



Reserve Bank of India
Human Resources Management Department
Kochi
Tender Notice

Empanelment of Registered Car Hiring Agencies/Companies

Reserve Bank of India, Kochi invites sealed tenders from reputed travel operators having office in Kochi and registered with Government of India for supply of taxi cars for use of officials of the Bank. Interested companies/firms having good reputation, minimum three years of experience in the field, having adequate capacity to cater to the Bank's requirement and those who are providing cars on hire to at least one government/ semi- government/public sector undertakings/banks/MNCs may download the Tender Form/Application in two parts (Part I (Technical bid) and Part II (Financial bid)) having all the details, from the Bank's Website www.rbi.org.in. Copies of application form can also be obtained from the Assistant General Manager, HRMD, Reserve Bank of India, Kochi on any working day (Monday to Friday) up to 2 pm on September 13, 2019. Only those tenders which are found eligible after the scrutiny of Part I will be considered for part II of the tenders.

The duly filled in tender forms in a cover super-scribed 'Tender for supply of taxi cars and addressed to the General Manager, HRMD, Reserve Bank of India, Kochi, should reach this office before 2 pm on September 16, 2019. No tenders will be received thereafter under any circumstances. The part I of the tender will be opened at 3 pm on or before September 16, 2019 and part II will be opened at a later date which will be intimated to all the eligible tenderers. The Bank reserves the right to accept or reject any or all tenders without assigning any reasons whatsoever.

Kochi
August 22, 2019

Kamal P Patnaik
General Manager



Reserve Bank of India
Human Resources Management Department
Ernakulam North
Kochi- 682018

Application for Quotation/Tender forms

Name & Address	
Phone No.	
Constitution(Propriety/ Partnership/ Company)	
CGST/ SGST Registration No.	
Major Clientele during the last 5 years (with relevant proof)	
Turnover for the last 5 years	
Name/s and address of clients (at least two reputed institutions for whom you have undertaken work in the past)	
Name of the Bankers & Address	
Names of partners/Directors	

I/We declare that the information furnished in the application is correct to the best of my knowledge and belief.

Signature of authorized person

RESERVE BANK OF INDIA
Kochi

Empanelment of Registered Car Hiring Agencies/Companies

Reserve Bank of India intends to empanel highly reputed and reliable car hiring agencies for the purpose of hiring cars on casual and urgent hiring basis for a period of three years w.e.f. 01/10/2019. The Bank reserves the right to review the agreement at the end of one year. The makes/ models of cars required to be supplied are listed below.

- i) Corolla Altis
- ii) Honda City
- iii) Innova Crysta
- iv) Hyundai Verna
- v) Maruti Ciaz
- vi) Innova
- vii) Toyota Etios
- viii) Swift Dzire
- ix) Honda Amaze
- x) Ford Figo

Kochi based reputed car hiring/rent-a-car agencies having adequate capacity to cater to the Bank's requirement and those who are providing cars on hire to at least one semi-government/government/public sector banks may please submit their competitive rates using the format given in [Annex IV](#) in a sealed envelope super scribed "Tender for supply of taxi cars" to the General Manager, RBI, HRMD, Kochi - 682018 on or before September 16, 2019.

The car hiring/rent-a-car agencies should own or be in a position to provide cars of all the above mentioned models/makes or equivalent thereof. Apart from the above mentioned conditions the empanelment will be subject to the terms and conditions spelt out by the Bank in this regard.

The final empanelment will be done after the car hiring/rent- a-car agencies convey in writing that the rates fixed by the Bank and the terms and conditions as enlisted in [Annex I](#) are fully acceptable to them and that the Guidelines/Instructions mentioned in Annex II will be meticulously followed by them.

The Part I and Part II of the Tender shall be submitted in separate sealed envelopes superscripted **Part I/Part II 'Tender for Empanelment of car hiring agencies'** addressed to The General Manager, Reserve Bank of India, Ernakulam North, Kochi.



**Reserve Bank of India
Human Resources Management Department
Ernakulam North
Kochi- 682018**

Tender for Empanelment of Car Hiring/Taxi Operator/Agencies/Companies for
Providing vehicles to Reserve Bank of India, Ernakulam North, Kochi.

PART I – TECHNICAL BID

Name of the Agency: _____

Address: _____

Last date of Submission: September 16, 2019 upto 02:00 pm.

ANNEX-I

Terms & Conditions governing Empanelment of Car Hiring Agencies

1. The Agency should be registered with GST Number, Govt of India and shall provide the registration number in the application.
2. The invoice /bill issued should be serially numbered and it should contain the name and address of the service provider, service receiver, description of service, value of service & service tax payable thereon.
3. They will also have to mention the maximum kilometers which would be charged for sending the car from the garage to the place of starting journey and from the place where the car is left after completion of the journey to the garage.
4. They must own a minimum fleet of 15 (fifteen) cars, 4 (Four) premium sedans and 4 (Four) SUVs.
5. The agency has to honor its commitment of providing cars/taxis based on the requisition which may be either (a) oral or (b) email/ written instructions.
6. All vehicles provided to the Bank should have valid permits to travel locally and throughout India.
7. All vehicles should be in good condition with its upholstery etc. in proper shape. It must be washed and be provided with proper seat covers. The following extra amenities must be provided in the car at no extra cost:
 - (i) Two newspapers (one English Daily and one financial News Paper of the date).
 - (ii) Two 500ml Water bottles of reputed brand such as Bisleri, Kinley, Aquafina, Himalaya etc.
 - (iii) Tissue Papers (in pouch).
 - (iv) Two mobile phones for the driver on duty.
8. The driver should have a valid driving licence, which should be produced by him as and when demanded by traffic personnel. Renewal of his driving licence from time to time will be the sole responsibility of the agency. The drivers should display their driving licence prominently on the dash board or any prominent place of the car as is now mandated for all taxis.
9. The drivers deployed should have two years' experience with good driving record and should be able to converse in English as well as in Hindi. He should be able to attend to minor repairs of vehicles on route, in case of need.
10. The driver must follow the traffic rules and regulations to ensure safety of the passengers.
11. The driver must report for duty well before the specified time in clean uniform, should be polite, courteous and service oriented at all times. He should maintain a proper record of mileage on a daily basis and get the same authenticated by the user/guest. They should maintain duty slips/trip sheets with complete details of kms travelled/time of relief, places travelled etc. duly authenticated by the user/guest signature. Each duty slip/trip sheet should be attached to the bills/invoices submitted for the

settlement of the claim.

12. The agency shall provide car on written/e-mail or verbal instructions over phone within the time specified therein. The tenderers are also required to provide car at short notice from the Bank (say within an hour in case of emergency). In case, the agency fails to provide the vehicle as per the requisition either verbal over phone or written, without prejudice to its right to take other action including the imposition of penalty, the Bank may delete the service provider from the empanelled hiring agencies without any notice and opportunity and the service provider cannot claim any compensation/ damages.

13. The erring car agency failing to provide a car or substitute car in place of a defective /breakdown car or for dereliction of duty on the part of the driver will also have to compensate the Bank for an amount equal to the hiring charges incurred by the Bank for hiring similar category of car from some other agency.

14. If the Bank or user complains of misdemeanor by a driver of the agency, the agency shall take immediate steps to replace such driver and shall ensure that the services of the said driver are not offered to the Bank in future.

15. The tenderer or its agents/employees/drivers committing any breach of terms and conditions mentioned herein and/or rendering unsatisfactory services, in the opinion of the Bank shall render itself liable for summary termination of the agreement forthwith without any notice or any compensation in lieu thereof.

16. Without prejudice to above, contract will be terminated on last day of contract period or with a notice of one month on either side, during the contract period.

17. During the notice period for termination of the contract, the tenderer shall keep on discharging his contractual obligations till the expiry of notice period. It shall be the duty of the tenderer to remove all the persons deployed by him on termination of the contract on any ground whatsoever and ensure that no person create any disruption/hindrance/problem of any nature affecting the Reserve Bank of India.

18. The empanelled agencies will have to enter into a written hiring agreement with the Bank to indemnify the Bank against the deficiency in customer service and non-compliance of terms and conditions. The contractor shall indemnify the Bank for any loss or damage that occurs to persons or building or third party during the period of contract.

19. Before submitting the tender, the bidders may go through the terms and conditions specified herein, on which the work will be awarded by the Bank and required to be executed by the successful bidder.

The Bidders may satisfy themselves as to the eligibility and other criteria prescribed therein. It may also be noted that the terms and conditions specified herein are indicative in nature and the same shall not restrain the Bank from imposing or requiring the bidder to agree upon such further or other terms and conditions at the time of executing the agreement with the successful bidder, or to alter, modify or omit the terms and conditions contained herein, as are considered necessary for the due and proper execution of the work being awarded under this tender.

20. The tenderer should sign and affix his / his firm's stamp at each page of the tender document and all the Annexes.

21. The agencies shall ensure that the cars provided should not be more than 3 years old.
22. The agencies shall ensure that the cars have valid papers including R.C Book, PUC, Insurance, Road Taxes etc. and the drivers have valid driving licence in person.
23. The agencies should have an **annual turnover of ₹35 lakhs** (Rupees Thirty Five lakhs). Requisite documentary evidence must be submitted.
24. The maximum distance that can be claimed in respect of garage and point of pick-up and back to garage would be restricted to 10 kms or the actual distance whichever is less.
25. The Bank or its guests are not responsible for payment of any salary or remuneration to the car/taxi driver provided by the Car Hiring Agency/ Company.
26. Payment shall be made to the agency on monthly basis. Bills may be submitted to the Bank every month, along with duty slips/trip sheets for payment.
27. The rates quoted should be inclusive of all applicable taxes e.g. local levies, works contract tax etc imposed by Central/State Government and local bodies. Tenderer fails to include such taxes in the tender, no claim thereof will be entertained by the Bank afterwards. **The quoted rates shall be exclusive of GST (Goods and Services Tax)**. As per law, income tax will be deducted at source and a certificate for the same will be issued to the contractor.
28. The car hiring agency should convey without fail the car details i.e. Car make, Car Registration No., Driver's Name and his mobile number to the designated officer, HRMD, RBI, Kochi and to the user of the car by a telephone call and through an SMS at least 8 hours before the arrival/departure at Kochi.
29. In very rare case if the booked car cannot be made available on any day due to non-availability of driver/car, the agency should make alternate arrangements promptly. The agency should intimate the changes to the concerned user and the designated officer of the Bank. Hiring of car by the agency from any other agencies due to non-availability of the car leads to dual control and hence should be avoided. The agency should not refuse to provide cars of any specific make when booked by the Bank.
30. The driver must always be available at the place where the car is parked.
31. The driver must carry a good quality placard displaying particulars of Guest/Officer (user) at the Airport/Railway Station, etc. The agencies should ensure that there is no room for complaints from any quarters. The drivers should make a phone call to get in touch with the users to inform about his arrival at the pickup location instead of waiting for the users to make a call to ascertain their arrival.
32. The drivers will carry out the orders given by the authorized officers of the Bank and will also observe the rules and regulations of the Bank regarding safety and security.
33. The agency shall comply with the Payment of Wages Act 1936, Minimum Wages Act 1948, Contract Labour (Regulation & Abolition) Act 1970 and the Contract Labour (Regulation & Abolition) Central Rules, 1971, and other laws, whenever applicable during the course of the contract. Labour Licence, if required, shall be obtained by the firms at their own cost.

34. The Agency shall indemnify and keep indemnified the Bank against all losses, claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act 1948, Contract Labour (Regulation and Abolition) Act 1970 or any other labour law/ statute for the time being in force. The Service Provider shall solely be responsible for liabilities, if any, in this regard and also indemnify the Bank for any loss/ damages.

35. The persons engaged by the agency shall be its employees and neither the agency nor the persons employed by him/it shall have any right to claim any employment in the Bank. The agency agrees and undertakes that they will make it clear to all persons employed/ engaged by them that they are employees of the agency and they shall have no claim against the Bank and the Bank shall not be liable to pay wages, salary or any other type of compensation to execute the contract or provide any other statutory benefits under the Labour Law and/or any other legislation and the agency shall be solely responsible for providing all such amenities to their employees admissible under the relevant Law/Rules/Service conditions.

36. The agency shall arrange to obtain Police Verification Certificate annually regarding the antecedents of the persons/drivers engaged by them so as to ensure no undesirable person is engaged by them for Bank's duty.

37. The Car Hiring Agency/Company shall be responsible for payment of GST and any other tax/ charges levied by Central/ State Government or any other competent authority on the services being provided by the Car Hiring Agency/Company.

38. The income tax at source in accordance with the statutory provisions as applicable as and when the Central Government notifies through Gazette Notification or orders as per the provisions of Income Tax Act from time to time shall be deducted and such deduction shall be affected from the date of applicability of the provisions.

39. The tenderer should have a valid and active GSTIN and the same should be included in the invoice raised. The statutory liability on account of expiry of GSTIN shall be the sole responsibility of the vendor.

40. The Contractor/Agency shall comply with the provisions of 'the Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal) Act, 2013'. In case of any complaint of sexual harassment to Bank's employee/residents/trainees/guests is received against the employee of the Contractor/Agency within or outside the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor/Agency and the Contractor/Agency shall ensure appropriate action under the said Act in respect to the complaint.

41. Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

42. The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank's employee/residents/trainees/guests, if sexual violence by the employee of the contractor is proved. The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

43. Confidentiality: The tenderer shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/ systems/equipment etc, which may come to the possession or

knowledge of the tenderer during the course of discharging its contractual obligations in connection with this empanelment, to any third party and shall at all times hold the same in strictest confidence. The tenderer shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The tenderer shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The tenderer shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the tenderer and the Bank shall be entitled to claim damages and pursue legal remedies. The contractor shall take all appropriate and prudent actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The contractor's obligations with respect to non-disclosure and confidentiality shall survive the expiry or termination of this agreement for whatever reason.

44. The Bank may call for the client report from the organizations in which the contractor has provided similar services. If any of the client report is not found satisfactory, the tender shall be rejected outright, and its Part II shall not be opened.

45. If any of the tenderer(s) who have provided similar services in the Offices of RBI in the past and whose services were either discontinued for non-performance or whose services were not found satisfactory and the same has been communicated to them in writing, the Bank has the right to reject the bid of that tenderer(s) without assigning any reasons or without seeking further clarifications and their Part II shall not be opened.

46. Settlement of dispute by Arbitration: All disputes and differences of any kind shall be referred to the General Manager, Reserve Bank of India, Kochi and settled by him/her who shall state his/her decision in writing, which will be binding on the agency/service provider. However, any legal dispute, if raised, will be settled in the courts of Kochi jurisdiction only. Alternate settlement models can be used for settling any legal dispute with mutual consent only.

47. Only one tender per tenderer will be accepted.

48. The Bank reserves the right to accept or reject any or all applications without assigning any reason whatsoever.

49. Signing of Contract Agreement

(a)The general instructions to the tenderers and special conditions, conditions herein before referred to Conditions of Contract and the subsequent correspondence exchanged between the Bank and the tenderer and the work order placed shall be the basis of the final contract to be entered into with the successful tenderer.

(b)The tenderer shall go through the terms and conditions given in the general conditions of contract herewith and his offer shall be strictly in line with the terms specified therein. No deviation from the terms and conditions specified shall be acceptable. Each page of the tender documents should be signed for his/their having acquainted himself/themselves in the general conditions of contract, technical specifications, etc.

(c)The tender submitted on behalf of a firm shall be signed by all the partners of the firm or a partner who has the necessary authority on behalf of the firm to enter into the proposed contract. Otherwise the tender may be rejected.

(d)The successful applicant/s shall have to execute an agreement with the Bank on Non-Judicial stamp paper of appropriate stamp duty within seven days of receipt of letter of acceptance. The stamp duty shall be borne and paid by the contractor. However, the issue of letter of acceptance by the Bank shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract.

(e) The empanelment and rates will be valid for a period till June 30th 2020 from the date of empanelment subject to annual review by the Bank based on the performance of the empaneled agencies.

50. Language

The Tender including all labels in documents, catalogues etc. shall be in English.

51. Right to Accept Part Tender

The Bank does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.

52. Penalty

If any complaint is received from the Bank's Executives, participants or guests/visitors, the same will be viewed seriously and Bank reserves the right to terminate the contract or recover damages/penalty.

I/We hereby declare that I/we have read and understood the above instructions for the guidance of the tenderer.

Signature:

Name and address:

ANNEX-III
Format for Technical
Bid Part I

To
The General Manager
Reserve Bank of India,
Ernakulam North, Kochi

Sr. No.	Particulars	Details to be filled in by the Company / Firm / Agency
1	Name of the Company / Firm / Agency	
2	Regd. Office / Business address of the Company / Firm / Agency along with Telephone No., Mobile No., fax number and E-mail i) Whether having own office/garage at Kochi # ii) Whether having office at any other important cities of Kerala (if so details thereof). #	
3	Date of incorporation / Constitution (Please attach evidence)	
4	Work experience–Details of work experience as per the requirement in the prequalification criteria supported by work orders, documents, or certificates. The details along with documentary evidence of previous experience, if any, of providing car/taxi hiring services for the Reserve Bank of India at any centre or government/semi-Govt./public sector under- takings/banks/MNCs should also be given.	
5	Creditworthiness of the Contractor and their turn-over during the specified period (year-wise). Copies of the Income Tax clearance certificates/Income Tax Assessment orders along with the latest final accounts of the business of the Contractor duly certified by a Chartered Accountant should be enclosed in proof of their creditworthiness and turn over for previous three years viz.	
	2016-17	
	2017-18	
	2018-19	
6	Whether registered with Labour	

	Department under the Contract Labour (Regulation and Abolition) Act, 1970. If yes, indicate date of registration.	
7	Name and address of the bankers (full detail)	
8	Name and address of the clients along with full details.	
9	Number of vehicles owned (please attach complete list) with details such as type/make/model of vehicle, condition/age of vehicle with their Registration, Taxi permit No. Etc. (attach documentary evidence)	
10	Number of Drivers in employment of the firm/company/agency.	

It may be noted that 2(i) above will be treated as a pre-requisite for technically qualifying in this tender. However, 2(ii) is only a desirable condition but not a necessary condition while doing the technical evaluation.

Necessary evidence may be attached in support of the claim.

Signature of the tenderer with stamp and date

DECLARATION

1. The above information is true to the best of my knowledge and if any information is found untrue or false I may be debarred from the tender process/being given the contract.
2. I/We agree to abide by the terms and conditions stipulated by the Bank and mentioned.
3. We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of part I of the tender and this period of validity can be extended for such period as may be mutually agreed in writing between the Bank and tenderer. We also agree to keep the earnest money valid during the entire period of validity of tender.
4. I/We understand that the Bank reserves the right to accept or reject any or all the tender either in full or in part without assigning any reason therefore.

Dated this ____ day of ____ 19.

Signature

Name and seal of the tenderer

(This format shall be sent in sealed cover superscribing "Tender/Application for empanelment of car hiring/taxi operator agencies for providing vehicles to Reserve Bank of India," and couriered /posted/ dropped in the box kept at the office Building. Last date of receipt of Tender/Application is September 16, 2019 up to 02.00 pm. Please Note if all the particulars are not filled up or requisite documents not submitted, the application will be rejected.)



**Reserve Bank of India
Human Resources Management Department
Ernakulam North
Kochi- 682018**

Tender for Empanelment of Car Hiring/Taxi Operator/Agencies/Companies for providing vehicles to Reserve Bank of India, Ernakulam North, Kochi.

PART II – FINANCIAL BID

Name of the Agency: _____

Address: _____

Last date of Submission: ----- upto 02:00 pm

ANNEX IV

	Type of Vehicles									
Nature of Duty	Corolla Altis	Honda City	Innova Crysta	Hyundai Verna	Maruthi Ciaz	Innova	Toyota Etios	Swift Dzire	Honda Amaze	Ford Figo
40 Km/4 hr										
80 Km/8 hr										
Extra Kms										
Extra Hour										
Airport drop										
Railway Station drop										
Outstation (Min 200km per day)										
Extra Kms										

Driver's Bata after 10 hrs/ 200km										
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Place

Date

Signature

Name & designation of the signatory

Name of the Agency