F.No. 1-9/2014-S&S Government of India Ministry of Human Resource Development Department of Higher Education (S&S Section)

New Delhi, the December, 2014

TENDER DOCUMENT

FOR PROVIDING RENTAL TAXI SERVICES TO THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT, SHASTRI BHAWAN, NEW DELIHI AT DELHI AND NCR BY REPUTED TAXI SERVICE PROVIDERS

Date of issue of Tender Document	:	26 th December, 2014
Last Date & time for submission of Tender Document		19 th January, 2015 upto 3.00 PM
Date & time for opening of Tender Document	<u></u>	
Technical Bids	:	19 ⁰ January, 2015, at 3.30 PM
Financial Bids of eligible Tenderers	:	Would be indicated later.
	}	

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Jan 1,2/14.

F.No. 1-9/2014-S&S Government of India Ministry of Human Resource Development Department of Higher Education (S&S Section)

Shastri Bhawan, New Delhi-110 001 Dated the December, 2014

1. <u>e-TENDER NOTICE</u> (Hiring of Taxi Services)

e-tenders are invited by the Ministry of Human Resource Development in two bid system (i.e. Part-I: Technical Bid and Part II: Financial Bid) from reputed, experienced and financially sound Tours and Travel Agencies / Firms located in Delhi/New Delhi (within the periphery of 8 Kms. from Shastri Bhawan) having an annual turnover of Rs.20.00 Lakhs or more for the last three years in the business of tours and travel / taxi operation, for hiring of commercial AC vehicles for official use of the Ministry of Human Resource Development, initially for a period of one year. The Contract can be extended further for two years, one year at a time subject to mutual consent / agreement on the same terms and conditions.

- 2. The tender documents can be downloaded from the website http://eprocure.gov.in/eprocure/app" from 26.12.2014 to 19.01.2015 (upto 3.00 PM).
- 3. The interested service providers may submit the tenders <u>online</u> at <u>http://eprocure.gov.in/eprocure/app</u> in two-bid system (i.e., Part-1: Technical Bid and Part II: Financial Bid) in the prescribed proforma. Tenders are to be submitted <u>only online</u> through e-Procurement portal "http://eprocure.gov.in/eprocure/app. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded alongwith the Tender Documents. Tenders sent by any other mode will not be accepted. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances what so ever.
- 4. The Earnest Money of Rs.1,20,000/- (Rupees One lakh twenty thousand only) in the form of a Demand Draft/pay order/Fixed Deposit/Bank Guarantee from any commercial bank in an acceptable form in favour of the Pay and Accounts Officer, Department of Higher Education, ShastriBhavan, New Delhi must be submitted to the Section Officer, S&S Section, Room No. 123-C, Shastri Bhawan, New Delhi on or before last date of bid submission without which the quotations will not be considered. Late receipt of earnest money viz., after closure of online bidding time, or non receipt of earnest money will make the bidder disqualified and that bid will not be considered.
- 5. The Technical Bids will be opened online on 19th January, 2015 at 3.30 PM in Room No.123, 'C' Wing, Shastri Bhawan, New Delhi. At the first instance the technical bids shall be evaluated by the Tender Evaluation Committee. At the second stage, the Financial Bids will be opened of only those bidders who qualify in the technical bid.
- 6. The competent authority in the Ministry reserves right to cancel the tender at any time or amend/withdraw any of the terms and conditions contained in the Tender Document, without assigning any reason, thereof.

7. The Ministry of Human Resource Development reserves the right to reject any or all the quotations without assigning any reason thereof.

(SANJEEV SHRAVASTVA)
Under Secretary to the Government of India
Tel. No.23073109

2. SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS

- 1. Ministry of Human Resource Development, Shastri Bhawan, New Delhi requires the services of reputed well established and financially sound taxi service providers (hereinafter referred to as "Service Providers") to provide rental commercial taxi services for Delhi & NCR.
- 2. The contract shall be initially for a period of one year from the date of letter of awarding the contract. However, the contract may be extended subsequently, on mutual consent, for a further period of one year at a time (upto a maximum of two extensions of one year each) as may be decided by the competent authority, after review of performance.
- 3. The interested service providers have submit the tenders through e-procurement portal as per required packet/cover contents.
- 4. The Earnest Money of Rs.1.20.000/- (Rupees One lakh twenty thousand only) in the form of a Demand Draft/pay order/Fixed Deposit/Bank Guarantee from any commercial bank in an acceptable form in favour of the Pay and Accounts Officer, Department of Higher Education, ShastriBhavan, New Delhi has to be submitted alongwith the tender. Bids shall not be considered in case the earnest money is not submitted by 19th January, 2015 upto 3.00 PM. Late receipt of earnest money viz., after closure of online bidding time, or non receipt of earnest money will make the bidder disqualified and that bid will not be considered.
- 5. The said Earnest Money Deposit will not bear any interest and the earnest money of unsuccessful tenderer would be returned without any interest after finalization of the contract.
- 6. The successful bidder will have to deposit with the Ministry of Human Resource Development, a **Performance Security Deposit of Rs.4,00,000/-(Rupees Four lakhs only only)** in the form of Account Payee Demand Draft, Fixed Deposit, Bank Guarantee from any commercial bank in an acceptable form in favour of the **Pay and Accounts Officer**, **Department of Education**, Shastri Bhavan, New Delhi for the due fulfillment of the contractual obligations which is refundable without any interest on termination of the contract after deducting any penalty / any liability of any kind imposed by the Ministry of Human Resource Development on account of unsatisfactory services.

7. Conditional bids shall not be considered and will be rejected summarily.

- 8. All entries in the tender form should be legible and filled clearly. If the space provided for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be scanned and uploaded. No correction either in the Technincal Bids or Financial Bids is permitted. In no case should there be any change in the format of the Financial Bid. The bids submitted in the proforma other than the proforma provided for the purpose, will be rejected summarily.
- 9. The technical Bid shall be opened online on the scheduled date and time i.e. at 3.30 PM on 19th January, 2015.
- 10. The financial bid of only those tenderers will be opened who qualify in the technical bid. The schedule time for opening of financial bids would be indicated later.
- 11. The bidding firm has to give a self certificate to the effect that it has not been blacklisted by any Central Ministry/Department, PSUs or Banks etc. The certificate has to be scanned and uploaded alongwith the tender documents. It it is subsequently established or found that the bidding firm has given any false information or facts or has suppressed facts or manipulated the documents, etc. the earnest money deposit or the performance security

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eposit, as the case may be, will be forfeited and no excuse what so ever will be entertained therefor.

- 12. No bidding firm will be allowed to withdraw its bids after technical bids have been opened. If any firm intends to withdraw after opening of technical bids its EMD will be forfeited.
- 13. If after award of the contract, the successful bidder (L1) fails to provide required number of vehicles/taxies, the contract is liable to be cancelled alongwith forfeiture of performance security deposit and other consequential actions such as blacklisting of the firm etc.

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3. ELIGIBILITY CRITERIA

1.

- 1. The firm must have average annual turnover of Rs. 20 Lakhs per annum during the last 3 years, ending 31st March of the previous financial year(2014). Documents in support of turnover (along with Income Tax Returns of the relevant years) must be uploaded with the tender.
- 2. The firm must have Experience of having successfully completed similar works mentioned in para one of Terms and Conditions during last 7 years ending last day of month previous to the one in which applications are invited (November, 2014) be either of the following:-
- i) Three similar completed works (as mentioned in para (i) of terms and conditions) costing not less than the amount equal to 40% of the estimated cost i.e. Rs. 24.00 Lakhs.

OR

ii) Two similar completed works (as mentioned in para (i) of terms and conditions) costing not less than the amount equal to 50% of the estimated cost i.e. Rs. 30.00 Lakhs.

OR

- iii) One similar completed work (as mentioned in para (i) of terms and conditions) costing not less than the amount equal to 80% of the estimated cost i.e. Rs. 48.00 Lakhs.
- 3. Experience certificates as per para 2 above, award letters and performance certificates of last three years i.e. 2011-12, 2012-13 and 2013-14 issued by officers of the level of section officer and above should be uploaded.

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4. TERMS AND CONDITIONS

- i) Definition of Similar work: The words "Similar work" shall mean the experience in providing hired vehicles to Govt. Departments/Public Sector Undertakings.
- ii) The Ministry requires 10-11 vehicles on monthly basis. The vehicles required are Swift Dzire/Toyota Etios; SX4/Honda City; Toyota Innova. All the vehicles will be of AC type. The number of vehicle may increase or decrease at the discretion of the Ministry. The type/make of vehicle to be hired will be the sole discretion of the Ministry.
- iii) L-1 bidder shall be determined by giving 90% weightage to the fixed rate, 5% weightage to additional Km. rate and 5% weightage to additional hour rate.
- iv) The garage of the firm should be located within a periphery of 8 kms from Shastri Bhawan.
- v) The contracting firm will be solely responsible for strict compliance of all the Rules and Regulations notified by Govt. of NCT of Delhi from time to time for plying of commercial vehicles.
- vi) There will be no dead mileage. The kilometerage for the purpose of "vehicle run" and "hours of duty" shall be reckoned from the point of reporting for duty to the point of vehicle released. No mileage will be allowed to drivers for lunch / breakfast or for drawal of petrol / diesel / CNG etc.
- vii) The vehicles should be in very good as well as perfect working condition and are well maintained during the contract period. None of the vehicles supplied should be registered prior to 2012. Bids must accompany copies of RCs of vehicles.
- viii) The firms should have at least 3 years of experience in the tour and travel business in providing vehicle / taxi in the Government Sector / PSUs and should have an annual turnover of Rs. 20.00 Lakhs or more for the last three years. Experience and performance certificate should be enclosed along-with the tender documents.
- ix) The firm should possess at least 15 vehicles of the type indicated at (i) above i.e. Swift Dzire/Toyota Etios; SX4/Honda City; Toyota Innova which may be registered in the name of the Firm or in the name of owner.
- x) The vehicles supplied should be in excellent condition mechanically as well as get-up wise, i.e. outer body / upholstery etc. should be decent looking. The vehicle should be provided with additional accessories/utilities:
 - a. Clean Seat Covers
 - b. Quality radio music system
 - c. Reading lamp
 - d. Tissue paper box
 - e. Car perfume
 - f. Mobile charger
 - g. Seat Belts(Front & Rear)
 - h. Umbrella

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- xi) The owner/firm should be in a position to supply vehicles on short notice as and when needed.
- xii) The drivers of the taxis should be professional drivers and should be fully conversant with the routes of Delhi especially Central and South Delhi areas around Central Secretariat and should possess valid driving license in their names. The drivers will always be decently dressed in uniform and courteous. The Drivers must be proficient in speaking local languages, well mannered, courteous with proven integrity, healthy personal habits and should always carry a mobile phone with him. Drivers not found upto the mark as per above condition or in the event of misbehaviour on the part of drivers, the Ministry may impose penalty as deemed fit on the firm.
- xiii) The owner/firm should be in a position to provide standby vehicle in case of any breakdown.
- xiv) All expenses will have to be borne by the firm in case of breakdown of the vehicle supplied. Immediate replacement of the breakdown vehicle will have to be provided.
- xv) In case a vehicle is requisitioned and the same does not reach at the appointed time and juncture, the Ministry will be free to call another vehicle from the open market and the expenses on this account will be deducted from the pending Bills/Security etc. Besides, a penalty of Rs. 500/- would be imposed for every such lapse.
- xvi) The owner/firm should be available round the clock on his own direct telephone (office as well as residence) so as to respond to the call for taxies in emergent cases. The Mobile Number must also be given. The firm should be able to provide vehicles on holidays / Sundays also.
- xvii) All the charges towards repair/servicing, salary of the Driver, petrol expenses, any other incidental expenses on operations & maintenance of the hired car would be borne by the firm.
- xviii) The car would be insured in all respects by the firm. In case of any accident or theft etc. all the claims arising out of it will be met by the Agency and this Ministry shall not be liable in any matter whatsoever.
- xix) The car with the Driver would be placed at the disposal of this Ministry as and when required. This Ministry would be free to use the hired car in any manner for carrying officials, material etc. as per its requirements and the firm will not have any objection to it.
- xx) If required, the Ministry may hire vehicle on daily basis also. The mode of hiring of vehicle would be at the sole discretion of the Ministry.
- xxi) Jurisdiction for legal disputes, if any arising during the currency of the contract, will be settled in Delhi courts only.
- xxii) Tenderers may please quote their unconditional rates strictly in the attached proforma. Cutting/overwriting, if any, should be countersigned.
- xxiii) No advance payment, in any case, would be made to the firm.

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- xxiv) The firm will obtain the duty slips every day duly signed by the officer or will maintain the log book daily, duly signed by the officers concerned/PS.
- The Bills for hiring of cars would be submitted after the completion of the month. Bills for supply of vehicles for any month along with signed duty slips and copies of the log book signed by the officers/PS shall be submitted in the first week of the following month to the Under Secretary (S&S), D/o Higher Education for payment.
- xxvi) The firm will ensure that vehicles and the drivers are not normally changed. Frequent changes of vehicles and drivers will not be permitted. A penalty of Rs. 500/- will be imposed for frequent change of drivers.
- xxvii) The Ministry will not be responsible for any challan, loss, damage or accident to the vehicle or to any other vehicle or injury.
- xxviii) In case of delay in reporting, a penalty of Rs.50/- per 15 minutes delay shall be imposed.
- xxix) A penalty of Rs.500/- per day per vehicle may be levied if any vehicle fails to meet the above terms and conditions on any day. Vehicles supplied by the firm will be regularly inspected by nominated Officers for the purpose and in case of non-compliance of any of the conditions, if brought to the notice by the users or the inspecting Officer, a penalty of Rs.500/- on each fault will be imposed.
- The tender has to be accompanied by an Earnest Money Deposit of Rs.1,20,000/- (Rupees One lakh twenty thousand only) in the form of a Demand Draft/pay order/Fixed Deposit/Bank Guarantee from any commercial bank in an acceptable form in favour of the Pay and Accounts Officer, Department of Higher Education, ShastriBhavan, New Delhi. The successful bidder will have to deposit with the Department of Higher Education a Security Deposit of Rs.4,00,000/-(Rupees Four lakhs only only) in the form of Account Payee Demand Draft, Fixed Deposit, Bank Guarantee from any commercial bank in an acceptable form in favour of the Pay and Accounts Officer, Department of Education, ShastriBhavan, New Delhi for the due fulfillment of the contractual obligations which is refundable without any interest on termination of the contract after deducting any penalty / any liability of any kind imposed by D/o Higher Education on account of unsatisfactory services.
- xxxi) The EMD will stand forfeited if the successful bidder withdraws or on notifying the rates, refuses to accept the tender or violate any other terms & conditions of the tender.
- xxxii) The Ministry reserves the right to cancel the contract at any time without assigning any reasons whatsoever.

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5. PROFORMA FOR TECHNICAL BID

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1	Name of the firm / company / Agency	
2	Complete Address & Telephone Number	
3	Location of the Garage with telephone No. and address	
4	Whether EMD of Rs.1,20,000/- enclosed in the prescribed form.	
5	Annual turnover of the firm for <i>last three</i> years (with proof) in the form of CA's certificate/Last 3 years balance sheet / profit & loss A/C)	
6	Number of years of experience in providing taxis in the Government Sector/PSUs.	
	The firm must have Experience of having successfully completed similar works mentioned in para one of Terms and Conditions during last 7 years ending last day of month previous to the one in which applications are invited (November, 2014) be either of the following:-	
	i) Three similar completed works (as mentioned in para (i) of terms and conditions) costing not less than the amount equal to 40% of the estimated cost i.e. Rs. 24.00 Lakhs. OR ii) Two similar completed works (as mentioned in para (i) of terms and conditions) costing not less than the amount equal to 50% of the estimated cost i.e. Rs. 30.00 Lakhs. OR	
	iii) One similar completed work (as mentioned in para (i) of terms and conditions) costing not less than the amount equal to 80% of the estimated cost i.e. Rs. 48.00 Lakhs.	
7	Total number of vehicles (of the type/make Swift Desire//Toyota Etios/SX4/Honda City/Toyota Innova or equivalent registered not prior to 2012 available with the Agency. These vehicles must be registered in the name of Firm/owner. (enclose copies of RCs). A minimum of 15 vehicles should be of the type/make Swift Desire//Toyota Etios/SX4/Honda City/Toyota Innova.	

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8	Name & Address of the Departments / Ministries and other organisations where, at present, taxies are engaged on regular / monthly basis (self certified duly stamped copies of contract letters be attached).	
9	Copy of latest Income Tax return and PAN Number (with proof)	
10	15 Digit Service Tax Code No./ VAT A/c number (with proof)	
11	Name, Address & Telephone Number of the proprietor	

(Signature with name & address)

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6. PROFORMA FOR FINANCIAL BID

MONTHLY HIRE BASIS

2400 Kms& 300 Hrs / Per Month

AC Cars

I.

Make of the Car	Rates per additional hour beyond 300 hours	Rates per additional kilometer beyond 2400 km
Swift Dzire/Toyota Etios		
Maruti SX4/Honda City		
Toyota Innova		

Note:- None of the vehicles should be registered prior to 2012.

DAILY HIRE BASIS

80 Kms&10 Hrs/Day

AC Cars

II.

Make of the Car	Rates for 80 km & 10 working hours per day	additional hour	Rates per additional kilometer beyond 80 km
Swift Dzire/Toyota Etios			
Maruti SX4/Honda City			
Toyota Innova			

Note:- None of the vehicles should be registered prior to 2012.

DAILY HIRE BASIS

40 Kms& 5 Hrs / Day

AC Cars

III.

Make of the Car	additional hour	Rates per additional kilometer beyond 40 km
Swift Dzire/Toyota Etios		
Maruti SX4/Honda City		
Toyota Innova		

Note:- None of the vehicles should be registered prior to 2012.

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7. Instructions of Online Bid submission

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at http://eprocure.gov.in/eprocure/app

- 1) Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.
- 2) Bidder should do the enrollment in the e-Procurement site using the "Online Bidder Enrollment" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractor/bidders through email id provided.
- 3) Bidder need to login to the site through their user ID/ password chosen during enrollment/registration.
- 4) Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/SmartCard, should be registered.
- The DSC that is registered only should be used by the bidder and should ensure safety of the same.
- 6) Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.
- 7) After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
- 8) If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
- 9) Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of e-Token/Smartcard to access DSC.
- 10) Bidder selects the tender which he/she is interested in by using the search option & then moves it to the 'my tenders' folder.
- 11) From my tender folder, he selects the tender to view all the details indicated.
- 12) It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
- 13) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents/schedule and generally, they can be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However, if the file size is less than 1 MB the transaction uploading time will be very fast.
- 14) If there are any clarifications, this may be obtained through the site, or during the pre-bid meeting if any. Bidder should take into account the corrigendum published from time to time before submitting the online bids.
- 15) The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
- 16) Bidder should submit the Tender Fee/EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
- 17) While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.

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- 18) The bidder has to select the payment option as offline to pay the Tender Fee/EMD as applicable and enter details of the instruments.
- 19) 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 submitted bid will not be acceptable or liable for rejection.
- 20) The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
- 21) The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
- 22) If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price-bid/BOQ template must not be modified/replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
- 23) The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bid online by the bidders at the eleventh hour.
- 24) After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
- 25) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
- 26) All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
- 27) 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.
- 28) The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
- 29) The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
- 30) For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone: 1-800-233-7315 or send a mail over to <u>-cppp-nic@nic.in</u>.

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8. TENDER ACCEPTANCE LETTER (To be given on Company Letter Head)

			Date
То			
Sub: Acceptance of Ter	rms & Conditions of Tender.		
Tender Reference No:			
Name of Tender / World	k:-		
Dear Sir,			
1. I/We have do	• • •	tender document(s) for	
as per your advertiseme	ent, given in the above menti	oned website(s).	
documents from Page	No to (included the contract agreement and ein.	ding all documents like and	nexure(s), schedule(s),
	um(s) issued from time to t eration, while submitting this		anization too have all
	unconditionally accept the dum(s) in its totally / entirely		ove mentioned tender
shall without prejudice	ovisions of this tender are to any other right or remedy dearnest money deposit abs	be at liberty to reject this to	
			Yours faithfully,

(Signature of the Bidder, with Official Seal)

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