



सत्यमेव जयते

**EMBASSY OF INDIA  
KUWAIT**

# **Tender for Empanelment of Packers & Movers**

**Tender No. Kuw/Admn/881/01/2020**

**Date- 10.09.2025**

**Last date for submission of bids: 30.09.2025**

**No. Kuw/Admn/881/01/2020**  
**Embassy of India**  
**Kuwait**

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**No. Kuw/Admn/881/01/2020**  
**Embassy of India**  
**Kuwait**

**NOTICE INVITING TENDER**

A.1 The Embassy of India, Kuwait, for and behalf of the President of India invites **Fixed Price Tender** from registered and authorized firms empanelment of Packers & movers for packing, clearing and forwarding personal effects, household goods and other consignments (of Diplomatic Status) in the name of Embassy of India, Kuwait.

A.2. The Tender Documents can be downloaded from the website <https://indembkwt.gov.in/whats-new.php>

A.3. The last date of submission of sealed bids through post/courier or hand delivery at the Embassy of India, Kuwait is **0400 PM on 30.09.2025**. It is to be addressed to the Head of Chancery, Embassy of India, Daiya, Arabic Gulf Street, Kuwait. All the necessary documents including those in support of eligibility criteria etc. are to be submitted in a sealed envelope superscribed with **“Empanelment of Packers & Movers”**:

- A. Checklist & Bid Security Declaration as per Annexure I & Annexure II,
- B. Technical Bid & Tender Documents as per Annexure III,
- C. Financial Bid as per Annexure IV

All the documents should be signed and stamped by the company.

A.4 The Embassy has the right to accept/reject the bid and does not bind itself to accept the lowest quotation or any quotation and can reject any or all the quotations, without assigning any reason whatsoever. The Firm/Company shall not have claim for any compensation in such an event.

A.5. Only for information or clarification related to this tender, please write to [hoc.kuwait@mea.gov.in](mailto:hoc.kuwait@mea.gov.in). Bids submitted through e-mail shall not be considered.

A.6 The critical dates of this tender are as under:

- |      |                           |            |
|------|---------------------------|------------|
| I.   | Date of Publishing Tender | 10.09.2025 |
| II.  | Bid Submission start date | 10.09.2025 |
| III. | Bid Submission End Date   | 30.09.2025 |
| IV.  | Bid Opening Date          | 05.10.2025 |

A.7 Venue for opening bids: Embassy of India, Kuwait

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**(S. James Jacob)**  
**Head of Chancery**

**No. Kuw/Admn/881/01/2020**  
**Embassy of India**  
**Kuwait**

**Section-1: INSTRUCTIONS TO THE BIDDERS**

1.1 Quotations are invited for empanelment of Packers & Movers for packing, clearing and forwarding personal effects, household goods and other consignments (of Diplomatic Status) in the name of Embassy of India, Kuwait.

1.2 This request for quotations is not an offer for award of work but an invitation to eligible companies for empanelment as packing/forwarding, clearing agents with respect of all outbound/inbound consignments of personnel effects of Diplomatic consignments of the Embassy of India. For specific cases, individual quotations will be requested from the empaneled packers, and work awarded to the Lowest [L1] bidder in each case. All empanelled firms/companies will be free to quote for any shipment proposal which include :

- (i) Packing charges;
- (ii) Transportation and Stuffing in container;
- (iii) International Freight;
- (iv) Bill of Lading /Airway Bill charges;
- (v) Export Clearance including Bayan and Mechanical Charges;
- (vi) Insurance charges as per limits prescribed by the Embassy, which will be mentioned in each case at the time of invitation of quotations.**
- (vii) other charges

**General Instructions:**

1.3 The Companies may participate in the tender process by submitting the details in prescribed format as attached in Annexure I, II, III & IV.

1.4 The duly filled in **quotations alongwith all the Annexures (I to IV), documents** may be hand delivered or sent by post at the below mentioned address so as to reach on or before the prescribed date and time **(Before 4 PM on 30.09.2025)**. Embassy of India, Kuwait will not be responsible for any postal delay.

Address Details:- Embassy of India, Daiya, Arabic Gulf Street, Kuwait

**Conditions of Empanelment Contract:**

1.5 In case of failure of the contractor/firm/Company to comply with the provisions of the terms and conditions mentioned in the Agreement to be signed after empanelling between Embassy of India, Kuwait and the successful Companies; the competent authority of this Embassy reserves the right to take any action deemed fit

including termination of the contract, forfeiture of all dues and blacklisting the firm or partner firms.

1.6 The Company shall be responsible for conduct of the persons engaged by them for the work and verify character & ensure that the antecedents of the persons deployed are in accordance with extant Kuwait laws. The staff engaged by the company should be security vetted.

1.7 The Embassy reserves the right to require the Company to furnish the Civil ID/Passport details of all employees deployed for services under this Agreement. **The Embassy shall have absolute discretion to permit or deny such employees access to its premises or assignment of work, without assigning any reason. In the event that any employee is refused entry or denied approval by the Embassy, the Company shall promptly provide a suitable replacement employee of equivalent competence, at no additional cost to the Embassy.**

1.8 The Company shall certify that it has adequate liability coverage and insurance for its workers.

1.9 The bid submitted by the Company shall remain valid for a minimum period of 180 days from the date of closing tender. Upon empanelment, the quoted price shall remain firm and valid throughout the duration of the Agreement.

1.10 The price quoted by the Company should be in Kuwaiti Dinar inclusive of all charges, Taxes etc.

1.11 The company shall provide all original documentation like Airway Bill, Bill of Lading, Insurance paper, invoice, receipt etc. to the Embassy.

## **CONFIDENTIALITY**

1.12 The Company shall treat the services as **strictly confidential** and shall not, without the prior written consent of the Embassy, disclose to any third party any information, documents, data, or materials in any form (whether oral, written, electronic, or otherwise) relating to:

- Consignments, shipping details, or inventory lists;
- Embassy staff, officials, and their families;
- Diplomatic cargo, personal effects, or official records;
- Commercial, financial, or technical information relating to the Embassy.

1.13 The Company shall **use such confidential information solely for the purposes of performing obligations under this Agreement** and for no other purpose whatsoever.

1.14 The Company shall ensure that its employees, subcontractors, agents, or representatives who are engaged for the performance of services under this Agreement are:

- Informed of the confidential nature of the Embassy's information;
- Bound by confidentiality obligations no less restrictive than those contained herein;
- Security vetted and compliant with Kuwait's applicable laws and Embassy requirements.

1.15 The Service Provider shall implement **adequate administrative, technical, and physical safeguards** to protect confidential information and prevent unauthorized access, disclosure, alteration, or destruction.

1.16 Any unauthorized disclosure or use of Embassy information by the Service Provider, its employees, agents, or subcontractors shall constitute a **material breach of this Agreement**, entitling the Embassy to terminate the signed Agreement with immediate effect and Blacklist or debar the Service Provider from future tenders.

#### **Eligibility Criteria:**

1.17 The Company should be a registered firm/entity legally authorized and competent to engage in the business of packing, moving and forwarding operations, based in Kuwait having its Head Office/Branch Office in/near Kuwait. **In this regard, provide the supporting documents in English translated versions along with original document copy.**

1.18 The Company should possess an experience of at least three (3) years in similar works of packing, clearing and forwarding of consignments, preferably accredited to any Kuwait government body/institution, if applicable. **In this regard, provide the supporting documents in English translated versions along with original document copy.**

1.19 The Companies should possess and demonstrate ability to provide “**Door to Port and Door to Door**” service for international shipments. The Firm/Company should follow international practice for packing of goods and use good quality packing materials and complete all formalities relating to handling of consignment for surface/air transportation from door to port basis/door to door basis, including arrangements for transit, if any and on **FCL/LCL [Full Container Load / Less Container Load]** basis. **In this regard, provide the supporting documents in English translated versions along with original document copy.**

1.20 The Company should either have its own vehicles or a formal agreement with a registered & reputed transport Company for provision of transport services. **In this regard, provide the supporting documents in English translated versions along with original document copy.**

1.21 The Company should have a self-owned or leased warehouse. If the warehouse is on lease, the empanelment of the firm would be dependent upon the lease being valid for the duration of the empanelment. The warehouse should be clean, dry, vermin-free and equipped with proper security, with adequate insurance against fire, theft, etc. **In this regard, provide the supporting documents in English translated versions along with original document copy.**

1.22 The Firm/Company should comply with the international health protocols, related to packing & shipping.

1.23 The Company, while bidding, should certify that they have not been indicted for any criminal, fraudulent or anti-competition activity. Any false statement could result in automatic disqualification. The firm would indicate the details of litigation they are involved in, if any, at the time of bidding. **In this regard, submit a declaration in the English translated version.**

1.24 Timely despatch of the personal effects to its destination, not exceeding two weeks of packing, should be ensured by the Company, unless the Embassy asks to defer the despatch.

1.25 Bidding Companies will be asked to show the sample of packing material to be used by them for evaluation of their bid, for which the bidding Company will be informed in advance.

1.26 The Company should be registered as per Local Government Laws.

1.27 Arbitration - In case of any dispute or difference arising out of or in connection with the Agreement/contract, the Embassy and the Company will address the dispute / difference on a mutual resolution and failing which, the matter shall be referred for arbitration to a sole Arbitrator to be appointed by the Embassy. The Arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at New Delhi only. The resolution of the Arbitrator shall be final and binding on both the parties.

1.28 Force Majeure: In the event of force majeure i.e. unforeseeable events such as war, floods, earthquake etc beyond the reasonable control of the Parties to the contract which prevent either party from meeting their obligations under this contract, the contractual obligations as far as affected by such event shall be suspended for as long as the force majeure continues provided that the other party is notified within

two weeks after occurrence of the force majeure. In the event of force majeure the Embassy shall be entitled to prolongation of this Contract equal to the delay caused by such force majeure.

### **Validity of contract**

1.28 The empanelment contract, if awarded will be initially for a period of **two years** from the date of award and extendable for further period of one year subject to continuous satisfactory performance (maximum term of 03 years) at the **same rate**, terms and conditions stipulated in the initial year of Agreement. During the period of contract, no escalation in rate of services will be entertained.

### **Termination**

1.29 Either the Embassy or the Company may, at its sole discretion and for any reason or no reason, terminate this Agreement by providing the other party with not less than sixty (60) days' prior written notice. In the event of such termination, each party shall, prior to the effective date of termination, duly discharge and settle all outstanding services, dues, liabilities, and obligations.

### **Agreement/Contract**

1.30 Upon written acceptance of the submitted bid, the Embassy shall conclude a contract with the Company, incorporating the Terms and Conditions contained in this Tender Document.

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## Section 2: SCOPE OF WORK

- 2.1 Packing (including stuffing) of personal effects and household goods.
- 2.2 Material to be shipped may include household goods (some of which may be fragile in nature requiring special care) such as furniture and fixtures, crockery, kitchenware and foodstuff, clothing, linen, shoes, books, toys, object d'art (paintings, art pieces, decorative items etc.) personal sports goods, major appliances, electronic items etc.
- 2.3 Standard and good quality packing material should be used by the packer depending on the nature of the item to be packed.
- 2.4 The packing work should be done keeping in view the climatic conditions of Kuwait as well as the climate of the destination to minimize the potential damage to the goods in transit.
- 2.5 The consignment should be weighed properly before it is handed over to the shipping lines. The invoice should mention the correct weight for payment purposes.
- 2.6 Facilitate Customs formalities at the ports/Airports.
- 2.7 The insurance of the baggage will be arranged by the packers till the point of delivery in India/other countries. The packer will be responsible for liaising with the Insurance Company in case of settlement of any claim. **Insurance charges as per limits prescribed by the Embassy, which will be mentioned in each case at the time of invitation of quotations.**
- 2.8 Export documentation and insurance of the cargo as per the prescribed procedures and facilitation in case of any claim on account of damage.
- 2.9 Forwarding of personal effects and household goods from a particular address in Kuwait to the designated Airport if the baggage is transported by air cargo. The Company shall give its price for transportation of the baggage from Airport in Kuwait to the specific destination on a case to case basis.
- 2.10 For Inbound Consignment: Handling of all formalities relating to clearance of personal effects & household goods and other consignments at Kuwait Airport/Seaport and delivery at the given address in Kuwait. Clearance of diplomatic cargo and other consignments received in the name of Embassy of India, Kuwait. The details of airlines/shipping lines can be provided only upon receipt of Air Way bill/ Bill of Lading of the consignment.

**Price Schedule:**

2.11 The Company shall quote price in clear terms. Break up should abide by the format in **Annexure-IV**. There should not be any hidden costs.

2.12 Prices quoted by the Company shall be fixed and no variance will be allowed and the Prices shall be quoted in Kuwaiti Dinar inclusive of all types of charges, taxes etc.

2.13 After empanelment: The Company will be required to submit its bill along with a service report duly signed by the concerned Embassy officer. The payment will be released by the Embassy of India, Kuwait by cheque/bank transfer after satisfactory completion of the work and delivery of the goods at the destination.

2.14 The rates once accepted by the Embassy of India, Kuwait shall remain unaltered throughout the period of Agreement.

**Penalty Clause:**

2.15 Notwithstanding the terms outlined in this Tender Notice, the Embassy reserves the right to temporarily or permanently blacklist/debar the Companies on its panel due to unsatisfactory services.

2.16 Companies which get empanelled with the Embassy will be required to participate in at least 75% of the bids floated by the Mission, failing which, the Embassy may consider blacklisting/barring from future bids for a time as deemed appropriate.

2.17 If the Embassy determines that improper packing or transport of goods is the fault of the company, it may recover damages by deducting the corresponding amount from the company's invoice.

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## Section 3: CHECK LIST

No.	PARTICULARS	YES/NO
1.	Have you filled and submitted all forms	
2.	Have you read and understood various conditions of the Contract and shall abide by them	
3.	Have you enclosed the Bid Securing Declaration?	
4.	Legal Valid Entity: Have you attached the certificate issued by a competent authority in Kuwait?	
5.	Registration Certificate	
6.	Have you submitted the proof of authorization to sign on behalf of the bidder in the Technical Bid?	
7.	Verified/audited profit/loss statement of at least <b>last three years</b> .	
8.	Local tax certificate, if any ?	
9.	Is your Company registered with the Local government ?	
10.	Have your Financial Bid proposal been duly filled in as per instructions?	

Signature of the Authorized representative

Date:

Place:

Full Name:

Designation:

(Office seal of the Company)

**Section 4: BID SECURING DECLARATION**

**EMPANELMENT OF PACKING, MOVING AND FORWARDING COMPANIES FOR  
Embassy of India, Kuwait**

1. This is to certify that I/we before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them. I/we further certify that I/we have the ability to meet all the technical conditions and requirements listed in this tender document.
2. I/We have not been banned/de-listed by any Government or Quasi Government agencies.
3. I/We accept that if I/we withdraw or modify Bids during the period of validity or if I/we are awarded the contract and I/we fail to sign the contract/agreement, before the deadline defined in the request for bids document, I/we will be suspended for the period of time specified in the request for bid document from being eligible to submit bids for contracts with the Government of India.
4. If any information or document submitted is found to be false/incorrect, Embassy may cancel my/our Tender and can take any action as deemed fit including termination of the contract, forfeiture of all dues and blacklisting of my/our firm and all partners of the firm etc.

Signature of the Authorized representative

Date:

Place:

Full Name:

Designation:

(Office seal of the Company)

**Section 5: TECHNICAL BID**

To  
Head of Chancery  
Embassy Of India Kuwait

Dear Sir/Madam,

I/We,.....Representative(s)  
of M/s..... solemnly declare  
that:

- A. I/We are submitting tender for the Empanelment of Packing, Moving and Forwarding Companies against Tender Notice No. Kuw/Admn/881/01/2020 dated 10.09.2025.
- B. I or my relative(s) do not work in the office of the Embassy of India, Kuwait.
- C. All information furnished by me/us in respect of fulfillment of eligibility criteria and other information given in this tender is complete, correct, and true.
- D. All documents/credentials submitted along with this tender are genuine, authentic, true and valid. The Company's credential should include the following contact details-
  - 1. Name of the contractor/firm/Company:
  - 2. Registered Postal Address:
  - 3. Mobile Phone No.:
  - 4. Office Telephone No.:
  - 5. Fax No.:
  - 6. Email address:
- E. Name of the Contact person (a high ranking member/official within your organization) to whom all reference shall be made regarding this tender:
- F. Contact person and details in case of Emergency:
- G. License/Registration No.  
(attach incorporation certificate and other Standards'/Affiliation certificates):

- H. Experience in packing, clearing and forwarding of consignments: (attach list of clients and their contacts):
- I. Any other information (to be supported by necessary documents):
- J. Copy of Audited profit/loss statement of at least last three years.
- K. The price-bid submitted by me/us is "WITHOUT ANY CONDITION".
- L. I/We have not been banned/de-listed by any Government or Quasi Government agencies.
- M. If any information or document submitted is found to be false/incorrect, Embassy of India, Kuwait may cancel my/our tender and can take any action as deemed fit including termination of the contract, forfeiture of all dues and blacklisting of my/our firm and all partners of the firm etc.
- N. All the terms and conditions of the tender are acceptable to us.

Signature of the Authorized representative

Date:

Place:

Full Name:

Designation:

(Office seal of the Company)

**Section 6: FINANCIAL BID**

1. Name of the Mission: **Embassy of India, Kuwait**
2. Name and address of the firm:
  
3. Quotation for cost of packaging of personal and household effects weighing as follows:

**PROFORMA FOR PACKING CHARGES (ALL AMOUNTS IN KUWAITI DINAR)****By Ship**

<b>Approx. Weight</b>	<b>Packing charges (per 100 Kg) including the charges for packing material, lift van and labour etc.</b>
<b>4850 Kg</b>	
<b>2600 Kg</b>	
<b>1475 Kg</b>	

**By Air**

<b>Approx. Weight</b>	<b>Packing charges (per 100 Kg) including the charges for packing material, lift van and labour etc.</b>
<b>1120 Kg</b>	
<b>560 Kg</b>	
<b>400 Kg</b>	

Date:

Signature of the Authorized representative

Place:

Full Name:

Designation:

(Office seal of the Company)