



RESERVE BANK OF INDIA
Human Resource Management Department,
Lucknow Regional Office

Notice inviting Tender
E-Tender for Empanelment of Car hiring/Taxi Operator
Agencies/Companies for Providing Vehicles to Reserve Bank of India,
Lucknow

E-Tenders are invited from reputed and well-established Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to Reserve Bank India Lucknow, initially for the period from April 01 2025 to March 31, 2026. The tendering would be done through the e-Tendering portal of MSTC Ltd (<https://mstcecommerce.com/eprocn>). All interested companies/agencies/firms must register themselves with MSTC Ltd through the above-mentioned website to participate in the tendering process. The last date for submission of e-Tender on RBI portal of MSTC website (<https://mstcecommerce.com/eprocn>) is 02:00 PM (1400hrs) of February 28, 2025. Pre-bid meeting for any clarification, is scheduled at our office at 04:00 PM (1600 hrs) on February 05, 2025.

2. Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website as given above and will not be published in the newspaper.

SCHEDULE OF TENDER (SOT)

a.	Name of Work	Empanelment of Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to Reserve Bank of India, Lucknow
b.	e-Tender no	RBI/Lucknow Regional Office/HRMD/1/24-25/ET/846
c.	Mode Of Tender	e-Procurement System Online Part I – Techno-Commercial Bid and Part II - Price Bid through www.mstcecommerce.com/eprocn



d.	Date of NIT available to parties to download	01:00 PM of February 03, 2025
e.	Pre-Bid meeting (off-line)	04:00 PM of February 05, 2025, at RBI Lucknow
f.	Estimated cost	₹40,00,000/- (Rupees Forty lakh only)
g.	i) Earnest Money Deposit ii) Tender Fees:	₹80,000/- (Rupees Eighty Thousand only) NIL
h.	Last date of submission of EMD.	01:00 PM of February 28, 2025 Beneficiary Name: RBI, Lucknow, IFSC Code: RBIS0LKPA01 Account No.: 186003001
i.	Date of Starting of e-Tender for submission of online Techno-Commercial Bid and price Bid at www.mstcecommerce.com/eprocn	02:00 PM of February 06, 2025
j.	Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid.	02:00 PM of February 28, 2025
k.	Date & time of opening of Part-I (i.e. Techno-Commercial Bid)	4:00 PM of February 28, 2025
l.	Part-II Price Bid: Date of opening of Part II i.e. price bid	Part-II (Financial Bid) will be opened electronically of only those bidder(s) whose Part-I (Technical Bid) is found acceptable by RBI, Lucknow. Such bidder(s) will be intimated regarding date of opening of Part-II (Financial Bid) through valid email given by them.



m.	Transaction Fee (as per MSTC website)	Payment of Transaction fee through MSTC payment gateway /NEFT/RTGS in favour of MSTC LIMITED as applicable
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**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**



RESERVE BANK OF INDIA

Human Resource Management Department,
Lucknow Regional Office

**Tender for Empanelment of Car hiring/Taxi
Operator Agencies/Companies for Providing
Vehicles to Reserve Bank of India, Lucknow**

NOTICE INVITING TENDER(NIT)

**E-Tender for Empanelment of Car hiring/Taxi Operator
Agencies/Companies for Providing Vehicles to Reserve Bank of
India, Lucknow**

E-Tenders are invited from reputed and well-established Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to Reserve Bank India, Lucknow, initially for the period from April 01, 2025 to March 31, 2026. The tendering would be done through the e-Tendering portal of MSTC Ltd (<https://mstcecommerce.com/eprocn>). All interested companies/agencies/firms must register themselves with MSTC Ltd through the above-mentioned website to participate in the tendering process. The last date for submission of e-Tender on RBI portal of MSTC website (<https://mstcecommerce.com/eprocn>) is 02:00 PM of February 28, 2025. Pre-bid meeting for any clarification, is scheduled at our office at 04:00 PM on February 05, 2025.

2. Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website as given above and will not be published in the newspaper.

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

SCHEDULE OF TENDER (SOT)

a.	Name of Work	Empanelment of Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to Reserve Bank of India, Lucknow
b.	e-Tender no	RBI/Lucknow Regional Office/HRMD/1/24-25/ET/846
c.	Mode Of Tender	e-Procurement System Online Part I – Techno - Commercial Bid and Part II - Price Bid through www.mstcecommerce.com/eproc
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f.	Estimated cost	₹40,00,000/- (Rupees Forty lakh only)
g.	i) Earnest Money Deposit ii) Tender Fees:	₹80,000/- (Rupees Eighty Thousand only) NIL
h.	Last date of submission of EMD.	01:00 PM of February 28, 2025 Beneficiary Name: RBI, Lucknow, IFSC Code: RBIS0LKPA01 Account No.: 186003001
i.	Date of Starting of e-Tender for submission of online Techno-	02:00 PM of February 06, 2025

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

	Commercial Bid and price Bid at www.mstcecommerce.com/eprocn	
j.	Date of closing of online e-tender for submission of Techno- Commercial Bid & Price Bid.	02:00 PM of February 28, 2025
k.	Date & time of opening of Part-I (i.e. Techno-Commercial Bid)	4:00 PM of February 28, 2025
l.	Part-II Price Bid: Date of opening of Part II i.e. price bid	Part-II (Financial Bid) will be opened electronically of only those bidder(s) whose Part-I (Technical Bid) is found acceptable by RBI, Lucknow. Such bidder(s) will be intimated regarding date of opening of Part-II (Financial Bid) through valid email given by them.
m.	Transaction Fee (as per MSTC website)	Payment of Transaction fee through MSTC payment gateway /NEFT/RTGS in favour of MSTC LIMITED as applicable

DISCLAIMER

Reserve Bank of India, Human Resource Management Department, Lucknow, has prepared this document to give background information on the Contract to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believe it to be in order, neither Reserve Bank of India nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so, and they do not rely only on the information provided by Reserve Bank of India in submitting the e-tender. The information is provided on the basis that it is non - binding on Reserve Bank of India or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

Reserve Bank of India reserves the right not to proceed with the Contract or to change the configuration of the Contract, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to cancel the tender & reject all bids and the right to decline to discuss the matter further with any party expressing interest/ applying under the tender. No reimbursement of cost of any type will be paid to persons or entities expressing interest/ applying under the tender.

Important instructions for E-tender

This is an e-procurement event of RBI. The e-procurement Service Provider/Contractor is the MSTC Limited.

You are requested to read and understand the Notice Inviting Tender and subsequent corrigenda if any, before submitting your online tender.

Process of E-tender:

The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his **A) Registration:** /their bids electronically. Electronic Bidding for submission of Techno-Commercial Bid as well as Price Bid over the internet will be done. The Vendor should possess Class III signing and encryption type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. RBI is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE: THE PRICE BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE ONLY AT www.mstcecommerce.com/eprocn/ (Version 3)

1) Vendors are required to register themselves online with

www.mstcecommerce.com/eprocn

Register as Vendor -- Filling up details and creating own user id and password Submit. For further details, go to Download Guide / Video / Registration

Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact MSTC/ RBI, (before the scheduled time of the e-tender).

Contact details:

a) Contact person (MSTC) For Vendors:

HO Central Help Desk: (For vendors)

Phone Number: 07969066600

helpdeskho@mstcindia.in (Please mention "HO Helpdesk" as subject while sending emails)

Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to Reserve Bank of India, Lucknow

Availability

9:30 AM to 5:00 PM on all working days for all Technical issues e-Tenders, System settings etc.

b) Contact person (MSTC)

Please visit www.mstcindia.co.in/content/Contact.aspx and update your Regional Office accordingly.

c) Contact person at RBI (RO/TE)

Pushker Kumar, Manager

(Mob 6201041410, email id – pushkerkumar@rbi.org.in)

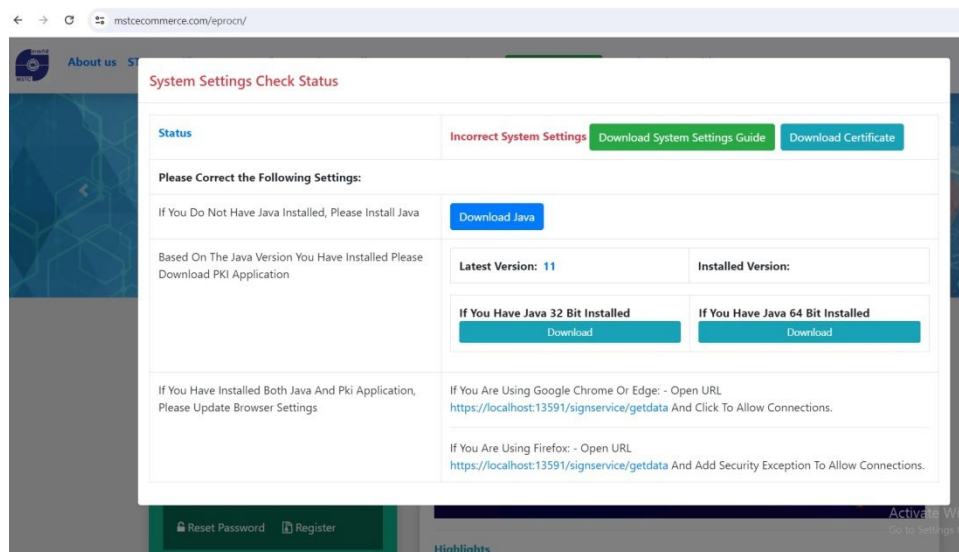
Ankit Singh Negi, Assistant Manager

(Mob – 8957111509, email id- asnegi@rbi.org.in)

Guide.

1. System Requirement:

For details, vendor may refer to the **DOWNLOAD SYSTEM SETTING GUIDE** available <https://www.mstcecommerce.com/eprocn/>



**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

2 Special Note towards Transaction fee: The vendors shall pay the transaction fee using “Transaction Fee Payment” Link against the specific tender in the “Bid Floor”/through the “Pay Transaction fee” in “Event catalog” through their login. Service Provider / Contractor / Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, Service Provider / Contractor / Vendor shall generate a challan by filling up a form. Service Provider / Contractor / Vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, Service Provider / Contractor / Vendor shall have the provision of making payment using its Credit / Debit Card / Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized.

Transaction fee is non-refundable. A vendor will not have the access to online e- tender without payment of the transaction fee.

NOTE: Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.

3 Information about tenders / corrigenda shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with the MSTC Ltd. Vendors are also requested to ensure validity of their class III signing and encryption type of DSC (Digital Signature Certificate).

4 E-tender cannot be accessed after the due date and time mentioned in NIT (Notice inviting tender).

5 Bidding in E-tender:

Note: Vendors are instructed to use Upload Documents link in My menu to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 5 MB.

Once documents are uploaded in the library, vendors can attach documents through Attach Document link against the particular e-Tender. Please note that if the documents are not attached to any e-Tender, the same cannot be downloaded by RBI and it will be deemed that the vendor has not submitted the documents. For further assistance please follow instructions of vendor guide.

- a) Bidder(s) need to submit necessary EMD, E-Tender fees (If ANY) and Transaction fee separately for the e-tender. Transaction fees if any are

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

non-refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by RBI.

- b) The process involves Electronic Bidding for submission of Techno Commercial Bid as well as Price Bid.

The bidder(s) who have submitted the above fees can only submit their Techno Commercial Bids and Price Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → New Common Portal → Bid Floor Manager → live event → Selection of the live event → Transaction fee → Common terms → Attach Documents → Price Bid.

Please Note: The vendor after successful remittance of the transaction fees and EMD details, will get the attach documents and common terms tab enabled in their login. Post successful completion of this step, the vendors will be allowed to save the lot specific terms and submit their price bid against the lot through the portal or download and upload the excel file for submitting price bids, as the case may be. In case the attach documents and/or saving common terms step is unsuccessful, the tabs for saving lot specific terms and submitting price bid would be disabled. The status of whether the same is successful/pending would be displayed in the bid status button.

- c) First the vendor needs to fill up the Commercial specification if any and save it. Then the vendor should fill up the Techno-commercial bid. After filling the Techno-Commercial Bid, bidder should click 'save' for recording their Techno-Commercial bid. Once the same is done, the Price Bid link becomes active and the same has to be filled up and then bidder should click on "save" to record their price bid. Then once both the Techno-Commercial bid & price bid has been saved, the bidder can click on the "Final Submission" button to register their bid

NOTE: - After clicking the final submission "Delete bid" option would be shown. If the vendor wants to delete the bid after final submission and re-submit the bid, then he/she should click delete bid and resubmit the same and again click final submission.

- d) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- e) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

- f) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- g) All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of supply/work. Such successful tenderer shall be called hereafter **SUPPLIER/CONTRACTOR**.
- h) It is mandatory that all the bids are submitted with class III signing and encryption type of digital signature certificate otherwise the same will not be accepted by the system.
- i) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- j) No deviation of the terms and conditions of the e-Tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the e-Tender.
- k) Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

Table of Contents

Item	Description	Page
PART-I	TECHNICAL BID	
Section I	Form of tender	12-14
Section II	Check List of documents to be submitted with the tender	15-17
Section III	General instructions to tenderer (s) & special conditions	18-33
Section IV	Tender Evaluation Criteria	34-37
Section V	Format for Technical Bid	38-43
PART- II	FINANCIAL BID	
Section VI	Price Bid	44-46
Annexure I	Proforma of Bank Guarantee for Security Deposit	47-51
Annexure II	Form of Bankers' Certificate From a Scheduled Bank	52

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

PART – I

TECHNICAL BID

Section I

Form of Tender

PLACE:

DATE:

**Shri Pankaj Kumar
Regional Director
Reserve Bank of India
Human Resource Management Department,
Lucknow-226 010**

Madam/Sir,

**Empanelment of Car hiring/Taxi Operator Agencies/Companies for Providing
Vehicles to Reserve Bank of India, Lucknow**

Having examined the requirements, conditions and schedule of quantities relating to the captioned work at the rates mentioned in the financial bid and in accordance with the terms and conditions of the tender and terms and conditions of contract attached hereto.

2. I / We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing.

3. I/we hereby agree to abide by and fulfil all the Terms and Conditions of the Tender , if the tender is accepted and in default thereof, to forfeit and pay to you or your

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

successors, or assignees or nominees (in Office) such sums of money as are stipulated in the conditions contained in the tender together with the written acceptance of the Contract.

4. I/we agree that The contractor who had earlier worked with RBI as a contractor for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles in any of the Offices (including Lucknow office) of the Bank and was issued termination notice and/or terminated for deficiency of service by the Bank shall not be eligible to apply and participate in this tender process.

5. I/We understand that the Bank is not bound to accept the lowest tender and reserves the right to accept any tender whether lowest or not. The Bank also reserves the right to reject all the tenders without assigning any reason therefor. The Bank shall also reject any tender which prima-facie violates any law applicable in the context of this tender.

Dated this _____ day of _____ 2025.

For and on behalf of M/s _____

(Signature with seal)

Name _____

Designation _____

Place _____

Date _____

(Certified true copy of the Power of Attorney of the above signatory should be attached).

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

Witnesses

(1) Signature with

Name, address and date

(2) Signature with

Name, address and date

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

Section II

Check List of documents to be submitted with the tender

S.No.	Prequalification documents	Attached Yes/No
1.	Name of the Agency/Firm/Company, etc	
2.	Tender documents signed and stamped	
3.	EMD Rs 80,000/- Proof/Slip of Statement for the payment of EMD enclosed	
4.	Proof of Average annual financial turnover of firm during the last 3 years ending 31st March 2024 minimum of Rs 40 lakh each year. Copies of the Income Tax Clearance Certificates/ Income Tax Assessment orders/ IT Returns along with latest final accounts of the business of the contractor duly certified by a Chartered Accountant should be enclosed in proof of their credit worthiness and turnover for the last three years.	
5.	Audited balance sheets of the last 3 financial years For the year 2021-22 For the year 2022-23 For the year 2023-24	
6.	The client-wise names of work(s), year(s) of execution of work (s) awarded, Date of Start and Finish of the work and actual cost(s) of executed work(s), reasons for delay (if any), names and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed furnished along with documentary evidence along with their contract details.	
7.	The details along with documentary evidence of previous experience if any, of carrying out works for the Reserve Bank of India at any of its Office/center given.	
8	Only those contractors/firms may apply who have	

Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to Reserve Bank of India, Lucknow

	<p>minimum 5 years of experience (during the last 5 years) as on March 31, 2024 in undertaking similar works in the field of Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles. Applicant should furnish their Client list showing the details of work carried out by them during the last 5 years. The list shall include details such as Name of the Client, Value of work executed, Date of Start and Finish of the work, Reasons of delay, if any, etc. The Applicant should submit documentary evidence in support of minimum experience of 5 years.</p> <p>The contractors/ firms must have carried out –</p> <p>One similar work costing not less than the amount equal to 80% of the estimated cost.</p> <p align="center">OR</p> <p>Two similar completed works each costing not less than the amount equal to 50% of the estimated cost.</p> <p align="center">OR</p> <p>Three similar completed works each costing not less than the amount equal to 40% of the estimated cost.</p>	
9	The tendering firms should have their own office in Lucknow or a franchise in UP who is responsible for the said work with whom the Bank can correspond.	
10	Copy of PAN	
11	Proof of Registration with ESI, if applicable	
12	Proof of Registration with PF, if applicable	
13	Proof of CGST/SGST Registration	
14	Proof of registration under labour laws as may be applicable	
15	Full particulars (whether contractor is an individual or a partnership firm or a company etc.) of the composition of the firm of contractors in detail should be submitted along with the name(s) and address(es) of the partners/directors,	

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

	copy of the Articles of Association/Power of Attorney/ any other relevant document.	
16	Name and address of the banker/bankers. Please enclose a certificate from banker/bankers regarding financial standing. As per format at Annex - II	
17	Full particulars of their bank accounts, like account No., type, when opened, IFSC Code etc. should be given. Tendering firms/companies should have current account in scheduled bank and should give an undertaking that they are ready to receive the payments through National Electronic Funds Transfer (NEFT/RTGS).	

Place:

Signature and seal of the contractor

Date:

Section III

General Instructions to Tenderers and Special Conditions

Issue and Submission of Tender

Online tenders (E-tender) are invited for reputed car hiring agencies/center Two Bid system (Technical and Financial Bid). Part-I containing terms, conditions and detailed scope of work and Part-II containing price bid only, from Tenderers who satisfy the following minimum pre-qualification criteria for empanelment for initial period of 01 April 2025 to 31 March, 2026, which may be extended for further periods as may be decided by the Bank based on the performance of the service provider.

A. Minimum Pre-Qualification Criteria:

1. Minimum 5 years' experience in the field of providing transport service (during the last five years) and annual turnover should not be less than ₹40 lakhs during the last three Financial years i.e. 2021-22 ,2022-23 and 2023-24.
2. Only those contractors/firms may apply who have minimum 5 years of experience (during the last 5 years) as on March 31, 2024 in undertaking similar works in the field of Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles.
3. Tenderers should have minimum fleet of 20 (Twenty) cars (owned by the tenderer along with valid RCs of the vehicles) comprising of following cars: Swift D`zire, Etios, Hyundai Xcent, Honda City, Ertiga, Kia Carens, Innova Crysta, Corolla Altis, Ciaz.
4. The vehicles should have valid Taxi permits. The tenderers whose vehicles have taxi permits only need to submit the tender. Attach documentary evidence of taxi permits and Insurance /Registration certificate/Fitness
5. Tenderers should have all the valid licenses for the purpose i.e. running of transport agency or company etc. Tenderers should have all applicable tax registrations (PAN, GST etc.).
6. Tenderers should have own office in Lucknow (attach documentary evidence).
7. Tenderers should have current account in scheduled commercial bank for effective payments of Services through NEFT or RTGS.

B. General Instructions

The e-tendering shall be done in two parts i.e., Part-I (Technical Bid) and Part-II (Financial Bid). The tender should be complete in all respects with all attachments/ enclosures/ annexures. Incomplete forms or without proper documentary evidence (as advised) will be out-rightly and summarily rejected by the Bank.

2. Before submitting the tender, the bidders are advised to go through the terms and conditions specified herein, on which the work will be awarded by the Reserve Bank and required to be executed by the successful Bidder. The Bidders may satisfy themselves as to the eligibility and other criteria prescribed therein. It shall also be noted that the terms and conditions specified herein are indicative in nature and the same shall not restrain the Bank from imposing or requiring the Bidder to agree upon such further or other terms and conditions at the time of executing the agreement with the successful Bidder, or to alter, modify or omit the terms and conditions contained herein, as are considered necessary for the due and proper execution of the work being awarded under this Tender.

C. Pre-Bid Meeting

A pre-tender briefing meeting of the intending tenderers will be held at **04:00 PM (1600 hrs) on February 05, 2025** in Human Resource Management Department Lucknow to clarify any point/doubt raised by them in respect of the tender. No separate communication will be sent for this meeting. All the intending tenderers are advised to be present and study the tender documents. They may indicate any points/conditions/specifications which need to be clarified during the meeting. These issues will be discussed and all the tenderers will be advised suitably. The tenderers are expected to get all the issues clarified during this meeting and therefore should desist from deviating from the Bank's tender conditions/specifications in their technical (Part I) and Price bids (Part II).

D. Earnest Money Deposit

(i) The tenderer shall pay as Earnest Money Deposit (EMD) a sum of ₹80,000/- (Rupees Eighty thousand only). The Earnest Money Deposit shall be remitted to the bank account of Reserve bank of India, Lucknow **before 01: 00 PM (1300 hrs) of February 28, 2025**. The tenders submitted without EMD shall be rejected and no correspondence shall be made by the Bank in this regard. The account details for NEFT/RTGS transactions are as follows:

Beneficiary Name: RBI, Lucknow,

IFSC Code: RBIS0LKPA01 (The fifth and the tenth letter should be read as “zero”).

Account No.: 186003001

(ii) The Earnest Money Deposit of the successful tenderer shall be retained and adjusted towards Security Deposit. EMD so retained shall not bear any interest.

(iii) The Earnest Money Deposit of the vendors do not qualify the requirements of pre-qualification criteria will be refunded to them, without any interest thereon upon non-acceptance of their bid. The Earnest Money Deposit of unsuccessful tenderers in Part II shall be refunded/returned to them without any interest thereon after finalization of the tender.

E. Security Deposit

(i) Successful bidder shall be required to deposit a further sum of ₹2,00,000/- (Rs.Two lakh only) within 7 days from the date of acceptance of offer, towards security deposit for due performance of the contract. The total Security deposit of ₹2,00,000/- (Rupees Two lakh only) shall be refundable after three months of expiry/termination of the contract. The contract shall automatically become null & void and EMD of ₹80,000/- (Rupees Eighty Thousand only) shall stand forfeited in the event of the contracting firm/company failing to remit/deposit the amount as above. However, the bank reserves the right to revive the contract, if circumstances warrant. The security deposit shall not bear any interest.

(ii) Alternatively, Bank Guarantee (as per [Annex-I](#)) of an amount of ₹2,00,000/- (Rupees Two Lakh only) equal to 5% of the contract value may also be submitted

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

by the successful tenderer in lieu of the Security Deposit along with the letter of acceptance, towards security deposit for the due fulfilment of the contract valid after three months of the period of the contract. On submission of Bank Guarantee, the Security Deposit of ₹2,00,000/- (Rupees Two Lakh only) will be refunded to the contractor. The Bank Guarantee shall be renewed for a further period in case of renewal of the contract by the Bank.

(iii) On payment of the security deposit, the contracting firm/company/agency will be required to enter into an Agreement/ Contract on stamp paper of appropriate value containing inter-alia all the terms and conditions of the contract, as approved by the Bank.

(iv) If the successful bidder fails to comply with the terms and conditions of the Agreement/contract in course of the contract period, the security deposit shall be forfeited in full or in part as decided by the Competent Authority.

(v) All compensation or other sums of money payable by the Contractor to the Bank under the terms of this Contract may be deducted from the security deposit, if the amount so permits unless the contractor remit such amounts in bank account within ten days of issue of demand notice by the Bank.

(vi) The security deposit amount will be refunded only after adjustment of all the dues due from contractor and submission of unconditional NOC by the contractor to the Bank.

F. Opening of the Tender

The Part-I of tender will be opened on **4:00 PM (1600hrs) of February 28, 2025** electronically at RBI Lucknow. The price Bid of only those Tenderers shall be opened who are found eligible after the scrutiny of Part-I (as per the evaluation criteria). The date of opening of part-II will be intimated to all the eligible Tenderers. The Tenderers or authorized representatives would be required to remain present during the opening of part-II of the tender. All the successful bidders in Part-I will be separately intimated by the Bank via their provided e-mail.



Broad Scope of Work and Guidelines to be followed by the Tenderers for providing taxis/cars to officers on tour/visit/Guests/VIPs of the Bank

The broad scope of work will include the following –

1. Providing the (AC/Non AC) chauffeur-driven road worthy vehicles, such as Car/SUVs/Vans/Traveller/Bus etc. as and when requisitioned by the Bank/by a person authorized by the Bank.
2. Tenderers should have minimum fleet of 20 (Twenty) cars comprising of following cars: Swift Dzire, Etios, Hyundai Xcent, Hyundai Aura, Maruti Suzuki Ertiga, Toyota Rumion, Kia Carens, Innova Crysta, Corolla Altis, Ciaz, Honda city.
3. All vehicles provided to the Bank should have valid taxi permits to travel locally and throughout India. Vehicle must have yellow number plate/commercial number plate (High Security Registration Plate -HSRP).
4. All vehicles should be in good condition with upholstery etc. in proper shape.
5. All vehicles should have valid Pollution Certificate.
6. All vehicles should have valid Fitness Certificate.
7. The driver should have a valid driving license, which should be produced by him as and when demanded by traffic personnel. Renewal of his driving license from time to time will be the responsibility of the Agency.
8. The drivers deployed should have reasonable experience with good driving record and should be able to converse in English as well as in Hindi. He should be able to attend to minor repairs of vehicles on route in case of need.
9. The driver in clean uniform must report for duty at the specified time. He should maintain a proper record of mileage on a daily basis and get the same authenticated by the user officer/staff. The drivers should maintain duty slips with complete details of kms travelled/time of relief etc. duly authenticated by the officer's signature. Besides he/she should be polite, courteous and service oriented at all times. Further, penalty of Rs 500 may be levied in case of repeated instances of deficiency in aforementioned services (as reported by Guests).

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

10. The vehicles should be provided with (i) One English or Hindi Newspaper or one Financial News Paper of the date (ii) Two bottle of branded Mineral Water (iii) face tissue papers in pouch (iv) Umbrella (v) first-aid box and (vi) Universal mobile charger. No extra charges would be paid for the same.

11. All the papers viz. insurance, registration, road tax, pollution, permits, valid license, etc. related to each vehicle should be readily available in each of the vehicles/with drivers.

12. The Tenderer shall ensure that the taxis provided by him are registered under Motor Vehicle Act, 1988 read with Motor Vehicle (amendment) Act 2015 or any subsequent amendments thereof or any other relevant laws, statutes, rules and regulations brought by the Central or State Government from time to time.

13. Preferably, the Tenderer should have ability to liaison with Govt./Insurance Authorities besides arranging for emergency transport/touring facility providers, in case of breakdown of a vehicle provided to the Bank.

14. The Tenderer shall provide taxi on written/e-mail or verbal instructions over phone within the time specified therein. The Tenderer shall also be required to provide taxi at short notice from the Bank (say within an hour in case of emergency). In case the transport provider fails to provide taxi on Bank's requirement either verbal over phone or written, the Bank shall be free to remove the transport provider from the panel of transport providers.

15. The Tenderer shall comply with the provision of Contract Labour (Regulation & Abolition) Act, 1970, the Contract Labour (Regulation and Abolition) Central Rules, 1971, the Minimum Wages Act 1948, Employee State Insurance Act, 1948, Payment of wages Act 1936, Workman's Compensation Act 1923, The Employee's Provident Fund Act (Miscellaneous Provisions) 1952, Payment of Bonus Act 1965, Employer's Liability act 1938, Employment of Children Act 1938; Maternity Benefit Act 1961, and/or any other rules/regulations and/or statutes that may be applicable to them and as amended from time to time. Bank reserves the right to call for proof of such compliance whenever deemed necessary and the Tenderer shall be bound to abide by the same. The tenderer shall be solely responsible for any violation of provision of the above mentioned legislative

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

enactments or any other statutory provisions and shall further keep the Bank indemnified from all acts of omission, fault, breaches and / or any claim, demand, loss, injury and expense arising out from the non-compliance of the aforesaid statutory provisions. In case of Tenderer's failure to fulfill any of the obligations hereunder and / or under the said Acts/rules/ regulations/ or any bye-laws or rules framed under or any of these, the RBI, Lucknow shall be entitled to recover any of such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the tenderer's monthly payment and Security Money Deposit.

16. The persons engaged by the Tenderer shall be the employees of the Tenderer and neither the Tenderer nor his employees shall have any right to claim any employment in the Bank. The Tenderer and his personnel will not be eligible for any benefits like provident fund, gratuity etc. available to the staff of the Bank.

17. The drivers / employees engaged by the Tenderer shall also abide by the instructions provided by the security officers / guards of the Bank and vehicles/ persons will have to undergo security check as and when required.

18. The Tenderer shall ensure that its personnel do not at any time, without the consent of the Bank in writing, divulge or make known any trust, accounts matter or transaction undertaken or handled by the Bank and shall not disclose to anybody any information about the affairs of Bank. This clause does not apply to the information, which becomes public knowledge.

19. The Tenderer shall ensure that the taxis provided by him / them are registered as commercial vehicle under Motor Vehicle Act 1988, read with Motor Vehicle (Amendment) Act, 2015 or any other relevant Act brought out by the Central or State Government from time to time for the purposes of the requirements of this tender. The tenderer shall also ensure that the drivers must have proper and valid licence for driving transport vehicle and other requirements for the purpose as required under Motor Vehicle Act 1988, read with Motor Vehicle (Amendment) Act, 2015 or any other laws, statutes, rules and regulations brought by the Central or State Government from time to time. Non-compliance for the same shall be the sole liability and responsibility of the tenderer.

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

20. The Tenderer shall arrange to obtain police verification regarding the antecedents of the persons/drivers engaged by him so as to ensure no undesirable person is engaged by him for Bank's duty. The Tenderer shall submit details, such as names, parentage, residential address, age etc., along with recent photograph of the persons deployed by him. For the purpose of proper identification of the employees of the Tenderer deployed for the work, he shall issue identity cards bearing their photographs / identification etc. and such employees shall display their identity cards at the time of duty.

21. The successful tenderer shall execute an agreement with the Bank on stamp paper of requisite value within one month of receipt of letter of acceptance. However, the issue of letter of acceptance by the Bank shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions of the Tender shall apply on this contract. Normally, the contract will be valid for one year, renewable after due performance appraisal of the Tenderer by the Bank.

22. The stamp duty for execution of the agreement shall be borne and paid by the Tenderer in full.

23. The rates offered by the tenderers and acceptance by the Bank, shall remain valid, for a period of one year, where after they may be reviewed at the time of renewal of the contract provided any major changes occur in labour laws or Govt. decision affecting fuel pricing etc. However, this can be done only with the permission of the Regional Director, RBI, Lucknow.

24. Liquidated Damages

For deficiency in services and inconvenience caused to the Bank and its officials, liquidated damages not exceeding 25% of the estimated bill for the relevant month or 25% of the bill amount for a particular/relevant bill may become leviable. However, the Bank will levy it only after giving due notice. In case of dispute an appeal shall be made to the Regional Director, Reserve Bank of India, Lucknow whose decision will be final in the matter. However, the Bank reserves the right to impose liquidated damages upto 10% of the contract amount. In the event of

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

liquidated damages reaching 10% of the contract amount, the Bank reserves its right to terminate the contract and the Tenderer shall be liable to risk and cost.

25. It shall be the responsibility of the Tenderer to provide taxi(es)/vehicles as and when requisitioned by the Bank including Night/Early Morning. Any delay shall attract penalty as mentioned above. Without prejudice to the above, the Tenderer shall also have to make alternate arrangements in case of breakdown of his vehicles(s). In case of failure, the Tenderer shall be responsible to compensate all expenses incurred in this regard and the same will be deducted from any other bill of the Tenderer. Decision of the Bank in this regard shall be final and binding on the Tenderer. Such compensation shall be in addition to any penalty levied under para 24 above. Penalty and compensation, if any, shall be deducted from any pending bill of the Tenderer.

26. The Tenderer shall ensure that the cars provided must not be more than 3 years old.

27. The Tenderer should convey without fail the car details i.e. Car make & colour, Car Registration No., Driver's Name and his mobile number to Car Booking Desk and to the user of the car by a telephone call, e-mail and through an SMS respectively.

28. The driver must always be available at the place where the car is parked once the car has reported to the guest.

29. The driver must carry a placard depicting particulars of the arriving Guest/Officer at the Airport/Railway Station, etc. The agencies should ensure that there is no room for complaints from any quarters.

30. The drivers will carry out the orders given by the authorized officers of the Bank and will also observe the rules and regulations of the Bank regarding safety and security.

31. The Tenderer or its agents/employees/drivers committing any breach of terms and conditions mentioned herein and/or rendering unsatisfactory services, in the opinion of the Bank shall render itself liable for summary termination of the agreement forthwith without any notice or any compensation in lieu thereof.

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

32. Without prejudice to above, contract shall be terminated on last day of contract period or with a notice of one month on either side, during the contract period.

33. Punctuality and quality of service shall be the essence of the Agreement. Therefore, the renewal of the agreement shall also be subject to punctuality in twice and satisfactory performance by the Tenderer.

34. Settlement of dispute by Arbitration:

That in case of any dispute arising out of this contract, the matter shall first be resolved through mutual dialogue and reconciliation failing which the dispute shall be resolved through arbitration by invoking the provisions of the "Arbitration & Conciliation Act, 1996" by appointing sole arbitrator with the mutual consent of the parties. In case the parties do not agree to the appointment of sole arbitrator, each party will appoint its arbitrator and the arbitrators so appointed shall appoint a presiding arbitrator to decide the dispute between the parties under the contract. The provisions of the Arbitration and Conciliation Act, 1996 and the rules framed thereunder shall govern the arbitration proceedings. The venue of the arbitration shall be at Lucknow. The courts at Lucknow shall have the exclusive jurisdiction.

35. Sexual Harassment:

a. The Tenderer shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee/driver within the premises of the Bank or outside while on duty, the complaint shall be filed before the Internal Complaints Committee constituted by the Tenderer and he/she shall ensure appropriate action under the said Act in respect to the complaint*.

b. Any complaint of sexual harassment from any aggrieved employee/driver of the Tenderer against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

c. The Tenderer shall be responsible for any monetary Compensation that may need to be paid in case the incident involves the employees/drivers of the

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

Tenderer, for instance any monetary relief to Bank's employee, if sexual violence by the employee/driver of the Tenderer is proved.

d. The Tenderer shall be responsible for educating its employees/drivers about prevention of sexual harassment at work place and related issues.

* As per the section 6 read with section 4 of this act, it is mandatory for each employer to constitute an "Internal Complaints Committee" where his 10 or more employees are employed. As per section 6 of said act, inter alia, provisions have been made that whereas Internal Complaints Committee is not constituted then "Local Complaints Committee" will be responsible for full compliance of bye laws of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013" at work place of Contractor/Agency/Tenderer. Any complaint related with Sexual Harassment in Bank premises or while on duty against any employee/driver then it should be presented before Internal Complaints Committee and Contractor/Agency shall take appropriate action on the complaint in accordance with the provisions of said act and other rules for the purpose.

36. Terms of Payment: That the payment of bill as presented by the Tenderer will be made in full by the Bank through NEFT/Electronic means only. The payment shall be made within two weeks from the date of receipt of a proper bill. In case, the bill is not proper or contains any deficiency, the Bank will forthwith return the bill and the Tenderer will submit a fresh bill. The payment will be made after the same is duly certified by the Bank's Officers that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc. The details of Tenderer's Account maintained with a scheduled commercial bank in Lucknow shall be provided to the Bank for this purpose within seven days of the signing of this agreement.

37. Taxes: The amount quoted in the bill shall be inclusive of all taxes as applicable to the Tenderer such as local levies, etc. imposed/to be imposed by Central/State Government/ Local Bodies except Goods and services tax which

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

will be applicable and paid as per government notifications. If the Tenderer fails to include such taxes and duties in the bill, no claim thereof will be entertained by the Bank afterwards. As per Indian laws, taxes as applicable, will be deducted at source and a certificate for the same will be issued to the Tenderer.

38. The tenderer should have a valid and active GSTIN on the invoice raised. In case the GSTIN no. has expired, no payment of the same shall be made to the vendor and any statutory liability on account of it will be the sole responsibility of the vendor.

39. The contract shall be deemed to end in any of the following contingencies:

(i) On the expiry of the contract period or terminations in terms of para 32 of this agreement.

Or

(ii) A notice at any time 'during the currency of services, in case the services rendered by the contractor are not found satisfactory and not in conformity with the general norms and the standard prescribed for the services.

Or

(iii) For committing breach of any of the terms and conditions of the contract by the Tenderer.

Or

(iv) On assigning the contract or any part thereof any benefit or interest therein or thereunder by the Tenderer to any third person for sub-letting the whole or a part of the contract to any third person.

Or

(v) On Tenderer being declared insolvent by the competent Court of Law.

40. During the notice period for termination of the contract, in the situation and circumstances as contemplated above, the Tenderer shall keep on discharging his duties as before till the expiry of notice period. It shall be the duty of the Tenderer to remove all the persons deployed by him on termination of the contract on any ground whatsoever and ensure that no person create any disruption /

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

hindrance / problem of any nature to Reserve Bank of India. Violation of the same shall be the sole liability and responsibility of the Tenderer.

41. In the event of exigencies arising due to the death, infirmity, insolvency of the Tenderer or for any other reason or circumstances, liabilities thereof of the contract shall be borne by the following on such terms and conditions, as the Bank may think proper, namely:

(i) Legal heirs in case of sole proprietor.

(ii) The next Directors / Partners in the case of company or firm as the case may be.

42. Insurance

The successful tenderer shall take “all risk policy” for the contract value for one-year renewable thereafter if the contract is renewed by the Bank. The Tenderer shall indemnify the Bank for any loss or damage that occurs to persons or building or third party during the period of contract. If the Tenderer does not provide these policies, the Bank reserves the right to recover the cost of loss or damage from the bill of the Tenderer.

43. Confidentiality:

The Tenderer shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment's etc, which may come to the possession or knowledge of the Tenderer during the course of discharging its contractual obligations in connection with this empanelment, to any third party and shall at all times hold the same in strictest confidence. The Tenderer shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Tenderer shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Tenderer shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Tenderer and the Bank shall be entitled to claim damages and pursue legal remedies. The Contractor shall take all appropriate

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

and prudent actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality shall survive the expiry or termination of this agreement for whatever reason. The Tenderer shall also ensure the compliance of this clause by employees/drivers deployed by him/her and in case of any violation the Tenderer shall be liable for the same.

44. Right to accept any Tender and to reject any or all Tenders: -

44.1 The Bank shall not be bound to accept the lowest or any tender and may at any time terminate the tendering process without assigning any reason.

44.2 Rates quoted by tenderers (per km) for all the categories of the vehicles shall be multiplied with the tentative average yearly booking of that category of vehicle to form a Total (Tc). The Bidder whose cumulative total (TC) is the lowest will be considered the lowest bidder (L1) and awarded with the contract.

Bidders are advised to consider the tentative yearly booking of the vehicles, labour cost (cost of driver) and other items (two newspapers one English and one Hindi, two bottles water 500 ml each, Umbrella, one biscuit packet minimum cost twenty rupees tissue paper and first aid box) to be provided with the vehicle while quoting the rates for the items in the Part-II (Financial Bid).

44.3 The Bank may call for the client report from the organizations in which the contractor has provided similar services. If any of the client report is not found satisfactory, the Tender shall be rejected outright and its Part II shall not be opened.

45. Canvassing

Canvassing, soliciting or endeavouring to entice or inducement in any form by any person with a view to influencing acceptance of a bid shall be an offence under Laws of India. Such action shall result in the rejection of bid, in addition to other punitive measures.

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

46. If any certificate/documents enclosed or details furnished by the Tenderer are found to be incorrect/fake/bogus tampered with or information not disclosed, the tenderer shall be debarred and shall not be awarded any future work in Reserve Bank of India. Joint ventures or partnership firms or any other nature of firms in which the contractor is a party shall also not be awarded any work. The tenderer in such event shall also be liable to be placed in negative list and shall be disqualified from participating in any tender floated by the Bank for a period of three year. In the event of failure to execute the work after award of the work, the Bank reserves the right to debar the contractor/tenderer, its associates and entities in which it is interested from award of any contract in the Bank. The Bank also reserves its right to debar the contractor/tenderer who fails to discharge the contractual obligation under this contract, from participating in any tender or from award of any work in the Bank for a period of three year. The Bank shall issue a 10 days' notice to the contractor/tenderer before debarring the contractor and consider reply, if any, given by the Contractor/Tenderer to such notice. The decision of the Regional Director shall be final in this regard.

47. The terms and conditions mentioned in the tender document shall form the part and parcel of the agreement.

48. I/We hereby declare that I/we have read and understood the above instructions for the guidance of the tenderer. We hereby also declare that I/We have read and understood all the above instructions/conditions and the same will remain binding upon me/us in case the above-mentioned Contract is entrusted to me/us. I/we also note that this letter shall form part of the contract document and that the contents of this letter shall be supplemental to the conditions in the tender and not in derogation thereof except to the extent specifically provided herein.

49. **Force Majeure:** No Party (or any Person acting on its behalf) shall have any liability or responsibility for failure to fulfill any obligation (other than a payment obligation) under this Agreement so long as and to the extent to which the fulfillment of such obligation is prevented, frustrated, hindered or delayed as a consequence of circumstances of force majeure.

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

Signature of TENDERER

Seal

Address

(Note: In case the Tenderer is a company, the certified true copy of the resolution from the Board of Directors authorizing the executive of the company to submit and sign by and on behalf of the company is to be enclosed. If the tenderer is a partnership firm, it must be registered under the Partnership Act and the authorization from all the partners is necessary authorizing one of the partners who is signing the Tender document. A notarized true copy thereof may be enclosed.)

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

Section V

Tender Evaluation Criteria

A. Technical Bid Evaluation: The tenderers shall furnish information required for Technical Evaluation as per eligibility criteria. The information so given will be evaluated as per the following marks criteria **(Maximum Marks - 100)**:

S.no.	Particulars	Range	Marks
1	Size of fleet of well-maintained cars (models specified in eligibility criteria)	More than 40 30 to 40 20 to 30	20 15 10
2	Experience in the field of providing vehicles on hire	More than 15 years More than 10 and upto 15 years 5 to 10 years	20 15 10
3	Average age of fleet of minimum 20 vehicles notified for tender	Less than a year 1 to 2 years 2 to 3 years	20 15 10
4	Annual turnover of at least ₹40 lakhs in three years out of last 3 financial years i.e. 2021-22 2022-23 2023-24	More than ₹2 crore ₹01- ₹02 crore ₹40Lakhs-₹1 crore	20 15 10

Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to Reserve Bank of India, Lucknow

5	Number of Government/ semi-government/ public sector undertakings/ banks/ MNCs clients during last five years (Having valid contract for at least one 1 year each) as on January 31, 2025	More than 8	20
		6 to 7	15
		2 to 5	10
	Total marks		

Minimum cut-off marks -50.

In case the tenderer gets marks less than 50, his/her bid will be rejected, and the Bank will not open price bid (Part-II) of the said tenderer.

B. Financial Bid Evaluation

The Bank shall not be bound to accept the lowest or any tender and may at any time terminate the tendering process without assigning any reason.

2.Rates quoted by tenderers for all the categories of the vehicles for each type of service (Lucknow station, Airport, 4 hrs/40 km for local travel, 8 hrs/ 80kms) shall be multiplied with the tentative average yearly booking of that category of vehicle to form a Total (Tc) (as per the table provided at Section-V). The sum total of quoted price for each category will be added to arrive at lowest bidder (L1). For further details tenderers are requested to refer to table at Section-V. The Bidder whose cumulative total (TC) is the lowest will be considered the lowest bidder (L1). The scoring matrix for evaluation of Techno-commercial bid will be taken into consideration in case of more than one tenderers satisfying the Lowest Bid criteria (L1). ***The lowest rates quoted under each category of vehicles by tenderers shall be applicable for all other tenderers.***

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

Bidders are advised to consider the tentative yearly booking of the vehicles, labour cost (cost of driver) and other items (two newspapers one English and one Hindi, two bottles water 500 ml each, Umbrella, one biscuit packet minimum cost twenty rupees tissue paper and first aid box) to be provided with the vehicle while quoting the rates for the items in the Part-II (Financial Bid). Further, tenderers should note that no extra charges will be paid for the aforementioned services.

C. Other conditions

Only the Technical bids of tenderers scoring more than or equal to 50 points out of the total points will be eligible for opening of their financial bids otherwise the bid will be rejected and the Bank will not open price bid of the said tenderer.

- (i) The Bank shall notify those bidders whose proposals do not meet the minimum qualifying points or were considered non-responsive to the tender conditions, after the completion of the selection process. The Bank shall simultaneously notify the bidders who have secured the minimum qualifying marks and are considered eligible for empanelment by the Bank, indicating the date and time set for opening of the price Bids. The notification will be sent only to the E-Mail provided by the tenderer. Further, the tenderer shall communicate with the Bank only through E-Mail to bookinglucknow@rbi.org.in & asnegi@rbi.org.in. It shall be the duty of the tenderer to regularly check his/ her E-Mail for any communication from the Bank including spam folder. Bank will not be responsible if the tenderer fails to check any communication sent by the Bank to his/ her E-Mail or if the E-Mail is undelivered because the mailbox is full.
- (ii) The Price Bids shall be opened in the presence of the tenderer or authorized representative/s of the tenderer. The authorized representative will carry a authorization letter along with him duly stamped by the authorized signatory

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

I/We hereby declare that I/we have read and understood the above instructions for the guidance of the tenderers.

Signature of Tenderer:

Seal/Stamp:

Date:

Place:

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

Section-V



**Reserve Bank of India
Human Resource Management Department
Lucknow**

**TENDER/APPLICATION FOR EMPANELMENT OF CAR HIRING/TAXI
OPERATOR AGENCIES/COMPANIES FOR PROVIDING VEHICLES TO
RESERVE BANK OF INDIA, LUCKNOW**

The Format for Technical Bid – Part I

To
The Regional Director
Reserve Bank of India
Human Resource Management Department
Second Floor, 8-9 Vipin Khand,
Gomti Nagar
Lucknow-226010

APPLICATION FORM

BASIC INFORMATION (Attach a separate sheet wherever required.)

S. No.	Information required be submitted (Attach a separate sheet, if required)	Comments of the Tenderers
1	Name & Address of the organization/ firm/company	

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

	<p>a. Address and telephone number of Registered Office.</p> <p>b. Address of the Office through which work with RBI would be handled. Also indicate the name of the authorized official and his/her telephone number.</p>	
2	Type of Organization – (Whether Proprietorship/Partnership/ (Pvt. Limited/Limited Company) and date of establishment. Please enclose relevant documents.	
3	Name of proprietor/directors/ partners of organization	<p>(a)</p> <p>(b)</p> <p>(c)</p>
4	Details of Registration (Firm, Company etc.) Registering Authority, Date, Number etc. (not applicable in the case of a sole proprietorship)	
5	Experience in the field of providing car service. Please enclose certificate from minimum of two clients, preferably Govt. /public sector/reputed MNCs availing the car service.	
6	<p>Yearly turnover of the organization for the last 3 years (with proof)</p> <p>2021-22</p>	

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

	2022-23 2023-24	
7	Name and address of the banker / bank. Please enclose a certificate from banker / bankers regarding financial standing.	
8	Whether the firm/company has been issued PAN. A copy of last Income Tax return certificate may be attached.	
9	Registration with GST AUTHORITIES (please attach necessary documentary evidence)	
10	Indicate if involved in any litigation or any civil suits pending relating to the service provided. Attach a separate sheet, if required.	
10	List of owned cars with Registration Numbers/s, Permit number/s with documentary evidence. (Copies of Registration Certificate, Taxi Permit, Insurance Papers, Fitness Certificate, Pollution Certificates etc. to be attached)	
11	Whether the empaneled agency is willing to furnish Performance Guarantee and enter into a written hiring agreement with the Bank to Indemnify the Bank against deficiency in customer service?	

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

12	Whether the agency is registered under Uttar Pradesh Shops & Establishment Act and having necessary certificate to run Tours & Travels? (copy to be attached)	
13	Whether registered with Labour Department under the Contract Labour (R & A) act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971. If yes, Indicate the date of registration. Please submit a copy of certificate/ registration.	
14	The Bank Account (IFSC Code and Account Number) where payments would be received by the Firm. Whether the firm is ready to accept the payments through NEFT/Electronic Means?	

Copies of Documents submitted:

1. Audited annual turnover statements (for last 3 years ending on 31st March 2024)
2. Audited Profit & Loss Accounts and Balance sheet (for last 3 years ending on 31st March 2024)
3. Income Tax Returns (for last 3 years ending on 31st March 2024)
4. Bankers certificate on financial standing
5. Client Feedback
6. Firm's Incorporation documents
7. Copy of the PAN
8. List of owned cars
9. Registration Certificates

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

- 10. Insurance Papers
- 11. Taxi Permits
- 12. Pollution Certificates
- 13. Fitness Certificates
- 14. GSTIN Registration
- 15. Any other document/s

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

DECLARATION

1. The above information is true to the best of my knowledge and if any information is found untrue or false, I/We may be debarred from the tender process/being given the contract.
2. I/We agree to abide by the terms and conditions stipulated by the Bank and mentioned in [Annex II](#).
3. I/We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of part I of the tender and this period of validity can be extended for such period as may be mutually agreed in writing between the Bank and tenderer. We also agree to keep the earnest money valid during the entire period of validity of tender ([Annex I](#)). I/We also agree that Earnest Money Deposit or Security Deposit shall not bear any interest thereon and I/We shall not make claims for any interest on the Earnest Money Deposit or Security Deposit.
4. I/We understand that the Bank reserves the right to accept or reject any or all the tender either in full or in part without assigning any reason therefor.
5. I/We understand that after empanelment, I/We would be under the obligation to supply taxis/required vehicle for Reserve Bank of India, Lucknow at the lowest quote given in the price bid by the co-bidders, under each category.

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

Signature

Name and seal of the TENDERER

Dated this _____ day of _____ 2025.

Section VI



**Reserve Bank of India
Human Resource Management Department
Lucknow**

**TENDER/APPLICATION FOR EMPANELMENT OF CAR HIRING/TAXI
TENDERER
AGENCIES/COMPANIES FOR PROVIDING VEHICLES TO RESERVE BANK
OF INDIA, LUCKNOW**

PART – II – PRICE BID ONLY

NAME OF THE TENDERER/FIRM: _____

ADDRESS:

For providing cars/utility vehicles of different variants (AC/Non-AC) for local and outstation tour Rate structure variants wise both AC/Non-AC for Full day/Half day/Outstation/Airport pick-up/drop including parking charges and toll tax should be comprehensive furnishing the details of the different types of vehicles available with the tenderer and various type of services

Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to Reserve Bank of India, Lucknow

Rate (Rs.)	A) D'zire/Etios/ Xcent/Aura	B) Ertiga/Kia Carens/Toyota Rumion	C) Innova Crysta	D) Honda City/ Ciaz/ Verna/Altis
Estimated No of vehicles per year	350*	200*	300*	100*
i) Pick-up & drop at Lucknow Airport				
ii) Pick-up & drop at Lucknow Railway Station				
Local Travel				
iii) 4 Hrs./ 40 km				
iv) 8 Hrs./ 80 km				
v)Extra km #				
vi) Extra Hr #				
Outstation Travel				
Min. Km per day	200 km	200 km	200 km	200 km
vii)Rate per Km				
viii) Night halt (10				

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

:01pm to 5:59 am) #				
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THE ABOVE QUOTED RATES ARE INCLUSIVE OF ALL TAXES EXCEPT GOODS AND SERVICES TAX WHICH WILL BE PAID EXTRA AS PER GOVERNMENT NOTIFICATIONS.

****- It may be noted that estimated number of vehicles is tentative in nature and subject to revisions at the discretion of Bank. Further, the estimated number of vehicles will be used for calculation of lowest bidder (L1).***

@ If the Tenderer would be able to provide any other make or model of taxi, the same may be included along with the charges under each category. In any case, if the Tenderer provides, whether of his own or on the asking of the Bank, any other make or model of car, he will be paid according to the rates approved for similar category of cars.

These parameters will not be considered while calculating L1 rates.

2. Prices should be all inclusive except GOODS AND SERVICES TAX.

3. All charges like Toll Charges / Parking Charges and taxes applicable to Tenderer etc. would be paid by the Bank on production of original receipts.

4. For airport dropping/picking, railway station drop/picking, a fixed amount would only be paid.

5. The lowest rates quoted under each category of vehicles by tenderers shall be applicable for all other tenderers.

SIGNATURE OF TENDERER

SEAL

DATE:

PLACE

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

Annexure I

Proforma of Bank Guarantee for Security Deposit

(To be submitted on Non-judicial stamp paper of appropriate value purchased in the name of the issuing bank)

No. _____ Date _____

To:

The Regional Director
Human Resource Management Department
Reserve Bank of India
Lucknow

Madam/Sir,

In consideration of your agreeing to accept the security deposit of INR 2,00,000=00 (INR Two lakh only) furnishable to you by M/s _____ (hereinafter referred to as "the Contractor") in terms of their contract with you for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to Reserve Bank of _____ India, _____ Lucknow as per their Tender dated _____ and your Special Conditions of Contract and other tender documents relating thereto subject to the conditions and alterations mutually agreed upon the set forth or referred to in your Contract dated _____ in the form of guarantee from us in the manner hereinafter contained, we _____ (Name of the Bank) do hereby covenant and agree with you as follows:

1. We undertake to indemnify you and keep you indemnified from time to time to the extent of INR 2,00,000=00 (INR Two lakh only)) against any loss or damage caused to or suffered by or that may be caused to or suffered by you by reason of any breach or breaches on the part of the Contractor of any of the terms and conditions contained in the said Contract and in the event of the Contractor making any default or default in carrying out any of the work under the said Contract or otherwise in the observance and

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding in total the said sum of 2,00,000=00 (INR Two lakh only)) as may be claimed by you as your losses and/or damages, costs, charges or expenses by reason of such default on the part of the Contractor.

2. Notwithstanding anything to the contrary, your decision as to whether the Contractor has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but will pay the same forthwith on your demand without any protest or demur.
3. This guarantee shall continue and hold good until it is released by you on the application by the Contractor after expiry of the relative guarantee period of the said Contract and after the contractor had discharged all his obligations under the said Contract and produced a certificate of due completion of the work under the said contract and submitted a "No Demand Certificate", provided always that this guarantee shall in no event remain in force after the day of _____ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of six months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.
4. Should it be necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this Guarantee on your request till such time as may be required by you. Your decision in this respect shall be final and binding on us.
5. You will have the fullest liberty without effecting this guarantee from time to time to vary any of the terms and conditions of the said contract or extend

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

the time of performance of the Contractor or to postpone for any time or from time to time any of your rights or powers against the Contractor and either to enforce or forbear to enforce any of the terms and conditions of the said Contract and we shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the Contractor or any other forbearance, act or omission on your part or any indulgence by you to the Contractor or by any variation or modification of the said contract or any other act, matter or things whatsoever, which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of 2,00,000.00 (INR Two lakh only) as aforesaid.

6. This guarantee shall not in any way be affected by your taking or varying or giving up any securities from the Contractor or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be, of the Contractor.
7. In order to give full effect to the guarantee herein contained you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Contractor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.
8. Subject to the maximum limit of our liability as aforesaid, this guarantee will cover all your claim or claims against the contractor from time to time arising out of or in relation to the said contract and in respect of which your claim in writing is lodged on us before expiry of six months from the date of expiry of this guarantee.
9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.

10. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing uncanceled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.
11. This guarantee shall not be affected by any change in the constitution of the contractor or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and enforceable by the absorbing or amalgamated company or concern.
12. Any forbearance, act or omission on the part of the Bank in enforcing any of the conditions of the said tender or showing of any indulgence by the Bank to the Tenderer shall not discharge the Surety in any way and the obligations of the Surety under this guarantee shall be discharged only on the intimation thereof being given to the Surety by the Bank.
13. This guarantee is irrevocable during the period of its currency and shall not be revoked without your previous consent in writing.
14. We further agree and undertake to pay you without demur the amount demanded by you in writing notwithstanding any difference or dispute or controversy that may exist or arise between you and contractor or any other person.
15. Notwithstanding anything contained herein above our liability under this guarantee is restricted to 2,00,000.00 (INR Two lakh only) Unless a written claim is lodged on us for payment under this guarantee within six months from the date of expiry, including extensions if any, of this

**Tender for Car hiring/Taxi Operator Agencies/Companies for Providing Vehicles to
Reserve Bank of India, Lucknow**

guarantee all your rights under the guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities thereunder, irrespective of whether or not the original guarantee is returned to us.

16. We have power to issue this guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Guarantee under the Power of Attorney granted to him by the Bank.

SIGNED AND DELIVERED

(For & on behalf of the above-named Bank)

For & on behalf of
(Banker's Name & Seal)

BRANCH MANAGER
(Banker's Seal)

Address _____

Annexure II

FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK

(To be submitted by the Tenderer along with the Tender)

1. Composition of the firm (whether Partnership/ Private Limited/ Proprietorship/ Public Limited.)
2. Name of the Proprietor/ Partners/ Directors of the firm.
3. Credit facility/ Overdraft facility enjoyed by the firm.
4. Dealings
5. The period from which the firm has been banking with the bank.
6. Any other remarks.
7. You may also kindly forward your opinion whether the above firm is considered financially sound to be entrusted with the contract for works estimated to cost ₹40 lakhs.

(Signature) For the Bank

Note:

1. Bankers' certificates should be on letter head of the Bank, (in sealed cover).
2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank