



Tender No.: RBI/DEHRADUN/HRMD/32/22-23/ET-233

Reserve Bank of India, Dehradun (hereinafter referred to as the Bank) invites E-tenders from reputed car hiring agencies/companies for “Empanelment of Car Hiring/Taxi Operator Agencies/Companies to provide Vehicle on Call Basis to Reserve Bank of India, Dehradun”. The period of contract will be from September 01, 2022 to March 31, 2023. It may be further renewed for two (02) years up to March 31, 2025 (One year at a time) subject to satisfactory performance.

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 1:00 PM on August 19, 2022. Tenderers shall submit e-tender proposal complete in all respects along with refundable Earnest Money Deposit (EMD) of ₹30,000.00/- (Rupees Thirty 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 August 19, 2022 at 03:00 PM. In the event of any date indicated above being declared a holiday, the next working day shall become operative for the respective purpose mentioned herein.

The e-tender document can be downloaded from the Bank’s website www.rbi.org.in under ‘Tenders’ section and from <https://www.mstcecommerce.com/eprochome/rbi> 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) / MSTC portal (<https://www.mstcecommerce.com/eprochome/rbi>) 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	26.07.2022
2.	Last date for accepting completed tenders	19.08.2022 on or before 01:00 PM
3.	Opening of Technical Bids	19.08.2022 at 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



रिज़र्व बैंक ऑफ इंडिया /RESERVE BANK OF INDIA
Protocol & Security Cell / शिष्टाचार एवं सुरक्षा कक्ष
देहरादून /Dehradun

Notice Inviting E-Tender

E-TENDER FOR EMPANELMENT OF CAR HIRING/TAXI OPERATOR AGENCIES/COMPANIES TO PROVIDE VEHICLES ON CALL BASIS TO RESERVE BANK OF INDIA, DEHRADUN

1. Reserve Bank of India, Dehradun (hereinafter referred to as the Bank) invites E-tenders from reputed car hiring agencies/companies for “Empanelment of Car Hiring/Taxi Operator Agencies/Companies to provide Vehicle on Call Basis to the Reserve Bank of India, Dehradun”. The period of contract will be from September 01, 2022 to March 31, 2023. It may be further renewed for a period of two (02) years up to March 31, 2025 (One year at a time), subject to satisfactory performance.

2. **E-Tendering forms** can be downloaded from the website <https://www.mstcecommerce.com/eprochome/rbi> or https://rbi.org.in/Scripts/BS_ViewTenders.aspx and uploaded on MSTC Portal along with all the information / documents, mentioned in Section I of the Tender.

3. Online tender will be available for view/download from 01:00 PM on July 26, 2022. Tender in prescribed form shall be submitted in two parts, Part-I and Part-II. Part-I of the tender contains the Bank’s standard techno-commercial conditions & Part II is for Financial Bid. Part-II of the tender will be without any conditions of the bidders. The Financial Bid along with the tender form are to be submitted before 01.00 PM on August 19, 2022. All pages of the Tender document should be signed & stamped by the Bidder/authorized representative of the Bidder and to be uploaded. Tenders cannot be submitted after the due date and time. A pre-bid meeting (off-line mode) of the intending bidders will be held at 11.00 AM on August 02, 2022 at conference hall, Reserve Bank of India, Dehradun. Part I of the tender will be opened at 03:00 PM on August 19, 2022.

Part II of the tender of the eligible bidders will be opened on a subsequent date which will be intimated to the bidders in advance.

4. The work is estimated to cost ₹15 lakhs annually (Subject to emerging Covid Pandemic situation). The Earnest Money Deposit (EMD) (₹30,000.00), wherever applicable, to be paid by NEFT, shall be submitted by 01:00 PM on August 19, 2022. Proof of payment has to be submitted along with the techno-commercial Bid. 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 Bank account details for making payment of EMD only 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”)

5. After examination of the Part I and related documents, if any of the tenderer is not found to possess the required eligibility and/or banker's report are found unsatisfactory, their tenders will not be accepted by the Bank for further processing and their financial bid will not be opened. Further, If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time, the Bank reserves the right to reject his offer even after opening of Part-II of the tender. The Bank is not bound to assign any reason thereof.

6. The Bank is not bound to accept the lowest tender and reserves the right to accept any tender, either in full or in part. The Bank also reserves the right to reject all the tenders without assigning any reason thereof.

7. Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the RBI website / MSTC portal only. The tenderer should regularly check the above website / e-portal for any Amendment / Corrigendum / Clarification on the above website.

Place: Dehradun

Regional Director, RBI Dehradun

Date: 26 July 2022

SCHEDULE OF TENDER (SOT)

E-Tender no.	RBI/Dehradun/HRMD/32/22-23/ET-233
a. Estimated cost	₹ 15 lakh (Including GST) annually (subject to emerging Covid Pandemic situation)
b. Mode of Tender	E-Tendering System (Online Part I – Techno-commercial Bid and Part II - Financial Bid through www.mstcecommerce.com/eprchome/rbi)
c. Date of NIT available to parties to download	01:00 PM on July 26, 2022
d. Pre-Bid meeting	11:00 AM on August 02, 2022
e. Earnest Money Deposit (Wherever applicable – refer paragraph 4 of the Tender Document)	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”
f. Last date of submission of EMD, wherever applicable.	01:00 PM on August 19, 2022
g. Date of Starting of E-Tender for submission of on-line Techno-commercial Bid and Financial Bid at www.mstcecommerce.com/eprchome/rbi	01:00 PM on August 02, 2022
h. Date of closing of online E-tender for submission of Techno-commercial Bid & Financial Bid	01:00 PM on August 19, 2022
i. (i) Date & time of opening of Part-I (i.e. Techno-commercial Bid) (ii) Part-II Financial Bid:	(i) 03:00 PM on August 19, 2022 (ii) Date of opening of Part II i.e. Financial Bid shall be informed separately
Transaction Fee	Payment of Transaction Fee as mentioned in the MSTC portal through MSTC payment gateway / NEFT / RTGS in favour of MSTC Limited.

Disclaimer

The Reserve Bank of India, Protocol and Security Cell, Human Resource Management Department, Dehradun has prepared this tender document to give information on the Contract to interested parties. This tender has been issued, as per the terms and conditions set out in this tender and any other terms and conditions related to such information.

This tender is neither an agreement, nor invitation to perform work of any kind to any party.

The purpose of this tender is to provide information regarding the requirements of the Bank to all interested parties for submitting their bid. While the Bank has taken due care in the preparation of the information contained herein, the Bank does not claim that the information is exhaustive. Respondents to this tender are required to make their own inquiries and they should not rely solely on the information in the tender. The Bank is not responsible if no due diligence is carried out by the Respondents.

The Bank reserves the right not to proceed with this tender, to alter the time-table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the tender further with any respondent.

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

Regional Director, RBI Dehradun

Table of Contents

Description	Page
Notice inviting E – Tender (NIT)	1-2
Schedule of Tender (SOT)	3
Disclaimer	4
Section I	
E-Tendering procedure & Important instructions	6-11
Eligibility/pre-qualification Criteria	12-13
Instructions and other terms & conditions	14
Pre-Bid meeting	15
Earnest Money Deposit	16
Security Deposit/Performance Bank Guarantee	17
Section II	
Scope of work, Arbitration, Payment related conditions, Indemnification, Termination of contract etc.	18-26
Section III	
Scrutiny of offers	27
Opening of tender	28-29
Part – I – Techno-commercial Bid	30-32
Part – II – Financial/Financial Bid	33-35
Annex I	36
Annex II	37
Annex III	38
Annex IV	39
Annex V	40
Annex VI	41-44

Section I

E-Tendering Procedure and Important instructions

1.	The techno-commercial bid and Financial Bid has to be submitted on-line at https://www.mstcecommerce.com/eprochome/rbi
2.	<p>System Requirement:</p> <p>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.</p> <p>•Tools => Internet Options =>Security => Disable protected Mode If enabled- i.e., Remove the tick from the tick box mentioning “Enable Protected Mode”. 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)</p> <p>For more details, vendor/ applicants may refer to the Vendor Guide and FAQs available at www.mstcecommerce.com/eprochome.</p>
3.	<p>Registration:</p> <p>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 will be done for submission of Technical Bid as well as Financial Bid over the internet. 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</p>

	<p>for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: THE TECHNICAL BID AND THE FINANCIAL BID HAS TO BE SUBMITTED ON-LINE ONLY AT www.mstcecommerce.com/eprhome/rbi</p> <p>1)Vendors / applicants are required to register themselves online with www.mstcecommerce.com. The navigation menu for registration is as below: - 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.</p> <p>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.</p> <p>In case of any clarification, please contact MSTC/The Bank, (before the scheduled time of the e- tender).</p>
4.	<p><u>Transaction fee:</u></p> <p>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.</p> <p><u>Transaction fee is non-refundable.</u></p> <p>A vendor / applicant will not have the access to online e-tender without making the payment towards transaction fee.</p>

	<p><u>NOTE</u></p> <p>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.</p> <p>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) 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. E-tender cannot be accessed after the due date and time mentioned in Notice inviting tender (NIT).</p>
5.	<p><u>Bidding in MSTC portal:</u></p> <p>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.</p> <p>b) The process involves electronic bidding for submission of Technical Bid and Financial Bid.</p> <p>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 → 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(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.</p> <p>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</p>

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/eprhome to familiarize themselves with the system before bidding.

6.	<p style="text-align: center;">Opening of Bids</p> <p>a) Part I techno-commercial bid will be opened electronically on specified date and time as given in the Notice Inviting Tender (NIT). Bidder(s) can witness electronic opening of bid.</p> <p>b) Part II Financial Bid will be opened electronically only of those bidder(s) whose Part I Techno Bid is found to be Techno-Commercially acceptable by the Bank. Such bidder(s) will be intimated date of opening of Part II Financial Bid, through valid e-mail confirmed by them.</p>
7.	<p style="text-align: center;">Contact Details (MSTC) for further enquiries/assistance:</p> <p>Centralized Help desk: 033-22901004</p> <p>North Regional Office, New Delhi Help Desk, Phone Number: 011-23212357, 011-23215163, 011-23217850 e-mail ID: mstcnro@mstcindia.co.in</p> <p>Shri Setu Dutt Sharma, Manager, Phone Number: 011- 23215925; 07878055855 sdsharma@mstcindia.co.in</p> <p style="text-align: center;">Contact Persons: RBI, P & S Cell (HRMD), Dehradun Regional Office</p> <p>i) Shri Pankaj Chand – pankajchand@rbi.org.in, Manager (P&SO) Contact No. 0135-2742031, Mob: 9771431573</p> <p>ii) Shri Naveen Arora – naveenarora@rbi.org.in, Assistant Manager (P&SO) Contact No. 0135-2742031, Mob: 7718893470</p>
8.	Bidders are requested to read the terms & conditions of this tender before participating in the tendering process.
9.	All notices and correspondence to the bidder(s) shall be sent by e-mail only during the process till finalization of tender by the Bank. Hence the bidders are required to ensure that their corporate e-mail I.D. provided is valid and updated at the stage of registration of vendor with MSTC (i.e. Service Provider). Bidders are also requested to ensure validity of their DSC (Digital Signature Certificate) throughout the entire period of tendering process.
10.	E-tender cannot be accessed after the due date and time mentioned in NIT.

11.	<p>(i) The bid will be evaluated based on the filled-in techno-commercial formats.</p> <p>(ii) The documents uploaded by bidder(s) will be scrutinized. In case any of the information furnished by the bidder is found to be false during scrutiny, EMD of defaulting bidder(s) will be forfeited. Punitive action including suspension and banning of business can also be taken against defaulting bidders.</p> <p>(iii) The bidders must upload all the documents required as per terms of the NIT. Any other document uploaded which is not required as per the terms of the NIT shall not be considered.</p>
12.	All entries in the tender should be entered in online techno-commercial Formats without any ambiguity.
13.	The Bank reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.

Eligibility Criteria, Important Information and Other Terms & Conditions

E-tenders are invited from reputed car hiring agencies/companies for “Empanelment of Car Hiring/Taxi Operator Agencies/Companies to Provide Vehicle on Call Basis to the Reserve Bank of India, Dehradun”. The period of contract will be from September 1, 2022 to March 31, 2023. It may be further renewed for two (02) years up to March 31, 2025 (One year at a time), subject to satisfactory performance review by the Bank on mutually acceptable terms and conditions.

1. Eligibility Criteria (Pre-Qualification Criteria)

Tenderer should satisfy the following conditions and should enclose self-certified documentary evidence in support of its meeting the eligibility conditions along with **Part-I, Technical Bid** for examining its qualification/suitability:

- i. Tenderer should have experience of minimum 05 years of being a Car Hiring / Taxi Operator Agency (supported by documentary evidence such as work-order/ client’s certificate/ completion certificate etc.)
- ii. Tenderer should have provided such services for at least one year in the last three years to Government/ Semi-Government/Public Sector Undertakings, banks/ other reputed institutions.
- iii. Tenderer should have a minimum fleet of **20 (Twenty) owned cars having transport registration**. (Attach copies of Registration Certificates/ books). Vehicles deputed for duties with the Bank must not be more than 05 years old. These vehicles must be registered with the RTO as commercial vehicles.
- iv. The tenderer should have annual turnover of not less than ₹ 1 Crore in any of the last three Financial Years ended March 31, 2022 (The tendering firms/companies should submit Audited Annual Turnover Statement, Income Tax Return Acknowledgement/ Assessment Order, audited Balance Sheet, Profit and loss account for the last three financial years).
- v. The tenderer should submit Bankers’ solvency certificate of value not less than **₹ 15.00 lakhs** as per the Proforma given in [Annex I](#) along with the techno-commercial Bid. (Date of issue of Solvency Certificate must not be earlier than June 30, 2022)

vi. Tenderers should have applicable tax registrations (PAN, GSTIN, etc.) supported by documentary evidence.

ix. **Tenderer should have its own office in Dehradun.**

x. **The firm whose services have been terminated by any office of the Reserve Bank of India, in between term of the contract, within last three (03) years, will not be eligible to participate in the bidding process.**

xi. Tenderer should have a current account in a scheduled bank.

Part-II, Financial Bid of only those Tenderers will be opened who are found eligible after scrutiny of Part-I, Techno-commercial Bid.

In support of the above, the following documents should be submitted (Documents required to be uploaded for techno-commercial bid):

(i) Complete tender documents and supporting documents duly signed and stamped. Duly filled Part I (Techno-commercial Bid).

(ii) Registration/incorporation Certificate/Partnership Deed of the Company/Firm/Agency under the relevant Act. (Attach Power of Attorney in favour of the person signing the tender documents in case of a Company)

(iii) P.A.N. Detail (copy of PAN to be attached).

(iv) Copies of Registration for GSTIN.

(v) Audited Annual Turnover Statement, Income Tax Return/ Assessment Order for the last three Financial years ended March 31, 2022.

(vi) Audited balance sheets and Profit & Loss A/c of the company/firm for the last three Financial years ended March 31, 2022.

(vii) Bankers Solvency Certificate as per the format given in [Annex I](#).

(viii) List of owned cars/vehicle (Make of vehicle, registration No., Model and year of manufacture) as per the format given in [Annex II](#). Attach copies of Registration Certificates (RC)/ books of cars.

(ix) Previous work experience details as per format given in [Annex III](#). Attach documentary proof such as experience certificate/work order/completion certificate in client's letter head.

(x) Performance report/ certificate issued by client.

(xi) Particulars of the Bidders and their Bankers as per [Annex IV](#).

(xii) Proof of remittance of EMD, wherever applicable. Micro and Small Enterprises (MSEs) having Udyam Registration Number (Udyog Aadhar Memorandum Number) are exempt from submission of Earnest Money Deposit. **In order to avail the exemption, documentary evidence should be uploaded on MSTC portal.**

2. Instructions, other terms & conditions:

i. **The vehicles to be deployed should have valid taxi permit and should be registered in the State of Uttarakhand.** The tenderers whose vehicles are registered in the State of **Uttarakhand** only need to submit the tenders. The tenderer should have valid licence issued by RTO to operate as taxi operator in **Uttarakhand**.

ii. All the vehicles should have valid PUC and fitness certificate.

iii. The tender should be complete in all respects with all attachments/enclosures/annexures. Incomplete forms or without proper documentary evidence etc. (as advised) will be out-rightly and summarily rejected by the Bank.

iv. Tender document can be downloaded from website www.rbi.org.in and www.mstcecommerce.com. Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the RBI website / MSTC e-portal only. The tenderer should regularly check the above website / e-portal for any Amendment / Corrigendum / Clarification on the above website.

v. In the first stage, the Techno-commercial Bids will be opened. The Bid of any tenderer who has not complied with any of the conditions prescribed in the Eligibility Criteria (Pre-Qualification Criteria) will be summarily rejected. Decision in this regard will be at the sole discretion of the Bank.

vi. Track record of the Bidder shall be clean without any involvement in illegal activities or financial frauds. There shall not be any case with the Police / Court / Regulatory authorities against the Bidder. If found at any stage during the evaluation or after the award of contract that the Bidder had withheld or misrepresented facts and information in these regards the Bid shall be rejected.

vii. The Bidder must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.

- viii. The Bidder must not have been suspended / delisted / blacklisted by any organization on any grounds.
- ix. The bidder should not have rescinded/abandoned any contract awarded by his clients before the expiry of prescribed period of contract. The bidder shall give details of all disputes he/she had with his/her clients and furnish the status thereof. A declaration with respect to the points mentioned in 2. vi, vii, viii & ix may be furnished in [Annex V](#).
- x. This tender document is neither an offer letter nor a legal contract, but an invitation for offer from prospective contractors. No contractual obligation on behalf of the Bank whatsoever shall arise from this tender-process unless and until a formal contract is signed and executed by duly authorized officers of the Bank and the Contractor. Further, the Bank will not be liable for any costs incurred by the contractor in the preparation of the response to this tender. The preparation of contractor's proposal will be made without any obligation by the Bank to acquire any of the items included in the tender, or to discuss the reasons why the contractor's proposal is accepted or rejected. All information furnished by the vendors in their proposal will be treated as strictly confidential.

3. Important Information:

- a. **Pre-Bid Meeting** – A Pre-Bid meeting will be held at 11:00 AM on August 02, 2022 at Conference Hall, Reserve Bank of India, 74/1, 3rd Floor, GMVN Building, Rajpur Road, Dehradun to answer any queries / provide clarifications that the Bidders may have in connection with the work / tender and to give them relevant information regarding the same. No separate communication will be sent for this meeting. The tenderers are expected to get all the issues/doubts clarified during this meeting.

Note: - In view of prevailing situation due to COVID-19, all the person interested in attending the meeting should adhere the National Directives on COVID- 19 Management (issued vide Ministry of Home Affairs, Government of India), instructions and protocols issued by Uttarakhand Government and Dehradun Municipal Corporation. Information of persons (name, address ,ID card details) willing to attend the pre-bid meeting should be communicated well in advance to Shri Pankaj Chand, Manager on his email id- pankajchand@rbi.org.in

Further, visitors need to adhere to the following SOP while visiting the Bank's premises:-

- i. No more than two visitors per agency will be allowed;
- ii. Visitors will be checked with thermal scanner & Oximeter. If the readings are beyond the permissible limit they will not be allowed to enter inside the premises.
- iii. Visitors to wear mask at all the time during their entire presence in the Bank premises.
- iv. Visitors to maintain social distancing during their entire presence in the Bank premises.
- v. Contactless checking/ frisking of visitors will be done at the main gate.
- vi. Details of visitors (contact number & address) will be obtained.

b. **Validity of the Offer** - The application and rates quoted in the tenders shall remain valid for acceptance by the Bank for a period of 90 days from the date of opening of the Financial Bid. The aforesaid period of 90 days may be extended by mutual agreement and the tenderer shall not cancel or withdraw the tender during this period.

c. Contact person for communication in connection with this tender –

Shri Pankaj Chand, Manager

Phone: No. 0135-2742031

Mobile no.: 9771431573

Email : pankajchand@rbi.org.in

4. Earnest Money Deposit (EMD) / Bid security –

i. The Bidders shall deposit EMD, of ₹ 30,000/- by NEFT to the Reserve Bank of India, Dehradun Account on or before 01:00 PM of August 19, 2022. Micro and Small Enterprises (MSEs) having Udyam Registration Number (Udyog Aadhar Memorandum Number) are exempt from submission of Earnest Money Deposit. **In order to avail the exemption, documentary evidence should be uploaded on MSTC portal.**

The account details for NEFT transactions are as under:

Beneficiary Name	Reserve Bank of India, Dehradun
IFSC	RBIS0DNPA01 (5 th and 10 th digit is zero)
Account No	186003001

Proof of remittance indicating transaction number and other details shall be uploaded on Bank's approved E-tender portal along with other tender document.

- ii. No Interest on EMD shall be paid.
- iii. Bids not accompanied by EMD, shall be treated as non-responsive, and will be rejected by the Bank at its discretion.
- iii. The EMD of unsuccessful Bidders shall be discharged/ returned by the Bank after award of work to successful Bidder.
- iv. The EMD of the Successful Bidder shall be returned after submission of a fresh Security Deposit/Performance Bank Guarantee by successful bidder.

5. Security Deposits/Performance Bank Guarantee - On award of contract, the successful Bidder shall deposit/ furnish an amount of 5% (₹ 75,000/-) of estimated value of contract in the form of a Security Deposit/retention money through NEFT to the Bank or in the form of Performance Bank Guarantee (PBG), as per format given in [Annex VI](#), (which will be deposited/submitted at the time of letter of acceptance) towards security deposit for the due fulfillment of the contract. The Earnest Money Deposit furnished at the time of submission of tender will be returned thereafter. This security deposit/Performance Bank Guarantee shall be deposited/kept till the validity of the contract. No interest will be paid on Security Deposit/PBG.

All compensation or other sums of money payable by the Successful Bidder to the Bank under the terms of this Contract may be recovered from the security deposit/PBG, if the amount so permits unless the Successful Bidder deposits such amounts in cash within ten days of issue of demand notice by the Bank.

Section II

6. Scope of work and Terms & Conditions governing Contract:

(i) Condition of Vehicle and amenities to be provided to the guest in the vehicle –

- a. Providing air-conditioned cars/SUVs/Vans (with drivers), as and when requisitioned by the Bank / by an official authorized by the Bank.
- b. All vehicles should be in good and proper condition with neat and clean upholstery, etc. Driver must be in the uniform provided by the contractor at all times during the course of the trip. The vehicles provided to RBI should be road worthy.
- c. The vehicles should be provided with (i) one English or Hindi daily newspaper, (ii) Two bottles of branded mineral water of 500 ml each, (iii) face tissue papers in case/pouch, (iv) first-aid box, (v) fire-extinguisher, (vi) alcohol-based hand sanitizer (vii) Universal Charger. No extra charges will be paid for the above amenities. Every day, old newspapers and used water bottles should be replaced with fresh packed water bottles and newspaper of the current date. If the items mentioned above are not provided with the vehicle, then a sum of Rs 500/- shall be deducted from the respective bill for each such occasion.
- d. The vendor must be able to provide vehicles having valid taxi permits and other statutory clearances. The vendor/ bidding firm/company shall ensure that during the tenure of the agreement the cars provided by him/them are/remain registered under Motor Vehicle Act 1988. The agencies should have valid license issued by RTO to operate as Taxi operator/Travel Agent. All the cars deployed by the contractor for duty with the Bank's guests/officials should be of commercial nature i.e., they must be registered with the RTO as a commercial vehicle. Documentary evidence of Taxi permits shall be provided to RBI as and when demanded.
- e. Adhoc sub-contracting of vehicles or sub-letting of the contract should not be done.
- f. All protocol as prescribed by Central/State governments/Authorities with respect to COVID-19 pandemic safety measures must be adhered strictly.

(ii) Conduct, behaviour and other conditions for the drivers –

- a. The driver must carry a placard depicting particulars of the arriving guest of the Bank and be present to receive the guests at the exit point from Airport or pickup point.
- b. The drivers deployed should have good moral character and reasonable experience of driving. They should be well groomed and be able to converse in Hindi and understand English. Drivers must address the guests as “Sir” or “Madam” as the case may be. They should be able to attend to minor repairs of vehicles on route, in case of need. The driver must not demand or ask any money/ cash for any purpose from the guest during the trip.
- c. The driver should be medically fit. The driver should always maintain proper hygiene and necessary protocol regarding COVID- 19 precautions. The generally accepted instructions regarding COVID- 19 precautions issued from time to time and as advised by Bank/ guest traveler may also be strictly adhered to by the driver.
- d. The driver must report for duty at specified place and time in neat and clean uniform, as mutually decided by the Bank and the agency.
- e. The driver must always be available with the car once he has reported to the guest/user officer of the Bank and the driver must comply with the orders given by the authorized officers of the Bank and must also observe the rules and regulations of the Bank regarding safety and security.
- f. The drivers/employees engaged by the vendor shall abide by the instructions given by the security officers/guards of the Bank and vehicles/persons will have to undergo security check as and when required.
- g. The driver deployed by the contactor should carry a valid driving license when on duty, which should be produced by him if demanded by traffic personnel. Renewal of his driving license from time to time and Police verification will be the responsibility of the contactor.

- h. All the papers viz. insurance, certificate of registration, road tax, pollution control certificates, permits, valid license, etc. related to each vehicle should be readily available in each of the vehicles with drivers at all times during the trip.
- i. The persons engaged by the vendor will be the employees of the vendor and neither the vendor nor his employees shall have any right to claim any employment in the Bank.
- j. Driver should maintain a proper record of mileage on a daily basis and get the same authenticated by the authorized user. The driver should maintain duty slips with complete details of kilometers travelled, time of reporting, time of releasing, meter readings at the time of start and end of journey etc., duly authenticated by the officer using the service. The make of vehicle and registration number of the vehicle, which is provided to the guest should be mentioned on the duty slip.
- k. Besides the driver should be polite, courteous and service oriented at all times. He should provide his mobile number to the guest on demand.

(iii) Operational Conditions

- a. The vendor shall provide taxi on written or verbal instructions over phone within the time specified therein. The vendor shall also be required to provide taxi at short notice from the Bank (say within an hour in case of emergency). In case of repeated refusal to provide vehicles on our request, either verbal over phone or written, the Bank shall be free to remove the contractor from the panel.
- b. The vendor should convey the confirmation of booking and car details comprising of car make / colour, car registration no., driver's name and his mobile number directly, both to the office and guest through e-mail/ SMS, at least one (01) day prior to the arrival/departure or scheduled journey of the guest.
- c. The vendor should have ability to arrange for emergency transport in case of breakdown of a vehicle provided to the Bank.
- d. In case of any accident resulting in loss or damage to property or life, the sole responsibility for any legal or financial implication would vest with the Agency/

Contractor. The Bank shall have no liability whatsoever. No payment for the day is admissible if the vehicle meets with an accident.

- e. If the contractor is able to provide any other make or model of taxi, other than those mentioned in the tender document, these may be included along with the charges under relevant category.
- f. In case the contractor is not able to provide the category of car for which booking has been made by the Bank, he may provide higher category of vehicle after intimating the Bank. However, payment will be made for the category of vehicle booked by the Bank.
- g. The maximum distance that can be claimed in respect of garage and point of pickup and back to garage would be restricted to maximum 10 kms each side. This would not be applicable in the case of Airport drop / pickup and Railway Station drop/pickup.
- h. Overnight halt charges will be applicable, if duty is performed / extends beyond 10 pm.
- i. The Tenderer shall ensure compliance with all the obligations arising under the Contract Labour (Regulations & Abolition) Act, 1970, Minimum Wages Act, 1948, Workmen's Compensation Act, 1923 and other applicable Acts/Statutes and labour laws prevailing in the country. In the event of any liability arising on account of any breach or non-compliance with Statutory requirements by the Tenderer, the Bank will have the right to reimburse itself by way of adjustment from the Tenderer's pending bills or otherwise recover it through available legal means, to the extent of the loss suffered by it as a consequence of the same.
- j. The empaneled agencies shall execute an agreement, as per draft Agreement in **Annex VII**, with the Bank on stamped paper within 07 working days of receipt of intimation of their empanelment by the Bank. However, the issue of letter of acceptance by the Bank shall be considered as binding Contract, as though such an agreement has been executed and all the terms and conditions shall apply. The period of first contract will be from September 01, 2022 to March 31, 2023. It may be further renewed for two (02) years up to March 31, 2025 (One year at a time)

subject to satisfactory performance review by the Bank on mutually acceptable terms and conditions. The stamp duty shall be borne and paid by the Tenderer.

- k. The rates offered by the Tenderers and accepted by the Bank, will remain valid for the initial period of contract, 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 explicit permission of the Bank.

- l. **Penalty** - For deficiency in services and serious inconvenience caused to the Bank and its officials or those whom the Bank directs to provide services, penalty not exceeding 25% of the estimated bill for the relevant instance may be levied. However, the Bank will levy it only after giving due notice. In case of a dispute, an appeal may be made to the Regional Director, Reserve Bank of India, Dehradun whose decision in the matter will be final.

- m. It will be the sole responsibility of the Tenderer to provide taxi (s)/vehicles as and when requisitioned (written or verbal) by the Bank including night/ early morning. Without prejudice to the above, the Tenderer will also have to make alternate arrangements in case of breakdown of his vehicle(s). In case of failure, the Tenderer will be responsible to compensate all expenses incurred in this regard. Decision of the Bank in this regard will be final and binding on the Tenderer. Such compensation may be in addition to any penalty levied under paragraph (l) above. Penalty and compensation, if any, will be deducted from any pending bill of the Tenderer.

7. Settlement of dispute by Arbitration: If any dispute, differences or questions shall, at any time, arise between the parties as to the construction of this Agreement or concerning anything herein contained or arising out of this Agreement or as to the rights, liabilities and duties of the said parties and binding, the same shall be referred to arbitration under the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification thereof and the decisions of the Arbitrator/panel of Arbitrators shall be final

and binding on both the parties. Further, such disputes, difference or questions, if any, shall be deemed to have arisen at Dehradun and only courts in Dehradun shall have jurisdiction to determine the same.

8. Taxes:

(a) The tendering firms/companies should have all applicable tax registrations (PAN, GSTIN, etc.).

(b) The rates quoted shall be deemed to have included all taxes, imposed / to be imposed by Central/State Government/ Local Bodies or any other tax levied by the State Government/Central Government in future (**Excluding GST**). If the tenderer fails to include such taxes and duties in the tender, no claim thereof will be entertained by the Bank. As per the Indian laws, taxes, as applicable, will be deducted at source and a certificate for the same will be issued to the vendor.

9. No terms and conditions should be indicated in Part-II of the Tender. If any Tender is found with conditions mentioned therein, the same will be treated as “invalid”.

10. Payment related conditions:

(a) Except under cases of circumstances beyond the control of the Bank, the payment of bills will be made not later than forty-five days of production of bills complete with the supporting documents. Payments will be made through electronic mode. The empaneled vendor/s should furnish mandate/s for NEFT. The bills of MSME will governed by the applicable provisions.

(b) 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 each to and fro for pick-up/ drop.

(c) For airport drop/pick up, a fixed amount would only be paid.

(d) The toll charges would be paid only on production of documentary evidence.

(e) In case of airport/ railway station pickup/drop duty, parking charges would be paid on production of documentary evidence.

(f) In case the contractor is not able to provide the category of car for which booking has been made by the Bank, he has to provide higher category of vehicle. However, payment will be made for the category of vehicle booked by the Bank.

(g) Under no circumstance, driver will ask the guest about money for refueling or toll taxes, parking etc.

(h) Agency will have to ensure that every day before reporting for duties the vehicle tank must contain adequate fuel, vehicle must be cleaned / sanitized and loaded with all the items required as per Para 6(c) mentioned above.

11. Indemnification: The vendor shall indemnify the Bank for any loss or damage caused by the driver/s deployed by the contractor that occurs to persons or building or third party during the period of contract. In absence of the above, the Bank reserves the right to recover the cost of loss or damage suffered by the Bank from the pending bill of the contractor/ Security Deposit/ Performance Guarantee.

12. Sexual Harassment: The vendor/Agency shall be solely responsible for full compliance with the provisions of “the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of sexual harassment against its employee, the complaint will be filed before the Internal Complaints Committee constituted by the Tenderer/Agency or the Local Complaints Committee, as applicable, and the Tenderer/Agency shall ensure appropriate action under the said Act in respect to the complaint”. Any complaint of sexual harassment from any aggrieved employee of the vendor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank. The vendor shall be responsible for any monetary compensation that may need to be paid in case the incident involving the employees of the contractor, for instance any monetary relief to Bank’s employee, if sexual harassment by the employee of the vendor is proved by the Committee. The vendor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

13. Force Majeure: No Party (or any Person acting on its behalf) shall have any liability or responsibility for failure to fulfill any obligation (other than a payment obligation) under this Agreement so long as and to the extent to which the fulfillment of such obligation is

prevented, frustrated, hindered or delayed as a consequence of circumstances of force majeure.

14. Non-disclosure:

Empaneled Vendor will not, except as authorized or required by its duties hereunder, reveal or divulge to any person or entity any information concerning the organization, business, finances, transactions or other affairs of Bank, which may come to the contractors knowledge during the period of contract, and the vendor will keep in complete secrecy all confidential information entrusted to the vendor (including travel/ other details of the Bank's guests/ officials for whom vehicle hire services are being taken) and will not use or attempt to use any such information in any manner which may jeopardize either directly or indirectly the Bank's interests. This restriction will continue to apply after the termination of this agreement without limit in point of time but will cease to apply to information or knowledge which may come into the public domain.

The vendor 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.

15. Termination of Contract:

i. Without prejudice to what is contained hereinabove, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice of one month without assigning any reason and without payment of any compensation, if-

a. In the opinion of the Bank (which shall not be called in question by the Contractor and shall be binding on the Contractor) the Contractor fails or refuses to implement this agreement to the Bank's satisfaction and/or

b. The Contractor is adjudged an insolvent or a compromise is entered by it with its creditors or receiver is appointed of any part of the assets or property of the Contractor and/or

c. For any reason whatsoever, the Contractor becomes disentitled in law to perform his obligations under this agreement and/or

- d. There is any variation in the ownership/partnership of the management of the Contractor or its business without the prior approval in writing of the Bank of such variation.
- ii. In case, the Contractor wants to terminate the agreement for any reason, it may do so after giving two months' prior notice, wherein he will be obliged to give the services in the entire notice period.
- iii. 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.

Section III

16. Scrutiny of offers:

(a) Bidders must note that a two-stage procedure will be adopted in evaluating the bids (Technical Bid and Financial Bid) with the technical evaluation being completed prior to opening of financial bids.

(b) Evaluation of Technical Bid

Technical Bids of applicants will be evaluated based on the Eligibility Criteria (Pre-Qualification Criteria) as prescribed in paragraph 1 of the Tender Document. The Bidders need to submit information/details as per proforma prescribed in **Part I**.

(c) Evaluation of Financial Bid

i. Part-II (Financial Bid) of the online tender should contain only the service provider's quoted rates in the prescribed format. **The bidder should quote price as per format prescribed in Part II as available in MSTC portal.**

The Bidder should ensure that all columns of the price schedule (in the format available on the MSTC Portal) are duly filled and no column is left blank. After opening of the Financial Bid, no clarifications whatsoever shall be entertained by the Bank.

ii. The Part-II (Financial Bid) of only those tenderers' who qualify in the Technical Bid (Part-I) will be opened on a subsequent date, for which the intimation would be given to the qualified tenderers through valid email IDs furnished by them. The Tenderers may choose to be present during the opening of Part II of the tender.

iii. The Bank will prepare a hire rate table on the basis of the lowest rate quoted under each category of vehicles and each segment of travel by tenderers. The hire rate table prepared by the Bank will be offered, after opening of Financial Bid, to all eligible Bidders for their acceptance and consequent empanelment. Only such Bidders among above shall be considered for empanelment who agree in writing to work at the lowest rates (hire rate table prepared by the Bank) offered for each category of vehicle.

- iv. No terms and conditions should be indicated for the Financial Bid otherwise the same will be treated as invalid
- v. The Bank reserves its right to divide the order between one or more tenderers.
- vi. The rates/quotes in the Financial Bid shall be firm and final and will not be changed under any pretext during the period of the contract (the rates will be reviewed at the time of renewal of contract as mentioned in paragraph 6. iii. k) and as such the tenderers may quote their rates taking into account the probable future revisions in prices. The Bank will not entertain the contractor's claim for revision of rates during the period of the contract under any circumstances.
- vii. All statutory deductions, as applicable shall be made from the bills submitted by the company/agency/firm. The Financial Bid shall, therefore, be all inclusive (**excluding GST**).
- vii. Financial Bid should contain only the price filled in Indian Rupees.
- viii. The Financial/Financial Bid shall be completed in all respects and duly signed and stamped by an authorized representative of the tenderer.
- ix. No terms and conditions should be indicated in Part-II of the Tender. If any Tender is found with conditions mentioned therein, the same will be treated as "**invalid**".
- x. **Right to Accept or Reject:** Bank shall not be bound to accept the lowest or any tender and reserves to itself the right to accept or reject any bid or to accept whole or a portion of tender, as it may deem fit, without assigning any reason thereof.

18. Opening of Tender

- i. Validity of offer: The application and rates quoted in the tenders shall remain valid for acceptance by the Bank for a period of 90 days from the date of opening of the Financial Bid. The aforesaid period of 90 days may be extended by mutual agreement and the tenderer shall not cancel or withdraw the tender during this period.
- ii. The tender documents which do not comply with the terms and conditions prescribed in the tender document will be summarily rejected.

iii. No deviations / conditions shall be stipulated by the contractor in both technical and Financial Bids. Conditional tenders will not be accepted and will be summarily rejected.

iv. 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 also reserves the right to reject all the tenders without assigning any reason thereof.

v. The Bank may modify the Tender Document by issuing addendum/corrigendum, for any reason, and at any time. Any addendum to the Tender Document shall be part of the Tender Document and it will be binding on Tenderers. To allow Tenderers reasonable time to take any addendum into account in preparing their proposals, the Bank will extend, if necessary, the deadline for the submission of proposal.

Note: All the tenderers may please note that any amendments / corrigendum to the tender, if issued in future, will be notified on the RBI Website and MSTC Portal as given above and will not be published in the newspaper.

I/We hereby declare that I/We have read and understood all the above instructions/conditions and agree to abide by them.

Place:

Signature and seal of the Tenderer

Date:

Name of Authorized signatory

Part I

(Techno-commercial Bid)

To,

The Regional Director
Reserve Bank of India
Protocol and Security Cell (HRMD)
Dehradun - 248001

Madam / Dear Sir,

Application for Empanelment of Car Hiring/Taxi Operator Agencies/Companies to Provide Vehicle on Call Basis to the Reserve Bank of India, Dehradun

Basic Information (attach a separate sheet wherever required)

1.	(a) Name of the tenderer (b) Address of Registered Office, with mobile number and email ID. (c) Address for correspondence, with mobile number and email ID. (d) Name of authorised officials with mobile numbers and email IDs.	(a) (b) (c) (d)
2.	(a) Type/ form of organisation: (proprietorship firm/ partnership firm/ private limited/ limited company) (b) Date of establishment/ incorporation (c) Registering authority (d) Registration no. and date (Enclose relevant supporting documents for a to d above)	(a) (b) (c) (d)
3.	Name/s of proprietor/ partners/directors of firm/agency with designation and contact details	

4.	Annual turnover for the last 3 Financial years (attach documentary proof) (a) Year 2019-20 (b) Year 2020-21 (c) Year 2021-22	(a) ₹ (b) ₹ (c) ₹
5.	Income tax return details for last 3 years. (Attach documentary proof)	
6.	Details of work experience. (Attach documentary proof)	
7.	Bankers Solvency Certificate	Enclosed details as per Annex I
8.	PAN No. and GST No. (Enclose copies)	
9.	Indicate if involved in any litigation or any court cases pending relating to the service provided. (Attach a separate sheet if required)	
10.	(a) Total number of vehicles owned (Attach vehicle's RC copy as per requirement) (b) List of cars/vehicles owned with model, make, year of registration numbers supported by documentary evidence as per Annex II . (Attach separate sheets if required)	(a) (b)
11.	Bank Account Details (IFS code, Account Number, Account Type etc.) for refund of EMD. Please enclosed copy of cancelled cheque.	Enclosed details as per Annex IV
12.	Full details of NEFT (for EMD deposited), wherever applicable.	
13.	List of existing clients along with client report/certificate (As per format at Annex III)	

Note:

- (i) Please refer paragraph 1 (Eligibility criteria) for enclosing supporting documents.
- (ii) The Bank may call for documentary evidence for and / or verify the information furnished.

Declaration:

1. The above information is true to the best of my/our knowledge and if any information is found untrue or false I/We may be debarred from the Tender process/being given the Contract.
2. I/We agree to abide by the terms and conditions stipulated by the Bank.
3. I/We undertake to always supply vehicles with valid transport registration and valid taxi permit for hire by the Bank.
4. I/We am/are conforming to the provisions of Motor Vehicles Act, 1988 as amended from time to time and other rules/regulations formed by the Central and State Government and the State Transport Department in respect of registration, transport, traffic etc. as applicable from time to time. I/We shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of these rules/regulations.
5. I/We also agree that my/our Tender will remain valid for acceptance by the Bank for 90 days from the date of opening of **Part-II** 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.
6. 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.
7. I/We undertake to obtain police verification certificate regarding the antecedents of the persons engaged as drivers for providing Car Hiring services to the Bank
8. I/We understand that after empanelment, I/We would be under the obligation to supply vehicles on hiring basis to the Bank at the rates agreed with the Bank.

Signature of the Tenderer:

Date:

Seal:

Name of the Tenderer:

Part II

(Financial/Financial Bid)

Tender/application for Empanelment of Car Hiring/Taxi Operator Agencies/Companies to Provide Vehicle on Call Basis to Reserve Bank of India, Dehradun

Name of the tenderer/firm: - _____

Address:

For providing cars/utility vehicles of different variants for local and outstation tours. Rate variant-wise as per different usage given below should be comprehensive furnishing the details of the different types of vehicles available with the tenderer and various types of services. **The rates should be exclusive of GST.**

[This is for illustrative purpose only and the Financial Bid should not be submitted with Part-I Techno-commercial Bid. It should be submitted in MSTC Online Portal under section – **Financial Bid in excel format (excel format may be downloaded from MSTC portal).**]

(Do not quote rates here. Rates to be quoted on MSTC portal only)

Quotation for Hiring of Cars (Rates in Rupees ₹)

Sr.	Category of Vehicles		Compact Sedan (Indigo/ D'zire/ Etios/ Amaze/ Xcent or similar variants)	Sedan (Honda City/Maruti Ciaz/Hyundai Verna or Similar Variants)	Toyota Innova /Maruti Suzuki Ertiga or Similar Variants)	Toyota Innova Crysta or Similar Variants	Premium Sedan (Honda Civic/Toyot a Corolla or Similar Variants)
	Segments of Travel						
1	4 hrs / 40 kms						
2	8 hrs / 80 kms						
3	Extra km Charges						
4	Extra Hour Charges						
5	Outstation Minimum running* (in kms)						
6	Outstation per Km Charges						
7	Overnight Halt Charges						
Local Airport / Railway Station /Bus Stand (ISBT)							
8	Airport Pick up and/or Drop Charges						
9	Railway Station Pick up and/or Drop Charges						
10	Bus Stand (ISBT) Pick up and/or Drop Charges						
Particulars of Tax					Rate (percentage)		
GST							

Quotation for Hiring of Mini Bus / Bus
(Rates in Rupees ₹)

Sr.	Category of Vehicles →	Mini AC Bus / Tempo Traveler or Similar Variants	AC Bus Deluxe (2X2)
	Segments of Travel ↓		
1	4 hrs / 40 kms		
2	8 hrs / 80 kms		
3	Extra km Charges		
4	Extra Hour Charges		
5	Outstation Minimum running* (in kms)		
6	Outstation per Km Charges		
7	Overnight Halt Charges		
7	Airport Pick up and/or Drop		
8	Charges		
9	Railway Station Pick up and/or Drop Charges		
10	Bus Stand (ISBT) Pick up and/or Drop Charges		
Particulars of Tax		Rate (percentage)	
GST			

For Long Distance minimum running will be as indicated above against respective vehicles.

i. If the service provider is 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 service provider provides higher category vehicle on his own, he will be paid according to the rates approved for category of cars for which booking has been made.

ii. For airport drop/pick up, railway station drop/pick up or Bus Stand (ISBT) drop/pick up, a fixed amount would only be paid. No extra charges would be paid.

iii. **Quoted rates should be all inclusive but exclusive of GST** (no extra charges or taxes would be paid unless specified otherwise in this document).

iv. 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 each side (to and fro) and bill will be paid for actual distance or 10 Kms each side (to and fro), whichever is less. This would not be applicable in the case of airport drop/pickup, railway station drop/pick up and Bus Stand (ISBT) drop/pick up.

v. The cost of item prescribed in paragraph 6. (c) of scope of work (02, 500 ml mineral water bottles, face tissue papers, first aid box, hand sanitizer and newspapers of that day etc in the vehicle) would not be paid extra.

vi. For Airport/Railway Station pick up/drop / Bus Stand (ISBT) drop/pick up duty, the parking charges will be paid on production of original bills/receipts.

vii. The toll charges would be paid only on production of documentary evidence.

viii. The rates quoted by individual vendor under each category of vehicles and for each kind of use will be analyzed for the lowest rates among vendors and shall form the basis for the empanelment. Further, the minimum rates for each category/use quoted by the vendors will be offered to all other eligible vendors for acceptance and consequent empanelment.

SIGNATURE OF TENDERER

SEAL

DATE:

PLACE:

**Draft FORM OF BANKERS' SOLVENCY CERTIFICATE FROM A SCHEDULED
BANK**

(This should be enclosed with tender)

This is to certify that to the best of our knowledge and information M/s..... having address as reproduced below, a customer of our Bank are/is respectable and can be treated as good for any engagement up to a limit of ₹..... (Rupees). This certificate is issued without any guarantee or responsibility on the Bank or any of the officers.

(Signature)
For the Bank

Note:

1. Bankers' certificates should be on letter head of the bank and addressed to Regional Director, HRMD, Reserve Bank of India, Dehradun.
2. In case of successful Bidder being partnership firm, certificate to include names of all partners as recorded with the Bank.

List of owned cars/vehicle

S.N.	Name of Car/Vehicle	Model	Year of Manufacturing	Registration No.	Whether Car is registered as Commercial Vehicle in RTO (Yes/No)
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					
19.					
20.					

Note: Attach copies of Registration Certificates (RC)/ books of all cars

Signature and Name of the authorized person of the firm/bidder with office seal

Work Experience

List of similar works executed by the tenderer during the last 5 years

S.N.	Details of Services provided	Name & address of the organization	Name & address of Employee/Officer under whose supervision services were provided	Amount (for entire annual contract)	Whether services were provided for the originally contracted length of time or not	No. of years dealing with the organization
1						
2						
3						
4						
5						
6						
7						

Note: (i) Attach documentary proof such as experience certificate/work order/completion certificate in client's letter head.

(ii) Attach Performance report/ certificate issued by above clients.

Signature and Name of the authorized person of the firm/bidder with office seal

Bank details of Bidder

Name of the Bidder:

Address (in full):

1	Name of the Account Holder (as appearing in the Bank Account)	
2	Account Number	
3	Type of Account (Savings, Current etc.)	
4	PAN Number	
5	Name of the bank	
6	Name of the Branch	
7	Address of the bank	
8	IFSC Code	

Note: Enclose copy of cancelled cheque.

Signature and Name of the authorized person of the firm/bidder with office seal

Declaration

I/We solemnly hereby declare that:

a) The firm/company is not involved in illegal activities or financial frauds. There are no cases with the Police/ Court/ Regulatory authorities against the bidder.

b) The firm/company has not been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.

c) The firm/company has not been suspended / delisted / disqualified by any organization including Reserve Bank of India, any time in the past, on any grounds.

d) The firm/company has not rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The firm/company shall give details of all disputes it had with its clients and furnish the status thereof.

Signature and Name of the authorized person of the firm/bidder with office seal

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)

To

Date:

The Regional Director
Reserve Bank of India
Human Resource Management Department
Dehradun - 248001

Place

Madam / Dear Sir,

Bank Guarantee for performance security deposit – Empanelment of Car Hiring/Taxi Operator Agencies/Companies to Provide Vehicle on Call Basis to Reserve Bank of India, Dehradun

WHEREAS

WHEREAS Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Fort, Mumbai, (hereinafter called “the RBI”) and its Regional Office at 74/1, 3rd Floor, GMVN Building, Rajpur Road, Dehradun, Uttarakhand (hereinafter referred to as RBI) has awarded the Contract for the captioned project (hereinafter called the "Contract") to M/s _____ (Name of the Contractor) (hereinafter called " the said Contractor" which expression shall include its successors and assigns).

AND Whereas the Contractor is bound by the said Contract to submit to RBI a Performance Security for a total amount of ₹. _____ (Rupees _____ only) (Amount in figures and words) for the due fulfilment by the said contractor of the terms and conditions contained in the contract. We, _____ (Name of the Bank), (hereinafter called “the Bank”), at the request of M/s _____, the contractor, do hereby undertake to pay to the RBI an amount not exceeding Rs. _____ as Performance Guarantee for due fulfilment of the terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

1. We ----- (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, assigns that in the event of the RBI coming to the conclusion that the Contractor has not performed his obligations under the said conditions of the contract or have committed a breach thereof, which conclusion shall be binding on us as well as the said contractor, we shall on demand by the RBI, pay without demur to the RBI,

a sum of Rs..... (Rupees----- only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Performance Guarantee Amount for the due performance of the obligations of the Contractor under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of Rs..... (Rupees----- only).

2. We also agree to undertake to and confirm that the sum not exceeding Rs. (Rupees----- only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. The Bank shall pay to RBI any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to the RBI under this guarantee shall be independent of the agreement or agreements or other understandings between the RBI and the Contractor.

4. This guarantee shall not be revoked by us without prior consent in writing of the RBI.

5. Any notice by way of demand or otherwise hereunder may be sent by special courier, mail, 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.

We hereby further agree that –

a) Any forbearance, act or omission on the part of the RBI in enforcing any the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Contractor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Contractor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs..... (Rupees only).

b) Our liability under these presents shall not exceed the sum of Rs..... (Rupees only)

c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents/clients or their obligations thereunder or by dissolution or change in the constitution of our said constituents.

d) This guarantee shall remain in force up to ----- provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

e) 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

f) 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.

g) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the or on the day when our said constituents comply

with their obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

In witness whereof I/We of the Bank have signed and sealed this guarantee on the ---
----- day of ----- (Month) (Year) being herewith duly authorized. For and on behalf of
_____ (Name of the Bank) Signature of authorized Bank official

Name:

Designation:

Stamp/ Seal of the Bank

Signed, sealed and delivered for and on behalf of the Bank by the above named in the presence of:

Witness 1

Signature

Name

Address

Witness 2

Signature

Name

Address

(NB: This guarantee will require stamp duty as applicable in the state, where it is executed and shall be signed by the official whose signature and authority shall be verified).