



**Reserve Bank of India
Aizawl**

Empanelment of Car Hiring Agencies/Companies, Aizawl

Reserve Bank of India, Aizawl invites sealed tenders/applications from reputed and experienced Aizawl based Car Hiring Agencies/Companies for Empanelment by the Bank for providing vehicles for the use of its officers and authorized person on as and when required basis.

2. The schedule of the tender is as mentioned below.

a.	Mode Of Tender	Physical / Offline tender
b.	Date & Time of Tender documents available to parties to download	February 07, 2023 (10.00 AM)
c.	Pre-Bid meeting (Offline)	03:00 PM, February 10, 2023 at RBI Aizawl, 3 rd Floor, F. Kapsanga Building, Dawrpui, Aizawl.
d.	Estimated cost	Rs. 10,00,000/- (Rs. Ten Lakh only)
e.	i) Earnest Money Deposit ii) Tender Fees: NIL	Rs 20,000/- (Rs. Twenty Thousand only)
f.	Last date of submission of EMD.	03:00 PM of March 07, 2023
g.	Date of closing of tender for submission of Part-1 (Technical Bid) & Part-II (Price Bid).	03:00 PM of March 07, 2023
h.	Date & time of opening of Part-I	03:00 PM of March 08, 2023

i.	Part-II (Price Bid): Date of opening of Part II i.e. price bid	Will be communicated in due course.
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3. Interested parties/organizations may submit their bid on or before March 07, 2023 (up to 03.00 p.m.) in the prescribed format in a sealed cover super scribing thereon "TENDER FOR EMPANELMENT OF CAR HIRING AGENCIES/COMPANIES". Tenders received after the said date and time will not be accepted. The Bank reserves its right to accept or reject any or all of the offers without assigning any reason thereof.

General Manager & Officer-in-Charge
Reserve Bank of India
Aizawl

Disclaimer

The Reserve Bank of India, Aizawl (the Bank) has prepared this tender document. The information is provided to prospective bidders to bid for Empanelment of Car Hiring Agencies/Companies for providing vehicles to the Reserve Bank of India, Aizawl on as and when required basis. 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 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. 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.



**Reserve Bank of India
Aizawl**

Annexure I

General Instructions to Tenderers and Special Conditions

Issue and Submission of Sealed Tender

Sealed tenders are invited in two parts, Part I containing terms, conditions and detailed scope of work and Part II containing Price Bid only, from car hiring 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 own a fleet of at least 10 cars and annual business turnover of not less than Rs.10 lakhs annually. (Attach documentary evidences)**
- 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 and GSTIN) supported by documentary evidence.**
- 6. Should have their office in Aizawl, Mizoram.**
- 7. Tendering firms/companies should have KYC compliant Saving/Current Bank Account.**

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 Bid" and "Part II – Financial Bid", respectively. The covers shall be super scribed "**Tender for Empanelment of Car Hiring Agencies/Companies - Aizawl**" and addressed to **Reserve Bank of India, Aizawl, 3rd Floor, F. Kapsanga Building, Dawrpui, Aizawl -796001**. Telegraphed, 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 and annexures.**

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

The tender forms (Part I and Part II in two separate sealed envelopes) should be submitted latest by 03:00 PM on March 07, 2023. The forms, received after the said date and time will not be accepted.

EARNEST MONEY DEPOSIT (EMD)

The intending Tenderer shall pay as EMD a sum of **₹20,000/- (Rupees Twenty Thousand only)** by NEFT only in the following account details:

Beneficiary Name: Reserve Bank of India

Account Number: 186003001

IFSC: RBIS0AZPA01

The successful tenderers are required to deposit Security Deposit Security Deposit at Rs.50,000/- (Fifty Thousand only). No interest shall be paid on the security deposit. The EMD of un-successful tenderer(s) shall be refunded without any interest. If the successful tenderer refuses to sign the agreement subsequently, Earnest Money shall stand forfeited. ***Please note that Earnest Money Deposit transaction slip should be attached with part I (Technical Bid) of the tender /application or else the application will be rejected).***

OPENING OF THE TENDER

The Part I of the tender will be opened on **March 08, 2023 at 03.00 PM** in the presence of tenderers. The Financial Bid (Part II) of such of those tenderers, which are found eligible after scrutiny of Part I of the tenders, only will be opened on a subsequent working day which will be intimated to all the eligible tenderers. The authorized representatives of the tenderers may choose to be present **during the opening of Part I and Part II of the tender.**

SCOPE AND GENERAL GUIDELINES

Broad Scope of Work and Guidelines to be followed by the contractor for providing vehicles to the Reserve Bank of India for the use of its officers and authorized person.

The broad scope of work shall include the following:-

1. Providing the vehicles (AC / Non AC) such as Cars/SUVs/Vans etc. as and when requisitioned by the Bank/by the person authorized by the Bank.
2. The service provider must be able to provide sufficient variant of vehicles having taxi permit viz Swift, Indigo, Dzire, Tata Sumo, Bolero, Ciaz, Honda City, Honda Accord, Innova, Scorpio, Tavera, Marazzo, Tata Harrier, 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 and not more than 05 years old with its upholstery etc. in proper shape.
5. The driver should have a valid driving licence, registration certificate, pollution clearance and other pertinent documents as required which should be produced by him/her as and when demanded by traffic personnel. Renewal of his/her driving licence from time to time will be the sole responsibility of the Agency.
6. The drivers deployed should have reasonable experience with good driving record and should be able to converse in English. He/She 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/She 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 kilometres 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 vehicle(s) sent by the agency in response to a requisition should be provided with (i) One English Newspaper (ii) Two bottles of branded mineral water like Bisleri, Aquafina, Kingfisher, Kinley, Himalaya etc. of 500 ml each (iii) Face tissue papers in case/pouch, (iv) Umbrella, (v) First-aid box, (vi) Fire-extinguisher and (vii) Universal mobile charger. No extra charges will be paid for the above amenities and the cost should be included in the charges quoted by the agencies. In case of complaint about non-availability of required things a penalty upto 25% of Bill will be deducted from the relevant bill.

9. All the papers viz. insurance, registration, road tax, pollution, permits, valid licence, 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.
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 non-judicial stamped paper of Rs. 500/- within **seven days** 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 contractor.

18. The rates offered by the tenderers and acceptance by the Bank, will remain valid, for a period of one year, where after they may be reviewed at the time of renewal of the Contract provided any major changes occur in labour laws or Govt. decision affecting fuel pricing etc.
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 be levied. However, the Bank will levy it only after giving due notice. In case of dispute an appeal may be made to the General Manager (Officer-In-Charge) whose verdict will be final in the matter.
- (ii) It will be the sole responsibility of the operator to provide taxies/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 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 e-mail/ SMS/ Whatsapp respectively at least four hours prior to the arrival/ departure of the user.
21. The driver must always be available at the place where the car is parked and strictly follow the traffic rules.
22. 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 aspect.
23. The drivers/employees engaged by the agency shall 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. They shall also abide by the instructions given by the security officers/guards of the Bank and vehicles/persons shall undergo security check as and when required
24. 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.

25. 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
26. Punctuality of Time and Quality of service will be the essence of the Agreement. Therefore, the renewal of the agreement will also be subject to punctuality of time and satisfactory performance by the service provider.
27. **Settlement of dispute by Arbitration:** All disputes and differences of any kind shall be referred to the General Manager & Officer-In-Charge, Reserve Bank of India, Aizawl and settled by him who shall state his decision in writing, which will be binding on the transporter/service provider. However, any legal disputes or otherwise such as difference or questions, if any shall be deemed to have arisen at Aizawl and only courts in Aizawl shall have jurisdiction to determine the same. Alternate settlement modes can be used for settling any legal dispute with mutual consent only.
28. **Confidentiality:** The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment etc., which may come to the possession or knowledge of the Contractor during the course of discharging its contractual obligations in connection with this empanelment, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Contractor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Bank shall be entitled to claim damages and pursue legal remedies.
29. The Contractor shall take all appropriate and prudent actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality shall survive the expiry or termination of this agreement for whatever reason.
30. **The Sexual Harassment of women at work place** - The Contractor / Agency shall be solely responsible for full compliance with the provision of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013"

- a. In case of any complaint of sexual harassment against its employee/s, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency and the Contractor / Agency shall ensure appropriate action under the said Act in respect to the complaint.
 - b. Any complaint of sexual harassment from any aggrieved employee of the Bank against any employee/s of the contractor shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
 - c. The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank's employee, if sexual harassment/violence by the employee of the contractor is proved.
 - d. The contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.
31. The quoted service charges shall be inclusive of Insurance charges, uniform charges, and any other taxes/duties/levies whether existing or future, levied by the Central Government or any State or Local Authority, as applicable, for which no separate claim shall be made. **Goods and Service Tax should be shown separately.** As per law, taxes as applicable, will be deducted at source and a certificate for the same will be issued to the contractor.
32. The lowest rate quoted under each category of vehicles by the tenderers shall be reckoned as the base rate for consideration for empanelment. Further, the minimum rates for each category/use quoted by the vendor will be offered immediately after opening of Price Bid to all other eligible vendors for acceptance and consequent empanelment.
33. All payments shall be released through NEFT/RTGS channel only, for which necessary account details shall be submitted to the Bank.
34. The Bank reserves the right to accept or reject any/all applications or annul the process of qualification without any liability or assigning any reason thereof.
35. The Bank reserves right to split the scope of work to more than one agency/agencies without assigning any reason whatsoever no claim will be entertained on account of this.
36. The service Provider or its agents/ employees/ drivers committing any breach of terms and conditions mentioned herein and/ or rendering unsatisfactory services, in the opinion of the Bank shall render itself liable for penalty and /or termination of the agreement forthwith without any notice or any compensation in lieu thereof.

37. The Bank gives no guarantee to provide minimum quantum of work.
38. Without prejudice to above, the Agreement can be terminated with a notice of one month on either side, during the agreement period.
39. The rates offered by the tenderer and acceptance by the Bank, will remain valid, for a period of one year. However, contract can be extended further for one year at a time up to maximum of two years subject to the satisfactory performance of duties and proper fulfilment of all terms and conditions of the agreement of the agency on mutually agreed rate.
40. All vehicles provided to the Bank shall have valid permit to travel locally and throughout India and all other statutory compliances in place.
41. The firm shall provide for the boarding & lodging of the driver such that separate claim for the same will not be entertained.
42. The service provider shall convey by email without fail the confirmation of booking to the Travel Desk of the Bank and to the guest followed by sms of car details at least four hours prior to the time specified in the requisition i.e. Car make, Car registration no., Driver's name and mobile number.
43. If the service provider provides on his own any other make or model of car higher than the one requested, the payment shall be made according to the rates approved for car requisition by Bank.
44. It shall be sole responsibility of the service provider to provide Taxi/vehicles as and when requisitioned by the Bank including late-night/early morning. Any delay will attract penalty as deemed fit by the Bank.

48. 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.

Signature of TENDERER:

Seal:

Address:

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

The Format for Technical Bid-Part I (Attach separated sheet wherever required)

The General Manger
Reserve Bank of India
3rd Floor, F. Kapsanga Building
Dawrpui, Aizawl
796001

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 Aizawl # (b) Whether having office at any other important cities of Assam (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, and 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/semigovt/public sector under- takings/banks/MNCs should also be given.	

5.	Credit worthiness of the Car Hiring / Taxi Operator 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. 2019-20, 2020-21 and 2021-22.	
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. **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.**
4. **I/We understand that after empanelment, I/We would be under the obligation to supply taxis for Reserve Bank of India, Aizawl at the lowest quote given in the price bid by the co-bidders, under each category.**

Dated this _____ day of _____, 2023.

Signature

Name and seal of the Tenderer

(This format shall be sent in sealed cover superscripting **“Tender for Empanelment of Car Hiring Agencies/Companies -Aizawl”** and dropped in the box kept at **Reserve Bank of India, 3rd Floor, F. Kapsanga Building, Dawrpui, Aizawl - 796001**. Last date of receipt of Tender/ Application is **March 07, 2023 up to 03:00 pm**. Please Note if all the particulars are not filled up or requisite documents not submitted, the application will be rejected).



**Reserve Bank of India
Aizawl**

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

PART II- FINANCIAL/PRICE BID ONLY

Name of the Contractor/Firm –

Address:

For providing cars/utility vehicles of different variants (AC/Non- A/C) for local and outstation tours. Rate structure variants wise both AC/Non-AC for Full day/ Half- day/ Outstation/Airport pick-up/drop furnishing the details of the different types of vehicles available with the tenderer and various types of services.

Rates (₹)

RATE OF HIRING CHARGE				
PRICE OF VEHICLES	MINIMUM HIRING CHARGE	RATE PER K.M	RATE PER HOUR /ON DUTY WAITING CHARGE	DAY/NIGHT HALT WITHOUT DUTY
1	2	3	4	5
Below Rs.7 Lakh				
Rs.7 Lakh & Above Below Rs.12 Lakh				
Rs.12 Lakh & Above Below Rs.17 LAKH				
Rs.17 Lakh & above				

**** Outstation to be treated crossing the geographical borders of Aizawl District.**

**** Please do not add Goods and Service Tax which will be paid as per Govt. norms. Service charges to include all types of statutory levies and exclude GST. Goods and Service Tax must be shown separately.**

@ 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.

1. The quoted service charges shall be inclusive of Insurance charges, uniform charges, and any other taxes/duties/levies whether existing or future, levied by the Central Government or any State or Local Authority, as applicable, for which no separate claim shall be made. **Goods and Service Tax should be shown separately.** As per law, taxes as applicable, will be deducted at source and a certificate for the same will be issued to the contractor.
2. For airport dropping/picking, a fixed amount would only be paid. No extra charges would be paid irrespective of the location wherever the vehicle is required within Aizawl Municipal Limits.
3. 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.
4. The cost of mineral water, face tissue paper, umbrella in the vehicle, first-box in the vehicle and Newspaper) would not be paid extra.
5. Parking charges and Toll Taxes would be paid in the case of airport drop/pickup and other cases subject to production of receipts.
6. The lowest rates quoted under each category of vehicles by tenderers shall be applicable for all other tenderers.

SIGNATURE OF TENDERER:

SEAL: