



**RESERVE BANK OF INDIA
HUMAN RESOURCE MANAGEMENT DEPARTMENT
Jammu**

Empanelment of Car Hiring Agencies / Companies

Reserve Bank of India, Railhead Complex, Jammu 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 carson 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, 2023 to March 31, 2024 (extendable on annual basis for two more years subject to satisfactory performance to be evaluated by the Bank).

2. Date of publication of notice inviting e-tender in newspaper, RBI website and MSTC portal is January 04, 2023. For more details, please visit 'TENDERS' link on our website <https://rbi.org.in>

3. The last date for submission of e-tender on MSTC portal (www.mstcecommerce.com/eprochome/rbi) is **12:00 noon on February 13, 2022**. Applications received after the said date and time will not be accepted.

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

**Regional Director
Reserve Bank of India
Jammu**



RESERVE BANK OF INDIA

Human Resource Management Department,
Jammu Regional Office

E-Tender No. RBI/Jammu/HRMD/59/22-23/ET/518

For

**Car hiring/Taxi Operator Agencies/Companies for
Providing Vehicles to Reserve Bank of India,
Jammu**

SCHEDULE OF TENDER (SOT)

a.	e-Tender no	RBI/Jammu/HRMD/59/22-23/ET/518
b.	Mode of Tender	e-Procurement System Online Part I – Techno - Commercial Bid and Part II - Price Bid through www.mstcecommerce.com/eprochome/rbi
c.	Date of NIT available to parties to download	12:00 Noon of 04-01-2023
d.	Pre-Bid meeting	Offline 15:00 PM of 03-02-2023 Venue- RBI Jammu 2 nd Floor Human Resource Management Department. Note: Date and time of the meeting may change subject to the COVID-19 pandemic scenario. RBI, Jammu, if deems necessary may at its own discretion cancel the Pre-bid Meeting.
e.	Estimated cost	Rs. 10,00,000/- (Rs. Ten lakhs only)
f.	i) Earnest Money Deposit ii) Tender Fees: NIL	Rs 20,000/- (2% of estimated cost of Rs. 10 lakhs) Beneficiary Name: RBI, Jammu. RBI Jammu A/c No.8714295 IFSC Code: RBIS0JMPA01 (5th and 10th digits are Zeros).
g.	Last date of submission of EMD.	12:00 noon of 13-02-2023
h.	Date of Starting of e-Tender for submission of on-line Techno-Commercial Bid and price Bid at www.mstcecommerce.com/eproc home/rbi	12:00 noon of 04-01-2023
i.	Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid.	12:00 noon of 13-02-2023
j.	Date & time of opening of Part-I (i.e., Techno-Commercial Bid) Part-II Price Bid: Date of opening of Part II i.e., price bid	3:00 PM 14-02-2023 Shall be informed separately.
k.	Transaction Fee	It will be shown at MSTC portal and payment will be made online only.

Tender document can be downloaded from the RBI website www.rbi.org.in and 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, Jammu (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.

DISCLAIMER

Reserve Bank of India, Human Resource Management Department, Jammu (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 timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss 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

Bidders are requested to read the terms & conditions of this tender before submitting their online tender.

Process of E-Tender:

1.	<p>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 Commercial Bid will be done over the internet. 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 is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: THE TECHNICAL BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT www.mstcecommerce.com/eprochome/rbi</p> <p>1). Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/Govt. Depts → Select RBI Logo → Register as Vendor -- Filling up details and creating own user id and Password → Submit.</p> <p>2). Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.</p> <p>In case of any clarification, please contact RBI/MSTC, (before the scheduled time of the e-tender).</p> <p>Contact person (RBI):</p> <p>Mr. Vivek Sharma (Assistant): 7889938627 (viveksharma@rbi.org.in)</p> <p>Mr. G C Manhotra (Assistant Manager): 7006179647 (gcmahotra@rbi.org.in)</p> <p>Mr. Ashish Kumar Sharma (AGM): 7889483974 (ashishkrsharma@rbi.org.in)</p> <p>Contact Details (MSTC Ltd):</p> <p>MSTC: MSTC Helpdesk number: 011-23212357, 011-23215163, 011-23217850 from 1000 hours to 1730 hours.</p> <p>Website Address: "https://mstcindia.co.in/content/contact.aspx" then search "Chandigarh Region" Google hangout ID- (for text chat)- mstceproc@gmail.com</p> <p>B) System Requirement:</p> <ul style="list-style-type: none">i) Windows 7 or above Operating Systemii) IE-7 and above Internet browser.iii) Signing type digital signatureiv) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.
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	<p>To disable “Protected Mode” for DSC to appear in The signer box following settings may be applied.</p> <p>Tools => Internet Options =>Security => Disable protected Mode If enabled- i.e, Remove the tick from the tick box mentioning “Enable Protected Mode”.</p> <p>Other Settings:</p> <p>Tools => Internet Options => General => Click on Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.</p> <p>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)</p> <p>The Techno-commercial Bid and the Price Bid shall have to be submitted online at www.mstcecommerce.com/eprochome/rbi. Tenders will be opened electronically on specified date and time as given in the Tender.</p> <p>All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.</p>
2.	<p>Special Note towards Transaction fee:</p> <p>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 authorised and the vendor shall be receiving a system generated mail.</p> <p><u>Transaction fee is non-refundable.</u></p> <p>A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p>NOTE</p> <p>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.</p>
3.	<p>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).</p>
4.	<p>E-tender cannot be accessed after the due date and time mentioned in NIT.</p>
5.	<p>Bidding in e-tender:</p> <p>a) Vendor(s) need to submit necessary EMD, Transaction fees (If ANY) to be eligible to bid online in the e-tender. Tender fees and Transaction fees are non-</p>

	<p>refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority.</p> <p>b) The process involves Electronic Bidding for submission of Technical and Commercial Bid.</p> <p>c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial 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</p> <p>d) 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.</p> <p>e) After filling the Technical Bid, vendor should click ‘save’ for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to be filled up and then vendor should click on “save” to record their Commercial bid. Then once both the Technical bid & Commercial bid has been saved, the vendor can click on the “Final submission” button to register their bid</p> <p>f) Vendors are instructed to use <i>Attach Doc button</i> to upload documents. Multiple documents can be uploaded.</p> <p>g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.</p> <p>i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.</p> <p>j) 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 Buyer will form a binding contract between Buyer and the Vendor for execution of supply.</p> <p>k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p> <p>l) Buyer 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.</p> <p>m) 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.</p>
6.	Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
7.	No deviation to the technical and commercial terms & conditions are allowed.
8.	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.
9.	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.

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PART – I

TECHNICAL BID

Section I

Form of Tender

PLACE: Jammu

DATE: 04.01.2023

**Shri Kamal Prasad Patnaik
Regional Director
Reserve Bank of India
Human Resource Management Department,
Railhead Complex, Jammu: 180012**

Madam/Sir,

Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to Reserve Bank of India, Jammu

Having examined the requirements, conditions and schedule of quantities relating to the captioned work at the rates mentioned in the financial bid and in accordance with the terms and conditions of the tender and terms and conditions of contract attached hereto.

2. We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing.

3. Should this Tender be accepted, I/we hereby agree to abide by and fulfil all the Terms and Conditions of the Tender and in default thereof, to forfeit and pay to you or your successors, or assignees or nominees (in Office) such sums of money as are stipulated in the conditions contained in the tender together with the written acceptance of the Contract.

4. The contractor who had earlier worked with RBI as a contractor for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles in any of the Offices (including Jammu) of the Bank and was issued termination notice and/or terminated for deficiency of service by the Bank shall not be eligible to apply.

5. I/We understand that the Bank is not bound to accept the lowest tender and reserves the right to accept any tender whether lowest or not. The Bank also reserves the right to reject all the tenders without assigning any reason therefor. The Bank shall also reject any tender which prima-facie violates any law applicable in the context of this tender.

Dated this _____ day of _____ 2023.

For and on behalf of M/s _____

(Signature with seal)

Name _____

Designation _____

Place _____

Date _____

(Certified true copy of the Power of Attorney of the above signatory should be attached).

Witnesses

(1) Signature with _____
Name, address, and date _____

(2) Signature with _____
Name, address, and date _____

Section II

Check list of documents to be submitted with the tender

S.No.	Prequalification documents	Attached Yes/No
1.	Name and address of the Agency/Firm/Company, etc	
2.	Tender documents signed and stamped	
3.	EMD Rs 20,000/- (2% of estimated cost of Rs.10 lakhs) Proof/Slip of Statement for the payment of EMD enclosed	
4.	Minimum 5 years' experience in the field of providing transport service and average annual financial turnover of firm during the last 5 years ending <u>31st March 2022</u> should be minimum of Rs 10 lakh or annual financial turnover of firm during the last 3 years ending <u>31st March 2022</u> should be minimum of Rs 10 lakh each year . Copies of the Income Tax Clearance Certificates/ Income Tax Assessment orders/ IT Returns along with latest final accounts of the business of the contractor duly certified by a Chartered Accountant should be enclosed in proof of their credit worthiness and turnover for the last three years.	
5.	Audited balance sheets of the last 5 years For the year 2017-18 For the year 2018-19 For the year 2019-20 For the year 2020-21 For the year 2021-22	
6.	The client-wise names of work(s), year(s) of execution of work (s) awarded, Date of Start and Finish of the work and actual cost(s) of executed work(s), reasons for delay (if any), names and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed furnished along with documentary evidence along with their contract details.	
7.	The details along with documentary evidence of previous experience if any, of carrying out works for the Reserve Bank of India at any of its Office/center given.	
8.	Only those contractors/firms may apply who have minimum 5 years of experience as on March 31, 2022 in undertaking similar works in the field of Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles.	
9.	The tendering firms should have their own office in Jammu or a franchise in J&K who is responsible for the said work with whom the Bank can correspond.	
10.	Copy of PAN	
11.	Proof of Registration with ESI, if applicable	

12.	Proof of Registration with PF, if applicable	
13.	Proof of CGST/SGST Registration	
14.	Proof of registration under labour laws as may be applicable.	
15.	Full particulars (whether contractor is an individual or a partnership firm or a company etc.) of the composition of the firm of contractors in detail should be submitted along with the name(s) and address(es) of the partners/directors, copy of the Articles of Association/Power of Attorney/ any other relevant document.	
16.	Name and address of the banker/bankers. Please enclose a certificate from banker/bankers regarding financial standing. As per format at Annex - II	
17.	Full particulars of their bank accounts, like account No., type, when opened, IFSC Code etc. should be given. Tendering firms/companies should have current account in scheduled bank and should give an undertaking that they are ready to receive the payments through National Electronic Funds Transfer (NEFT/RTGS). Annex - IV	
18.	Email ids and Mobile No.	

Signature and seal of the contractor

Place:

Date:

Section III

General Instructions to Tenderers and Special Conditions

Issue and Submission of Tender

Online E-tender is invited from reputed car hiring agencies/center under Two Bid System (Technical and Financial Bid). Part-I containing terms, conditions and detailed scope of work and Part-II containing price bid only, from Tenderers who satisfy the following minimum pre-qualification criteria for empanelment for initial period of 01 April 2023 to 31 March 2024, which may be extended for two more years as may be decided by the Bank based on the performance of the service provider.

A. Minimum Pre-qualification Criteria:

1. Minimum 5 years' experience in the field of providing transport service and **average annual financial turnover** of firm during the last 5 years ending 31st March 2022 should be minimum of **Rs 10 lakh or annual financial turnover** of firm during the last 3 years ending 31st March 2022 should be minimum of **Rs 10 lakh each year**.

2. Should have carried out such works for minimum 5 years duration in the last five years for Government/semi-government/public sector undertakings, banks/MNCs etc.

3. Tenderers should have minimum fleet of 15 (fifteen) owned cars comprising of following segment of cars and 50% of the fleet should not be older than 3 years. **They should have at least three cars of each segment.**

Hatchback: Tata Indigo/Indica, Swift or similar.

Sedan: Maruti Swift D`zire, Xcent, Toyota Etios, Honda city, Skoda Rapid or similar.

Luxury: Toyota Camry, Toyota Corolla Altis, Honda Accord, Skoda Superb or similar.

SUV: Tata Safari, XUV500, Toyota Innova, Toyota Innova Crysta, Toyota Fortuner or similar.

Traveller: Force Traveller or similar.

3A. Rating will be decided on the following basis:

Rating	1-10	1-10	1-10
No. of vehicles			
Type of vehicles			
Average age of vehicles (1-3 years, 3-10 years and 10-15 years)			

4. The vehicles should have valid Taxi permits. The tenderers whose vehicles have taxi permits only need to submit the tenders. Attach documentary evidence of taxi permits and Insurance /Registration certificate/Fitness certificates.
5. Tenderers should have all the valid licenses for the purpose i.e., running of transport agency or company etc. Tenderers should have all applicable tax registrations (PAN, GST etc.).
6. Tenderers should have own office in Jammu or a franchise in J&K who is responsible for the said work with whom the Bank can correspond. (attach documentary evidence).
7. Tenderers should have current account in scheduled commercial bank for effective payments of Services through NEFT or RTGS.

B. General Instructions

1. The e-tendering shall be done in two parts i.e., Part-I (Technical Bid) and Part-II (Financial Bid).
2. Before submitting the tender, the bidders are advised to go through the terms and conditions specified herein, on which the work will be awarded by the Reserve Bank and required to be executed by the successful Bidder. The Bidders may satisfy themselves as to the eligibility and other criteria prescribed therein. It shall also be noted that the terms and conditions specified herein are indicative in nature and the same shall not restrain the Bank from imposing or requiring the Bidder to agree upon such further or other terms and conditions at the time of executing the agreement with the successful Bidder, or to alter, modify or omit the terms and conditions contained herein, as are considered necessary for the due and proper execution of the work being awarded under this Tender.

C. Pre-Bid Meeting

A pre-tender briefing meeting of the intending tenderers will be held at **15:00 PM on 03-02-2023** in Human Resource Management Department to clarify any point/doubt raised by them in respect of the tender. No separate communication will be sent for this meeting. All the intending tenderers are advised to be present and study the tender documents. They may indicate any points/conditions/specifications which need to be clarified during the meeting. These issues will be discussed and all the tenderers will be advised suitably. The tenderers are expected to get all the issues clarified during this meeting and therefore should desist from deviating from the Bank's tender conditions/specifications in their technical (Part I) and Price bids (Part II).

D. Earnest Money Deposit

(i) The tenderer shall pay as Earnest Money Deposit (EMD) a sum of Rs. 20,000/- (Rupees Twenty Thousand only). The Earnest Money Deposit shall be remitted to the Bank account of Reserve Bank of India, Jammu before 12:00 noon of 13-02-2023. The tenders submitted without EMD shall be rejected and no correspondence shall be made by the Bank in this regard. The account details for NEFT/RTGS transactions are as follows:

Beneficiary Name: Reserve Bank of India, Jammu.

RBI Jammu A/c No.8714295

IFSC Code: RBIS0JMPA01 (5th and 10th digits are Zeros).

{Intimate/forward the transaction details on bookingsjammu@rbi.org.in, ashishkrsharma@rbi.org.in, and gcmahotra@rbi.org.in}

(ii) The Earnest Money Deposit of the successful tenderer shall be refunded on receipt of Performance Bank Guarantee (PBG). EMD so retained shall not bear any interest.

(iii) The Earnest Money Deposit of the vendors who do not qualify the requirements of pre-qualification criteria will be refunded to them, without any interest thereon upon non-acceptance of their bid. The Earnest Money Deposit of unsuccessful tenderers in Part II shall be refunded/returned to them without any interest thereon after finalization of the tender.

E. Performance Bank Guarantee/Security Deposit

(i) The successful tenderer shall furnish along with the contract a Performance Bank Guarantee (PBG) of **Rs.50,000 (Rupees Fifty Thousand Only)** in accordance with Standard Formats attached ([Annexure I](#)). The PBG should be valid/renewed for the entire contract period as the case may be.

(ii) 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.

(iii) No Interest shall be payable on EMD / Security Deposit / Performance Bank Guarantee.

(iv) On submission of PBG, the contracting firm/company/agency will be required to enter into an Agreement/ Contract on stamp paper of appropriate value containing inter-alia all the terms and conditions of the contract, as approved by the Bank.

(v) If the successful bidder fails to comply with the terms and conditions of the Agreement/contract in course of the contract period, the PBG/security deposit shall be forfeited in full or in part as decided by the Competent Authority.

F. Opening of the Tender

The part-I of tender will be opened on **14.02.2023 at 03.00 PM**. The price Bid of only those Tenderers shall be opened who are found eligible after the scrutiny of Part-I. The date of opening of part-II will be intimated to all the eligible Tenderers.

Broad Scope of Work and Guidelines to be followed by the Tenderers for providing taxis/cars to officers on tour/visit/Guests/VIPs of the Bank

The broad scope of work will include the following –

1. Providing the vehicles (AC only) such as Hatchbacks/Sedan/Luxury/SUVs/Vans/Traveler/Bus etc. as and when requisitioned by the Bank/by a person authorized by the Bank.

2. The Tenderer must be able to provide sufficient types of vehicles as mentioned below having valid taxi permits:

Hatchback: Tata Indigo/Indica, Swift or similar.

Sedan: Maruti Swift D`zire, Xcent, Toyota Etios, Honda city, Skoda Rapid or similar.

Luxury: Toyota Camry, Toyota Corolla Altis, Honda Accord, Skoda Superb or similar.

SUV: Tata Safari, XUV500, Toyota Innova, Toyota Innova Crysta, Toyota Fortuner or similar.

Traveler: Force Traveler or similar.

3. All vehicles provided to the Bank should have valid taxi permits to travel locally and throughout India. Vehicle must have yellow/commercial number plate.

4. All vehicles should be in good condition with upholstery etc. in proper shape.

5. All vehicles should have valid Pollution Certificate.

6. All vehicles should have valid Fitness Certificate.

7. The driver should have a valid driving license, which should be produced by him as and when demanded by traffic personnel. Renewal of his driving license from time to time will be the responsibility of the Agency.

8. The drivers deployed should have reasonable experience with good driving record and should be able to converse in English as well as in Hindi. He should be able to attend to minor repairs of vehicles on route in case of need.

9. The driver in clean uniform must report for duty at the specified time. He should maintain a proper record of mileage on a daily basis and get the same

authenticated by the user officer/staff. The drivers should maintain duty slips with complete details of kms travelled/time of relief etc. duly authenticated by the officer's signature. Besides he/she should be polite, courteous and service oriented at all times.

10. The vehicles should be provided with (i) One English or Hindi Newspaper and one Financial News Paper of the date (ii) Two bottles of branded Mineral Water (iii) face tissue papers in pouch (iv) Umbrella (v) first-aid box and (vi) Universal mobile charger (vii) packet of biscuits (minimum rates of Rs. 20/-) and (viii) surgical face masks. 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.

11. 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.

12. The Tenderer shall ensure that the taxis provided by him are registered under Motor Vehicle Act, 1988 and under Motor Vehicle (amendment) Act 2015 or any other relevant laws, statutes, rules and regulations brought by the Central or State Government from time to time.

13. Preferably, the Tenderer 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.

14. The Tenderer shall provide taxi on written/e-mail or verbal instructions over phone within the time specified therein. The Tenderer shall also be required to provide taxi at **short notice from the Bank (say within an hour in case of emergency)**. They should have 24x7 one-point contact or Customer Desk for providing service to the Bank. In case the transport provider fails to provide taxi on Bank's requirement either verbal over phone or written, the Bank shall be free to remove the transport provider from the panel of transport providers.

15. 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. Bank reserves the right to call for proof of such compliance whenever deemed necessary, and the Tenderer shall be bound to 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 fulfill any of the obligations hereunder and / or under the said Acts/rules/ regulations/ or any byelaws or rules framed under or any of these, the RBI, Jammu 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.

16. The persons engaged by the Tenderer/agency shall be the employees of the Tenderer and neither the Tenderer nor his employees shall have any right to claim any employment in the Bank. The Tenderer and his personnel will not be eligible for any benefits like provident fund, gratuity etc. available to the staff of the Bank.

17. The drivers / employees engaged by the Tenderer shall also 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.

18. The Tenderer 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.

19. The Tenderer shall ensure that the taxis provided by him are registered under Motor Vehicle Act 1988, read with Motor Vehicle (Amendment) Act, 2015 or any other relevant Act brought out by the Central or State Government from time to time. The tenderer shall also ensure that the drivers must have proper and valid license for driving transport vehicle and other requirements for the purpose as required under Motor Vehicle Act 1988, read with Motor Vehicle (Amendment) Act, 2015 or any other laws, statutes, rules and regulations brought by the Central or State Government from time to time. Non-compliance for the same shall be the sole liability and responsibility of the tenderer.

20. The Tenderer shall arrange to obtain police verification regarding the antecedents of the persons/drivers engaged by him so as to ensure no undesirable person is engaged by him 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.

21. The successful tenderer shall execute an agreement with the Bank on stamp paper of requisite value within one month of receipt of letter of acceptance. However, the issue of letter of acceptance by the Bank shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions of the Tender shall apply on this contract. Normally, the contract will be valid for one year, renewable after due performance appraisal of the Tenderer by the Bank.

22. The appropriate stamp duty for execution of the agreement shall be borne and paid by the Tenderer/agency in full.

23. The rates offered by the tenderers and acceptance by the Bank, shall remain valid, for a period of one year, where after they may be reviewed at the time of renewal of the contract provided any major changes occur in labour laws or Govt. decision affecting fuel pricing etc. However, this can be done only with the permission of the Regional Director, RBI, Jammu.

24. Liquidated Damages

For deficiency in services and inconvenience caused to the Bank and its officials, liquidated damages not exceeding 25% of the estimated bill for the relevant month or 25% of the bill amount for a particular/relevant bill may become leviable. However, the Bank will levy it only after giving due notice.

In case of dispute an appeal shall be made to the Regional Director, Reserve Bank of India, Jammu whose decision will be final in the matter. However, the Bank reserves the right to impose liquidated damages upto 10% of the contract amount. In the event of liquidated damages reaching 10% of the contract amount, the Bank reserves its right to terminate the contract and the Tenderer shall be liable to risk and cost.

25. It shall be the responsibility of the Tenderer to provide taxi(es)/vehicles as and when requisitioned by the Bank including Night/Early Morning. Any delay shall attract penalty as mentioned above. Without prejudice to the above, the Tenderer shall also have to make alternate arrangements in case of breakdown of his vehicles(s). In case of failure, the Tenderer shall be responsible to compensate all expenses incurred in this regard and the same will be deducted from any other bill of the Tenderer. Decision of the Bank in this regard shall be final and binding on the Tenderer. Such compensation shall be in addition to any penalty levied under para 24 above. Penalty and compensation, if any, shall be deducted from any pending bill of the Tenderer.

26. The Tenderer shall ensure that the cars provided must not be more than 3 years old.

27. The Tenderer should convey without fail the car details i.e., Car make & color, Car Registration No., Driver's Name and his mobile number to Car Booking Desk

and to the user of the car by a telephone call, e-mail and through an SMS respectively. The Tenderer should share the details at least 48 hours in advance via return e-mail.

28. The driver must always be available at the place where the car is parked once the car has reported to the guest.

29. The driver must carry a placard depicting particulars of the arriving Guest/Officer at the Airport/Railway Station, etc. The agencies should ensure that there is no room for complaints from any quarters.

30. The drivers will carry out the orders given by the authorized officers of the Bank and will also observe the rules and regulations of the Bank regarding safety and security.

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

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

33. Punctuality and quality of service shall be the essence of the Agreement. Therefore, the renewal of the agreement shall also be subject to punctuality in twice and satisfactory performance by the Tenderer.

34. 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 authorized officer of the Bank shall conduct surprise check / inspection of the vehicle for verifying the sanitization 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.

35. Settlement of dispute by Arbitration:

That in case of any dispute arising out of this contract, the matter shall first be resolved through mutual dialogue and reconciliation failing which the dispute shall be resolved through arbitration by invoking the provisions of the "Arbitration & Conciliation Act, 1996" by appointing sole arbitrator with the mutual consent of the parties. In case the parties do not agree to the appointment of sole arbitrator, each party will appoint its arbitrator and the arbitrators so appointed shall appoint a presiding arbitrator to decide the dispute between the parties under the contract. The provisions of the Arbitration and Conciliation Act, 1996 and the rules framed thereunder shall govern the arbitration proceedings. The venue of the arbitration shall be at Jammu. The courts at Jammu shall have the exclusive jurisdiction.

36. Sexual Harassment:

a. The Tenderer 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 against its employee/driver within the premises of the Bank or outside while on duty, the complaint shall be filed before the Internal Complaints Committee constituted by the Tenderer, and he/she shall ensure appropriate action under the said Act in respect to the complaint*.

b. Any complaint of sexual harassment from any aggrieved employee/driver of the Tenderer against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

c. The Tenderer shall be responsible for any monetary Compensation that may need to be paid in case the incident involves the employees/drivers of the Tenderer, for instance any monetary relief to Bank’s employee, if sexual violence by the employee/driver of the Tenderer is proved.

d. The Tenderer shall be responsible for educating its employees/drivers about prevention of sexual harassment at workplace and related issues.

* As per the section 6 read with section 4 of this act, it is mandatory for each employer to constitute an “Internal Complaints Committee” where his 10 or more employees are employed. As per section 6 of said act, inter alia, provisions have been made that whereas Internal Complaints Committee is not constituted then “Local Complaints Committee” will be responsible for full compliance of bye laws of “the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013” at workplace of Contractor/Agency/Tenderer. Any complaint related with Sexual Harassment in Bank premises or while on duty against any employee/driver then it should be presented before Internal Complaints Committee and Contractor/Agency shall take appropriate action on the complaint in accordance with the provisions of said act and other rules for the purpose.

37. Terms of Payment: That the payment of bill as presented by the Tenderer will be made in full by the Bank through NEFT/Electronic means only. The payment shall be made within two weeks from the date of receipt of a proper bill. In case, the bill is not proper or contains any deficiency, the Bank will forthwith return the bill and the Tenderer will submit a fresh bill. The payment will be made after the same is duly certified by the Bank’s Officers that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc. The details of Tenderer’s Account maintained with a scheduled commercial bank in Jammu shall be provided to the Bank for this purpose within seven days of the signing of this agreement.

38. Taxes: The amount quoted in the bill shall be inclusive of all taxes as applicable to the Tenderer such as local levies imposed/to be imposed by Central/State Government/ Local Bodies **except Goods and services tax** which

will be applicable and paid as per prevailing government notifications. If the Tenderer fails to include such taxes and duties in the bill, no claim thereof will be entertained by the Bank afterwards. As per Indian laws, taxes as applicable, will be deducted at source and a certificate for the same will be issued to the Tenderer.

39. The tenderer should have a valid and active GSTIN on the invoice raised. In case the GSTIN no. has expired, no payment of the same shall be made to the vendor and any statutory liability on account of it will be the sole responsibility of the vendor.

40. The contract shall be deemed to end in any of the following contingencies:

(i) On the expiry of the contract period or terminations in terms of para 32 of this agreement.

Or

(ii) A notice at any time 'during the currency of services in case the services rendered by the contractor are not found satisfactory and not in conformity with the general norms and the standard prescribed for the services.

Or

(iii) For committing breach of any of the terms and conditions of the contract by the Tenderer.

Or

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

Or

(v) On Tenderer being declared insolvent by the competent Court of Law.

41. During the notice period for termination of the contract, in the situation and circumstances as contemplated above, the Tenderer shall keep on discharging his duties as before 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 to Reserve Bank of India. Violation of the same shall be the sole liability and responsibility of the Tenderer.

42. 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:

(i) Legal heirs in case of sole proprietor.

(ii) The next Directors / Partners in the case of company or firm as the case may be.

43. **Insurance**

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 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.

44. **Confidentiality:**

The Tenderer shall not disclose directly or indirectly any information, materials and details of the Bank’s infrastructure / systems/ equipment’s etc, which may come to the possession or knowledge of the Tenderer during the course of discharging its contractual obligations in connection with this empanelment, to any third party and shall at all times hold the same in strictest confidence. The Tenderer shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Tenderer shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Tenderer shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Tenderer and the Bank shall be entitled to claim damages and pursue legal remedies. The Contractor shall take all appropriate and prudent actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor’s obligations with respect to non-disclosure and confidentiality shall survive the expiry or termination of this agreement for whatever reason. The Tenderer shall also ensure the compliance of this clause by employees/drivers deployed by him/her and in case of any violation the Tenderer shall be liable for the same.

45. **Right to accept any Tender and to reject any or all Tenders: -**

45.1 The Bank shall not be bound to accept the lowest or any tender and may at any time terminate the tendering process without assigning any reason.

45.2 Rates quoted by tenderers/agency for all the categories of the vehicles shall be multiplied with the tentative average yearly booking of that category of vehicle to form a Total (TC). The Bidder whose cumulative total (TC) is the lowest will be considered the lowest bidder (L1) and awarded with the contract.

Bidders are advised to consider the tentative yearly booking of the vehicles, labour cost (cost of driver) and other items (two newspapers one English and one Hindi, two bottles water, Umbrella, one biscuit packet minimum cost twenty rupees, surgical face mask, face-tissue paper and first aid box) to be provided with the vehicle while quoting the rates for the items in the Part-II (Financial Bid).

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

46. Canvassing

Canvassing, soliciting or endeavouring to entice or inducement in any form by any person with a view to influencing acceptance of a bid shall be an offence under Laws of India. Such action shall result in the rejection of bid, in addition to other punitive measures.

47. If any certificate/documents enclosed or details furnished by the Tenderer are found to be incorrect/fake/bogus tampered with or information not disclosed, the tenderer shall be debarred and shall not be awarded any future work in Reserve Bank of India. Joint ventures or partnership firms or any other nature of firms in which the contractor is a party shall also not be awarded any work. The tenderer in such event shall also be liable to be placed in negative list and shall be disqualified from participating in any tender floated by the Bank for a period of three years. In the event of failure to execute the work after award of the work, the Bank reserves the right to debar the contractor/tenderer, its associates and entities in which it is interested from award of any contract in the Bank. The Bank also reserves its right to debar the contractor/tenderer who fails to discharge the contractual obligation under this contract, from participating in any tender or from award of any work in the Bank for a period of three years. The Bank shall issue a 10 days' notice to the contractor/tenderer before debarring the contractor and consider reply, if any, given by the Contractor/Tenderer to such notice. The decision of the Regional Director shall be final in this regard.

48. The terms and conditions mentioned in the tender document shall form the part and parcel of the agreement.

49. Hindi Version of the Agreement/Tender Document is for ready reference only. In case of any doubt/difference arising with reference to the interpretation of any clause of the agreement/Tender Document, English version of the agreement/Tender Document shall prevail for the same.

50. I/We hereby declare that I/we have read and understood the above instructions for the guidance of the tenderers. I/We hereby also declare that I/We have read and understood all the above instructions/conditions and the same will remain binding upon me/us in case the above-mentioned Contract is entrusted to me/us. I/we also note that this letter shall form part of the contract document and that the contents of this letter shall be supplemental to the conditions in the tender and not in derogation thereof except to the extent specifically provided herein.

Signature of TENDERER

Seal

Address

(Note: In case the Tenderer is a company, the certified true copy of the resolution from the Board of Directors authorizing the executive of the company to submit and sign by and on behalf of the company is to be enclosed. If the tenderer is a partnership firm, it must be registered under the Partnership Act and the authorization from all the partners is necessary authorizing one of the partners who is signing the Tender document. A notarized true copy thereof may be enclosed.)



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

TENDER/APPLICATION FOR EMPANELMENT OF CAR HIRING/TAXI OPERATOR AGENCIES/COMPANIES FOR PROVIDING VEHICLES TO RESERVE BANK OF INDIA, JAMMU

(The Format for Technical Bid – Part I)

To
The Regional Director
Reserve Bank of India
Human Resource Management Department
Rail Complex, Bahu Plaza
Jammu-180012

APPLICATION FORM

BASIC INFORMATION (Attach a separate sheet wherever required.)

S.No.	Information required be submitted (Attach a separate sheet, if required)	Comments of the Tenderers
1	Name & Address of the organization/ firm/company a. Address and telephone number of Registered Office. b. Address of the Office through which work with RBI would be handled. Also indicate the name of the authorized official and his/her telephone number & email address.	
2	Type of Organization – (Whether Proprietorship/Partnership/ (Pvt. Limited/Limited Company) and date of establishment. Please enclose relevant documents.	

3	Name of proprietor/directors/ partners of organization	(a) (b) (c)
4	Details of Registration (Firm, Company etc.) Registering Authority, Date, Number etc. (not applicable in the case of a sole proprietorship)	
5	Experience ((As per Annexure V)) in the field of providing car service. Please enclose certificate from minimum of two clients (As per Annexure VI), preferably Govt. /public sector/reputed MNCs availing the car service.	
6	Yearly turnover of the organization for the last 5 years (with documentary evidence) 2017-18 2018-19 2019-20 2020-21 2021-22	
7	Name and address of the banker / bankers. Please enclose a certificate from banker / bankers regarding financial standing. (As per Annexure II)	
8	Whether the firm/company has been issued PAN. A copy of last Income Tax return certificate may be attached.	
9	Registration with GST Authorities (please attach necessary documentary evidence)	
10	Indicate if involved in any litigation or any civil suits pending relating to the service provided. Attach a separate sheet, if required.	
10	List of owned cars with Registration Numbers/s, Permit number/s with documentary evidence. (Copies of Registration Certificate, Taxi Permit, Insurance Papers, Fitness Certificate, Pollution Certificates etc. to be attached) (As per Annexure III)	

11	Whether the empaneled agency is willing to furnish Performance Guarantee (As per Annexure I) and enter into a written hiring agreement with the Bank to Indemnify the Bank against deficiency in customer service?	
12	Whether the agency is registered under Jammu and Kashmir Shops & Establishment Act and having necessary certificate to run Tours & Travels? (Copy to be attached)	
13	Whether registered with Labour Department under the Contract Labour (R & A) act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971. If yes, Indicate the date of registration. Please submit a copy of certificate/ registration.	
14	The Bank Account details (IFSC Code and Account Number) where payments would be received by the Firm. Whether the firm is ready to accept the payments through NEFT/Electronic Means? (As per Annexure IV)	

Copies of Documents submitted:

1. Audited annual turnover statements (for last 5 years ending on 31st March 2022)
2. Audited Profit & Loss Accounts and Balance sheet (for last 5 years ending on 31st March 2022)
3. Income Tax Returns (for last 5 years ending on 31st March 2022)
4. Bankers certificate on financial standing (As per [Annexure II](#))
5. Client Feedback (As per [Annexure VI](#))
6. Firm's Incorporation documents
7. Copy of the PAN
8. List of owned cars (As per [Annexure III](#))
9. Registration Certificates
10. Insurance Papers
11. Taxi Permits
12. Pollution Certificates
13. Fitness Certificates
14. GSTIN Registration
15. Any other document/s

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 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 and mentioned in [Annex I](#).
3. I/We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of part I of the tender and this period of validity can be extended for such period as may be mutually agreed in writing between the Bank and tenderer. We also agree to keep the earnest money valid during the entire period of validity of tender ([Annex I](#)). I/We also agree that Earnest Money Deposit or Security Deposit shall not bear any interest thereon and I/We shall not make claims for any interest on the Earnest Money Deposit or Security Deposit.
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 therefor.
5. I/We understand that after empanelment, I/We would be under the obligation to supply taxis/required vehicle for Reserve Bank of India, Jammu 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.20,000/-			

Signature

Name and seal of the TENDERER

Dated this _____ day of _____ 2023.



Reserve Bank of India
Human Resource Management Department
Jammu

TENDER/APPLICATION FOR EMPANELMENT OF CAR HIRING/TAXI
AGENCIES/COMPANIES FOR PROVIDING VEHICLES TO
RESERVE BANK OF INDIA, JAMMU

PART – II – PRICE BID ONLY (NOT TO BE FILLED ALONGWITH PART-I)

NAME OF THE TENDERER/FIRM: _____

ADDRESS: _____

For providing cars/utility vehicles of different variants (AC) for local and outstation tours. Rate structure variants wise both AC for Full day/Half Day/Outstation/Airport pick-up/drop including parking charges and toll tax should be comprehensive furnishing the details of the different types of vehicles available with the tenderer and various type of services

	Hatch Backs	Lower End Sedan	Mid End Sedan	Higher End Sedan	Executive High-End Sedan	SUV Segment/ MUV	Medium End SUV / MUV	Higher End SUV
Tentative % of Cars utilization	10%	60%		5%		20%		5%
Rate (Rs.) Exclusive of GST.	Tata Indigo/ Indica, Swift	Maruti Swift D'zire, Toyota Etios, Xcent, Skoda Rapid	Honda City/ Vento/ Maruti Ciaz, Hyundai Verna, Nissan Sunny	Toyota Corolla Altis, Honda Civic	Toyota Camry/ Honda Accord	Maruti Ertiga/ Tata Safari/ Toyota Innova	Innova Crysta or similar	Toyota Fortuner /Ford Endeavour
Pick-up from Jammu Airport to Office/ Place of residence								
Drop at Jammu Airport								
Pick-up from Jammu Railway Station								
Drop at Jammu Railway Station								
Local Travel (Within Municipal Limits of Jammu)								

4 Hrs./ 60 kms								
8 Hrs./ 100 kms								
Extra km #								
Extra Hrs. #								
Outstation Travel								
8 hrs. / 200 kms								
Rate per Km extra								
Rate per Hr. extra								
Night halt (for outstation duties)								

THE ABOVE QUOTED RATES ARE INCLUSIVE OF ALL TAXES EXCEPT GOODS AND SERVICES TAX WHICH WILL BE PAID EXTRA AS PER PREVAILING GOVERNMENT NOTIFICATIONS.

If the Tenderer would be able to provide any other make or model of taxi, the same may be included along with the charges under each category. In any case, if the Tenderer provides, whether of 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.

2. Prices should be all inclusive except GOODS AND SERVICES TAX.

3. All charges like Toll Charges / Parking Charges and taxes applicable to Tenderer etc. would be paid by the Bank on production of original receipts.

4. For airport dropping/picking, railway station drop/picking, a fixed amount would only be paid.

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

SIGNATURE OF TENDERER

SEAL

DATE:

PLACE

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
Human Resource Management Department
Reserve Bank of India
Jammu

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 Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to Reserve Bank of India, Jammu 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 the 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. 50,000/- (Rupees Fifty Thousand 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 Contractor of any of the terms and conditions contained in the said Contract and in the event of the Contractor 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. 50,000/- (Rupees Fifty Thousand 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 Contractor/agency.
2. Notwithstanding anything to the contrary, your decision as to whether the Contractor 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 Contractor after expiry of the relative guarantee period of the said Contract and after the contractor 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 after the day of _____ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of six months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.
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 Contractor or to postpone for any time or from time to time any of your rights or powers against the Contractor 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 Contractor or any other forbearance, act or omission on your part or any indulgence by you to the Contractor 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. 50,000/- (Rupees Fifty Thousand 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 Contractor 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 Contractor.
 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 Contractor 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 contractor 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 six months from the date of 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 contractor 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 contractor or any other person.
 15. Notwithstanding anything contained herein above our liability under this guarantee is restricted to **Rs. 50,000/- (Rupees Fifty Thousand Only)**. Unless a written claim is lodged on us for payment under this guarantee within six months from the date of expiry, 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 thereunder, 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.

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 _____

**FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK
(To be submitted by the Tenderer along with the Tender)**

1. Composition of the firm (whether Partnership/ Private Limited/ Proprietorship/ Public Limited.)
2. Name of the Proprietor/ Partners/ Directors of the firm.
3. Credit facility/ Overdraft facility enjoyed by the firm.
4. Dealings
5. The period from which the firm has been banking with the bank.
6. Any other remarks.
7. You may also kindly forward your opinion whether the above firm is considered financially sound to be entrusted with the contract for works estimated to cost **Rs.10,00,000/- (Rupees Ten Lakhs Only)**.

(Signature) For the Bank

Note:

1. Bankers' certificates should be on letter head of the Bank, (in sealed cover).
2. In case of partnership firm, certificate to include names of all partners 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 documents

Signature of Tenderer with Seal / Stamp

Date:

Place:

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 - VI

**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)