



## **Institute for Social and Economic Change**

*Dr V K R V Rao Road, Nagarabhavi P O, Bengaluru 560 072*

### **Advertisement for inviting Applications from Registered Car Hiring Agencies/Companies for Empanelment**

Institute for Social and Economic Change, Bengaluru hereinafter referred to as **Institute** intends to empanel highly reputed and capable car hiring agencies/companies for the purpose of hiring cars on casual hiring basis for a period of one year from **01-11-2021**. The makes/models of such cars and the rate/categories have been listed in Annexure-III.

Bengaluru based reputed car hiring/rent-a-car agencies/companies having adequate capacity to cater to the Institute's requirement and those who are providing cars on hire to at least one government/semi-government/public sector banks, MNC etc. may submit their competitive rates as per Annexure-III along with copies of necessary documents as per the Annexure-II in a sealed envelope superscribed "**Taxi hire Technical/Commercial Bid**" addressed to The Registrar, Institute for Social and Economic Change, Dr. V.K.R.V. Rao Road, Nagarabhavi P O, Bengaluru 560 072 or may be dropped in the Drop Box provided in the Institute's Premises before **5.00 pm on or before Monday, 18<sup>th</sup> October 2021**,

The tenders bids will be opened at **11.00 a.m. on Thursday, 21<sup>st</sup> October 2021** (Technical bid followed by commercial bid).

The car hiring/rent-a-car agencies/companies should own/possess most of the cars as models/makes mentioned in Annexure-III. Apart from the above mentioned conditions, the empanelment will be subject to fulfilment of the terms and conditions spelt out by the institute in this regard in Annexure-I.

Only the application of agencies that fulfil the terms and conditions set out in Annexure-I will be considered by the Institute.

The final empanelment will be done after the car hiring/rent-a-car agencies convey in writing that the rates fixed by the Institute and the terms and conditions as enlisted in Annexure-I are fully acceptable to them and that the Guidelines/ Instructions mentioned in Annexure-I will be meticulously followed by them.

The Institute reserves the right to accept or reject any or all applications without assigning any reason whatsoever at any time.

Registrar I/c

**Broad Scope of Work and Guidelines to be followed by the contractor for providing cars to officers on tour/visit/Guests/VIPs of the Institute**

The broad scope of work will include the following:

1. Providing the vehicles (AC/Non AC) such as Car/SUVs/Vans etc. as and when requisitioned by the Institute /by a person authorized by the Institute.
2. The service provider must be able to provide sufficient types of vehicles having taxi permits with AC and Non-AC viz. Tata Indica, Swift Dezire, Toyota Etios, Tempo Traveller, Swift Dezire, Toyoto Innova, Toyoto Innova Crysta, Honda City, Corrolla, Swaraj Mazda 22 seaters, Bus 22 Seaters, Bus 35 Seaters etc.
3. All vehicles provided to the Institute should have valid taxi permits to travel locally and throughout India.
4. All vehicles should be in good condition with upholstery etc. in proper shape.
5. 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. The driver's Aadhar card copy to be submitted on finalisation of contract.
6. 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.
7. 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 kilo meters, Travelled/time of relief etc. duly authenticated by the officer's signature. Besides he should be polite, courteous and service oriented at all times.
8. 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 as required by Rules of the Government of Karnataka
9. Preferably, the service provider 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 Institute.
10. The contractor shall provide taxi on written/e-mail or verbal instructions over phone/SMS within the time specified therein. The Contractor shall also be required to provide taxi at short notice from the Institute (say within an hour in case of emergency). In case the transport provider fails to provide taxi on our requirement either verbal over phone or written, the Institute shall be free to remove the transport provider from the panel of transport providers.
11. The Contractor shall ensure compliance of the provisions of Contract Labour (Regulation & Abolition) Act 1970. Minimum Wages Act 1948 and other labour laws wherever applicable, while engaging labourers for the aforesaid work.
12. The persons engaged by the transport providers will be the employees of the Contractor and neither the Contractor nor his employees shall have any right to claim any

- employment in the Institute. The contractor and his personnel will not be eligible for any benefits like provident fund, gratuity etc. available to the staff of the institute.
13. The contractor shall ensure that the taxis provided by him are registered under Motor Vehicle Act 1988 in Bangalore.
  14. The drivers/employees engaged by the contractor shall abide by the instructions provided by the security officers/guards of the Institute and vehicles/persons will have to undergo security check as and when required.
  15. The contractor shall arrange to obtain police verification certificate regarding the antecedents of the persons engaged by them and copy to be submitted.
  16. (a) The successful tenderer shall execute an agreement with the Institute on stamp paper within one month of receipt of letter of acceptance. However, the issue of letter of acceptance by the Institute shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract. Normally, the tender will be valid for one year, renewable after due performance appraisal of the service provider. The contract may be renewed after expiry for a further period of one year each at a time on mutually agreeable terms and conditions.  
(b) The stamp duty shall be borne and paid by the Contractor.
  17. The rates offered by the tenderers and acceptance by the Institute, will remain valid, for a period of one year from 01-11-2021, 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 Director of ISEC.
  18. (i) For deficiency in services and serious inconvenience caused to the Institute and its officials or to those/for whom Institute directs to provide services, penalty not exceeding 25% of the estimated bill for the relevant instance may be levied. However, the Institute will levy it only after giving due notice. In case of dispute an appeal may be made to the Registrar of ISEC, whose verdict will be final in the matter.  
(ii) It will be the responsibility of the Contractor to provide taxi(es) / vehicle/s as and when requisitioned by the Institute including Night/Early Morning. Any delay will attract penalty as deemed fit by the Institute as at 18(i) above. Without prejudice to the above, the Contractor will also have to make alternate arrangements in case of breakdown of vehicles(s) of the Contractor. In case of failure, the Contractor will be responsible to compensate all expenses incurred in this regard and the same will be deducted from any other bill and binding on the Contractor. Decision of the Institute in this regard, will be final and binding on the Contractor. Such compensation may be in addition to any penalty levied under 18(i). Penalty and compensation, if any, will be deducted from any pending bill of the Contractor.
  19. The contractor shall ensure that the cars / vehicles provided should not be more than 3 years old.
  20. The Contractor should convey, without fail, the car details i.e. Car make & colour, Car Registration No., Driver's Name and his mobile number to Car Desk and to the user of the car by a telephone call and through an SMS respectively.
  21. The driver must always be available at the place where the car is parked once the car has reported to the guest / staff of the Institute.

22. The driver must carry a placard depicting particulars of the arriving Guest/Officer at the Airport/Railway Station, etc. The Contractor should ensure that there is no room for complaints from any quarters.
23. The drivers will carry out the orders given by the authorized officers of the Institute and will also observe the rules and regulations of the Institute regarding safety and security.
24. The Contractor or its agents/employees/drivers committing any breach of terms and conditions mentioned herein and/or rendering unsatisfactory services, in the opinion of the Institute shall render itself liable for summary termination of the agreement forthwith without any notice or any compensation in lieu thereof.
25. Without prejudice to the above, contract will be terminated on last day of contract period or with a notice of one week from the Institute.
26. Settlement of dispute by Arbitration: All disputes and differences of any kind shall be referred to the Registrar, Institute for Social and Economic Change, and settled by him/her who shall state his/her decision in writing, which will be binding on the Contractor. However, any legal dispute, if raised, will be settled in the courts of Bengaluru jurisdiction only. Alternate settlement modes can be used for settling any legal dispute with mutual consent only.

**27. Sexual Harassment:**

- a) The contractor 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 is received in the Institute against the employee of the contractor, the complaint will be referred to the appropriate committee constituted under the said Act by the Institute besides Police action also.
  - b) The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
28. **Terms of Payment:** Payment to the contractor for the services rendered will be made, except in cases of circumstances beyond the control of the Institute, within fifteen days from the date of production of the bills and not later than one month.

**29. Taxes**

The amount quoted in the bill shall be inclusive of all taxes such as local levies, works contract tax, GST etc. imposed/to be imposed by Central/State Government/ Local Bodies and the contractor shall pay the said taxes to the government and the Institute will not entertain any claim thereof for reimbursement of the same to the contractor. If the contractor fails to include such taxes and duties in the bill, no claim thereof will be entertained by the institute afterwards. As per Indian laws, Income tax as applicable, will be deducted at source and a certificate for the same will be issued to the contractor. GST to be paid according to the rules framed by the Finance Dept of GOI

The Contractor should have a valid and active GST No. on the invoice raised. In case the GST No. has expired, any statutory liability on account of it will be the sole responsibility of the vendor.

**30. 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 Institute. The contractor shall indemnify the Institute for any loss or damage that occurs to persons or building or third party during the period of contract. If the contractor does not provide these policies,

the Institute reserves the right to recover the cost of loss or damage from the bill of the contractor.

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

Signature of TENDERER

Seal  
Address

**TENDER/APPLICATION FOR EMPANELMENT OF CAR HIRING/TAXI OPERATOR  
AGENCIES/COMPANIES FOR PROVIDING VEHICLES TO INSTITUTE FOR SOCIAL AND  
ECONOMIC CHANGE, DR V K R V RAO ROAD, NAGARABHAVI P O, BENGALURU 560 072**

**The Format for Technical Bid - Part I**

To  
The Registrar  
Institute for Social and Economic Change  
Dr V K R V Rao Road, Nagarabhavi P O  
Bengaluru 560 072

**APPLICATION FORM BASIC INFORMATION (Attach a separate sheet wherever needed)**

<b>Sl. No.</b>	<b>Information required be submitted (Attach a separate sheet, if required)</b>	<b>Comments of the service providers</b>
1.	Name & Address of the organization/firm Address and telephone number of Registered Office. Email Address Address of the Office through which work with the Institute would be handled. Also indicate the name of the authorized official and his/her telephone number.	
2.	Type of Organization - (Whether Proprietorship/Partnership/(Pvt. Limited/ Limited Company) and date of establishment. Please enclose documents.	
3.	Name of proprietor/directors/ partners of organization	A. B. C.
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 private firms availing the car service.	

6.	Yearly turnover of the organization for the last 3 years (with proof)  2018-19 2019-20 2020-21	
7.	Name and address of the bankers. Please enclose a certificate from bankers regarding financial standing.	
8.	Whether the firm/company has been issued PAN. A copy of last Income Tax return certificate may be attached. Registration with Service Tax Authorities	
9.	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.	
11.	Whether the empanelled agency is willing to furnish Performance Guarantee and enter into a written hiring agreement with the Institute to Indemnify the Bank against deficiency in customer service?	
12.	Whether the agency is registered under Shops & Establishment Act and having necessary certificate to run Tours & Travels?	
13.	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 Electronic Clearing Service (ECS)?	

**Copies of Documents submitted:**

1. Audited annual turnover statements (for 3 years)
2. Bankers certificate on financial standing
3. Client Feedback
4. Firm's Incorporation documents
5. Copy of the PAN/Income tax return certificate
6. List of owned cars
7. Any other documents/s
8. Service Tax Registration

The Institute 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 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 Institute and mentioned in Annexure-1.
3. We also agree that our tender will remain valid for acceptance by the Institute 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 in writing between the Institute and tenderer. We also agree to keep the earnest money valid during the period of validity of tender (Annexure-1).
4. I/We understand that the Institute 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 to the Institute for Social and Economic Change, Bengaluru at the lowest quote given in the price bid by the co-bidders, under each category.

Signature

Name and seal of the TENDERER

Dated this            day of            2021



**TENDER/APPLICATION FOR EMPANELMENT OF CAR HIRING/TAXI OPERATOR AGENCIES/COMPANIES FOR PROVIDING VEHICLES TO INSTITUTE FOR SOCIAL AND ECONOMIC CHANGE, DR V K R V RAO ROAD, NAGARABHAVI P O, BENGALURU 560 072**

**PART-II - PRICE BID ONLY**

NAME OF THE CONTRACTOR/FIRM: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

For providing cars/utility vehicles of different variants (AC/Non-A/C) for local and outstation tours. 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 the details of the different types of vehicles available with the tenderer and various type of services. The **Date, Time and also Kilometre reading** of the vehicle shall be **recorded on the Trip sheet from the entrance gate of ISEC** for the purpose of commencement of **Local/outstation Journey** and will end at ISEC gate only except for Airport and Railway station duties where charges are fixed.

SI No	Vehicles	Rates in Rs.or local Travel					Rates in Rsfor Outstation Travel			Fixed rates Rs	
		4 hrs/ 40 Kms	6 hrs/ 60 Kms	8 hrs/ 80 Kms	Extra Hour	Extra Kms	Per Kms	Driver's Bata Day/Night	Minimum Kms. Chargeable	Airport Pickup/ Drop	Railway station Pickup/ Drop
1	TATA Indica AC										
2	Tempo Traveller AC										
3	Tempo Traveller Non AC										
4	Swift Desire/ Etios AC										
5	Toyoto Innova AC										
6	Toyota Innova Crysta										
7	SUV's										
8	Swaraj Mazda 22 Seats AC										
9	Swaraj Mazda 22 Seats Non- AC										
10	Bus 22 Seats AC										
11	Bus 35 Seats AC										

(Signature Name and seal of the TENDERER)

**Terms & Conditions:**

- a) Prices quoted in the bid should be inclusive of all taxes/charges.
- b) All charges like Toll charges / Parking charges etc would be paid by the Institute on production of original receipts.
- c) For airport dropping/picking, Railway station dropping/picking, a fixed amount only will be paid.
- d) No parking charges would be paid in case of airport drop/pickup and railway station drop/ pickup
- e) The lowest rates quoted under each category of vehicles by tenderers shall be applicable for all other tenderers.
- f) Tenderer will be required to produce two types of vehicles as sample vehicle before finalisation of contract.

Signature Name and seal of the TENDERER