



**राष्ट्रीय कृषि और ग्रामीण विकास बैंक**  
**NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT (NABARD)**

**उत्तर प्रदेश क्षेत्रीय कार्यालय, लखनऊ**  
**UTTAR PRADESH REGIONAL OFFICE, LUCKNOW**

**किराए पर कार उपलब्ध कराने (मांग के आधार पर) हेतु कार रेन्टल एजेंसियों को सूचीबद्ध करने के लिए**  
**निविदा आमंत्रण सूचना**

**NOTICE INVITING TENDER FOR EMPANELMENT OF CAR RENTAL AGENCIES**  
**FOR PROVIDING CARS ON HIRE**  
**(ON DEMAND BASIS)**

**राष्ट्रीय कृषि और ग्रामीण विकास बैंक**

परिसर, सुरक्षा और अधिप्राप्ति विभाग (डीपीएसपी), उत्तर प्रदेश क्षेत्रीय कार्यालय,

11 विपिन खण्ड, गोमती नगर / 11 Vipin Khand, Gomati Nagar

लखनऊ / Lucknow - 226010

E-mail: [dpsp.lucknow@nabard.org](mailto:dpsp.lucknow@nabard.org),

**National Bank for Agriculture & Rural Development**

Department of Premises, Security & Procurement (DPSP) Uttar Pradesh Regional Office,

11 Vipin Khand, Gomati Nagar

Lucknow - 226010

E-mail: [dpsp.lucknow@nabard.org](mailto:dpsp.lucknow@nabard.org),

राष्ट्रीय कृषि और ग्रामीण विकास बैंक (नाबार्ड) राष्ट्रीय कृषि और ग्रामीण विकास अधिनियम 1981 के तहत स्थापित एक निगम है, जिसका प्रधान कार्यालय प्लॉट सं. सी-24, ब्लॉक 'जी', बान्द्रा-कुर्ला कॉम्प्लेक्स, बान्द्रा (पूर्व), मुंबई- 400051 में स्थित है तथा जिसके क्षेत्रीय कार्यालय / प्रशिक्षण संस्थान देश के विभिन्न शहरों में स्थित हैं।

National Bank for Agriculture and Rural Development (NABARD) is a body corporate established under the National Bank for Agriculture and Rural Development Act, 1981 having its Head Office at Plot No. C-24, Block 'G', Bandra-Kurla Complex, Bandra (East), Mumbai - 400051 and Regional Offices (ROs) / Training Establishments (TEs) in different cities across the country.

नाबार्ड, उत्तर प्रदेश क्षेत्रीय कार्यालय (जिसे इसके आगे "बैंक" कहा गया है), "नाबार्ड, उत्तर प्रदेश क्षेत्रीय कार्यालय या लखनऊ में नाबार्ड से संबद्ध कोई अन्य संस्था हेतु किराए पर (मांग के आधार पर) कार उपलब्ध कराने के लिए कार रेन्टल एजेंसियों को सूचीबद्ध करने" के लिए दोहरी बोली प्रणाली में प्रस्ताव आमंत्रित करता है।

NABARD Uttar Pradesh Regional Office (herein after called "The Bank") invites offer in **Two Bid System** for "Empanelment of Car Rental Agencies for Providing Cars on Hire (On

**Demand Basis) to NABARD, Uttar Pradesh Regional Office or any other affiliated institution of NABARD in Lucknow .**

निविदा दस्तावेज़ जारी करने की तिथि Date of Issue of Tender Document	26 March 2025 1700 Hrs
बोलीकर्ताओं के साथ बोली-पूर्व बैठक Pre-Bid meeting with bidders	4 April 2025 1500 Hrs
निविदा प्रस्तुत करने की अंतिम तिथि Last Date for Submission of Tender	15 April 2025 1700 Hrs
तकनीकी बोली खोलने की तिथि व समय Date and Time of Opening of Technical Bids	16 April 2025 1500 Hrs
कीमत बोली खोलने की तिथि व समय Date and Time of Opening of Price Bids	Will be intimated separately to bidders who qualify technical evaluation

चयनित एजेंसियों/कंपनियों को **करार की तिथि से दो वर्ष की अवधि के लिए** पैनल में सूचीबद्ध किया जाएगा। **दो वर्ष पूर्ण होने पर दरों की समीक्षा करने का प्रावधान होगा।** यदि परस्पर रूप से सहमत शर्तों और निबंधनों के अनुसार सेवाएं संतोषजनक पाई जाती हैं तो इसे दो और वर्षों (एक बार में एक वर्ष) के लिए नवीकृत किया जा सकता है। नवीकरण बैंक के विवेकाधिकार पर किया जाएगा।

The agencies / companies selected would be empanelled for a period of **Two Years from the date of Agreement with a provision of review of rates on completion of two years.** The empanelment 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 the Bank.

बैंक द्वारा निर्दिष्ट सभी शर्तें पूर्ण करने के अधीन नई एजेंसियों/कंपनियों को किसी भी समय सूचीबद्ध करने पर विचार किया जा सकता है। हालांकि, इस प्रकार सूचीबद्ध की गई एजेंसियों को वर्तमान पैनल की कार्यावधि के दौरान को-टर्मिनस आधार पर कार्य सौंपा जाएगा।

New agencies / companies may also be considered for empanelment at any time, provided they fulfil all the conditions stipulated by the bank. However, their empanelment will be co-terminus with the tenure of the existing panel.

**बोली-पूर्व बैठक** - बोली-पूर्व बैठक का आयोजन **4 अप्रैल 2025 को अपराह्न 03:00 बजे** नाबार्ड, उत्तर प्रदेश क्षेत्रीय कार्यालय, 11 विपिन खण्ड, गोमती नगर, लखनऊ -226010 में किया जाएगा। बोली-पूर्व बैठक में मांगे जाने वाले किसी भी प्रकार के स्पष्टीकरण के संबंध में बैठक से कम-से-कम 02 कार्यदिवस पहले लिखित में ई-मेल (dpsp.Lucknow@nabard.org) से हमें सूचित करें। बोली-पूर्व बैठक में दिए गए सभी स्पष्टीकरण निविदा का हिस्सा होंगे।

**Pre-Bid Meeting.** A Pre-Bid meeting is scheduled to be held on **04 April 2025 at 1500 Hrs** in National Bank for Agriculture & Rural Development, Uttar Pradesh Regional Office, NABARD 11

Vipin Khand Gomati Nagar, Lucknow -226010. The clarifications being sought in the pre- bid meeting should be submitted in writing at least 2 Working days prior to the date of pre-bid meeting by email addressed to [dpsp.Lucknow@nabard.org](mailto:dpsp.Lucknow@nabard.org). All the clarifications of the pre-bid meeting, if any, will be part of tender.

**दोहरी बोली प्रस्ताव** – निर्दिष्ट प्रारूप में दोहरी बोली प्रस्ताव दो भागों में, दो अलग अलग मुहरबंद लिफाफों अर्थात भाग 1, जिस पर बड़े अक्षरों में “तकनीकी बोली” और भाग 2, जिसपर बड़े अक्षरों में “वित्तीय बोली” लिखा हो, में प्रस्तुत की जाएगी। भाग 1 और भाग 2, दोनों एक अन्य मुहरबंद लिफाफे में रखे जाने होंगे, जिस पर बड़े अक्षरों में किराए पर “किराए पर (मांग के आधार पर) कार उपलब्ध कराने के लिए प्रस्ताव” लिखा हो। इसे निम्नलिखित पते पर रखे गए निविदा बॉक्स में डाला जाना होगा:

मुख्य महाप्रबंधक

राष्ट्रीय कृषि और ग्रामीण विकास बैंक (नाबार्ड)

उत्तर प्रदेश क्षेत्रीय कार्यालय, पंचम तल

नाबार्ड ,11 विपिन खण्ड गोमती नगर , लखनऊ -226010

**Two Bid Offer.** Offer, in prescribed format, shall be submitted in **Two Parts in Two Separate Sealed Envelopes viz, Part 1 superscripted “Technical Bid” and part 2 superscripted “Financial Bid”.** Both the parts viz. Part 1 and Part 2 should be placed inside another Sealed Envelope, superscripted “Offer for providing Cars on Hire (On Demand Basis)” and submitted in the Tender Box placed at the address mentioned below.

The Chief General Manager

National Bank for Agriculture and Rural Development (NABARD)

Uttar Pradesh Regional Office, 5<sup>th</sup> Floor

NABARD ,11 Vipin Khand Gomati Nagar,

Lucknow -226010

**भाग-1 अर्थात तकनीकी प्रस्ताव** में निम्नलिखित दस्तावेज़ होने चाहियें:

- a) **अनुबंध I** के अनुसार सहायक दस्तावेज़ों सहित एजेंसी की बुनियादी जानकारी
- b) **अनुबंध II** के अनुसार फ्लीट में उपलब्ध वाहनों (केवल व्यावसायिक रूप से पंजीकृत वाहन )की सूची
- c) **अनुलग्नक III** के अनुसार न्यूनतम 03 ग्राहकों (अधिमानत: आरबीआई / एसबीआई / सार्वजनिक क्षेत्र के बैंकों / केंद्र सरकार / सार्वजनिक क्षेत्र के उपक्रम / केंद्र सरकार के विभागों / राज्य सरकार) से कार्यनिष्पादन फीडबैक प्रमाण पत्र
- d) ईएमडी जमा करने / उसमें छूट प्राप्त करने के लिए दस्तावेज़ी साक्ष्य

**Part 1 i.e Technical Bid** should contain the following documents.

- (a) Basic Information about the Agency with supporting documents as per **Annexure I**
- (b) List of Vehicles (commercially registered vehicles only) in the Fleet as per **Annexure II**
- (c) Performance Feedback Certificate from minimum 03 clients (preferably RBI/ SBI/ Public Sector Banks/ Central Govt./ Public Sector Undertaking/ Central Government Departments / State Govt) as per **Annexure III**
- (d) Document proof for depositing EMD / claiming exemption thereof.

**भाग 2 अर्थात वित्तीय बोली में अनुबंध v** के अनुसार किराए पर कार (मांग के आधार पर) उपलब्ध कराने की दरें शामिल हों। वित्तीय बोली के साथ और कोई भी दस्तावेज़ न रखें।

**Part 2 i.e Financial Bid** should contain the rates for providing Cars on Hire (On Demand Basis) as per **Annexure V**. No other documents should be placed along with Financial Bid.

शेड्यूल के अनुसार निविदा बॉक्स में जमा किए जाने वाले मुहरबंद प्रस्ताव ही स्वीकार किए जाएंगे। देर से प्राप्त होने वाले प्रस्ताव अथवा पंजीकृत डाक, स्पीड पोस्ट, फैक्स, ई-मेल, कुरियर आदि जैसे किसी भी अन्य माध्यम से प्राप्त प्रस्ताव स्वीकार नहीं किए जाएंगे।

Sealed Offers, which are deposited in the Tender Box as per schedule only will be accepted. Offer received late or through any other mode like Registered Post, Speed Post, fax, e-mail, courier etc. will not be accepted.

**ईएमडी:** एजेंसियों द्वारा एनईएफटी/आरटीजीएस के माध्यम से **₹20,000/- (रुपये बीस हजार मात्र)** की बयाना राशि **(ईएमडी)** जमा की जानी है, जिसका विवरण निम्नानुसार है:

**EMD: An Earnest Money Deposit (EMD) of ₹ 20,000/- (Rupees Twenty Thousand Only)** is to be deposited by the agencies through NEFT/RTGS as per details given below.

Payee Name	: NABARD
Current Account No	: NABADMN18
Name of the Bank	: NABARD, Head Office, Mumbai
IFSC Code	: NBRD00000002

तकनीकी बोली के साथ एजेंसियों को ईएमडी जमा करने के प्रमाण के रूप में लेनदेन रिपोर्ट की प्रति संलग्न करनी होगी ईएमडी के बिना प्रस्ताव अस्वीकार कर दी जाएंगे। तथापि, भारत सरकार द्वारा जारी एमएसएमई अधिप्राप्ति नीति में यथा परिभाषित एमएसएमई को ईएमडी जमा करने से छूट दी गई है। तकनीकी बोली के साथ ईएमडी से छूट के लिए पात्र एमएसएमई पंजीकरण प्रमाण पत्र की प्रति संलग्न करनी होगी।

Agencies should enclose the copy of the transaction report as proof of depositing EMD along with the Technical Bid. Offer without EMD shall be rejected. However, MSMEs as defined in MSME

Procurement Policy issued by GoI are exempted from submitting the EMD. Copy of valid MSME registration certificate, eligible for exemption of EMD, needs to be enclosed with the Technical Bid.

बयाना राशि, निविदा प्रक्रिया पूर्ण होने पर बिना किसी ब्याज के लौटा दी जाएगी।

The EMD shall be refunded without any interest after the completion of tender process.

**प्रस्ताव प्रस्तुत करना :** कोटेशन प्रस्तुत करने की अंतिम तिथि **15 अप्रैल 2025 को अपराह्न 05:00** बजे तक है। उक्त नियत तिथि के बाद निविदा बॉक्स में डाले गए कोटेशनों पर विचार नहीं किया जाएगा और उन्हें पूर्णतः अस्वीकार किया जा सकता है।

**Submission of Offer.** The last date for submission of quotation is **15 April 2025, before 1700 Hrs.** The quotations submitted at the Tender Box after the above said scheduled date and time could be rejected.

बोलियाँ खोलना – प्रस्ताव का भाग 1 अर्थात “तकनीकी बोली” तकनीकी मूल्यांकन समिति द्वारा, **16 अप्रैल 2025 को अपराह्न 03:00 बजे खोली जाएगी।** बोली खोलने वाले दिन अवकाश होने की स्थिति में बोली अगले कार्यदिवस पर उसी समय पर खोली जाएगी।

**Opening of Bids.** The Part 1 of Offer i.e “**Technical Bid**” will be opened by the **Technical Evaluation Committee on 16 April 2025 at 1500 Hrs.** In case of any holiday on the day of opening, the quotations will be opened on the next working day at the same time.

बोली खोलने के समय उपस्थित रहने की इच्छुक एजेंसियां शेड्यूल के अनुसार ऐसा कर सकती हैं। हालांकि, अगर कोई भी एजेंसी उपस्थित नहीं होती, तो भी तकनीकी बोलियाँ शेड्यूल के अनुसार खोली जाएंगी।

Agencies who choose to be present for the bid opening may do so as per the schedule. However, the technical bids shall be opened as per the schedule, even if none of the agency chooses to be present.

मूल्यांकन के मानदंडों के अनुसार **तकनीकी बोली** और संबंधित दस्तावेजों की जांच के बाद, यदि कोई एजेंसी पात्र नहीं पाई जाती, तो बैंक द्वारा आगे की प्रक्रिया के लिए उनके कोटेशन पर विचार नहीं किया जाएगा और उनकी वित्तीय बोली (कोटेशन का भाग-II) नहीं खोली जाएगी। **केवल पात्र एजेंसियों के कोटेशन का भाग 2 अर्थात “वित्तीय बोली” खोली जाएगी। वित्तीय बोली किसी अनुवर्ती तिथि पर खोली जाएगी, जिसकी सूचना पात्र एजेंसियों को अग्रिम रूप से दी जाएगी।**

After examination of the **Technical Bid** and related documents as per the evaluation criteria, if any of the Agencies does not possess the required eligibility, their Quotations will not be considered by the Bank for further processing and their financial bid (Part-II of the Quotation) will not be opened. **The Part 2 of Quotation i.e. “Financial Bid” of only eligible Agencies will be opened on a subsequent date, which will be intimated to the eligible Agencies in advance.**

दोहरी बोली प्रणाली हेतु निविदा दस्तावेज/अनुदेशों का पूरा सेट **सरकार के सीपीपी पोर्टल और नाबार्ड की वेबसाइट** पर ऑनलाइन देखा जा सकता है। सीपीपी पोर्टल पर पंजीकृत वेंडरों के लिए अथवा नाबार्ड की वेबसाइट पर यह निविदा दस्तावेज निशुल्क उपलब्ध है।

A complete set of the empanelment Document/ Instructions for two bid system can be accessed online on **Government CPP portal and NABARD website**. The document is available free of cost to the vendors registered on CPP portal or accessing NABARD website.

बैंक न्यूनतम राशि के कोटेशन को स्वीकार करने के लिए बाध्य नहीं है और बैंक को यह अधिकारी है कि वह किसी भी कोटेशन को पूर्ण अथवा आंशिक रूप से स्वीकार करे। बैंक को यह भी अधिकार है कि वह बिना कोई कारण बताए सभी कोटेशनों को अस्वीकार कर सकता है। ऐसे प्रस्ताव जो बैंक की सभी अथवा कुछ शर्तों को पूर्ण नहीं करते या जो किसी भी प्रकार से अपूर्ण हैं और यदि एजेंसी निविदा में बैंक द्वारा विनिर्दिष्ट शर्तों के अतिरिक्त अन्य शर्तें शामिल करना चाहती है, तो उन्हें अस्वीकार कर दिया जाएगा। The Bank is not bound to accept the lowest quotation and reserves the right to accept either in full or in part any quotation. The Bank also reserves the right to reject all the quotations without assigning any reason/s thereof. Offers which do not fulfil all or any of the conditions of the Bank or are incomplete in any respect and if the Agency imposes any conditions in the tender in addition to the conditions specified by the Bank, the offer could be rejected.

प्रस्ताव कीमत बोली खोलने की तिथि से 90 दिनों तक वैध होंगे।

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

बैंक के पास ऐसी एक से अधिक एजेंसियों को सूचीबद्ध करने का अधिकार सुरक्षित है जो निविदा प्रक्रिया के दौरान प्राप्त होने वाली एल-1 दरों पर सेवाएं प्रदान करने की इच्छुक हैं।

The Bank reserves the right to empanel multiple agencies who are willing to provide services at L1 rates emerged during the tender process.

ह/- Sd/-

**विनोद कुमार रोहिल्ला – Vinod Kumar Rohilla**

**उप महाप्रबंधक Deputy General Manager**

## **INSTRUCTIONS TO THE AGENCIES**

Agencies are requested to read and understand the Notice Inviting empanelment, before submitting their Offer.

**Period of Empanelment:** The agencies / companies selected would be empanelled for a period of **Two Years from the date of Agreement with a provision of review of rates on completion of two years.** The empanelment 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 the Bank.

New agencies / companies may also be considered for empanelment at any time, provided they fulfil all the conditions stipulated by the bank. However, their empanelment will be co-terminus with the tenure of the existing panel.

1. **Pre-Qualification Criteria:** The agencies bidding are expected to satisfy the following Pre-Qualification Criteria.
  - (a) The Agency should have minimum 03 (three) years' experience of "Car Rentals" with RBI/ SBI/ Public Sector Banks/ Central Govt./ Public Sector Undertaking / State Govt / Reputed Private Sector Organisations etc.
  - (a) The Agency should own at least 10 Air Conditioned Cars comprising of **Subcompact Sedan** (Toyota Etios, Honda Amaze, Hyundai Xcent, Swift Dzire, Hyundai Aura etc), **Sedan** (Corolla Altis, Honda City, Maruti Ciaz, Hyundai Verna Vento, Nissan Sunny etc), minimum 3 **SUV** (Innova Hycross, Innova Crysta, Innova, Tata Hexa, Honda CRV etc) and **Premium Vehicles** (Fortuner, Endeavour, Tata Harrier, Camry, BMW, Benz, Audi etc) which have registration for commercial use. The cars should not be more than 5 years old.
  - (b) The Agency should have its own office / garage in Lucknow Municipal Corporation which is manned with adequate staff for round the clock service.
  - (c) The Agency should have minimum annual turnover of Rs **8 Lakh** (Copies of Audited Balance Sheet & P/L A/c statement for last 3 years i.e. 2020-21, 2021-22, 2022-23 should be attached).
  - (d) The Agency should have all statutory registrations like Shop and Establishment, Labour Department, PAN, TIN, GSTIN etc.

2. **Scope of Work:** The scope of work is enumerated below

- (a) The Agency will provide AC cars comprising of **Subcompact Sedan** (Toyota Etios, Honda Amaze, Hyundai Xcent, Swift Dzire, Hyundai Aura etc), **Sedan** (Corolla Altis, Honda City, Maruti Ciaz, Hyundai Verna Vento, Nissan Sunny etc), **SUV** (Innova Hycross, Innova Crysta, Innova, Tata Hexa, Honda CRV etc) and **Premium Vehicles** (Fortuner, Endeavour, Tata Harrier, Camry, BMW, Benz, Audi etc), which will be intimated by the bank through verbal instructions, telephone, SMS, Whatsapp or by E mail by the authorised officials of the Banks only. The agency should be having permanent booking desk which shall be manned 24X7.
- (b) In case the Agency is not able to provide the desired category of car for which booking has been made by the bank, the agency has to provide higher category of vehicle. However, payment will be made for the category of vehicle demanded by the bank. Once advised the arrangement of vehicle has to be made or else it could land to penal deductions by the bank, depending upon the inconvenience caused and the expenditure made.
- (c) All vehicles should have registration for commercial use and should not be more than 3 years old.
- (d) The vehicle 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.
- (e) All vehicles must be well maintained without dents and scratches and should have clean interior, upholstery, seat covers, floor mats, well maintained exterior and noiseless drive.
- (f) All vehicles should mandatorily have seat belts for front as well as rear seats.
- (g) 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.
- (h) 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 and once copy should be in each of the vehicle with drivers. The charges for the same must be borne by the agency. All the documents should be valid as on date of the trip.
- (i) All vehicles must be provided with (i) one newspaper (ii) branded 02 bottles of 1 litre packaged drinking water per day /duty (iii) face tissue paper (iv) sanitizer (v) charger C



type (vi) Fastag (vii) branded umbrella (viii) Air Freshener. There shall be no extra payment for the same.

- (j) The Agency should provide the car number, driver's name and mobile number to the guest and PSO/CT/DPSP by SMS/Whatsapp or by E mail **minimum twelve hours before reporting time. In case of early morning travels, the details should reach by the modes mentioned above, before 1800 hrs on the previous day of travel.**
- (k) All the drivers should have valid driving licences, wear uniform & possess smart mobile phones with google map facility. They should be courteous, well conversant with roads/routes around Uttar Pradesh, Lucknow and suburbs and should be able to converse in Hindi/English. The drivers deployed should be medically fit and agency should arrange police verification of the driver whenever called for.
- (l) The driver should report for duty 15 minutes before specified time and remain with the car during duty hours. The driver shall always be available at the place where the car is parked. The driver shall follow all traffic rules in vogue.
- (m) The driver shall carry a placard containing particulars of the arriving Guest / Officer at the Airport / any other stations and receive him from the arrival lounge or entrance of station respectively. The Service Provider shall ensure that there is no room for complaints from the Guest(s).
- (n) The driver must ensure to fill the duty slip details clearly viz. garage out time, k.m, release time, k.m, parking charges, toll, permit charges etc. and have it signed by the guest.
- (o) 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 the Bank on production of receipt.
- (p) The vehicle must not carry any person(s) other than those authorized by the bank/ bank's official using the vehicle.
- (q) The rate quoted should exclude all taxes. However, all applicable taxes should be mentioned separately. Toll, Parking Charges, Permit Charges etc. shall be paid only on production of original receipt.
- (r) The Agency should submit the bills to the Bank, along with duty slips signed by the guest and other document proofs like toll receipt, parking receipt etc, along with respective bill

for payment. While making payment, Bank will deduct applicable taxes at source. Bill submitted without signed duty slip will be summarily rejected.

- (s) The agency shall also be required to provide taxi on short notice from the Bank (within an hour in case of emergency).
- (t) The driver allotted should not be found drunk on duty. In case of such incident alternate vehicle and driver should be provided by the agency or the cost of alternate arrangement should be borne by the agency.

### 3. **Evaluation of Quotation:**

**Part 1 of Quotation i.e “Technical Bid”** will be evaluated based on the Pre – Qualification Criteria mentioned in the tender document and supporting documents submitted by the Agency.

The Evaluation / Selection Criteria is provided at **Annexure IV**. Offers from Agencies scoring more than 50 Marks as per evaluation criteria shall be considered as qualified for opening of Financial Bid.

The Bank reserves its rights to constitute a committee for evaluation and to verify the performance and authenticity of the documents submitted by the Agency from any of its client, on Bank's own discretion.

Incomplete Offers or Conditional Offers will be summarily rejected. Information relating to the evaluation of Offers shall not be disclosed to Agencies or any other persons not officially concerned with the process until information on contract awarded is communicated to all Agencies.

**Part 2 of Quotation i.e Financial Bids** will be opened on separate date which shall be communicated only to the agencies who qualify and are selected in the technical evaluation. The selected agencies who choose to be present for the Financial Bid opening may do so as per the schedule. However, the Financial Bids shall be opened as per the schedule, even if none of the agency chooses to be present.

The Financial Bids shall be evaluated based on the **Bench Mark Value** calculated for each category of vehicle as specified in the Financial Bid at **Annexure V**. The rates corresponding to the lowest Bench Mark Value for each category of vehicle shall be fixed as the L1 Rate for that category. All vendors who are willing to offer their services as per L1 Rates compiled in the table shall be empanelled for that category. A table similar to annexure -V will be prepared comprising of all L1 rates of all categories of vehicles and type of duties/car hired. The rates will remain fixed during the empanelment period with a provision of review of rates on

completion of two years. In case the number of shortlisted/eligible firms are more than 03, then Bank reserves the right to empanel the top 03 firms that qualifies best in the evaluation criteria, provided they accept the L1 rates.

4. **Validity of Offer:** The Offer validity period shall be 90 days from the last date of the submission of Offer.
5. **Signing of Contract and Agreement:** All the Agencies who express their willingness in writing to provide services at the compiled table of L1 rate shall be empanelled for that category.
  - (a) The Agencies thus empanelled shall execute an Agreement as per **Annexure VI** with the Bank on Non-Judicial stamp paper of value not less than ₹200/- within 15 days of written confirmation of acceptance of lowest rates. The rates will remain fixed during the empanelment period with a provision of review of rates on completion of two years.
  - (b) The empanelment may be renewed for one more year (one year at each time) if services are found satisfactory and the agency accepts to work on same rates and terms and conditions. The renewal shall be on sole discretion of the Bank or as decided by the Bank.
  - (c) The Bank reserves the right to hire car from any of the empanelled Agencies as and when required.
  - (d) If any shortlisted agency withdraws from the process after opening of financial bids or their services are found to be inadequate or below expectations of the Bank, then the EMD/RMD amount in whole/part could be forfeited.
6. **Performance Security Deposit:** All empanelled Agencies should deposit a Performance Security Deposit of **Rs 50,000/- (Rupees Fifty Thousand only)** through NEFT / RTGS to the account given below while executing Agreement with the Bank.

Account Name : NABARD  
 Account Number : NABADMN18  
 Account Type : Current Account  
 IFSC Code : NBRD0000002  
 Bank Name : NABARD  
 Branch : Head Office Mumbai

The Performance Security Deposit shall be released without interest after 180 days of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the agency or its employees. In case of any complaint or pending dues, the security deposit shall be discharged only after adjusting all dues,

liabilities, etc. All the bills due shall be deposited/submitted for payments with all complete documents within 30 days of expiry of the contract. Thereafter it would be presumed that no bills are pending for submission.

7. **Terms of Payment**

- (a) The bills should be raised on weekly basis and would be settled normally within a period of 15 working days provided all relevant documents are submitted. Adequate care must be taken that bills from the period for which the bills have already been cleared are not raised again.
- (b) All payments will be made through NEFT / RTGS after due statutory deductions. Penalties (if any) for deficiency in services, as decided by the Bank, will be deducted before making the payments. The agency shall not have any objection on the same.
- (c) Any objection regarding the payment received by the Agency may be brought to the notice of the Bank within 10 days of the date of the payment. In case no such objection is received within the stipulated period, it will be deemed that there is no objection regarding the payment.
- (d) The Bank will not be liable for any type of damage caused to the vehicle like material / theft etc. 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 by the Bank from the pending bill of the Agency.
- (e) No extra charges would be paid for amenities provided such as (i) one newspaper (ii) branded packaged drinking water as required (iii) face tissue paper (iv) sanitizer (v) charger C type (vi) Fastag (vii) branded umbrella (viii) Air Freshener etc. However, if a vehicle is found without these mandatory amenities a deduction of Rs 500/- (Five hundred only) per trip may be deducted.
- (f) In case the booking is cancelled by the guest in last moment(06 hours for cars and 12 hours for bus) or the travel is not made by the guest for whatsoever reason, then bank shall only pay a nominal charge of Rs 500/- only or Rs 1000/- only for sub compact sedan and other sedan and all other type of cars respectively. Rs. 2000/- only would be considered reimbursement for cancellation of Bus.

8. **Penalty:**

- (a) In case vehicle booked with the agency comes late or has unsatisfactory standards, a penalty of 10 % of the Bill Amount shall be levied as penalty. It could be deducted from the bills submitted or from the RMD deposited. The office may also return vehicle and the cost of alternate travel arrangement made for the trip shall be deducted to the payment due to the Agency which provided the vehicle late or unsatisfactory in the first place.
- (b) In case of any break down of the vehicle en-route, the Agency should provide immediate replacement. If not provided, the cost of alternate travel arrangement used for the trip shall be deducted from the payment due to the Agency.
- (c) In case cars supplied to the Bank are financed through Bank/ other financial institutions, the timely EMI must be paid to such financial institutions to avoid seizure of cars. Any incidental expenditure due to such instances shall be deducted from payment due to the agency.
- (d) In case of any other deficiency/ies found/observed/ reported by the passenger, as mentioned in the scope of work and the terms and conditions, then the amount upto Rs. 500/- only on first instance and upto Rs. 1000/- only on repeated instances may be levied.

9. **Termination of Contract:** The Bank reserve the right to:-

- (a) Terminate the contract of any empanelled Agency by giving one month's written notice, without assigning any reason whatsoever. Agency intending to discontinue the service may do so by giving three months' written notice.
- (b) Terminate the contract of the Agency without any notice and remove it from the panel in case the Agency fails to provide cars as per request on repeated occasions or provides unsatisfactory vehicle/service on repeated occasions.

**Other Terms and Conditions:**

- (a) The personnel engaged by the agency will be the employees of the agency and neither the agency nor its employees shall have any right to claim any employment in the bank.
- (b) 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. Format of indemnity bond to be submitted by the agencies who would be empanelled is placed **as Annexure VII.**

- (c) The Agency shall be solely responsible for full compliance with the provisions of the “Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of sexual harassment is received in the Bank against the Agency, the complaint will be referred to the appropriate committee constituted under the said act. The Agency shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
  - (d) The Agency 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 Agency during the course of discharging its contractual obligations 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.
  - (e) The Agency 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 Agency and the Agency shall be liable for damages. The Agency shall take all appropriate actions with respect to its employees to ensure the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Agency’s obligations with respect to non-disclosure and confidentiality will survive the expiry or the termination of this agreement for whatever reason.
10. **Prohibited Practices:** The Bank requires that Agencies interested in having business relationship with the Bank to observe the highest standard of ethics during the period of contract / empanelment. In pursuance of this policy, the Bank:
- (a) defines, for the purposes of this provision, the terms set forth below as Prohibited Practices:

- (i) “Corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party.
- (ii) “Fraudulent practice” means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation.
- (iii) “Coercive practice” means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party; and
- (iv) “Collusive practice” means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party.

(b) will reject a proposal for award if it determines that the Agency recommended for award has engaged in any prohibited practices during the process.

(c) may declare an Agency ineligible, either indefinitely or for a stated period of time, if, at any time, the Bank determines that the Agency has engaged in prohibited practices in competing for, or in executing the contract.

11. **Right to Accept / Reject Any / All Quotations:** The Bank reserves the right to accept or reject any quotation, and to annul the selection process and reject all quotations at any time prior to contract award, without thereby incurring any liability to Agencies or assigning any reason/s thereof.
12. **Force Majeure:** Notwithstanding anything else contained in this document, neither party shall be liable for any delay in performing its obligations hereunder if such delay is caused by circumstances beyond its reasonable control (including without limitation any delay caused by the acts of Governments, acts of God, natural or social calamities, strikes, riots in any region, network failure, terrorist attack, war (declared and undeclared)) provided however that any delay by the supplier of the party so delaying shall not relieve that party from liability for delay except where such delay is beyond the reasonable control of the supplier concerned.
13. **Confidentiality Statement:** The information contained in this document or subsequently provided whether verbally or in documentary form by or on behalf of the Bank or by any of its employees, shall be subject to the terms and conditions set out in this document and all other terms and conditions subject to which such information is provided.
14. **Dispute Resolution:** All disputes and differences of any kind under the agreement shall be referred to the sole arbitrator i.e. Chief General Manager, NABARD, Uttar Pradesh Regional Office, Lucknow and his decision, in writing, shall be final and binding on the service provider/s. However, for any dispute/issue, not settled through arbitration, the legal

jurisdiction shall be Lucknow only. Alternate settlement modes can be used for settling any legal dispute with mutual consent only.

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**Annexure-I****BASIC INFORMATION OF THE AGENCY**

<b>Sl No</b>	<b>Details</b>	<b>Information to be Submitted by the Agency</b>
1	Name of the Agency	
2	Type of Organization, whether Proprietorship, Partnership, Company, Society etc.	Provide details along with copy of relevant certificate
3	Name of the Proprietor/ Partners/Directors	
4	Authorized Person of the Agency to make commitment to the Bank. (Name, Contact details including telephone/fax/e-mail). Communication with regard to the Quotation would be done on Telephone/FAX/e-mail given in this column.	
5	Registration (firm, company etc.) Registration Authority: Registration Date : Registration Number :	Provide details along with copy of relevant certificate
6	Whether the organization is registered under Shops & Establishment Act and has necessary certificate to run Tours & Travels? Please enclose the registration certificate	Provide details along with copy of relevant certificate
7	PAN Details	Provide details along with copy of relevant certificate
8	GSTIN Details	Provide details along with copy of relevant certificate
9	Experience in the field of providing Cars on Hire (in years)	
10	Name and Address of the Bankers and Bank Account Details	Provide details along with a cancelled Cheque Banker's Name : Branch Address : Contact No : Type of Account : Account No. : IFSC No :

11	Annual turnover of the company during last 3 years duly certified by a CA.	Attach CA Certificate and balance sheet/ P&L a/c statement and IT returns of the firm of last 3 years.
12	2021-22	Rs
a	2022-23	Rs
b	2023-24	Rs
c	Registered office / garage address in Lucknow Municipal Corporation limits and telephone number	Provide details along with copy of valid Address Proof
13	Whether working with RBI/ SBI/ Public Sector Banks/ Central Govt./ Public Sector Undertaking/ State Govt/ Reputed Private Organisations etc. If so furnish details.	Provide relevant work orders / work completion certificates
14	List of cars owned in the name of the applicant with Registration Number/s, Permit Number/s, Date of purchase, Insurance Policy. Copies of the documents should be attached. The list should be category wise (categories as indicated in Price Bid) and in descending order of date of purchase, With documentary evidence.	Provide details in separate sheet
15	List of software's used	

Copies of documents to be submitted along with Annexure I are mentioned below. The Bank reserves the right to call for proof/verify the furnished information. I further authorise the Bank to check my Aadhar details/other details in /through EKYC.

Signature

Name

Office Seal of the Agency

**THE DOCUMENTS SUBMITTED SHALL BE USED FOR VERIFICATION DURING  
TECHNICAL EVALUATION AND SELECTION**

**Annexure II****LIST OF VEHICLES IN OWN FLEET**

(Vehicles having commercially registered only) (To be given on Agency's Letter Head)

Sl	Make of Vehicle	Regd No	Permit No (if any)	Model and Year of Manufacture	Date of Purchase	Insurance Policy	Present Mileage
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							

**Annexure-III****PERFORMANCE FEEDBACK FROM CLIENT**

This is to certify that M/s \_\_\_\_\_ located at \_\_\_\_\_ has provided Car Hiring Services to our Organisation. The performance of the Agency is endorsed below.

<b>Sl No</b>	<b>Details</b>	<b>Remarks</b>
1	Work order/reference No.	
2	Gross Value of the Contract (in Rupees)	
3	Period of Contract	
4	Comments on capabilities of the Agency (indicate grading)	
	(a) Quality of Vehicles and Services provided by the firm	Outstanding / Very Good / Good / Satisfactory / Poor
	(b) Proficiency/competence/quality of Drivers deployed by the Agency	Outstanding / Very Good / Good / Satisfactory / Poor
	(c) Integrity and reliability of the Drivers deployed by the Agency	Outstanding / Very Good / Good / Satisfactory / Poor
	(d) Adherence to schedule and time	Outstanding / Very Good / Good / Satisfactory / Poor
5	Did the firm go for arbitration?	
6	Any other information in your view will help us in making our decision.	
7	Overall Rating you would be giving the Agency (Out of 10)	_____ out of 10 Marks
8	Would you recommend them to serve other organisations?	Yes/No

**Signature of the Reporting Officer**

**Name**

**Designation and Address with Office Seal**

**Date:**

**Annexure IV****TECHNICAL EVALUATION AND SELECTION CRITERIA**

The information given in Annexure I and documents submitted thereon as proof shall be evaluated as per the table given below.

<b><u>Sl</u></b>	<b><u>Particulars</u></b>	<b><u>Range</u></b>	<b><u>Marks</u></b>
1	Type of the Organization	Company	10 Marks
		Proprietor/ Partnership/Society etc	5 Marks
2	Registered Office in Lucknow Municipal Corporation limits	Own	10 Marks
		Rented	2 Marks
3	Experience in Car Rental Business	10 Years and above	10 Marks
		7-9 Years	8 Marks
		4 to 6 Years	6 Marks
		3 Years	5 Marks
4	Fleet of Premium/ SUV / Premium Sedan / Sedan Cars owned by the Agency	31 and above	10 Marks
		26-30	8 Marks
		21-25	6 Marks
		20	5 Marks
5	Age of fleet of 10 vehicles	< 2 Year	20 Marks
		Between 2 and 3 Years	15 Marks
		Between 3 and 5 Years	10 Marks
6	Work Experience during the preceding 3 years. (Only one category shall be applicable)	RBI/SBI/PSBs/PSUs/Central Govt / State Govt	20 Marks
		Reputed Private Companies	10 Marks
7	Average Turn Over of the Agency in 3 years 2020-21, 2021-22, 2022-23	Above 30 Lakhs	20 Marks
		15-30 lakhs	15 Marks
		7.5 - 15 lakhs	05 Marks
	Total Maximum Marks		100Marks

**FOR QUALIFYING THE TECHNICAL EVALUATION, THE AGENCY IS REQUIRED TO SCORE ABOVE 50% I.E. ABOVE 50 MARKS. However, \_ if required, Bank reserves the right to alter the minimum eligible marks depending upon the number of bids received.**

**Annexure-V**

(To be submitted on Letter Head of the Agency / Company)

**PRICE BID - EMPANELMENT OF CAR/VEHICLE RENTAL AGENCIES FOR PROVIDING CARS ON HIRE (ON DEMAND BASIS)**

<b>Sl</b>	<b>Particulars</b>	<b>Sub Compact Sedan</b> Toyota Etios, Honda Amaze, Hyundai Xcent, Swift Dzire, Hyundai Aura etc or equivalent	<b>Sedan</b> Corolla Altis, Honda City, Maruti Ciaz, Hyundai Verna Vento, Nissan Sunny etc or equivalent	<b>SUV</b> Innova Hycross, Innova Crysta, Innova, Tata Hexa, Honda CRV etc or equivalent	<b>Premium SUV</b> Fortuner, Endeavour, Tata Harrier etc or equivalent	<b>Premier Sedan</b> BMW,Audi, Mercedes, Toyota Camry etc or equivalent	<b>AC Super Deluxe Mini Bus</b> (Between 20-30 seats)	<b>AC Super Deluxe Large Bus</b> (More than 50 seats)
1	Railway Station Pickup / Drop (4 Hrs / 40 Kms)							
2	Airport Pickup / Drop (4 Hrs / 40 Kms)							
3	Local Travel (08 Hrs / 80 Kms)							
3a	Local Travel (12 Hrs / 120 Kms)							
4	Local Travel - Charges for Extra Hour							
5	Local Travel - Charges for Extra kms							
6	Per km rate for Outstation visit (Min 250 Kms per day)							

7	Outstation Travel – Night Halt Charge (Between 2200 hrs to 0600 hrs)							
8	<b>Bench Mark Value</b> 2% of Sl (1) + 20 % Sl (2) + 10% of Sl (3) + 1 % (Sl 4)+ 1 % of Sl (5) + 65 % of [Sl (6)*250] + 1 % of Sl (7)							

**Terms & Conditions:**

- (a) **The rates corresponding to the lowest Bench Mark Value for each category of vehicle shall be fixed as the L1 Rate for that category.**
- (b) **All vendors who are willing to offer their services as per L1 Rates for a particular category shall be empanelled for that category.**
- (c) **The rates will remain fixed during the empanelment period with a provision of review of rates on completion of two years.**
- (d) Out Station Visit is subject to minimum run of 250 Km's per day.
- (e) Night Halt Charges will be applicable for Out Station Travel only, where there is overnight halt outside Lucknow or the journey is closed after 10 PM.
- (f) After use of 06 hours/60 kms only, the billing to 08 hours/80 kms will apply and accordingly after use of 10 hours/100 kms, the billing will qualify for 12 hours/120 kms.
- (g) Miscellaneous charges such as Toll Tax, Parking, Travel Permit will be paid extra on submission of original receipts/bills.
- (h) Time & distance will be calculated on garage to garage basis subject to maximum 10 kms one way of 20 kms per trip.
- (i) Rates are exclusive of taxes. Taxes as applicable shall be paid extra.
- (j) TDS as applicable shall be deducted by the Bank

**Signature**

**Name & Designation**

**Office Seal with Date**

**राष्ट्रीय कृषि और ग्रामीण विकास बैंक (नाबार्ड)****NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT (NABARD)****उत्तर प्रदेश क्षेत्रीय कार्यालय, लखनऊ****UTTAR PRADESH REGIONAL OFFICE, LUCKNOW****करार विलेख****FORM OF AGREEMENT**

नाबार्ड 11 विपिन खण्ड, गोमती नगर लखनऊ -226010 स्थित अपने क्षेत्रीय कार्यालय के लिए या लखनऊ में नाबार्ड से संबद्ध कोई अन्य संस्था हेतु **किराए पर (मांग के आधार पर) कार उपलब्ध कराने के लिए** \_\_\_\_\_ (माह) \_\_\_\_\_ (वर्ष) के \_\_\_\_\_ वें दिन लखनऊ में सहायक महाप्रबंधक, नाबार्ड, उत्तर प्रदेश क्षेत्रीय कार्यालय, लखनऊ के माध्यम से तैयार किया गया यह करार, जिसमें राष्ट्रीय कृषि और ग्रामीण विकास बैंक (नाबार्ड) जिसे एतदपश्चात नाबार्ड कहा गया है (इस अभिव्यक्ति में, जब तक कि इसमें संदर्भ अथवा अर्थ के विरुद्ध कुछ न हो, इसके उत्तराधिकारियों तथा समनुदेशितों को भी शामिल माना जाएगा) एक पक्ष

THIS AGREEMENT is made on the \_\_\_\_\_ day \_\_\_\_\_ (Month) \_\_\_\_\_ (Year) Between National Bank for Agriculture and Rural Development (NABARD) through the Assistant General Manager, Uttar Pradesh Regional Office, Lucknow (hereinafter called "the Bank" which expression shall, unless excluded by or repugnant to the context be deemed to include his successors in office and assigns) of the one part

और AND

..... (एजेंसी का नाम), जिसके प्राधिकृत प्रतिनिधि श्री \_\_\_\_\_, के माध्यम से, जिसे एतदपश्चात एजेंसी कहा गया है (इस अभिव्यक्ति में, जब तक कि इसमें संदर्भ अथवा अर्थ के विरुद्ध कुछ न हो, इसके उत्तराधिकारियों, वारिसों, निष्पादकों, प्रतिनिधियों और समनुदेशितों को भी शामिल माना जाएगा), दूसरा पक्ष है।

\_\_\_\_\_ (Name and address of the Agency) through Shri \_\_\_\_\_, authorized representative (hereinafter called "the Agency" which expression shall, unless excluded by or repugnant to the context, be deemed to include his successors, heirs, executors, administrators, representatives and assigns) of the other part for **providing Cars on Hire (On Demand Basis)** to its Regional Office situated at NABARD To 11 Vipin Khand Gomati Nagar, Uttar Pradesh, Lucknow -226010 or any other affiliate institutions of NABARD in Lucknow



अब यह करारनामा निम्नानुसार साक्षी है

NOW THIS AGREEMENT WITNESSETH as follows: -

इस करार में शब्दों और अभिव्यक्ति के अर्थ यहाँ संदर्भित करार के नियमों और शर्तों में उल्लिखित अर्थों के अनुरूप होंगे।

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.

निम्नलिखित दस्तावेजों को इस समझौते के हिस्से के रूप में बनाया और पढ़ा और निर्मित किया जाएगा।

The following documents shall be deemed to form and be read and constructed as part of this Agreement.

- (a) संविदा सौंपने के संबंध में स्वीकार्यता पत्र Letter of acceptance of award of contract.
- (b) कोटेशन आमंत्रण सूचना और नोटिस में निहित नियम व शर्तें Notice inviting Quotation and the terms and conditions contained in the notice.
- (c) कार्य का दायरा Scope of work.
- (d) नियम व शर्तें Terms and Conditions.
- (e) करार के हिस्से के रूप में कोई अन्य दस्तावेज़ Any other documents forming part of the contract.

बैंक द्वारा एजेंसी को किए जाने वाले आगे उल्लिखित भुगतान के समक्ष, एजेंसी इस करार और निविदा आमंत्रण सूचना के प्रावधानों के अनुसार **करार की तिथि से दो वर्ष की अवधि के लिए** किराए पर कार उपलब्ध कराने की सेवाएँ निष्पादित करने के लिए नाबार्ड, उत्तर प्रदेश क्षेत्रीय कार्यालय, लखनऊ के साथ करार करने हेतु सहमत है। यदि परस्पर रूप से सहमत शर्तों और निबंधनों के अनुसार सेवाएं संतोषजनक पाई जाती हैं तो इसे दो और वर्षों (एक बार में एक वर्ष) के लिए नवीकृत किया जा सकता है। नवीकरण बैंक के एकल विवेकाधिकार पर होगा।

In consideration of the payments to be made by the Bank to the Agency as hereinafter mentioned, the Agency hereby covenants with the NABARD, Uttar Pradesh Regional Office, Lucknow to execute the car hiring services for a period of **Two Years from the date of agreement** as per the provisions of this Agreement and the notice inviting quotation. The empanelment 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 the Bank.

बैंक इस करार और निविदा आमंत्रण सूचना के अनुसार, **शेड्यूल I** में वर्णित कार्य के दायरे और दरों के अनुरूप किए गए कार्यों / उपलब्ध कराई गई सेवाओं के निष्पादन के समक्ष एजेंसी को भुगतान करने के लिए सहमत है। **यथालागू जीएसटी का भुगतान बैंक द्वारा अतिरिक्त रूप से किया जाएगा और यथा लागू टीडीएस की कटौती की जाएगी। एम्पेनलमेंट की अवधि के दौरान दरें स्थिर रहेंगी और दो वर्ष पूर्ण होने के बाद दरों की समीक्षा करने का प्रावधान होगा।** The Bank hereby covenants to pay the Agency in consideration of the execution and completion of the works/services as per this Agreement and notice inviting quotation, as per scope of work and rates mentioned in **Schedule I. GST, as applicable, will be paid extra by the Bank. TDS as applicable shall be deducted by the Bank. The rates shall remain fixed during the empanelment period with a provision of review of rates on completion of two years.**

### **भुगतान की शर्तें Terms of Payment**

- (a) बिल साप्ताहिक आधार पर प्रस्तुत किए जाने होंगे और समान्यतः 15 दिनों की अवधि के भीतर इनका निपटान किया जाएगा। इस बात का समुचित ध्यान रखा जाएगा कि जिस अवधि के लिए बिलों का भुगतान किया जा चुका है, उस अवधि के बिल फिर से प्रस्तुत न किए जाएँ।

The bills should be raised on weekly basis and would be settled normally within a period of 15 working days. Adequate care must be taken that bills from the period for which the bills have already been cleared are not raised again.

- (b) लागू सांविधिक कटौतियाँ करने के बाद सभी भुगतान एनईएफटी / आरटीजीएस के माध्यम से किए जाएंगे। भुगतान करने से पहले बैंक के निर्णयानुसार सेवाओं में किसी प्रकार की कमी के लिए पेनल्टी (यदि कोई हो), ली जाएगी। एजेंसी को इस पर कोई आपत्ति नहीं होगी।

All payments will be made through NEFT / RTGS after due statutory deductions. Penalties (if any) for deficiency in services, as decided by the Bank, will be deducted before making the payments. The agency shall not have any objection on the same.

- (c) प्राप्त भुगतान के संबंध में एजेंसी की किसी भी आपत्ति को भुगतान की तिथि के 10 दिनों के भीतर बैंक के संज्ञान में लाना होगा। यदि निर्धारित अवधि के भीतर ऐसी कोई आपत्ति प्राप्त नहीं होती है, तो यह माना जाएगा कि भुगतान के संबंध में कोई आपत्ति नहीं है।

Any objection regarding the payment received by the Agency may be brought to the notice of the Bank within 10 days of the date of the payment. In case no such objection is received within the stipulated period, it will be deemed that there is no objection regarding the payment.

- (d) वाहन को होने वाले किसी भी प्रकार के नुकसान जैसे सामग्री/चोरी आदि के लिए बैंक उत्तरदायी नहीं होगा। अवधि के दौरान एजेंसी के ड्राइवर के कारण किसी व्यक्ति, बिल्डिंग या तीसरे पक्ष को हुए किसी प्रकार के नुकसान या क्षति के लिए एजेंसी बैंक को क्षतिपूर्ति करेगी। अन्यथा बैंक को यह अधिकार होगा कि वह बैंक को हुए नुकसान / क्षति की राशि की वसूली एजेंसी के लंबित बिल में से करे।

The Bank will not be liable for any type of damage caused to the vehicle like material / theft etc. 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 by the Bank from the pending bill of the Agency.

- (e) प्रदान की जाने वाली सुविधाओं जैसे (i) एक समाचार पत्र (ii) आवश्यकतानुसार ब्रांडेड पैकेज्ड पेयजल, (iii) फेस टिशू पेपर, (iv) सैनिटाइजर, (v) C टाइप चार्जर (vi) फास्टैग (vii), ब्रांडेड छाता (viii) एयर फ्रेशनर आदि के लिए कोई अतिरिक्त शुल्क नहीं दिया जाएगा। किसी वाहन में ये अनिवार्य सुविधाएं नहीं होने पर **₹500/- (रुपये पांच सौ मात्र) प्रति ट्रिप की कटौती लागू होगी।**

No extra charges would be paid for amenities provided such as (i) one newspaper (ii) branded packaged drinking water as required (iii) face tissue paper (iv) sanitizer (v) charger C type (vi) Fastag (vii) branded umbrella (viii) Air Freshener etc. However, if a vehicle is found without these mandatory amenities a deduction of Rs 500/- (Five hundred only) per trip could be deducted.

- (f) यदि अतिथि द्वारा अंतिम समय पर बुकिंग रद्द की जाती है या किसी भी कारणवश अतिथि यात्रा नहीं करता है, तो बैंक **₹500/- मात्र** के सांकेतिक शुल्क का भुगतान करेगा। In case the booking is cancelled by the guest in last moment or the travel is not made by the guest for whatsoever reason, then bank shall only pay a nominal charge of **Rs 500/- only.**

### **पेनल्टी Penalty:**

- (a) एजेंसी के साथ बुक किया गया वाहन देरी से आने या उसका स्तर संतोषजनक नहीं होने की स्थिति में पेनल्टी के रूप में बिल राशि में से 10% की कटौती की जाएगी। ऐसे में ऑफिस वाहन को वापस भी भेज सकता है और इसके फलस्वरूप वैकल्पिक यात्रा की व्यवस्था करने पर हुए व्यय की कटौती एजेंसी को किए जाने वाले उस भुगतान में से की जाएगी, जिसकी वजह से वाहन देरी से आया या जिसका स्तर असंतोषजनक था।

In case vehicle booked with the agency comes late or has unsatisfactory standards, a penalty of 10 % of the Bill Amount shall be levied as penalty. The office may also return vehicle and the cost of alternate travel arrangement made for the trip shall be deducted

from the payment due to the Agency which provided the vehicle late or unsatisfactory in the first place.

- (b) रास्ते में वाहन के खराब होने की स्थिति में, एजेंसी तत्काल रूप से वाहन का रिप्लेसमेंट उपलब्ध कराएगी। रिप्लेसमेंट उपलब्ध नहीं कराने पर, वैकल्पिक यात्रा की व्यवस्था करने पर हुए व्यय की कटौती एजेंसी को किए जाने वाले भुगतान में से की जाएगी।

In case of any break down of the vehicle en-route, the Agency should provide immediate replacement. If not provided, the cost of alternate travel arrangement used for the trip shall be deducted from the payment due to the Agency.

- (c) यदि बैंक को आपूर्त कारों का वित्तपोषण बैंक/अन्य वित्तीय संस्थानों के माध्यम से किया गया हो तो संबंधित वित्तीय संस्थानों को ईएमआई का भुगतान समय पर किया जाना सुनिश्चित किया जाए ताकि कारों को सीज़ न किया जाए। ऐसी घटनाओं के कारण हुए किसी प्रकार के आकस्मिक व्यय की कटौती एजेंसी को देय भुगतान में से की जाएगी।

In case cars supplied to the Bank are financed through Bank/ other financial institutions, the timely EMI must be paid to such financial institutions to avoid seizure of cars. Any incidental expenditure due to such instances shall be deducted from payment due to the agency.

**करार की समाप्ति:** बैंक को यह अधिकार होगा कि:

**Termination of Contract:** The Bank reserves the right to: -

- (a) किसी भी सूचीबद्ध एजेंसी के संविदा को बिना कोई कारण बताए लिखित में एक माह का नोटिस देते हुए समाप्त करे। यदि एजेंसी सेवाएँ देना बंद करने की इच्छुक हो तो उसे लिखित में तीन माह का नोटिस देना होगा। Terminate the contract of any empanelled Agency by giving one month's written notice, without assigning any reason whatsoever. Agency intending to discontinue the service may do so by giving three months' written notice.
- (b) यदि एजेंसी बार-बार अनुरोधानुसार कार उपलब्ध कराने में विफल रहती है या बार-बार असंतोषजनक वाहन/सेवाएं प्रदान करती है तो बिना किसी सूचना के एजेंसी के संविदा को समाप्त करे और उसे पैनल से हटा दे।

Terminate the contract of the Agency without any notice and remove it from the panel in case the Agency fails to provide cars as per request on repeated occasions or provides unsatisfactory vehicle/service on repeated occasions.

यदि इस करार के किसी भी खंड या इस संबंध में तैयार किए गए या तैयार किए जाने वाले किसी भी दस्तावेज़ के संबंध में कोई विवाद या मुद्दा उत्पन्न होता है, तो कोटेशन आमंत्रण सूचना की विषय-वस्तु इस करार / किसी अन्य दस्तावेज़ से अधिक मान्य होगी।

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 notice inviting quotation shall prevail over this agreement and /or any other document.

पक्षकारों ने साक्ष्यों की उपस्थिति में ऊपर उल्लिखित दिन, माह और वर्ष में इस करार पर हस्ताक्षर किए हैं।

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

(Signature of the Bidder) Name and Address of the Bidder. Telephone No.	Signature of Authorized Signatory of NABARD, Uttar Pradesh RO.
(Signature of Witness 1) Name of Witness Address of Witness	(Signature of Witness 1) Name of Witness Address of Witness
(Signature of Witness 2) Name of Witness Address of Witness	(Signature of Witness 2) Name of Witness Address of Witness

## **SCHEDULE I OF AGREEMENT**

### **SCOPE OF WORK**

- (a) The Agency will provide AC cars comprising of **Subcompact Sedan** (Toyota Etios, Honda Amaze, Hyundai Xcent, Swift Dzire, Hyundai Aura etc), **Sedan** (Corolla Altis, Honda City, Maruti Ciaz, Hyundai Verna Vento, Nissan Sunny etc), **SUV** (Innova Hycross, Innova Crysta, Innova, Tata Hexa, Honda CRV etc) and **Premium Vehicles** (Fortuner, Endeavour, Tata Harrier, Camry, BMW, Benz, Audi etc) and buses which will be intimated by the bank through telephone, SMS, Whatsapp or by E mail. The agency should be having permanent booking desk which shall be manned 24X7.
- (b) In case the Agency is not able to provide the category of car for which booking has been made by the bank, the agency has to provide higher category of vehicle. However, payment will be made for the category of vehicle demanded by the bank.
- (c) All vehicles should have registration for commercial use and should not be more than 3 years old.
- (d) The vehicle 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.
- (e) All vehicles must be well maintained without dents and scratches and should have clean interior, upholstery, seat covers, floor mats, well maintained exterior and noiseless drive.
- (f) All vehicles should mandatorily have seat belts for front as well as rear seats.
- (g) 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.
- (h) 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 and once copy should be in each of the vehicle with drivers. The charges for the same must be borne by the agency. All the documents should be valid as on date of the trip.
- (i) All vehicles must be provided with (i) one newspaper (ii) branded packaged drinking water as required (iii) face tissue paper (iv) sanitizer (v) charger C type (vi) Fastag (vii) branded umbrella (viii) Air Freshener. There shall be no extra payment for the same.
- (j) The Agency should provide the car number, driver's name and mobile number to the guest and PSO/CT/DPSP or other authorised officials of the Bank by SMS/Whatsapp or by E

mail **minimum four hours before reporting time. In case of early morning travels, the vehicle and driver details should reach by the modes mentioned above, at least 12 hours before the travel.**

- (k) All the drivers should have valid driving licences, wear uniform & possess smart mobile phones with google map facility. They should be courteous, well conversant with roads/routes around Uttar Pradesh, Lucknow and suburbs and should be able to converse in Hindi/English. The drivers deployed should be medically fit and agency should arrange police verification of the driver whenever called for.
- (l) The driver should report for duty 15 minutes before specified time and remain with the car during duty hours. The driver shall always be available at the place where the car is parked. The driver shall follow all traffic rules in vogue.
- (m) The driver shall carry a placard containing particulars of the arriving Guest / Officer at the Airport / any other stations and receive him from the arrival lounge or entrance of station respectively. The Service Provider shall ensure that there is no room for complaints from the Guest(s).
- (n) The driver must ensure to fill the duty slip details clearly viz. garage out time, k.m, release time, k.m, parking charges, toll, permit charges etc. and have it signed by the guest. The driver must show the opening kms/start time mentioned in the duty slip/ trip slip to the guest before starting the journey.
- (o) 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 the Bank on production of receipt.
- (p) The vehicle must not carry any person(s) other than those authorized by the bank/ bank's official using the vehicle.
- (q) The rate quoted should exclude all taxes. However, all applicable taxes should be mentioned separately. Toll, Parking Charges, Permit Charges etc. shall be paid only on production of original receipt.
- (r) The Agency should submit the bills to the Bank, along with duty slips signed by the guest and other document proofs like toll receipt, parking receipt etc, along with respective bill for payment. While making payment, Bank will deduct applicable taxes at source.



- (s) The agency shall also be required to provide taxi on short notice from the Bank (within an hour in case of emergency).
- (t) The driver allotted should not be found drunk on duty. In case of such incident alternate vehicle and driver should be provided by the agency or the cost of alternate arrangement should be borne by the agency.

### APPROVED RATES FOR PROVIDING CARS ON HIRE (ON DEMAND BASIS)

Sl	Particulars	<b>Sub Compact Sedan</b> Toyota Etios, Honda Amaze, Hyundai Xcent, Swift Dzire, Hyundai Aura etc or equivalent	<b>Sedan</b> Corolla Altis, Honda City, Maruti Ciaz, Hyundai Verna Vento, Nissan Sunny etc or equivalent	<b>SUV</b> Innova Hycross, Innova Crysta, Innova, Tata Hexa, Honda CRV etc or equivalent	<b>Premium SUV</b> Fortuner, Endeavour, Tata Harrier etc or equivalent	<b>Premier Sedan</b> BMW,Audi, Mercedes, Toyota Camry etc or equivalent	<b>AC Super Deluxe Mini Bus</b> (Between 20-30 seats)	<b>AC Super Deluxe Large Bus</b> (More than 50 seats)
1	Railway Station Pickup / Drop (4 Hrs / 40 Kms)							
2	Airport Pickup / Drop (4 Hrs / 40 Kms)							
3	Local Travel (08 Hrs / 80 Kms)							
3a	Local Travel (12 Hrs / 120 Kms)							
4	Local Travel - Charges for Extra Hour							
5	Local Travel - Charges for Extra kms							
6	Per km rate for Outstation visit (Min 250 Kms per day)							
7	Outstation Travel – Night Halt Charge (Between 2200 hrs to 0600 hrs)							

**Terms & Conditions:**

- (a) **The rates will remain fixed during the empanelment period with a provision of review of rates on completion of two years.**
- (b) Out Station Visit is subject to minimum run of 250 Km's per day.
- (c) Night Halt Charges will be applicable for Out Station Travel only, where there is overnight halt outside Lucknow.
- (d) Miscellaneous charges such as Toll Tax, Parking, Travel Permit will be paid extra on submission of original receipts/bills.
- (e) Time & distance will be calculated on garage-to-garage basis subject to maximum 20 kms per trip.
- (f) Rates are exclusive of taxes. Taxes as applicable shall be paid extra.
- (g) TDS as applicable shall be deducted by the Bank.

**Annexure-VII****INDEMNITY BOND**

(To be submitted on Rs. 200/- Stamp Paper by the agencies who get empanelled)

KNOW all men by these presents that I, Shri.....of  
M/s .....do hereby execute Indemnity  
Bond in favour of National Bank for Agriculture and Rural Development  
(NABARD), having their Registered Office at C-24, G Block, Bandra-Kurla Complex, Bandra  
(E) Mumbai-400051 and Regional Office at NABARD 11 Vipin Khand Gomati Nagar Lucknow-  
226010 -Uttar Pradesh and M/s..... having their  
office at ..... on this ..... day of ..... 2025.

WHEREAS NABARD have appointed M/s.....as the Agency for their  
proposed work relating to "Providing Cars on Hire (On Demand Basis)" for NABARD Uttar Pradesh  
Regional Office, Lucknow.

THIS DEED WITNESSETH AS FOLLOWS: -

I/We M/s..... hereby do Indemnify, and same harmless  
NABARD

against and from

Any third-party claims, civil or criminal complaints liabilities, mishaps and road accidents or  
disputes and/or damages occurring or arising out of any mishaps due to, negligence of driver, faulty  
vehicle and/or for violating any law, rules and regulations in force, for the time being while  
executing/executed the service by me/us.

Any damages, loss or expenses due to or resulting from negligence or breach of duty on the part of  
me/us or.

Any claim by an employee of mine/ours or of sub-contractor/s, if any, under the Workmen  
Compensation Act and Employers Liability Act, 1939 or any other law, rules and regulations in  
force for the time being and any Acts replacing and/or amend the same or any of the same as may  
be in force at the time and under any law in respect of injuries to persons or property arising out of  
and in the course of the execution of the contract work and/or arising out of and in the course of  
employment of any workmen/employee.

Any act or omission of mine/ours of sub-contractor/s if any, which may involve any loss, damage  
liability, civil or criminal action.

IN WITNESS WHEREOF THE M/s.....has set his/their hands on this  
.....day of..... 2025.

SIGNED AND DELIVERED BY THE AFORESAID M/s

IN THE PRESENCE OF WITNESS:

(1) .....

(2) .....

Signature of the authorized signatory of the agency