

High Commission of India  
Windhoek  
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No. WIN/551/25/2018

02 May 2025

**Subject: Bids are invited from reputed firms based in Namibia for empanelment of Packing and Forwarding agencies**

Quotations are invited for empanelment of Packers & Forwarders for packing, clearing and forwarding personal effects, household goods and other consignments (of Diplomatic/Official Status) in the name of High Commission of India, Windhoek. The details of the company should be submitted in prescribed format as attached in Annexure I & II. Annexure duly filled in and complete in all respects should be addressed to the Head of Chancery, High Commission of India, Windhoek and are to be submitted on or before 1700 hrs on 03 June 2025.

The important schedules and dates are as under:

Tender Reference No.	WIN/551/25/2018	
Name of the organisation	High Commission of India, Windhoek	
	Date	Time
Date of publishing	02 May 2025	1700 hrs
Bid submission start date	02 May 2025	1800 hrs
Bid submission end date	03 June 2025	1700 hrs
Technical Bid opening date	05 June 2025	1100 hrs
Financial Bid opening date	10 June 2025	1100 hrs
Venue for opening of bids	Conference Room, High Commission of India, Windhoek (Namibia)	

**High Commission of India, Windhoek**  
**(Hereafter referred to as**  
**“High Commission”)**

**Notice Inviting Bids**

1. Bids are invited directly from reputed packing firms for the packing and transportation of household goods by sea & air from Windhoek, Namibia, to various destinations in India on a door-to-port basis and to other destinations globally on door-to-door basis.
2. Bids must be submitted in a sealed envelope on or before 03 June 2025 up to 1700 hrs.
3. Any future clarifications and/or corrigendum(s) will be communicated through the 'Tender' section on the High Commission's website <https://www.hciwindhoek.gov.in/tenders.php>.
4. The High Commission reserves the right to reject/cancel any or all bids without assigning any reason.

**1. Instruction to the Bidders:**

- 1.1. The bidders are requested to submit complete information regarding their credentials in Annexure-I along with their quotation in Annexure-II.
- 1.2. Sealed Bids should be submitted by hand or by post so as to reach by the due date and time. Tenders received after the due date and time will not be considered. No responsibility will be taken for postal delay or non- delivery / non receipt of Bid documents. Bids sent by FAX or e-mail will not be considered. Only those bids which are submitted to the mentioned address within due date and time will qualify to be opened. The Financial Bid, to be submitted in a **separate sealed envelope**, should be duly stamped and signed by the authorized signatory. The Financial Bids which are not submitted in a separate sealed envelope or are not stamped and signed by the authorized signatory shall be summarily rejected.
- 1.3. Price quoted must be in Namibian Dollar and should be inclusive of all charges (but excluding VAT). In no case, any enhancement in approved rate will be entertained by the High Commission. The quotations shall be furnished in a sealed envelope.

**2. Conditions of Empanelment Contract:**

- 2.1. The empanelment contract, if awarded will be initially for a period of one year from the date of award and extendable for further one year subject to continuous satisfactory performance (maximum tenure of 03 years), and no change in price. The right to extend the empanelment contract lies solely with the High Commission.
- 2.2. In case of failure of the contractor/firm/company to comply with the provisions of the term and conditions mentioned in the Agreement to be signed between High Commission and the successful companies, the competent authority of this High Commission reserves the right to terminate the contract.

2.3. The bidder will be responsible for conduct of the persons engaged by them for the work in all cases, which should be in adherence to the extant legal provisions and result in smooth operations as per the expectations of the High Commission.

2.4. In the event of any violation of laws, rules, statutory provision by the contractor, this will amount to breach of contract and in such case, the High Commission will have the right for terminating the empanelment contract, forthwith, without giving any notice or assigning any reason.

2.5 The High Commission reserves the right to terminate this empanelment contract in any eventuality, without any notice and without explaining any reasons to the contractor/firm/company. The Contractor/Firm/Company shall not have claim for any compensation in such event of discontinuation of the empanelment contract.

2.6. The price quoted by the bidder shall be kept open and valid for acceptance for a maximum period of 180 business days.

2.7. The quotations 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. High Commission will not be responsible for any postal delay.

Address Details:

Head of Chancery,  
High Commission of India, Windhoek,  
97, Nelson Mandela Avenue,  
Klein Windhoek

**3. Eligibility Criteria:**

3.1. The bidder should have an office in Windhoek, Namibia; its address, telephone number, mobile number, fax number, e-mail address, etc. should be provided while submitting the tender form.

3.2. Only reputed suppliers/ agencies may participate. The agency must have VAT registration.

3.3. The bidder should possess an experience of at least three (3) years in similar works of packing, clearing and forwarding of consignments, preferably accredited to any Govt. body/institution, if applicable.

3.4. The bidder should possess and demonstrate ability to provide “Door to Port/Door to Door” service for international shipments.

3.5. The bidder should have either their own vehicles or formal agreement with the registered & reputed transport companies for provision of transport services.

3.6. The bidder 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.

3.7. The number of working staff used for packing and movement of goods on regular payroll of the firms should be at least 8.

3.8. The bidder, 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.

3.9. Timely despatch of the personal effects to its destination, not exceeding two weeks of packing, should be ensured by the company, unless Mission asks to defer the despatch.

3.10. Bidders are required to mention different packing materials that will be used as part of the company profile for evaluation of the bid.

#### **4. Scope of work:**

##### **A) Outbound consignments**

4.1. Packing (including stuffing) of personal effects and household goods.

4.2. Material to be shipped may include household goods (some of which may be fragile in nature requiring special care) such as furniture and fixtures, 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.

4.3. Standard and good quality packing material should be used by the packer depending on the nature of the stuff to be packed.

4.4. The packing work should be done keeping in view the climatic conditions of Windhoek as well as the climate of the destination to minimize the potential damage to the goods in transit.

4.5. The consignment should be weighed properly before handing it over to shipping lines. The invoice should mention that weight for payment purpose. The total weight of baggage shall be considered after taking into consideration the weight of packing material, crates, hoops, lift van etc.

4.6. Facilitate the customs formalities at the port of origin.

4.7. The insurance of the baggage to the value as advised by the Mission from time to time 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.

4.8. Export documentation and insurance of the cargo as per the prescribed procedures and facilitation in case of any claim on account of damage.

##### **B) Inbound consignments**

4.9. Handling of all formalities relating to clearance of personal effects & household goods and other consignments at Seaport/Airport and delivery at the residence in Windhoek.

4.10. Clearance of diplomatic cargo and other consignments received in the name of High Commission at Seaport/Airport.

**5. Price Schedule:**

5.1. The Bidder(s) shall quote price in clear terms. Break up should abide by the Format for the bids as described in Annexure-II. Bids having any hidden costs or conditional costs are liable to be rejected.

5.2. Prices quoted by the bidder shall be fixed and no variance will be allowed. This Price will only include cost of packing material and labour charges.

5.3. Payment Terms: The payment for the services shall be made in two installment as follows:

a) Advance payment: Fifty percent (50%) of the total quoted amount shall be made in advance, upon confirmation that the shipment has departed from Windhoek, Namibia.

b) Balance payment: The remaining fifty percent (50%) of the total quoted amount shall be paid after satisfactory completion of the work, and upon submission of bill along with service report duly signed by the concerned officer of the Mission.

5.4. The rates once accepted by the High Commission shall remain unaltered throughout the period of contract.

**6. Terms and Conditions:**

6.1. Price quoted should be on an all-inclusive basis and shall include the cost of all services, personnel, material, transportation, rentals taxes, consumables, labour, insurance of its workers etc. The High Commission would not be responsible for any dues other than the agreed contract amount.

6.2. The quotations may be sent for the gross weight and Price should be quoted separately and clearly in the format mentioned at Annexure-II.

6.3. Successful bidder will be required to render services to the High Commission on credit basis with 50% advance payment after the departure of the shipment from Windhoek and remaining 50% after the satisfactory completion of the work and submission of invoice terms. The bidder shall complete all arrangements well in advance before the departure of consignment from Windhoek.

6.4. Further, charges on each component must be mentioned separately on the quotation document and then a total figure. High Commission will not bear any additional cost over and above the total cost mentioned in the quotation document.

6.5. The bidder must provide comprehensive insurance coverage for the shipment during transportation. The policy details must be included in the quotation document.

6.6. High Commission may withhold part or full payment, as deemed necessary if the agency fails to complete all the services in a timely and professional manner.

6.7. No request for escalation in price will be entertained after awarding the work.

6.8. The quotation should bear the signature and date of the bidder, may be sent physically or by courier in sealed envelopes on or before 1700 hrs on 03 June, 2025 clearly mentioning on the envelope "Quotation for Panel of Packers at High Commission of India, Windhoek" along with company details and it should be addressed to:

Head of Chancery,  
High Commission of India, Windhoek,  
97, Nelson Mandela Avenue,  
Klein Windhoek

6.9. The technical bid will be opened on 05 June, 2025 (Tentatively) in the High Commission of India, Windhoek.

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**Technical Bid**

**COMPANY CREDENTIAL**

1. Name of the contractor/firm/company:
2. Contact Details:  
Registered Postal Address:-  
Mobile Phone No.:-  
Telephone No.:-  
Fax No.:-  
Email Address:-
3. Name of the contact person (a high ranking member/ official within your organization) to whom all reference shall be made regarding this empanelment:
4. Contact person and details in case of Emergency:
5. License/Registration No. (attach Incorporation certificate and other Standards'/Affiliation certificates):
6. Experience in packing, clearing and forwarding of consignments (attach list of clients and their contacts):
7. Any other information (to be supported by necessary documents):
8. Number of employees on regular payroll of the firm:
9. Copies of audited financial statements during last three years:

**UNDERTAKING**

I, the undersigned, certify that I have gone through the terms and condition mentioned in the tender document and undertake to comply with them.

The rates quoted by me are valid and binding upon me for the entire period of contract.

I hereby undertake to render the service as per directions given in the tender document.

Date:  
Place:

Signature of the Bidder/Authorized Signatory:

Full Name:  
Designation:

(Office seal of the Bidder)

**EXPRESSION OF INTEREST**  
**QUESTIONNAIRE**

**Name of the Company/Firm**

(Kindly attach company profile and audited financial statements of the last three years)

S. No.	Criteria	Response	Remarks
1.	Whether the firm / company is registered	Yes / No	Certificate of incorporation /registration and details thereof may be enclosed
2.	Whether the firm/company has a registered office/branch office in Namibia	Yes / No	Suitable certificate, if any, may be enclosed
3.	Number of years of experience of packing and forwarding personal effects in International shipment	Yes / No	Should be at least 3 years with Government / Foreign Mission / UN agencies / Multinationals
4.	General experience of International relocations during last 3 financial years	No of years	Documentation in support of International relocations during the last 3 years to be provided along with supporting documents such as invoices/bill of lading etc.
5.	Whether warehouse capacity owned/leased by the firm in Namibia & Whether the warehouse is protected against vermins and has proper security features and is adequately insured against fire, theft etc.	Yes / No	Should be at least 5000 sq.ft. and if leased, the lease should be valid during the duration of empanelment. Should be equipped with proper security adequate insurance. Documentary proofs of the above to be enclosed
6.	Number of employees on regular payroll of the firms. (Name, designation and number of years of service may be mentioned)	Numbers	Should be at least 8 and documentary proof may be provided
7.	Ability to provide 'door to port' {D2P} service for international shipment (previous experience of D2P, if any)	Yes / No	If yes, documentary proof of the same may be provided
8.	Any previous indictment in any criminal, fraudulent or anti-competition activity	Yes / No	If no, a notarized affidavit for the same may be furnished
9.	Details of litigation involved in, if any	Yes / No	If yes, provide details of the same
10.	Whether it possesses Quality Certificate (ISO etc.)	Yes / No	If yes provide details and enclose copy of the certificates



11.	Whether it holds the membership of reputed international association of packers, movers and forwarders	Yes / No	If yes provide details and enclose copy of the certificates
12.	List of key clients/distinguished clientele	Yes / No	Satisfactory performance report from at least three of them for services may be enclosed

We, hereby, declare that our Expression of Interest is made in good faith and the information is true and correct to the best of our knowledge and belief. I understand that any wrong or misleading information will lead to disqualification.

Date:  
Place:

Signature of the Bidder/Authorized Signatory:

Full Name:  
Designation:  
(Office seal of the Firm / Company)

**ANNEXURE -II****FINANCIAL BID**

The bidder should quote rates which shall be inclusive of all charges viz. labour charges, input costs, material charges, service charges, etc. and any other statutory obligations/charges as the case may be.

1. Name of the Mission/Post: High Commission of India, Windhoek
2. Name & Address of the Firm:
3. Quotations for cost of packing of personal and household effects weighing may be provided strictly in the following format with the English translation:

**(i) By Ship**

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

**(ii) By Air**

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

Date:  
Place:

Signature of the Bidder/Authorized Signatory:

Full Name:  
Designation:  
(Office seal of the Firm / Company)