



**Empanelment of Car Hiring Agencies/Companies/ Firms for providing vehicles to Reserve Bank of India, Dehradun**

Date: 17/02/2021

**Tender No.: RBI/DEHRADUN/DEHRADUN/3/20-21/ET/539**

Reserve Bank of India, Dehradun Regional Office (hereinafter called the Bank), invites E-tenders under Two – Bid system (Technical & Financial Bid) for the empanelment of reputed and capable Car Hiring Agencies/Companies for the purpose of hiring cars on need basis. The empanelment shall initially be for a period of one year (April 01, 2021 to March 31, 2022) which may be extended further for a maximum period of two years (one year at a time) on the same rate, terms & conditions as agreed upon based on annual review to be conducted by the Bank subject to the satisfactory performance and compliance to the terms and conditions of the agreement by the agency.

For the above empanelment, the tenderers should submit their proposal, as per the instructions regarding E-Tender, along with all supporting documents complete in all respects on or before 11:00 AM of March 10, 2021. Tenderers shall submit e-tender proposal complete in all respects along with refundable Earnest Money Deposit (EMD) of ₹20,000/- (Rupees Twenty Thousand Only). Micro and Small Enterprises (MSEs) having Udyam Registration Number (Udyog Aadhar Memorandum Number) will be exempted from submission of EMD on submission of necessary documents. The technical bids will be opened in the MSTC Portal on March 10, 2021 at 3:00 p.m. 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.

The e-tender document can be downloaded from the Bank's website [www.rbi.org.in](http://www.rbi.org.in) under 'Tenders' section and from [www.mstcecommerce.com](http://www.mstcecommerce.com). At any time prior to the last date for receipt of e-tender, the Bank, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, modify the e-tender document by an amendment / corrigendum. Any amendment(s) / corrigendum / clarifications with respect to the e-tender shall be uploaded on the Bank's website ([www.rbi.org.in](http://www.rbi.org.in)) / MSTC portal ([www.mstcecommerce.com](http://www.mstcecommerce.com)) only and the same shall be part of the tender and binding on the prospective tenderers. The tenderer should regularly check the Bank's website / MSTC portal for any Amendment / Corrigendum / Clarification in the matter. The Bank reserves the right to accept or reject any or all of the bids without assigning any reason thereof.

S. No.	Event	Date
1.	Publication of Notice of Tender	17.02.2021
2.	Last date for accepting completed tenders	10.03.2021 on or before 11:00 AM
3.	Opening of Technical Bids	10.03.2021 – 03:00 PM
4.	Opening of Financial Bids	Shall be informed separately to the tenderers who qualify the technical bid evaluation.

Regional Director  
Reserve Bank of India, Dehradun



**Reserve Bank of India**

**Human Resource Management Department**

**Dehradun**

Date: 17/02/2021

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For the above empanelment, the tenderers should submit their applications, as per the instructions regarding E-Tender, along with all supporting documents complete in all respects on or before 11:00 AM of March 10, 2021. Tenderers shall submit applications complete in all respects along with refundable Earnest Money Deposit (EMD) of ₹20,000/- (Rupees Twenty Thousand Only). Micro and Small Enterprises (MSEs) having Udyam Registration Number (Udyog Aadhar Memorandum Number) will be exempted from submission of EMD on submission of necessary documents. The technical bids will be opened in the MSTC portal on March 10, 2021 at 3:00 p.m. 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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Regional Director  
Reserve Bank of India  
Dehradun

## DISCLAIMER

Reserve Bank of India, Dehradun (hereinafter called the Bank) has prepared this document to give background information about the contract to the interested parties. The Bank has taken due care in the preparation of the information contained herein and believe it to be in order. The purpose of this document is to provide the interested parties with information of the work. This document is neither an agreement nor an offer by the Bank to the prospective bidders or any other person. Each Bidder may conduct its own investigations and analysis and check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this document and obtain independent advice from appropriate sources.

The Bank or its employees make no representation or warranty and shall have no liability to any person including any bidder under any law, statute rules or regulations or principles of restitutions or unjust enrichment or otherwise for any loss, damages, cost or expenses which may arise from or be incurred or suffered on account of anything contained in this document or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the bid and any assessment, assumption or information contained therein or deemed to form the part of this document.

The information contained in the tender is not intended to be exhaustive and interested parties are therefore required to make their own inquiries in the matter.

The issuance of this document does not imply that the Bank is bound to select or to empanel any bidder. The Bank reserves the right to reject all or any of the bids without assigning any reasons whatsoever. The Bank also reserves the right not to proceed with the e-tender or to change the configuration of the e-tender, to alter the time table reflected in the e-tender or to change the process or procedure to be followed. No reimbursement of cost of any type shall be paid to persons or entities expressing interest.

This is an open e-tender. Those bidder/vendors who fulfil the eligibility criteria as indicated in this document and submit the details as directed therein are eligible to participate in the e-tender. Bidders may check their eligibility for participation in this e-tender before submitting the bids.

<b>Schedule of Tender</b>	
a. e-Tender Name	E-TENDER for Empanelment of Car Hiring Agencies/Companies/ Firms
b. e-Tender No.	RBI/DEHRADUN/DEHRADUN/3/20-21/ET/539
c. Mode of Tender	e-Procurement System (Online Part I - Technical Bid and Part II - Financial Bid ( <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a> ))
d. Date of Notice Inviting Tender (NIT) available to parties to download	February 17, 2021 11:00 am onwards
e. Pre-Bid meeting (Offline)	February 25, 2021 at 03:00 pm (Venue: Reserve Bank of India, Dehradun Regional Office)
f. Estimated Cost of Tender	₹ 10,00,000/- (Rupees Ten Lakh only)
g. Earnest Money Deposit (EMD)	₹ 20,000/-* (Rupees Twenty Thousand Only) through NEFT in favour of Reserve Bank of India, Dehradun to be submitted on or before 11:00 AM of March 10, 2021. * Micro and Small Enterprises (MSEs) having Udyam Registration Number (Udyog Aadhar Memorandum Number) will be exempted from submission of Earnest Money Deposit on submission of necessary documents. The Bank account details for making payment of EMD through NEFT are as below: Beneficiary Name: RBI, Dehradun Beneficiary A/c No: 186003001 IFSC: RBIS0DNPA01 Note- Please read 5th and 10th letter of IFS Code as "Zero"
h. Last date of submission of EMD	March 10, 2021 before 11:00 am
i. Date of Starting of e-Tender for submission of on line Technical Bid and Financial Bid at ( <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a> )	February 25, 2021 at 05:00 pm
j. Date of closing of online e-tender for submission of Technical Bid & Financial Bid	March 10, 2021 before 11:00 am
k. Date & time of opening of Part-I (i.e. Technical Bid)	March 10, 2021 at 03:00 pm

I. Date & Time of opening of Part- II (Financial Bid)	Shall be informed separately to the applicants/ e-tenderer who qualify in the evaluation of technical bid.
m. Transaction Fee	Payment of Transaction Fee as mentioned in the MSTC portal through MSTC payment gateway / NEFT / RTGS in favour of MSTC Limited.

## Section I Instructions Regarding E-tender

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

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

### **Process of E-tender:**

A) Registration: The process involves vendor's / applicant's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) / applicants 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/ applicants should possess Class III signing type digital certificate. Vendors/ applicants are to make their own arrangement for bidding from a personal computer connected with Internet. MSTC/The Bank 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 <http://www.mstcecommerce.com/eprochome/rbi/>

1) Vendors / applicants are required to register themselves online with [www.mstcecommerce.com](http://www.mstcecommerce.com). The navigation menu for registration is as below: - [www.mstcecommerce.com](http://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.

2) Vendors / applicants will receive a system generated mail confirming their registration in their registered email address which has been provided by them while filling the registration form.

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

### **Contact person (MSTC):**

Centralized Help desk: 033-22901004

North Regional Office, New Delhi Help Desk,

Phone Number: 011-23212357, 011-23215163, 011-23217850

e-mail ID: [mstcnro@mstcindia.co.in](mailto:mstcnro@mstcindia.co.in)

Shri Setu Dutt Sharma, Manager,

Phone Number: 011- 23215925; 07878055855

[sdsharma@mstcindia.co.in](mailto:sdsharma@mstcindia.co.in)

**Contact person (RBI Dehradun):**

Shri Suman Jha, Manager, HRMD, Reserve Bank of India

74/1, Rajpur Road, 3rd Floor, G.M.V.N. Building, Dehradun-248001

Tel No. 0135-2742456, Mobile No. 9988992193, email ID: [sumanjha@rbi.org.in](mailto:sumanjha@rbi.org.in)

**B) System Requirement:**

- i) Windows 7 or above Operating System
- ii) Internet Explorer 7 (IE- 7) and above Internet browser.
- iii) Signing type digital signature (Digital Signature Certificate)
- iv) Latest updated Java Runtime Environment (JRE) 8(x86 Offline) software to be downloaded and installed in the system. To disable "Protected Mode" for the 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](http://www.mstcecommerce.com)**)

For more details, vendor/ applicants may refer to the Vendor Guide and FAQs available at [www.mstcecommerce.com/eprochome](http://www.mstcecommerce.com/eprochome).

2. The Technical Bid and the Financial Bid shall have to be submitted online at [www.mstcecommerce.com/eprochome/rbi](http://www.mstcecommerce.com/eprochome/rbi). E-tenders will be opened electronically on the specified date and time as given in schedule of the tender.

3. All entries in the e-tender should be entered in online Technical & Financial Bid formats without any ambiguity.

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

The vendors / applicants shall pay the transaction fee using "Transaction Fee Payment" Link under "My Menu" in the vendor login. The vendors / applicants must select the particular tender from the event dropdown box. The vendor / applicant shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor / applicant shall generate a challan by filling up a form. The vendor / applicant 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 / applicant 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 receive a system generated mail for having successfully remitted the transaction fees.

**Transaction fee is non-refundable.**

A vendor / applicant 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 get sufficient time to submit the bid.

5. Information regarding any corrigendum/ amendment/ clarification with respect to the tender if any, will be uploaded in the Bank's website ([www.rbi.org.in](http://www.rbi.org.in)) and MSTC portal only and the same shall be part of this tender and shall be binding on the prospective tenderers. The tenderer should regularly check the above website/ MSTC portal for any amendment/ corrigendum/ clarification with respect to the e-tender. Vendors/ applicants are also requested to ensure validity of their DSC (Digital Signature Certificate) throughout the e-tendering process.

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

**7. Bidding in MSTC portal:**

- a) Vendor(s) / applicants need to submit the EMD and Transaction fees (if any) to be eligible to bid online in the MSTC portal. Transaction fees is non-refundable. No interest will be paid on EMD. EMD of those vendors who do not qualify the technical evaluation criteria will be returned therewith. Further, after the Bank has entered into contract with the successful bidder, EMD of the unsuccessful vendor (s) will be returned therewith.
- b) The process involves electronic bidding for submission of Technical Bid and Financial Bid.
- c) The vendor(s) / applicants who have submitted transaction fee can only submit their Technical Bid and Financial Bid through internet in MSTC website [www.mstcecommerce.com](http://www.mstcecommerce.com) → e-procurement → PSU/Govt. depts → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event.
- d) The vendor(s) / applicants should allow to run JAVA application. This exercise must be done immediately after opening of 'Bid Floor'. Thereafter they must



fill up Common terms/Financial specification and save the same. After that click on the Technical bid. If this application is not run, the vendor(s) / applicants will not be able to save/submit the technical bid.

- e) After filling the technical bid, the vendor(s)/ applicants should click 'save' for recording their technical bid. Once the same is done, the financial bid link becomes active and the same must be filled up and then vendor(s) / applicants should click on 'save' to record their financial bid. Once both the technical bid & financial bid have been saved, the vendor can click on the "Final submission" button to register their bid.
- f) Vendor(s) / applicants are instructed to use "Attach Doc button" to upload documents. Multiple documents can be uploaded.
- g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- h) During the entire process of e-tendering, the vendor(s) / applicants will remain completely anonymous to one another and to everybody else.
- i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned in the Schedule of e-tender.
- j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor(s)/ applicants. The bid submitted will be considered as the valid bid offered by that vendor/ applicant and acceptance of the same by the Bank will form a binding contract between Bank and the Vendor/ applicant for execution of supply.
- k) It is mandatory that the bids are to be submitted with digital signature certificate otherwise the same will not be accepted by the system.
- l) The Bank reserves the right to cancel/ reject/ accept/ withdraw/ extend the e-tender in full or part as the case may be without assigning any reason thereof.
- m) No deviation from the terms and conditions of the e-tender document is acceptable. Submission of bid on the e-tender floor by any vendor confirms his acceptance of terms & conditions for the e-tender.

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

9. The e-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.

10. Vendor(s) / applicants are requested to read the vendor guide and see the video in the page [www.mstcecommerce.com/eprochome](http://www.mstcecommerce.com/eprochome) to familiarize themselves with the system before bidding.

**Section II**  
**Important Instructions to e-tenderers**

1. **Scope of Tender**                      1.1                      The Bank invites e-tenders from reputed and capable agencies/companies/firms to participate in the process of empanelment of one or more eligible Car Hiring Agencies. The empanelment shall be initially for a period of one year i.e. from April 01, 2021 to March 31, 2022 which may be extended further for a maximum period of two years (one year at a time) on the same rate, terms & conditions as agreed upon based on annual review to be conducted by the Bank and subject to satisfactory performance and compliance to the terms and conditions of the agreement by the agency.
  
2. **Prohibited Practices**                      2.1                      The Bank requires that tenderers, suppliers, agencies, interested in having business relationship with the Bank, observe the highest standards of ethics during the period of Contract. In pursuance of this policy, the Bank:

  - a. defines, for the purposes of this provision, the terms set forth below as Prohibited Practices:

    - (i) “corrupt practice” means offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
    - (ii) “fraudulent practice” means any act or of 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;
    - (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
    - (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;

- b. will reject a bid for award of contract if it determines that the tenderer recommended for award has engaged in above-mentioned prohibited practices while competing for the e-tender in question;
- 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 as mentioned above or any other practices which are detrimental to the interest of the Bank.

2.2 Furthermore, tenderers shall be aware of the provisions stated in Section IV (General and Specific Conditions of Contract).

3. **Minimum Eligibility Criteria**

3.1 The tenderer shall have minimum experience of three (3) years in the field of providing car hiring service and the tenderer must be providing/ have provided cars on contractual hire to at least one government/ semi-government organization or public-sector bank/ undertaking/reputed corporates during last three years. **(To be supported with relevant certificate obtained from firm/s where services were provided).**

3.2 The tenderer shall have a minimum annual turnover from car hiring/taxi business of Rs. 10 Lakhs in each of the last 3 financial years (2017-18, 2018-19 & 2019-20) as per the audited balance sheet. **(Audited balance sheet to be uploaded on MSTC portal, if same was compulsory as per Income Tax Act, 1961 during the Financial Year concerned. If audited balance sheet was not mandatory, Chartered Accountant's certificate certifying that audited balance was not mandatory during the financial year concerned and in such case the turnover**

**should be certified by the Chartered Accountant. Certificate to be uploaded on the MSTC portal.)**

3.3 The tenderer shall have its office in Dehradun for effective co-ordination in booking of vehicles and ensuring timely availability of vehicles even at very short notice. **(Documentary evidence to be uploaded on the MSTC portal)**

3.4 The tenderer must own a minimum fleet of 08 cars [including (Three) tech] comprising sub-compact Sedan (Swift Dzire, Etios, Indigo or similar variants), Sedan (Honda City, Maruti Ciaz, Hyundai Verna or similar variants), Multi-Purpose Vehicle (Innova Crysta or similar variants), Premium Sedan (Honda Civic, Toyota Corolla or similar variants). The vehicles taken on contractual basis by the tenderer shall also be considered for the above provided the number of such vehicles does not exceed 50 per cent i.e. four (4) of the total number of vehicles owned by the tenderer. The age of each vehicle in the fleet, as above, shall be less than 04 years. **The list of such vehicles is to be furnished as per [Annex-III](#).**

3.5 The tenderer must have all applicable tax registrations viz. PAN, TIN, GSTIN and other applicable Statutory registrations.

Documentary evidence along with the declaration by the tenderer in respect of all the applicable Statutory registrations need to be submitted/uploaded on the MSTC portal

3.6 **The tender is liable to be rejected in absence of any documentary evidences as stipulated at para 3.1 to 3.5 above.**

#### 4. **Pre-Bid Meeting**

4.1 A pre-bid meeting to clarify queries with regard to the tender document/process will be conducted on **February 25, 2021 at 03:00 pm** at Reserve Bank of India, Dehradun.

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|----|--|-----|--|
| 5. | <b>Amendment of Tender Document</b>    | 5.1 | At any time prior to the last date for submission of tenders, the Bank may amend this document by issuing amendments/corrigendum which will be uploaded <b>only</b> on RBI website ( <a href="http://www.rbi.org.in">www.rbi.org.in</a> ) and MSTC portal.   |
|    |  | 5.2 | Any amendments / corrigendum issued shall be a part of this document and shall be binding on the prospective tenderers. The tenderer should regularly check the above-mentioned website/ MSTC portal for any amendment/ corrigendum/ clarification with respect to the e-tender.   |
| 6  | <b>Cost of e-Tendering</b>             | 6.1 | The tenderer shall bear all costs associated with the preparation and submission of the e-tender, and the Bank shall not be responsible or liable for those costs, regardless of the conduct or outcome of the e-tendering process.  |
| 7. | <b>Documents comprising the Tender</b> | 7.1 | <p>The e-tender shall comprise of the following:</p> <ul style="list-style-type: none"> <li>• Notice inviting e-tender</li> <li>• Technical Bid &amp; Financial Bid</li> <li>• Earnest Money Deposit through NEFT to RBI, Dehradun</li> </ul> <p>A/c no-186003001<br/>IFSC – RBIS0DNPA01</p> <p>Note- Please read 5th and 10th letter of IFS Code as “Zero”</p> <p>Micro and Small Enterprises (MSEs) having Udyam Registration Number (Udyog Aadhar Memorandum Number) are exempt from submission of Earnest Money Deposit. <b>In order to avail the exemption, documentary evidence should be uploaded on MSTC portal.</b></p> |
| 8. | <b>Letter of e-Tender</b>              | 8.1 | The tenderer shall submit the e-tender using the digital signature certificate (class III) via e-tendering process without any alterations. All blank spaces in the tender form shall be filled in with the information required.  |

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|-----|--|------|--|
| 9.  | <b>Period of validity of e-tender</b>      | 9.1  | The e-tender validity period shall be 90 days from the date of issue/ uploading of e-tender in the Bank's website/ MSTC portal.  |
| 10. | <b>Earnest Money Deposit (EMD)</b>         | 10.1 | a) Tenderers need to submit the EMD to be eligible to bid online in the e-tender. No interest will be paid on EMD. EMD of those vendors who do not qualify the technical evaluation criteria will be returned. Further, after the Bank has entered into contract with the successful bidder, EMD of the unsuccessful vendor (s) will also be returned. |
| 11. | <b>Submission of tenders</b>               | 11.1 | Tenderers submitting e-tender electronically shall follow the electronic e-tendering submission procedure specified in the Section I of the e-tender.  |
|     |  | 11.2 | The tenderers to submit their Financial Bid (competitive rates) in the prescribed format along with copies of necessary documents as indicated in the "Technical Bid". E-Tender with all information shall be submitted on or before 11:00 AM of March 10, 2021.   |
|     |  | 11.3 | If the required information as mentioned in the e-tender document is not submitted by the tenderer, the Bank reserves the right to reject the e-tender, without assigning any reason thereof.  |
| 12. | <b>Last date for Submission of Tenders</b> | 12.1 | The e-tender must be filed online through e-tendering process mentioned in this document, not later than 11:00 AM of March 10, 2021.   |
|     |  | 12.2 | The Bank may, at its discretion, extend the timeline for the submission of e-tender and the same will be intimated through corrigendum uploaded <b>only</b> on the Bank's website and MSTC portal.   |
| 13. | <b>Late Tenders</b>                        | 13.1 | No e-tender shall be allowed in the MSTC portal after 11:00 AM of March 10, 2021.  |

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|-----|------------------------------------|------|--|
| 14. | <b>Tender Opening</b>              | 14.1 | The Bank shall open the e-tender electronically on the notified date.  |
| 15. | <b>Confidentiality</b>             | 15.1 | Information relating to the evaluation of e-tenders shall not be disclosed to tenderers or any other persons not officially concerned with the process until information on award of contract is communicated to all tenderers.  |
| 16. | <b>Clarification of Tenders</b>    | 16.1 | To assist in the examination, evaluation, comparison of the e-tenders and eligibility of the tenderers, the Bank may, at its discretion, seek clarification from any tenderer about its e-tender, and provide reasonable time to the tenderer to respond. Any clarification submitted by a tenderer which is not sought by the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the price or substance of the e-tender shall be sought, offered, or permitted, except to confirm the rectification of arithmetic errors observed by the Bank in the evaluation of the e-tender. |
|     |                                    | 16.2 | If a tenderer does not provide clarifications sought by the Bank before the date and time given by the Bank, its e-tender shall be liable to be rejected without any further notice and without assigning any reason thereof.  |
| 17. | <b>Evaluation of Tenders</b>       | 17.1 | The e-tender shall be evaluated on the basis of evaluation criteria given in <b>Section III</b> of the e-tender document.  |
| 18. | <b>Eligibility of the Tenderer</b> | 18.1 | The Bank shall determine to its satisfaction whether the selected tenderer meets the qualifying criteria in accordance with <b>Section II (Para 3)</b> of the e-tender document.   |

19. **Bank's Right to accept any tender and to reject any or all tenders** 19.1  
The Bank reserves the right to accept or reject any e-tender, and to annul the e-tendering process and reject all e-tenders at any time prior to the award of contract, without thereby incurring any liability to the tenderers or assigning any reason thereof. Further, conditional bids shall be rejected out rightly.
20. **Criteria for award of contract** 20.1  
The Bank shall empanel the tenderers as per Evaluation Criteria given in **Section III** of the e-tender document. However, the Bank reserves the right to reject the e-tender, without assigning any reason thereof.
21. **Notification of Award of e-tender.** 21.1  
The lowest rate quoted under each category of vehicles by tenderers who qualify in technical evaluation shall be applicable for other tenderers who also qualify for empanelment. **Only such tenderers amongst above shall be considered for empanelment by the Bank who agree in writing to work at the lowest rates quoted under each category of vehicles.**
- 21.2  
Until a formal contract is prepared and executed, the notification of award/ work order issued by the Bank shall constitute a binding Contract.
22. **Signing of Contract** 22.1  
The successful tenderer/s shall execute an agreement with the Bank on Non- Judicial stamp paper of value not less than ₹100/- within 15 days of written confirmation for acceptance of lowest rates. The stamp duty shall be borne and paid by the agency.
- The empanelment shall be initially for a period of one year **i.e. from April 01, 2021 to March 31, 2022** which may be extended further for a maximum period of two years (one year at a time) on the same rate, terms & conditions as agreed upon based on annual review to be conducted by the Bank subject to the satisfactory performance and compliance to the terms and conditions of the agreement by the agency.



23. **Security Deposit**

- 23.1 The successful tenderer/s shall furnish the Security Deposit of **₹50,000/- (Rupees Fifty Thousand only)** to be paid through NEFT within 07 days of award of contract. The Security Deposit will not carry any interest.
- 23.2 Failure of the successful tenderer to submit the Security Deposit of **₹50,000/- (Rupees Fifty Thousand only)** or signing the Contract shall constitute sufficient grounds for the annulment of the award, forfeiture of the EMD and blacklisting of such tenderers from all future tenders of the Bank.
- 23.3 The Security Deposit shall be released to the empanelled agency after completion of the contract period only after being satisfied of the successful completion of the contract and ensuring that no liabilities are due from the agency or its employees. In case of any complaint or pending dues, the Security Deposit shall be released only when the said due is/are cleared by the agency, complaint is resolved.

**Section III: Evaluation/ Selection Criteria**  
**Evaluation Criteria for technical and financial bids**

**Technical Bid**

<b>S. N.</b>	<b>Item</b>	<b>Maximum Marks</b>
1.	Size of the fleet maintained as per the specifications of eligibility criteria given in Para 3 of Section II), marks to be given as under: -	35
	(i) If the Agency holds a minimum fleet of 08 cars (including three Innova Crysta, Honda City, Maruti Ciaz or similar variants) including vehicles taken on contract.	15
	(ii) If the Agency holds fleet of 09 – 12 cars (including four Innova Crysta, Honda City, Maruti Ciaz or similar variants) including vehicles taken on contract.	25
	(iii) If the Agency holds a fleet of more than 12 cars (including five Innova Crysta, Honda City, Maruti Ciaz or similar variants) including vehicles taken on contract.	35
2.	Average Turnover in last three financial years i.e., for 2017-18, 2018-19 & 2019-20 Marks to be given as under: -	30
	(i) 10 lakhs to 15 lakhs	10
	(ii) Above 15 lakhs to 20 lakhs	20
	(iii) Above 20 lakhs	30
3.	Experience in providing taxi/car hire services to government/semi-government/PSU Bank/RBI/reputed corporates on contractual basis. Marks to be given as under: -	35
	(i) 3 to 5 Years	25
	(ii) More than 5 years	35

## Financial Bid

- The Financial bids of only those tenderers will be opened whose technical bids are completed in all respects as per the requirements of tender document and who score a minimum of **60 marks** in the technical evaluation.

## **B. Financial Bid Evaluation**

2 2.1 The lowest rate quoted for each category of vehicles by the bidder/s will be applicable for all agencies who are empanelled by the Bank. Only those tenderers who satisfy the technical evaluation criteria and agree in writing to work at lowest rate for each category of vehicle quoted by the bidder/s will be empanelled by the Bank.

2.2 The hire rate table prepared by the Bank, on the basis of lowest rates for each category of vehicle as quoted by the bidder/s, shall be shared with the agencies found eligible for empanelment for acceptance, in writing.

2.3 Conditional bids shall be rejected out rightly.

# Conditions of Contract

## Section IV: General & Specific Conditions of Contract

### General Conditions of Contract

1. 1.1 The bidders shall obtain the e-tender document from the Bank's website/ MSTC portal failing which the Bank is not responsible for the completeness of the e-tender document. Each bidder shall submit only one e-tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected.
2. 2.1 Conditional bids shall be rejected by the Bank.  
2.2 In the event of any difference between figures & words in the quoted rates, the rate quoted in words shall be considered for evaluating the financial bid.
3. 3.1 The bidders are expected to examine all instructions, forms, terms, and specifications as given in the e-tender document.  
3.2 Failure to furnish all / any information or documentation as prescribed in the e-tender document will result in the rejection of the e-tender.
4. 4.1 The price quoted shall only be in Indian rupees and inclusive of all applicable taxes **excluding GST**. GST liability will be discharged as per the latest instructions as and when issued by Government of India.

### **Disqualification / rejection of tenders**

5. 5.1 Any canvassing by or on behalf of the e-tenderer or attempts to bring political or other outside influence with regard to their selection shall lead to disqualification from the e-tendering process. Such tenderer/s shall be blacklisted from any tendering of the Bank for next three years. If such instances go undetected during the selection process but is detected subsequently, disqualification will take place with retrospective effect.  
5.2 The e-tender 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 e-tender received by fax or e-mail or any manner other than specified shall not be accepted and shall be summarily rejected. No correspondence will be entertained by the Bank in this matter.
- 5.4 e-tender received without EMD or EMD of lesser amount shall be summarily rejected by the Bank.
- 5.5 e-tender received after the due date and time shall be summarily rejected.
- 5.6 No e-tender may be modified subsequent to the last date of submission of e-tender. No tender may be withdrawn in the interval between the last date for submission of e-tender and the expiry of the e-tender validity period specified by the Bank in the e-tender. Withdrawal of the e-tender during the said interval shall result in forfeiture of the EMD.

### **Terms of Payment**

6. 6.1 The payment of bills complete in all respect to be submitted before 10<sup>th</sup> day of following month. Payment will be made within ten working days of receipt of the same. GST liability will be discharged as per the latest instructions as and when issued by Government of India. 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/Contractor/ Agency.
- 6.2 The payment with respect to the services availed by the Bank shall be released through NEFT channel only, for which necessary account details shall be submitted by the empanelled agencies/ firms 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 receipt of the same. In case no such objection is received within the said period, it will be deemed that there is no objection regarding the payment made by the Bank.

## **Adherence to Statutory Requirements**

7. 7.1 The Tenderer 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. The 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 violation of any provisions 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 with 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 loses 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.

### **Compliance with "Sexual Harassment of Women at work place (Prevention, Prohibition and Redressal) Act, 2013"**

8. 8.1 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 a women employee, including staff members of RBI 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 agency and the agency shall ensure appropriate action under the said Act in respect to the complaint. The tenderer shall confirm constitution of Internal Complaints Committee for the purpose.
- 8.2 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.

- 8.3 The agency shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the agency, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the tenderer is proved.
- 8.4 The agency shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

### **Rights of the Bank**

9. 9.1 The Bank reserves the right to extend the period of tender availability and / or the date of opening of the bids.
- 9.2 The Bank reserves the right to accept or reject any / all applications or annul the process of qualification without any liability or assigning any reason thereof.
- 9.3 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 by the Bank on account of the same.
- 9.4 The terms and conditions specified herein are indicative in nature and the same shall not restrain the Bank from imposing or requiring the tenderer 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 e-tender.
- 9.5 The Service Provider/Contractor/ Agency 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.
- 9.6 The Bank gives no guarantee to provide minimum quantum of work to the empanelled agencies.
- 9.7 Without prejudice to above, the Agreement can be terminated with a notice of two month on either side, during the Agreement period.

## Arbitration

10.

10.1 Except where otherwise provided for in the contract all questions and disputes relating to the Scope of Work and Services, Terms & Conditions, hereinbefore mentioned and as to the quality of service or materials used or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, Scope of Work and Services, Terms & Conditions, instructions, orders or otherwise concerning the works or the execution of/ failure to execute the same whether arising during the progress of the contract or after the completion thereof shall be referred to the sole arbitration of the Regional Director, RBI, Dehradun or to the sole arbitration of some other person appointed by the Regional Director, RBI, Dehradun willing to act as such arbitrator. There will be no objection if the arbitrator so appointed is an employee of the Bank and that he had to deal with the matters to which the contract relates and that in the course of his duties as such he had expressed views on all or any of the matters in dispute or difference. The arbitrator to whom the matter is originally referred being transferred by vacating his office or being unable to act for any reason, Regional Director as aforesaid at the time of such transfer, vacation of office or inability to act, shall appoint another person to act as arbitrator in accordance with the terms of the contract. Such person shall be entitled to proceed with the reference from the state at which it was left by his predecessor. Subject as aforesaid the provision of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof and the rules made there under and for the time being in force shall apply to arbitration proceeding under this clause. It is a term of the contract that the party involving arbitration shall specify the dispute or disputes to be referred to arbitration under this clause together with the amount or amounts claimed in respect of each such dispute. The arbitrator(s) may from time to time with the consent of the parties enlarge the time, for making and publishing the award. The work under the contract shall, if reasonably possible, continue during the arbitration proceedings and no payment due to be payable to the agency shall be withheld on account of such proceedings. The Arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties fixing the date of the first hearing. The Arbitrator shall give a separate award in respect of each dispute or difference referred to him. The venue of arbitration shall be Dehradun or as may be fixed by the Arbitrator in his sole discretion. The award of the arbitrator shall be final, conclusive and binding on all parties to this contract. In case any legal dispute is raised, same will be settled in the Courts at Dehradun City only. Alternate settlement modes can be used for settling any legal dispute with



mutual consent only.

### **Force Majeure**

- 11 11.1 If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge its obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as possible after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed upon, if any, or seven days, whichever is more, either party may at its option terminate the contract.

### **Non-Disclosure**

12. 12.1 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 possession or knowledge of the agency during discharging its contractual obligations in connection with the 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 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, and 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.

### **Specific Conditions of Contract**

1. The service provider / contractor / agency shall provide air-conditioned vehicles such as Cars/SUVs/Vans, etc. as and when requisitioned by the Bank/by an official authorized by the Bank.
2. The Service Provider /Contractor/ Agency shall provide sufficient variant of vehicles having taxi permit as per the requirement of the Bank, viz Subcompact Sedan (Swift Dzire, Etios, Indigo or similar variants), Sedan (Honda City, Maruti Ciaz, Hyundai Verna or similar variants), Multi-Purpose Vehicle (Innova Crysta or similar variants), Premium Sedan (Honda Civic, Toyota Corolla or similar variants) etc.
3. All vehicles provided to the Bank shall have valid permit to travel locally and throughout India.
4. All vehicles shall be in good and proper condition with neat and clean upholstery, valid insurance and number plate.
5. The driver shall have a valid driving licence, which should be produced by him as and when demanded by traffic personnel. Renewal of driving licence from time to time shall be the sole responsibility of the service provider. The drivers deployed shall have reasonable experience in driving of said vehicle, be well-mannered, polite, courteous and service oriented, at all times and should be able to converse in English (optional) and Hindi. The driver should provide mobile number to the guest on demand.
6. The drivers must report for duty neatly dressed in clean uniform, and at the specified time. He should be able to attend to the minor repairs of vehicles en-route, in case of need. They shall maintain a proper record of mileage on a daily basis and get the same authenticated by the user (officer/staff). They shall maintain duty slips with complete details of kms travelled/time of relieving, etc. duly authenticated by the officer's signature. The drivers/employees engaged by the service provider shall abide by the instructions provided by the security officers/guards of the Bank and vehicles/persons shall have to undergo security checks, as and when required.
7. The driver shall always be available at the place where the car is parked and strictly follow all traffic rules.
8. The driver shall carry a placard containing particulars of the arriving Guest / Officer at the Airport/ Railway Station, etc. The Service Provider shall ensure that there is no room for complaints from the

Guests.

9. The drivers shall carry out the orders given by the authorized officers of the Bank and shall also abide by the rules and regulations regarding safety and security of vehicle and passengers.
10. The amenities to be provided by the service provider in the vehicle shall include the following –  
Branded (viz. Bisleri, Kinley, Aquafina, Himalaya, etc.) Mineral Water bottle of 500 ml  
Wet tissue paper  
Hand Sanitizer  
First-aid box  
Universal mobile charger  
Fire-extinguisher and  
One newspaper – English / Hindi.

No extra charges shall be paid by the Bank for these amenities and utilities. If the items required to be made available in the vehicle are not provided, then a sum of Rs.500/- shall be deducted from the respective bill for each such occasion.

11. Documents with respect to comprehensive insurance, registration, road tax, pollution under control certificate, permits, valid license, etc. related to each vehicle shall be readily available in each of the vehicles/with drivers.
12. The Service Provider /Contractor/ Agency shall have ability to arrange emergency transport/touring facility providers, in case of breakdown of a vehicle provided to the Bank and should also be able to liaison with Govt. /Insurance agency arranging for emergency transport/touring facility providers, in case of breakdown of a vehicle provided to the Bank authorities. Alternate vehicles shall also be arranged immediately, in case of break-down.
13. The Service Provider /Contractor/ Agency shall provide taxi on written or verbal instructions over phone/E-mail by the authorised officials of the Bank within the time specified therein. The Service Providers shall also be required to provide taxi on short notice from the Bank **(say within an hour in case of emergency)**.
14. The Service Provider /Contractor/ Agency shall ensure that the cars provided are well maintained, without dents/scratches.
15. The Service Provider /Contractor/ Agency shall ensure that the vehicles provided are registered with and comply with the Motor

Vehicle Act as amended from time to time.

16. The Service Provider /Contractor/ Agency shall arrange to obtain Police Verification certificate regarding the antecedents of the persons/drivers engaged by them.
17. The Service Provider /Contractor/ Agency shall convey by e-mail without fail the confirmation of booking to the Travel Desk of the Bank and to the guest followed by SMS of car details at least four hours prior to the time specified in the requisition i.e. Car model, Car Registration No., Driver's Name and mobile number.
18. For airport drop/pick-up, railway station drop/pick-up, ISBT drop/pick-up only a fixed amount as per Annex "A" shall be paid. Parking charge as per the actuals shall be paid separately by the bank on receipt basis.
19. 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 payment for this purpose will be made for actual distance or 10 Kms (to and fro) whichever is less. This would not be applicable in case of airport/ railway station/ ISBT pick-up and drop where only fixed amount shall be paid.
20. Toll and parking charges shall be extra for outstation trips based on production of original receipt. The Service Provider /Contractor/ Agency should be enrolled for Fast tag for automated toll in line with the guidelines issued by National Highway Authority of India (NHAI).
21. The persons engaged by the Service Provider /Contractor/ Agency shall be the employees of the Service Provider /Contractor/ Agency and neither the Service Provider /Contractor/ Agency nor their employees, shall have any right to claim any employment in the Bank.
22. If the Service Provider /Contractor/ Agency provides, on his own, any other make or model of car higher than the one requested, the payment shall be made according to the rates approved for car requisitioned by the Bank.
23. The rates mutually agreed between the Bank and empanelled agencies shall remain valid throughout the period of contract.
24. It shall be the sole responsibility of the Service Provider /Contractor/ Agency to provide taxi(es)/vehicles as and when requisitioned by the Bank including Late-night/Early Morning.

25. In case of deficiency/ies observed in service such as not-sending vehicle after intimation of car booking, then double the pro-rata amount per day or the actual expenses incurred by Bank or its official/guest whichever is more shall be deducted from the bills of the service provider.
26. Without prejudice to the above, the Service Provider /Contractor/ Agency shall also make alternate arrangements in case of breakdown of vehicle(s). In case of failure, to do so the agency / service provider / contractor shall be responsible to compensate all expenses incurred in this regard subject to above limit (double the pro-rata amount per day or the actual expenses incurred by Bank or its official/guest whichever is more). The Bank shall have the authority to deduct such amount from any bill payable to the service provider. The decision of the Bank in this regard shall be final and binding on the service provider. Penalty as above shall also be imposed if vehicle breaks down on duty or does not turn up at the appointed time.
27. In case of any dispute, an appeal can be made by the service provider/ contractor/ agency to the Regional Director, RBI, Dehradun whose decision shall be final in the matter.
28. The Service Provider /Contractor/ Agency will agree to strictly abide by Broad Scope of Work and Guidelines as above while providing cars to officers/staff and guests of the Bank.

**Section V – Standard Forms**

**PART I – TECHNICAL BID**

NAME OF THE TENDERER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

CONTACT NO.: \_\_\_\_\_

**Technical Bid**

(To be given on applicant's letter head)

Name of the tenderer:

Address:

S.N.	Particulars	Details to be filled in by the tenderer
1.	Name of the Agency/ Firm	
2.	a) Type of agency/ firm – (whether Proprietorship / Partnership / LLP /Pvt. Ltd/ Ltd Company). (b) Date of establishment (c) Details of Registration (Firm, Company etc.), Registering Authority, Date, Number etc. (not applicable in the case of a sole proprietorship). <b>(Documentary evidence/s in respect of the above to be uploaded on the MSTC portal)</b>	
3.	Name of the proprietor / partner / directors of the agency/ firm with designation.	
4.	Regd. Office/ Business Address of the agency/ firm along with Telephone No, Mobile No, Fax No and e-mail. (a) Whether having own office in <b>Dehradun.</b> <b>(b) Address of the local office at Dehradun.</b> <b>(c) Whether having own Office at any other important cities of Uttarakhand (If so details thereof)</b> (d) Name of the authorized official and his/her telephone number. <b>(Documentary evidence/s in respect of the above to be uploaded on the MSTC portal)</b>	
5.	Details of work experience as per the requirement in the Eligibility Criteria	

	<p>and Terms and Conditions supported by work orders, documents, and certificates. The details along with documentary evidence of previous experience, of providing car / Taxi hiring services to the Reserve Bank of India at any centre or government / semi-government / public sector undertakings / banks / reputed corporates should also be given. The feedback from existing clients (minimum two) is required as per <a href="#">Annex-IV</a>.</p> <p><b>(Annex-IV to be uploaded on the MSTC portal)</b></p>	
6.	<p>Minimum turnover of Rs. 10 Lakh during the last three financial years i.e. F.Y. 2017-18, 2018-19, 2019-20 as per the audited balance sheet.</p> <p><b>(Audited balance sheet to be uploaded on MSTC portal, if same was compulsory as per Income Tax Act, 1961 during the Financial Year concerned. If audited balance sheet was not mandatory, Chartered Accountant's certificate certifying that audited balance was not mandatory during the financial year concerned and in such case the turnover should be certified by the Chartered Accountant. Certificate to be uploaded on the MSTC portal)</b></p>	
7.	<p>Income Tax Assessment Order for last three Financial years - F.Y. 2017-18, F.Y. 2018-19 and F.Y. 2019-20. If Income Tax Assessment Order for the F.Y. 2019-20 not yet received, Income Tax Return V Acknowledgement to be uploaded.</p> <p><b>(Documentary evidences to be uploaded on the MSTC portal)</b></p>	
8.	<p>Whether registered with Labour Department under the Contract Labour (R &amp; A) act, 1970 and Contract Labour (Regulation and</p>	



	Abolition) Central Rules, 1971, If yes, Indicate the date of registration. <b>(Documentary evidence/s in respect of the above to be uploaded on the MSTC portal)</b>	
9.	Name and address of the bankers. The bank Account (IFSC Code and Account Number) where payments would be received by the agency/firm. <a href="#">Annex-I</a> .  Enclose a certificate from the Banker regarding financial standing as per format ( <a href="#">Annex II</a> ) attached with this tender document. <b>(Annex I &amp; Annex II to be uploaded on the MSTC portal)</b>	
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/taxis in the fleet along with photocopy of their Registration Certificate /fitness and permit owned to be submitted as per <a href="#">Annex-III</a> . <b>(Annex III to be uploaded on the MSTC portal)</b>	
11.	Whether the agency/ firm is registered under Shop and Establishment Act and having necessary certificate to run Tours and Travels. <b>(Documentary evidence/s in respect of the above to be uploaded on the MSTC portal)</b>	
12.	PAN Details of the agency/firm <b>(Documentary evidence/s in respect of the above to be uploaded on the MSTC portal)</b>	
13.	GSTIN Details of the agency/firm <b>(Documentary evidence/s in respect of the above to be uploaded on the MSTC portal)</b>	

The Bank reserves the right to call for any additional documents required for evaluation of the technical bid.

**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 e-tendering process/being given in 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 e-tender will remain valid for acceptance by the Bank for 90 days from the date of issue/ uploading of tender in the Bank's website/ MSTC portal 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 e-tender either in full or in part without assigning any reason thereof.
5. I/We understand that after empanelment, I/We would be under the obligation to provide taxis to the Bank at the lowest rate quoted in the financial bid by the co-bidders, for each category of vehicles.

Signature

Date:

Name and seal of the TENDERER

**(To be uploaded on the MSTC portal)**

<b>Details of Bankers</b>		
(To be given on applicant's letterhead)		
<b>Particulars</b>	<b>Banker 1</b>	<b>Banker 2</b>
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.		

**FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED COMMERCIAL BANK****(To be uploaded by the agency along with the e-tender in MSTC Portal)**

1. Name of the company/agency/firm:	
2. Composition of the company /agency /firm (whether Partnership / Private Limited/ Proprietorship / Public Limited):	
3. Name of the Proprietor/ Partners/ Directors of the company/agency/firm:	
4. Name of the Banker:	
5. Name of the Branch and complete postal address:	
6. Name of the contact person along with his/her	
7. Telephone No (s) and E-mail id.:	
8. Type of Account:	
9. Account Number:	
10. IFSC Code:	
11. Turnover of the company/agency/firm for the last 3 years (year wise):	
12. Credit facility/ Overdraft facility enjoyed by the company/agency/firm:	
13. The period from which the company/agency/firm has been banking with the bank:	
14. Any other remarks:	
15. You may also kindly forward your opinion whether the above firm/ company/agency is considered financially sound to be entrusted with the contract for works estimated to cost ₹10/- lakhs (Rupees Ten lakhs only) per annum	

(Signature)

Authorised Signatory of the Bank Branch

Place:

Date:

**Note:**

- (i) Bankers' certificates should be on the letter head of the Bank,
- (ii) In case of partnership firm, certificate to include the names of all partners as recorded with the Bank.
- iii. Scanned copy (**PDF format**) of the original Banker's certificate must be uploaded while submitting the e-tender online through MSTC portal.



**CLIENT CERTIFICATE REGARDING PERFORMANCE OF AGENCY**  
**(To be uploaded on the MSTC portal)**

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

(Authorised signatory of the Client)

**UTR Transaction details for EMD**  
**(To be uploaded on the MSTC portal)**

<b>S. No.</b>	<b>Requirements</b>	<b>Details</b>
1.	Name of the vendor	
2.	Name of the Bank	
3.	Account No.	
4.	IFSC	
5.	UTR details	
6.	Date of Payment	

**Name & Signature of Tenderer**

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Contact/ Mob. No.

## Financial Bid

### Part-II

(This form is placed here only for providing information regarding the financial bid format in MSTC portal and same should not be uploaded on the MSTC portal. Financial Bid for each category of vehicle to be entered in the designated module/ column provided for bidding in the MSTC portal.)

<b>Particulars</b>	Sub-compact Sedan (Swift Dzire, Etios, Indigo or similar variants)	Sedan (Honda City, Maruti Ciaz, Hyundai Verna or similar variants)	Multi-Purpose Vehicle (Innova Crysta or similar variants)	Premium Sedan (Honda Civic, Toyota Corolla or similar variants)
Pick-up or drop at Dehradun Airport				
Pick-up & drop at Dehradun Airport				
Pick-up or drop at Dehradun Railway Station				
Pick-up & drop at Dehradun Railway Station				
Pick-up or drop at ISBT Dehradun				
Pick-up & drop at ISBT Dehradun				
<b>Local Travel</b>				
4 hrs/ 40 kms				
8 hrs/80 kms				
Extra charges per km				
Extra charges per hour				
Long Distance Charges <b>(Minimum Km)</b>				



Outstation Charges (Rate per km)				
Night halt charges (for outstation duties)				

1. THE ABOVE QUOTED RATES (IN RUPEES) ARE INCLUSIVE OF ALL TAXES EXCEPT GST WHICH WILL BE PAID EXTRA AS PER GOVERNMENT NOTIFICATIONS. GST liability will be discharged as per the latest instructions as and when issued by Government of India.

2. Toll and parking charges shall be paid as per actuals only based on production of original receipt.

3. For airport drop / pick up, railway station/ ISBT drop / pick up, the fixed amount is inclusive of taxes, etc. (excluding GST). Parking and other charges shall be claimed for these trips on actual basis.

4. Vehicles provided to the Bank shall have a valid permit in Uttarakhand and for All India as well.

5. All the vehicles shall be clean and in a well-maintained condition.

6. The charges quoted above include cost of items mentioned in the "Scope of work like one Mineral water bottle of 500 ml per day, face tissue paper, hand sanitiser, one newspapers, fire extinguisher and first aid box in the vehicle.

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

8. The lowest rate quoted under each category of vehicles by the tenderers shall be applicable for all other tenderers. Only those tenderers shall be considered for empanelment who would agree in writing to work at the lowest rates quoted under each category of vehicles by the tenderer.

9. TDS (Tax Deducted at Source): - The TDS shall be deducted as per the Income Tax Act and notifications as applicable from time to time and a certificate "FORM 16A" for the same will be issued to the Tenderer.

Date:-

Signature, name and seal of the Agency

Place:-

(Please sign at the bottom of all pages)