	0.00
112	Kuwait					0.00	0.00
113	Kyrgyzstan					0.00	0.00
114	Lao People's Dem. Rep.					0.00	0.00
115	Latvia					0.00	0.00
116	Lebanon					0.00	0.00
117	Lesotho					0.00	0.00
118	Liberia					0.00	0.00
119	Libyan					0.00	0.00
120	Liechtenstein					0.00	0.00
121	Lithuania					0.00	0.00
122	Luxembourg					0.00	0.00
123	Macao, China					0.00	0.00
124	Madagascar					0.00	0.00
125	Malawi					0.00	0.00
126	Malaysia					0.00	0.00
127	Maldives					0.00	0.00
128	Mali					0.00	0.00
129	Malta					0.00	0.00
130	Mariana Islands including Saipan and Tinian					0.00	0.00
131	Martinique					0.00	0.00
132	Mauritania					0.00	0.00
133	Mauritius					0.00	0.00
134	Mexico					0.00	0.00

135	Moldova					0.00	0.00
136	Monaco					0.00	0.00
137	Mongolia					0.00	0.00
138	Montenegro					0.00	0.00
139	Montserrat					0.00	0.00
140	Morocco					0.00	0.00
141	Mozambique					0.00	0.00
142	Myanmar					0.00	0.00
143	Namibia					0.00	0.00
144	Nauru					0.00	0.00
145	Nepal					0.00	0.00
146	Netherlands					0.00	0.00
147	New Caledonia					0.00	0.00
148	Nicaragua					0.00	0.00
149	Niger					0.00	0.00
150	Nigeria					0.00	0.00
151	Niue					0.00	0.00
152	Norfolk Island					0.00	0.00
153	North Korea Rep.					0.00	0.00
154	North Macedonia					0.00	0.00
155	Norway					0.00	0.00
156	Oman					0.00	0.00
157	Pakistan					0.00	0.00
158	Palestine					0.00	0.00
159	Panama					0.00	0.00
160	Papua New Guinea					0.00	0.00
161	Paraguay					0.00	0.00
162	Peru					0.00	0.00
163	Pitcairn, Henderson, Ducie and Oeno Islands					0.00	0.00
164	Poland					0.00	0.00
165	Portugal					0.00	0.00
166	Puerto Rico					0.00	0.00
167	Qatar					0.00	0.00
168	Reunion					0.00	0.00
169	Romania					0.00	0.00
170	Rwanda					0.00	0.00
171	Saint Lucia					0.00	0.00

172	Samoa					0.00	0.00
173	San Marino					0.00	0.00
174	Sao Tome and Principe					0.00	0.00
175	Senegal					0.00	0.00
176	Serbia					0.00	0.00
177	Seychelles					0.00	0.00
178	Sierra Leone					0.00	0.00
179	Sint Maarten					0.00	0.00
180	Slovakia					0.00	0.00
181	Slovenia					0.00	0.00
182	Solomon Islands					0.00	0.00
183	Somalia					0.00	0.00
184	South Africa					0.00	0.00
185	South Georgia and the South Sandwich Islands					0.00	0.00
186	South Sudan					0.00	0.00
187	Spain					0.00	0.00
188	St. Christopher and Nevis					0.00	0.00
189	St. Helena					0.00	0.00
190	St. Pierre and Miquelon					0.00	0.00
191	St. Vincent and the Grenadines					0.00	0.00
192	Sudan					0.00	0.00
193	Suriname					0.00	0.00
194	Sweden					0.00	0.00
195	Switzerland					0.00	0.00
196	Syria					0.00	0.00
197	Taiwan (Province of China)					0.00	0.00
198	Tajikistan					0.00	0.00
199	Tanzania					0.00	0.00
200	Territorial Community of Mayotte					0.00	0.00
201	Thailand					0.00	0.00
202	Timor Leste					0.00	0.00
203	Togo					0.00	0.00

204	Tokelau					0.00	0.00
205	Tonga					0.00	0.00
206	Trinidad and Tobago					0.00	0.00
207	Tristan da Cunha					0.00	0.00
208	Tunisia					0.00	0.00
209	Türkiye					0.00	0.00
210	Turkmenistan					0.00	0.00
211	Turks and Caicos Island					0.00	0.00
212	Tuvalu					0.00	0.00
213	Uganda					0.00	0.00
214	Ukraine					0.00	0.00
215	Uruguay					0.00	0.00
216	Uzbekistan					0.00	0.00
217	Vanuatu					0.00	0.00
218	Vatican					0.00	0.00
219	Venezuela					0.00	0.00
220	Viet Nam					0.00	0.00
221	Virgin Island					0.00	0.00
222	Wallis and Futuna					0.00	0.00
223	Yemen					0.00	0.00
224	Zambia					0.00	0.00
225	Zimbabwe					0.00	0.00
226	<b>Schedule “C” Countries (for HARD – BLOCK arrangement from Delhi)</b>						
226.01	Australia					0.00	0.00
226.02	Canada					0.00	0.00
226.03	Great Britain					0.00	0.00
226.04	USA					0.00	0.00
227	<b>Schedule “C” Countries (for HARD – BLOCK arrangement from Mumbai)</b>						
227.01	Great Britain					0.00	0.00
227.02	USA					0.00	0.00



<b>Total in Figures</b>						<b>0.00</b>	<b>0.00</b>
<b>Quoted Rate in Figures</b>						<b>0.0000</b>	<b>0.0000</b>
<b>Quoted Rate in Words</b>		<b>INR Zero Only</b>					