



National Bank for Agriculture and Rural Development (NABARD)

National Bank Staff College (NBSC), Lucknow

National Bank for Agriculture and Rural Development (NABARD) invites sealed tender in o2 bid system from all eligible bidders for **HIRING OF CARS** at its Training Establishment i.e. National Bank Staff College (NBSC) Lucknow. The Bidding Document shall be downloaded from www.nbsc.in or <https://www.nabard.org>. The other details are given below:

Important Dates and Time

Description of work	Hiring of Cars at National Bank Staff College (NBSC), Lucknow
Date of commencement of issue of RFP	3:00 PM on 15 th February 2020
Cost of Bid document (Non – refundable)	NIL. (No hard copy shall be given. Bid document to be downloaded from our website)
Earnest Money Deposit (Bid Security)	Rs. 13,500/-
Commencement of Downloading Tender Document	3:00 PM on 15 th February 2020
Time and Last Date of Submission of Tender	3:00 PM on 6 th March 2020
Time and date of opening of Technical Bids/Tenders	4:00 PM on 6 th March 2020



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NOTICE INVITING TENDER

Ref No. NB.LKO/ / Taxi Tender / 2020-21 Dated: 15 February 2020

To,

M/s

Dear Sir/s,

Tender for Hiring of Cars at National Bank Staff College (NBSC), Lucknow

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.

NABARD invites sealed tenders for one of its Training Establishments namely National Bank Staff College (hereinafter referred to as "NBSC") situated at Sector- H, LDA Colony, Kanpur Road, Lucknow under Two-Bid system from reputed agencies, either by themselves or as a joint venture/consortium/partnership having capacity to supply different AC vehicles from agencies/companies having adequate capacity to cater to Bank's requirement. The vehicles will be required by bank on "**As and when required basis**".

The Bid Document can be downloaded from NABARD's **website: www.nabard.org** and also from NBSC's website: **www.nbsc.in from 15th February 2020**. The firms have to download the application form and other documents related to the work from the above website(s). Only those sealed cover tenders will be accepted which either would be deposited in the Tender box kept in the office of NBSC, Lucknow for the said purpose or may be sent to this office by registered post/speed post. The Tender may be submitted in a sealed envelope superscribed "Tender for Hiring of Cars at National Bank Staff College (NBSC), Lucknow". The tender deposited /received in any other mode like fax, e-mail, courier etc. will not be accepted.

Last date for submission/receipt of tender(s) is 6th March 2020 till 1500 Hrs. Tender 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 at 1600 Hrs. in the Office of NBSC. 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. The tenders received after the above said scheduled date and time will not be considered.

Sd/-

(Shankar Doraiswamy)
Deputy General Manager,
National Bank Staff College,
Lucknow – 226012

**SCHEDULE OF EVENTS**

Bid Document Availability	Bidding document can be can be downloaded from	
	website:	www.nabard.org / www.nbsc.in
	From :	15th Feb 2020
	To :	06th March 2020
Tender Document Fees	NIL (No hard copy shall be given. Bid document to be downloaded from our website).	
Earnest Money Deposit (EMD)	The contractor shall deposit Bid Security (EMD) for an amount of Rs.13,500 (Rupees Thirteen thousand only) through any of the following instruments: 1) In the form of an Account Payee DD in favour of The Principal, NBSC, Lucknow along with the tender document. 2) The Bid Security may also be directly credited in our Current Account by NEFT as per the detail given below:	
Account Details of National Bank Staff College, Lucknow for payment of Earnest Money Deposit	Payee Name : National Bank Staff College, Lucknow Current Account No : 912020055439842 Name of the Bank: Axis Bank Ltd. Address: Main Branch, 31/93 MG Road, Near Governor House, Lucknow, Uttar Pradesh 226001. IFSC Code No: UTIB0000053	
Pre-Bid meeting	1100 hrs. on 20th Feb 2020	
Last date of submission of Tender	Up to 1500 hrs. on 06th March 2020	
Opening of Technical Bids	1600 hrs. 06th March 2020 Authorized representatives of vendors may be present during opening of the Technical Bids. However Technical Bids would be opened even in the absence of any or all of the vendors' representatives.	
Opening of Commercial Bids	On a subsequent date, which will be communicated to such bidders who qualify the Eligibility Criteria and Technical Bid.	
Contact Details :		
Address for Communication & submission of bid.	National Bank Staff College, 1 st floor, DPSP Section, Sector-H, LDA Colony, Kanpur Road, Lucknow-226012	
Telephone	Landline	0522 2421065
		0522 2424694



INSTRUCTION TO BIDDERS

A. GENERAL

1. Scope of Tender

1.1 The Bank invites tenders from eligible tenderers to participate in the process of empanelment of Car Hiring Agencies. The empanelment is for a period of two years, i.e., April 01, 2020 to March 31, 2022, which may be extended upto one year, subject to annual review by the Bank based on the performance of the contractor. The estimated value of the contract is ₹ 12.00 lakh per annum.

2. Eligibility Criteria:

2.1 The company/applicant should own at least 12 cars like Honda City, Innova, D'Zire, Etios, Indigo, Aspire, Amaze, Xcent, Zest, Verna, Altis, Vento, Ciaz, etc. of which at least 8 vehicles will be of high end sedans viz. Honda City/Verna / Vento /Innova/Ciaz, etc. and remaining 4 may be entry level sedans viz. Indigo/ Zest / Dzire / Xcent / Amaze, etc. and should have registration for commercial use. The cars should not be more than 3 years old. The Company /applicant may submit proof of ownership-copy of RC book along with current insurance–

Types of Vehicles		
Mid Segment Sedan	High End Sedan	SUV
Dzire, Xcent, Etios, SX-4, Indigo	Sunny, Ciaz, Honda City, Vento, Verna, Honda Accord, Toyota Corolla	Innova Crysta, Innova,

2.2 The make/model of the cars to be provided to the Bank and the format in which the rates are required to be quoted are to be provided in the Financial Bid format. The agency shall strictly ensure that the cars provided are not more than 3 (three) years old with its upholstery etc., in proper shape. The Company /applicant may submit proof of ownership-copy of RC book along with current insurance.

2.3 The agency shall have its office in Lucknow for effective co-ordination in booking of vehicles and timely availability of vehicles even at short notice.

2.4 The applicants having minimum 03(three) years' experience of "Car Rentals" with reputed Govt. /Public Sector Enterprises/Banks/other reputed agencies (provide work certificate in this regard) and it is desirable that the agency is providing/has provided cars on contractual hire to at least one government/ semi-government organization or public sector bank/ undertaking/ MNC during last one year.

2.5 The company/applicant should have minimum annual turnover of Rs. 20 Lakh (Copies of Audited Balance Sheet & P/L A/C statement for last 3 years i.e. 2016-17, 2017-18, 2018-19 should be attached).

2.6 The agency must have all applicable tax registrations (GST, PAN etc.) supported by documentary evidence.



2.7 All bidders are required to provide their performance details as per Annexure IV of technical bid indicating the Quality of Services from atleast two of your clients of which one report shall be from Govt. /Public Sector Enterprises/Banks. The annexure IV should be submitted in sealed condition from your client. Quality of services provided by bidders either to us / other clients shall be an important parameter for evaluation of technical bid

3. TIMELINE

3.1 Timelines for various events are provided below:

Sl. No.	Event	Date
1	Publication of Notice of Tender (NIT)	15.02.2020
2	Last date for accepting completed tenders	06.03.2020
3	Opening of Technical Bids	06.03.2020
4	Opening of Financial Bids	18.03.2020

B. PREPARATION OF TENDERS

4. Cost of Tendering

4.1 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.

5. Documents comprising the Tender

5.1 The Tender shall comprise the following:

- Notice Inviting Tender
- Technical Bid Details
- Financial Bid Details

6. Document establishing the qualification of the Tenderer

6.1. To establish the qualifications to perform the Contract in accordance with Para 2 above, the tenderer shall provide the information in the format prescribed in Annexure I to Annexure V.

7. Period of validity of Tenders

7.1 The Tender validity period shall be 90 days from the last date of submission of tender

C. SUBMISSION AND OPENING OF TENDERS

8. Submission, Sealing and Marking of Tenders

8.1 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.



8.2 The Tender may be submitted in a sealed envelope superscribed “Tender for Hiring of Cars at National Bank Staff College (NBSC), Lucknow” which shall contain Technical bid and Financial Bid in separate sealed envelopes.

8.3 If desired/ prescribed information is not submitted, the Bank will assume no responsibility for rejection of Tender.

9. Deadline for Submission of Tenders

9.1 Complete tenders (with required documents) must be submitted not later than the date and time indicated in this document.

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

10. Late Tenders

10.1 No Tender after the deadline shall be entertained.

11. Tender Opening

11.1 The Technical Bid will be opened on March 6, 2020 at 04:00 pm in the presence of tenderers. The Financial Bid of such of those tenderers, which are found eligible after scrutiny of the Technical Bid of the tenders only will be opened on March 18, 2020 or a subsequent working day which will be intimated to all the eligible tenderers. The authorized representatives of the tenderers may choose to be present during the opening of the tenders.

D. EXAMINATION OF TENDERS

12. Confidentiality

12.1 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.

E. TENDER EVALUATION AND COMPARISON

13. Evaluation of Tenders

13.1 The tenderers who will comply with the qualification criteria stipulated in part I (Technical bid) will qualify for the financial bid and the lowest rate quoted under each category of vehicles by the tenderers who qualify the Technical Evaluation process shall be applicable for all other successful tenderers. Only such tenderers among above shall be considered for empanelment who agree in writing to work at the lowest rates mentioned above for each category of vehicle. The tenderer who bids the lowest in the most number of categories will be selected.

13.2 The hire rate table prepared by the Bank, on the basis of lowest rates for each category of vehicle as quoted by successful tenderers of Technical Evaluation, shall be shared with them for acceptance in writing.



13.3 No terms and conditions should be indicated for the Financial Bid otherwise the same will be treated as invalid.

14. Qualification of the Tenderer

14.1 The Bank shall determine its satisfaction whether the selected tenderer meets the qualifying criteria in accordance with Para 2 above

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

15.1 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.

15.2 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.

15.3 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 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.

15.4 The purpose of this RFP is to provide the bidders with information to assist the formulation of their bids/ proposals. This 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 RFP and, wherever necessary, may obtain independent advice.

15.5 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.

F. AWARD OF CONTRACT

16. Notification of Award

16.1 The lowest rate quoted under each category of vehicles by tenderers who qualify in Technical Evaluation shall be applicable for other tenderers (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.

16.2 Until a formal contract is prepared and executed, the notification of award shall constitute a binding Contract.



17. Signing of Contract

17.1 The successful tenderer shall execute an agreement with the Bank on Non-Judicial stamp paper of value not less than ₹ 100/- within fifteen (15) days of written confirmation of acceptance of lowest rates. However, the issue of intimation of inclusion in the panel by the Bank shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract. The empanelment and rates will be valid for a period of two years (April 01, 2020 to March 31, 2022), which may be extended upto one year, subject to review by the Bank based on the performance of the contractor/s. The stamp duty shall be borne and paid by the contractor.



PART – 1 - TECHNICAL BID

**CONDITIONS OF CONTRACT**

A	General Conditions of Contract (GCC)	
1	1.1	The tenderer shall obtain the Tender Document from the source stated by the Bank in the Invitation for Tenders; otherwise the Bank is not responsible for the completeness of the Tender Document.
2	2.1	Conditional tender shall not be entertained.
	2.2	In the event of any difference between figures & words of quoted rates, the rate in words shall be considered for evaluating the tender.
3	3.1	The tenderer is expected to examine all instructions, forms, terms, and specifications in the Tender Document. The tenderer is required to sign on all pages of the tender document and supporting documents.
	3.2	Failure to furnish all / any information or documentation required by the Tender Document may result in the rejection of the Tender.
4	4.1	The rate quoted should exclude all taxes. However, all applicable taxes should be mentioned separately.
	4.2	The Car Hiring Agency/ Company shall be responsible for payment of tax/ charges levied by Central/ State Government or any other competent authority on the services being provided by the Car Hiring Agency/ Company.
5	5.1	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.
	5.2	All the tenders 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.
	5.3	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.
	5.4	Tenders received after the due date and time shall be summarily rejected.
	5.5	Conditional tenders shall be straightway rejected and no additional clause will be entertained.
	5.5	No tender may be modified subsequent to the last date of submission of tender. No tender may be withdrawn in the interval between the last date for submission of tender and the expiry of the tender validity period specified by the tenderer in the tender.
	5.6	Alternative Proposals / Time for Completion shall not be permitted.



6	6.1	Earnest Money Deposit (EMD) The intending tenderer shall pay as EMD a sum of ₹ 13,500/- (Rupees Thirteen Thousand Five Hundred only) either in the form of an Account Payee DD in favour of The Principal, NBSC, Lucknow along with the tender document or can be directly credited in our Current Account through NEFT. The proof of NEFT has to be submitted along with the tender documents. The successful tenderer shall execute an agreement on a stamp paper of required value for due performance of the contract within 15 days of the date of award of work. If the selected tenderer fails to sign the formal agreement immediately on award of contract or fails to undertake the work on due date as mentioned in the work order, the letter of intent shall be cancelled and EMD made by the firm shall be forfeited. The EMD of the unsuccessful tenderer(s) shall be refunded without any interest. Please note that the NEFT confirmation slip with UTR number is attached or else the application will be out rightly rejected
7	7.1	Performance Guarantee/Security Deposit The successful tenderer may provide Performance Security Deposit of Rs.24000/- (Rupees Twenty Four Thousand Only) in the form of a Bank Guarantee from any of the nationalized commercial banks or online payment through NEFT for the duration of the contract within 15 days of award of contract. Further, the earnest money deposit of ₹ 12,500/- of the successful bidder will be adjusted towards the security deposit of ₹ 24,000/- mentioned above. No interest shall be paid on the Security Deposit. The Security Deposit of successful bidder shall be released without interest after two months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the bidder or its employee. In case of any complaint, the Security Deposit shall be disbursed only after adjusting all dues, liabilities payable to the Bank and the bidder shall not object to such appropriation. The Performance Bank Guarantee, if submitted shall be valid for a period of 90 days beyond the date of termination of the contract.
B	Specific Conditions of Contract (SCC)	
1	1.1	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 empanelled car hire agencies as and when we require.
	1.2	The service provider shall provide sufficient variant of vehicles having taxi permit as per the requirement of the Bank viz. Sedan, SUV, Tempo Traveller, Mini Bus etc.
	1.3	All vehicles provided to the Bank shall have valid permit and all other statutory compliances in place.
	1.4	All vehicles shall be in good and proper condition with neat and clean upholstery.



2	2.1	The driver shall have a valid driving licence, which should be produced by him as and when demanded by traffic personnel. Renewal of driving licence from time to time shall be the sole responsibility of the Service Provider.
		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.
		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 – garage out time, km., release time km., parking charges etc. and have it signed by the guest
	2.2	The drivers deployed shall have reasonable experience with good driving record, shall be well-mannered and should be able to converse in English, Hindi as well as local languages. 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.
	2.3	The drivers must report for duty in clean uniform and at the specified time. They shall maintain a proper record of mileage on a daily basis 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.
	2.4	In case, vehicle booked with agency comes late, NBSC may return vehicle without any compensation. In case of any break down of the vehicle en-route, replacement vehicle should be immediately sent.
	2.5	The drivers/ employees engaged by the Service Provider shall abide by the instructions provided by the security officers/ guards of the Bank and vehicles/ persons shall have to undergo security checks, as and when required.
	2.6	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).
	2.7	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.
	2.8	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 vehicles/ with drivers.
	2.9	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. Also the fuel tank should be



		filled up before reporting for duty. The vehicle should not be stopped during visits at petrol pumps to fill up for reasonable distance.
3	3.1	The Service Provider shall provide taxi on written or verbal instructions over phone/ email 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 emergency). In case the transport provider fails to provide taxi on our request either verbal over phone or written, the Bank shall be free to remove the transport provider from the panel of transport providers.
4	4.1	The Service Provider shall ensure that the cars provided are well maintained, without dents/ scratches and are not old.
	4.2	The Service Provider shall ensure that the vehicles provided are registered and comply with the Motor Vehicle Act as amended from time to time.
	4.3	The Service Provider shall arrange to obtain Police Verification Certificate regarding the antecedents of the persons/drivers engaged by them.
	4.4	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.
	4.4	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.
	4.5	In very rare case if the booked car cannot be made available on any day due to non-availability of driver/car, the agency should make alternate arrangements promptly. The agency should intimate the changes to the concerned Department of the Bank. Hiring of car by the Agency from any other agencies due to non-availability of the car leads to dual control and hence should be avoided.
	4.6	Feedback Form (which shall be provided by the Bank), shall be made available in the Cars/ vehicles provided by the agency.
	4.7	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.
	4.8	During the notice period for termination of the contract, the tenderer shall keep on discharging his contractual obligations till the expiry of notice period.
C	Terms of Payment	



1	1.1	The bills will be raised on fortnightly basis and would be settled normally within a reasonable period. Adequate care must be taken that bills from the period for which the bills have already been cleared are not raised again. A certificate (format will be provided by NBSC) will be enclosed with the bills every time you submit the bills.
	1.2	All payments will be made through e-payments after due statutory deductions.
	1.3	Any objection regarding the payment received by the tenderer 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.
	1.4	The vehicles shall be provided with the following every day during booking of cars: (i) at least one national or local English/ Hindi newspaper, (ii) two 500 ml water bottles of reputed brand, (iii) tissue paper (face tissue paper in pouch), (iv) umbrella during rainy season (v) first-aid box. No extra charges will be paid for the above amenities and the cost should be included in the charges quoted by the agency. In case of complaint about the non-availability of required things, a penalty upto 25% of bill amount will be deducted from the relevant bill.
	1.5	Toll and parking charges shall be paid on production of original receipt.
	1.6	The rate per kilometer quoted by you and accepted by the Bank will remain valid for the full contract period. These may be reviewed at the time of renewal of the contract in view of major changes that may occur in labour laws or Govt. decision affecting fuel pricing etc. This will be done only with the prior permission of the Principal, NBSC, on receipt of request from either side.
	1.7	Traveling details such as opening kilometers, closing kilometers, hours, name of the user should be entered in the duty slip and get the same certified by the user of the vehicle / suitable person identified for it, the bills will not be settled unless the signed duty slips are attached with it. Meter showing Kilometer should be in good condition. Night charges will be payable between 10:00 pm and 06:00 am.
	1.8	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.
	1.9	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 200 kilometers per day will be paid. 14. NBSC 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 by the Bank from the pending bill of the contractor.



		Drivers will always be available with the cars and would not proceed for lunch etc., without obtaining permission of the concerned officials. Garage to Office will be paid extra @ 10 kilometers per booking over and above the meter readings.
D Adherence to Statutory Requirements		
1	1.1	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.
2	2.1	The empanelled 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 empanelled 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 empanelled 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 empanelled 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 empanelled vendor/s and the vendor/s shall be liable for damages.
E Prevention of Sexual Harrasment		
1	1.1	The empanelled vendor/s 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 complaints of sexual harassment is received in the Bank against the empanelled vendor/s, the complaint will be referred to the appropriate committee constituted under the said act.
	1.2	The tenderer shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the tenderer, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the tenderer is proved.
	1.3	The tenderer shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.



F		Dispute Resolution
1	1.1	All disputes and differences of any kind under the agreement shall be referred to the sole arbitrator i.e. The Principal, National bank Staff College (NBSC), Lucknow and his/ her decision, in writing, shall be final and binding on the Service Provider. However, for any dispute/ issue, not settled through arbitration, the legal jurisdiction shall be Lucknow only
	1.2	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.

**ANNEXURE - I - BASIC INFORMATION OF THE CONTRACTOR**

Sl. No.	Information Required	Information submitted by the Applicant (Attach Separate Sheet if Required)
1.	Name of the Organisation	
2.	Type of Organisation, whether Proprietorship, Partnership, Company, Society, etc.	
3.	Name of the Proprietor/ Partners/Directors	
4.	Authorised Person of the tenderer to make commitment to the Bank. (Name, Contact details including telephone/fax/e-mail) Communication with regard to the tender would be done on Telephone/FAX/e-mail given in this column.	
5.	Registration (firm, company etc.) Registration Authority: Registration Date : Registration Number :	
6.	Experience (in years)	
7.	Name and Address of the Bankers and Bank Account Details (A cancelled cheque should be attached along with this)	Banker's Name : Branch Address : Contact No : Type of Account : Account No. : IFSC No :
8.	Annual Turnover	Balance Sheet or CA certificate may be attached
	2016-17	Rs.
	2017-18	Rs.
	2018-19	Rs.
9.	Registered office address and telephone number	
10.	Office address through which the work will be handled	
11.	Address of Garage	



12.	Whether working with any of the Government/semi-government undertaking(s) as approved supplier and if so furnish details.	
13.	PAN no.	
14.	GSTIN	
15.	Whether the organization is registered under Shops & Establishment Act and has necessary certificate to run Tours & Travels? Please enclose the registration certificate	
16.	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 information should be provided in Annexure V category-wise (categories as indicated in Price Bid) and in descending order of date of purchase, with documentary evidence.	

Copies of documents to be submitted:

- 1) Trade license
- 2) Registration under Shops and Establishment Act.
- 3) Work-orders/Experience certificates from clients (Government /Semi-government /public sector undertakings, Banks etc.) also indicating the period of car hire service provided by the contractor.
- 4) PAN Card.
- 5) GSTIN
- 6) Cancelled Cheque
- 7) Audited Balance Sheet & P & L A/C statement for financial year 2016-17, 2017-18 & 2018-19.
- 8) List of owned cars (category wise) with details viz. Model, Registration Number, Date of Purchase etc. along with copies of RC books and current comprehensive insurance policy.
- 9) Certificate of satisfactory services from current clients of the firm for which the car hiring is being provided by the firm

Note: The Bank reserves the right to call for proof/verify the furnished information.



**ANNEXURE - II - LETTER OF UNDERTAKING
(ON THE LETTER HEAD OF THE APPLICANT)**

To

The Principal,
National Bank Staff College,
Lucknow

Name of the firm/Agency _____

Name of the tender _____ Due date: _____

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. 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.
3. I/We understand that the Bank reserves the right to accept or reject any or all the tender/s either in full or in part without assessing any reason thereof.
4. I/We understand that after empanelment, I/We would be under obligation to supply cars to Bank at the lowest quote given in the price-bid by the co-bidders, under each category.
5. No other firm/company having one of our partners/directors has applied for empanelment.
6. I/We understand that:
 - i. Prices will be inclusive (except applicable taxes)
 - ii. Cost of mineral water bottles, face tissue papers, first aid box and newspapers in the vehicles will not be paid extra.
 - iii. Parking/Toll charges shall be reimbursed to the vendor on production of valid receipts.
7. I/ We hereby declare that I/We have not been blacklisted by any organisation nor debarred from participating in any tender.

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

Name and Seal of the bidder



ANNEXURE - III - FORM OF AGREEMENT

(To be submitted on Rs. 100 Stamp Paper only on first page and remaining document on normal A4 size pages duly signed by the bidder)

THIS AGREEMENT is made on the _____ day _____ (Month) _____ (Year) Between National Bank for Agriculture and Rural Development (NABARD) through the Principal, National Bank Staff College, Lucknow (hereinafter called “the NBSC, Lucknow” 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 AND _____ (Name and address of the contractor) through Shri _____, authorized representative (hereinafter called “the contractor” 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 Taxi Services to its Campus situated at Sector H, LDA Colony, Kanpur Road, Lucknow – 226012.

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, viz:
 - a. Letter of acceptance of award of contract;
 - b. Terms and Conditions;
 - c. Notice inviting Tender and the terms and conditions contained in the Tender;
 - d. Bill of Quantities;
 - e. Scope of work;
 - f. Addendums, if any; and
 - g. Any other documents forming part of the contract.
3. In consideration of the payments to be made by the NBSC, Lucknow to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the NBSC, Lucknow to execute the General Maintenance and Housekeeping Services w.e.f _____ as per the provisions of this Agreement and the tender document.
4. The NBSC, Lucknow hereby covenants to pay the contractor in consideration of the execution and completion of the works/services as per this Agreement and tender document, the contract price of Rs. _____ (Rupees in words _____)



5. Being the sum stated in the letter of acceptance 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.

6. 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 and Address of the Bidder. Telephone No.	Signature of Authorized Signatory of National Bank Staff College, Lucknow
(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



**ANNEXURE – IV - FORMAT FOR CLIENT’S REPORT
(ON CLIENT’S LETTER HEAD AND TO BE SUBMITTED IN COVER-SEALED BY
THE CLIENT)**

Performance details of the Firm: M/s

Located at:

1.	Work order/reference No.	
2.	Gross Value of the Contract(in Rupees)	
3.	Date of commencement of Contract	
4.	Whether the Service carried out as per agreement and the scope of the work entered with the Firm	
5.	Reason for delay (if any)and whether any penalty/liquidated damage, if any, was imposed on the firm	
6	Comments on capabilities of the firm (indicate grading)	
a.	Quality of service provided by the firm	Outstanding/Very Good/Good/Satisfactory/Poor
b.	Technical proficiency/competence	Outstanding/Very Good/Good/Satisfactory/Poor
c.	Integrity and reliability of the partners/proprietors of the firm	Outstanding/Very Good/Good/Satisfactory/Poor
d.	Integrity and reliability of the Personnel deployed	Outstanding/Very Good/Good/Satisfactory/Poor
e.	Dealings in the execution of the work, adherence To schedule and time	Outstanding/Very Good/Good/Satisfactory/Poor
7.	Did the firm go for arbitration?	
8.	Any other information in your view will help us in making our decision.	

Signature of the Authorised official :

Name of the Authorised Official:

Designation:

Contact No:

(Office Seal)

Place:

Date:



ANNEXURE – V - LIST OF VEHICLES IN THE FLEET

(To be given on applicant's letterhead)

SN	Make of Vehicle	Regn. No.	Model and Year of manufacturing	Present Mileage

Attach following documentary evidence:

- (a) Registration Certificate
- (b) Insurance Papers
- (c) Taxi Permit
- (d) License of drivers
- (e) Any other relevant document(s)

Signature

Name and Seal of the bidder



PART-II – FINANCIAL BID

(To be submitted in a SEPARATE SEALED envelope super-scribed as "FINANCIAL BID")

Nature of Duty	Indigo Xcent/Zest / Etios/ Amaze/ DZire	Sunny/ Ciaz/ Vento/ Honda City/ Verna	Honda Civic/ Altis	Honda Accord/ Corolla/	Mercedes / BMW/ Audi	Toyota Innova/ Chevrolet Tavera/ Xylo	Force Traveller (12/26 seater AC)	AC Bus (40 seater)	Fortuner/ Endeavour
Local									
8 Hrs/80 Kms									
Extra KMs									
Extra Hour									
Airport pickup or drop									
Railway Station pickup or drop									
Outstation duty (Minimum 200 Kms / Day)									
Rate / Km									
Driver Allowance									
Night Detention									

Signature

Name and Seal of the bidder



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

1. The quoted service charges is 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 service charges 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 by tenderers shall be applicable for all other tenderers.
3. Toll taxes and parking charges would be paid on production of original receipt.
4. Outstation to be treated as more than 200 kms running outside Lucknow.
5. If the tenderer is able to provide any other make or model of taxi, the same may be included along with the charges under each category. In any case, if the service provider provides, whether on his own or on the asking of the Bank, any higher make or model of car, he will be paid according to the rates approved for vehicle requested by the Bank.
6. The charges quoted above include cost of items mentioned in the “Specific Condition of Contract”, such as at least one national or local English/ Hindi newspaper, two 500 ml water bottles of reputed brand, tissue paper (face tissue paper in pouch), umbrella, and first aid box in the vehicle.
7. Night Charges will be applicable between 10 PM to 6 AM only
8. Rates will be applicable w.e.f the date of acceptance of the quotes for one year.
9. Time & distance will be calculated on garage to garage basis subject to maximum 10 kms per trip.

Signature :

Name and Seal of the bidder :