REQUEST FOR PROPOSAL/NOTICE INVITING TENDER

Subject: - Request for proposal/Notice inviting Tender for Hiring of vehicles on contractual term for the period of one year from 1st September, 2018 to 31st August, 2019 for use in the Office of the Commissioner of Customs, Audit, New Customs House, New Delhi.

The Deputy/Assistant Commissioner (Hqrs), of Customs (Audit), New Custom House, New Delhi on behalf of the Office of the Commissioner of Customs, Audit, New Customs House, New Delhi invites online Bid/Quotation comprising two bids i.e. Technical and Financial Bids from reputed interested Taxi Operators for providing cars having commercial numbers for the official use in its office situated at New Custom House, New Delhi and its attached offices for a period of one year from 1st September, 2018 to 31st August, 2019 as per details below:-

<table>
<thead>
<tr>
<th>Type of vehicles</th>
<th>Monthly need</th>
<th>Make of the vehicle</th>
<th>Maximum admissible rate per month per vehicle</th>
<th>Tentative number of vehicle required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maruti Ciaz</td>
<td>Maximum limit 2500 km and 30 to 31 days in a month</td>
<td>Not older than 1 years</td>
<td>Rs. 40,000/- (Plus GST as applicable)</td>
<td>1</td>
</tr>
<tr>
<td>Maruti Swift, Tata Indigo or similar vehicles (Mid-Size Vehicle)</td>
<td>Maximum limit 2000 km and 25 to 26 days in a month</td>
<td>Not older than 3 years</td>
<td>Rs. 40,000/- (Plus GST as applicable)</td>
<td>5</td>
</tr>
</tbody>
</table>

Vendor with even a single car can apply. The vehicle will be taken starting from the lowest to highest bid price till the total number of vehicle required is achieved.

2. The Department can anytime alter the number of vehicles hired as per requirement at that time.
3. The Tender documents may be downloaded from e-procurement website https://eprocure.gov.in/eprocure/app. Online submission of bid/quotation through the Central Public Procurement Portal (https://eprocure.gov.in/eprocure/app) is mandatory. Manual/Offline bid/quotation shall not be accepted under any circumstances.
4. The Bidders are requested to visit the website https://eprocure.gov.in/eprocure/app regularly. Any changes/modifications in the Tender will be intimated by corrigendum through this website only.
5. The last date for submission is upto 10.00 Hrs on 01.09.2018. The bid/quotation shall be opened at 11.00 Hrs on 03.09.2018. In case, any holiday is declared by the Government on the day of opening, the bid/quotation will be opened on the next working day at the same time.
6. In case only one bid/quotation is received, another extension of 7 days will be given and after that the bid/quotation so received will be evaluated.
7. The Commissioner, of Customs, Audit Commissionerate, Import, NCH, New Delhi Commissionerate reserves the right to accept or reject any or all the bids without assigning any reason, whatsoever. The decision of the Commissioner in this regard shall be final and binding on all.

8. If at any stage, before/after the tendering process, it is found that any of the details/documents furnished by the bidder is false/misleading/fabricated, then his/her bid would be liable for rejection/disqualification with suitable charges in that regard. If such rejection/disqualification occurs after the bid/quotation have been opened and the highest bidder gets rejected/disqualified, then the Commissioner of Customs (Audit), NCH, New Delhi Commissionerate reserves the right to consider the next bidder or take any other measure as may be deemed fit including annulment of the selection process.

9. At any time before the due date for submission of the bid/quotation, the Deputy/Assistant Commissioner of Customs, Audit (Hqrs), may for any reasons whether at his/her own initiative or in any response to a clarification requested by the firms, modify the NIT documents by amendments which will be uploaded in the website.

10. All the bidder/s shall have to bring the vehicle/s for inspection on 03.09.2018 for technical/physical evaluation.

11. The bid/quotation for which a notice of withdrawal has been submitted shall not be opened. Only those bid/quotation that are received on or before the due date and time and which contains all the information as desired shall be considered.

12. The tender is for a period of one year but the same can be extended upto 3 years at the sole discretion of the competent authority. Further, the competent authority can ask the service provider to change the vehicles which are older than prescribed limit or do not match the standards envisaged.

13. The terms and conditions, format for Technical and Financial Bid and Format for Declaration are enclosed herewith.

Enclosure:-
(i) Terms and conditions.
(ii) Format for Technical Bid and Financial Bid
(iii) Format for Declaration.

Copy for information:-

1. The Superintendent (Systems), NCH, New Delhi, for uploading on website of Customs Delhi and CBIC, New Delhi
2. Notice Board for general public.

Assistant Commissioner (Hqrs)
Customs Audit, NCH, New Delhi
TERMS AND CONDITIONS OF THE TENDER FOR HIRING OF CAR HAVING
COMMERCIAL NUMBER ON CONTRACTUAL TERM FOR USE IN THE OFFICE OF
THE COMMISSIONER OF CUSTOMS, AUDIT, NEW CUSTOMS HOUSE, NEW DELHI

1. The vehicle should be a new car of the latest make/model, not older than 3 years, in good running condition and comprehensively insured. The vehicle/s should strictly comply with all the prescribed norms such as pollution norms and should have a certificate to that effect and should also comply with all other norms as mandated under the relevant Motor Vehicles Act. The vehicles provided should be approved Commercial vehicles.

2. The vendor should provide seat covers/towels and fan at the rear seat in the vehicle/s.

3. Petrol/diesel/CNG vehicle/s should be provided.

4. The contract shall be for a period of one year upto 31.08.2019. The contract may be extended by the Commissioner of Customs, Audit, New Custom House, New Delhi on mutual understanding for any further period, if required, subject to satisfaction of the services provided by the service provider during the contract period.

5. The amount quoted in the tender will include wage & allowances of driver repairs and maintenance of vehicle, comprehensive insurance of the vehicle, fuel cost of the vehicle, oil and all other incidental expenses including all taxes, duties, toll, penalty, fine, parking fees etc. This office will not pay any amount other than the amount mentioned by the vendor in his financial bid for which contract has been awarded except the GST as applicable. The time and distance will be calculated from the time and place for reporting to the time and place of release.

6. The Transport/Service provider shall provide the vehicle on all the days of the month (as applicable), even if the odd-even restrictions or any other restrictions are imposed/predominating on account of the orders issued either by the Central/State Government. If the vehicle is used for part of the month, for any reason, the payment to the vendor will be made on pro rata basis for part of the month.

7. No garage facilities will be provided by the department.

8. The service provider shall engage one dedicated driver having valid driving license and sufficient experience, exposure and familiarity with the city roads. Dedicated vehicle and driver shall not be changed without prior approval of the hiring authority. Change of vehicle/driver will be allowed only in exceptional circumstances.

9. The driver must be adequately literate and well behaved. He must follow traffic rules and regulations. The driver will observe all etiquette and protocol while on duty. He will be neatly dressed, preferably in white
uniform and carry a mobile phone in working condition, for which no separate payment shall be made by the department.

10. The service provider and the driver shall be bound to carry out the instructions of the Supdt. (HQ)/ Inspector (HQ) in charge of the vehicle as well as the user to whom the vehicle will be assigned.

11. The service provider must ensure that the vehicle always have sufficient fuel to cover the entire trip and shall arrange alternative vehicle immediately in case of breakdown of the vehicle. In case of the inability to provide alternative vehicle, an amount of Rs. 1500/- per day will be deducted from the monthly bills.

12. The service provider will ensure daily cleaning and maintenance of the said hired vehicle. The vehicle should have neat seat covers and fresheners.

13. The service provider is liable for payment of all claims/expenses in case of any accident. He will also indemnify this office against any loss/damage of property or life attributable to negligence on the part of the driver or poor maintenance of the vehicle including any legal expenses so incurred.

14. Payment shall be made by the office after the end of every month on presentation of the bill within a reasonable time. The vendor is required to submit the details of bank accounts numbers, bank and branch name, bank code, IFS code where the e-payment will be made. A cancelled blank cheque should be provided for this purpose with first bill.

15. The service provider should have GST Registration or should submit an undertaking that he is not liable to pay GST. The copy of the GST registration of the service provider/company/firm should be submitted by the service provider, if registered. The rates quoted should be exclusive of GST. The Department will not be liable to pay any compensation in this regard.

16. The monthly bill for hiring of the car along with the log book completed in all respect must be submitted to this office by 7th of the subsequent month positively for verification and payment. If there is any discrepancy in the submission, it will be brought to the notice of the service provider within 7 (seven) days of the submission by the Superintendent (Hqrs.) or Inspector(Hqrs).

17. The vehicle shall be provided for the exclusive use of this office and shall not be used for any other purpose.

18. A daily record indicating time and mileage for the vehicle should be maintained in a log book in the prescribed form and entries therein must be verified by the concerned section/officer to which the vehicle is attached.

19. It is the sole responsibility of the service provider to obtain all the necessary clearances and permissions from the Transport Department/RTO
and any/all other agencies and in case of any default no charges will be paid by this office.

20. The vehicle/s should not have any accident history.

21. The service provider shall submit an undertaking that neither he/she nor his/her firm has been blacklisted by any organization/ Govt. department for any reason as on the date of submission of the bid.

22. This agreement can be terminated at any point of time if the service provider or the driver is found guilty or negligent or deficient in service or violating any terms and conditions of the contract without any notice. In the normal course also the contract may be terminated giving one month’s notice by either side without assigning any reason whatsoever.

23. The authority reserves the right to accept or reject any or all quotations without assigning any reason.

24. The vendor/s who is/are selected for supply of vehicle will be required to sign a contract with the Office of the Principal Commissioner of Customs, ACC Import, NCH, New Delhi wherein the terms and conditions mentioned in the technical bid and the financial bid will be specified.

25. Any matter during the period of this agreement which has not been specifically covered by this agreement shall be decided by the Office of the Commissioner of Customs, Audit, New Custom House, New Delhi whose decision shall be final and conclusive.

26. The vehicles being offered for hiring would be inspected for condition, maintenance and other parameters before finalization of tender process.

27. The Department needs to hire 6 cars. But any vendor having one or more vehicles can also offer his vehicles for hiring. The details of the vehicles to be hired are as under:-

<table>
<thead>
<tr>
<th>Type of vehicles</th>
<th>Monthly need</th>
<th>Make of the vehicle</th>
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</thead>
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<td>5</td>
</tr>
</tbody>
</table>

The Department can alter the number of vehicles hired anytime during the contract period.
28. The vehicles offered will be presented for inspection by the Committee so appointed by the Commissioner and the vehicle found fit will only be considered. The Financial bids of other vendor/s even if lower will be summarily rejected if the vehicle is not found to be fit as per requirements by the Committee.

29. There will be scoring system for finalizing the bids. The Inspection Committee will give points on inspection of the vehicle out of Seventy (70) points considering the facts like age of the vehicle, mileage covered and other points. Thirty (30) points will be for the financial bids which will be arranged as L1 will get 30 points. Then the weighted average as per following table will be taken out based on the bid price quoted:-

<table>
<thead>
<tr>
<th>Bidders</th>
<th>Amount quoted in financial bid</th>
<th>Calculation**</th>
<th>Normalized score#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bidder L1</td>
<td>1000</td>
<td>1000x30/1000</td>
<td>30</td>
</tr>
<tr>
<td>Bidder L2</td>
<td>1025</td>
<td>1000x30/1025</td>
<td>29.27</td>
</tr>
<tr>
<td>Bidder L3</td>
<td>1050</td>
<td>1000x30/1050</td>
<td>28.57</td>
</tr>
</tbody>
</table>

** The numerator will be the amount quoted by L1 and the denominator will be the amount quoted by the respective bidders

#The normalized score will be taken upto 2 decimal points

30. The selection and award of the contract shall be done on the basis of the highest score by adding marks obtained in Technical bid and the Financial bid. Illustration for calculation of final score is as under:-

<table>
<thead>
<tr>
<th>Bidders</th>
<th>Technical score</th>
<th>Financial score</th>
<th>Final score(out of 80+20 =100 points)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bidder 1</td>
<td>45</td>
<td>30</td>
<td>75</td>
</tr>
<tr>
<td>Bidder 2</td>
<td>55</td>
<td>29.27</td>
<td>84.27</td>
</tr>
<tr>
<td>Bidder 3</td>
<td>50</td>
<td>28.57</td>
<td>78.57</td>
</tr>
</tbody>
</table>

(As per this illustration bidder 2 would be the successful bidder having the maximum final score)

31. The contract will be awarded to the bidder who has scored the highest total marks i.e. by adding marks obtained in Technical and Financial bid. The vehicles offered by all the vendors with total points highest to lowest (L1 to higher quotations) will be taken till the total requirement of vehicles is fulfilled.

32. In case the bidder getting the highest score is not able to provide the required number of vehicles, the next bidder/s with the highest cumulative score/s will be considered till the total requirement of vehicles is fulfilled/met.

Assistant Commissioner (Hqrs.)
Customs Audit, NCH, New Delhi
## TECHNICAL BID FOR HIRING OF VEHICLE

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name of the firm, address with PIN Code, Phone No. and e-mail address.</td>
</tr>
<tr>
<td>2.</td>
<td>Name of the Proprietor/ Partners/ Directors of the firm/ Company</td>
</tr>
<tr>
<td>3.</td>
<td>PAN No. of the Firm (Attach copy of the PAN Card)</td>
</tr>
<tr>
<td>4.</td>
<td>List of Public Sector Undertakings/ Govt. Organizations to which similar services have been provided by the Contractors during the last 5 years and to which the Service provider is currently providing services. (Attach the job order, Service certificate from Govt. Office/ PSU), if any</td>
</tr>
<tr>
<td>5.</td>
<td>GST registration if registered. (attach copy of RC)</td>
</tr>
<tr>
<td>6.</td>
<td>Name and No. of vehicle offered</td>
</tr>
<tr>
<td>7.</td>
<td>Model No.</td>
</tr>
<tr>
<td>8.</td>
<td>Colour of vehicle</td>
</tr>
<tr>
<td>9.</td>
<td>Date of Manufacturing (attach copy of RC)</td>
</tr>
<tr>
<td>10.</td>
<td>Any other information</td>
</tr>
</tbody>
</table>

### UNDERTAKING (Part of Annexure-II)

1. I/We undertake that, I/We have carefully studied all the terms and conditions of the contract as indicated in the Annexure-I and understood the parameters of the proposed work and shall abide by them.

2. I/We further undertake that the information given in this tender are true and correct in all respects.

Signature of Authorised person with date:

Name & Full address:
ANNEXURE-III

FINANCIAL BID FOR HIRING OF VEHICLE (PROFORMA FOR QUOTING RATES)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name &amp; Address of the contractor/firm/company</td>
</tr>
<tr>
<td>2.</td>
<td>Name of Proprietor/ Partners/ Directors</td>
</tr>
<tr>
<td>3.</td>
<td>Rate quoted per month (inclusive of all taxes charges/ levies excluding GST)</td>
</tr>
</tbody>
</table>

Signature of Authorised person with date:

Name & Full address:
Instructions for Online Bid Submission:

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

REGISTRATION

1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.

2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sift / nCode / eMudhra etc.), with their profile.

5) Only one valid DSC should be registered by a bidder. Please note that the
bidders are responsible to ensure that they do not lend their DSC’s to others, which may lead to misuse.

6) Bidder then logs in to the site through the secured log-in by entering their user ID/ password and the password of the DSC.

SEARCHING FOR TENDER DOCUMENTS

1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective “My Tenders” folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF/ XLS/ RAR/ DWF/ JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

**SUBMISSION OF BIDS**

1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument. (if applicable)

4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/ couriered/ given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/ any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7) All the documents being submitted by the bidders would be encrypted using PM encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured
Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further, this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

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

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.