

**Reserve Bank of India
Hoshangabad Road, Post Box No. 32
Bhopal – 462 011**

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

The Format For Technical Bid – Part I

To
The Regional Director
Reserve Bank of India
Hoshangabad Road
Post Box No. 32
Bhopal – 462 011

S. No.	Particulars	Details to be filled in by the Company / Firm / Agency
1.	Name of the Company / Firm / Agency	
2.	Regd. Office / Business address of the Company / Firm / Agency along with Telephone No., Mobile No., fax number and E-mail, if any (a) Whether having own office/garage at Bhopal # (b) Whether having office at any other important cities of M.P. (if so details thereof). #	
3.	Date of incorporation / Constitution	
4.	Work experience–Details of work experience as per the requirement in the prequalification criteria supported by work orders, documents, certificates. The details along with documentary evidence of previous experience, if any, of providing car/taxi hiring services for the Reserve Bank of India at any centre or government/semi-govt/public sector undertakings/banks/MNCs should also be given.	

5.	Creditworthiness of the Contractor and their Turn-over during the specified period (year-wise). Copies of the Income Tax clearance certificates/Income Tax Assessment orders along with the latest final accounts of the business of the Contractor duly certified by a Chartered Accountant should be enclosed in proof of their creditworthiness and turn over for 3 previous three years viz.	
	2012-13	
	2013-14	
	2014-15	
6.	Whether registered with Labour Department under the Contract Labour (Regulation and Abolition) Act, 1970. If yes, indicate date of registration.	
7.	Name and address of the bankers (full detail) along with following details: a) Working capital available on an average b) Bank finance availed for cars c) Working capital limit availed	
8.	Name and address of the clients along with full details.	
9.	Number of vehicles owned (please attach complete list) with details such as type/make/model of vehicle, condition/age of vehicle with their Registration, Taxi permit No. Etc. (attach documentary evidence)	
10.	Number of Drivers in employment of the firm/company/agency	

It may be noted that 2(a) above will be treated as a pre-requisite. However, 2(b) is only a desirable condition but not a necessary condition while doing the technical evaluation.

The Bank reserves the right to call for 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 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 Annexure I.

3. We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of part I of the tender and this period of validity can be extended for such period as may be mutually agreed in writing between the Bank and tenderer. We also agree to keep the earnest money valid during the entire period of validity of tender (Annexure I).

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.

Dated this ----- day of -----2015/16.

Signature
Name and seal of the TENDERER

(This format shall be sent in sealed cover super scribing “**Tender/Application for empanelment of car hiring/taxi operator agencies for providing vehicles to Reserve Bank of India, Bhopal**” and dropped in the box kept with the Enquiry Officer at the main gate of the Bank Building. Last date of receipt of Tender/Application is **May 26, 2015 upto 3.00 pm.** Please Note if all the particulars are not filled up or requisite documents not submitted, the application will be rejected.)

@ If the service provider 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 service provider 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 (no extra charges including taxes would be paid).

3. For airport dropping/picking, Bhopal railway station drop/picking, a fixed amount would only be paid. No extra charges would be paid irrespective of the location wherever the vehicle is required within Bhopal Municipal Limits.

4. The maximum distance that can be claimed in respect of garage and point of pick-up and back to garage would be restricted to 10 kms. This would not be applicable in the case of airport drop/pickup and railway station drop/picking.

5. The cost of item No. 8 in the broad scope of work (Mineral water, face tissue paper, umbrella in the vehicle, first-box in the vehicle and Newspaper) would not be paid extra.

6. No parking charges would be paid in the case of airport drop/pickup and railway station drop/picking.

7. **The tender of the tenderer quoting the lowest rate under each category of vehicles will be accepted for that particular category of vehicles only.**

SIGNATURE OF TENDERER

SEAL

DATE:

PLACE:

Annexure I

Eligibility Criteria and General Instructions To Tenderers

Issue and Submission of Tender

Sealed tenders are invited in two parts, Part I containing terms, conditions and detailed scope of work and Part II price bid only, from car hiring/taxi operator agencies/companies who satisfy the following minimum pre-qualification criteria for empanelment for a period of one year, which may be extended for further periods as may be decided by the Bank based on the performance of the service providers.

- 1. Minimum 3 years experience in the field of transport service provider.**
- 2. Should have carried out such works of minimum one year duration in the last three years for Government/semi-government/public sector undertakings, banks/MNCs etc.**
- 3. Tenderers should have reasonable size of fleet of vehicles and annual business turnover of not less than 10 lakhs annually.**
- 4. The vehicles should have valid Taxi permit. The tenderers whose vehicles have taxi permit only need to submit the tenders. Attach documentary evidence of taxi permits.**
- 5. Tenderers should have applicable tax registrations (PAN, TIN, VAT, CST, etc.) supported by documentary evidence.**
- 6. Should have their own office in Bhopal**
- 7. Tendering firms/companies should have current account in scheduled banks**

The Tender shall be prepared and submitted separately in sealed envelopes in two parts, viz, Part I and Part II clearly indicating on the covers "Part I – Technical and Commercial" and "Part II – Financial", respectively. The covers shall be super scribed **"Tender/Application for empanelment of Car Hiring/taxi operator agencies/companies for providing vehicles to Reserve Bank of India, Bhopal** and addressed to Regional Director, Reserve Bank of India, Hoshangabad Road, Post Box 32, Bhopal – 462 011. Telegraphic, Fax and E-mail, tenders will not be accepted. The full name, postal address, e-mail address and telefax / telephone number of the tenderer shall be written on the bottom left corner of the sealed envelope. Insertions, post scripts, additions and alterations shall not be valid unless confirmed by the tenderer's signature. All copies of the tenders should be complete in all respects with all attachments/enclosures/annexure.

Incomplete forms or without proper documentary evidence etc. (desired above) will be outrightly rejected by the Bank.

The tender forms (Part I and Part II in two separate sealed envelopes) may be submitted latest by 3.00 PM on May 26, 2015. The forms, received after the said date and time will not be accepted.

SECURITY MONEY

The intending Tenderer shall pay as earnest money, a sum of Rs. 10000/- (Rs. Ten Thousand only) as earnest money by demand draft, in favour of Reserve Bank of India, Bhopal, drawn on a schedule commercial bank payable at Bhopal. The earnest money of the successful tenderers shall be retained as Security Deposit. No interest shall be paid on the security Deposit. ***If the successful tenderer refuses to sign the agreement subsequently, Earnest Money shall stand forfeited.*** The Earnest Money of un-successful tenderer(s) shall be refunded without any interest. (PLEASE NOTE THAT EARNEST MONEY DRAFT SHOULD BE ATTACHED WITH PART I (Technical Bid) OF THE TENDER /APPLICATION) or ELSE THE APPLICATION WILL BE REJECTED). No interest is payable on security money amount.

OPENING OF THE TENDER The part I of tender will be opened on **May 26, 2015 at 04.00 PM in the presence of tenderers.** The price Bid of only those tenderers will 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. The tenderers would be required to remain present themselves during the opening of part II of the tender.

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

The broad scope of work shall include the following:-

1. Providing the vehicles (AC/Non AC) such as Car/SUVs/Vans etc. as and when requisitioned by the Bank/by a person authorized by the Bank.
2. The service provider must be able to provide sufficient variant of vehicles having taxi permit viz Indica (AC/Non AC), Indigo, SX4, Honda City, Honda Accord, Skoda, Accent/Xcent, Camary, Innova, Tavera and Radio cars etc.,
3. All vehicles provided to the Bank should have valid permits to travel locally and throughout India.
4. All vehicles should be in good condition with its upholstery etc in proper shape.
5. The driver should have a valid driving licence, which should be produced by him as and when demanded by traffic personnel. Renewal of his driving licence from time to time will be the sole responsibility of the Agency. The drivers should display their Driving Licence prominently on the dash board or any prominent place of the car as is now mandated for all taxis
6. 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.
7. 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. They should maintain duty slips with complete details of kms travelled/time of relief, etc. duly authenticated by the officer's signature. Besides they should be neatly turned out and be polite, courteous and service oriented at all times.

8. The vehicles should be provided with Two newspapers (one English/Hindi and one financial News Paper of the date (ii) Water bottles of reputed brand such as Bisleri, Kinley, Aquafina, Himalaya etc. (iii) Tissue Papers (in pouch) (iv) Mobile phone of the driver on duty v) umbrella, vi) first-aid box. No extra charges would be paid for the same.

9. 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.

10. Preferably, the service provider 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.

11. The contractor shall provide taxi on written or verbal instructions over phone within the time specified therein. The Contractors shall also be required to provide taxi on short notice from the Bank **(say within an hour in case of emergency). In case the transport provider fails to provide taxi on our request either verbal over phone or written, the Bank shall be free to remove the transport provider from the panel of transport providers.**

12. The Contractor shall ensure compliance of the provisions of Contract Labour (Regulation & Abolition) Act 1970, Minimum Wages Act 1948 and other labour laws wherever applicable, while engaging labourers for the aforesaid work.

13. The persons engaged by the transport providers will be the employees of the Contractor and neither the Contractor nor the labourers shall have any right to claim any employment in the Bank. .

14. The contractor shall ensure that the taxis provided by him are registered under Motor Vehicle Act 1988 as revised from time to time and also follow latest Road Safety rules and regulations.

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

16. The contractor shall arrange to obtain police verification certificate regarding the antecedents of the persons engaged by them.

17. (a) The successful tenderer shall execute an agreement with the Bank on stamped paper 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 shall apply on this contract. Normally, the tender will be valid for one year, renewable after due performance appraisal of the service provider. The contract may be renewed after

expiry for a further period of one year each at a time on mutually agreeable terms and conditions.

(b) The stamp duty shall be borne and paid by the operator.

18. The rates offered by the tenderers and acceptance by the Bank, will remain valid, for a period of one year, whereafter 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.

19. (i) For deficiency in services and serious inconvenience caused to the Bank and its officials or those whom Bank directs to provide services, penalty not exceeding 25% of the estimated bill for the relevant instance may become leviable. However, the Bank will levy it only after giving due notice. In case of dispute an appeal may be made to the Regional Director, whose verdict will be final in the matter. (ii) It will be the sole responsibility of the operator to provide taxi(es)/vehicles as and when requisitioned by the Bank including Night/Early Morning. Any delay will attract penalty as deemed fit by the Bank as at 19 (i) above. Without prejudice to the above, the operator will also have to make alternate arrangements in case of breakdown of his vehicle(s). In case of failure, the Firm will be responsible to compensate all expenses incurred in this regard and the same will be deducted from any other bill and binding on the operator. Decision of the Bank in this regard will be final and binding on the operator. Such compensation may be in addition to any penalty levied under 19 (i). Penalty and compensation, if any, will be deducted from any pending bill of the service provider.

20. The contractor shall ensure that the cars provided should not be more than 2 years old.

21. The car hiring agency should convey without fail the car details i.e. Car make & colour, Car Registration No., Driver's Name and his mobile number to Car Desk and to the user of the car by a telephone call and through an SMS respectively.

In very rare case if the booked car cannot be made available on any day due to non-availability of driver/car, the Agency should make alternate arrangements promptly. The Agency should intimate the changes to the concerned Department of the Bank / Car Desk. Hiring of car by the Agency from any other agencies due to non-availability of the car leads to dual control and hence should be avoided. The agency should not refuse to provide cars of any specific make when booked by the Bank

22. The driver must always be available at the place where the car is parked.

23. 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.

24. 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.

25. The Hiring Agency or its agents / employees / drivers committing any breach of terms and conditions mentioned herein and / or rendering unsatisfactory services, in the

opinion of the Bank shall render itself liable for summary termination of the agreement forthwith without any notice or any compensation in lieu thereof.

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

27. (a) Punctuality of Time and Quality of service will be the essence of the Agreement.
(b) Therefore the renewal of the agreement will also be subject to punctuality of time and satisfactory performance by the service provider.

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

Taxes:

The prices quoted shall be deemed to have included all taxes, custom duty, excise duty, local levies, works contract tax, Value Added Tax (VAT), etc. Imposed/to be imposed by Central/State Government/ Local Bodies. If the Tenderer fails to include such taxes and duties in the tender, 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 contractor. As regards service tax, under the reverse charge mechanism, the service tax, as applicable to the service provider, shall be paid by the vendor and any service tax liability as service recipient will be borne by the Bank.

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 contractor 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 contractor does not provide these policies, the Bank reserves the right to recover the cost of loss or damage from the bill of the contractor.

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

Signature of TENDERER

Seal

Address