



**National Handloom Development Corporation Limited  
(A Government of India Undertaking)**

Corporate office:

Wegmans Business Park, tower 1, Plot No. 3,  
Sector Knowledge Park – 3, Surajpur Kasma road,  
Greater Noida – 201 306

**Tender document  
For  
“Empanelment of Agencies/Firm for Hiring of Taxi Services”**

## Disclaimer

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1. This document is neither an agreement nor an offer by National Handloom Development Corporation Ltd (hereinafter referred to as NHDC) to the prospective Applicants or any other person. The purpose of this document is to provide information to the interested parties that may be useful to them in the formulation of their proposal pursuant to this document.
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3. NHDC will not have any liability to any prospective Applicant/ Firm/ or any other person under any laws (including without limitation the law of contract, tort), the principles of equity, restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this document, any matter deemed to form part of this document, the award of the Assignment, the information and any other information supplied by or on behalf of NHDC or their employees, any Advertising agency or otherwise arising in any way from the selection process for the Assignment. NHDC will also not be liable in any manner whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon any statements contained in this document.
4. NHDC will not be responsible for any delay in receiving the proposals. The issue of this document does not imply that NHDC is bound to select an Applicant or to appoint the Selected Applicant, as the case may be, for the services and NHDC reserves the right to accept/reject any or all of proposals submitted in response to this document at any stage without assigning any reasons whatsoever. NHDC also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the Application.
5. The information given is not exhaustive on account of statutory requirements and should

not be regarded as a complete or authoritative statement of law. NHDC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

6. NHDC reserves the right to change/ modify/ amend any or all provisions of this document. Such revisions to the document / amended document will be made available on the website of NHDC.

## RFP Ref No: NHDC/Taxis/2018-19/001

### Notice Inviting E-Tender

1. National Handloom Development Corporation Ltd (NHDC), a Govt. of India Undertaking, Ministry of Textile, invites online bids through two stages (Technical Compliance / Eligibility criterion and Financial Bid) against tender document for Empanelment of Agencies/Firm for Hiring of taxi Services”.

2. The tender document may be downloaded from [www.nhdc.org.in](http://www.nhdc.org.in), <https://www.gem.gov.in> (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under.

### CRITICAL DATE SHEET

1	Published Date	25/07/2018 at 1200 hrs
2	Bid Document Download Start Date and Time	25/07/2018 at 1400 hrs
3	Pre Bid meeting	02/08/2018 at 1500 hrs
4	Bid Submission Start Date	03/08/2018 at 1800 hrs
5	Bid Submission End Date and Time	14/08/2018 at 1800 hrs
6	Bid Opening Date and Time	16/08/2018 at 1600 hrs

3. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Contractors/Bidders are advised to follow the instructions provided in the “Instructions to the Contractors/Bidders for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>” and in the Annexure - VIII. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4. Bidders shall not tamper/modify the tender form including downloaded financial bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with Office of Development Commissioner for Handlooms .

5. Intending tenderers are advised to visit National Handloom development Corporation’s website [www.nhdc.org.in](http://www.nhdc.org.in) and **CPPP site <https://eprocure.gov.in/eprocure/app>** regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.

6. EMD and Bid document cost:

Cost of Bid document	INR 1,000 (Indian Rupees One Thousand only) in the form of DD from a Nationalized bank in India and drawn in favour of National Handloom development Corporation Ltd, Greater Noida.
Earnest money deposit	Rs. 25,000/- in the form of DD or BG from a Nationalized bank in India and drawn in favour of National Handloom development Corporation Ltd, Greater Noida.

7. If the EMD is submitted through BG, the minimum validity date of the BG should be 120 (one hundred twenty) days from the last date of submission of the bids. The Hard Copy of original instruments in respect of EMD and bid document cost must be delivered to the address given below on or before bid submission end date/time as mentioned in the critical date sheet. Bids not accompanied with EMD and bid document cost is liable to be rejected. The bid document fee shall be nonrefundable. NSIC registered agencies as well as individual under self employed are exempted for EMD and bid document fee

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8. Bids will be opened as per date/time as mentioned in the Tender Critical Date Sheet. After online opening of Techno Functional Compliance / Eligibility the results of their qualification as well Financial Bid opening will be intimated later.

9. Submission of Bids:

The bids shall be submitted online in two parts, viz., Technical Compliance / Eligibility Criterion and Financial Bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by any other mode e.g. email etc shall not be considered. No correspondence will be entertained in this matter.

**9.1 Cover – I** Fee/Technical Compliance / Eligibility Criterion (Check list):

The following documents are to be self-attested and furnished by the Bidder along with Fee/EMD as per the bid document (As applicable):

- a) Scanned Copy of Technical Compliance / Eligibility Criterion as per tender document
- b) Scanned copy of document as a proof for payment of EMD and copy of bid document cost.

**9.2 Cover – II** Financial Bid (Check list):

The following documents are to be self-attested and furnished by the Bidder as a part of Financial Bid as per the bid document (As applicable):

- a) Scanned copy of Price Bid Format as per tender document

## **INTRODUCTION**

National Handloom Development Corporation Limited (NHDC) was set up in February 1983 as a Public Sector Undertaking by the Government of India as an autonomous body under the Companies Act 1956 in pursuance of the imperative need for a National Level Agency to assist the speedy development of the Handloom Sector by coordinating all action covering the procurement and supply of inputs at reasonable prices augmenting the marketing efforts of State upgrading the technology in the Handloom Sector & improving productivity.

## **OBJECTIVE**

NHDC invite online proposals for the Empanelment of Firms/Agency/service provider interested in providing Taxis/vehicle on monthly basis for the day to day movement of its official.

## **SUBMISSION OF BIDS: GENERAL TERMS AND CONDITIONS**

All bids must be accompanied by Tender fee of Rs. 1,000/- (One Thousand) and Bid Security (EMD) of Rs 25,000 in the form of Demand Draft/Bank Guarantee from any Nationalized/commercial banks in favour of “**National Handloom Development Corporation Ltd**” payable in Greater Noida. Non-submission of Earnest Money Deposit and Tender fee will lead to outright rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process. The EMD of successful bidder will be returned on submission of the Performance Bank Guarantee of 10% of Tender value in the form of Bank Guarantee/Demand Draft from any Nationalized/commercial banks in favour of “**National Handloom Development Corporation Ltd**” payable in Greater Noida. Hard Copy of Tender Fee and EMD should reach the given address on or before Bid Opening Date & Time as mentioned in Critical date Sheet.

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## **GENERAL TERMS AND CONDITIONS**

### **1. COST OF BIDDING**

The Bidder shall bear all the costs associated with the preparation and submission of its bid and NHDC, hereinafter referred to as the purchaser, will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

### **2. BIDDING DOCUMENT**

The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidders' risk and may result in the rejection of its bid without any further reference to the bidder. Bidder should strictly submit the bid as per tender failing which bid will be rejected as non-responsive.

### **3. LANGUAGE OF BIDS**

The bids prepared by the bidder and all correspondence and document relating to the bids exchanged by the bidder and NHDC, shall be written in English.

### **4. AMENDMENT OF BIDDING DOCUMENTS**

At any time prior to the last Date and Time for submission of bids, NHDC may, for any reason, modify the Bidding Documents through amendments at the sole discretion of the NHDC. All amendments shall be uploaded on the NHDC websites and NIC e-procurement site and will be binding on all who are interested in bidding. In order to provide prospective Bidders a reasonable time to take the amendment if any, into account in preparing their bid, NHDC may, at its discretion, extend the deadline for submission of bids.

### **5. CONTACTING THE PURCHASER**

Any effort by a bidder to influence the Purchaser in evaluation of the bid, bid comparison or contract award decision may result in the rejection of the Bidders' bid. Purchaser's decision will be final and without prejudice and will be binding on all parties.

### **6. PURCHASERS RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS**

The purchaser reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidder's about the grounds for the purchaser's action. The purchaser reserves the right to accept or reject any technology proposed by the vendor. The purchaser reserves the right to select more than one vendor keeping in view its large requirements.

## **7. MODIFICATION AND WITHDRAWAL**

Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.

## **8. REVELATION OF PRICES**

The prices in any form or by any reasons should not be disclosed in the technical or other parts of the bid except in the commercial bid. Failure to do so will make the bid liable to be rejected.

## **9. CLARIFICATIONS OF BIDS**

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the bidder for clarification. The response should be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

## **10. LATE BIDS**

Any bid received by the Purchaser after the deadline for submission of bid will be rejected and/or returned unopened to the Bidder.

## **11. OPENING OF BIDS**

All the bids will be opened at the date, time and locations mentioned in tender (as per tender schedule). The technical bids will be opened in the presence of representatives of the bidders who choose to attend.

## **12. PERIOD OF VALIDITY**

Bids shall remain valid for a period of minimum 6 months from the date of bid submission prescribed by NHDC. A bid valid for shorter period shall be rejected as non-responsive.

## **13. BIDDING PROCESS (TWO STAGES)**

For the purpose of the present job, a two-stage bidding process will be followed. The response to the present tender will be submitted in two parts:

1. Technical /Eligibility criterion
2. Financial bid

## **14. BID OPENING AND EVALUATION**

In the event of the specified date of bid opening being declared a holiday for purchaser, the bids shall be opened at the specified time and place on next working day. In the first stage, only TECHNICAL/ELIGIBILITY CRITERION BID will be opened and evaluated. Those bidders satisfying the technical requirements as determined and accepting the terms and conditions of this document shall be short-listed. In the second stage, the FINANCIAL BID of only those bidders, whose technical bids are short-listed, will be opened. Technically qualified Bidder, who quotes the lowest rate, shall be treated as L1 rates same shall be treated as tender rate and



rates quoted by next qualified bidders should also be able to provide their vehicle,if agreed, at the same L1 rates. The Purchaser reserves the right to accept or reject any bid (at any stage) submitted by the bidder without assigning any reason

## 15. NUMBERS OF AGENCY/FIRMS

There would be maximum two numbers of agency/firms/ service provider empanelled against the tender.

## 16. PERIOD OF CONTRACT

The contract will be initially for a period of one year which may be curtailed at any point of time or extended further with mutual consent. During the period of contract, if the services of providers are found unsatisfactory, then NHDC can solely terminate the contract with the notice period of one month.

## 17. PAYMENT CONDITIONS

The Contractor will produce monthly bills for release of payment after verification.TDS and all other taxes will be deducted as per applicable rules. No advance payment made under any circumstances.

## 18. PENALTY CLAUSE

For non fulfillment of the contract conditions, NHDC reserves the right to impose penalty on the contractor as follows:

S.N.	CAUSES OF PENALTIES	Amount in Rs.
1	Older model (other than prescribed model)	10% reduction in quoted rate for each day of default
2	For late reporting per occasion <ul style="list-style-type: none"> <li>• By 30 Minutes</li> <li>• Between 30-60 minutes</li> <li>• 60 minutes and beyond or does not turn up.</li> </ul>	<ul style="list-style-type: none"> <li>• Rs. 100/-</li> <li>• Rs. 500/-</li> <li>• Rs. 1000/-</li> </ul> <p>In all the above cases the officer concerned depending upon the urgency, can hire taxi for the day or take a taxi to reach the destination, payment of which shall be borne by contractor.</p>
3	Driver's Behavior	Rs. 500/- to Rs. 1000/- per incident depending upon the gravity of behavior
4	Unclean or non-road worthiness of Vehicle deployed	Rs. 500 per incident
5	Any lapse noticed during operation of contract other listed in clause of penalties including supply of vehicle etc.	Rs. 500 per incident
6	Non functional of A/c or heating System	Rs. 500 per incident
7	Breakdown en-route	Office can hire taxi for the day or take a taxi to reach the destination, payment of which shall be borne by contractor

## **19. EARNEST MONEY DEPOSIT (EMD)**

The EMD of Rs 25,000 in the form of Demand Draft/ Bank Guarantee from any Nationalized Bank drawn in favour of National handloom development Corporation Ltd, Greater Noida, must accompany Part-I (Technical Bid). The EMD shall be refunded to unsuccessful bidder, after finalization of the tender process. The EMD shall be forfeited if any bidder withdraws his offer before finalization of the tender process or fails to submit work order acceptance letter within 15 days from the date of work order.

## **20. BANK GUARANTEE/SECURITY DEPOSIT**

A security deposit in the form of Bank guarantee of 10% of Tender value of the whole contract period needs to be furnished by the successful bidder from any nationalized bank. In case of bank guarantee it should be for a period of eighteen months and which may be renewed, if the contract is extended beyond a period of one year. The Bank Guarantee will be kept with NHDC and shall be released after the successful completion of the contract.

In case (daily basis) service provider is unable to provide BG, ten 10 % of Bill amount shall be deducted on account of security deposit from the running bill of the service provider, which shall be refunded, without any interest on successful completion of Contract period.

## **21. RESOLUTION AND DISPUTES**

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same shall be resolved exclusively by arbitration and such dispute shall be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Greater Noida/NCR and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or amendment thereof.

The arbitrators shall hold their sittings at Greater Noida/NCR. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at New Delhi alone shall have the exclusive jurisdiction in respect of all matters connected with the Contract/Agreement.

This document and services hereunder shall be governed by and construed and enforced in accordance with the Laws of India and only the courts in New Delhi shall have exclusive jurisdiction for any dispute arising out of as in relation to this tender.

## **22. FORCE MAJEURE**

Neither party shall be responsible for any failure to perform due to unforeseen circumstances or due to causes beyond the defaulting party's control even after exertion of best of efforts to prevent such failure, which may include but not be limited to, acts of God, war, riots, embargoes, strikes, lockouts, acts of any government authority, delay in obtaining licenses or rejection of proposal under the statutes, fire or floods.

## **23. SPECIAL CONDITIONS**

In case the date fixed for opening of proposals is subsequently declared as holiday, the revised schedule will be notified. However, in absence of such notification, the proposals will be opened on next working day with the time and venue remaining unaltered.

#### **24. SETTLEMENT OF DISPUTE BY ARBITRATION**

Any disputes and difference of any kind, whatsoever, arising out of or in connection with this contract or carrying out of the services, shall be settled amicably. If however, the parties are not able to resolve any dispute or difference amicably, the same shall be referred for arbitration in accordance with the provisions of Arbitration & Conciliation Act 1996 and any reenactment( s) and or modification(s) thereof and of the rules framed there under. The venue for the arbitration shall be New Delhi.

#### **25. GOVERNING LAW**

This document and services hereunder shall be governed by and construed and enforced in accordance with the Laws of India and only the courts in New Delhi shall have exclusive jurisdiction for any dispute arising out of as in relation to this tender.

## **Technical Compliance / Eligibility Criterion:**

Firms/Individual must provide information/meet following criteria and provide documents as evidence:-

1. Bidder must be in business of providing services for hiring of vehicles for last 3 years. This should be supported by documentary proof.
2. Must have travel and transport as its nature of business (Enclose certificate to this effect if available).
3. EMD of Rs 25,000 enclosed as per the requisition.
4. Firm/Individual must have / GST Reg. No. /PAN No. /copy of ITR Return.
5. Firm/Individual should have filled ITR of last three years.
6. Following are to be submitted in original or attested copies.
  - a) Registration certificate of the firm with complete address of the authority to which registered.
  - b) The proof of the establishment of firm.
  - c) Full particulars of the organization/ institutions with the addresses of the institution to whom similar services have been provided by the firm in the past with the certificates, if any, received from these institutions /organizations after satisfactory completion of the contract.
7. Firm/Individual must provide details of registered office (Address) with Telephone No./Fax./Mobile Number.Documentary Proof to that effect submitted by the Partnership firm and undertaking by the partnership firm that it would provide Driver/vehicle for local movement should be submitted by the tenderer.
8. Firm/Individual must provide details of Address for communication along with Phone No./Fax./Mobile No. etc.
9. Affidavit to the effect that is absolved of any liability which accrues during the contract period, excluding tender conditions agreed upon should be submitted by the tenderer as per the Proforma given in tender document.
10. The firm should have a turnover of Rs. 20 lakh per annum for last 3 consecutive years (individual bidder under self employed having the entire requisite document required for the use of vehicle/Taxis is exempted).
11. In case of the application being made by a partnership firm, a copy of Partnership Deed is required to be submitted along with the tender.
12. In case of the application being made by a Private Limited Company, a copy of the Certificate of Incorporation from the Registrar of Companies, Memorandum and Articles of Association of the company is required to be submitted.

While evaluating bids, the documents required against above eligibility criteria shall be provided as per this tender as Annexures. Firm shall self-certify each page of the tender document in token of its understanding / acceptance by signing it.

**PRICE BID FORMAT - Monthly Basis**  
**(Quote Separate rates for AC Vehicles & Non AC Vehicles in both Category)**

**A – Category (Quantity required - 2)**  
**Make – Maruti Suzuki Dezire/Honda Amaze/ Toyota Etios)**

S.No	Quotation for 2400 KM per Month (25 Days) & 240 hours per Month (10 Hours per day)			Quotation for 1500 KM per Month (25 Days) & 240 hours per Month (10 Hours per day)		
	Criterion	AC Rates	NON AC Rates	Criterion	AC Rates	NON AC rates
1	Fixed monthly charges for 2400 KM & 240 hours per month per taxi/Vehicle			Fixed monthly charges for 1500 KM & 240 hours per month per taxi/Vehicle		
3	Applicable taxes			Applicable taxes		
4	<b>Total</b>			<b>Total</b>		
5	Charges for extra Kilometers beyond 2400 KM per month (inclusive of night halt charges)			Charges for extra Kilometers beyond 1500 KM per month (inclusive of night halt charges)		
6	Charges for extra Hours beyond 240 Hours (inclusive of night halt charges)			Charges for extra Hours beyond 240 Hours (inclusive of night halt charges)		

**PRICE BID FORMAT - Daily Basis as and when required on need basis  
(Quote Separate rates for AC Vehicles & Non AC Vehicles in both Category)**

**Make – Maruti Suzuki Ertiga/Honda Mobilio/ Innova/Maruti Ciaz/Honda City/ Corolla etc)**

**A.**

S.No.	Vehicle Make	Quotation for 100 KM & 12 Hours per Day			Quotation for 80 KM & 08 Hours per Day		
		Rate		Taxes, if any	Rate		Taxes, if any
		AC	NON - AC		AC	NON - AC	
1							
2							
3							
4							
5							
6							

**B.**

S.No.	Vehicle Make	Quotation beyond 100 KM & 12 Hours per Day			Quotation beyond 80 KM & 08 Hours per Day		
		Rate		Taxes, if any	Rate		Taxes, if any
		AC	NON AC		AC	NON AC	
1							
2							
3							
4							
5							
6							

## **CONTRACT SPECIFIC TERMS AND CONDITIONS:**

1. The vehicles will normally be plying within NCR(including Delhi, Noida, Gurgaon, Faridabad, etc) and surrounding areas.
2. The kilometer mileage for the purpose of Vehicle run and hours of duty shall be reckoned from point of reporting for duty to the point of vehicle released. No mileage will be allowed to drivers for lunch/Breakfast or for the fuel etc.
3. Normal usage of the vehicle is for 2400 Kms per calendar month of 25 Days, however for extra kilometers rates over and above the contract will be paid, for which the rates are to be quoted separately in the price bid.
4. Normal usage of the vehicle for about 08-10 hours on any day and 240 hours per month cumulative. Usage of vehicle beyond this time period will be treated as additional service for which extra hour charges beyond 240 hours will be paid and is to be quoted by the bidders in the tender.
5. Normal usage of vehicle is on weekdays i.e. Monday to Saturday, however, the vehicle if required on Sunday and holidays shall also be provided.
6. In case the reporting / release point is other than NHDC designated point, distance from that point to the reporting / release point at actual KM and actual time in hours will be considered.
7. The rates quoted by the party shall be firm during the currency of contract.
8. The vehicle should be kept neat and clean and in perfect running condition and should be provided with neat & clean seat covers/towels. NHDC decision about the condition of the vehicle will be final.
9. The driver and the vehicle should not be changed without prior permission for vehicles hired on monthly basis. If either the vehicle or the driver is not found to be suitable, then they shall be changed immediately on receiving a request from NHDC to that effect. If three written complaints are received against the driver or vehicle from any officer, then NHDC would have a right to hire a vehicle from the market for that officer and the additional cost incurred by NHDC will be borne by the Contractor.
10. The vehicles deployed for the contract should not be owned by NHDC employees and their dependants, the ownership details of the vehicle to be submitted by the successful bidder before deployment and if there is any contravention of this clause, the contract will be terminated immediately and the Security Deposit will be forfeited.
11. The vehicle deployed for the contract shall not be older than 2016 model vehicles and such vehicles only shall be provided.

12. The vehicle should have been registered u/s 2(35) of the Motor Vehicles Act for commercial use with RTO under taxi permit. Successful bidder shall submit documentary proof of the same before deployment.
13. The vehicle deployed shall be well maintained, in good running condition and road worthy to ensure smooth and trouble free service during the entire contract period.
14. The deployment of vehicle shall be punctual always. Late reporting and absence will attract penalty at the discretion of NHDC.
15. Numbers of agency/firms/ service provider empanelled against the tender shall be at description of Competent Authority.
16. The bidder who quotes the lowest rates will be considered as L1 rates same shall be treated as tender rate and rates quoted by next qualified bidder should also be able to provide their vehicle at the same L1 rates. The allocation of work shall be divided in equal proportion among the qualified bidders.
17. The drivers must observe all the etiquette and protocol while performing the duty. The drivers must be neatly dressed, should wear proper uniform and must carry a mobile phone in working condition, for which, no separate payment shall be made by NHDC. They will carry the officer's bags from the officer's residence/office to car. The drivers must always open the doors of cars for passengers travelling in it. Under no case drivers are allowed to take on any passengers other than the officials of NHDC during the hours of duty.
18. The transport operator and driver shall be bound to carry out the instructions of the NHDC as well as of the officers assigned to the vehicle. In case of any accident or challan, all the claims arising out of it shall be met by the Contractor.
19. The drivers employed should hold a valid driving license, well behaved, reasonably educated, conversant with traffic rules/regulations and city roads/routes as well as security instructions.
20. Any unauthorized journey undertaken by the driver / contractor during the contract period will be disallowed and will be penalised at the discretion of NHDC.
21. While deploying the vehicle, the contractor shall ensure the following always :
  - a) Valid and relevant documents for the vehicle and driver viz., Registration Certificate, Tax paid challan / endorsement, insurance, fitness certificate, driving license, commercial use permit, emission test certificate etc.
  - b) Vehicle shall be in full preparedness for the full day service including the fuel in the tank, preparedness of the driver and reasonable money with the driver for meeting contingency requirements.
  - c) A mobile phone with the driver in working and charged condition.
  - d) A first aid kit in the vehicle.
  - e) Car audio system to play FM, CD, USB etc. at the discretion of the NHDC officials.
  - f) Good upholstery for the seats and with cotton cloth covering on the top. The cotton cloth shall be regularly washed and maintained in hygienic condition.
  - g) Vehicle washed daily and maintained cleanly both exteriors and interiors.



h) Essential minimum spares viz., fan belt, Stepney wheel properly inflated, spare bulb & fuses, jack, standard tools and tackles to attend to emergencies.

22. Duties and responsibilities of the driver :

- a) Driver employed for the vehicle should be an experienced driver physically fit, having good eyesight and reflexes.
- b) Driver shall have valid driving licence for the type of vehicle and keep it updated as when required.
- c) Driver should be aware of the localities and routes within NCR.
- d) Drivers shall wear white uniform – both the trousers and shirts while on duty.
- e) While deployed for duty, the driver should be courteous to the passengers and well behaved. The driver shall open and close the doors for all the passengers while getting into and getting out of the vehicle.
- f) The driver should get inside the vehicle only after the passengers are seated and made comfortable.
- g) While on duty to pickup guests from Railway station / Bus stand / Airport, the driver should display the placard at the EXIT or suitable location for welcoming the passenger.
- h) The driver shall park the vehicle only in the designated parking area always.
- i) The driver shall not smoke cigarettes / bidis nor use other tobacco products while on duty.
- j) The driver shall not spit, belch and make unsavoury gestures while performing duty.
- k) The driver shall not consume alcohol and shall not be under the influence of alcohol while on duty.
- l) The driver shall not use mobile phone while driving; calls if any shall be attended only by stopping the vehicle at suitable location.
- m) The Driver shall abide by all the Traffic Rules and Regulations in force, any penalties / disciplinary actions by authorities will be to the account of the contractor only.

23. Trip sheet booklet will be provided by NHDC for each of the vehicle every month and the driver has to ensure its proper filling and acknowledgement while performing the duty. The trip sheet details as recorded and signed will be the basis for preparing the bills.

24. The contractor shall not sub-let the vehicles deployed to NHDC, instances found if any will be viewed seriously and the contract is liable for termination and black listing of the contractor. No correspondence shall be entertained in this regard and the decision taken by NHDC is final and shall be binding on the contractor.

25. In the event of contractor failing to provide the vehicle as above and NHDC shall be at liberty to make alternative arrangements, the expenditure for such arrangements and for the loss / damage incurred by NHDC as a result of such noncompliance will be deducted from the monthly running bill or security deposit of the contractor. NHDC reserves the right to determine the cost of deduction at its sole discretion.

26. For repeated non-compliance of contract conditions, NHDC reserves the right to terminate the contract and make alternative arrangements. The cost of making such alternative arrangements will be levied on the contractor and will be deducted from the running bills or the security deposit of the contractor.

27. NHDC reserves the right to check the speedometer / odometer of the deployed vehicle at any point of time and if it is found inaccurate / tampered, suitable action deemed fit will be taken.

28. Only authorized staff attached to the contractor and driver nominated shall be allowed entry inside the company or any other premises during the course of contract. The successful bidder shall provide the details of the drivers and authorized representatives for this purpose before commencing the work.
29. The contractor and the authorized representatives including drivers will be held responsible for any breach of the terms and conditions of the contract.
30. Accidents during the course of the work should be reported by the contractor / driver immediately to NHDC concerned official. Delayed information may be permitted however not later than 12 hours. Contractor shall submit detailed report of any such accident or incident.
31. The contract will operate their vehicles entirely at their own risk and NHDC shall not be held responsible for any damage / losses incurred both for the vehicle or persons travelling in the vehicle any time.
32. The contractors shall make their own arrangement for parking the vehicles overnight and during off days and holidays.
33. The successful bidder shall ensure that all their vehicles under the contract are covered by a comprehensive insurance by a leading / reputed insurance provider. The insurance policy shall cover compensation for the loss / damage to the vehicle, driver and co-passengers as well. Under no circumstance shall NHDC be liable to compensate any loss / damage that may be caused to / by the vehicle while engaged in discharge of the contractor's obligations under this contract.
34. As and when required, route permit / national permit / clearance from RTO or any other authority concerned and compliance of any other legal formalities connected with the contract have to be arranged by you at your cost, NHDC will not take any responsibility and will not bear any additional expenses in this regard.
35. The contractor at his own expense reinstate and make good to the satisfaction of NHDC and pay compensation for any injury to any person, loss / damage occurred to any property or rights whatever including property and rights of NHDC and its bonafide users of the vehicle, for the injury, loss / damage arising out of or in connection with or during the execution of the contract and further contractor shall indemnify the NHDC against all claims enforceable against NHDC or its bonafide users of the vehicle.
36. The bidders shall quote for the vehicles on lump sum basis for 2400 Kilometre running cumulative per month. The charges shall be inclusive of all expenses like fuel, payment to driver / staff, maintenance charges for vehicle, taxes, insurance etc., to be incurred.
37. The quotations shall be submitted in the price bid format. The rates should be quoted in figure as well as in words clearly as given in the price bid format. In case the rate quoted in figures differ from those quoted in words, the lower of the rates will be taken as the tendered rate and shall be binding on the tenderers.
38. All the offers received will be scrutinized and only technically qualified offers will be considered for Price bid opening. The Technically unqualified offers will be rejected.

39. The tenders received after the specified time of their 'Submission' are treated as Late Tenders and shall not be considered.
40. The contract will be in force for 12 Months from the date of deployment of vehicles.
41. NHDC reserves to short close the contract at its discretion at any point of time withgiving a notice of 30 days.
42. The actual taxi parking charges/toll charges/permit charges incurred at airports/railway stations/check posts or any other places will be reimbursed on production of actual receipt without any corrections or overwriting.
43. The total hiring charges payable will be rounded off to the nearest full rupee value.

## **Instructions to Bidders for Online Bid Submission**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

### **1. REGISTRATION**

1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrollment” on the CPP Portal which is free of charge.

2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.

5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

### **2. SEARCHING FOR TENDER DOCUMENTS**

1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters

such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail

in case there is any corrigendum issued to the tender document.

3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### 3. PREPARATION OF BIDS

1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### 4. SUBMISSION OF BIDS

1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.

4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9) Upon the successful and timely submission of bids (ie after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a

bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

#### 5. ASSISTANCE TO BIDDERS

1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120-4001002.