

F.No. 1-9/2015-S&S
Government of India
Ministry of Human Resource Development
Department of Higher Education
(S&S Section)

25
New Delhi, the April, 2015

TENDER DOCUMENT

**FOR PROVIDING RENTAL TAXI SERVICES (Non-Ac Commercial Vehicles only).
TO THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT, SHASTRI
BHAWAN, NEW DELHI AT DELHI AND NCR BY REPUTED TAXI SERVICE
PROVIDERS**

Date of issue of Tender Document	:	30 th April, 2015
Last Date & time for submission of Tender Document	:	22 nd May, 2015 up to 3:00 p.m.
Date & time for opening of Tender Document	:	22 nd May, 2015 up to 3:30 p.m.
Technical Bids	:	22. 5. 2015, at 3.30 pm
Financial Bids of eligible Tenderers	:	Would be indicated later.

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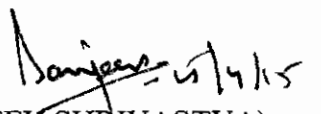
Shastri Bhawan, New Delhi-110 001
Dated the the April, 2015

1. e-TENDER NOTICE
(Hiring of Taxi Services)

e-tenders are invited online 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 vehicles (**Non-AC Vehicles only**.) 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 detailed tender documents can be downloaded from the website <http://eprocure.gov.in/eprocure/app> from 30th April,2015 to 22nd May,2015 (upto 3.00 PM).

3. The interested service providers may submit the tenders **online** at <http://eprocure.gov.in/eprocure/app> in two-bid system (i.e. Part-I: Technical Bid and Part II: Financial Bid) in the prescribed proforma. Tenders are to be submitted **only online** 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 along with the Tender Documents. Tenders sent by any other mode will not be accepted.


(SANJEEV SHRIVASTVA)
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 & around Delhi.
2. The contract shall be initially for a period of one year from the date 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 to submit the tenders through e-procurement portal as per required packet/cover contents.
4. The estimated annual value of the contract is about Rs. 40 lakh.
5. The Earnest Money of Rs.40,000/- (Rupees Forty thousand only) in the form of a Demand Draft/pay order/Fixed Deposit/Bank Guarantee from any commercial bank in an acceptable form in favor of the **Pay and Accounts Officer(Education)**, Shastri Bhawan, New Delhi has to be submitted to the Section Officer, S&S –II Section, Room No.123-C, Shastri Bhawan, Ph No.23384590 on or before last date/time of bid submission. Bids shall not be considered in case the earnest money is not submitted by 22nd May, 2015 upto 3.00 PM.
6. 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.
7. The successful bidder will have to deposit with the Ministry of Human Resource Development, a **Performance Security Deposit of Rs.1,50,000/- (Rupees One lakh fifty thousand 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(Education)**, Shastri Bhawan, New Delhi for the due fulfilment 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.
8. **Conditional bids shall not be considered and will be rejected summarily.**
9. 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 Technical Bids or Financial Bids is permitted. In no case should there be any change in the format of the Financial Bid. Tenderers are cautioned that any disclosure of financial bid at the technical bid stage will make the quotation summarily rejected.**
10. The technical Bid shall be opened online on the scheduled date and time i.e. **at 3.30 PM on 22nd May, 2015.**
11. The financial bid of only those tenderers will be opened who qualify in the technical bid. The schedule date /time for opening of financial bids would be indicated later.
12. 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

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scanned and uploaded alongwith the tender documents. If 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 deposit, as the case may be, will be forfeited and no excuse what so ever will be entertained therefor.

13. 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.

14. 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. 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). CA Certificate, Balance Sheet, Profit & Loss Account in support of turnover (along with Income Tax Returns of the relevant years) must be uploaded with the Technical Bid.
2. The garage of the Firm must be located within 8 Kms from Shastri Bhawan.
3. The Firm must have at least 3 years of experience in the Tour and travels Business in providing vehicle/taxi in the Government/Semi Govt. Sections/Autonomous Bodies etc.
4. The Firm should have at least 10 vehicles of the type required (commercial vehicles i.e Tata Indica, Vista, Maruti Eco, Wagon R, Santro, i10 or equivalent registered in the name of the firm or in the name of the owner of the firm in 2013 or thereafter, failing which offer will be rejected. The copies of the RCs of the vehicles registered are to be uploaded with the technical Bid.
5. Experience certificates as per para 3 above, award letters and performance certificate issued by officers of the level of section officer and above should be uploaded with the Technical Bid.
6. The Firm should also have (i) Service Tax No. and (ii) PAN No. Copies of Service Tax No. and PAN No. are to be uploaded with the Technical Bid.

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4. TERMS AND CONDITIONS

- i) Definition of Similar work : The words "Similar work" shall mean the experience in providing commercial vehicles to Govt. Departments/Public Sector Undertakings.
- ii) The Ministry requires 7-8 vehicles on daily basis. However the demand may vary and may go upto 75 vehicles in a day. The vehicles required are Indica/Wagon R/ Santro/i10/Tata Vista/Maruti Ecco or equivalent. The number of vehicle may increase or decrease at the discretion of the Ministry. The type/make of vehicle to be hired will be at the sole discretion of the Ministry, but it must not be registered prior to 2013
- iii) The garage of the firm should be located within *a periphery of 8 kms from Shastri Bhawan.*
- iv) **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.**
- v) There will be no dead mileage. The kilometrage 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.
- vi) 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 2013. Technical Bids must accompany with copies of RCs of commercial vehicles of required class only.**
- vii) The firms should have at least *3 years* of experience in the tour and travel business in providing commercial vehicle 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 uploaded along-with the tender documents.*
- viii) The firm should possess at least *10* commercial vehicles of the type indicated at (ii) above i.e. Indica/Wagon R/ Santro/i10/Tata Vista/Maruti Ecco or equivalent registered in 2013 or thereafter, which may be registered in the name of the Firm or in the name of owner of the firm.
- ix) 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.
- x) The owner/firm should be in a position to supply commercial vehicles on short notice as and when needed.
- xi) 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 to drive the commercial vehicles 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

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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.

- xii) The owner/firm should be in a position to provide standby vehicle in case of any breakdown.
- xiii) 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.
- xiv) 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.**
- xv) 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 taxis in emergent cases. The Mobile Number **must** also be given. The firm should be able to provide vehicles on holidays / Sundays also.
- xvi) All the charges towards repair/servicing, salary of the Driver, petrol/Diesel/CNG expenses, any other incidental expenses on operations & maintenance of the hired car would be borne by the firm.
- xvii) 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.
- xviii) The taxi 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 taxi in any manner for carrying officials, material etc. as per its requirements and the firm will not have any objection to it.
- xix) Jurisdiction for legal disputes, if any arising during the currency of the contract, will be settled in Delhi courts only.
- xx) Tenderers may please upload their unconditional rates strictly in the uploaded proforma.
- xxi) No advance payment, in any case, would be made to the firm.
- xxii) 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.
- xxiii) The Bills for hiring of taxis would be submitted after the completion of the month. Bills for supply of commercial vehicles for any month along with signed duty slips and copies of the log book signed by the officers shall be submitted in the first week of the following month to the Under Secretary (S&S), Ministry of Human Resource Development, Department of Higher Education for payment.


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- xxiv) 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 changing of driver or taxi before 2(two) months' period from its coming into service.
- xxv) The Ministry will not be responsible for any challan, loss, damage or accident to the vehicle or to any other vehicle or injury.
- xxvi) In case of delay in reporting, a penalty of Rs.50/- per 15 minutes delay shall be imposed.
- xxvii) **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. Taxis 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.**
- xxviii) 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.
- xxix) 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

S.No.		Documents to be uploaded
1.	Name of the firm / company / Agency	
2.	Complete Address & Telephone Number	
3.	Location of the Garage with telephone No. and address	
4.	EMD of Rs.40,000/- to be submitted to the Shri Vinod Kumar, Section Officer, S&S –II Section, Room No.123-C, Shastri Bhawan, N. Delhi, Ph No.23384590	Upload scanned copy of EMD.
5.	Annual turnover of the firm for <i>last 3</i> years (with proof) in the form of CA's certificate/Last 3 years balance sheet / profit & loss A/C)	Upload copies of Balance Sheet Profit & Loss Account for F.Y. 2011-12, 2012-13 & 2013-14 and CA certificate certifying the annual turnover.
6.	The Firm must have at least 3 years of experience in the Tour and travels Business in providing vehicle/taxi in the Government/Semi Govt. Sections/Autonomous Bodies	Copies of experience certificates to be uploaded.
7.	The Firm must have atleast 10 vehicles of the type i.e Tata Indica/ Wagon R/110/ Santro/ Tata Vista, Maruti Eeco or equivalent registered not prior to 2013.	Copies of RCs are to be uploaded
8.	Name & Address of the Departments / Ministries and other organisations where, at present, taxis are engaged on regular / monthly basis	Upload the self certified duly stamped copies of contract letters
9.	Copy of latest Income Tax return and PAN Number (with proof)	Upload copies of Income tax Returns for F.Y. 2011-12, 2012-13 & 2013-14 and Copy of PAN Card.
10.	15 Digit Service Tax Code No. (with proof)	Upload copy of Registration Certificate for Service Tax
11.	Name, Address & Telephone Number of the proprietor	


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12.	Self-Certificate declaring that the firm has not been black listed by any Central Ministry/Department, PSUs or Banks etc. (Para 12 of Scope of work)	Upload the copy of self-certificate
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(Signature with name & address)

Sanjay - 12/11/15

6. PROFORMA FOR FINANCIAL BID

DAILY HIRE BASIS

80 Kms&10 Hrs/Day

I.

Make of the Car	Rates for 80 km & 10 working hours per day	Rates per additional hour beyond 10 hours	Rates per additional kilometer beyond 80 km
Indica/Wagon R/Santro/i10/Tata Vista/Maruti Ecco or equivalent (Non-Ac Vehicles only).			

Note:- None of the vehicles should be registered prior to 2013.

DAILY HIRE BASIS

40 Kms & 5 Hrs / Day

II.

Make of the Car	Rates for 40 km & 5 working hours per day	Rates per additional hour beyond 5 hours	Rates per additional kilometer beyond 40 km
Indica/Wagon R/Santro/i10/ Tata Vista/Maruti Ecco or equivalent. (Non-Ac Vehicles only).			

Note:- None of the vehicles should be registered prior to 2013.

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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.
- 5) 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 be 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 cphp-nic@nic.in.

Handwritten signature and date: 25/11/15

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

Date

To

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work:-

Dear Sir,

1. I/We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' for the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I/We hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc..) which form part of the contract agreement and I/we shall abide hereby by the terms / conditions /clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/organization too have all been taken into consideration, while submitting this acceptance letter.

4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totally / entirely.

5. In case any provisions of this tender are found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

Sanjay
25/12/15