



**Government of India  
Ministry of External Affairs  
Regional Passport Office, Kolkata**

**No. KOL/551/39/18**

**Date: 09.08.2018**

**Subject: Tender notice for hiring of Vehicle - Etios/Zest/Ameco/Aspire/Amaze/Dzire/Ertiga or equivalent, commercially registered vehicle for use in the Office of RPO, Kolkata.**

ONLINE TENDERS are invited in two bid system (Technical Bid & Financial Bid separately) from reputed tours and travel agencies/Taxi Operators/Companies located in Kolkata for hiring of one commercially registered taxi(s) on monthly basis for official use of RPO, Kolkata, initially for a period of one year. The contract may be extended for another year or so in case services rendered by the company/firm are found satisfactory and subject to approval of the competent authority in the Ministry of External Affairs. **Manual bids shall not be accepted.**

2. Bids shall be submitted online only at CPPP website: <http://eprocure.gov.in/eprocure/app>. Tenderers/Bidders are advised to follow the instructions provided in the 'Instructions to the Bidders/Tenderers for the e-submission of the bids online through the Central Procurement Portal for e-Procurement at <http://eprocure.gov.in/eprocure/app>'.

**3. CRITICAL DATE SHEET**

<b>Published date</b>	<b>09.08.2018</b>
<b>Bid document download/Sale start date</b>	<b>09.08.2018</b>
<b>Clarification start date</b>	<b>10.08.2018</b>
<b>Bid submission start date</b>	<b>10.08.2018</b>
<b>Clarification end date</b>	<b>09.08.2018</b>
<b>Bid document download end date</b>	<b>11.09.2018</b>
<b>Bid submission end date</b>	<b>11.09.2018</b>
<b>Technical bid opening date</b>	<b>12.09.2018</b>

3.1 Tender documents can be downloaded from Ministry's website <http://www.passportindia.gov.in> and CPPP portal site <http://eprocure.gov.in/eprocure/app>. Tenderers who download the tender from the Central Passport Organization website <http://www.passportindia.gov.in> or Central Public Procurement Portal (CPP) website <http://eprocure.gov.in/eprocure/app>, shall not tamper/modify the tender form including downloaded price bid template in any manner. In case, the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned for future.

#### **4. Earnest Money Deposit (EMD)/Bid Security**

4.1 Earnest Money Deposit of Rs. 10,000/- (Rupees Ten Thousand Only) is to be deposited in the form of Demand Draft in favour of the RPO, Kolkata. The EMD must be submitted by the tenderers before the due date of submission of bids. Bidders are required to submit the details of EMD payment at the time of Bid Preparation.

4.2 EMD of bidder will be forfeited, if the bidder withdraws or amends its bid or impairs or derogates the bid in any respect within the period of validity of its bid. Further, if the successful bidder fails to furnish the required Performance Security within the specified period, its EMD will be forfeited.

4.3 The earnest money of unsuccessful bidder, which shall not carry any interest, shall be refunded within 30 days after award of Contract. EMD of the successful Bidder will be released after the Bidder sign the agreement and furnishes the Performance Guarantee.

**5. Performance Security:** The successful bidder, irrespective of its registration status etc. will have to furnish Performance Security equivalent to 10 % of the tendered cost in the form of Pay order/Demand Draft/Fixed Deposit Receipt or Bank Guarantee from any commercial bank in favour of RPO, Kolkata within 10 days of award of contract.

5.1 Performance Security should remain valid for a period of 90 days beyond the date of completion of all contractual obligations of the supplier.

5.2 Performance Security will be refunded to supplier without any interest, whatsoever, after the contractor performs and completes the contract in all respects.

5.3 Performance Security will be forfeited if the firm fails to perform any of the terms or conditions of the contract, besides it may also be black listed.

5.4 The bidder should quote their unconditional rates strictly as per the Annexure-I. The bidders should quote their rates with current applicable taxes viz. GST. The taxes on prevailing rates during the period of contract will be reimbursed. Cutting/overwriting, if any, will not be accepted. Each page of the tender should be duly stamped and signed by the authorized signatory.

5.5 In case any bidder is already providing Taxis to any other Ministry/Department of Central Govt. details thereof should also be furnished along with the bids.

## **6. The Technical bid should contain following details:**

6.1 The contractor should have at least one year experience of providing vehicles to Govt./Semi Govt./PSUs. Satisfactory service certificate from the concerned department need to be furnished along with technical bid otherwise tender document will be treated as not acceptable. The annual turnover of the firm should be atleast **Rs. 4 lakhs** during the previous three financial years; (Annual Account Statement duly audited must be enclosed).

6.2 However, the relaxation of norms for Start-ups Medium Enterprises in Public Procurement regarding Prior Experience – Prior Turnover Criteria will be admissible as per Ministry of Finance, Department of Expenditure O.M. No. F.20/2/2014-PPD (Pt.), dated 25.07.2016.

6.3 Copy of PAN Card which must be in the name of Firm/Agency and Copy of GST Registration.

6.4 A certificate from the bidder that all the Terms and Conditions are acceptable to him.

6.5 EMD of Rs. 10,000/- (Rupees Ten Thousand Only).

6.6 Copies of RC of the vehicles registered in the name of the Transport Company/Firm.

(The bidders are advised to read all the above instructions and the Terms and Conditions given below carefully and submit confirmation of unconditional acceptance of the Terms & Conditions without any deviations).

## **7. Other Terms and Conditions**

7.1 Risk Hire Clause:- In case the contract awardee firm fails to supply the requisite number of vehicles, RPO, Kolkata reserves the right to hire the Taxis from other Taxi Stands at the risk and cost of the firm. The cost difference between the alternative arrangements and tender value will be recovered from the firm.

7.2 If the contractor after submission of bid and due acceptance of the same i.e. after the award of the contract, fails to abide by the terms and conditions of the tender document, or fails to complete his contract period or at any time repudiates the contract, RPO, Kolkata/Ministry of External Affairs will have the right to forfeit the EMD/Performance Security or terminate the Contract.

7.3 **The vehicles provided should be authorized to be used as taxis and should have proper permission of the areas to be travelled. The taxi provided should be in perfectly sound working condition and should not be older than two years and have decent interiors with other necessary accessories.**

7.4 The Contractor should be able to provide Taxis at a short notice/ (within 30 minutes). For casual requisitions, the taxi must reach the destination 30 minutes in advance.

7.5 The drivers engaged in the Taxis should have valid Driving License to operate the taxi, issued by the Transport Authorities. Other necessary certificates like Road Tax Clearance, Pollution Certificate etc. should be in existence for all the vehicles.

7.6 The driver should always be in the uniform as may be provided by the agency with mobile phones and should be well mannered.

7.7 The drivers engaged should be broadly aware of the major routes of all India.

7.8 The vehicles on duty shall have to be kept in clean condition. The general condition of the vehicle provided should be good. The seat should be comfortable. The seats shall always be covered with neat and good quality seat cover.

7.9 In case of any break down while on journey, alternative arrangement shall have to be done by the contractor failing which the taxi will be hired from the open market and the expenses incurred thereon shall be deducted from the monthly bill of the contractor.

7.10 The RPO, Kolkata/MEA reserves the right to terminate the contract without assigning any reason by giving the contractor one calendar month notice of its intention to do so.

7.11 In the event of Contractor failing to execute the work i.e. supply of Taxis on hire basis at any time to the full satisfaction to the RPO, the Competent Authority reserves the right to cancel the contract or withhold the payment due to contractor in part or full and to forfeit the Performance Security deposited.

7.12 Reading of start or closing of duty/journey will be considered from office premises (Passport Office, PSKs) or designated place and not from the Taxi stand/garage.

7.13 The owner/senior representative of the firm should be available round the clock on his own direct telephone (office as well as residence) and on mobile phone so as to respond to the call for the vehicles in emergent cases. The Mobile number should also be given to General Administration of RPO, Kolkata/MEA.

7.14 All the charges towards repair/servicing, salary of the driver, fuel expenses or any other incidental expenses on operation & maintenance of the hired taxis would be borne by the firm.

7.15 At times, RPO, Kolkata/MEA may need additional number of Taxis/ vehicles on specific days in connection with any conference/meeting. The contractor should, be responsible to arrange for additional demand of taxis by making necessary tie-ups at his end with other Taxi Operators and such

additional vehicles should be supplied at the contractual rates and conditions.

7.16 The contract will be valid for a period of one year which may be extended for a further period on one year on the same rates and terms and conditions depending upon the requirement and administrative convenience of RPO, Kolkata/MEA. No request of hike in approved rates for supply of taxis will be entertained during the period of contact for any other reasons what so ever.

7.17 If on any occasion it is found that the driver of any vehicles has made wrong entries in the duty slips relating to time and kilometre reading of start or closing of duty/journey, the contractor shall be held responsible for the same. The office reserves the right to withhold full payment of the day in respect of such vehicle.

7.18 For each and every vehicle, the driver is required to maintain a log-book i.e. details of various journeys performed during the day since morning till last duty separately and all the entries will be got attested from the concerned officers/sections/users. The copies of log books will have to be enclosed with the respective bills at the time of submission of the bill in each month.

7.19 In case of hiring of Taxis on need/day to day basis, 40 Kms. or 5 hours shall be considered half day. In case if the vehicle is detained above five hours, then it shall be treated as full day. In such scenario, the 'Kms.' have no relevance. If the usage goes above 40 Kms. within 5 hours, then charge would be for each additional Km. only and the vehicle would be considered as 'half day' usage.

7.20 Decision of Competent Authority of the Department regarding acceptance or rejection of a tender will be final and binding.

7.21 The vehicles will have to be fitted / provided with the following additional accessories/utilities:

- a) Clean seat covers
- b) Quality radio music system
- c) Tissue paper box
- d) Car perfume
- e) Seat belts (front & rear)
- f) Clean floor mats

7.22 Declaration from the transporter on their letter head stating that the drivers provided are of Good Character, vetted by Police for security, have valid driving license and are aware of the roads of respective states.

7.23 The agency should have an adequate numbers of telephones for contact round the clock and these shall be conveyed to the RPO.

7.24 The agency should have a provision to take booking round the clock i.e. 24 X 7.

7.25 Actual parking charges/Toll charges/octroi charges/entry taxes/inter-state taxes will be payable to agency on submission of parking

bills/tolls/octroi/entry/inter – state taxes receipts along with monthly/daily outstation basis bills.

7.26 The agency will be responsible for compliance of all statutory provision related to minimum wages Act, payment of wages Act, EPF, ESI etc. in respect of the drivers deployed. The tendering agency will be fully responsible for payment of wages and other dues and compliance of all labour laws, welfare schemes applicable to the drivers deployed by them in RPO, as per applicable law. The RPO/Ministry shall not be a party in any disputes whatsoever regarding wages and allowances of drivers.

7.27 No payment shall be made in advance nor any loan from any bank or financial institution recommended on the basis of the order of award of work/contract.

7.28 Penalty will be levied in the following manner:

<b>S. No.</b>	<b>Problems</b>	<b>Penalty</b>
1	Late arrival: By 30 minutes and beyond or does not turn up	Rs. 500/- The officer concerned, depending upon the urgency, can hire a taxi for the day or take a taxi to reach the destination, payment of which shall be borne by the contractor.
2	Failure to provide alternative arrangement within one hour of vehicle breakdown.	Rs. 500/- Rental charges for the day will also not be paid
3	Non functioning of AC in Car (only in case of hiring of AC taxi)	Rs. 500/- per day
4	Unclean vehicle or seat covers/smell in the vehicle	Rs. 100/- for the 1 <sup>st</sup> day. Rs. 200/- per day for 2 <sup>nd</sup> consecutive day and beyond.
5	Attire/turnout of the driver (a) Inappropriate (b) Very Inappropriate	(a) Rs. 500/- to Rs. 1000/- depending upon the inappropriateness. (b) The driver with the vehicle will be sent back and a penalty of Rs. 300/- will be imposed. A taxi will be hired for the day and payment for the same will be borne by the contractor.
6	Driver's behaviour and poor knowledge about route of respective state	Driver to be changed by the contractor. If the contractor does not change the driver in 03 days time, the vehicle will be sent back and a taxi will be hired, payment of which will be borne by the contractor, along with a fine of Rs. 500/- daily.
7	Recurrent malfunctioning/unsatisfactory vehicle condition	The vehicle will be returned. A taxi will be hired, payment of which will be borne by the contractor along with a daily fine of Rs. 500/- till such time a proper vehicle is provided.

7.29 The vehicle hired on regular basis are expected to normally remain with the O/o RPO for the official use during 8:30 AM to 7:30 PM on all working days i.e. Monday to Friday and may be required for longer hours too. The vehicle may be required on Saturdays/Sundays/Closed Holidays also.

7.30 The finalized contract shall be interpreted under Indian Laws. In case of disputes of any kind, the firm shall abide by the decision of the Competent Authority, Ministry of External Affairs. In case, the disputes are required to be referred to Arbitration, it shall be referred to sole arbitrator under Arbitration

and Conciliation Act, 1996. The place of settlement of dispute shall be respective State. In case of settlement of disputes is in the court, it will be in the jurisdiction of courts at respective State.

7.31 The successful bidder will also be required to submit the copies of Registration Certificate, Insurance papers, PUC, Permit etc. for the vehicles proposed to be deployed in this Ministry within 5 days of awarding of the contract.

7.32 However, if the successful bidder proposes to purchase new vehicles, he will be given adequate time but not exceeding 15 days to do so.

7.33 In case the officer with whom taxi is deployed is on leave/tour, no leave to the driver shall be allowed for such period and taxi will be utilized in the pool of concerned division/General Pool for official work.

7.34 The bills claimed against for providing private/non-commercial vehicle shall not be entertained for any reason whatsoever.

7.35 The successful company/firm will be required to execute a contract with the RPO, Kolkata/Ministry of External Affairs within a period of 30 days from the date of award of contract on a stamp paper with denomination of Rs. 100/- cost of which will be borne by the company/firm.

7.36 The tender will be awarded on the basis of monthly usage and on the basis of daily usage. Each slab will be given weight as per the requirement and the contract will be awarded on the basis of L-1 firm in respect of “total of weighted quote” for hiring taxi on monthly and casual (daily) basis. Calculation of “total weighted quote” may be seen as follows:

a. **In case of taxi hired on monthly basis and casual basis\***

S. No.	Description (Swift Dzire/Indigo/Etios or Equivalent) Non-AC	Total (Rs.)	Weight	Weighted Total
(I)	(II)	(III)	(IV)	(V) = (III) x (IV)
1	1760 Kms. & 220 hours per month	X	10	10 X
2	80 Kms. 10 hours per day	Y	10	10 Y
3	40 Kms. 5 hours per day	Z	1	Z
4	Extra per Kms. than above limit	A	2000	2000 A
5	Extra time per hours than above limit	B	200	200 B

**Note-** The decision of the Competent Authority in this regard would be final.

\*An **illustrative example** with arbitrary figures of above table is as follows:

**a. In case of taxi hired on monthly basis and casual basis**

<b>S. No.</b>	<b>Description (Swift Dzire/Etios/Indigo) Non-AC</b>	<b>Arbitrary Total (Rs.)</b>	<b>Weight</b>	<b>Weighted Total</b>
<b>(I)</b>	<b>(II)</b>	<b>(III)</b>	<b>(IV)</b>	<b>(V) = (III) x (IV)</b>
1	1760 Kms. & 220 hours per month	20000	10	200000
2	80 Kms. 10 hours per day	1000	10	10000
3	40 Kms. 5 hours per day	700	1	700
4	Extra per Kms. than above limit	10	2000	20000
5	Extra time per hours than above limit	50	200	10000
<b>Total of weighted quote</b>				<b>2,40,700</b>

**8. Instructions for online bid submission**

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

8.2 The bidder shall submit all documentary proofs, EMD details along with signed copy of tender with the technical bid submission forms. The rates quoted only with the financial bid prescribed online submission. The Ministry will not be responsible for any failure of bid submission.

8.3 Any clarification about the tender must be addressed before the clarification date mentioned at pre-bid conference held at the RPO on 24.01.2018 at 1600 hrs. After that no clarification will be given by the RPO to the firm/bidders.

**9. Assistance to Bidders**

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

9.2 Queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24 x 7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 72232.



**TECHNICAL BID**

1	Name of the firm/company/agency	
2	Address of firm/company/agency	
3	Telephone no.	
4	Details of ISO Certification, if any	
5	Certificate of Registration of the firm to be enclosed	
6	Number of Employees as on date	
7	Annual Turnover (along with proof self-attested)	
8	GST Registration no. and PAN no. (Proof to be attached self-attested)	
9	Whether EMD of Rs. 10000/- (amount to be filled by RPO) enclosed in the form of Bank Draft/Pay order (No. and Date)	
10	Name & Address of the Department/Ministries and other organizations where, at present, vehicles are engaged on regular/monthly basis (copies of the work order to be enclosed)	
11	Copies of Satisfactory services rendered by the firm in Deptts./Ministries/other organization (copies enclosed)	
12	Name, Designation and address of the person to whom all references shall be made regarding this tender	
13	Telephone No. Office: Residence	
14	Mobile No.	
15	Total number of taxis registered with the agency	
16	Name, Address & Telephone number of the proprietor	

Yours faithfully,

Date:  
Place(Signature of the authorized person)  
Name:  
Business Address/Seal

**FINANCIAL BID**

To

The Regional Passport Officer,  
Ministry of External Affairs,  
Regional Passport Office,  
Kolkata.

**Sub:** Hiring of Taxis/Commercially Registered Vehicle for use of the RPO, Kolkata Invitation of tenders.

Sir,

I/we intend to submit the tender on the subject cited above and hereby consent to agree/accept all the terms and conditions as stipulated in RPO Kolkata, Ministry of External Affairs tender ref. no. KOL/551/39/18, dated 09.08.2018. The information desired and the rates quoted are as detailed below:-

**PPOFORMA FOR RATES ON MONTHLY AND DAILY NEED BASIS**

S. No.	Description	Base Rate Swift Dzire/Etios/Indigo or Equivalent) Non- AC	Taxes (GST/SBC etc.)	Total
1	1760 Kms. & 220 hours per month			
2	80 Kms. 10 hours per day			
3	40 Kms. 5 hours per day			
4	Charges for every additional Kms. beyond 1760/80/40 Kms.			
5	Charges for every additional hours beyond 220/10/05 hours.			

**Note:** 1. Lowest bid shall be decided as per Para 7.36 of Terms & Conditions.  
2. Please refer to Para 5.4 before submitting the bid.

**Declaration:-**

- We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of the services as required under this tender.
- We are not black listed by any Central/State Government/Public Sector Undertaking in India.
- The Terms & Conditions laid down in the tender document are acceptable to us and will be binding on us.

(Signature of the authorized signatory)

Name of the bidder:

Complete Address:

Address (works), if any:

Contact No.: