



NEW DELHI REGIONAL OFFICE

**Address: NABARD Tower, 24, Rajendra Place,
New Delhi - 110008**

**Notice Inviting Tender for Empanelment of Car Rental
Agencies and Hiring of Car for NABARD New Delhi
Regional Office from 01 April 2025 to 31 March 2027**

राष्ट्रीय कृषि और ग्रामीण विकास बैंक

National Bank for Agriculture and Rural Development

Name of work	Tender for Empanelment of Car Rental Agencies and Hiring of Car for NABARD New Delhi Regional Office from 01 April 2025 to 31 March 2027
Date of Issue of Tender	03 March 2025
Time & Date of Pre-Bid Meeting	1100 hrs. on 07 March 2025
Time & Last Date of submission of Bids	1500 hrs. on 17 March 2025
Time & Date of Opening of PQ bid	1600 hrs. on 17 March 2025
Time and Date of Opening of Financial Bid	To be communicated to the qualified bidders separately
Venue for Submission and Opening of PQ bid	Conference Hall, Third Floor, NABARD Towers, 24, Rajendra Place, New Delhi - 110008
Earnest Money Deposit (Bid Security)	Rs. 80,000/- (Rupees Eighty Thousand Only)
No. of envelopes (non-window, sealed) to be submitted	Two (02) Envelopes a) Sealed envelope 1 containing technical bid + Proof of payment of EMD b) Sealed envelope 2 containing financial bid Both the above envelopes to be placed in one sealed envelope

Note : Any Pre-Qualification bid with incomplete information will be rejected.

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PART I

TECHNICAL BID

TO BE SUBMITTED IN SEPARATE SEALED COVER

Disclaimer

The information contained in this Tender Document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of National Bank for Agriculture & Rural Development (NABARD), New Delhi Regional Office is provided to the bidder(s) on the terms and conditions set out in this Tender Document and all other terms and conditions subject to which such information is provided.

This Tender Document is not an agreement and is not an offer or invitation to bid by NABARD New Delhi Regional Office to any party other than the applicants who are qualified to submit the bids ("bidders"). The purpose of this Tender Document is to provide the bidder(s) with information to assist them in the formulation of their proposals. This Tender Document does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis regarding any information contained in the Tender Document and the meaning and impact of that information and should check the accuracy, reliability and completeness of the information in this Tender Document and where necessary obtain independent advice. National Bank for Agriculture & Rural Development, New Delhi Regional Office makes no representation or warranty, express or implied, and shall incur no liability under any law, statute rules or regulations as to the accuracy, reliability or completeness of this Tender Document. National Bank for Agriculture & Rural Development, New Delhi Regional Office may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender Document.

Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or incidental thereto) or damage (whether foreseeable or not) ("Losses") suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this Tender document or conduct ancillary to it whether or not the losses arise in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

This Tender Document has been prepared solely for the purpose of enabling the Bank in defining the requirements for engaging the Services of an Agency for providing hiring of car services as mentioned in the Scope of Work.

The Tender Document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful Bidder as identified by the Bank after completion of the selection process.

NOTICE INVITING TENDER

Ref. No. NB ND/ Liaison/ 345543 / Hiring of Taxi / 2025-27

Dtd: 03.03.2025

Dear Sir,

Notice Inviting Tender for Empanelment of Car Rental Agencies and Hiring of Car for NABARD New Delhi Regional Office from 01 April 2025 to 31 March 2027

National Bank for Agriculture and Rural Development (NABARD), was established under the National Bank for Agriculture and Rural Development Act, 1981 having its Head Office at BKC, Mumbai and Regional Offices in all State Capitals. The New Delhi Regional Office is located at NABARD Towers, 24, Rajendra Place, New Delhi - 110008.

2. National Bank for Agriculture and Rural Development (NABARD), New Delhi Regional Office invites tender from reputed car rental agencies which are locally based at Delhi NCT with its permanent office in Delhi NCT through two bid system from eligible bidders for the captioned services as per the terms and conditions contained in the tender. The requirement of taxis will be on 'As and When Required Basis'. The estimated amount of service is ₹ 40 Lakhs per annum.

3. Sealed tenders are invited in two separate covers – Part-I (Technical Bid) and Part-II (Financial Bid) for Empanelment of Car Rental Agencies and Hiring of Car at NABARD New Delhi Regional Office and should be addressed to GM-OIC, NABARD New Delhi Regional Office. The financial bid shall not have any correction/ omissions in figure/ words, otherwise the same will be treated as invalid offer/ tender. Both the sealed bid documents shall be submitted in one big envelope with proper superscription on these envelopes in the tender box; kept at the reception of NABARD New Delhi Regional Office. The last date of submission is 17 March 2025 up to 15:00 Hrs.

4. A complete set of Tender Document / Instructions for two bid system can be accessed online on Government CPP portal and NABARD website. The tender document is available free of cost to the vendors registered on CPP portal or accessing NABARD website. There is no need to submit any EMD (Earnest Deposit) amount for MSE registered vendor/consultant/agency. As this is critical activity, the

Startups (without meeting PQ criteria) are not permitted to participate in the tender process. The tender documents may be submitted at the reception of New Delhi Regional Office. The Part I (Technical Bid) of the tender documents will be opened by the Tender / Local Purchase Committee in the presence of tenderers or their authorized representatives who wish to be present on the same day i.e. 17 March 2025 at 1600 Hrs. in the Office of NABARD New Delhi Regional Office. In case, any holiday on the day of opening, the tenders will be opened on the next working day at the same time but the tender box will be sealed on same day and time, as scheduled above.

5. Intending bidders have to arrange for execution of pre-bid pre-contract Integrity Pact (on non-judicial Stamp Paper of Rs. 200/- / as per relevant stamp act of the state) failing which the tender will be rejected. All prospective bidders / vendors have to enter into an Integrity Pact with the Bank otherwise, they will not be eligible to participate in the tendering process. The pre-contract Integrity Pact should be submitted in original to “The General Manager & OIC, NABARD Tower, New Delhi Regional Office, 24, Rajendra Place, New Delhi – 110008” on or before 17 March 2025.

6. The tenders received after the above said scheduled date and time will not be considered.

7. Price bids shall be opened after scrutiny of the Technical bids. Price bids shall be opened in respect of only those firms who are found to be eligible in the Technical bid. The date for opening of price bids of technically qualified bidders will be intimated separately through email.

8. Before quoting the rates, the bidder should read the tender document carefully. Tenderers are advised to visit the office/sites, survey the prevailing conditions to get a better understanding of the nature and scope of work and obtain clarifications, if necessary, from NABARD New Delhi Regional Office before quoting the rates.

9. The agency should have a permanent registered office/ garage (owned or rented) **within the radius of 10 KM from NABARD New Delhi Office, 24, Rajendra Place, New Delhi-110008 or within the radius of 10 KM from T1 & T3 Airport terminals of IGI Airport, New Delhi.**

10. The Contract will start from the date of issue of work order with a provision of review of rates on completion of each year. The contract may be renewed for two more years (one year at each time), if services are found satisfactory as per mutual agreed terms and conditions. The renewal shall be on sole discretion of NABARD New Delhi Regional Office.

11. Instructions regarding Technical Bid, Price Bid, submission process and description & scope of works and the services required have been elaborated in the Terms and Conditions of the tender and other parts of the tender document.

12. Earnest Money Deposit (EMD) of ₹ 80,000/- (Rupees Eighty Thousand Only) is to be deposited through NEFT/RTGS as per details given below.

Name of Account: National Bank for Agriculture and Rural Development
Account Number (VAN): NABADMN23
Bank Name: NABARD
Branch Name: HEAD OFFICE, MUMBAI
IFS Code: NBRD0000002

13. After depositing the EMD amount, the tenderers are advised to send an email to liaison.delhi@nabard.org with the details of the transaction (UTR No.) and enclose the copy of the transaction report in the technical bid. Tender without EMD shall be rejected. However, MSMEs as defined in MSME Procurement Policy issued by Gol are exempted from submitting the EMD, a copy of the registration certificate needs to be enclosed with the Technical Bid.

14. A Pre-Bid meeting is scheduled to be held **on 07 March 2025 at 11:00 Hrs** in the Conference Hall on Third Floor of NABARD New Delhi Regional Office. The clarifications being sought in the pre- bid meeting should be submitted in writing at least 02 Working days prior to **the date of pre-bid meeting by email on liaison.delhi@nabard.org**. All the clarifications of the pre-bid meeting will be part of tender and will be updated and uploaded on NABARD website

15. NABARD of New Delhi Regional Office reserves the right to accept or reject any tender in whole or in part, and NABARD New Delhi Regional Office shall not be bound to accept the lowest (L1) tender or any tender.

16. Tenders which do not fulfil all or any of the conditions of NABARD New Delhi Regional Office or are incomplete in any respect and if the tenderer imposes his conditions in the tender in addition to the conditions specified by NABARD New Delhi Regional Office, the tender will be rejected.

17. NABARD New Delhi Regional Office will disqualify from the tender process, all bidders who do not sign the Integrity Pact or violate its provisions.

18. Any discrepancy, omission, ambiguity, if any, or any doubt in their meaning in the Tender Document may be sent to "The General Manager & Officer – in - Charge, National Bank for Agriculture and Rural Development, New Delhi Regional Office." The clarification / query will be reviewed by NABARD New Delhi Regional Office and will issue clarifications, if required, which will form part of the tender document. If any discrepancy, omission, ambiguity or any doubt in the meaning of the tender documents is not brought to the notice of NABARD New Delhi Regional Office within three working days from the last date of submission of tender then NABARD New Delhi Regional Office shall not be responsible for the same.

19. The validity of the offer will be 90 days from the date of opening of price bid.

20. Security Deposit: Interest free security deposit of ₹ 2,00,000/- (Rupees Two

Lakh Only) shall be deposited with the Bank by successful L 1 bidders within 15 days of award of work and which is net of EMD shall be refunded after 60 days from the expiry of the satisfactory contract period and will not bear any interest. Any loss to the Bank shall be made good from this amount. The Security Deposit will be liable to be forfeited in case the contractor commits any breach of any terms and conditions of the Contract or fails to complete the work/service.

21. The Price/Financial Bid shall be opened at a later date after detailed evaluation of the technical bid. The date of opening of price/ financial bid shall be intimated separately to the technically qualified bidders only.

22. The Price/ Financial Bid should not contain any conditions whatsoever and any such conditional bids received shall be rejected.

23. Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the tenderer who resort to canvassing will be liable to rejection.

24. NABARD New Delhi Regional Office does not bind itself to accept the lowest bid (L1). NABARD New Delhi Regional Office reserves the right to accept or reject any /all tender/s in part or whole of any firm / firms without assigning any reasons whatsoever.

25. The bids shall remain valid and open for acceptance for 90 days from the date of opening of Price Bid.

26. NABARD New Delhi Regional Office reserves the right to accept or reject any /all tender/s in part or whole of any firm / firms without assigning any reasons whatsoever. The decision of the Bank in this regard shall be final.

27. NABARD New Delhi Regional Office reserves right to change/modify/amend any or all provisions of the tender document. Such revision/amendment or corrigendum/addendum, if any, will be made available on NABARD's website.

28. Any discrepancies, omissions, ambiguities in the tender documents, if any, or any doubt as to their meaning should be reported in writing to "The General Manager and Officer – in - Charge, National Bank for Agriculture and Rural Development, New Delhi Regional Office" who will review the queries and if information sought is not clearly indicated or specified, NABARD New Delhi Regional Office will issue clarifications to all the tenderers which will become part of the Tender Document. NABARD New Delhi Regional Office will not be responsible if the discrepancies, omissions, ambiguities in the tender documents or any doubts as to their meaning are not brought to the notice of NABARD New Delhi Regional Office before three working days prior to the last date of submission of the tender.

Yours faithfully,

-sd-

(Upma Saxena)
Deputy General Manager

Scope of Work

1. SUPPLY OF CARS ON 'AS AND WHEN REQUIRED' HIRE BASIS

- a. The Bidder shall supply cars as per our hiring requirement which will be notified by email or over telephone or through a dedicated web portal / customized app for which booking is given by bank's authorized representatives. The cars shall be registered as tourist/ cab vehicles in Delhi NCT and possess valid taxi permits. It is to be clearly noted that the car may have to go to any part of Delhi NCT or other states of India (all India permit) in case of requirement. Bidder shall provide the list of vehicles owned by it in the **Annexure – VI** as mentioned in the tender documents.
- b. The contract shall be from 01 April 2025 to 31 March 2027. Vehicles are required by NABARD New Delhi Regional Office for both local as well as outstation use.
- c. The taxi hiring agencies (bidder) should be locally based at Delhi NCT with a permanent office. The agency should have a permanent booking desk which is manned 24 x 7.
- d. The bidder must have successfully executed / completed at least one work amounting to ₹ 32 Lakhs for supply of vehicles to one single institute or two similar works amounting to ₹ 20 Lakhs of two institutes or three similar works amounting to ₹ 16 Lakhs of three institutes for similar services in the last three years to departments / institutions like RBI/ Public Sector Banks/ Central Govt./ Public Sector Undertaking/ Central Government Departments / Fortune 500 Private Sector Industries. Details of work experience to be supported by work orders/ certificates etc. from the above-mentioned institutions.

2. VEHICLE RELATED DETAILS

- a. The Service Provider has to supply the below mentioned model of vehicles or their equivalent or higher latest models as far as price range is concerned.

Sl. No.	SEDAN (4-Seater)	PREMIUM SUV (6-Seater)	PREMIUM SEDAN (4- Seater)
1.	Toyota Etios	Toyota Innova Crysta	Toyota Corolla Altis
2.	Honda Amaze	Tata Hexa	Hyundai Verna
3.	Hyundai Xcent	Toyota Fortuner	Maruti Ciaz

4.	Swift Dezire	Honda CR-V	Honda City
5.	Hyundai Aura	Tata Harrier	Honda Civic
6.	Or any higher latest models	Or any higher latest models	Or any higher latest models

b. Vendors who own Electric Vehicles (EVs) may also quote for airport pick up and drop separately as per Financial Bid.

c. The vehicle provided for hiring purpose shall be kept in good running condition at all times. The agency at his own cost will arrange procurement of fuel, lubricants, spares etc. Routine maintenance, repair, frequent check-ups, servicing, overhauling, payments of wages to drivers and cleaners etc., will be the agency's liability.

d. The original Registration Book as well as the Certificate of Comprehensive Insurance, PUC, road tax, permits, driver's license, insurance and/ or any other document related to each vehicle as required by RTO should be readily available in each of the vehicle with drivers. The charges for the same must be borne by the agency.

e. Service provider to be governed by the latest guidelines of Ministry of Road Transport and Highways (MoRTH) / Transport Department Government of NCT of Delhi / any other authority applicable in Delhi NCT, from time to time.

f. The agency should have a permanent registered office/ garage (owned or rented) **within the radius of 10 KM from NABARD New Delhi Office, 24, Rajendra Place, New Delhi-110008 or within the radius of 10 KM from T1 & T3 Airport terminals of IGI Airport, New Delhi.**

g. One set of photocopy of all the above documents along with two copies of driver's antecedents indicating residential address, brief family background, Aadhar etc. shall be kept in the vehicle sent for duty.

h. In case of major break down or non-supply or withdrawal of vehicles from services by the agency for any reason whatsoever, the agency shall immediately replace the same by another serviceable vehicle duly approved by the bank. Withdrawal of vehicle shall be done with prior intimation. The maximum period allowed for replacement by substitute vehicle is one hour failing which, NABARD New Delhi Regional Office shall be within its rights to make alternative arrangements by hiring another car of equivalent brand from any other source and the billed amount for the alternate car will be recovered from Bidders' regular bills.

- i. Agency shall ensure that back & side mirror, wipers, horn, tool kit, reverse horn and Stepney are always available in their fixed location and in working condition.
- j. The vehicle must not carry any person(s) other than those authorized by the bank/ bank's official using the vehicle. The distance covered for refuelling, driver's lunch trip and other unauthorized trips etc., shall not be counted and will not be paid for.
- k. Driver should be presentable. Uniform and shoes shall be provided to the drivers, and no additional reimbursement will be made on this account.
- l. In addition to Hindi language, the driver should have at least working knowledge of English and have good knowledge of Delhi NCT and districts in vicinity.
- m. The Driver must possess mobile phone in working condition with internet facility and should be well versed with Google Maps.
- n. In case of outstation tours, drivers should carry sufficient cash/ fuel card etc., and on no account the officials using the cars be made to pay for any amount towards fuel charges/toll charges, etc. All vehicles to be embedded with FAST TAG having sufficient recharge in order to pay toll which will be reimbursed by NABARD New Delhi Regional Office on production of receipt, along with the car hiring invoice.
- o. NABARD New Delhi Regional Office reserves the right not to accept any driver/ vehicle on duty who does not fulfil the above requirements and the alternate driver/ vehicle would be made available at the earliest.

3. OTHER TERMS AND CONDITIONS

- a. Travel to places in and around Delhi NCT and within specified places shall be treated as local journeys when hired on daily basis. Local use is mainly pick up from/ drop to the airport / railway station from residence/ office as also visits to local institutions in Delhi NCT. In case car hired for local duty and our officers have to stay overnight, extra KM and extra hour charges shall be paid. Any travel shall be considered outstation only when vehicle crosses municipal boundary limit of Delhi MCD. Out station night halt charges will be payable in that case.
- b. **There is no guarantee of hiring of any specific number of vehicles on a given day.** The agency shall have to provide as many vehicles as may be required by NABARD New Delhi Regional Office at a particular point of time.
- c. Bidder shall not sub-let the contract to any other agency. If due breakdown or reasons beyond the control of bidder, permission may be granted for supply of vehicle from any other agency. However sufficient reasons have to be provided / recorded with due permission of NABARD New Delhi Regional Office. Non-compliance to this requirement, shall be treated as default of contract & NABARD New Delhi Regional Office would have right to take necessary action against bidder as per provision of tender documents.

d. NABARD New Delhi Regional Office intends to empanel top two bidders (rating / position to be decided as per procedure laid out in this tender document) for the Annual Rate Contract (ARC).

e. The mileage will be calculated from first reporting point to last reporting point. However, the maximum distance that will be claimed in respect of garage and point of pickup and back to garage would be restricted to 10 kms. (i.e. garage to first reporting point and last reporting point to garage) or at actual kilometers, whichever is lowest shall be taken into account for calculation of total mileage.

f. NABARD New Delhi Regional Office reserves the right to cancel the contract by giving one month's notice without assigning any reason. The Bidder shall not be eligible for any compensation for such cancellation.

g. NABARD New Delhi Regional Office reserves the right to reject any or all offers without assigning any reason whatsoever.

h. It may be noted that Bank's New Delhi Regional Office and all its residential colonies are located within 40 kms (one way) from the airport. Therefore, airport pick-up and drop rates may be quoted accordingly. In case of increase in number of hours and kilometres, extra hours and kilometres charges will be paid accordingly. Details of our Office and VOF and residential colonies are given below: -

Sl. No.	Name of Colonies
1	NABARD Tower, New Delhi Regional Office
2	Asian Games Village, Siri Fort
3	Commonwealth Games Village, Akshardham
4	C-27, Jangpura Extension
5	Himgiri Apartments, Kaushambi, Ghaziabad

i. In the event that the parties cannot amicably settle a dispute, the parties agree to resolve the same by arbitration proceedings within the Delhi jurisdiction.

j. In case different figures are received from different duties. These lowest rates/ figures will be consolidated and shall be acceptable to the finally approved travel agency.

k. The contract, with same terms & conditions and rates could be extended to another period of additional 02 years (one year at each time) subject to satisfactory working of the travel agency and mutual consent.

l. All/ any quotation can be cancelled by NABARD New Delhi Regional Office without assigning any reason, thereof.

4. Pre - Qualification Criteria

Technical scrutiny evaluation of bidders will be based on following criteria:-

Sl. No.	Particulars	Marking System			
1	Type of the Organization	MSME 20 Marks	Pvt. Ltd/ Ltd. Company 10 Marks	Proprietor/ Partnership 5 Marks	
2	Registered Office in Delhi NCT	Own Office 20 Marks		Rented Office 10 Marks	
3	Work Experience - Departments during the preceding 3 years.	RBI/ SBI / Central Govt. 20 Marks		Public Sector Banks/ PSUs 10 Marks	Private Sector Industries (Fortune 500) 5 Marks
4	Annual business turnover in the last three financial year ending March 2024 i.e. (2021-22, 2022-23 & 2023-24) (Must be verified by competent authority)	More than 10 Crore 20 Marks		05 to 10 Crore 10Marks	01 to 05 Crore 5 Marks
5	Number of self-owned vehicles	More than 50 Vehicles (Innova Crysta/ Swift Dzire/ Toyota Etios/ Honda City etc.) out of which minimum 30 cars should be of Innova Crysta/ Honda City/ Toyota Camri/ Verna etc. 20 Marks		More than 25 and less than 50 vehicles (Innova Crysta/ Swift Dzire/ Toyota Etios/ Honda City etc.) out of which minimum 15 cars should be of Innova Crysta/ Honda City/ Toyota Camri/ Verna etc. 10 Marks	More than 10 and less than 25 vehicles (Innova Crysta/ Swift Dzire/ Toyota Etios/ Honda City etc.) out of which minimum 10 cars should be of Innova Crysta/ Honda City/ Toyota Camri/ Verna etc. 5 Marks

6	No. of Electric Vehicles Owned (Tata Tigor, Tata Nexon, MG etc.)	More than 10 Vehicles 20 Marks	Less than 10 Vehicles 10 Marks	Others 0 Marks
7	Fleet of latest cars	All cars manufacturing later than 01 Jan 2024 20 Marks	All cars manufacturing between than 01 Jan to 31 Dec 2023 10 Marks	All cars manufacturing before 01 Jan 2023 0 Marks
8	Location of Office and / or Garage	Within radius of 05 Kms from NDRO / T1 & T3 Terminal of IGI Airport 20 Marks	Within radius of 06-10 Kms from NDRO / T1 & T3 Terminal of IGI Airport 10 Marks	Outside radius of 10 Kms from NDRO / T1 & T3 Terminal of IGI Airport 0 Marks

Points to Note

- a Bidders who do not fulfil the above-mentioned criteria will not be evaluated for the same category.
- b The information rendered above by the bidders must be supported by documentary evidence.
- c Bidders who fulfil the criteria in different categories will be evaluated by taking average mean marks of different years.
- d The minimum marks for qualification in technical scrutiny is 50 and above.
- e The bidder must submit details of work experience to be supported by work orders/ certificates etc. from the institutions with whom they are working / have worked.

5. PREPARATION OF TENDERS

- a. **Cost of Tendering** - The tenderer shall bear all costs associated with the preparation and submission of its tender, and the Bank shall not be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.
- b. **Tender Documents:** Tender shall comprise the following:
 - i. Technical Bid Details
 - ii. Financial Bid Details
- c. The Technical Bid (Envelope No. 1) should contain information as given at **Annexure II.**

1. Bidder must submit the above information in **Envelope No. 1** with relevant documents in support of the same. The envelopes will be sealed and super scribed as - **Technical Bid for Hiring of Car.**

2. Envelope No.2 should contain financial bid in the prescribed format. The envelopes will be sealed and super scribed as - **Financial Bid for Hiring of Car.**

d. The entire set of tender paper issued to the tenderer should be submitted and also signed on the last page together with initials on every page. Initial / signature will indicate the acceptance of the tender papers by the tenderer. The tenderer is expected to examine all instructions, forms, terms, and specifications in the Tender Document

e. If desired/ prescribed information as mentioned in Para 5 (c & d) is not submitted, the Bank will assume no responsibility for rejection of Tender.

f. The Bank may, at its discretion, extend the deadline for the submission of Tenders by amending the Tender Document.

g. If any desired/ prescribed information is not submitted by the Agency, the Bid will be rejected and the Bank will assume no responsibility for rejection thereof.

h. No Bid received after the deadline shall be entertained.

6. Confidentiality

Information relating to the evaluation of Tenders shall not be disclosed to tenderers or any other persons not officially concerned with such process until information on Contract award is communicated to all tenderers.

7. Qualification of the Tenderer

The Bank shall determine its satisfaction whether the selected tenderer meets the qualifying criteria in accordance with Para 4 & 5 (c & d) above.

8. Bank's Right to accept any Tender and to reject any or all Tenders

a. The Bank reserves the right to accept or reject any tender, and to annul the Tendering process and reject all Tenders at any time prior to contract award, without thereby incurring any liability to tenderers or assigning any reason thereof. Further, any conditional bids shall be rejected out rightly.

b. The Tender / RFP is neither an agreement nor an offer and is only an invitation by the Bank to the interested parties for submission of their bids / offers.

c. The information contained in this document or information provided subsequently to the bidders whether verbally or in documentary form by or on

behalf of NABARD New Delhi Regional Office is provided to the bidders on the terms and conditions set out in this tender document and all other terms and conditions subject to which such information is provided.

d. The purpose of this tender / RFP is to provide the bidders with information to assist the formulation of their bids/ proposals. This tender / RFP does not claim to contain all the information each bidder may require. Each bidder should conduct his own investigations and analysis and should check the accuracy, reliability and completeness of the information in this tender /RFP and, wherever necessary, may obtain independent advice.

e. Bank makes no assertion or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

9. General Terms and Conditions

a. **Award of Contract:** Lowest rate quoted under each category of the vehicles and under different duties as mentioned in Financial Bid by tenderers who qualify in Technical Evaluation shall be applicable for L1 & L2 bidders (who qualify in technical evaluation). Only such tenderers among above shall be considered for empanelment who agree in writing to work at the lowest rates quoted under each category of vehicles and under different duties. Until a final contract is prepared and executed, the work order/ notification of award shall constitute a binding contract.

b. In order to approve two suitable service providers, the following process will be followed:

i. A matrix will be formed and lowest (L1) service providers will be identified for each type/ item of duty and will be earmarked as L1, L2 and others.

ii. L 1 will be allotted 5 marks, L2 will be allotted 3 marks and others as 0 marks.

iii. Marks received for each service provider will be added.

iv. The top two service providers securing the highest marks will be considered as L 1 and L 2.

v. The lowest quotes of each type/ item of duty will be compiled and offer to L 1 and L 2 bidders. Only such tenderers among above shall be considered for empanelment who agree in writing to work at the lowest rates quoted under each item of duty and category of vehicles.

- vi. If L 1 and L2 bidders agree to the lowest rates and other terms and conditions of each item/ duty then they will be considered as the approved vendors.
- vii. In case the above two service providers decline to accept the lowest quotes of each type/ item of duty, then other service providers (L 3, L 4 etc.) may be offered the L 1 rates as per their ranking.
- c. NABARD New Delhi Regional Office reserves the right to carry out capability assessment & office visit of the bidders and its decision shall be final in this regard.
- d. Conditional tender shall not be entertained.
- e. Alternative Proposals / Time for Completion shall not be permitted.
- f. The intending tenderer shall pay EMD as mentioned in the Notice Inviting tender /Bids. Tender without EMD will be rejected.
- g. The rate quoted should exclude all taxes.
- h. Failure to furnish all / any information or documentation required by the Tender Document may result in the rejection of the Tender.
- i. Any canvassing by or on behalf of the Tenderer or to bring political or other outside influence with regard to their selection shall lead to disqualification from the process. Such Tenderer/s shall be blacklisted for next three years. If such instances go undetected during the selection process but are detected subsequently, such disqualification will take place with retrospective effect.
- j. All tenders submitted to this office should be complete in all respects with all attachments/ enclosures/ annexure. Incomplete forms, or bids received in any format other than the prescribed one or without proper documentary evidence etc. will be out-rightly and summarily rejected by the Bank.
- k. Tenders received by fax or email or any manner other than specified shall not be accepted and shall be summarily rejected. No correspondence will be entertained on this matter.
- l. In the event of any difference between figures & words of quoted rates, the rate in words shall be considered for evaluating the tender
- m. After empanelment of successful bidders, NABARD New Delhi Regional Office will assess their performance for first ninety days and after satisfactory

performance in these three months, NABARD New Delhi Regional Office will render confirmation to the service providers in this regard. In case of unsatisfactory performance during initial ninety days, NABARD New Delhi Regional Office will have the right to remove the concerned service provider from vendors' panel.

- n. Tenders received after the due date and time shall be summarily rejected.
- o. The successful bidder shall execute an agreement with the bank on non-judicial stamp paper of value not less than ₹ 200/- within one month of receipt of letter of acceptance. The stamp duty shall be borne and paid by the successful bidder.
- p. The initial contract period is up to 31 March 2027 with same terms & conditions and rates. Duration of the contract may be extended up to two years (one year each time) beyond the initial contract duration subject to satisfactory performance and mutual consent.
- q. The bidder/ agency must be able to provide different categories of vehicles having valid taxi/ car permits and other statutory clearances.
- r. The bidder firm/ agency 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 and give assurance every year in this regard.
- s. The Bidder firm / Agency shall ensure that the taxis / cars provided by him/ them are registered under Motor Vehicle Act 1988.
- t. The vehicles provided should be authorized to be used as taxis / cars and should have proper permission/ permit to travel in Delhi NCT and other states of India.
- u. The Bidder firm / Agency shall have a good name, standing and professional reputation for performing similar job/ assignment. In addition, they should not have defaulted in providing similar services or should not have been blacklisted by any office of NABARD or any other establishments. Declaration should be given as per Annexure – IV and V of this document.
- v. The service provider / agency shall arrange to obtain police verification certificate regarding the attachments of the persons / drivers engaged by him.
- w. In case the service provider 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 demanded by the bank.

x. If the Service Provider / Agency is able to provide any make or model of taxi/ car other than those mentioned in the Bid document, these may be included along with the charges under relevant category.

y. The persons engaged by the service provider / agency will be the employees of the agency and neither the agency nor the labourers shall have any right to claim any employment in the bank.

z. The drivers/ employees engaged by the service provider / agency 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.

aa. The Contract will start from the date of start of work with a provision of review of rates on completion of each year as per future price escalation for petrol / diesel. The contract may be renewed for two more years (one year at each time), if services are found satisfactory as per mutual agreed terms and conditions. The renewal shall be on sole discretion of NABARD New Delhi Regional Office.

bb. FUTURE PRICE ESCALATION FOR FUEL:

i. The price escalation on account of increase in cost of fuel at the end of each contractual year shall be payable if it increases by more than 10%. The rate of price escalation shall be calculated at the base price i.e. the rate prevailing on final due date of submission of the bid.

ii. The price per litre shall be price charged by the petrol pumps including all taxes and levies. Bidder shall have to submit the documentary evidence of increase in fuel cost in the form of newspaper cutting, petrol pump bill etc.

iii. The average mileage/ fuel consumption shall be @ 10 KM per litre for petrol / diesel car.

iv. The total escalation payable shall be as per following formula.

Km. Limit of Package

$$\frac{\text{Km. Limit of Package}}{\text{Km. Per Liter}} \times \text{Increase in Fuel Price (petrol / diesel) per litre}$$

v. Increase in price per kilometer for every 10% increase in petrol / diesel price will be based on mutual consent between the bidder and NABARD New Delhi Regional Office.

vi. No other escalation like increase in price of spares, mobiles, labour cost, lubricants etc. shall be payable other than that for petrol / diesel price variation.

cc. The drivers will comply 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.

dd. Punctuality and quality of service will be the essence of the agreement. Therefore, the renewal of the agreement will be subject to punctuality and satisfactory performance by the agency.

ee. The service provider or its agents / employees / drivers committing any breach of terms and conditions mentioned in the agreement and/ or rendering unsatisfactory services in the opinion of the bank shall be liable for termination of the agreement giving one month's notice in writing and without any compensation in lieu thereof.

ff. NABARD New Delhi Regional Office will not be responsible for any loss, damage or any accident of the vehicles. Bank will not be responsible for the injury to the driver or to any other third party. Any liability arising from damage or legal expenses on this account shall be borne by the transport agency.

gg. In cancellation of vehicle by the bank, no charges will be paid to the agency by the bank.

hh. For deficiency in services and serious inconvenience caused to the bank and its officials or to those for whom bank directs to provide services, bank will impose the penalty as deemed fit by the bank after giving due notice. In case of dispute, the verdict of The General Manager & Officer – in – Charge, NABARD New Delhi Regional Office will be final in the matter. It will be the sole responsibility of the agency to provide cars /vehicles as and when requisitioned by the bank during night/ early morning. Without prejudice any delay will attract penalty as deemed fit by the bank.

ii. The agency will also have to make alternate arrangements in case of breakdown of his vehicle(s). In case of failure, the agency will be responsible to compensate all expenses incurred by the bank in this regard and the same will be deducted from the bill of the agency. Decision of the bank in this regard will be final and binding on the operator. Penalty and compensation, if any, will be deducted from any pending bill of the agency.

jj. **Non-Disclosure Clause:** The agency 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 agency 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 agency shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it

or to comply with applicable laws. The agency shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the bank. The agency shall indemnify the bank for any loss suffered to the bank because of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the agency and the bank shall be entitled to claim damages and pursue legal remedies.

kk. The Sexual Harassment of women at work place: -

- i. The agency shall be solely responsible for full compliance with the provision of "the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013."
- ii. 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 agency and the agency shall ensure appropriate action under the said act in respect to the complaint.
- iii. Any complaint of sexual harassment from any aggrieved employee of the bank / from other officials hiring the car against any employee/ s of the agency shall be taken cognizance of by the Regional Complaints Committee constituted by the bank.
- iv. The agency shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the agency, for instance any monetary relief to bank's employee, if sexual harassment/violence by the employee of the agency is proved.
- v. The agency shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

II. Settlement of dispute:

All disputes and differences of any kind in this regard shall be referred to the General Manager & Officer – in - Charge, NABARD New Delhi Regional Office for settlement who shall state his decision in writing, which will be binding on both the parties.

mm. Indemnification:

The agency shall indemnify the bank for any loss or damage caused by the driver/ s deployed by the agency 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 to the bank from the pending bill of the service provider.

nn. Force Majeure

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

10. Specific Conditions of Contract

- a. The selected Tenderer/s shall provide the vehicles (with AC) such as Cars/ SUVs etc. as and when requisitioned by the Bank/ by an official authorized by the Bank. Cars may be hired from any empaneled car hire agencies as and when we require.
- b. The service provider shall provide sufficient variant of vehicles having taxi permit as per the requirement of the Bank.
- c. All vehicles provided to the Bank shall have valid permit and all other statutory compliances in place.
- d. All vehicles shall be in good and proper condition with neat and clean upholstery.
- e. The driver shall have a valid driving license, which should be produced by him as and when demanded by traffic personnel. Renewal of driving license from time to time shall be the sole responsibility of the Service Provider.
- f. The Agency will ensure and comply with all the regulations of the Regional Transport Office and other safety and security regulations that are in vogue, and you will be responsible for any deviation / non-adherence to the rules/regulations in place.
- g. The driver should report to pick up point at least 15 minutes before specified time and remain with the car during duty hours. He must ensure to fill the duty slip details – reporting and release time of the vehicle and kilometre in

& out and have it signed by the guest. Bills will not be settled unless the signed duty slips are attached with it. Meter showing Kilometre should be in good condition. Night charges will be payable between 10:00 pm and 06:00 am.

h. The drivers deployed shall have reasonable experience with good driving record, shall be well-mannered and should be able to converse in Hindi and English. He should be able to attend to the minor repairs of vehicles en-route, in case of need. The driver should provide mobile number to the guest on demand.

i. The drivers must report for duty in clean uniform and at the specified time. They shall maintain a proper record of mileage and get the same authenticated by the user (officer/staff). They shall maintain duty slips with complete details of distance travelled/ time of relieving, etc. duly authenticated by the officer's signature. Besides they shall be neatly dressed and be polite, courteous and service oriented, at all times.

j. In case, vehicle booked with agency comes late, NABARD, New Delhi Regional Office may return vehicle without any compensation. In case of any breakdown of the vehicle en-route, replacement vehicle should be immediately sent.

k. The driver shall always be available at the place where the car is parked and strictly follow all traffic rules. The driver shall carry a placard containing particulars of the arriving Guest / Officer at the Airport/ any other stations. The Service Provider shall ensure that there is no room for complaints from the Guest(s).

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

m. All the valid papers viz. comprehensive insurance, registration, road tax, pollution under control certificate, permits, valid license, etc. related to each vehicle shall be readily available in each of the vehicle/ with drivers.

n. The Service Provider shall provide taxi on written or verbal instructions over phone/ email or through a dedicated web portal for which booking is given by the bank within the time specified therein. The Service Providers shall also be required to provide taxi on short notice from the Bank (within an hour in case of urgent requirement). In case the service provider fails to provide taxi on our request either verbal over phone or written or through web portal, the Bank may take action of removing the agency from the panel of transport providers.

o. The Service Provider shall ensure that the cars provided are well maintained, without dents/ scratches and are not older than 36 months in any case and preferably not older than 24 months.

p. **In case of bulk car bookings (more than 20 cars) for any big event, a dedicated manager shall be provided at our office premises for overall coordination, at no extra cost.**

q. The Service Provider shall convey (by e-mail and SMS) without fail the confirmation of booking to the Car Booking Desk of the Bank and to the guest followed by e-mail and SMS of car details i.e. Car make, Car Registration No., Driver's Name and mobile number at least four hours prior to the time specified in the requisition.

r. The service provider shall have ability to arrange emergency transport/ touring facility providers, in case of breakdown of a vehicle provided to the Bank. Alternate vehicles shall also be arranged immediately, in case of Break-down.

s. Feedback Form (which shall be provided by the Bank), shall be made available in the Cars/ vehicles provided by the agency.

t. The 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 by giving one month's notice. Vendor intending to discontinue the service may do so by giving 3 months' notice.

u. During the notice period for termination of the contract, the tenderer shall keep on discharging his contractual obligations till the expiry of notice period.

v. All the incidental charges like parking charges, toll charges, etc., will be borne by the Agency and included in the relevant bills. For outstation duty journey of minimum 250 kilometres per day will be paid.

w. Drivers will always be available with the car and would not proceed for lunch etc., without obtaining permission of the concerned officer(s).

x. Bank will not be liable for any type of damage caused to the vehicle like material / theft. The contractor 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 to the Bank from the pending bill of the agency.

11. Instructions to Bidders

a. The bidder shall be responsible to ensure that compliance of payment of taxes, including GST, transfer/ lease/ hire/ rental taxes, Govt. of NCT Delhi and/ or Central Govt. permits, levies etc. is done in time and have all documents complete in all

respects from respective authorities required for operation of the cars. When the car is taken for official/ personal journeys, state entry taxes, toll tax, levies, GST etc. if any, shall be paid by NABARD New Delhi Regional Office against original receipts in proof of such payment.

b. Parking charges at all places including outstation duties shall be reimbursed by NABARD New Delhi Regional Office to bidder on actual basis on production of proof/ cash receipts. Parking charges will not be entertained if the vehicle is reporting at Bank's New Delhi Regional Office and Bank's residential quarters.

c. Rates quoted by the bidder for different nature of duty will be exclusive of GST.

d. Whenever cars are sent to airport/ railway station for pick-up, driver must carry placard in the name of the guest and park the car in VIP parking only to avoid any inconvenience. NABARD New Delhi Regional Office will reimburse any toll or car parking charges incurred on our duty against production of documentary evidence.

e. Vendors who own Electric Vehicles (EVs) may also quote for airport pick up and drop separately as mentioned in Financial Bid.

f. Bidder shall ensure following accessories in the car hired on daily basis at all times without any additional cost to NABARD New Delhi Regional Office: -

- i. Neat & clean interior & exterior
- ii. Neat & clean seat covers
- iii. Sanitizer
- iv. Tissue Paper box
- v. Car perfume
- vi. Mobile phone with GPS Facility with Driver
- vii. Umbrella
- viii. Night torch
- ix. Mineral Water bottle – 500 ml. X 2 bottles (Reputed Make)
- x. English News Paper
- xi. Small Hammer for breaking the window glass in case of emergency
- xii. Fire Extinguisher
- xiii. First Aid Medical Box

g. Additionally, for vehicles booked for Chairman, Deputy Managing Directors (DMDs), NABARD Board Members and other NABARD's distinguished guests, following additional points need to be ensured:

- i. One pair of clean hand towel to be changed on daily basis.
- ii. Face wipes.
- iii. Drivers to be presentable with proper uniform and shoes.
- iv. A pen and a notepad.

- h. Comfort of our executives shall be of utmost importance, and we shall not compromise on this. The Bidder shall ensure this while deploying the vehicle.
- i. NABARD New Delhi Regional Office reserves the right to inspect the car at any point of time during the entire contract period and failure of meeting any of the contractual obligations on part of contract will result in penalty.
- j. In case of any complaint of non-fulfilment of any obligation under the contract, NABARD New Delhi Regional Office reserves the right to withhold payments due to the bidder and out of such amounts or payment of security held, if any, or the amounts likely to fall due to the bidder (but without obligation to do so) to make such payments as it may consider necessary for smooth and unhindered working
- k. In case cars supplied to NABARD New Delhi Regional Office staff are financed through Bank/ other financial institutions, the timely EMI must be paid to such financial institutions to avoid seizure of cars. Disclosure in this regard must be communicated to the authorized representative.
- l. The bidder will be solely responsible for payment of wages/ salaries, OT, bonus and allowances including other facilities to his employees that might become applicable under any Act. NABARD New Delhi Regional Office shall have no liability whatsoever, in this regard. The bank liability is restricted to the payments towards the mileage used by our staff in respect of the cars, so hired.
- m. The driver deployed should have a valid driving license, which should be produced by him as and when demanded by traffic personnel. Renewal of his driving license from time to time will be the responsibility of the agency.
- n. The driver deployed should have good moral character and reasonable experience of driving and be able to converse in English and Hindi. They should have adequate knowledge of car machinery systems so that they can attend to minor repairs of vehicles en-route, in case of need.
- o. The drivers deployed should be medically fit and agency should arrange police verification of the driver whenever called for.
- p. The driver must report for duty at specified place and time in neat and clean uniform.
- q. Vehicle shall be made available on all days including Sundays and holidays as per our requirement
- r. Driver should maintain a proper record of mileage and get the same authenticated by the authorized user. The driver should maintain trip sheets with complete details of starting kilometers, end kilometers, time of start of trip, time of releasing of vehicles etc. duly authenticated by officer using the service. The payment of bill will be subject to the submission of this record, authenticated by the person using the vehicle. The officials using the car may be requested to indicate their names under their signatures. The places visited may be invariably mentioned on the reverse of the

duty/ trip slip. Besides, the drivers should be polite, courteous and service oriented at all times. He should provide his mobile number to the guest on demand.

s. The bills will be raised on fortnightly basis and would be settled normally within a period of 15 working days. All payments will be made through e-payments after due statutory deductions.

t. The agency should arrange for emergency transport/ touring facility providers, in case of breakdown of a vehicle provided to NABARD New Delhi Regional Office.

u. The agency should provide cars on written or verbal instructions over phone or through web portal / app within the time specified therein. A confirmatory message to be sent immediately. The agency is also expected to provide car at short notice from NABARD New Delhi Regional Office. In case the agency fails to provide taxi on our request, either verbal over phone or written, NABARD New Delhi Regional Office shall be free to remove the agency from the panel of taxi providers.

v. The agency should convey without fail the car details i.e. car make and colour, car registration No, driver's name and his mobile number to officials of car booking desk and to the user of the car through telephone and through SMS at least 4 hours prior to the arrival/ departure of the user.

w. The driver must always be available with the car once he has reported to the guest/ user officer of NABARD.

x. Security Deposit: Interest free security deposit of ₹ 200,000/- only shall be deposited with the Bank by the successful L 1 bidders within 15 days of award of work and which is net of EMD shall be refunded after 60 days from the expiry of the satisfactory contract period and will not bear any interest. Any loss to the Bank shall be made good from this amount. The Security Deposit will be liable to be forfeited in case the contractor commits any breach of any terms and conditions of the Contract or fails to complete the work/service.

y. The empanelled agencies shall indemnify the Bank for payment of any loss, damage and legal actions and cost/ compensation/ charges/ fines/ claims owing to violation of any traffic rules accident or any other eventuality.

z. The supplied car should not be more than thirty-six months old. NABARD New Delhi Regional Office reserves the right not to accept any car whose look/ comfort/ condition is not acceptable and the payment against the same shall not be done.

aa. For operational flexibility, NABARD New Delhi Regional Office reserves the right to award the job to one or more than one Bidder(s) who accept the L-1 rates, on the accepted terms and conditions basis.

bb. In case the service is found to be unsatisfactory, the NABARD New Delhi Regional Office reserves the right to terminate the contract by giving one month's notice in writing and without any compensation in lieu thereof.

12. Payment Terms

The details about the terms and conditions of payment towards the services, it may also include deduction of payment in case of faulty service.

a. Payment Condition

- i. The payment shall be made as per the financial quotes submitted by the service provider and accepted by the buyer.
- ii. TDS/ statutory taxes as applicable shall be deducted from the payment.
- iii. No advance payment shall be made to the service provider.
- iv. The price quoted shall cover all aspects of service delivery, it shall be inclusive of all consumables required to provide the service.
- v. Nonetheless, any charges borne by the service provider with respect to toll charges, parking fee or entry taxes shall be reimbursed on actual basis upon submission of proof of payment.
- vi. Except under cases of circumstances beyond the control of the bank, the payment of bills will be made within fifteen days and not later than forty five days of production of bills. Payment will be made through electronic mode.

b. Payment Cycle

- i. Payment shall be made once the service provider submits the invoice for the same as per the prescribed process flow.
- ii. Bank shall make the payment within prescribed timelines as per the payment process flow upon the submission of invoice.

c. Payment Process

- i. Payment shall be made only after submission of invoices. Non submission may lead to delay in payment.
- ii. All the penalties/ fine/ interest (if applicable) will be settled before making the payments. Service provider shall not have any objection on the same.
- iii. Payment will be made through bank transfer only, in no circumstance cash/ cheque payment will be made.

13. Adherence to Statutory Requirements

- a. Compliance of regulations viz., Payment of Central Government Minimum Wages Act, Bonus Act, Employers' Liability Act, Contract Labour (Regulation & Abolition) Act, the Workmen Compensation Act, Industrial Disputes Act, Maternity

Benefits Act, Employee State Insurance Act, Provident Funds and Miscellaneous Provisions Act and labour license of State and Central government applicable from time to time, shall be whole sole responsibility of the Agency. In this regard, the Agency shall indemnify Bank against all claims and will maintain necessary books, logs, registers, verification, returns, receipts, computerized database, etc., mandatory as per the law and as per the Government rules and make the same available for inspection/verification to the concerned Government Officer/Labour Enforcement Officer/Regional Provident Fund Commissioner, as and when required. A copy of all such compliances, statements and payments made to the statutory authorities, etc., including registration number shall be provided to the Bank authority for verification and record as and when so demanded.

b. The empaneled vendor/s shall not disclose directly or indirectly any information, material and details of the Bank's infrastructure/ systems/ equipment's/ Security Area etc., which may come to the possession or knowledge of the empaneled vendor/s during the course of discharging its contractual obligations to any third party and shall at all times hold the same in strictest confidence. The empaneled vendor/s 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 empaneled vendor/s shall indemnify the Employer for any loss suffered by the Employer 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 empaneled vendor/s and the vendor/s shall be liable for damages.

14. Dispute Resolution

a. Any type of disputes arising out from either side will be resolved through arbitration by court within Mumbai jurisdiction only.

b. The Service Provider shall indemnify the Bank for any loss or damage that occurs to third party (persons or building, etc.) and/ or to the officials/ guests of Bank, property of the Bank on account of hiring of car/cars hired during the period of Agreement. The Bank reserves the right to recover the amount of loss and/or damage from the bill of the Service Provider.

(To be submitted on Contractor's own Letterhead)

No.

Date:

The General Manager & OIC,
NABARD, New Delhi RO
NABARD Tower,
24, Rajendra Place,
New Delhi – 110008

Dear Sir,

Empanelment of Contractors for NABARD Head Office, Mumbai - “
(write name of the trade(s) & Code number under which the applicant wants to be
empaneled)

1. With reference to your advertisement on <https://www.nabard.org> and CPP portal on ____ 2025 for the Empanelment of Contractors, I am / We are pleased to offer myself / ourselves to be empaneled under “_____” (write name of the trade (s) under which the applicant wants to be empaneled) trade, Category_____, in your organization.

2. I am / We are already registered with “.....” (write the name of Govt./ Semi Govt./ Govt. Undertakings with which the Applicant is registered) under class / category. All the other desired information, documents and certificates as required by you, are enclosed herewith in the prescribed proforma for your perusal.

3. I/We have read and understood the Empanelment Notice and Instructions appearing in the application format and I/We understand that if any false information is detected at a later stage, any future contract made between me/ ourselves and NABARD, on the basis of the information given by me/us, will be treated as invalid by NABARD.

4. I/We agree that the decision of NABARD, New Delhi Regional Office in selection of the Contractors will be final and binding on me/us.

5. All the information furnished in this application as also under Enclosures (A), (B) & (D) is correct to the best of my/our knowledge.

6. I/We also agree that I/We have no objection if enquiries are made about the works listed by me/us in the accompanying sheets or any other inquiry on the information furnished herewith in the accompanying sheets.

7. I / We, therefore, request you to kindly do the needful to empanel me/ us under “_____” (write name of the trade/s under which the applicant wants to be empaneled) trade/s / category.

Thanking you

Yours faithfully

(Signature of Authorized person on behalf of the Firm / Agency / Contractor)

ANNEXURE II

Following details to be submitted with the Technical Bid in Envelope No. 1:-

Sl. No.	Particulars	Details to be filled by the bidder
1	Name of the agency/ organization	
2	<p>a. Type of the Organization (whether Proprietorship/ Partnership/ Pvt. Ltd./ Ltd. Company)</p> <p>b. Date of Establishment Details of Registration (Firm, Company etc.), Registering Authority, Date, Number etc. (not applicable in case of sole proprietorship)</p> <p>Please enclose relevant documents in support of the same</p>	
3	Shops & Establishment Certificate. Please submit a copy	
4	Name of the proprietor / partner / directors of organization with designation	
	<p>Authorized Person of the tenderer to make commitment to the Bank. (Name, contact details including telephone/ e-mail)</p> <p>Communication regarding the tender would be done on Telephone/ e-mail given in this column.</p>	
5	<p>Regd. Office/ Business Address of the organization along with telephone No., mobile No., Fax No and email</p> <p>a. Whether having own office in Delhi NCT?</p> <p>b. Address of the local office in Delhi NCT. Name of the authorized official and his/ her telephone number</p> <p>Please enclose relevant documents in support of the same</p>	
6	Office address through which the work will be handled	
7	Address of Garage	

8	Work Experience - Details of work experience supported by work orders, documents, and certificates. The details along with documentary evidence of previous experience, if any, of providing car/ taxi hiring services to RBI/ SBI/ Public Sector Banks/ Central Govt./ Public Sector Undertaking/ Central Government Departments/ Fortune 500 Private Sector Industries during the preceding 3 years. (Please refer para 1 (d) in "Scope of Work" for details.	
9	Name and address of the clients along with full details	
10	Annual business turnover in the last three financial year ending March 2024 i.e. (2021-22, 2022-23 & 2023-24) Supporting documents should be enclosed in proof of their turnover viz. (audited financial statements)	
11	Income Tax returns for the previous 03 financial years ending March 2024 i.e. (2021-22, 2022-23 & 2023-24). Please submit a copy.	
12	Whether registered with Labour Department under the Contract Labour (R& A) act, 1970 and Contract Labour . (Regulation and Abolition) Central Rules, 1971. If yes, indicate the date of registration. Please submit a copy of certificate/ registration.	
13	Name and address of the bankers. Please enclose a certificate regarding financial standing (as per Annexure V)	
14	Number of vehicles owned with details such as type/ make/ model of the vehicle. Condition / age of vehicle with their registration taxi permit No. etc. (attach documentary evidence). List of all variants of cars owned not older than 36 months, along with photocopy of their RC/ fitness and permit owned to be submitted as per format at Annexure: VI	

15	Whether the organization is registered under Shop and Establishment Act and having necessary certificate to run Tours and Travels	
16	Email ID & Contact Details of organization SPOC (Single Point of Contact)	

FINANCIAL INFORMATION

17	The bank Account (IFSC Code and Account Number) where payments would be received by the organization. A cancelled cheque should be attached along with this.	
18	GST Registration Certificate. Please submit a copy of certificate/ registration	
19	PAN Card. Please submit a copy of PAN Card.	
20	Firm's Incorporation documents. Please submit a copy	
21	Declaration from the Bidder in attached format "Annexure- IV and V"	
22	Details of Earnest Money Deposit. Tender without EMD will be rejected.	

Details of Bank Account

1.	Name of the Vendor/Firm	
2.	Name of the Account Holder	
3.	Address of the Vendor/Firm	
4.	Name of the Bank, Branch and Address	
5.	Bank Code and Branch Code	
6.	IFS Code of the Bank Branch	
7.	Type of Account (Saving/Current/Cash Credit)	
8.	Account Number	

Note: Please also enclose a CANCELLED CHEQUE in respect of the above account number.

Signature of the Tenderer with seal & date

DECLARATION

(On the letterhead of Bidder)

1. The information submitted in tender application 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 hereby agree to abide by all terms and conditions laid down in tender document.
3. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions/instructions/scope of work contained therein and undertake myself/ourselves abide by the said terms and conditions.
4. 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 the tender and this period of validity can be extended for such period as may be mutually agreed in writing between the bank and bidder. I/We also agree to keep the earnest money valid during the entire period of validity of tender.
5. 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 therefore.
6. I/We understand that after empanelment, I/We would be under the obligation to supply taxis / cabs to NABARD New Delhi Regional Office at the lowest quote given in the price bid by the co-bidders, under each category.
7. No other firm/company having one of our partners/directors has applied for empanelment.
8. I/We understand that:
 - a. Prices will be inclusive (except applicable taxes).
 - b. Cost of mineral water bottles, face tissue papers, first aid box and newspapers (as mentioned in para-No. 11 (f) and (g)) in the vehicles will not be paid extra.
 - c. Parking/Toll charges shall be reimbursed to the vendor on production of valid receipts.
9. I/ We also understand that my/our bid is liable to be rejected if any of the information provided by me/ us is found to be incorrect/ false.

Signature of the Authorized Representative

Bidder Stamp / Seal

Declaration – Financial Standing
(On the letterhead of Bidder)

This is to certify that our agency/ company/ firm has not been blacklisted by any of the office of NABARD/ PSU / GOVT Undertaking/ Private Organizations of repute.

We further declare that our agency/ firm is not under liquidation, court receivership or any other similar proceedings.

Signature of the Authorized Representative

Bidder Stamp / Seal

LIST OF SELF OWNED VEHICLES

Sl. No	Make of Vehicle	Registration No.	Model & Year of Manufacture	Present Mileage	No of Vehicles owned
1.	Sedan (Toyota Etios, Honda Amaze, Hyundai Xcent, Swift Dzire, Hyundai Aura or equivalent)				
2	Premium SUV (Toyota Innova Crysta, Tata Hexa, Toyota Fortuner, Tata Harrier, Honda CR-V or equivalent)				
3	Premium Sedan (Corolla Altis, Hyundai Verna, Maruti Ciaz, Honda City, Honda Civic or equivalent)				

04	Electric Vehicle (Tata Tigor, Tata Nexon etc. or equivalent)				

Note:

1. Only list of vehicles shown above or its equivalent models (as far as price range is concerned) to be indicated.
2. Additional sheets can be used as per this format if no. of vehicles owned by the agency are more.
3. Please attach photocopies of RC Book, failing which NABARD New Delhi Regional Office may not take cognizance of this.

Signature of the Authorized Representative

Bidder Stamp / Seal

ANNEXURE - VII

FORM OF AGREEMENT

(To be submitted on ₹ 200 Stamp Paper only on first page and remaining document on normal A4 size pages duly signed by the bidder)

THIS AGREEMENT made at Delhi, this _____ day of 2025 between National Bank for Agriculture and Rural Development (NABARD), New Delhi Regional Office (hereinafter called "the Employer") of the one part (hereinafter referred to as "the Bank" which expression shall, unless repugnant to the context be deemed to include its successors and assigns) of the one part and (Name of the Company and Address) _____

(hereinafter referred to as "the Service Provider", which expression shall, unless repugnant to the context, be deemed to include its partners, successors and assignees and their heirs, administrators, executors, legal representatives) of the other part and made effective from April 01, 2025 and valid till March 31, 2027

NOW THIS AGREEMENT WITNESSETH as follows:-

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement:-
 - a. Work Order Ref. No. _____ Dated _____
 - b. All clauses and paragraphs mentioned in Notice Inviting Tender, viz.
 - i. Scope of Work
 - ii. Terms and Conditions (Including General, Other & Specific Terms & Conditions)
 - iii. Corrigendum, if any
 - iv. Addendums, if any; and

Any other documents forming part of the contract.

1. In consideration of the payments to be made by NABARD New Delhi Regional Office to the Service Provider, to execute the taxi hiring services w.e.f 01 April 2025 as per the provisions of this Agreement and the tender document.

2. Being the price mentioned in work order Ref. No. _____ Dated _____ subject to such additions thereto or deductions therefrom as may be made under the provisions of the contract at the times in manner prescribed by the contract.

3. In case, any dispute or issue arises regarding the interpretation of any of the clauses of this agreement or of any of the documents prepared or to be prepared in this regard, the contents of the Tender Documents shall prevail over this agreement and /or any other document.

IN WITNESS WHEREOF the parties hereto have signed the Agreement the day and the year first above written.

(Signature of the Bidder) Name: Address:	(Signature of Authorized Signatory of NABARD New Delhi RO) Name: Designation:
(Signature of Witness No. 1) Name: Address:	(Signature of Witness No. 1) Name: Designation:
(Signature of Witness No. 2) Name: Address:	(Signature of Witness No. 2) Name: Designation:

ANNEXURE - VIII

INTEGRITY PACT

(On stamp paper of Rs. 200/-)

Between The **National Bank for Agriculture and Rural Development (NABARD)** hereinafter referred to as "**The Principal**"

And

..... Hereinafter referred to as "**The Bidder/Contractor**"

Preamble

The principal intends to award, under laid down organizational procedures, contract/s for..... The principal values full compliance with all relevant laws of the land, rules, regulation, and economic use of resources and of fairness /transparency in its relations with its Bidder(s) and/or Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of the Principal

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

- a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will, in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- c. The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 - Commitments of the Bidder(s)/Contractor(s)

(1) The Bidder(s) / Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s) / Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution:

- a. The Bidder(s) / Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
- b. The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- c. The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s) / Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d. The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.
- e. The Bidder(s) /Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- f. Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

(2) The Bidder(s) /Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from tender process and exclusion from future contracts

If the Bidder(s) /Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form which put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s) / Contractor(s) from the tender process.

Section 4 - Compensation for Damages

- (1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.
- (2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

- (1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
- (2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process.

Section 6 - Equal treatment of all Bidders / Contractors/ Subcontractors

- (1) Sub – contracting is not permitted. The Bidder/ Contractor shall take the responsibility of the adoption of Integrity Pact.
- (2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors
- (3) The Principal will disqualify from the tender process all bidders who do not sign the Pact or violate its provisions.

Section 7 - Criminal charges against violating Bidders(s) / Contractor(s)/ Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder/ Contractor or of an employee or a representative or an associate of a Bidder/ Contractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8 - Independent External Monitor

- (1) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by the Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

The Independent External Monitor appointed for NABARD is

Dr. Rabindra Kumar IFoS (Retd.)
37, Bhagirathipuram,
GMS Road,
Dehradun – 248 001
Uttarakhand

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him/ her to treat the information and documents of the Bidders/ Contractors as confidential. He / she reports to the Chairman, NABARD.

(3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.

(4) The monitor is under contractual obligation to treat the information and documents of the Bidder(s) /Contractor(s) / Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-disclosure of Confidential Information and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, NABARD and recuse himself/herself from that case.

(5) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project, provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

(6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

(7) The monitor will submit a written report to the Chairman, NABARD within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposal for correcting problematic situations.

(8) If the Monitor has reported to the Chairman, NABARD, a substantiated suspicion of an offence under the relevant IPC/PC Act, and the Chairman NABARD has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

(9) The word 'Monitor' would include both singular and plural.

Section 9 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings. If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharge/determined by the Chairman of NABARD.

Section 10 - Other provisions

- (1) This agreement is subject of Indian Law, Place of performance and jurisdiction is the New Delhi Regional Office of the Principal, i.e. Delhi.
- (2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (5) Issues like Warranty/Guarantee etc. shall be outside the purview of IEMs.
- (6) In the event of any contradiction between the Integrity Pact and its annexure, if any, the Clause in the Integrity Pact will prevail.

(For & On behalf of the principal)
(Office seal)

Name _____

Place _____

Date _____

Witness 1:

Witness 2:

(For & on behalf of the Bidder/Contractor)
(Office seal)

Name _____

Place _____

Date _____

Witness 1:

Witness 2:

PART II

FINANCIAL BID

TO BE SUBMITTED IN SEPARATE SEALED COVER

Financial Bid

Sl. No.	Type of Vehicle	Airport Pick Up and Drop	04 Hrs. – 40 Kms	08 Hrs. – 80 Kms	Extra Km.	Extra Hr.	Rate Per Km for Outstation Duty	Night Detention Charges	Outstation Allowance for Drivers	Any Other Charges (if any)	Min. Kms. Chargeable for Outstation Duty
01	Toyota Etios, Honda Amaze, Hyundai Xcent, Swift Dzire, Hyundai Aura etc										250 Kms.
02	Corolla Altis, Honda City, Maruti Ciaz, Hyundai Verna etc										250 Kms.
03	Innova Crysta, Tata Hexa, Honda CRV										250 Kms.
04	Fortuner, Tata Harrier Mercedez etc.										250 Kms.

Vendors who own Electric Vehicles (EVs) may also quote for airport pick up and drop separately as per the following table:-

Type of Vehicle	Airport Pick Up/ Drop
Electric Vehicle (Tata Tigor, Tata Nexon etc or equivalent).	

The rates quoted above comply with the following terms and conditions:

1. The quoted rates are inclusive of insurance charges, uniform charges, and any other 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. The quoted rates shall be exclusive of GST (Goods and Services Tax). As per law, taxes as applicable may be deducted at source and a certificate for the same may kindly be issued.
2. The lowest rates quoted under each category of vehicles for different categories of duties by qualified bidders shall be applicable for L 1 & L 2 bidders.
3. Toll taxes and parking charges would be paid on production of original receipt.
4. If the service provider provides, on his own, any higher make or model of car, he will be paid according to the rates approved for vehicle requested by the Bank.
5. The price quoted shall cover all aspects of service delivery, it shall be inclusive of all consumables required to provide the service.
6. Night Charges will be applicable between 10 PM to 6 AM only.
7. The mileage will be calculated from first reporting point to last reporting point. However, the maximum distance that will be claimed in respect of garage and point of pickup and back to garage would be restricted to 10 kms. (i.e. garage to first reporting point and last reporting point to garage) or at actual kilometers, whichever is lowest shall be taken into account for calculation of total mileage.

Signature & Seal of Bidder/ Tenderer

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राष्ट्रीय कृषि और ग्रामीण विकास बैंक

National Bank for Agriculture and Rural Development