



**Government of India
Ministry of Communications
Department of Posts
Office of the Chief Postmaster General
Assam Circle, Meghdoot Bhawan, Guwahati- 781001**

No. PCL/PD/PH/2023-24/Outsourcing

Dated 25.10.2023

**Notice for Pre Bid Meeting
on
Public Private Partnership for Operational
Management of Parcel Hubs in Assam Postal Circle**

Date of issue of Notice: 25th October 2023

Date of Pre Bid Meeting: 20th November 2023 (1430 hrs.)

Overview:

Parcel business in India has emerged as a dynamic and rapidly evolving industry, reflecting the nation's exponential growth in e-commerce and the increasing demand for efficient logistics service.

The Department of Post has designed Parcel Products as per requirement of customers. They are Speed Post Parcel, Business Parcel, Registered Parcel and Ordinary Parcel. The description of each product viz. Speed Post Parcel, Business Parcel, Registered Parcel and Ordinary Parcel are as available in the India Post website <https://www.indiapost.gov.in>.

To cater to the ever-growing parcel business segment in the country, Parcel Network Optimization Project (PNOP) was undertaken by India Post to streamline DOP's parcel operations. As a part of project, processes for all parcel products from booking to delivery or return were redesigned. Under this project, Parcel Hubs under two categories i.e, Level-1 (**L-1**) Parcel Hub and Level-2 (**L-2**) Parcel Hub were created to act as collection & sorting Hubs for onward transmission to delivery office.

These offices handle only the parcel products of DoP. These Hubs operate 24 x 7, 365 days including Sundays & Holidays to ensure that there is minimum time in transmission. These Hubs are connected to a certain number of fixed Post Offices, Booking Centers called mapped offices with whom the exchange takes place. These Hubs are interconnected among themselves through a strong and dedicated road and air transmission network operating 24x7.

Objectives:

1. The following aspects of work are proposed to be outsourced for all 5 Parcel Hubs under the jurisdiction of Assam Circle as under.

Name of Parcel Hub	Category
Guwahati	L-1 Parcel Hub
Tezpur	L-2 Parcel Hub
Jorhat	L-2 Parcel Hub
Tinsukia	L-2 Parcel Hub
Silchar	L-2 Parcel Hub

2. Parcel Hub Operation and Management: DoP is interested in exploring a partnership where a Partner can provide his expertise in efficient operating and Managing Parcel Hubs within the jurisdiction of Assam Postal Circle. This would involve streamlining parcel processing and optimizing hub operations within the broader ambit of guidelines framed under PNOP.
3. Processing: The partner in this model will receive, scan and process the Parcels in the five identified Parcel Hubs and ensure transmission to next Hubs as per mapping by the Department of Posts using the DoP's online platform for processing of parcels as per the SLA to be framed.
4. Transmission: The partner will create, deploy and manage an efficient, speedy and secured transmission mechanism between the 5 Hubs of the State as per the SLA. They may deploy a dedicated fleet of vehicles to ensure that the transmission and delivery timelines are adhered as per the Citizen charter of Indiapost. The transmission of Parcels to Parcel Hubs outside Assam and the Post Offices mapped from these 5 Parcel Hubs will be managed by DoP.
5. Best Industry practices: DOP is committed to enhance delivery efficiency and would like to explore ways in which Partner can assist in implementing industry wide best practices in parcel operations including transmission.
6. Handling of Mails: Faster, efficient and secured handling of Parcels within Hubs based on Service Level Agreement (SLA)
7. IT centric operation: IT centric operation wherein each stage by stage movement of Parcel and Parcel Bags would be ensured. The partner will receive, scan and process the parcels in the 5 Parcel Hubs of Assam Circle and ensure transmission to the next connecting Hub. For a streamlined and efficient processing, approved technology to be used in every stage of processing and transmission ensuring the real time visibility of the parcels in public domain for information of general public and all stake holders.
8. Existing DoP Floor markings for PH (showing different responsibilities of each of the workers, location of equipment etc.) may be preferred for the working space by the Vendor or may be modified as per request of the Vendor without affecting the existing space provided for this purpose.

Expected Outcome:

- I. All parcels received in the Parcel Hubs should be processed within 24 hours of receipt and dispatched to the connecting hub so as to reach within 6-24 hours depending on the distance. In no case, any mail/parcel should remain pending at Parcel Hub for more than 24 Hours
- II. The Partner will operate the Parcel Hubs throughout the day and week (24 x 7).
- III. The Partner will ensure the provision for surge manpower whenever there is an increase in the mail volume/traffic in the Parcel Hub.
- IV. Proper Business Continuity Plan (BCP) which is acceptable to both the parties should be in place to keep the operations running during system breakdown, connectivity issue, natural calamity and Force Majeure.

Points of Discussion during the Pre Bid Meeting:

The interested parties are invited for a detailed meeting with the designated committee. Detailed presentation will be made by this office during the Pre Bid Meeting taking into account the following broad parameters.

- I. Detail Process Flow highlighting the action plan to process all parcels to be processed and transmitted within 24 hours of receipt.
- II. Discussion on Proposed Plan to achieve the desired outcome.
- III. Details of the Present setup with number of staffs working.
- IV. Details of outsourced model.
- V. Discussion on Proposed number of Operation Managers/workforce to be deployed in the Parcel Hubs of DOP.
- VI. Detail of proposed plan on deployment of fleet for transshipment of Parcel bags from Hub to Hub within the time line.
- VII. Miscellaneous discussions including proposed operational timings etc.
- VIII. The meeting will be exploratory in nature. Based on the response and inputs received in writing during the Pre Bid Meeting or till 06.00 PM of 24th November 2023, the department will take further decision on RFP.

Who can participate in the Pre Bid Meeting:


Interested parties having experience in similar nature of work are invited to attend the Pre Bid Meeting to be held with the designated Committee in the O/O The Chief Postmaster General, Assam Circle, Meghdoot Bhawan, Panbazar, Guwahati-781001 as per the date and time mentioned below.

Miscellaneous:

Activities	Date
Release of Notice for Pre Bid Meeting	25- October-2023
Date of Pre Bid Meeting	20 th November-2023 at 1430 hrs.
Venue of the Meeting	O/O The Chief Postmaster General, Assam Circle, 5 th Floor, Meghdoot Bhawan, Guwahati-781001, Assam.
Request for Virtual Meeting from the interested parties (if any)	To be communicated by the interested parties on or before 16-11-2023 (1800 hrs.) at cpmg_asm@indiapost.gov.in
Last date for submission of written response /inputs by participants of Pre-bid meeting	Till 06:00 PM of 24 th Nov,2023.

Disclaimer:

The Pre Bid Meeting does not constitute nor should it be interpreted as an offer or invitation for the Public Private Partnership for Operational Management of Parcel Hubs in Assam Postal Circle described herein.


**Head Parcel Operations,
O/O The Chief Postmaster General,
Assam Circle, Guwahati-781001**