



**Reserve Bank of India,
6-1-56, Secretariat Road, Saifabad, Hyderabad-500 004.**

Section I - Notice Inviting Tender (NIT)

Reserve Bank of India, Hyderabad Regional Office (hereinafter called “the Bank”), invites E-tenders under Two – Bid system (Technical & Financial Bid) for empanelment of highly reputed, experienced and capable Car Hiring Agencies/Companies for the purpose of hiring cars on need basis. The empanelment shall be for a period of three years (April 01, 2022 to March 31, 2025), subject to annual review by the Bank based on the performance of the service provider/s.

2. For the above empanelment, the tenderers should submit their proposal, as per the important instructions regarding E-Tender, along with all supporting documents complete in all respects on or before January 27, 2022 up to 1.00 PM (should be uploaded on MSTC portal). Tenderers shall submit tender proposal along with refundable EMD of Rs.80,000/- , complete in all respect as per the prescribed format. The technical bids will be opened electronically on January 27, 2022 at 03:00 PM. In the event of any date indicated above being declared a Holiday, the next working day shall become operative for the respective purpose mentioned herein.

3. Tender document can be downloaded from website www.rbi.org.in and www.mstcecommerce.com. Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the website / e-portal only. The tenderer should regularly check the above website / e-portal for any Amendment / Corrigendum / Clarification and submit the bid after verification of the same. The Bank reserves the right to reject any or all the tenders without assigning any reason thereof.

**The Regional Director
Reserve Bank of India,
6-1-56, Secretariat Road, Saifabad,
Hyderabad-500 004**



भारतीय रिज़र्व बैंक / RESERVE BANK OF INDIA
मानव संसाधन प्रबन्ध विभाग / HUMAN RESOURCE MANAGEMENT DEPARTMENT
हैदराबाद / HYDERABAD

कार किराए पर लेने के लिए एजेंसियों / कंपनियों का पैनल बनाना
Empanelment of Car Hiring Agencies / Companies

भारतीय रिज़र्व बैंक, सचिवालय रोड, सैफाबाद, हैदराबाद किराए पर कार लेने के आधार पर प्रख्यात, अनुभवी और सक्षम कार किराया/भाड़ा एजेंसियों/कंपनियों का पैनल बनाने के लिए एमएसटीसी वेबसाइट (www.mstcecommerce.com/eprochome/rbi) पर भाग-1 और भाग-2 में ई-निविदा आमंत्रित करता है ताकि बैंक के प्रबंध-कर्ताओं, अधिकारियों, स्टाफ-सदस्यों और प्राधिकृत व्यक्तियों के उपयोग के लिए आवश्यकतानुसार एक वर्ष की अवधि तक के लिए अर्थात् 01 अप्रैल 2022 से 31 मार्च 2023 तक की अवधि हेतु (बैंक द्वारा मूल्यांकन करने पर संतोषजनक निष्पादन के अधीन और दो वर्ष के लिए वार्षिक दौर पर विस्तारणीय), कार किराए पर ली जा सके।

Reserve Bank of India, Secretariat Road, Saifabad, Hyderabad invites E-Tenders in Part-I and Part-II on MSTC website (www.mstcecommerce.com/eprochome/rbi) to empanel reputed, experienced and capable car rental / hiring agencies / companies for the purpose of hiring cars on rental basis for the use of its Executives, Officers, Staff and authorised persons as and when required basis for a period up to one year i.e., from April 01, 2022 to March 31, 2023 (extendable on annual basis for two more years subject to satisfactory performance to be evaluated by the Bank).

समाचारपत्रों, आरबीआई वेबसाइट और एमएसटीसी पोर्टल पर इस ई-निविदा के प्रकाशन की तारीख 29 दिसंबर 2021 है।

Date of publication of notice inviting e-tender in newspaper, RBI website and MSTC portal is December 29, 2021.

अधिक जानकारी के लिए कृपया हमारी वेबसाइट <https://rbi.org.in> पर 'टेंडर' लिंक देखें।

For more details please visit 'TENDERS' link on our website <https://rbi.org.in>

एमएसटीसी पोर्टल (www.mstcecommerce.com/eprochome/rbi) पर ई-निविदा जमा करने की आखिरी तारीख 27 जनवरी 2022 के 1 PM तक है। उक्त तारीख और समय के बाद जमा किए गए आवेदनों को स्वीकार नहीं किया जाएगा।

The last date for submission of e-tender on MSTC portal (www.mstcecommerce.com/eprochome/rbi) is 1 PM on January 27, 2022. Applications received after the said date and time will not be accepted.

बैंक, कोई कारण बताए बिना किसी निविदा या सभी पेशकशों को स्वीकार करने अथवा अस्वीकार करने का अधिकार सुरक्षित रखता है।

The Bank reserves the right to accept or reject any tender or all the offers without assigning any reason thereof.

क्षेत्रीय निदेशक / Regional Director
भारतीय रिज़र्व बैंक / Reserve Bank of India
हैदराबाद / Hyderabad

Part I

RESERVE BANK OF INDIA

HYDERABAD

**E-TENDER FOR
Empanelment of Car Hiring Agencies/Companies**

RBI/HYDERABAD/HRMD/23/21-22/ET/359

**Reserve Bank of India
Human Resource Management Department
HYDERABAD**

DISCLAIMER

Reserve Bank of India, Human Resource Management Department, Hyderabad (the Bank) has prepared this tender document to give background information on the tender to the interested parties to bid for Empanelment of car hiring agencies / companies for providing Cars / vehicles to the Bank as and when required / need basis. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believes it to be in order, neither Reserve Bank of India nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The tender is neither an agreement nor invitation to any party to perform work of any kind. The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely only on the information provided by RBI in submitting the Tender. The information is provided on the basis that it is non – binding on Reserve Bank of India or any of its authorities or agencies or any of their respective officers, employees, agents or advisors. The Bank is not responsible if no due diligence is carried out by the Respondents.

Reserve Bank of India reserves the right not to proceed with this tender or to change the configuration of the tender, to alter the time-table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest.

No reimbursement of cost of any type will be paid to persons or entities submitting their bid.

Important Instructions Regarding E-tender

This is an e-procurement event of Reserve Bank of India, Hyderabad. The e-procurement service provider is MSTC Limited.

You are requested to read and understand the Notice Inviting Tender and subsequent Corrigendum, if any, before submitting your online tender.

Process of E-tender:

A) Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Financial Bid over the internet will be done. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC / RBI, Hyderabad is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE: THE TECHNICAL BID AND THE FINANCIAL BID HAS TO BE SUBMITTED ON-LINE ONLY AT www.mstcecommerce.com/eprochome/rbi/

1). Vendors are required to register themselves online with www.mstcecommerce.com →e-Procurement→PSU / Govt.Depts→ Select RBI Logo->Register as Vendor by filling up details and creating own user id and password→ Submit.

Vendors will receive a system generated mail confirming their registration in their email which has been provided while filling the registration form.

In case of any clarification, please contact MSTC/RBI, Hyderabad, (before the scheduled time of the e- tender).

Contact person (RBI Hyderabad):

- (i) Smt. K Anuradha, Assistant General Manager
Email: kanuradha@rbi.org.in Phone No. : 040-2326 7305
- (ii) Smt. S Vaishali, Manager, HRMD, RBI, Hyderabad
Email: vaishalis@rbi.org.in Phone No. 040-2326 7307
- (iii) Smt. Usha Bhavani Shankar, Manager
Email: bsusha@rbi.org.in Phone No. : 040-2326 7319
- (iv) Shri G P Prasad, Asst Manager
Email: gpprasad@rbi.org.in Phone No. : 040-2326 7317

Contact person (MSTC Ltd):

- (i) Renu Purushottam, Branch Manager – rpurushottam@mstcindia.co.in – Mobile: 08884406412
- (ii) Suraiya R Shaik, Dy. Manager – srshaik@mstcindia.co.in Mobile- 7406047869
- (iii) B Teja, JCA- bteja@mstcindia.co.in Mobile- 06281048513
- (iv) Krishna Kanth, Technical Analyst- krishna366377@mstcindia.co.in M-8333036366

(v) Raksekhar, DEO ,rajmstc@mstcindia.co.in Ph-8464073640

Google hangout ID- (for text chat)- mstceproc@gmail.com

B) System Requirements:

1. Windows 7 or above Operating System
2. IE-7 and above Internet browser.
3. Signing type digital signature
4. Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.

To disable “Protected Mode” for DSC to appear in the signer box following settings may be applied.

- Tools => Internet Options => Security => Disable protected Mode If enabled- i.e, Remove the tick from the tick box mentioning “Enable Protected Mode”.

Other Settings:

- Tools => Internet Options => General => Click On Settings under “browsing history / Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.

To enable ALL active X controls and disable ‘use pop up blocker’ under Tools→Internet Options→ custom level (**Please run IE settings from the page www.mstcecommerce.com once**)

For more details, vendor may refer to the **Vendor Guide** and **FAQ** available at www.mstcecommerce.com/eprochome

2. The Technical Bid and the Financial / Price Bid shall have to be submitted online at www.mstcecommerce.com/eprochome/rbi. Tenders will be opened electronically on the specified date and time as given in the Tender.

3. All entries in the tender should be entered in online Technical & Financial/Price Formats without any ambiguity.

4. **Special Note towards Transaction fee:**

The vendors shall pay the transaction fee using “Transaction Fee Payment” link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.

Transaction fee is non-refundable.

A vendor will not have the access to online e-tender without making the payment towards transaction fee.

NOTE

Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.

5. Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).

6. E-tender cannot be accessed after the due date and time mentioned in NIT (Notice inviting tender).

7. Bidding in E-tender:

(i) Vendor(s) need to submit necessary EMD (to RBI only through NEFT as per the details given in **para 5.a of Section III**) and Transaction fees (online to MSTC) to be eligible to bid online in the e-tender. Transaction fees is non refundable. No interest will be paid on EMD. **(Offers without EMD would be considered as unresponsive and rejected)**. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority.

(ii) The process involves Electronic Bidding for submission of Technical and Financial/Price Bid.

(iii) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Financial Bid through internet in MSTC website www.mstcecommerce.com → e-procurement →PSU/Govt. depts→ Login under RBI→My menu→ Auction Floor Manager→ live event →Selection of the live event.

(iv) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/ Commercial specification and save the same. After that click on the Technical bid. If this application is not run then the vendor will not be able to save/submit his Technical bid.

(v) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Financial Bid link becomes active and the same has to be filled up and then vendor should click on "save" to record their Financial bid. Once both the Technical bid & Financial bid has been saved, the vendor can click on the "Final submission" button to register their bid.

(vi) Vendors are instructed to use "Attach Doc button" to upload documents. Multiple documents can be uploaded.

(vii) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.

(viii) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.

ix) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.

x) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Bank will form a binding contract between The Bank and the Vendor for execution of supply.

xi) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.

xii) The Bank reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.

xiii) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender.

8. Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.

9. No deviation to the technical and financial terms & conditions are allowed.

10. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.

11. Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprochome to familiarize them with the system before bidding.

**RESERVE BANK OF INDIA
HUMAN RESOURCES MANAGEMENT DEPARTMENT
HYDERABAD**

Empanelment of Car Rental / Hiring agencies or companies

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**RESERVE BANK OF INDIA
HUMAN RESOURCES MANAGEMENT DEPARTMENT
HYDERABAD
SCHEDULE OF TENDER(SOT)**

1.	E-Tender Number	RBI/HYDERABAD/HRMD/23/21-22/ET/359
2.	Name of Tender	Tender for Empanelment of Car Rental / Hiring Agencies or Companies for providing Cars for the purpose of hiring cars on rental basis for the use of its Executives, Officers, Staff and authorised persons as and when required basis for a period up to one year i.e., from April 01, 2022 to March 31, 2023 (extendable on annual basis for two more years subject to satisfactory performance to be evaluated by the Reserve Bank of India, Hyderabad).
3.	Mode of tender	e-Procurement System (Online Part I – Technical Bid and Part II – Financial / Price Bid through www.mstcecommerce.com/eprochome/rbi)
4.	Date of publication of press notice in Newspapers and website notification in www.rbi.org.in	December 29, 2021 (Wednesday)
5.	Date of NIT available to parties to download	December 29, 2021 (Wednesday) from 11:00 hrs onwards
6.	Pre-Bid meeting	January 03, 2022 at 15:00 hours at Conference Hall, 3 rd Floor, Reserve Bank of India, Hyderabad. Note: Date and time of the meeting may change subject to the COVID-19 pandemic scenario. RBI, Hyderabad if it deems necessary may at its own discretion cancel the Pre-bid Meeting.
7.	Estimated Cost of the Tender	Rs.40 lakhs (Rupees Forty Lakh only)
8.	Earnest Money Deposit (EMD) of Rs.80,000/- (Non-payment of EMD before due date and time will be treated as unresponsive and rejected)	Rs 80,000/- (being 2% of the total contract value shall be deposited by each bidder) in the form of NEFT on or before January 27, 2022 before 12.00 noon Details for NEFT Beneficiary Name: Reserve Bank of India Account No:8614038, IFSC: RBIS0NEFTHY (5 th is being Zero) Note: E-mail confirming the NEFT transfer may be sent to gpprasad@rbi.org.in and CC to bsusha@rbi.org.in kanuradha@rbi.org.in and bookinghyderabad@rbi.org.in
9.	Date of Starting of e-Tender for submission of online Techno-Commercial Bid and Price Bid at www.mstcecommerce.com/eprocho me/rbi	January 03, 2022 from 05:00 PM
10.	Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid	January 27, 2022 at 1:00 PM

11.	Last date of submission of EMD	January 27, 2022 before 12.00 noon
12.	Date/ time/venue of opening of Tender Part I	January 27, 2022 at 03:00 PM at Reserve Bank of India, Hyderabad.
13.	Date/ time/Venue of opening of Tender Part II	Date and time of opening of Financial bid shall be informed separately.
14.	Transaction Fee	<p>Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway through / NEFT / RTGS in favour of MSTC LIMITED or as advised by M/s MSTC Ltd.</p> <p>Please do not transfer the transaction fee to the Reserve Bank of India, Hyderabad</p>

Tender document can be downloaded from the RBI website www.rbi.org.in and also from www.mstcecommerce.com. Any amendment / corrigendum / clarification with respect to this tender shall be uploaded on the website / e-portal only. The tenderer should check the above website / e-portal for any amendment / corrigendum / clarification before submitting the bid. Reserve Bank of India, Hyderabad (The Bank) is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank reserves the right to reject any or all the tenders without assigning any reason thereof.

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Part 1

Tendering Procedures



**Reserve Bank of India,
6-1-56, Secretariat Road, Saifabad, Hyderabad-500 004.**

Section I - Notice Inviting Tender (NIT)

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2. For the above empanelment, the tenderers should submit their proposal, as per the important instructions regarding E-Tender, along with all supporting documents complete in all respects on or before January 27, 2022 up to 1.00 PM (should be uploaded on MSTC portal). Tenderers shall submit tender proposal along with refundable EMD of Rs.80,000/-, complete in all respect as per the prescribed format. The technical bids will be opened electronically on January 27, 2022 at 03:00 PM. In the event of any date indicated above being declared a Holiday, the next working day shall become operative for the respective purpose mentioned herein.

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**The Regional Director
Reserve Bank of India,
6-1-56, Secretariat Road, Saifabad,
Hyderabad-500 004**

Section II - Instructions to Bidders (ITB)

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Section II: Instructions to Bidders

A. General

1.	Scope of Tender	<p>1.1 The Bank invites E-tenders from the eligible tenderers to participate in the process of empanelment of Car Hiring Agencies. The empanelment is for a period of three years (April 01, 2022 - March 31, 2025) subject to annual review by the Bank based on the performance of the service providers. The General and specific conditions of contract and the detailed scope of the work is outlined in Section V.1 and Section V.2. The estimated value of the contract is Rs.40.00 lakh per annum.</p>
2.	Prohibited Practices	<p>2.1 The Bank requires that tenderers interested in having business relationship with the Bank, to observe the highest standard of ethics during the period of Contract / engagement. In pursuance of this policy, the Bank:</p> <p>(a) defines, for the purposes of this provision, the terms set forth below as Prohibited Practices:</p> <p style="padding-left: 40px;">(i) “corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;</p> <p style="padding-left: 40px;">(ii) “fraudulent practice” means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;</p> <p style="padding-left: 40px;">(iii) “coercive practice” means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party; and</p> <p style="padding-left: 40px;">(iv) “collusive practice” means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;</p> <p>(b) Will reject a proposal for award if it determines that the tenderer recommended for award has engaged in prohibited practices in competing for the tender in question;</p> <p>(c) May declare a tenderer ineligible, either indefinitely or for a stated period of time, if, at any time, the Bank determines that the tenderer has engaged in prohibited practices in competing for, or in executing the contract.</p> <p>2.2 Furthermore, tenderers shall be aware of the provisions stated in Section V (General and Specific Conditions of Contract).</p>

3.	<p>Eligible Tenderers / Eligibility Criteria</p> <p>(Only those agencies/ companies who fulfil the criteria mentioned are eligible to tender)</p>	<p>3.1 The tenderer shall be a highly reputed and capable car Hiring Agency / company. The make / model of cars generally required by the Bank and the format in which the rates are required to be quoted have been listed in the financial Bid format (Form II).</p> <p>3.2 The tenderer shall have their office and set-up in Hyderabad for effective co-ordination in booking of vehicles and timely availability of vehicles even at very short notice. (Documentary evidence of having own office at Hyderabad to be uploaded on MSTC portal).</p> <p>3.3 The tenderer shall have minimum experience of three (3) years in the field of providing transport service and annual average turnover of last three financial years 2017-18, 2018-19, 2019-20 (excluding FY 2020-21 – being the Pandemic Year) should not be less than Rs. 40 lakh per year.</p> <p>3.4 The tenderer must be providing / have provided cars on contractual hire to at least three Government / semi- Government organization or Public Sector Bank / undertaking / MNC during the last three years (should be supported by documentary evidence e.g., experience certificate from the institutions).</p> <p>3.5 The tendering firms / Agency / company should have a minimum fleet of 15 (fifteen) cars owned by /or at disposal of the agency comprising of the following cars, but not restricted to: Maruti Dzire, Toyota Etios, Honda Amaze, Hyundai Xcent, Nissan Sunny, Honda City, Toyota Yaris, Maruti Ciaz, Toyota Innova, Innova Crysta, Toyota Corolla Altis, Honda Civic, Toyota Camry, Volvo S60 (attach copies of Registration Certificates / books). In case of the cars stated to be at disposal of the agency, the bidder must provide relevant documents (agreements with car owners) along with copies of RC and the decision of RBI on adequacy of such documentation and admissibility of such vehicles undereligibility criteria would be final. The vehicles must have valid taxi permits and should also be registered as commercial vehicles.</p> <p>3.6 The agency must be able to provide vehicles having valid taxi permits (local & all India) registered with RTO as a commercial vehicle and other statutory clearances. The Service provider shall ensure that during the tenure of the agreement, vehicles provided are registered and comply with the Indian Motor Vehicles Act, 1988 as amended from time to time. (upload documentary evidence of taxi permits on MSTC Portal).</p> <p>3.7 The agencies should have necessary certificate to run tour & travel services. (documentary evidence to be uploaded on MSTC portal). All the</p>
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		<p>cars deployed by the Service provider for duty with the Bank's guests / officials should be of commercial nature i.e., they must be registered with the RTO as a commercial vehicle. List of such vehicles is to be furnished as per Annex - III.</p> <p>3.8 The vehicles provided to RBI should be road worthy and the age of each vehicle in the fleet, as above, shall be less than 5 years or must not have driven more than 1 lakh km whichever is earlier.</p> <p>3.9 The tenderer must have all applicable tax registrations (viz. PAN, TIN, GSTIN, etc.) supported by documentary evidence to be uploaded on MSTC portal.</p> <p>3.10 The tendering agency/company should have current account in a scheduled commercial bank for effective payments through electronic mode.</p> <p><u>3.11 In the event of intending tenderers' failure to satisfy the Bank on fulfilment of the eligibility criteria and tender containing deviations from the terms and conditions are liable to be rejected by the Bank and the same shall not be challenged in any court of Law.</u></p> <p>Note : The documentary evidences should be uploaded online on MSTC portal.</p>
4.	Sections of Tender Document	<p>4.1 The Tender Document consists of Parts 1 and 2 which includes all the Sections indicated below and should be read in conjunction with any Appendices / Annex issued in accordance with Section II (Instructions to Bidders).</p> <p><u>Part 1 – Tendering Procedures:</u></p> <p>Section I: Notice Inviting Tender (NIT)</p> <p>Section II: Instructions to Bidders/ Tenderers (ITB)</p> <p>Section III: Tender Data Sheet (TDS)</p> <p>Section IV: Evaluation / Selection Criteria</p> <p><u>Part 2 – Conditions of Contract and Contract Forms</u></p> <p>Section V: General and Specific Conditions of contract</p> <p>Section VI: Standard Formats</p>
5.	Clarification of Tender Document	<p>5.1 A tenderer requiring any clarification of this document shall contact the Bank in writing at the email address mentioned in this document or raise enquiries latest by January 03, 2022.</p>

		Email-ids – gpprasad@rbi.org.in ; bsusha@rbi.org.in ; kanuradha@rbi.org.in and bookinghyderabad@rbi.org.in
6.	Pre-bid Meeting	Pre-bid meeting will be held at 15:00 hours on January 03, 2022 at the Conference Hall, 3rd Floor, Reserve Bank of India, Hyderabad. Note: Date and time of the meeting may change subject to the COVID-19 pandemic scenario. The Bank if it deems necessary may at its own discretion cancel the Pre-bid Meeting.
7.	Amendment of Tender Document	7.1 At any time, prior to the deadline for submission of Tenders, the Bank may amend this document by issuing amendments / corrigendum on RBI website (www.rbi.org.in) / e-portal and the same will not be published in the newspaper. 7.2 Any amendments / corrigendum issued shall be a part of this document. 7.3 To give prospective tenderers reasonable time in which to take any / all amendments / corrigendum into account in preparing their Tenders, the Bank may, at its discretion, extend the deadline for the submission of Tenders.
8.	Cost of Tendering	8.1 The tenderer shall bear all costs associated with the preparation and submission of tender documents and the Bank shall not be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.
9.	Documents Comprising the Tender	9.1 The Tender shall comprise the following: <ul style="list-style-type: none"> • Notice inviting Tender • Technical bid details • Financial bid details • Earnest Money Deposit shall be deposited through NEFT in favour of Reserve Bank of India in A/c no: 8614038, IFSC: RBIS0NEFTHY (5th is being Zero) on or before the date given in NIT. • The Tenderers need to submit necessary EMD and Transaction fees to be eligible to bid online in the e-tender. Transaction fees is non-refundable. No interest will be paid on EMD. The EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority. • Offers without EMD would be considered as unresponsive and rejected.
10.	Letter of Tender	The tenderer shall submit the Tender using the digital signature class 3 via e-tendering process without any alterations. All blank spaces shall be filled in with the information requested.

11.	Documents establishing the qualifications of the Tenderer	To establish their qualifications to perform the Contract in accordance with Section II (Para 3), the tenderer shall provide information in the format prescribed in Section VI (Standard Formats)
12.	Validity of tender	The Tender validity period shall be 90 days from the last date of the submission of tender. In exceptional circumstances, prior to the expiration of the tender validity period, the Bank may request the tenderers to extend the period of validity of their Tenders. The request and the responses shall be made in writing.
13.	EMD as tender security	The Tenderers need to submit necessary EMD and transaction fees to be eligible to bid online in the e-tender. Transaction fees is non- refundable. No interest will be paid on EMD. EMD of the unsuccessful bidders will be refunded by the Bank, after completing of the tendering process.
14.	Submission - Sealing and Marking of tender	<p>14.1 The Tenderers submitting tenders electronically shall follow the electronic e-tendering submission procedures specified in the instructions regarding the e-Tender.</p> <p>14.2 The tenderers may submit their Financial Bid (competitive rates) in online in prescribed format along with copies of necessary documents as indicated in the Technical Bid (Part - I) and Financial bid (Part - II). The e-Tender with all information shall be submitted on or before the prescribed time of the Tender.</p> <p>14.3 If the desired / prescribed information is not submitted, the Bank will assume no responsibility for rejection of Tender.</p>
15.	Deadline for submission of Tender	<p>15.1 The Tender must be filed online through e-tendering process mentioned in this document, not later than the date and time indicated in this document.</p> <p>15.2 The Bank may, at its discretion, extend the deadline for the submission of Tenders by amending the Tender Document.</p>
16.	Late Tenders	No Tender shall be allowed on the e-portal after the deadline.
17.	Tender opening	The Bank shall open the Tender electronically on the notified date. As per the procedures laid down in Section-I hereto for opening of e-tender, the tenderer whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.
18.	Confidentiality	Information relating to the evaluation of Tenders shall not be disclosed to the tenderers or any other persons not officially concerned with such process until information of contract award is communicated to all tenderers.

19.	Clarification of tender	<p>19.1 To assist in the examination, evaluation, comparison of the tenders and qualification of the tenderers, the Bank may, at its discretion, ask any tenderer for a clarification of its tender, allowing a reasonable time for response. Any clarification submitted by a tenderer that is not in response to the request made by the Bank, shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the prices or substance of the tender shall be sought, offered or permitted, except to confirm the correction of arithmetic errors discovered by the Bank in the evaluation of the Tenders.</p> <p>19.2 If a tenderer does not provide clarifications of its Tender by the date and time set in the Bank's request for clarification, its Tender shall be rejected.</p>
20.	Evaluation of tender	The Bank shall use the evaluation criteria indicated in Section IV of this Tender.
21.	Qualification of the tenderer	The Bank shall determine its satisfaction whether the selected tenderer meets the qualifying criteria in technical bid and financial bid Section II (Para 3).
22.	The Bank's Right to accept any tender, to reject any or all tenders	<p>22.1 The Bank is not bound to accept the lowest or any tender and may at any time terminate the tendering process without thereby incurring any liability to tenderers or assigning any reason thereof.</p> <p>22.2. The Bank may at its discretion call for the client report from the organizations in which the Agency / Company has provided similar services. If any of the client report is not found satisfactory, the Tender shall be rejected outright, and its Part II (Financial Bid) shall not be opened. Further the conditional bids shall be rejected outrightly.</p>
23.	Award criteria	The Bank reserves the right to accept any tender, to reject and or all tenders as per Section IV (Evaluation Criteria).
24.	Notification of award	<p>24.1 The lowest rate quoted under each category of vehicles by tenderers who qualify in Technical Evaluation shall be applicable for other tenderers (who qualify in Technical Evaluation). Only such tenderers among above shall be considered for Empanelment who agree in writing to work at the lowest rates quoted under each category of vehicles and each segment of travel. Work will be allotted by rotation amongst the empanelled tenderers.</p> <p>24.2 Until a formal contract is prepared and executed, the notification of award shall constitute a binding Contract.</p> <p>24.3. The hire rate table prepared by the Bank on the basis of lower rates of each category of car / vehicles and for each segment of travel as quoted by the successful tenderers of technical bid evaluation, shall be shared with them for acceptance in writing.</p>

25.	Signing of contract	<p>25.1 The successful tenderer shall execute an agreement with the Bank on Non-Judicial stamp paper of appropriate value. The stamp duty shall be borne and paid by the agency.</p> <p>25.2. The General instructions to the tenderers and special conditions, conditions hereinbefore referred to Conditions of Contract and Technical Specifications and drawings enclosed with the tender documents, 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.</p> <p>25.3. 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.</p> <p>25.4. The tender submitted on behalf of a firm/company shall be signed by all the partners/ directors of the firm/company or a partner/director who has the necessary authority on behalf of the firm/company to enter into the proposed contract. Otherwise the tender may be rejected.</p> <p>25.5. On receipt of intimation from the Bank of the acceptance of his/their tender, the successful tenderer shall be bound to implement the Contract and within fourteen days thereof, the successful tenderer shall sign an agreement with the bank. Notwithstanding the signing of the agreement the written acceptance by the Reserve Bank of India of a tender in itself will constitute a binding agreement between the Reserve Bank of India and the person so tendering, whether such contract is or is not subsequently executed.</p> <p>25.6. The contract shall be valid for one year and upon satisfactory performance will be renewable for two more years (one year at a time) i.e. total three years from the commencement of contract.</p>
26.	Performance Bank Guarantee	<p>26.1 The successful tenderer shall furnish along with the contract the Performance Bank Guarantee (PBG) of Rs.4,00,000 (Rupees Four lakh Only) in accordance with the Section VI (Standard Formats). The PBG should be valid/renewed for the entire contract period as the case may be. The PBG shall be valid for a period of 60 days after the expiry of contract period. The EMD of such tenderer will be returned on receipt of PBG.</p> <p>26.2. Failure of the successful tenderer to submit the Performance Bank Guarantee of Rs. 4,00,000 (Rupees Four lakh Only) or to sign the Contract shall constitute sufficient grounds for the annulment of the award, forfeiture</p>

		<p>of the EMD and blacklisting of such tenderer.</p> <p>26.3. The PBG shall be released without interest after 2 months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the agency or its employees. In case of any complaint or pending dues, the Performance Bank Guarantee (PBG) shall be discharged only after adjusting all dues, liabilities, etc.</p> <p>26.4 No Interest shall be payable on EMD / Security Deposit / Performance Bank Guarantee.</p>
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Section III – Tender Data Sheet

1	Scope of Tender
1.1	The tender inviting office is: Reserve Bank of India, Hyderabad Regional Office, Main Office Building, Saifabad, Hyderabad 500004
1.2	The name of the Tender is: Empanelment of Car Hiring Agencies / Companies Tender Reference No. RBI/HYDERABAD/HRMD/23/21-22/ET/359
1.3	Eligible Tenderers: The tenderer shall meet the eligibility criteria outlined in para number 3 of Section II.

Tender Document

2	Clarification of Tender Document, Pre-tender meeting
2.1	For clarification purposes only, the address is: Reserve Bank of India, Hyderabad Regional Office, Main Office Building, Saifabad, Hyderabad 500004
2.2	Contact Officials in RBI, Hyderabad: <ul style="list-style-type: none"> (i) Smt. K Anuradha, Assistant General Manager Email: kanuradha@rbi.org.in Phone No. : 040-2326 7305 (ii) Smt. S Vaishali, Manager, HRMD, RBI, Hyderabad Email: vaishalis@rbi.org.in Phone No. 040-2326 7307 (iii) Smt. Usha Bhavani Shankar, Manager Email: bsusha@rbi.org.in Phone No. : 040-2326 7319 (iv) Shri G P Prasad, Asst Manager Email: gpprasad@rbi.org.in Phone No. : 040-2326 7317

3	Documents Comprising the Tender
3.1	The Tender shall comprise the following:
(a)	Notice Inviting Tender, Instructions to Bidders, Evaluation Criteria and General & Specific Terms and Conditions of the Contract.
(b)	Various formats for Technical and Financial Evaluation as also for Performance Bank Guarantee as per Section VI (Standard Formats)

4	Period of Validity of Tenders
4.1	The Tender validity period shall be 90 days from the last date of the submission of tender.

5	EMD / Bank Guarantee as Tender Security
5.1	The tenderer shall provide EMD of Rs. 80,000/- through NEFT to the Reserve Bank of India in A/c 8614038 & IFSC – RBIS0NEFTHY (5th being zero)

6	Submission of Tenders
6.1	The tender, complete in all respect, shall be submitted electronically. The tenderers may submit their competitive rates along with necessary documents as indicated in the "Technical Bid".

7	Deadline for Submission of Tenders
7.1	The e-tenders, complete in all respect shall be submitted as per the following deadline: Date: January 27, 2022 at 1:00 PM.

8	Tender Opening - Part I
8.1	The Part I of the Tender shall take place electronically on the date and time mentioned in the Notice Inviting Tender. Opening of Part II will be intimated separately.

Section IV: Evaluation / Selection Criteria
A Technical Bid Evaluation

1.1 The tenderers shall furnish information for Technical Evaluation as per **Form 1 of the Standard Format.**

1.2 Supporting documents for the various items indicated in the Form 1 should be uploaded electronically on MSTC portal for Technical evaluation.

1.3 The Bank shall scrutinize the information and documents uploaded by the tenderer vis-à-vis eligibility criteria and evaluate the feedback from bankers, existing clients to take decision regarding qualification in Technical Evaluation.

1.4 The information so given will be evaluated as per the following marks criteria **(Maximum Marks - 150):**

Particulars	Range and Marks	Maximum Marks
a. Size of Fleet of well- maintained Cars as per specification of eligibility criteria (Para 3 of Section - II), including contract vehicles.	<ul style="list-style-type: none"> • >40 vehicles - 20 marks • 25 - 40 - 15 marks • 15- 24 - 10 marks 	20
b. Experience in the field of providing vehicles on hire	<ul style="list-style-type: none"> • 3 to 5 years - 10 marks • More than 5 years and up to 10 years - 15 marks • More than 10 years - 20 marks 	20
c. Average Age of Fleet of 15 vehicles notified for the tender (from the date of manufacturing)	<ul style="list-style-type: none"> • < 2 years and less than 1,00,000 kms – 20 marks • > 2 and < or equal to 4 years and less than 1,00,000 kms – 15 marks • > 4 years and less than or equal to 5 years and less than 1,00,000 kms – 10 marks 	20
d. Average Turnover of the last three financial years 2017-18, 2018-19, 2019-20 (excluding FY 2020-21- Pandemic Year)	<ul style="list-style-type: none"> • From Rs 40 lakh to Rs 50 lakh - 5 marks • And from Rs 50 lakh to Rs 75 lakh - 10 marks • Above Rs 75 lakh - 15 marks 	15
e. Number of Clients / Empanelment with Government Institutions / PSUs.	<ul style="list-style-type: none"> • More than 6 - 20 marks • 4 to 6 - 15 marks • 3 - 10 marks 	20
f. Engagement with a particular client	<ul style="list-style-type: none"> • 1 to 2 Years - 5 Marks 	20

continuously for number of Years.	<ul style="list-style-type: none"> • >2 to 3 Years - 10 Marks • >3 to 4 years - 15 Marks • Above 4 Years - 20 Marks 	
g. Site visit evaluation by Committee constituted by RBI, Hyderabad will evaluate parameters like experience and feedback on drivers, management of Company, the quality of the systems and processes to be used by the bidder, cleanliness and maintenance of vehicle fleet, etc.	<ul style="list-style-type: none"> • Satisfactory - 15 marks • Good - 25 marks • Very Good - 35 marks 	35

Total Marks of Tenderer (A-B)

1.1 **Minimum Cut-off marks** for being considered for empanelment is **70**.

1.2 **Quality, competence and reliability of the bidders is the paramount requirement in this tender. Marks obtained in the last Parameter (Site Visit Evaluation) (in the table above), will be an entry barrier and failure to score at least 15 marks in the said parameter will result in the rejection of the tender. Price Bid of such agency who fail to score more than or equal to 15 Marks in the said parameter will not be considered for opening, despite the agencies having submitted the requisite documentary evidences for satisfying all the terms and condition of the tender as well as having a score above 70 as aggregate in all parameters.**

1.3 The decision of the award of the contract would be made as under:

1.4 Only the technical proposals scoring more than 70 of the total points will be **empaneled from April 01, 2022 to March 31, 2025.**

1.5 The Price bids for the empaneled bidders would be considered for agreement to be entered for the period April 01, 2022 to March 31, 2023.

B. Financial Bid Evaluation

2.1. This part shall contain prices in Indian Rupees only and shall be opened online after due fulfilment of condition as per Part-I tender. Change of terms and conditions and technical deviations, if any, found in Part II of the tender will not be taken into account and will be treated as null and void.

2.2. Rates should be quoted in Indian Rupees only. No request for any change in rate or conditions after the opening of the Part II tender will be entertained.

2.3. The rates quoted shall be based on the Part-II of tender and shall be firm and binding without any Escalation whatsoever till the entire Contract period.

2.4. The lowest rate quoted under each category of vehicles by tenderers who qualify in Technical Evaluation shall be applicable for other tenderers (who qualify in Technical Evaluation). Only such tenderers among above shall be considered for Empanelment who agree in writing to work at the lowest rates quoted under each category of vehicles and each segment of travel. Work will be allotted by rotation amongst the empanelled tenderers.

2.5. The hire rate table prepared by the Bank on the basis of lower rates of each category of car / vehicles and for each segment of travel as quoted by the successful tenderers of technical bid evaluation, shall be shared with them for acceptance in writing.

2.6. The final empanelment will be done after the tenderers convey in writing that the rates fixed by the Bank and the terms and conditions and scope of work, specific conditions of contract and guidelines as enlisted in Section V are fully acceptable to them and that the conditions will be meticulously followed by them.

2.7. No terms and conditions should be indicated for the financial bid otherwise the same will be treated as invalid.

Part 2
Conditions of Contract
&
Contract Forms

Section V: General and Specific Conditions of Contract

1: General Conditions of Contract

1. The tenderer shall obtain the Tender Document from the source stated by the Bank in the Invitation for Tenders; otherwise the Bank is not responsible for the completeness of the Tender Document.
2. 2.1. Conditional tender shall not be entertained.
2.2. In the event of any difference between the figures & words of quoted rates, the rates in words shall be considered for evaluating the tender.
3. 3.1. The tenderer is expected to carefully read and understand all instructions, forms, terms, and specifications in the Tender Document before submitting the bids.
3.2. Failure to furnish all / any information or documentation as prescribed in the Tender Document may result in the rejection of the Tender.
4. 4.1. The price quoted shall only be in Indian rupees and **inclusive** of all applicable taxes excluding **GST**.
4.2. The track record of a tenderer should be clean without any involvement in illegal activities or financial frauds. There should not be any such case with the Police / Court / Regulatory authorities against the tenderer or proprietors / partners / directors in case of Proprietorship / Partnership firm / company.
4.3. The tenderer must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority. The tenderer must not have been suspended / delisted / blacklisted / banned or any such process initiated against him/her, by any organization including the Reserve Bank of India at any location in India on any grounds (Self-declaration on letter head in this regard to be submitted).
4.4. The tenderer should not have rescinded / abandoned any contract awarded by any of his clients before the expiry of the prescribed period of contract. The tenderer shall give details of all disputes he / she had with his / her clients and furnish the current status thereof.

B. Situations leading to disqualification / rejection of tenders

5. 5.1. Any canvassing by or on behalf of the tenderer or to bring political or other outside influence with regard to their selection shall lead to disqualification from the process. Such Tenderer/s shall be blacklisted for next three years. If such instances go undetected during the selection process but are detected subsequently, such disqualification will take place with retrospective effect.
5.2. All the tenders should be complete in all respects with all attachments / enclosures

/ annex. Incomplete forms, or bids received in any format other than the prescribed one or without proper documentary evidence, etc., will be out rightly and summarily rejected by the Bank.

5.3. The tenders received by fax or email or any manner other than specified shall not be accepted and shall be summarily rejected. No correspondence will be entertained on this matter.

5.4. Bid proposals received without or lesser than the prescribed EMD / processing fee shall be summarily rejected.

5.5. The tenders received after the due date and time shall be summarily rejected.

5.6. Conditional tenders shall be straightway rejected and no additional clause will be entertained.

5.7. No tender may be modified subsequent to the last date of submission of the tender. No tender may be withdrawn in the interval between the last date for submission of tender and the expiry of the tender validity period specified by the tenderer in the tender. Withdrawal of the tender during the interval shall result in forfeiture of the EMD.

5.8. Alternative Proposals / Request for extension for final date of submission shall not be permitted.

C. Terms of Payment

6. 6.1 Except under cases of circumstances beyond the control of the Bank, the payment of complete and clear bills received at monthly intervals will be made within fifteen days and not later than forty five days of receipt of clear and complete bills. Billing will be done on monthly basis and payment for the monthly bills will be made within 15 days and not later than 45 days of receipt of complete and clear bills. The bills may be as per the format attached (refer Form IV).

6.1. (a) As per Indian laws, taxes as applicable, shall be deducted at source and a certificate for the same shall be issued to the Service Provider.

6.1. (b) 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 taxes payable thereon, etc. No request for making advance payment on any ground shall be entertained.

6.1. (c) It shall be binding on Service provider to remit the Taxes paid by the Bank on bills to the respective Government Authorities.

6.2 All the payments shall be released through NEFT / RTGS channel only, for which necessary account details shall be submitted to the Bank.

6.3 Any objection regarding the payment received by the agency may be brought to the notice of the Bank within 10 days of the date of the payment. In case, no such objection is received within the stipulated period, it will be deemed that there is no objection regarding the payment.

6.4. Any change in statutory tax will be borne by the Bank.

D. Necessary requirements to be fulfilled after award of contract

7. 7.1 The successful tenderer/s shall execute a Performance Bank Guarantee or deposit through NEFT as specified in **Section VI (Standard Formats)**.

7.2 The agreement between the successful tenderer/s and the Bank will be signed within 15 days of written confirmation of acceptance of lowest rates. The agreement shall be executed in duplicate. The Bank shall retain the original and the Service Provider will be given the duplicate. The stamp duty shall be borne and paid by the Service Provider.

7.3. The agency and its staff/drivers shall not disclose, divulge, reveal or use for any purpose any information relating to the Bank, which would reasonably be considered to be private or proprietary to the Bank, the release of which could reasonably be expected to cause harm in any manner to the Bank, which the agency and/or its staff/drivers have obtained, except as authorized by the Bank or as required by law. This obligation on the part of the agency and its staff/drivers shall apply during the term of agreement and indefinitely after the term of agreement. The agency and its staff/drivers shall also not disclose directly or indirectly any information and details of the Bank's infrastructure / systems/ equipments, etc., which may come to its possession or knowledge 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. It 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 Contractor 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 agency 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 and the Bank shall be entitled to claim damages and pursue legal remedies

E. Adherence to Statutory Requirements

8.1 Compliance of regulations viz., Payment of Central Government Minimum Wages Act, Bonus Act, Employers' Liability Act, Contract Labour (Regulation & Abolition) Act, the Workmen Compensation Act, Industrial Disputes Act, Maternity Benefits Act, Employee State Insurance Act, Provident Funds and Miscellaneous Provisions Act and labour license of State and Central Government, applicable from time to time, shall be the whole and sole responsibility of the Agency. In this regard, the Agency shall indemnify the Bank against all claims and will maintain necessary books, logs, registers, verification, returns, receipts, computerized database, etc., mandatory as per the law and as per the Government rules and make the same available for inspection / verification to the concerned Government Officer / Labour Enforcement Officer / Regional Provident Fund Commissioner, etc., as and when required. A copy of all such compliances, statements and payments made to the statutory authorities, etc., including registration number shall be provided to the Bank authority for verification and record as and when so demanded.

F. Prevention of Sexual Harassment

9.1 The agency shall be solely responsible for full compliance with the provisions of "The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of Sexual Harassment received from anyone, including staff members of the Bank / Bank during the use / hire period of a vehicle against employee of the agency within the premises of the Bank, premises hired by the Bank or in the hired vehicle, the complaint will be filed before the Internal Complaints Committee constituted by the tenderer / agency and the tenderer / agency shall ensure appropriate action under the said Act in respect to the complaint. The tenderer shall confirm constitution of the Internal Complaints Committee for the purpose.

9.2 Any complaint of Sexual Harassment from any aggrieved employee of the agency against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

9.3 The agency shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the tenderer, for instance any monetary relief to the Bank's employee, if sexual violence by the employee of the tenderer is proved.

9.4 The agency shall be responsible for educating its employees about prevention of

sexual harassment at workplace and related issues.

G. Rights of the Bank

10.1 The Bank reserves the right to extend the period of tender availability and / or the date of opening of the bids.

10.2 The Bank reserves the right to accept or reject any / all applications or annul the tendering process without any liability or assigning any reason thereof.

10.3 The Bank reserves the right to split the scope of the work to more than one agency / agencies without assigning any reason whatsoever. No claim will be entertained on account of this.

10.4 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.

10.5 The Service Provider 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 penalty and / or termination of the agreement forthwith without any notice or any compensation in lieu thereof.

10.6. Without prejudice to above, the Agreement can be terminated with a notice of one month on either side, during the Agreement period.

H. Dispute Resolution

11.1 It is to be duly noted that in case of any / all disputes on terms and condition of this tender, the English version of the tender document shall prevail (in case tender is issued in English and any other language simultaneously).

11.2. All disputes and differences of any kind under the agreement shall be referred to the sole arbitrator, i.e., Regional Director, Reserve Bank of India, Hyderabad and his/her decision, in writing, shall be final and binding on the Service Provider. However, for any dispute / issue, not settled through arbitration, the legal jurisdiction shall be Hyderabad only. Alternate settlement modes can be used for settling any legal dispute with mutual consent only.

I. Force Majeure

12. Notwithstanding anything else contained in this document, neither party shall be liable for any delay in performing its obligations hereunder, if such delay is caused by circumstances beyond its reasonable control [including without limitation any delay caused by the acts of Governments, acts of God, natural or social calamities, strikes, riots in any region, network failure, terrorist attack, war (declared and undeclared)] provided however that any delay by the supplier of the Party so delaying shall not relieve that Party from liability for delay except where such delay is beyond the reasonable control of the supplier concerned.

J. Disclaimer

13.1 Though adequate care has been taken while preparing this document, the tenderers shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately. If no intimation is received from any tenderer within seven (7) days from the date of NIT, it shall be considered that this document is complete in all respects.

13.2 The Bank reserves the right to modify, amend or supplement this document including all formats and Annex.

13.3 While this document has been prepared in good faith, neither the Bank nor their employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of the information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document, even if any loss or damage is caused by any act or omission on their part.

K. Confidentiality Statement

14.1. The information contained in this Tender Document or subsequently provided to tenderer(s) whether verbally or in documentary form by or on behalf of the Bank or by any of its employees, shall be subject to the terms and conditions set out in this Tender Document and all other terms and conditions subject to which such information is provided.

14.2. The purpose of this tender document is to provide the tenderer(s) with information to assist the formulation of their proposals.

14.3. This Tender Document does not purport to contain all the information each tenderer may require.

14.4. This tender document may not be appropriate for all persons and it is not possible for

the Bank and / or its employees to consider the investment objectives, financial situation and particular needs of each bidder who reads or uses this tender document.

14.5. Each tenderer should conduct his / her own investigations and analysis and should check the accuracy, reliability and completeness of the information in this tender document and wherever necessary obtain independent advice from appropriate sources.

14.6. The Bank and employees make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the tender document.

14.7. This document and the information provided therein are confidential and intended solely for the use of the Tenderer(s).

L. Insurance

15.1 The successful tenderer shall take "all risk policy" for the contract value for one year renewable thereafter if the contract is renewed by the Bank. The agency shall indemnify the Bank for any loss or damage that occurs to persons or building or third party during the period of contract. If the agency does not provide these policies, the Bank reserves the right to recover the cost of loss or damage from the bill of the agencies.

M. Rates

16.1 The rates offered by the tenderers and acceptance by the Bank, will remain valid, for a period of one year, hereafter they may be reviewed at the time of renewal of the contract depending on prevailing circumstances at the time of renewal viz. any major changes occur in labour laws or Government decision affecting fuel pricing etc. However, this can be done only with the permission of the Regional Director, RBI, Hyderabad.

N. Non - Disclosure

17.1 The agency shall not disclose directly or indirectly any information or materials and details of the Bank's structure / systems / equipment, etc. which may come to the possession or knowledge of the agency during discharging of its contractual obligations in connection with this agreement to any third party and shall at all times hold the same in the strictest confidence. The agency 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 the applicable laws. The agency 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 agency shall indemnify the Bank for any loss suffered by the employer as a result of the disclosure of any confidential information. Failure to observe

the above shall be treated as breach of contract on the part of the agency, the Bank shall be entitled to claim damages and pursue legal remedies. The agency shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The agency's obligation with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

O. Insolvency or death of vendor:

18.1 In the event of the Vendor being adjudged insolvent or going voluntarily into liquidation or having received order or other order under the Insolvency Act made against him or, in the name of a Company or, the passing of any resolution, or making of any order for winding up whether voluntarily or otherwise, or in the event of the vendor failing to comply with any of the conditions herein specified, the Bank shall have the power to terminate the contract without any previous notice. The vendor's heirs / representatives shall not, have the right to continue to perform the duties or engagements of the vendor or under the contract in case of his death without the consent in writing of the Bank. In the event of the vendor, with such consent aforesaid, transferring his business, and in the event of the vendor being a company and being wound up any time during the period of this contract for the purpose and with the object of transferring its business to any persons or a company, the vendor shall make it one of the terms and stipulations of the contract for the transfer of this properties and business, that such other person or company, shall continue to perform the duties or engagements of the vendor under this contract and be subject to his liabilities there under. The proof of death and other relevant documents to this effect shall be submitted to the Bank, in writing. Without prejudice to any of the rights or remedies under this contract, in case of sole proprietorship concern if the vendor dies, the Bank shall have the option of terminating the contract without compensation to the legal heirs, which does not amount to Breach of the contract.

P. The contract shall be deemed to end in any of the following circumstances

19.1. On the expiry of the contract period or terminations in terms of para 31 of **Section V-2.** (or)

19.2. A notice at any time during the currency of contract by the Bank, in case the services rendered by the Agency / Company are not found satisfactory and not in conformity with the general norms and the standard prescribed for the services, on the expiry of notice period.

(or)

19.3. For breach of any of the terms and conditions of the contract by the Tenderer.

(or)

19.4. On assigning the contract or any part thereof any benefit or interest therein or thereunder by the Tenderer to any third person, sub-letting the whole or a part of the contract to any third person.

(or)

19.5. On agency / company being declared insolvent by the competent Court of Law.

20. 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 Bank.

Section V. 2: Specific Conditions of Contract (SCC)

Broad Scope of work, specific conditions of the contract and guidelines to be followed by the Tenderers for providing cars to the Reserve Bank of India (Bank):

The broad scope of work, Specific Conditions of the Contract and Guidelines to be followed by the Tenderers for providing cars to the Reserve Bank of India will include the following:

1. Providing air-conditioned cars, SUVs, etc., such as Maruti Swift Dzire, Toyota Etios, Hyundai Verna, Honda City, Volkswagen Vento, Toyota Corolla, Honda Accord, Toyota Camry, Mahindra Xylo, Maruti Ertiga, Toyota Innova, Innova Crysta, Scorpio and other similar vehicles, as and when requisitioned by the Bank / by an official authorized by the Bank.
2. The agency / company must be able to provide different categories of vehicles having valid taxi permits and other statutory clearances. These vehicles must be registered with the RTO as commercial vehicles.
3. All vehicles provided by the Agency / Company to the Bank should have valid permits to travel locally and throughout India.
4. All vehicles should be in good condition with upholstery, etc. in proper condition.
5. **COVID-19 Precautions:** The vehicles must be sanitized, and the driver should wear a mask at all the times during the journey and follow COVID-19 safety guidelines. The authorised officer of the Bank shall conduct surprise check / inspection of the vehicle for verifying the sanitisation requirement. In case of any deficiency, the Bank shall have the right to impose penalty equal to the bill amount for that trip and appropriate the amount from the dues payable to the tenderer or from the security deposit.
6. The vehicles should have valid Pollution Certificate.
7. The vehicles should have valid Fitness Certificate.
8. The driver deployed should have a valid driving license, which should be produced by him as and when demanded by traffic personnel/law enforcement authorities. Renewal of his driving license from time to time will be the responsibility of the agency / company.
9. The drivers deployed should have good moral character and reasonable experience of driving and be able to converse in English and Hindi. Any instance of undisciplined behavior by the driver will be viewed seriously by the Bank. They should be able to attend to minor repairs of vehicles en-route, in case of need.
10. The driver in clean uniform must report for duty 15 minutes before the specified time. He should maintain a proper record of mileage on a daily basis and get the same

authenticated by the authorised user. The driver should maintain duty slips with complete details of kms travelled / time of releasing etc., duly authenticated by the officer using the service. Besides he should be polite, courteous and service oriented at all times. He should provide his mobile number to the guest on demand.

11. The driver shall carry a placard containing particulars of the arriving Guest / Officer as provided by the Bank at the Airport/ Railway station, etc. The agency shall ensure that there is no room for complaints from the Guests.

12. The charges for maximum distance that can be claimed in respect of garage to point of pick-up and back to garage from drop point would be restricted to 10 Kms (to and fro) and bill will be paid for actual distance or 10 Kms (to and fro) whichever is less.

13. Toll and parking charges shall be extra only for outstation trips based on production of original receipt.

14. The vehicles should be provided with (i) one English or Hindi and one Financial newspaper. (ii) two bottles of branded mineral water of 500 ml each (iii) face tissue papers in case/pouch, (iv) umbrella and first-aid box, and (v) fire-extinguisher and mobile charger. No extra charges will be paid for the above. If items required to be made available in the vehicle are not provided, then a sum of Rs 500 /- shall be deducted from the bill.

15. All the papers viz. insurance, registration, road tax, pollution, permits, valid license, etc. related to each vehicle should be readily available in each of the vehicles with drivers.

16. The agency / company should have ability to liaison with Govt./Insurance Authorities besides arranging for emergency transport/ touring facility providers, in case of breakdown of a vehicle provided to the Bank. Alternate vehicles shall also be arranged immediately, in case of breakdown.

17. The agency / company shall provide car(s) on written or verbal instructions over phone within the time specified therein. The agency / company shall also be required to provide car(s) at short notice from the Bank (say within an hour in case of emergency). In case the Agency / Company fails to provide car(s) on our request, either verbal over phone or written, the Bank shall be free to remove the agency / company from the panel of transport providers.

18. No payment for the day is admissible if the vehicle meets with an accident.

19. The Bank shall levy the penalty only after giving reasonable opportunity to the agency / company. In case of dispute an appeal can be made to the Regional Director, RBI, Hyderabad whose verdict shall be final in the matter.

20. The agency / company shall comply with the provision of Contract Labour (Regulation & Abolition) Act, 1970, the Contract Labour (Regulation and Abolition) Central Rules, 1971, the Minimum Wages Act 1948, Employee State Insurance Act, 1948, Payment of Wages Act 1936, Workman's Compensation Act 1923, The Employee's Provident Fund Act (Miscellaneous Provisions) 1952, Payment of Bonus Act 1965, Employer's Liability Act 1938, Employment of Children Act 1938; Maternity Benefit Act 1961, and/or any other rules/regulations and/or statutes that may be applicable to them and as amended from time to time. Bank reserves the right to call for proof of such compliance whenever deemed necessary, and the Tenderer shall abide by the same. The tenderer shall be solely responsible for any violation of provision of the above-mentioned legislative enactments or any other statutory provisions and shall further keep the Bank indemnified from all acts of omission, fault, breaches and / or any claim, demand, loss, injury and expense arising out from the non-compliance of the aforesaid statutory provisions. In case of Tenderer's failure to fulfil any of the obligations hereunder and / or under the said Acts/rules/ regulations/ or any bye-laws or rules framed under or any of these, the Bank, shall be entitled to recover any of such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the tenderer's monthly payment and Security Money Deposit.

21. The drivers/persons engaged by the agency / company will be the employees of the agency / company and neither the agency/company nor their drivers / personnel shall have any right to claim any employment in the Bank. There shall be no employer – employee relationship between the tenderer / persons deployed for the work and the Bank.

22. The drivers / employees engaged by the agency / company shall abide by the instructions provided by the security officers / guards of the Bank and vehicles / persons will have to undergo security check as and when required.

23. The agency / company shall ensure that its personnel do not at any time, without the consent of the Bank in writing, divulge or make known any trust, accounts matter, or transaction undertaken or handled by the Bank and shall not disclose to anybody any information about the affairs of Bank. This clause does not apply to the information, which becomes public knowledge.

24. The agency / company shall arrange to obtain police verification certificate regarding the antecedents of the persons engaged by them so as to ensure that no undesirable person is engaged by them for Bank's duty. The tenderer shall submit details, such as names, parentage, residential address, age etc., along with recent photograph of the persons deployed by him. For the purpose of proper identification of the employees of the Tenderer deployed for the work, he shall issue identity cards bearing their photographs / identification etc., and such employees shall display their identity cards at the time of duty.

25. The successful agency / company shall execute an agreement with the Bank on Non-Judicial stamp paper of value not less than Rs. 100/- within one month of receipt of letter of acceptance. However, the issue of letter of acceptance by the Bank shall be considered as binding tender, as though such an agreement has been executed and all the terms and conditions shall apply on this tender. Normally, the contract will be valid for one year, renewable after due performance appraisal of the agency / company. The contract may be renewed annually after expiry of its term, for further period of two more years upon satisfactory performance by the agency on terms and conditions as decided by the Bank.
26. The stamp duty shall be borne and paid by the agency / company.
27. The rates accepted by the Bank will remain valid for a period of one year. These may be reviewed at the time of renewal of the contract in view of major changes that may occur in labour laws or Govt. decision affecting fuel pricing etc. This will be done only with the prior permission of the Regional Director of the Bank.
28. The agency / company shall ensure that the cars provided should not be more than five years old.
29. The agency / company should convey without fail the car details i.e. car make and type, car registration No., driver's name and his mobile number to officials of Car Desk of the Bank and to the user of the car through telephone and through SMS at least 4 hours prior to the arrival/departure of the user.
30. The driver must always be available with the car once he has reported to the guest/user officer of the Bank.
31. The agency / company or its agents / employees / drivers committing any breach of terms and conditions mentioned in the agreement and / or rendering unsatisfactory services in the opinion of the Bank shall be liable for termination of the agreement forthwith without any prior notice or any compensation in lieu thereof.
32. Without prejudice to above, contract will be terminated on last day of contract period or during the contract with a prior notice of one month from either side.
33. The Agency / Company/tendering firm/company shall ensure that the taxis provided by him/them are registered under Motor Vehicle Act 1988.
34. The drivers will comply 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.
35. Punctuality and quality of service will be the essence of the agreement. Therefore, the renewal of the agreement will be subject to punctuality and satisfactory performance by the Agency / Company.

36. **Liquidated Damages**

a. For deficiency in services and serious inconvenience caused to the Bank and its officials or to those for whom Bank directs to provide services, penalty not exceeding 25% of the estimated bill for the relevant instance will be imposed. However, the Bank will impose the penalty after giving due notice. In case of dispute, the Regional Director's verdict will be final in the matter. It will be the sole responsibility of the Agency / Company to provide taxi(es)/vehicles as and when requisitioned by the Bank during night / early morning without prejudice. Without prejudice any delay will attract penalty as deemed fit by the Bank.

b. The agency / company will also have to make alternate arrangements in case of breakdown of his vehicle(s). In case of failure, the agency / company will be responsible to compensate all expenses incurred by the Bank in this regard and the same will be deducted from the bill of the Agency / Company. Decision of the Bank in this regard will be final and binding on the operator. Such compensation may be in addition to any penalty imposed under Para (a) above. Penalty and compensation, if any, will be deducted from any pending bill of the Agency / Company.

37. **Taxes:** The prices quoted shall be deemed to have included all taxes, custom duty, excise duty, local levies, works contract tax, Value Added Tax (VAT), Service Tax etc., imposed by Central/State Government/ Local Bodies except Goods and Services Tax which will be applicable as per government notifications. If the Tenderer fails to include such taxes and duties in the tender, no separate claim thereof will be entertained by the Bank afterwards. As per Indian laws, Income Tax will be deducted at source and a certificate for the same will be issued to the Agency / Company. It shall be binding on the Tenderer to remit the taxes paid by the Bank on bills to respective Government Authorities. The agency / company should have valid and active GSTIN on the invoice raised. In case the GSTIN no. has expired, any statutory liability on account of it will be the sole responsibility of the Tenderer.

38. **Indemnification:** The Agency / Company shall indemnify the Bank for any loss or damage caused by the driver/s deployed by the Agency / Company that occurs to persons or building or third party during the period of contract. In absence of the above, the Bank reserves the right to recover the cost of loss or damage suffered by the Bank from the pending bill of the Agency / Company.

39. In the event of exigencies arising due to the death, infirmity, insolvency of the Tenderer or for any other reason or circumstances, liabilities thereof of the contract shall be borne by the following on such terms and conditions, as the Bank may think proper, namely:

- a. Legal heirs in the case of sole proprietor.
- b. The next Directors / Partners in the case of company or firm as the case may be.

40. **Insurance:** The successful tenderer shall take "All Risk Policy" for all the vehicles in their fleet to the extent of the contract value for one year renewable thereafter if the contract is renewed by the Bank. The Tenderer shall indemnify the Bank for any loss or damage that occurs to persons or building or third party during the period of contract. If the Tenderer does not provide these policies, the Bank reserves the right to recover the cost of loss or damage from the bill of the Tenderer.

41. 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.

42. The Tenderer agrees to strictly abide by Broad Scope of Work, Specific Conditions of Contract and Guidelines as above while providing cars to officers/staff and guests of the Bank.

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

Witness
Address

Signature of tenderer
Address

Date

Date

Section VI: Standard Formats

Form 1	Details of Technical bid
Form 2	Details of Financial bid
Form 3	Performance Bank Guarantee
Form 4	Bill Format

PART I – TECHNICAL BID

NAME OF THE TENDERER: _____

ADDRESS:

CONTACT NO: _____

Technical Bid by the Tenderer
(To be given on the applicant's letter head)

Name of the tenderer:

Address:

Sl. No.	Particulars	Details to be filled in by the tenderer
1.	Name of the Organization	
2.	<p>a) Type of organization – (whether Proprietorship/ Partnership / LLP / Pvt. Ltd / Ltd. Company).</p> <p>b) Date of establishment</p> <p>c) Details of Registration (Firm, Company, etc.), Registering Authority, Date, Number, etc., (not applicable in the case of a sole proprietorship).</p> <p>Please enclose relevant documents in support of the same.</p>	
3.	Name of the proprietor / partner / directors of the organization with designation.	
4.	<p>Regd. Office / Business Address of the organization along with the Telephone No., Mobile No., Fax No. and e-mail.</p> <p>a) Whether having own office in Hyderabad</p> <p>b) Address of the local office at Hyderabad</p> <p>c) Name of the authorized official and his / her telephone number.</p> <p>Please enclose relevant documents in support of the same.</p>	
5.	<p>Work Experience - Details of work experience as per the requirement in the Eligibility Criteria and Terms and Conditions supported by work orders, documents, and certificates as per Annex – I A.</p> <p>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-Government / public sector undertakings / banks / MNCs should also be given.</p>	
6.	Whether average annual business turnover of last three financial years (excluding FY 2020-21-Pandemic Year) i.e. F.Y. 2017-18, F.Y. 2018-19 and F.Y. 2019-20 is Rs 40 lakh. (Supporting documents should be enclosed in proof of turnover).	

7.	Income Tax Returns of last three Financial years - i.e. F.Y. 2017-18, F.Y. 2018-19 and F.Y. 2019-20 (excluding FY 2020-21 -Pandemic Year) (Self-attested copy to be submitted)	
8.	Whether registered with Labour Department under the Contract Labour (R & A) Act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971, Whether MSME? If yes, indicate the date of registration. (A copy of certificate / registration to be submitted).	
9.	Name and address of the bankers. Please enclose a certificate from the banker regarding financial standing as per format attached with this tender document. Annex - I and II	
10.	Number of vehicles owned with details such as type/ make / model of the vehicle. Condition / age of vehicle with their registration taxi permit No., etc. (attach documentary evidence). List of vehicles in the fleet along with photocopy of their RC / fitness and permit owned to be submitted as per Annex - III	
11.	Whether the organization is registered under Shop and Establishment Act and having necessary certificate to run Tours and Travels. (Copies to be uploaded on MSTC portal)	
12.	Name and address of the existing clients along with full details. The feedback from top three existing clients is required as per Annex - IV	
13.	The bank Account (IFSC Code and Account Number) where payments would be received by the organization.	
14.	PAN and GST Details (Copies to be uploaded on MSTC portal)	

Copies of Documents required to be submitted for Technical Bid

- a. Audited annual financial statements (for F.Y. 2017-18, F.Y. 2018-19 and F.Y. 2019-20)
- b. Income Tax Returns for the last three Financial Years (excluding 2020-21, being the Pandemic Year) i.e. F.Y. 2017-18, F.Y. 2018-19 and F.Y. 2019-20).
- c. Audited Balance sheet (for 3 years)
- d. Details of Bankers ([Annex I](#))
- e. Bankers certificate on financial standing ([Annex - II](#))
- f. List of clients.
- g. Client Feedback ([Annex - IV](#)) (Minimum 3).
- h. Firm's incorporation documents

- i. Copy of the PAN, TIN and GST Registration wherever applicable
- j. List of owned cars ([Annex - III](#))
- k. Registration Certificates of the Cars
- l. Power of attorney / authorisation with the seal of the company/agency in the name of the person signing tender documents.
- m. Service Tax Registration
- n. Any other document/s (Please specify)

The Bank reserves the right to call the proof / verify the furnished information.

DECLARATION:

1. The above information is true to the best of my / our knowledge and if any information is found untrue or false, I / We 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.
3. I / We also agree that my / 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. I / We also agree to keep the earnest money 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.
5. I / We understand that after empanelment, I / We would be under the obligation to supply vehicle/s for the Reserve Bank of India, Hyderabad at the lowest quote given in the price bid by the co-bidders, under each category.
6. Details of Earnest Money Deposit:

Particulars	Amount	Name of Bank	Name of Bank Branch	Transaction Number
EMD	Rs.80,000/-			

Dated this _____ day of _____ 2022

Signature

Name and seal of the TENDERER

Details of Bankers

(To be given on the applicant's letter head)

Particulars	Banker 1	Banker 2
Name of the Branch and its Complete postal Address including IFSC and e-mail id.		
Name and Job-title of the Branch Manager / Relationship Manager along with his / her telephone no. (s) and e-mail id		
Type of Account and Account No.		
The period from which the Service provider has been banking with the Banker (specify number of years).		
Any other information which the service provider may like to furnish about its Bankers.		

Annex - II**FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK**

(To be submitted by the Tenderer - to be uploaded in the Technical Bid)

1. Composition of the firm (whether Partnership / LLP / Private Limited / Proprietorship / Public Limited)
2. Name/s of the Proprietor / Partners / Directors of the firm.
3. Turnover of the firm for the last 3 years (excluding FY 2020-21, being the pandemic year) i.e., 2017-18, 2018-19 & 2019-20.
4. Credit facility / Overdraft facility enjoyed by the firm.
5. Nature of dealings and opinion thereon.
6. The period from which the firm has been banking with the bank.
7. Any other remarks.
8. Opinion on whether the party is considered financially sound to be entrusted with the contract for works estimated to cost Rs. 40 lakh.

(Signature)

Authorised Signatory of the Bank Branch

Note:

1. Bankers' certificates should be on the letter head of the Bank.
2. The certificate to include names of all partners and directors of the party as recorded with the Bank.

Annex - III				
List of vehicles in the Fleet				
(To be given on the applicant's letterhead)				
S. No.	Make of Vehicle	Regd. No.	Model and Year of manufacturing	Present Mileage
Own Vehicles				
Contract Vehicles				

Upload the following documentary evidence on MSTC portal:

- (a) Registration Certificate
- (b) Insurance papers
- (c) Taxi permit
- (d) Pollution Certificate
- (e) Any other relevant document

Signature of Tenderer with Seal / Stamp
 Date:
 Place:

**CLIENT'S CERTIFICATE REGARDING PERFORMANCE OF
CAR PROVIDING FIRM/ AGENCY/ COMPANY**

(To be uploaded in the Technical Bid)

1. Name & address of the Client:
2. Details of work/s executed by Shri / M/s:
3. Name of work with brief particulars:
4. Agreement No. and date:
5. Agreement amount (Rs.):
6. Date of commencement of contract:
7. Date of expiry of contract:
8. Duration of relationship with the Car Agency:
9. Quality of vehicles provided by the firm:
10. Quality of driver/s provided by the firm:
11. Integrity and reliability of the partners / proprietor of the firm:
12. Details (Date of levy of penalty, Amount of penalty and reasons) of penalty levied for deficiencies in services rendered:
13. Details of disputes with the agency during the contract:
14. General Feedback on the quality of service by Car Agency:
15. Rating of car services rendered: Outstanding / Very Good / Good / Satisfactory / poor
16. Recommendation, if any or any other feedback

(Authorised signatory of the Client)

Part – II

**Form II
Annex A**

Financial Bid

RATE CHART FOR CAR HIRE including applicable taxes and exclusive of GST

Particulars (Local / City rates)	Lower End Sedan	Mid End Sedan	Higher End Sedan	Executive High- End Sedan	SUV Segment/ MUV	Higher End SUV / MUV	Luxury High End Sedan
Vehicle Model	Indica /Nissan Micra /Maruti Ritz / Liva or similar vehicle type	Toyota Etios / Hyundai Xcent / Maruti Dzire or similar vehicle type	Honda City / Maruti Ciaz / Nissan Sunny or similar vehicle type	Toyota Corolla / Toyota Altis / Honda Civic / Volvo S 60 or similar vehicle type	Maruti Ertiga / Mahindra Xylo / Toyota Tavera / Toyota Innova or similar vehicle type	Toyota Innova Crysta or similar vehicle type	Toyota Camry / Honda Accord or similar vehicle type
2 hrs / 20 kms							
4 hrs / 40 kms							
6 hrs / 60 kms							
8 hrs / 80 kms							
Extra charges per km							
Extra charges per hour							
Driver Bhatta & Timings (for car use at night)							

Outstation charges(Rate/Rs.)

Basic Rate Per Km							
Driver Bhatta / day							
Night halt rate per night							
Inter state permit & toll expenses	Actuals will be reimbursed on production of receipts						

Minimum distance to be charged for out-station trips – 250 Kms

The above quoted rates complies with the following terms and conditions:

- The quoted service charges is inclusive of Insurance charges, uniform charges, and any other duties/levies whether existing or future, levied by the Central Government or any State or Local Authority, as applicable, for which no separate claim shall be made. **The quoted**

service charges shall be inclusive of all taxes and exclusive of GST (Goods and Services Tax). As per law, taxes as applicable may be deducted at source and a certificate for the same may kindly be issued.

2. The maximum distance that will be claimed in respect of garage and point of pickup and back to garage would be restricted to 10 kms.

3. Parking charges, Toll Charges and Inter State Permits would be charged in the case of airport drop/pickup, railway station drop/pickup and other cases (Outstation Trip to within / neighboring states and union territory) subject to production of receipts.

4. 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.

5. The charges quoted above include cost of items mentioned in the "Scope of work" like two Mineral water bottles of 500 ml each per day from reputed brand such as Bisleri, Kinley, Aquafina, Himalaya, etc., face tissue paper, one English daily and one financial newspaper of date, mobile phone for the driver on duty, fire extinguisher and first aid box in the vehicle, failing to do will attract a penalty of Rs.500/- per trip.

6. The Bank reserves the right to review the case of any tenderer whose services are found to be unsatisfactory and even cancel his contract.

7. The lowest rates quoted under each category of vehicles by tenderers shall be applicable for all other tenderers.

8. Extra 30 Minutes over 4 hrs but less than 8 hrs will be rounded off to the next complete hour (e.g. 4 hrs 30 min will be counted as 5 hrs, so billing will be for 4 hrs/40 kms plus 1 hr. Less than 30 minutes over and above four hours will be ignored and not be charged.)

9. Toll taxes for outstation trips and parking charges would be paid on production of original receipt.

Signature of TENDERER

Name and seal of the Company/Firm/Agency Dated

this.... day of 2022

Note: If the tenderer would be able to provide any other make or model of car/vehicle the same may be included along with the charges under each category. In any case, if the service provider provides, whether on his own or on the asking of the Bank, any other make or model of car, he will be paid according to the rates approved for similar category of cars.

Form - III

Proforma of Bank Guarantee for Security Deposit

(To be submitted on Non - judicial stamp paper of appropriate value purchased in the name of the issuing bank)

No. _____ Date _____

To:

The Regional Director for Telangana & Andhra Pradesh
Human Resource Management Department
Reserve Bank of India
6-1-56, Secretariat Road Saifabad
Hyderabad – 500 004 Dear Sir,

Dear Madam/Sir,

In consideration of your agreeing to empanel M/s _____ (hereinafter referred to as “the Agency”) in terms of their contract with you for EMPANELMENT OF CAR HIRING FIRM / AGENCIES / COMPANIES FOR PROVIDING VEHICLES TO THE RESERVE BANK OF INDIA, HYDERABAD as per their Tender dated _____ and your Special Conditions of Contract and other tender documents relating thereto subject to the conditions and alterations mutually agreed upon / set forth or referred to in your Contract dated _____ in the form of guarantee from us in the manner hereinafter contained, we (Name of the Bank) do hereby covenant and agree with you as follows:

1. We undertake to indemnify you and keep you indemnified from time to time to the extent of Rs. **4,00,000 (Rupees Four lakh Only)**- against any loss or damage caused to or suffered by or that may be caused to or suffered by you by reason of any breach or breaches on the part of the **agency** of any of the terms and conditions contained in the said Contract and in the event of the **agency** making any default or default in carrying out any of the work under the said Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding in total the said sum of Rs. **4,00,000 (Rupees Four lakh Only)**- as may be claimed by you as your losses and/ or damages, costs, charges or expenses by reason of such default on the part of the **agency**.
2. Notwithstanding anything to the contrary, your decision as to whether the **agency** has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but will pay the same forthwith on your demand without any protest or demur.
3. This guarantee shall continue and hold good until it is released by you on the application by the **Agency** after expiry of the relative guarantee period of the said Contract and after the **agency** had discharged all his obligations under the said Contract and produced a certificate of due completion of the work under the said contract and submitted a “No Demand Certificate”, provided always that this guarantee shall in no event remain in force two months after the day of expiry of the contract without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing.

4. Should it be necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this Guarantee on your request till such time as may be required by you. Your decision in this respect shall be final and binding on us.

5. You will have the fullest liberty without effecting this guarantee from time to time to vary any of the terms and conditions of the said contract or extend the time of performance of the **Agency** or to postpone for any time or from time to time any of your rights or powers against the **Agency** and either to enforce or forbear to enforce any of the terms and conditions of the said Contract and we shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the **Agency** or any other forbearance, act or omission on your part or any indulgence by you to the **Agency** or by any variation or modification of the said contract or any other act, matter or things whatsoever, which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs. **4,00,000 (Rupees Four lakh Only)**- as aforesaid.

6. This guarantee shall not in any way be affected by your taking or varying or giving up any securities from the **Agency** or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be, of the **Agency**.

7. In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the **Agency** hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.

8. Subject to the maximum limit of our liability as aforesaid, this guarantee will cover all your claim or claims against the **Agency** from time to time arising out of or in relation to the said contract and in respect of which your claim in writing is lodged on us before expiry of this guarantee.

9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.

10. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing uncanceled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

11. This guarantee shall not be affected by any change in the constitution of the **Agency** or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and enforceable by the absorbing or amalgamated company or concern.

12. Any forbearance, act or omission on the part of the Bank in enforcing any of the conditions of the said tender or showing of any indulgence by the Bank to the Tenderer shall not discharge the Surety in any way and the obligations of the Surety under this guarantee shall be discharged only on the intimation thereof being given to the Surety by the Bank.

13. This guarantee is irrevocable during the period of its currency and shall not be revoked without your previous consent in writing.

14. We further agree and undertake to pay you without demur the amount demanded by you in writing notwithstanding any difference or dispute or controversy that may exist or arise between you and agency or any other person.

15. Notwithstanding anything contained herein above our liability under this guarantee is restricted to Rs. **4,00,000 (Rupees Four lakh Only)**/. Unless a written claim is lodged on us for payment under this guarantee before the expiry date, including extensions if any, of this guarantee all your rights under the guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities there under, irrespective of whether or not the original guarantee is returned to us.

16. We have power to issue this guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Guarantee under the Power of Attorney granted to him by the Bank.

17. We confirm that our obligation to the RBI under this guarantee shall be independent of the agreement or agreements or other understanding between the RBI and the Agency.

SIGNED AND DELIVERED
(For & on behalf of the above named Bank)

For & on behalf of (Banker's Name & Seal)
BRANCH MANAGER
(Banker's Seal)
Address _____

Bill Format

1	Guest Name	
2	Trip Date	
3	Company Name	
4	Company Address	
5	Booked by	
6	Vehicle No.	
7	Vehicle Type	
8	Driver Name	
9	Driver Mobile	
10	Duty	Local / Outstation

Pick up / Drop details

Pick up address	
Pick up Time	
Pick up (starting Kilometers)	
Drop address	
Drop time	
Drop (Closing kilometers)	
Garage to pick up point (in kms)	
Drop point to garage (in kms)	

Driver Signature

Guest Signature