



भारतीय लघु उद्योग विकास बैंक, नई दिल्ली
Small Industries Development Bank of India, New Delhi

प्रस्ताव हेतु अनुरोध
Request for Proposal
for

भाड़े पर कार लेने हेतु एजेंसी का चयन

Selection of Agency for Car Hiring Services

निविदा संख्या: 2020/1441/NDO/ADMIN

Tender No.: 2020/1441/NDO/ADMIN

LAST DATE OF SUBMISSION OF SEALED TENDER – May 02, 2019 UPTO 15:00 HR

**The Dy. General Manager
[Administration and Premises Vertical]
SMALL INDUSTRIES BANK DEVELOPMENT OF INDIA
3rd Floor Atma Ram House,
1, Tolstoy Marg, New Delhi - 110 001**

यह दस्तावेज़ भारतीय लघु उद्योग विकास बैंक (सिडबी) की संपत्ति है। सिडबी की लिखित अनुमति के बिना इसे किसी भी माध्यम अर्थात् इलेक्ट्रॉनिक या अन्य किसी प्रकार से कॉपी, वितरित या रिकॉर्ड नहीं किया जा सकता है। प्राधिकृत कार्मिकों / एजेंसियों द्वारा भी इस दस्तावेज़ में दी गई विषयवस्तु का उपयोग, यहाँ निर्दिष्ट प्रयोजन के अलावा किसी अन्य प्रयोजन के लिए पूर्णतया वर्जित है, क्योंकि इससे स्वत्वाधिकार का उल्लंघन होगा और इस प्रकार यह भारतीय कानून के तहत दंडनीय होगा।

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इस निविदा दस्तावेज़ के उत्तर में बोलीदाताओं द्वारा दी गई जानकारी सिडबी की संपत्ति बन जाएगी और वापस नहीं लौटाई जाएगी। सिडबी को इस निविदा दस्तावेज़ में संशोधन करने, उसे रद्द करने या पुनः जारी करने का अधिकार है और सभी संशोधन बोलीदाताओं को सूचित किए जाएंगे और ऐसे संशोधन उन पर बाध्यकारी होंगे।

The information provided by the bidders in response to this tender document will become the property of SIDBI and will not be returned. SIDBI reserves the right to amend, rescind or reissue this tender document and all amendments will be advised to the bidders and such amendments will be binding on them.

आपसे अनुरोध है कि आप अपनी बोलियां संलग्न परिशिष्टों एवं प्ररूपों में नियत निबंधन एवं शर्तों के अनुरूप प्रस्तुत करें।

You are requested to submit your bids strictly conforming to the schedule and terms and conditions given in Annexures and formats attached.



Contact for providing Car Hiring Services in SIDBI Office Premises

Notice Inviting Tender

Small Industries Development Bank of India (SIDBI) is an all India Financial Institution catering to the financial needs of Micro, Small and Medium Enterprises. It has its Head Office at Lucknow.

SIDBI invites bids from Car hiring Service Providers of repute and experience to be engaged on **“Contract for providing Car Hiring Services in SIDBI Office Premises”**.

The bidders are requested to submit their quotation in the attached format in Tender Document comprising:

Envelope I: Containing Notification, DD for EMD, Tender Summary, Form of quotation, Tender documents for General terms and conditions, Tender details, Technical specifications, super scribing **“Technical Bid for Contact for providing Car Hiring Services in SIDBI Office Premises”**.

Envelope II: Containing price bid (price bid in separate sealed envelope kept in one Envelope i.e. Envelope No II) duly filled in and signed on each page, super scribing **“Price Bid for Contact for providing Car Hiring Services in SIDBI Office Premises”**.

Both the sealed envelopes should be sent in a common envelope super scribing **“Tender Document for Contact for providing Car Hiring Services in SIDBI Office Premises”** and shall be sent at the above mentioned address of the office of SIDBI so as to reach **on or before 15:00 hrs of May 02, 2019**. Late tenders will not be accepted and are liable to be rejected.

The tender document can be obtained from the office of Small Industries Development Bank of India (SIDBI), 3rd Floor, Atam Ram House, 1, Tolstoy Marg, New Delhi - 110001 from **April 08, 2019 to May 01, 2019, between 10.00 a.m. to 5.00 p.m. on working days (Monday to Friday) and on May 02, 2019 between 10.00 a.m. to 12.00 noon** or can be downloaded from SIDBI Website: www.sidbi.in & Central Public Procurement (CPP) Portal : <http://eprocure.gov.in>.

The above offer will be subject to various terms and conditions given in the Tender Document. The bidders are requested to visit the site to acquaint with site conditions and type of work involved.

Site visit can be done between **April 08, 2019 to April 24, 2019** between 10.00 a.m. to 5.00 p.m.



Contact for providing Car Hiring Services in SIDBI Office Premises

Conditional tenders will be summarily rejected and tender may not be considered for evaluation. Any doubt or clarification may be clarified from the Dy. General Manager (APV), SIDBI, New Delhi Office before submitting the Tender document.

The validity of the tender will be 60 days from the date of opening of the Price Bid.

Please note that SIDBI reserves the right to reject any or all the tenders without assigning any reason thereof.

Signature :

Name of the Tenderer :

Date / Place :

Seal :

Notification

Preference for registered Micro and Small Enterprises (MSEs)

All the intending Agencies/Contractors are also requested to note following important provisions.

1. SIDBI is governed by Public Procurement Policy for Micro and Small Enterprises (MSEs) as circulated by The Ministry of MSME, Gol.
2. These provisions shall be applicable to Micro and Small Enterprises (MSEs) registered with District Industries Centers or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises (MSMEs).
3. If deemed fit, the Bank may procure minimum of 20% of the contract value of any goods or services from MSEs. Further, the Bank reserves the right to procure part work/services (about 4% out of above 20%) to MSEs owned by SC and ST entrepreneurs, if found suitable. Provided, these MSEs quoting price within the price band of L1 +15% & bringing down their price to L1 price, in a situation where L1 price is from someone other than a MSEs. In case of more than one such MSEs, the supply shall be shared proportionately at the discretion of the Bank.
4. Further, such MSEs would also be entitled for exemption from payment of earnest money deposit. In case of any issue on the subject matter, the MSE's may approach the tender inviting authority to resolve their grievances.
5. Agencies desirous of availing preference under above provisions should submit a copy of proof of Registration as MSEs/ and ownership of the same by SC/ST along with the tender/RFP/RFQ.

Tender Summary

क्रम सं. Sl. No.	प्रयोजन Purpose	विवरण Details
1	कार्य का स्वरूप Nature of Work	नई दिल्ली स्थित कार्यालय परिसर के लिए भाड़े पर कार लेने हेतु एजेंसी का चयन Contact for providing Car Hiring Services in SIDBI Office Premises
2	कार्य-स्थल Site of Work	दिल्ली स्थित सिडबी कार्यालय: भारतीय लघु उद्योग विकास बैंक, पहली से चौथी तल, आत्मराम हाऊस, 1, टोल्स्टोय मार्ग, नई दिल्ली - 110001 SIDBI Office at 1st to 4th Floor, Atma Ram House, 1, Tolstoy Marg, New Delhi -110001.
3	बोली जमा करने की अंतिम तिथि Last date for submission of bids	02 मई, 2019 को 15.00 बजे May 02, 2019 at 15:00 hrs
4	स्थल का निरीक्षण Site Visit	08 अप्रैल, 2019 से 24 अप्रैल, 2019 तक प्रातः 10.00 बजे से सायं 5.00 बजे तक 10.00 a.m. to 5.00 p.m. April 08, 2019 to April 24, 2019.
5	बोली-पूर्व बैठक / Pre Bid meeting	24 अप्रैल, 2019 को प्रातः 15.00 बजे April 24, 2019 at 15.00 hrs.
6	तकनीकी बोली खोलने की तिथि व समय Date & Time of Opening of Technical bid	02 मई, 2019 को 16:00 बजे May 02, 2019 at 16.00 hrs.
7	वित्तीय बोलियाँ खोलने की तिथि व समय Date and time of opening of Financial bids	बाद में सूचित किया जाएगा To be intimated at a later date
8	निविदा की वैधता Validity of Tender	बोली जमा करने की अंतिम तिथि से 60 दिन तक 60 days from the date of opening of Financial Bid.
9	संविदा की समयावधि Time period of Contract	संविदा की अवधि कार्य आदेश में दी गई तिथि से 24 माह की होगी। The period of contract will be 24 months from the date as mentioned in work order.

10	अन्य शर्तें Other Terms	सफल बोलीकर्ता को अनुबंध प्राप्त होने के 7 दिन के भीतर अनुबंध मूल्य के 6.50% की कुल प्रतिभूति जमा जमा की जानी होगी। अनुबंध के सफलतापूर्वक समापन के पश्चात एजेंसी को कुल प्रतिभूति जमा राशि जारी की जाएगी, जिस पर कोई ब्याज नहीं दिया जाएगा। The total security deposit amounting to 6.50% of the total contract value will be required to be deposited by the successful bidder within 7 days of award of contract to successful bidder. Total security deposit will be released to the agency without interest after successful completion of the contract.
11	अनुमानित राशि Estimate Amount	₹5 लाख ₹5 lakh

ध्यान दें: उपरोक्त तारीखों में से किसी एक तारीख को अवकाश घोषित होने की स्थिति में इस उद्देश्य हेतु अगला कार्य दिवस व समय मान्य होगा।

Note: If holiday is declared on any of the dates mentioned above, the next working day and time shall be the valid date for the same purpose.

हस्ताक्षर / Signature :

निविदाकर्ता का नाम / Name of the tenderer:

दिनांक / Date स्थान / Place :

मोहर / Seal :



Contact for providing Car Hiring Services in SIDBI Office Premises

Form of Quotation

The DGM (APV),
SIDBI,
New Delhi Office.

Dear Sir

Sub : Tenders for Contract for providing for car hiring in SIDBI Office Premises.

We have examined the terms and conditions for the tender document. We have also visited sites where above work has to be carried out and acquainted ourselves with the nature of work involved. We hereby offer our quotations as specified in the Tender Document – **Envelope I** (Technical Bid) & **Envelope II** (Price Bid).

We have fully understood all the conditions made for the captioned work and have taken into account all the conditions while quoting the rates in the Tender document – Envelope II (Price Bid). The bill of quantities of in price bid has been read in conjunction with all the terms and conditions of Tender.

A Demand Draft No.----- dated ----- drawn on ----- for an amount of ₹----- (Rupees ----- Only) is enclosed herewith towards Earnest Money Deposit for the captioned work.

We are also aware that SIDBI reserves the right to reject any or all the offers without assigning any reason whatsoever. As required by you, I / we / am / are returning herewith Tender Document (Envelope I & II) duly signed by me / us at each page as a token of acceptance of the provisions of the Tender Document.

In the event of this tender being accepted, I / we agree to undertake the work as specified in tender.

Signature :

Name of the tenderer :

Date :

Place :

Seal :

Eligibility Criteria for Contractors

Applications are invited from experienced and competent contractors (Delhi /NCR based / having registered branch office at Delhi /NCR) for taking up the Annual Contact for car hiring services in SIDBI Office Premises, subject to fulfilling following eligibility criteria :

Minimum qualifying criteria :-

1. The agency should have minimum 5 years of experience post registration of the firm /company in the field.
2. The agency should be duly registered with the Regional Transport Authority and appropriate Govt. authorities, as applicable.
3. The Service Provider should be located within NCR and having their taxi stand within 10 km radius of SIDBI, Atma Ram House, 1, Tolstoy Marg, New Delhi-110 001.
4. The Service Provider should be a sole proprietary concern, partnership firm or a company and should be in existence for at least 5 years. Preference will be given to Service Provider having necessary experience in providing car hiring services to reputed organizations like All India Financial Institutions, public sector banks / undertakings, MNCs and large private sector companies.
5. The agency should have its own well maintained fleet of vehicles - minimum 10 Nos. including luxury cars which should comprise of
 - i. AC small cars
 - ii. Medium 'C' segment AC cars
 - iii. Luxury cars (Honda City and equivalent cars)
 - iv. MUVs/SUVs
 - v. Super luxury cars (Toyota Altis, Corolla and Camry etc.)

and be registered with RTA under the Taxi Quota and kept comprehensively insured from time to time. The vehicles should be in excellent condition.

6. Contractor should have done at least one job of similar nature & magnitude in the last 3 years.
7. The Contractors / Service Provider should have satisfactorily executed one work of similar nature, costing atleast / minimum 80% of estimated cost / value of work or 2 works of similar nature costing atleast / minimum 50% of estimated cost / value of work each in last 3 years (ending with the last date for receipt of applications).
8. The contractor should be an income tax assessee and should have filed Income Tax return for the last 3 assessment years. Contractor to be in profit during the last three financial years.



Contact for providing Car Hiring Services in SIDBI Office Premises

9. The contractor should have valid GST Registration, Registration with labor department, Shop & Establishments, P.F. and ESI registration.
10. The contractor could be a sole proprietary concern / partnership firm or a company and should be registered with Registrar of Firms / Companies wherever applicable.
11. Contractor should not have been black listed/ terminated by any Central / State Government / Public Sector Undertaking / Institute of Govt. of India/SIDBI.
12. Bank reserves the right to verify the credibility of contractor from references mentioned by the contractor in Sl. No.18 of application form of Technical Bid. In case of getting the negative feedback, Bank reserves the right to disqualify the contractor.
13. Should have solvency of atleast / minimum 50% cost / value of the work to judge about the financial soundness of the contractor to execute the work. This will be judged as per attached Solvency certificate from the Bankers or Income tax return filing of atleast / minimum 50% cost / value of the work in immediately preceding financial year attached by the contractor.

In case the contractor qualifies the above criteria his price bid will be opened.



Contact for providing Car Hiring Services in SIDBI Office Premises

How to apply

Application should be submitted in the prescribed form (enclosed) along with signed and stamped copies of the following documents :

- 1) Certificate of registration of the firm, if any
- 2) Solvency certificate from the Bankers or Income tax return filing to assess the soundness
- 3) Letters of empanelment with other organization / statutory bodies, if any.
- 4) Letters of intent / work order / certificate from other employers showing details of work, value, etc., done in last 3 years.
- 5) Necessary license, Registration certificates with various above mentioned departments, Shop & Establishments, PAN, GST, EPF, ESI etc. duly signed and stamped by the contractor to be attached with the Tender.

Completed application form along with the above documents shall be submitted in sealed envelope clearly indicating the name of work on top of the envelope to :

The Deputy General Manager (APV)
Small Industries Development Bank of India
ATMA RAM HOUSE, 1ST TO 4TH FLOOR,
1, TOLSTOY MARG, NEW DELHI-110 001

Furnishing of false information or suppression of any information would lead to rejection of application and or initiation of penal proceedings by the Bank.

(Deputy General Manager)



Contact for providing Car Hiring Services in SIDBI Office Premises

APPLICATION FORM

(Technical Bid to be submitted in Envelope I)

1. Name of the Organisation :

2. Registered Address :

 - (i) Telephone No -
 - (ii) Fax No -
 - (iii) E - mail address -
 - (iv) Name of contact person -

3. Office Address / Branch Address :

 - (i) Telephone No -
 - (ii) Fax No -
 - (iii) E-mail address -
 - (iv) Name of contact person -

4. Year of Establishment (Attach Supporting Document) :

5. Status of the firm :

(whether Company / Firm / Proprietary)

(In case of Ltd Company,
Memorandum and Articles of
Association to be to be attached)

6. Name of the Directors / Partners / Proprietor
 - 1.
 - 2.
 - 3.
7. Whether registered with the Registrar :

of Companies / Registrar of Firms. If so,
mention number and date

8. a) Name and address of Bankers
 - i)
 - ii)
 - iii)
 - iv)



Contact for providing Car Hiring Services in SIDBI Office Premises

b) Enclose Solvency Certificate from the Bankers or Income Tax return filing

9. Permanent Account Number (copy to be attached) :

10. Details of last three years Income Tax return filed (copy to be attached) :

11. Details of registration with the Labor Office (copy to be attached) :

12. Details of GST Registration (copy to be attached) :

13. Details of P.F. / E S I registration (copy to be attached)

14. If registered in the panel of other organizations / statutory bodies, such as CPWD, PWD, MES, Banks etc., furnish their names, category and date of registration.

- i) ii)
- iii) iv)

15. What are your fields of activities? Mention the fields on preference basis. (copy of LOI / work order / contract / completion certificate to be attached).

- i) ii)
- ii) iv)

16. Furnish detailed description and value of :

works done in last 5 years in Proforma-1
and other details as per proforma-2

17. Specify the maximum value of work
executed in a year during the period :
of last 5 years (copy of LOI / work
order to be attached).



Contact for providing Car Hiring Services in SIDBI Office Premises

18. Furnish the names of responsible persons and their contact details who will be in a position to certify about the quality as well as past performance of your organization :

- i)
- ii)
- iii)

Note : Where copies are required to be furnished these are to be certified copies preferably by the concerned agencies or a Government Officer.



Contact for providing Car Hiring Services in SIDBI Office Premises

PROFORMA – 1

PARTICULARS IN RESPECT OF WORK EXECUTED AND WORK IN PROGRESS

Sl. No.	Name of work / Project with address	Short description of work and built up area	Name, contact details & address of owner	Value of work executed	Stipulated time of completion	Actual time of completion	Name & contact no. of Organisation/ in-charge
1	2	3	4	5	6	7	8*

*Applicable for executed works

PROFORMA - 2

KEY PERSONNEL PERMANENTLY EMPLOYED

Sl. No.	Name	Designation	Qualification	Experience	Years with the firm	Any other
1	2	3	4	5	6	7



Contact for providing Car Hiring Services in SIDBI Office Premises

UNDERTAKING BY THE LABOR CONTRACTOR

I ----- S/o ----- Proprietor / Partner / Director of --
----- do hereby declare and undertake as under :

That in the capacity of Independent labor Contractor for M/s. ----- I have complied with the provisions of all laws as applicable. I have paid the wages for the month of ----- which are not less than the minimum rates as applicable, to all my employees and no other dues are payable to any employee.

That I have covered all the eligible employees under Employees Provident Funds and Miscellaneous Provisions Act and the Employees State Insurance Act and deposited the contributions for the following months and as such no amount towards contributions whatsoever is payable.

I further declare and undertake that in case any liability pertaining to my employees is to be discharged by the M/s.----- due to my lapse. I undertake to reimburse the same M/s.----- is also authorized to deduct the same from my dues as payable.

Labor Contractor
Authorised Signatoy



Contact for providing Car Hiring Services in SIDBI Office Premises

SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA

Tender Document

Name of Work –Contract for providing Car Hiring Services in SIDBI Office Premises.

Name of the Tenderer -----

General Conditions of Contract

1 Scope of work

Following would be the scope of work under the contract:

1. SIDBI requires the Service Provider to provide hired car services on daily basis / adhoc basis / monthly basis as per requirement to the staff and officers of the Bank.
2. The agency should provide water bottle and newspaper in all cars.
3. The agency should provide adequate cash to the driver while traveling to meet exigencies viz. toll tax, parking, parking, outside duty etc.
4. The agency shall ensure that the drivers engaged shall have and carry always with them while on duty a valid commercial driving license and accident free minimum experience of 3 years in driving four wheelers / cars.
5. The agency shall ensure that the drivers engaged wear clean uniform, are well behaved and follow decent manners.

2 Period of Contract

The contract shall be valid for a period of 24 months commencing from the date of award of contract. However, Bank reserves its right to review the performance and terminate the same before completion of the said period in case the performance is not satisfactory. The contract shall remain effective normally for two year. **However, SIDBI reserves the right to extend the contract for another year after completion of Two year (i.e.,24 months) depending on satisfactory performance of the Agency.**

In case of termination due to poor performance, indecent behavior, the Bank may forfeit the EMD/ISD.

3 Serving Staff / Personnel engaged by the agency

1. Necessary grooming should be done to the staff before carrying out the work at site.
2. Personnel engaged by the agency should be smart intelligent and with good bearings and the responsibility of the discipline will be that of the Agency.

3. All the persons engaged should have good moral character and antecedent verification should be got done from the concerned authority by the Agency and made available to SIDBI. No criminal case be pending against any of the persons engaged by the agency.
4. Only able bodied, physically fit, well trained, disciplined and honest personnel not below the age of 18 years and not above 45 years shall be deployed for performing the duties by the agency. The Service Provider shall not engage minors for such service.
5. The manpower engaged by the Agency at the SIDBI's premises may be screened by SIDBI. The manpower engaged by the agency will always wear uniform & identity cards issued by the Agency for verification.
6. SIDBI shall have the right to accept / replace any person without assigning any reason whatsoever and the substitute shall have to be provided by the agency immediately. This is not a labour/manpower contract but a rate contract. The contract is for specified nature of work for the scope of work mentioned in this document.
7. Any indecent behaviour / suspicious activities of the Staff employed shall be viewed seriously and a suitable penalty shall be imposed on the Agency.
8. Agency shall be solely responsible for the credentials / acts of its staff / workers. Agency is required to make timely payment to his staff including to various statutory authorities.
9. The Service Provider shall obtain all the requisite licenses including under Contract Labour (Regulation & Abolition) Act, 1970 and any rules framed hereunder and under other applicable laws issued by the concerned Labour Department etc for running the establishment.
10. The Bank shall not be responsible in any way for any breach by the Service Provider of the rules and regulations governing the running of such establishments.
11. The Service Provider shall take all precautionary measures to ensure the safety of the workmen employed by it and SIDBI will not be responsible in case of any eventuality.
12. In the case of any labour problems related to the workmen staff of the Service Provider deployed in SIDBI premises, the same shall be settled at the Service Provider's end only. The "Service Provider" shall indemnify SIDBI suitably. It shall be the duty of the Service Provider to clearly inform his own personnel / staff that they shall have no claim

whatsoever against SIDBI and they shall not raise any industrial dispute, either directly and / or indirectly, with or against SIDBI in respect of any of their service conditions or otherwise.

13. The Service Provider shall organize medical examination of all the staff before initial deployment which will be repeated on yearly basis. Any person found to be medically unfit or unsuitable shall have to be removed by the Service Provider from the services and suitable replacement shall have to be arranged forthwith.

14. The Service Provider shall arrange to issue Identity Cards to all his staff, which has to be produced for inspection as and when required by SIDBI and/or suitably displayed.

4 Pre-bid Clarifications

1. If any clarification is required by the bidder, the same can be discussed during pre-bid meeting to be held on April 24, 2019 at 15.00 hrs. at the above address. No request for change in date of pre-bid meeting will be entertained. No fresh queries will be entertained after pre - bid meeting.
2. The interested Service Providers are advised to inspect the site/nature of service required in this regard and satisfy themselves before submitting their bids. A Service Provider shall be deemed to have full knowledge of the site/ nature of services to be provided, whether he inspects it or not and no extra claims due to any misunderstanding or otherwise shall be allowed.

5 Rates

1. The car garage / service origination point of the service provider should be within radius of 10 km from SIDBI office at Atma Ram House, 1, Tolstoy Marg, New Delhi -110 001.
2. No escalation in rates will be permitted during the first two years of contract period. Any decision in this regard by the Bank shall be final, conclusive and binding on the Service Providers.
3. No advance will be paid.
4. All the rates furnished in the tender shall be inclusive of all labour and material including all duties, royalties, GST or any other taxes or local charges, if applicable. No extra claim on this account will in any case be entertained. New taxes and increase in existing tax if any, after award of work shall be paid on production of specific proof/ receipt/ challan etc. Applicable GST will be paid by the Bank
5. Applicable taxes will be deducted at source at the time of settlement of bills unless the Service Provider produces the certificate to the contrary from the Income Tax authorities. Certificate for tax deducted will be issued by the Bank.

6 Terms of Payment: The payment terms of the Bank are as under:

1. Payment to service provider shall be made on monthly basis. Service provider shall raise the invoices for services provided during the month and submit the consolidated bills to Administration Vertical in the first week of every following month (bills for food & services provided in the preceding month). The Bank after scrutiny will release the payments within 7-10 working days from the date of bill submission under normal circumstances.
2. All the payments including refund of EMD will be made by SIDBI New Delhi office, electronically through RTGS/ NEFT. All the Service Providers should submit duly filled-in & signed [by authorized signatory and Service Provider's banker] Bank Mandate Form as per format prescribed.
3. The Service Provider must accept the payment terms proposed by the Bank. The price bid submitted by the Service Provider must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the Service Provider, in case of delays or defaults on the part of the Service Provider. Such withholding of payment shall not amount to a default on the part of the Bank.
4. TDS applicable, if any, will be deducted while releasing the payment.

7 RESOLUTION OF DISPUTES:

1. It will be the Bank's endeavor to resolve amicably any disputes or differences that may arise between the Bank and the Service Provider.
2. The Service Provider shall not be entitled to suspend the provision of the catering services, pending resolution of any disputes and shall continue to render the catering services in accordance with the provisions of the contract notwithstanding the existence of any dispute between the Service Provider and the Bank or the subsistence of any arbitration or other proceedings.
3. The contract shall be governed by and construed in accordance with the laws of India and the Courts in New Delhi shall have the exclusive jurisdiction to try any suit, proceedings in connection therewith / in that behalf.

8 INSTRUCTION TO SERVICE PROVIDER

- Bidders are advised to study the tender document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- At any time prior to the deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification

requested by a prospective Bidder, may modify the Bidding Document, by amendment.

- Any amendments and clarifications to the bidder's queries, if any, will be hosted on the bank's website and that the said amendments/ clarifications will be binding on all the prospective bidders.
- In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, the Bank, at its discretion, may extend the deadline for the submission of Bids.
- In case of any clarification required by SIDBI to assist in the examination, evaluation and comparison of bids SIDBI may, at its discretion, ask the bidder for clarification. The response / clarification shall be in writing and no change in the price of substance of the bid shall be sought, offered or permitted
- It would be the responsibility of the Bidder's representative (only one person per vendor) to be present at the venue of opening of Bids.
- The envelopes should clearly indicate the Name and Address of the Vendor. All pages of the bid are to be signed and numbered as *Page ---(page) of -- (total pages)* and the page numbers should be running across the complete bid document and not section wise.
- The bidder shall bear all the costs associated with the preparation and submission of the bid and SIDBI will in no case be responsible or liable for those costs, regardless of the conduct or the outcome of the tendering process.
- Deviations, if any, to the terms of the Request for Proposal [RfP] should be annexed separately to the pre-qualification bid.

9 Modification And/ Or Withdrawal of Bids :

- Bids once submitted will be treated, as final and no further correspondence in this regard will be entertained. No bidder shall be allowed to withdraw the bid. SIDBI has the right to reject any or all the bids received without assigning any reason whatsoever. SIDBI shall not be responsible for non-receipt / non delivery of the bid documents due to any reason whatsoever.

10 Tender Methodology, Bid Evaluation & Award of Contract:

- The tender methodology proposed to be adopted by SIDBI will be "TWO BID SYSTEM" i.e. Technical Bid and Price Bid.
- Bid evaluation shall be done in two phases. In first phase only the 1st envelope will be opened on the date mentioned above. Representatives of the Service Providers may like to be present during this bid opening. Evaluation of Technical Bids shall be done with respect to terms and conditions defined in the tender. Based on the technical evaluation, Service Providers will be short listed for opening of the Price Bids.
- In second phase, 2nd envelope containing price bids of the Service Providers short listed in the first phase shall be opened. Service Provider's

representatives may like to be present during Price bid opening. Date and time of opening of the price bids shall be advised only to the Service Providers shortlisted in the first phase of evaluation, through fax/ email.

- Accepting of application by the Bank would not guarantee the award of contract. The Bank reserves the right to accept or reject any or all applications without assigning any reason whatsoever.
- SIDBI will award the contract to the successful Service Provider whose bid has been determined to be substantially responsive and has been determined as the LOWEST (L1) PRICE BID.
- The Bank, on the request of the Service Providers may furnish the reasons for rejecting tender.

- 11** The Bank shall not be bound to accept the lowest tender and reserves the right to reject any or all the tenders without assigning any reasons thereof. **The Bank also reserves the right to distribute the work between L-1 & L-2 bidders in a ratio of 70:30 or location wise (at the discretion of Bank) at the rates quoted by L-1 if the L-2 bidder submits his acceptance.**

12 Termination of Contract

If the Agency fails to perform any of the obligations under this contract or if the Bank is dissatisfied with the services, the Bank may terminate the services of the Agency by giving a 30 days notice in that regard. Bank should not be held liable for any cost, damage, expenses or any loss whatsoever that the Agency may suffer on being served with the notice and termination of contract. However, the Agency is required to give 3 month's notice in case he do not want to continue the contract. In this case, Bank shall forfeit the security deposit and shall award the contract to new agency.

13 Safety Management

The Agency shall initiate and maintain safety management programme to protect its employees from hazards through procedures, practices and regular inspection of the work areas, materials, equipment, information and training necessary for safe work performance

14 Compliance with all Statutory requirements

The Agency shall comply with all statutory requirements prescribed by the local as well as central government authorities from time to time. The Agency shall produce all the relevant statutory documents for inspection by SIDBI and the government authorities.

15 Subletting the work

The Agency cannot sublet the work without the prior permission of SIDBI. However, if it has to depute specialized agencies for the particular work. It shall be entirely Agency's responsibility to pay such agencies on time without any implication on the work.

16 Single point Contact

The Agency should provide a single point of contact who will coordinate with the Bank and his staff and arrange to attend the services/complaints promptly/timely.



BANK MANDATE FORM
(To be submitted in Duplicate)

(Please fill in the information in CAPITAL LETTERS. Please TICK wherever it is applicable)

1. Name of "Service Provider" : _____
 "Service Provider" Code (if applicable): _____

2. Address of the "Service Provider" : _____

City _____ Pin Code _____

E-mail id: _____

Phone No. with STD code: _____

Mobile No.: _____

Permanent Account Number _____

MSE Registration / CA Certificate _____
(if applicable)

3. Particulars of Bank account:

Beneficiary Name																				
Bank Name						Branch Name														
Branch Place						Branch City														
PIN Code						Branch Code														
MICR No.																				
Account type	Saving					Current				Cash Credit										
Account No.	(as appearing in the Cheque book)																			
<p align="center">(Code number appearing on the MICR cheque supplied by the bank. Please attach a cancelled cheque of your bank for ensuring accuracy of the bank name, branch name & code and Account Number)</p>																				
IFSC CODE	For RTGS transfer					For NEFT transfer														



4. Date from which the mandate should be effective :

I hereby declare that the particulars given above are correct and complete. If any transaction is delayed or not effected for reasons of incomplete or incorrect information, I shall not hold SIDBI / IDBI Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through **RBI RTGS/NEFT**.

Place : _____

Date : _____

Signature of the party / Authorized Signatory

.....
.....

Certified that particulars furnished above are correct as per our records.

Bank's stamp :

Date :

(Signature of the Authorized Official from the bank in which the a/c is held)

N.B.: RTGS/NEFT charges if any, is to be borne by the party

1,2: Note on IFSC / MICR

Indian Financial System Code (IFSC) is an alpha numeric code designed to uniquely identify the bank-branches in India. This is 11 digit code with first 4 characters representing the bank's code, the next character reserved as control character (presently 0 appears in the fifth position) and remaining 6 characters to identify the branch. The MICR code, (Magnetic Ink Character Recognition) that appears on cheques, has 9 digits to identify the bank-branch. RBI had since advised all the banks to print IFSC on cheque leaves issued to their customers. A customer may also contact his bank-branch and get the IFS Code of that branch.

Format of Price Bid

Hiring on daily basis (with driver)

(Amount in ₹)

Particulars	AC Car (Esteem, Ford Ikon, Indigo or Equivalent car)	AC Innova /Tavera/Scorpi p / XYLO	Luxury Cars (Mitsubishi, Lancer, Honda City, Hundai Accent or Equivalent cars)	Super Luxury Segment (Skoda, Altis and equivalent cars)
8 hrs / 80 Kms				
4 hrs / 40 Kms				
Per Addl. Kms				
Per Addl. Hrs				
Outstation per Km				
Driver Allowance / day for Outstation duty				

Note:

For arriving at L1 agency, rates quoted for main segments viz. (i) 8 hrs / 80 Kms (ii) 4 hrs / 40 Kms shall be considered. Agencies desirous of being shortlisted/empanelled shall be bound to accept the L1 rates received by the Bank including Variables such as (a) Per Addl. Kms (b) Per Addl. Hrs. etc.

Hiring on monthly basis

(Amount in ₹)

Particulars	Maruti Swift Dzire or equivalent car
Monthly rate	
Additional Km	
Additional hours	
Driver Allow. / day for Outstation duty	

- The monthly car hire charges are for 12 hrs /day and 2000 kms /month, excluding sundays and national holidays
- Parking charges, toll tax etc. are paid on actual basis.
- Service Tax is paid at the applicable rate.
- The car and driver to be provided for car hiring on monthly basis shall preferably remain the same and not be changed during the contract period.

Note:



Contact for providing Car Hiring Services in SIDBI Office Premises

- The car garage / service origination point of the service provider should be **within radius of 10 km from SIDBI office** at Videocon Tower, Jhandewalan Extension, New Delhi -110 055.
 - For arriving at L1 agency, rates quoted for 12 hrs/day and 2,000 kms/month shall be considered.
1. No terms and conditions should be stipulated in the Price Bid, which is meant only for the quotation of offer price/ rate.
 2. **Prices quoted above shall be valid throughout the bid validity period.**
 3. Prices shall be in conformity to the scope of the work.
 4. Based upon the price quoted, contract can be awarded to separate agencies, on L1 basis, for engaging the car hiring services for monthly basis and for daily basis.
 5. To meet contingent requirements , Bank reserves the right to also empanel any other shortlisted bidder who agrees to provide service at rates / terms as quoted by L1 bidder.
 6. Price quoted shall be exclusive of all taxes. Taxes as applicable shall be extra. The applicable taxes should be indicated separately.

Organization :

Date:...../...../2019

Authorised Signatory:

Name:

Designation:

Phone:

Email id: