



**Government of India**  
**ALL INDIA INSTITUTE OF HYGIENE & PUBLIC HEALTH**  
110, Chittaranjan Avenue, Kolkata - 700073



**Tender Document For**  
**Procurement of**  
**Monthly Basis Cab & Taxi Hiring Services**  
**at all campuses of AIH&PH**

**General Details**

| Field                             | Detail                                                                                                                            |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| <b>Buyer Organization</b>         | All India Institute of Hygiene and Public Health, Kolkata (AIH&PH)                                                                |
| <b>Project Title</b>              | Monthly Basis Cab & Taxi Hiring Services at all campuses of AIH&PH                                                                |
| <b>Project Location</b>           | 1. AIH&PH Main Campus, 2. Bidhan Nagar Campus,<br>3. UHU&TC, Chetla & 4. RHU&TC, Singur                                           |
| <b>Estimated Project Cost</b>     | Rs. 20,00,000/- Inclusive of GST                                                                                                  |
| <b>Estimated Contract Period</b>  | One Year i.e., from 15-10-2026 to 14-10-2027                                                                                      |
| <b>For any assistance contact</b> | Store Section, AIH&PH, Kolkata<br><a href="mailto:storesaiihph@gmail.com">storesaiihph@gmail.com</a><br>Tele Phone: 033 2257 0040 |

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## 1. BACKGROUND:

1.1 This tender is for Monthly Basis Cab & Taxi Hiring Services at all campuses of AIH&PH. The details of which are also listed under the "Scope of Work" mentioned in ANNEXURE-II.

| Sl. No. | Name of work                                                                 | Total Number of vehicles to hire | Total number of campuses                                                                                                                | Type of Vehicle | Remarks                                                                                 |
|---------|------------------------------------------------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------------------------------------------------------------------------------|
| 1       | Hiring of Air-Conditioned Vehicle (5-seater) on monthly basis ordinarily for | Four (04)                        | Four (04) i.e., one vehicle for each campus<br>1. AIH&PH, Main Campus<br>2. AIH&PH, BN Campus<br>3. UHU&TC, Chetla<br>4. RHU&TC, Singur | Sedan Type      | Vehicle age should not be more than 5 years / Registration should not be of before 2022 |

## 2. ELIGIBILITY CRITERIA:

2.1 Bidder Experience: The Tenderer shall have at least five years of similar job experience for the similar type of work in the hospitals/ health care centres/ Government and to be supported in ANNEXURE-IV.

2.2 Service Infrastructure: The Bidders must be able to provide service in Kolkata and Hooghly District.

2.3 Agency should be a single entity, registered as a Company, Firm under respective acts in India. The agency should be either based in Kolkata or have a branch Office in Kolkata agglomeration for offering seamless service.

2.4 An undertaking certificate as per ANNEXURE-III

2.5 The agency shall be absolutely responsible for the payment of salary, and all other statutory obligations for the workers employed on account of wages bonus, arrears, employment/ termination benefit, compensation or other claim whatever and AIH&PH, Kolkata shall have no connection in relation to such matters. The firm will be responsible for the safety of its staff and thus required to apply all safety measures.

## 3. BIDDING PROCESS

The bidders are required to participate in the tender through GeM portal only.

## 4. SECURITY

The agency will ensure that no information about anything of the client organization is taken out in any form including electronic form or otherwise, from the client site by the manpower deployed by them.

## 5. INDEMNITY

The agency will indemnify the Institute of all legal obligations of its professionals deployed for maintenance support to the Institute.

## 6. PENALTY CLAUSE

| Sl. No. | Nature of Default                                          | Default Details                                   | Deductions                                                    |                                                                                     |                                                                                  | Remarks                                                                                              |
|---------|------------------------------------------------------------|---------------------------------------------------|---------------------------------------------------------------|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
|         |                                                            |                                                   | 1st Instance                                                  | 2nd instance                                                                        | 3rd instance                                                                     |                                                                                                      |
| 1       | Non deployment of vehicle/driver (no replacement provided) | Non deployment for 30 min or more, no replacement | Amount of charges for vehicle hired by Buyer from third party | Amount of charges for vehicle hired by Buyer from third party and a deduction of 5% | Amount of charges for vehicle hired by Buyer from third party and a deduction of | After 3rd instance, the buyer may terminate the contract or continue to impose the same deduction as |

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|   |                                                            |                                                                           |                                                               |                                                                                                                    |                                                                                                                    |                                                                                                                                          |
|---|------------------------------------------------------------|---------------------------------------------------------------------------|---------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
|   |                                                            | provided up to 2 hours                                                    |                                                               | of monthly vehicle hiring cost                                                                                     | 10% of monthly vehicle hiring cost                                                                                 | imposed for 3rd instance.                                                                                                                |
| 2 | Non deployment of vehicle/driver (replacement provided)    | Non deployment for 30 min or more, replacement provided within to 2 hours | Warning                                                       | Deduction of 3% of particular monthly vehicle hiring cost                                                          | Deduction of 5% of particular monthly vehicle hiring cost                                                          | After 3rd instance, the buyer may terminate the contract or continue to impose the same deduction as imposed for 3rd instance.           |
| 3 | Breakdown of vehicle during trip (no replacement provided) | No replacement provided up to 2 hours                                     | Amount of charges for vehicle hired by Buyer from third party | Amount of charges for vehicle hired by Buyer from third party and a deduction of 4% of monthly vehicle hiring cost | Amount of charges for vehicle hired by Buyer from third party and a deduction of 8% of monthly vehicle hiring cost | After 3rd instance, the buyer may terminate the contract or continue to impose the same deduction as imposed for 3rd instance.           |
| 4 | Breakdown of vehicle during trip (replacement provided)    | Replacement provided within to 2 hours                                    | Warning                                                       | Amount of charges for vehicle hired by Buyer from third party and a deduction of 2% of monthly vehicle hiring cost | Amount of charges for vehicle hired by Buyer from third party and a deduction of 4% of monthly vehicle hiring cost | After 3rd instance, the buyer may terminate the contract or continue to impose the same deduction as imposed for 3rd instance.           |
| 5 | Delay in arrival of vehicle/ driver                        | For 30 mins or more                                                       | Warning                                                       | Deduction of 1% of monthly vehicle hiring cost                                                                     | Deduction of 2% of monthly vehicle hiring cost                                                                     | After 3rd instance, the buyer may continue to impose the same deduction as imposed for 3rd instance.                                     |
| 6 | Misbehaviour by driver/ unacceptable behaviour by driver   | Any Instance                                                              | Deduction of Rs. 1000                                         | Deduction of Rs. 2000/-                                                                                            |                                                                                                                    | After 2nd instance, the service provider will have to replace the driver                                                                 |
| 7 | Driver in intoxicated state                                | Any Instance                                                              | Deduction of Rs. 2500/-                                       | Termination of contract                                                                                            |                                                                                                                    | After 1st instance, the service provider will have to replace the driver. For 2nd cumulative instance, buyer may terminate the contract. |
| 8 | Failure to address deficiencies pointed out at inspection  | Deficiencies not addressed after 24 hours of inspection                   | Deduction of Rs. 500/-                                        | Deduction of Rs. 800/-                                                                                             | Deduction of Rs. 1000/-                                                                                            | After 3rd instance, the buyer may continue to impose the same deduction as imposed for 3rd instance or may terminate the contract.       |

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## 7. PAYMENT CLAUSE

- a) The payment will be released **monthly** after end of each month, through PFMS.
- b) The payments will be released against pre-receipted bills in triplicate accompanied with satisfactory performance certification of the deployed resources by Institute. Payment will be made after submission of completed documents. Payment shall be made once the Service Provider submits the Invoice online on GeM along with other relevant documents and after generation of Service Delivery Acceptance Certificate (SDAC) by consignee for the submitted invoice.
- c) All deductions (if applicable) will be accounted/deducted during SDAC generation before making the payments. Payment will be made through bank transfer only and in no circumstance cash/ cheque payment will be made.
- d) All payments to bidder will be made subject to deduction of TDS (Tax deduction at Source) as per the Income- Tax Act, 1961 and other taxes if any as per Government of India rules as amended time to time.

## 8. General Terms & Conditions

- a) The selected agency will not, without the Institute's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, sample of information to any person other than a person employed by the agency in the Performance of the Contract. Disclosure to any such employed person will be made in confidence and will extend only so far as may be necessary for purposes of such performance.
- b) The selected agency will not outsource the work to any other associate/franchisee/third party under any circumstances. If it so happens then the Institute will impose sanctions which will include: forfeiture of the security deposit and termination of the Contract for default.

### c) Other terms

- i. All vehicles provided shall have all the necessary permits/licenses/clearances such as, but not limited to fitness certificate, PUC, full comprehensive insurance, road permit, registration certificate, as per the Motor Vehicles Act, RTO and other applicable laws and statutory bodies, for providing commercial vehicles for this service.
- ii. All vehicles provided shall be **air conditioned** and shall be equipped with an emergency medical first aid kit and a fire extinguisher.
- iii. All vehicles should be always in excellent working condition (both internally and externally). The service provider shall ensure that the vehicles deployed by him are cleaned thoroughly both internally and externally, boot kept clear of dust, rubbish, oil, bad odour and any personal belongings of the driver.
- iv. All vehicles deployed shall arrive at designated location on time and with full or sufficient tank of fuel.
- v. The vehicle deployed shall be parked at the Buyer's/ User's premises after the duty hours if desired so by the Buyer/ User and cannot be taken-out without written permission from the Buyer/ User.
- vi. The drivers of the vehicles must possess a valid driver license and must have a **minimum 5 years of driving experience**.
- vii. The drivers of the vehicles must have a working mobile number for easy contact by the passenger. It must also always have an active internet connection where navigation maps can be accessed, to navigate the shortest and/ or fastest route possible avoiding traffic jams. The driver shall be always reachable during duty hours.
- viii. The drivers of the vehicles deployed should maintain polite & courteous behaviour towards the buyer/ passenger. "Misbehaviour" which may include, but not limited to, consumption of alcohol during or prior to duty, denial of duty during service hours as defined by user, use of abusive language, theft, shall attract deduction as per provisions of the contract.

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- ix. The Service Provider shall not sublet any part of the Contract. The Service Provider may act as an aggregator of vehicles/ individual drivers. However, it is the Service Provider who shall be responsible and liable to deliver the services as per the contract.
- x. The time of service provided shall start from the point of pick up to the point of final drop off and the garage hours and km shall not be included.
- xi. The Buyer shall be entitled to use the vehicle within the scope of service specified under this contract and at no time during or after the completion of the contract, will the ownership of hired vehicle be transferred to the Buyer.
- xii. The vehicle deployed for duty shall at no point of time carry any person other than personnel authorized by the buyer.
- xiii. The drivers/ staff provided by the service provider shall not be deemed employees of the buyer hence the compliance of the applicable labour laws and acts, Transport Motor workers Act and other relevant laws will be the sole responsibility of the service provider.
- xiv. Buyer shall not be liable for any damages whatsoever to public property and /or any third person due to any accident arising out of and in the course of deployment of service provider's vehicle. The Service Provider shall be solely and exclusively liable for the losses / damages caused by the driver of the Service Provider and shall indemnify the Buyer in case of any such losses / damages.
- xv. The buyer will in no way be responsible for violation of traffic rules and /or infringement of any other law for the time being in force, either by the driver of the vehicle or by the service provider.

## 9. OBLIGATIONS

### 9.1 Buyer Obligation

9.1.1 The location for reporting shall be provided by the buyer to the service provider.

9.1.2 The toll charges, parking fee or entry taxes payable locally or outstation shall be reimbursed by the Buyer to the Service Provider on actual basis as paid by the service provider.

9.1.3 In the event that the vehicles run more than the package kms/hours as mentioned in the order details, the charges for additional km/hour travelled will be paid as per the GeM general terms and conditions.

9.1.4 The Buyer/ passenger must immediately report to the designated representative of the Service Provider for any problems, complaints, incidents, or accidents that occur during the trip, including any form of inappropriate behaviour/ improper uniform by the driver.

9.1.5 It is fundamental that the driver does not under any circumstance directly or indirectly approach, solicit or accept work in any form the buyer/ passenger. If the driver of the vehicle communicates directly with the Buyer/passenger (either by telephone, in writing or verbally, and either before, during or after a trip) to make alter or change the nature of service provided the Buyer must immediately inform the Service Provider.

9.1.6 Buyer may validate the registration from e-Vahan portal for authenticity of the vehicle proposed by the service provider.

### 9.2 Service Provider Obligations

9.2.1 Service Provider shall ensure that the level of service rendered is of the highest professional standard and shall ensure full compliance to the terms and conditions of the contract.

9.2.2 Service Provider shall ensure that proper inspection of vehicle has been done before deploying it to the Buyer/ Consignee location as per the contract.

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9.2.3 The Service Provider shall ensure that all maintenance works related to the assigned vehicle will be carried out in off duty hours. It shall be ensured that all electrical connections including lights (both brake and front), horn, turn indicators, air conditioning and other vehicle systems shall be periodically checked and maintained by service provider to avoid any inconvenience to the buyer.

9.2.4 The service provider shall provide at his own cost **proper uniform and badges and photo identity cards** to the drivers in compliance with the Motor Transport Workers Act.

9.2.5 The service provider shall pay the toll charges, parking fee or entry taxes payable locally or outstation which shall later be reimbursed by the Buyer on actual basis as paid by the service provider.

9.2.6 The service provider must ensure that all necessary measures are taken by the driver to ensure passenger safety by avoiding negligent driving by their drivers such as over speeding, rash driving, and driving vehicle without brakes/defective brakes.

9.2.7 The service provider shall take comprehensive insurance cover with third party unlimited liability risk of the vehicles provided to the buyer.

9.2.8 In an event that, for any reason, the drivers provided change their contact number during the tenure of the contract then service provider will immediately notify the buyer of the above change.

9.2.9 The service provider shall be responsible for ensuring compliance with the provisions related to Labour Law [Central/State] and specially Minimum Wages Act, Payment of Wages Act, PF, ESI Act, Payment of Bonus Act, Contract Labour [R&A] Act, Workmen Compensation Act, Motor Vehicle Act, Motor Transport Workers Act, 1961 etc. and any other relevant acts as applicable at present or in future during the tenure of the contract and as may be enforced from time to time. Onus of compliance of all the applicable Laws/ Acts/ Rules/ Guidelines/ Notifications/ Regulations/ Orders shall rest with the service provider only and the buyer will not be liable in any manner.

9.2.10 The Service Provider shall not deploy or shall discontinue deploying the driver(s), if desired by the Buyer and must ensure prompt replacement of the driver(s) without any additional cost to the Buyer. The drivers being deployed shall ordinarily be continued and should not be changed without written intimation and consultation with Buyer.

9.2.11 A mandatory, detailed contingency plan(s) in the event of mechanical breakdown of each vehicle, for each area of operation shall be provided by the service provider.

9.2.12 In an event that service provider fails to deliver or fails to carry out tasks as per schedule due to non-delivery of vehicle, break-down, servicing and repairs of vehicles, or if the vehicle is seized or detained or requisitioned by Police/Motor Vehicle Authority or any other authorities for whatsoever reasons, the Service Provider at his own cost shall make alternate arrangement by providing similar or higher class of vehicle(s) for which agreement is entered into, without any extra charges. Failure to do so will evoke deductions then buyer shall have right to make necessary deductions as per the provisions mentioned in the Penalty Clause of this document as mentioned in Para 6.

9.2.13 The Service Provider would be bound by the conditions with regard to police verification of the deployed staff and their medical fitness.

9.2.14 The Service Provider will deploy experienced drivers knowing the routes of the areas and familiar with the localities for carrying out the services. The service provider shall be personally responsible for any theft, misconduct and /or disobedience on the part of drivers so provided by him.

## 10. INDEPENDENT EXTERNAL MONITOR/ MONITORS

- i. THE INSTITUTE has appointed a panel of Independent External Monitors (IEMs) for this Pact with the approval of Central Vigilance Commission (CVC), Government of India, out of which one of the IEMs has been indicated in the Notice Inviting Tender (NIT)/ Instructions to Bidder (ITB).

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- ii. The IEM is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement. He has right of access to all project documentation. The IEM may examine any complaint received by him and submit a report to Director, AIH&PH, at the earliest. He may also submit a report directly to the CVO and the CVC, in case of suspicion of serious irregularities attracting the provisions of the PC Act. However, for ensuring the desired transparency and objectivity in dealing with the complaints arising out of any tendering process, the matter shall be referred to the full panel of IEMs, who would examine the records, conduct the investigations and submit report to Director, AIH&PH, giving joint findings.
- iii. The IEM is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Director, AIH&PH.
- iv. The Bidder(s)/ Contractor(s) accepts that the IEM has the right to access without restriction to all documentation of THE INSTITUTE related to this contract including that provided by the Contractor/Bidder. The Bidder/Contractor will also grant the IEM, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his documentation. The same is applicable to Subcontractors. The IEM is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Subcontractor(s) with confidentiality.
- v. THE INSTITUTE will provide to the IEM information as sought by him which could have an impact on the contractual relations between THE INSTITUTE and the Bidder/Contractor related to this contract.
- vi. As soon as the IEM notices, or believes to notice, a violation of this agreement, he will so inform the Director, AIH&PH and request the Director, AIH&PH to discontinue or take corrective action, or to take other relevant action. The IEM can in this regard submit non-binding recommendations. Beyond this, the IEM has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action. However, the IEM shall give an opportunity to THE INSTITUTE and the Bidder/Contractor, as deemed fit, to present its case before making its recommendations to THE INSTITUTE.
- vii. The IEM will submit a written report to the Director, AIH&PH within 8 to 10 weeks from the date of reference or intimation to him by THE INSTITUTE and, should the occasion arise, submit proposals for correcting problematic situations.
- viii. If the IEM has reported to the Director, AIH&PH, a substantiated suspicion of an offence under relevant Anti- Corruption Laws of India, and the Director, AIH&PH has not, within the reasonable time taken visible action to proceed against such offence or reported it to the CVO, the Monitor may also transmit this information directly to the CVC, Government of India.
- ix. The word 'IEM' would include both singular and plural.

## 11 TERMINATIONS

### 11.1 Termination of Insolvency

The competent authority of this office reserves the right to terminate the maintenance contract in full or part of the contract at any time, if service is found unsatisfactory or without assigning any reason, by serving one month's notice. The contractor will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the contract or for maintenance service already performed in terms of the contract, the same would be to paid him as per the contract terms on pro-rata basis. The office also reserves the right to deduct the amount from payment if any negligence of works occurs or found.

The Institute may at any time terminate the work order / contract by giving written notice of one month to the agency, without any compensation to the agency, if the agency becomes bankrupt or otherwise insolvent for which the agency will be legally bound to inform the Institute without fail, immediately.

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## 11.2 Termination for Default

*Default is said to have occurred*

- a) If the agency fails to deliver any or all of the services to the full satisfaction of the Institute authority within the time period(s) specified in the work order or any extension thereof granted by the Institute.
- b) If the agency fails to perform any other obligation(s) under the contract / work order.

## 12. FORCE MAJEURE.

Force majeure clause will mean and be limited to the following the execution of the contract/work order placed by the Institute

- a) Riot or Civil commotion.
- b) War / hostilities.
- c) Earthquake, flood, tempest, lightning or other natural physical disaster.
- d) Restriction imposed by the Government or other statutory bodies, which is beyond the control of the agencies, which prevent or delay the execution of the order by the agency.

The agency will advise the Institute in writing, duly certified by the local Chamber of Commerce, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, the Institute reserves the right to cancel the order without any obligation to compensate the agency in any manner for what so ever reason.

## 13. ARBITRATION

The Institute and the agency will make every effort to resolve amicably, by direct negotiation, any disagreement or dispute arising between them under or in connection with the work order. If any dispute will arise between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for by the general or the special conditions, such dispute will be referred to the Arbitrator, Either Director or anyone as appointed by the Director of the Institute and the award of the arbitration, as the case may be, will be final and binding on both the parties. The arbitrators or the umpire as the case may be, with the consent of parties, may modify the time frame for making and publishing the award. Such arbitration will be governed in all respects by the provision of the Indian Arbitration Act, 1996 or later and the rules there under and any statutory modification or re-enactment, thereof. The arbitration proceedings will be held- in Kolkata, India.

## 14. SET OFF

Any sum of money due & payable to the Agency (including security deposit refundable to him) under this contract may be appropriated by the Office or the Govt. or any other person or persons contracting through the Govt. of India & set off the same against any claim of the Office or Govt. or such other person or person for payment of sum of money arising out of his contract made by the agency with Office or Govt. or such other person or persons contracting through Govt. of India.

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## **Annexure -I: Technical Bid – Mandatory & Technical Details**

(To be submitted in company letter head)

1. Name of the Agency:
2. Agency profile:  
Address:  
Name of the top executive with designation:  
Telephone No :  
Email :

### **Mandatory Criteria**

| Sl. No. | Qualifying Criteria                              | Documents to be submitted                                                                                                                                                                                                                                                                                          | Sl. No. of documents submitted |
|---------|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| 1       | Compliance of the Terms & Conditions of the Bid. | A self-declaration on the letterhead of the bidder stating that they will comply with all the terms & conditions of the GeM bid including Corrigendum/ Addendum along with Scope of Work as in ANNEXURE – II.                                                                                                      |                                |
| 2       | Bid Security Declaration                         | A bid security declaration on the letterhead of the bidder as per Annexure VI.                                                                                                                                                                                                                                     |                                |
| 3       | Agency's Registration Details                    | Trade License issued by competent authority or Registration incorporation certificate of company be submitted.<br>Agency should be a single entity, registered as a Company/ Firm under respective acts in India. The agency should be either based in Kolkata or have a branch Office in Kolkata agglomeration.   |                                |
| 4       | GST Certificate                                  | Applicable GST Registration Details in India.                                                                                                                                                                                                                                                                      |                                |
| 5       | PAN Card Details                                 | PAN Card in the name of the agency                                                                                                                                                                                                                                                                                 |                                |
| 6       | MSME Certificate, if any                         | Is it registered as MSME? If yes, documents are to be supplied.                                                                                                                                                                                                                                                    |                                |
| 7       | UNDERTAKING CERTIFICATE for NON-BLACK LISTED     | An undertaking (self-certificate) to the effect that the agency hasn't been blacklisted by a central / state Government institution and there has been no litigation with any government Department on account of similar services as per ANNEXURE – III.                                                          |                                |
| 8       | Pre-Bid participation certificate                | Bidders must have to ensure participation in pre-bid process on the date mentioned in bid document and upload the certificate issued by this office as proof of participation.<br>Failing to participate in pre-bid process or failing to upload the certificate issued by this office will disqualify the bidder. |                                |

If any of the above conditions are not met, the Eligibility will not be ascertained.

I/We hereby declare that the information furnished above is true & correct Date:

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Signature of Tenderer/Authorized signatory  
Name:

Place:

COMPANY SEAL

## Technical Criteria

| Sl. No. | Qualifying Criteria                                                                                               | Documents to be submitted                                                                                                                                                                                                                                | Sl. No. of documents submitted |
|---------|-------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| 1       | Turn-over in the preceding three financial viz. FY 2024-25, 2025 – 26 and 2026-27                                 | Documentary evidence in the form of a certificate from the Chartered Accountant indicating the turnover details for the relevant period shall be uploaded with the bid.<br>Or<br>Valid supporting documents (MSME/ Startup India) for claiming exemption |                                |
| 2       | Experience Criteria: The bidder should have at least 5 years of experience working with government organizations. | Copies of relevant contracts to be submitted along with bid as per ANNEXURE-IV. Relevant GeM Contracts with work completion certificate must be submitted.                                                                                               |                                |

NB: Vendors not fulfilling these above-mentioned criteria will be technically disqualified.

I/We hereby declare that the information furnished above is true & correct Date:

Place:

COMPANY SEAL

Signature of Tenderer/Authorized signatory  
Name:

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## **Annexure -II: Scope of Work**

(To be submitted in company letter head)

To provide Monthly Basis Cab & Taxi Hiring services in the following establishments: (1) Main Building and the Annex building located in the premises of 110, C.R. Avenue, Kolkata-700073 and other campuses at (2) BN Campus: JC27 & 27B, Sector-3, Salt Lake City, Kolkata - 700098, (3) UHU&TC, Chetla: 19 B Chetla Hat Road, Kolkata 700027 and (4) RHU & TC, Singur: S N Mallick Road, Singur, Hooghly and following PHC and Sub Centers under RHU&TC (4a) Anandanagar Primary Health Center; (4b) Balidipa Sub Center; (4c) Dewanweri Sub Center; (4d) Nasibpur Primary Health Center, Dearah; (4e) Nasibpur Sub Center; (4f) Paltagarh Sub Center; (4g) Nanda Sub Center and (4h) Ramnagar SC

### **Job Description**

1. The rates are all inclusive and are including the cost of rental, fuel, maintenance, Driver's salary and allowances, overtimes, and all taxes, etc. The rate should be quoted for 1200 Kms and/or 208 hrs, separately for each car, for the 1 year from the date of commencement of the contract.
2. The vehicle shall not be older than 2021 model.
3. The Contractor shall have to comply with the relevant laws and rules issued from time to time relating to the business and pay due taxes to the concerned Government agencies. The user office will not be responsible for any lapse on the part of the contractor during or after the expiry of the contract.
4. The driver of the car should have a valid driving license, having an experience and should be familiar with the city roads. The driver should be neatly dressed up and well mannered.
5. The driver provided with the vehicle must be physically/medically fit, professionally and legally competent in all respects, holding valid license prescribed under prevailing motor Vehicles Act and Rules. Driver shall wear clean uniform, also having I-Card with photo, issued by contractor.
6. The officers may require to perform office duties even on holidays, and so the Driver(s) may be required to perform duties even on holidays, as communicated by administration.
7. Normal working hours shall be advised by the official concerned to the driver which may change on need basis.
8. The driver of the vehicle should have a mobile phone and shall be contactable by the officer 24 x7.
9. Driver's salary and other allowances, as applicable, during the city travel and outstation period will be entirely paid by the contractor.
10. The car and the driver deployed will not be changed except with the prior consent of the user office or the officer so desires.
11. The contractor shall supply the vehicle in good condition and vehicle shall be properly maintained throughout the period of validity of the contract so as to ensure satisfactory service under the contract. The user office shall have the right to reject the vehicle if not found satisfactory or if the vehicle found lower in maintenance or make than the one proposed.
12. Similarly, if a driver is not suitable, the user office shall have right to ask for another driver. Similarly, if the driver is absent, an alternate good driver will have to be provided.
13. If the vehicle fails during the trip due to technical failure, insufficient fuel or any other reason, the contractor or driver has to make alternative arrangement to the officer within half an hour. In the event of the breakdown of the vehicle en-route, responsibility of transporting the incumbent of the vehicle to officer's destination shall be borne by the contractor.
14. In case the car is not made available on any particular day, the user office will be at liberty to hire vehicle from any other source at the expenses of the Contractor.
15. Additional penalty can also be imposed if the contractor violates any of the terms and conditions of the contract:
  - a. Driver deployed for the vehicle should be fixed. Frequent change of the driver, posting untrained /inexperienced or indiscipline driver, not providing mobile phone with the driver, improper maintenance of the vehicle / inadequate fuel in the vehicle / unclean vehicle etc. will be considered as unsatisfactory service on the part of contractor for which penalty as per GeM service level agreement for monthly basis cab and taxi hiring service will be levied per occasion. Frequent violation of this nature will render the contract liable for termination.
  - b. In case the vehicle is not made available by the contractor for full day, penalty as per GeM service level agreement for monthly basis cab and taxi hiring service will be levied and the expenditure incurred by the officer on making alternative arrangement will also be deducted from the contractor in addition to non-payment for the day at pro-rata basis.

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16. The mileage for use of the vehicle will start from the place where the driver is scheduled to report for duty and shall also end at the place where he drops the officer. However, if the driver takes the vehicle with him for repairs etc, that mileage will not be considered. **Also, no night charges will be paid.**
17. The agency should be in a position to provide alternative car to the user office at a short notice, if required.
18. The agency must have 24 hours working telephone system so that the requirement of cars can be met at short notice at odd hours.
19. The security deposit will be refunded only after the satisfactory expiry of the contract. The payment of hiring charges will be made on quarterly basis. The bills would be submitted in the following quarter.
20. The rate quoted shall be inclusive of the following:
  - a. All maintenance expenditure of vehicle i.e. major and minor repairs required for good running of vehicles, all consumables like lubricants, break oil, engine oil etc. and fuel i.e. diesel/petrol will be provided at the cost of the contractor;
  - b. The driver's salary, all types of taxes and fees payable to RTO;
  - c. Rate shall include hiring of vehicle on monthly basis;
  - d. Any other charges required for execution of this contract;
21. Payment terms as follows:
  - a. No advance payment will be made.
  - b. The payment shall be made after successful completion and handing over of work in all respect.
22. The user office reserves the right to cancel the contract at any time notice without assigning any reason. The service provider will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the contractor for services already performed in terms of the contract, the same would be paid to contractor as per the contract terms. In case of any dispute, the decision of the Director shall be final.
23. The user office shall not be responsible for damages of any kind for any mishap /accident/ injury caused to the car(s) / driver(s) while performing duty for the user office. All liabilities, legal or monetary, shall be borne by the firm.
24. If at any point of time, it is anticipated that there is no requirement of vehicle for use for a period of one month or more, the same will be conveyed 15 days in advance. During this entire period, vehicle as well as driver will be at your disposal. However, when the vehicle is returned, it should be ensured that the vehicle is properly serviced and the mileage will be taken on record as per the meter reading when only the car reports to the officer. No payment will be released for the period of non-use of vehicle by this office
25. The vehicle deployed on the job should be fit in all respects for operation in accordance with the prevailing Motor Vehicles Act and Rules, amended from time to time and their relevant valid RTO documents like RC book, insurance certificate, fitness certificate etc. must be available with taxes, levies, fees etc. paid up to date. The contractor shall be exclusively and solely responsible for any lapse in this regard and the user office stands completely indemnified by the contractor against such defaults.
26. Vehicle should display on red 'ON GOVT. OF INDIA DUTY' both on front and rear number plate.
27. The contractor shall be liable to honour Central and State Govt. laws, statutory rules, regulations, notifications like legislation, local self govt/Municipal requirements, etc. and shall be solely responsible for any breach thereof. The user office stands indemnified against and penalty/prosecutions consequent to the violations (deliberate or inadvertent) by the contractor or his employees, representatives etc. of such statutory provisions in force.
28. The contractor shall be fully responsible for any accident and shall be liable to pay compensation etc. as per rules enforced by the Government from time to time.
29. The vehicle shall be parked in the custody of the office for as long as the office is using it
30. Inspection Registers and Records  
The contractor shall maintain accurate records, showing the dates and mileage covered on daily basis in register/log book and will obtain signature on every day basis. Following registers will be maintained by the contractor.
  - a. **Log Book Register:**  
The progress of daily work i.e. distance travelled by vehicle of the contractor shall be maintained by the office. In case of non-availability of the vehicle/driver on any day, the same will be recorded in the register. The register will be deposited with the user office at the end of every month and these entries in logbook will be the basis of calculation of number of days for which vehicle service is rendered by the contractor and payment will be made on the basis of same.
  - b. **Labour Register:**  
This register will be maintained by the user office to show daily presence of the vehicle driver employed by the contractor.
31. The contracting Company/Firm/Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of this Directorate.

32. Canvassing, whether directly or indirectly, in connection with tenderer is strictly prohibited and the tenders submitted by the contractors who resort to canvassing will be liable for rejection.
33. The car may have to travel field practice area of the Institute or may be required time to time.

### Code of Conduct for Drivers

1. The drivers will be in proper uniform, should be neat and clean with proper turnout. They will have to open/close the door of the car when officer is getting in/out of the car.
2. They will report for duty with vehicle at the place and time as may be desired by the using Officer.
3. Drivers will keep the vehicle neat and clean before the commencement of the duty and carry out daily inspection of the same.
4. The drivers shall have a mobile phone with two way conversation facility available. But they will not use the phone while driving and in the presence of the officer unless they are instructed to do so.
5. The Driver and the Agency must ensure that all the necessary documents (Registration Certificate, Valid Insurance, Pollution Certificate etc.,) are available with the driver deployed for duty.
6. The drivers shall be well versed with routes and locations in Kolkata and the nearby sub urban places, and they will maintain daily log book of the vehicles.
7. The drivers will not leave the vehicles unattended in public place.
8. They will not remain absent from duty without prior permission of the officer or O/o The Director. AIH&PH, Kolkata.
9. Under no case drivers will be allowed to carry any other persons on a commercial basis, other than the users designated by this Office.
10. They shall strictly follow all the traffic rules and regulations and never over speed, besides the car will be parked in the area earmarked for the same.
11. The driver provided should not smoke; chew Pan/Pan masala/Tobacco during duty hours
12. The driver should not indulge in any activity inimical to security of the officers travelling in the car
13. The driver provided with the vehicle must be physically/medically fit, professionally and legally competent in every aspect.
14. If the driver's behaviour is found objectionable, Agency shall replace him with a new driver within 24 hours. If Agency is unable to do the same, penalty will be levied as per Penalty Clause.
15. The driver should have ability to speak and read in Hindi and Bengali.

21/247-472.  
18/9/14

### **Annexure -III**

**(To be submitted in company letter head)**

#### **UNDERTAKING CERTIFICATE**

- I hereby declare that I am not Black-Listed in by any Central/ State Govt Office/ Organisation/ Institution and my EMD / Security Deposit not forfeited in any such Tender neither Partly nor fully and there has been no litigation with any government department on account of similar services. I also do not have any pending incident on GeM portal. The incident page of GeM Portal is also attached herewith for your reference.

**Place:**

**Date:**

**Signature of the Tenderer**

**Name:**

**OFFICE SEAL**

21/2/22 - 21/2/22  
17/01/22

### **Annexure –IV**

(To be submitted in company letter head)

#### **TECHNICAL EXPERIENCE**

1. Please mention the list of works performed and attach the relevant work orders of last five years in the relevant area.

| Sl. No. | Details of Buyer (Govt organization) | Contact details of Buyer | P.O. No.<br>Contract No.<br>Date | Order Amount | Work Completion certificate attached |
|---------|--------------------------------------|--------------------------|----------------------------------|--------------|--------------------------------------|
|         |                                      |                          |                                  |              |                                      |
|         |                                      |                          |                                  |              |                                      |
|         |                                      |                          |                                  |              |                                      |
|         |                                      |                          |                                  |              |                                      |

Place:

Date:

Signature of the Tenderer

Name

OFFICE SEAL

21/2+2 8m  
17-9/24

## Annexure-V

### UNDERTAKING

(To be uploaded on company letterhead)

To

Date:

The Director

All India Institute of Hygiene and Public Health

110, Chitta Ranjan Avenue

Kolkata - 700073

Sub: Acceptance of Terms & Conditions of Tender

Tender Reference No.:

Sir,

1. I, ..... son/daughter of Shri ..... Proprietor/Partner/Director/Authorized signatory of ..... having registered office at ..... am competent to sign this declaration and execute this tender document.
2. We have thoroughly read, understood, and agree to abide by all the terms and conditions outlined in the bid document, including but not limited to the clauses related to supply, installation, warranty, service, penalties, and payment. We acknowledge that these terms are binding upon us and that any non-compliance will result in penalties, rejection of our bid, termination of the contract, or blacklisting, as decided by the Department.
3. The rates quoted by me are valid and binding on me.
4. The corrigendum(s) issued from time to time by your department/organization too have all been taken into consideration while submitting this acceptance letter.
5. The information/documents furnished along with the above application are authentic to the best of my knowledge and belief. I/we, am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
6. I have apprised myself fully about the job to be done during the currency of the period of the agreement and also acknowledge to bear the consequences of non-performance or deficiencies in service on my part.
7. Company/firm has done satisfactory/disciplined work in the past and has not been blacklisted in past by any client.
8. I/we hereby certify that the firm possesses all the required licenses/certifications necessary to perform the work.
9. I/we hereby certify that the firm has not been indicted for any criminal, fraudulent or anti competition activity by any Government Department/Public Sector Undertaking/ Private Sector/ or any other agency. No criminal case is pending against the firm or its partners/directors.
10. I/we hereby confirm and declare that the firm is not a defaulter of GST, Income Tax or any other statutory dues to any State/Central Government. I/we confirm that we shall pay all the statutory dues/taxes on time and ensure compliance of all statutory dues.
11. I/we hereby confirm and declare that the firm is not blacklisted/de-registered/debarred by any Government department/Public Sector Undertaking/ Private Sector/ or any other agency for which we have executed/undertaken the services.
12. I/we hereby declare that the I/we have not been under liquidation/court receivership or similar proceedings and not been bankrupt.
13. In case any provisions of this is found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

21/2/22 - 17/2/22

14. I/we hereby undertake to supply the items as per directions given in the tender document/supply order within stipulated period.

15. We undertake to carry out the complete work at the designated locations specified by the Department at no additional cost. This includes providing all necessary materials and accessories required for the work, without charging any extra amount beyond the quoted bid price.

16. We undertake to comply with all applicable laws, regulations, and safety standards during the supply, installation, and commissioning of the supplied items. We shall be solely liable for any damages, injuries, or losses caused due to our negligence or non-compliance and shall indemnify the Department against any claims arising therefrom.

17. We undertake to submit all required documents, including but not limited to OEM authorization letters, warranty papers, OEM certifications, and service logs, as per the timelines specified in the bid document. We understand that payment will be released only after successful installation, submission of valid documents, and verification by the Department with the OEM.

Date: Signature of Owner/ Managing Partner/ Director

Name (in Full who is signing):

Place:

Seal:

217245-70  
12/09/20

## Annexure-VI

(To be uploaded on company letterhead)

### **BID SECURITY DECLARATION FORM**

Tender No. \_\_\_\_\_

Date: \_\_\_\_\_

To  
The Director,  
All India Institute of Hygiene & Public Health  
110, C R Avenue, Kolkata – 700 073

I/We, the undersigned, Irrevocably declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Security Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of Three (3) years from the date of notification, if I am / We are in a breach of any obligation under the bid conditions, because I/We

(a) have withdrawn/ modified/ amended/ Impairs or derogates from the tender in any respect, my/ our Bid during the period of bid validity specified in the Bid Document;

or

(b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity specified in the bid document (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Security Declaration shall cease to be valid if I am /We are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Date:

Signature:

Name:

Address:

217262 - B-4  
17/07/2024