



MUMBAI METRO RAIL CORPORATION LIMITED

NaMMTRI Building R13 E Block Bandra Kurla Complex
Bandra (East) Mumbai 400051

TENDER DOCUMENT

Providing A/c & Non A/c Vehicles like Indica/Wagon R, Indigo, Swift dezire, Honda City, Innova, OR equivalent vehicles etc. on Monthly Rental Basis and on Daily basis for year 2018-2019.

Tender Schedule

1	Estimated Tender cost	Rs.3,20,00,000/-
2	Earnest Money Deposit – Refundable	Rs.3,00,000/-
3	Performance Security Deposit (5% of the total contract value)	Rs.16,00,000/-
4	Date of publishing the Tender Document.	04.12.2018
5	Pre Bid Meeting	06.12.2018
6	Last Date and Time for submission of Tender Document	17.12.2018
7	Date and Time for opening of Tender Document	18.12.2018
8	Date and Time for opening of Technical Bid	18.12.2018
9	Date and Time of opening Financial Bid	19.12.2018

Tender Document Price : Rs.25,000/-

The E-Tender can be downloaded from <http://www.tenderwizard.com/MMRC>
And for any e-tendering support, mail MMRCL e-tendering Helpdesk at twhelpdesk358@gmail.com
or call Helpdesk no. [7666563870/8356932487](tel:7666563870/8356932487).

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MUMBAI METRO RAIL CORPORATION LIMITED
NaMMTRI Building R13 E Block Bandra Kural Complex Bandra (East) Mumbai 400051

E-mail: asst.admin@mmrcl.com

Website: <https://www.mmrcl.com/en>

☎ 022-26384614/ 26384660 | Fax: 022-26591264 / 26594152
dated 25.09.2018

E-Tender Notice (Re-Tender 1st call)

1. Mumbai Metro Rail Corporation Limited (MMRCL) intends Providing A/c & Non A/c Vehicles like Indica/Wagon R, Indigo, Swift dezire, Honda City, Innova, OR equivalent vehicles etc. on Monthly Rental Basis and on daily basis for year 2018-2019.

2. The tender document is available on MMRCL website <https://www.mmrcl.com/en> from which it can be downloaded by the bidder MMRCL e-Tendering Portal: <http://www.tenderwizard.com/MMRC>

3. Summary of the E-Tender notice is as follows:

E-Tender Reference	Particulars
E-Tender No.	MMRCL/Admin/Rental Vehicle/2018/E-Tender (Re-tender-1 st call)
Subject of E-Tender	Providing A/c & Non A/c Vehicles like Indica/Wagon R, Indigo, Swift dezire, Honda City, Innova, OR equivalent vehicles etc. on Monthly Rental Basis and daily basis for year 2018-2019.
Estimated E-Tender Amount	Rs.3,20,00,000/-
E-Tender document Fees	Rs.25,000/-
Earnest Money Deposit (EMD)	Rs.3,00,000/-
Security Deposit / Bank Guarantee (5%)	Rs.16,00,000/-
Tender Publishing Date	From Dt. 04.12.2018 at 11.00Hrs.
Tender Closing Date	On or before Dt. 17.12.2018 at 18.00 Hrs.
Pre Bid Conference	Dt. 06.12.2018 @ 15.00 Hrs in MMRCL.
Date & Time (Hrs.) for online opening of Tender Document	a) Technical bid opening Dt.18.12.2018 at 11.00 Hrs. b) Financial bid opening Dt. 19.12.2018 at 11.00Hrs.
Registration of Vendors	From Dt. 04.12.18 at 11.00 Hrs. onwards
Contact Person	Officer on Special Duty (Administration), MMRCL Ph – 022-26384615
For details, please refer e-tendering E- tendering site: www.tenderwizard.com/MMRC Help: Please contact Tender wizard helpdesk at Mobile No.: 7666563870/8356932487	

4. Selection of bidder will be strictly on the basis of fulfillment of the eligibility criteria and considering past performance.

5. MMRCL reserves the right to reject any or all of the tender offers/cancel the entire procedure, without assigning any reasons thereof.

Note: All eligible bidders are mandated to get enrolled / registered on E-tendering portal.

Sd/-
GENERAL MANAGER (Admin)

MUMBAI METRO RAIL CORPORATION LIMITED
NaMMTRI Building R13 E Block Bandra Kural Complex Bandra (East) Mumbai 400051

<u>E-Tender Notice</u>				
Mumbai Metro Rail Corporation Limited (MMRCL) invites bids from eligible Bidder through E-Tender. Details are as under				
Sr.No.	Parameters	Details		
1	Tender/Bid No.	MMRCL/Admin/Rental Vehicle/2018/E-Tender		
2	Division	Administration		
3	Name of Tender/Bid	Providing A/c & Non A/c Vehicles like Indica/Wagon R, Indigo, Swift dezire, Honda City, Innova, OR equivalent vehicles etc. on Monthly Rental Basis for year 2018-2019.		
4	Contact Details	Officer on Special Duty (ADMINISTRATION), Administration Division. Tel : 26384615 Email : asst.admin@mmrcl.com		
5	Important dates	Milestone	From Date/Time	To Date/Time
		Bid document download	04.12.2018 (11.00 hrs)	17.12.2018 (18.00 hrs)
		Pre Bid meeting	06.12.2018 (15.00 hrs)	
		Bid Preparation and Submission	04.12.2018 (11.00 hrs)	17.12.2018 (18.00hrs)
<p>The E-Tender can be downloaded from http://www.tenderwizard.com/MMRC And for any e-tendering support, mail MMRCL e-tendering Helpdesk at twhelpdesk358@gmail.com or call Helpdesk no. 7666563870/8356932487</p>				

Online E-Tender Schedule

Sr.No.	Tender Schedule	Bidder Schedule	Start Date & Time	End Date & Time
1	Tender Authorization and Publishing	-----	04.12.2018 (11.00 hrs)	17.12.2018 (17.00 hrs)
2	-----	Tender Document Download	04.12.2018 (11.00 hrs)	17.12.2018 (17.00 hrs)
3	-----	Bid Preparation and Submission	04.12.2018 (11.00 hrs)	17.12.2018 (18.00 hrs)
4	Tender Closing	-----	-----	17.12.2018 (18.00 hrs)
5	Opening -Tender Fees, EMD	-----	18.12.2018 (11.00 hrs)	18.12.2018 (11.00 hrs)
6	Opening -Technical Bid	-----	18.12.2018 (11.00 hrs)	18.12.2018 (11.00 hrs)
7	Opening -Financial Bid	-----	19.12.2018 (11.00 hrs)	19.12.2018 (11.00 hrs)

A. Guidelines for submission of e-Tender

MMRCL invites bids for Providing A/c & Non A/c Vehicles like Indica/Wagon R, Indigo, Swift dezire, Honda City, Innova, OR equivalent vehicles etc. on Monthly Rental Basis for the period of one year initially or till the requirement exist. The interested agencies / companies, who are experienced in providing Rental Vehicle Services and comply following conditions, may submit bids:-

1. Bidders should have valid class 3 Digital Signature Certificate (DSC) having both Signing and Encryption Certificates obtained from any Certifying Authorities empaneled by Controller of Certifying Authorities India.
2. Bidders who are participating in e-tendering for the first time shall have to obtain User ID & password from the above mentioned portal.
3. Tender Document and Supporting can be downloaded for reference purpose from the e-Tendering Portal of MMRCL (www.tenderwizard.com/MMRC) during the period mentioned in the tender notice. Interested Bidders have to make online payment of Rs.25,000/- (Rupees Twenty Five Thousand only) inclusive of MVAT (nonrefundable) as Tender Processing Fee using online payment gateway during bid preparation. Tender Fee receipt can be system generated during bid preparation by the Bidder.
4. Tender Fee receipt must be uploaded during bid preparation by the bidder.
5. The tenders shall be received online on above mentioned MMRCL official e-Tendering portal.
6. Validity period of the offer of the tender will be **180** days from the date of opening of the financial bid of the e-tender.
7. The lowest bidder will have to submit the rate analysis if called for.
8. Bidder should upload scanned attested photocopies of all documents on above mentioned MMRCL official E-Tendering portal & produce in original on request by MMRCL at any stage from e-Tender opening.
9. A statement showing names of partners, Directors, etc. of the firm with complete address of each should be uploaded to above mentioned MMRCL official e-Tendering portal and authorized person on behalf of firm should sign e-tender using digital signature certificate.
10. The acceptance of tender will be intimated by email or otherwise by the authority competent to accept the tender or by the higher Authority of MMRCL, to the contractor, which shall be deemed to be an intimation of the tender.
11. MMRCL reserves the right to verify financial transaction of contractor in his Bank / Financial Institutions. Contractor should give authority to that effect along with his accounts number and Bank/ Financial institution name & address. Any changes / modification may be communicated to MMRCL immediately.

13. If there is any amendment in the tender the same shall be published on following MMRCL's official e-Tender portals / website:-

MMRCL Portal: <http://www.tenderwizard.com/MMRC>

MMRCL Website: <https://www.mmrc.com/en>

14. In case of any queries, Bidders may contact MMRCL's e-tendering service desk at <http://www.tenderwizard.com/MMRC> on any working day from 9 a.m. to 8 p.m. (Phone No. **7666563870**) or at the address given above.
15. The tender documents can be downloaded only online from aforesaid website, within aforesaid date.
16. The bidder should have to submit their appropriate bids online, well in advance within aforesaid date & time. The scan copy of EMD receipt and tender fees receipt should be submitted online along with the bid.
17. The Technical Bid will be opened online on **27.12.2018** at **11.00hrs** and thereafter successful bidder will be allowed to participate in Financial Bid which will be opened on **later stage**
18. MMRCL will not be responsible for non-submission of bid due to any website related problems.
19. The undersigned reserves the right to cancel the tender at any time without assigning any reason.
20. MMRCL reserves the right to accept or reject or cancel any tender or relax any part of the tender offer without assigning any reasons thereof.
21. In case of any discrepancy decision of **General Manager (Admin) is final and binding on the bidder.**

B. General Instructions to Bidders

1. The Earnest Money Deposit (EMD) of **Rs.3,00,000/- (Rupees Three Lakhs Only)** refundable without interest should be paid through RTGS / NEFT mode or Online Banking.
2. The successful tenderers will have to deposit Security Deposit of **Rs.16,00,000/-** in the form of Demand Draft in favour of “Mumbai Metro Rail Corporation” issued by a nationalized or scheduled bank payable to Mumbai.
3. Conditional bids shall not be considered and will be out rightly rejected in very first instance.
4. All original documents to be scanned and uploaded in Technical Bid should be valid, authentic, clear and legible.
5. MSME & NSIC Organizations can participate in the aforesaid tender as per the exemptions allotted to them on submission of Valid Certificates.
6. It is to be ensured that the complete information as required by this office may be furnished by the bidders in the prescribed format. Formats submitted with incomplete information and not conforming to the requirements are liable to be rejected.
7. The technical bid shall be opened on the scheduled date and time (Dt.18.12.2018 @ 11.00hrs), in the Conference Room of MMRCL, Nammitri Building, R-13, E Block in the presence of Authorized representatives of the Agency, if any, who wish to be present at the time of opening the tender.
8. The Financial Bid of only those tenderers will be opened whose Technical Bids are found in order. The Financial bid shall be opened at later stage. The scheduled time and venue etc. will be communicated to only those firms whose technical bids are found in order.
9. The Agency shall not be allowed to transfer, assign, pledge, sublet or sub-contract its rights and liabilities under this contract to any other agency.
10. The successful Agency will be required to execute an agreement with MMRCL within the period specified in the award letter.

All bidders must note that this being E-tender, bids received only through online on E-tendering portal www.tenderwizard.com/MMRC shall be considered as an offer. ***Any bid submitted in paper form will not be received and opened and shall be summarily rejected.***

Step 1: Registration of Applicants/Bidders

- Go to website: www.tenderwizard.com/MMRC.
- Click on “Register Me” button.
- Fill in their desired User ID, Company Details by their own.
- Vendor in possession of DSC Class III may insert Digital Signature Certificate token in computer’s USB drive, and click on “Update Digital Signing Certificate Serial No. From USB token”. A new PKI based Signer Certificate” window will open. Browse your Signer Certificate, enter token password and click on Register.
- For those without DSC, it is mandatory to apply for the DSC.
- Do not enter special character(s) in any field except “Email Address”, “Website (URL)” and “Alternative Email Address”.

- Then click on “Create profile”.
- You will be forwarded to “Document Upload” screen. Upload documents as specified in previous page. After uploading is completed, click on “Finish Upload”.
- You will be forwarded to Payment screen. Make registration payment.
- The User ID and system generated password with payment confirmation will appear on the next screen which can be printed for future reference.
- For enabling the User ID, forward the registration acknowledgement to twhelpdesk680@gmail.com and twhelpdesk753@gmail.com along with a Request Letter.
- Download the format for Request letter from Home page (available under Click to view Latest Circulars / Format). Letter should be duly signed with rubber stamp.

Step 2: Apply digital signature (known as “digital signature certificate”): following registration a token (data card) will be issued to the registered company.

- **Applying Class III Digital Signature Certificate: (token issued upon registration)**
- The applicant/bidder is required to apply for a class III Digital Signature Certificate (DSC). Digital Signature Certificate which is obtainable from either the authorized agencies of CCA (Controller of Certifying Authorities in India www.cca.gov.in).
- **Procedure for submission of E-tender by bidder:**
- Interested bidders who wish to participate should visit website <http://www.tenderwizard.com/MMRC> which is the ONLY website for bidding their offer. Further, the procedure is as follows:
 - Register your company in website www.tenderwizard.com/MMRC for obtaining a Login ID and Password (after paying necessary registration charges). This is one time annual payment and applicable for bidding other tenders also.
 - Using the login ID, password and digital signature, enter the tender portal to purchase the tender document.
 - Pay processing fees and tender cost through e-payment gateway.
 - With the payment of processing fee and tender cost, the bidder can download the ‘Technical bid’ (Microsoft Excel file ‘Technicalbid.xls’) and ‘Financial bid’ (Microsoft Excel file ‘Financialbid.xls’) by clicking on the link “Show Form”.
 - Download the ‘Technical bid’ and ‘**Financial bid**’ and save them without changing the file name. Fill up your quotations, save them. Then upload the ‘Technical bid’ and ‘Financial bid’ in appropriate links.
 - Attach supporting documents first in “Document Library”. Then attach them by selecting in particular tender.
 - Submit your tender. You will receive a system generated “Acknowledgement Copy” of tender submission.
 - Bidder can change quoted rates any time before of closing date & time.
 - Bidder must submit the offer before the online closing date & time. The website will automatically stop accepting the offer after online closing date and time.
 - Bidder manual & system requirement is available on website www.tenderwizard.com/MMRC for necessary help.
 - All Bids must be uploaded on-line on E-Tendering portal. www.tenderwizard.com/MMRC before the time and date specified in the pre-qualification Data sheet / Bid Data sheet.
 - Being e-tenders the bidders will not be able to upload bids after the designated time of bid submission.

- The Applicants/Bidders are advised to keep in touch with the e-tendering portal www.tenderwizard.com/MMRC for updates.
- N.B: Bidders are requested to refer to the Vendor's manual by downloading the Vendor's Manual by visiting www.tenderwizard.com/MMRC and clicking on "**Help Manuals**".

Bidders should ensure that his system is virus free. MMRCCL shall not be responsible for any blank or document which is corrupt due to virus infection.

Bidder manual & system requirement is available on website www.tenderwizard.com/MMRC for necessary help.

C. ELIGIBILITY CRITERIA

- 1) Past experience of similar works:** The Company / Firm / Agency should have at **least five years work experience** of Providing of Rental Vehicles Services in the Departments of Government of India / Central / Public Sector Undertakings / Nationalized Bank / State Government Departments / Autonomous Bodies / International / Multilateral / United Nations Agencies etc.
- 2) Financial status:** The average annual turnover of the tenderer / firm in last 3 years shall not be less than **5 Crores**. as per Income Tax Return to be submitted along with this tender. For this purpose, the tenderer are required to furnish Audited Accounts and Reports including Balance Sheet of the applicants for the **last three years financial years 2015-2016, 2016-2017, 2017-18**.
- 3)** The Tender Document can be downloaded from the website of the Mumbai Metro Rail Corporation Limited on payment of **25000/- + 18% GST** online on the same portal (non-refundable), on or from 05.12.2018 to 26.12.2018 between 10:00 hrs to 17:00 hrs on working days. The tender documents are non-transferable. The cost of tender form is not refundable.
- 4)** The application not accompanied with the cost of Tender Document will not be considered.
- 5)** The interested Firms / Agencies may upload the Tender document complete in all respects along with Earnest Money Deposit (EMD) of Rs.3,00,000/- (Rupees Three Lakhs only) and other requisite documents up to 18:00 hours on 17.12.2018 on the MMRCL portal. Tenders not accompanied with the requisite amount of EMD shall be rejected. The tenders shall not be entertained after this deadline under any circumstances whatsoever.
- 6)** The Mumbai Metro Rail Corporation Limited reserves the reserve the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice for assigning any reason.

TECHNICAL BID

D. Technical Qualification Criteria

The Agency must fulfill the following technical specifications in order to be eligible for technical evaluation of the bid. The Agency is required to scan originals of the following documents and upload them in the Technical Bid, **failing which, bid shall be summarily / out rightly rejected and will not be considered any further.**

1. The Agency should be a Company registered under Indian Companies Act, 1956 or Partnership firm registered under Indian Partnership Act or Proprietary concern. It has to submit its certified copy of valid registration.
2. The Company / Firm / Agency should be registered with Govt. authorities and having with GST number for Providing Rental Vehicle Services.
3. The Travel Agency / Company / Firm must have PAN / TAN / TIN number. Copies of PAN / TAN / TIN number are to be uploaded with the Technical Bid.
4. Copy of GST Registration Certificate is necessary under statute of Govt.
5. The Company / Firm / Agency should provide a duly **declaration** indicating that they have not been blacklisted, debarred by any Ministry / Department / Organization of the Central Government / State Government or any public / Pvt. Sector Undertaking for the last three years and there is no litigation of any nature with any Government Department on account of similar providing rental vehicle services or of any kind.
6. There should be no case pending in the court of law, judiciary power or with any police station against the Company / Firm / Agency / Proprietor or any of its partners, directors of the company, etc.
7. The Agency whose services were prematurely terminated or whose services have been found unsatisfactory during the past in MMRCL is not eligible to participate in this bid. Declaration in this regard should be provided.
8. The Company / Firm / Agency should have at **least five years work experience** of Providing of Rental Vehicles Services in the **Departments of Government of India / Central / Public Sector Undertakings / Nationalized Bank / State Government Departments / Autonomous Bodies / International / Multilateral / United Nations Agencies etc.** The copy of experience certificate issued by the respective offices should be provided and information in **Annexure 1** may be provided.
9. The average annual turnover of the firm / agency should not be less than **Rs.5 crores/- (Rupees Five crores only)** during the last three years. Copy of Audited Balance Sheets should be provided in information in **Annexure 2** should be provided. CA Certificate and Profit & loss Accounts must be uploaded with the Technical Bid.
10. The Travel Agency/Company/Firm should be able to Provide/Supply **115 or more “T” Permit** vehicles of Different Categories as and when required to MMRCL. Also the Travel

Agency/Company/Firm should produce the Agreement/s with all those agencies from whom they are hiring vehicle, at the time of Tender documents uploading.

Sr.No	Number of Vehicles	Type of Vehicle
1	60	INDIGO or equivalent vehicles of 1200cc to 1400cc. i.e Zest, TUV, Indigo etc
2	10	DEZIRE or equivalent vehicles of 1200cc to 1500cc. i.e Ertiga, Amaze, Ciaz etc
3	35	INDICA or equivalent vehicles of 1000cc. i.e Wagon R, KUV etc
4	As per requirement	Bolero jeep or equivalent of 2500cc. i.e Sumo, Scorpio, Xylo etc.
5	10	HONDACITY & INNOVA or any other variant of greater cc.

The Copies of the RC Book of the 115 “T” Permit vehicles are to be uploaded with the Technical Bid. Details information of R.C.Book & necessary certificate of 115 “T” Permit vehicles should be provided in information in **Annexure 3** may be provided.

11. The vehicles which are to be provided during the contract period should be “T” Permit according to the provision of the Motor Vehicle Act, 1988 & in good condition and registered in the year 2014, 2015 or 2016. The vehicle registered prior to the year 2014 will not be accepted. **If the vendor providing the “Private Vehicle” as “Tourist Vehicle” then serious action will be taken.**
12. The Travel Agency should have the capacity to provide all the vehicles mentioned in the Tender Notice, as per the requirement time to time.
13. Solvency Certificate from Nationalized Bank or Scheduled Bank only in case of award of Contract.
14. **Income Tax Return for the last three years to be provided.**
15. **Company brochure showing the profile.**
16. The **Bidder should have their registered office in Mumbai.** Documentary proof of office which may be in the form of **Shops and Establishment Certificate**, Property card, License or Registration Certificate or Certificate issued by Nationalized Bank, Post Office or BSNL Bills or Electricity Bills indicating the office address of the Agency should be provided.
17. Duly signed **declaration** indicating that they have carefully read **the terms and conditions of the Tender and accepted all the provisions of the Tender should be submitted.**
18. The Company / Firm / Agency must submit the required documents given in the eligibility criteria as above, failing which, their bid shall be out rightly rejected.

ANNEXURE – D.1

SELECTION PROCEDURE:

The selection of agencies shall have following process:

Technical Bid

<u>Sr. No</u>	<u>Particulars</u>	<u>Eligibility Criteria</u>			
		Min 5yrs.	Above 5yrs. to 7yrs.	7yrs. To 10yrs.	Above 10yrs.
1)	Years of Experience	8marks	10 marks	12 marks	15marks
2)	Turnover (Average for 3yrs.)	05 Crore	05Cr. to 07 Cr	7 - 10Cr.	Above 10Cr.
		8marks	10 marks	12 marks	15marks
3)	Vehicles as per the categories mentioned in Tender (Pls. refer D.10)	115vehicles	115-150.	Above 150	
		10 marks	15 marks	20 marks	

Note: - The bidder with less than 50% (25 marks) shall be considered ineligible for financial bid evaluation

GENERAL CONDITIONS OF CONTRACT.

- 1) Cars will be hired on monthly basis i.e. for 31 days (Including Saturday, Sundays and Public Holidays) in a month. Also vehicle should be available for Airport duties and other official engagement as and when required.
- 2) The agreement for providing vehicle will be effective from the date of issue of Work order/LOA.
- 3) The Agency should agree to maintain the vehicle in good mechanical condition conforming to relevant rules. The vehicle should be fully upholstered and provided with all necessary facilities such as First Aid Kit, Mini Fire extinguisher, drinking water bottle, umbrella, car perfume, newspaper etc.
- 4) Agency should ensure all requisite documents like Registration Certificate, Insurance Papers, PUC etc. are in personal custody of the drivers who will attend to the duties.
- 5) The Agency should agree to provide an experienced driver with valid driving license (more than three years), who is well groomed, polite and well-mannered and having knowledge of government protocols. Car should be kept clean & up to date in each manner.
- 6) The vehicle should not be used by the Agency driver for any other organization or individual either during day or night during the entire contract period.
- 7) Antecedents of drivers/police verification will be provided by the firm within One month of the date of issue of LOA.
- 8) The Agency should agree to make alternate arrangements of similar type of vehicle in case of breakdown of car at any time or non-availability of regular vehicle/Driver failing which a Penalty of Rs.1000/- will be levied for per instance. Also in addition to same, if
- 9) Agency shall be directly responsible for all/any dispute arising between him and his personnel/other bodies and authorities arising from the use of the vehicle and keep this office indemnified against all actions, losses, damages, expenses and claims, whatsoever arising thereof.
- 10) In case of any dispute of any kind and in any respect whatsoever, the decision of the Head of the Department shall be final and binding.

- 11)** The Agency should be registered with the authority concerned of State or Central Government, and should fulfill the conditions prescribed in Section 66 of Motor Vehicle Act, 1988 for hiring of vehicles.
- 12)** The Agency will be responsible for loss/damage to property or life because of negligence of driver or poor maintenance of vehicle or due to intoxication of driver or due to an accident. The department would not be responsible to all for loss/damage to property or life on account of such incidents.
- 13)** The Agency should submit the duly filled log sheet signed by the controlling officer to whom the vehicle has been assigned along with the bill on the monthly basis.
- 14)** The drivers employed along with vehicle should satisfy the following conditions:
 - i) Driver should be well versed with the roads and different locations of Mumbai City & Suburban.
 - ii) The Agency would ensure that the drivers employed have valid driving license and clean driving record. The driver of the vehicle provided must follow traffic rules and all other regulations prescribed by the Govt. from time-to-time. The driver shall observe all the etiquettes and protocol while performing his duty & shall be neatly dressed in proper uniform i.e. (White shirt & Blue pant).
 - iii) Once the driver has been allotted to a particular vehicle, he should remain with the same vehicle for a period of at least one year unless change is called for. However, any change in the designated driver should be intimated to the concerned officer and Admin department of MMRCCL before 24 hours failing which penalty will be imposed @Rs.500/- per instance.
 - iv) Driver should be provided with mobile phone, the expense for the same may be borne by agency.
 - v) Driver should be preferably 10th pass and knowing Local language.
- 18)** In case of violation of any express/implied terms and conditions of this agreement, competent authority reserves the right to terminate the contract immediately. In such cases, no payments shall be released against the original contract.
- 19)** The liability on account of fuel, driver salary/allowances/perquisites and all expenses relating to the vehicle would solely and wholly, be on account of the agency and department shall not bear any liability apart from the hiring charges.

- 20) In case of non-compliance of the above term and conditions of the contract, penalty may be levied on the basis of the certificate signed by the Controlling Officer. The penalties for some of the defaults are as under:

Sr.No.	Nature of default	Penalty(Rs.)
1	Late Reporting	Rs. 100/- per day
2	Non Reporting	Rs. 1000/- per day
3	Refusal of duties	Rs. 500/- per instance
4	Change of Drivers without prior intimation to Admin department	Rs.500/- per instance
5	Provision of vehicle other than that as per contract	Rs. 500/- per day
6	Violation/Deviation of any of the terms and conditions as mentioned above.	Rs. 1000/- per instance

- 21) The service provider should be duly registered with concerned Central/State Govt. authorities and should be a well-established Taxi agency/firm (hereinafter referred to as the “agency/firm”). Such vehicle providers should also submit details of other such Govt. Organizations/semi Govt. Organization to which they have extended similar service in the recent past as well as the present.
- 22) The rate quoted should be for a commercially registered vehicle and the vehicles to be hired should not be oldest, more than 2 years during the entire period of the contract and shall be in proper running condition.
- 23) Payment will be made by cheque within 45 days or so from the receipt of the bill by the Company.

25) Log Book Register:

The progress of daily work i.e. distance travelled by vehicle of the contractor shall be maintained by their 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 log book 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 the same.

- 1) Financial bids of only those service providers would be opened, who have qualified in respect of the technical bids.
- 2) Once the hiring of vehicles commences from a particular service provider, the vehicles and the drivers should not be changed unless so required.
- 3) Mumbai Metro Rail Corporation Ltd. shall be liable to pay the hiring charges only in respect of the Vehicles hired. Any other charges, including monthly charges of driver, repair and maintenance of vehicle, insurance, petrol/diesel, oil and any other incidental expenses shall be borne by service provider.
- 4) Toll and Parking charges will be paid to the contractor on generating the original receipts along with the monthly bills.
- 5) They should provide their Service Tax Registration Certificate number/receipts for payments of service tax for last two years. He should also submit CA certificate and/or audited copies of Balance sheet and profit & loss account for the past (03) three years.
- 6) In case of an accident, any and all the claims and damages arising there from shall be met by the service provider. The service provider shall undertake to indemnify the Company against all damages/charges arising on account of or connected with the negligence of the service provider or his staff or any person under his control whether in respect of accident/injury to the person or damages to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demand thereof. This office shall not be responsible for any challan, loss, damage or any accident of the vehicle or to any other vehicles or for the injury to the driver or to any other third party. The loss or damage or legal expenses on this account shall be borne by the service provider.
- 7) The service provider will comply with the Labour Laws in force and all liabilities in this connection will be theirs.
- 8) The Company will not be under any obligation, legal or otherwise, to provide any employment to any of the personnel of the service provider during or after the expiry of the hire period. The Department recognizes no employer-employee relationship between the Company and the personnel deployed by the service provider. The Company shall not be responsible financially or otherwise for any injury to the vehicle or driver or person deployed by the service provider during the course of hire.
- 9) EMD will be returned to successful bidder after producing Security Deposit as mentioned in **Para B (General Instructions to bidder)**.

*Passport size
photograph of
the Bidder /
Authorized
Signatory
holding power
of Attorney*

Annexure I
TECHNICAL BID

I / we, _____ have read the various conditions to the tender attached hereto and agree to abide by the said conditions and submitting my technical bid as under:

Sr.No.	Particulars	Document to be uploaded
1.	Name of the Firm / Agency	
2.	Registered Office / Business address of the Agency	
3.	Name of Contact Person	
4.	Tel. / Mob No. E-mail address:	
5.	Nature of Company (whether Proprietorship / Partnership / Limited Company / or any other {specify} enclosed proof).	
6.	PAN No. of the Agency (Attach copy of the PAN Card)	
7.	GST Registration No.(Attach copy)	
8.	Past experience of similar works: (attach copies of relevant documents)	
9.	Registration certificate under shop act (Currently Valid)	
10.	Financial status: The annual turnover of the tenderer / firm in last 3 years (attached audited reports including balance sheet for the last three years)	
11.	Income Tax Return: (Attach copy of ITR Financial Years). Copy of ITR (2015-16)	

	Copy of ITR (2016-17) Copy of ITR (2017-18)	
12.	Details of Earnest Money Deposit	Bank Details
13.	The firm should upload numbers of different category of Commercial Vehicles i.e. Tata Indica, Tata Indigo, Maruti swift Dzire, Innova, Honda city, or equivalent registered in the name of the firm or In the name of the owner of the firm in 2014 or thereafter.	Vehicle Registration Copies to be uploaded

I/We undertake, if my / our Bid is accepted, to providing Vehicle Services as per your requirements.

If my / our Bid is accepted, I/We will submit Performance Guarantee in the form of DD through website for the due performance of the Contract conditions.

I/ We agree to abide by this Bid for a period to 180 days from the date of Bid, opening a Bid and it shall remain binding upon me/us and may be accepted at any time before the expiring of that period.

Until a formal work order of contract is prepared and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

I / We also agree that I will attend the negotiation meeting if required. Bid submitted by me/ us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

I / We understand that is not bound to accept the any bid that may receive.

It is certified that the above information / certificates are true and in case of any of these is found to be false we shall be liable for any action as decided by the Mumbai Metro Rail Corporation Limited.

(Signature of the Tenderer)

Place:-.....

Date:-.....

Annexure – 2

Details as per Vehicles R.C.Book.

(The Copies of the RC Book & necessary certificate of the 115 “T” Permit Vehicles are to be attached)

Sr.	Vehicle Make	Vehicle Classification	Vehicle Registered Number	Month & Year of Manufacture	Expiry Date's of				
					Validity of Fitness certificate	Road Tax	Insurance	Professional Tax	PUC
1									
2									
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Annexure – 3

Proforma containing details of other organization/s where such or similar nature of providing rental vehicles on monthly and daily basis were undertaken

**Details of other organizations where such contracts undertaken during last five years
(documents in proof to be attached)**

Year	Sr. No.	Name & address organization with contact nos.	No.of Rental Vehicles supplied	type of vehicles	Period of contract	Whether Central Govt / State Govt / Public Undertaking / other organization	Cost of contract Rs.(in lakhs)	Status Whether completed / ongoing
2013-2014	1							
	2							
	3							
2014-2015	1							
	2							
	3							
2015-2016	1							
	2							
	3							
2016-2017	1							
	2							
	3							
2017-2018	1							
	2							
	3							

Annexure – 4

Format for Annual Turnover Certificate.

Name of the Agency : _____

All amount in Crores :

Sr.No.	Description	2015-2016	2016-2017	2017-2018
1.	Annual Turnover			

NOTE :

1. Attach certified copies of the audited balance sheets, including all related notes, income statement for the last three audited financial year, as indicated above.
2. The financial data in above prescribed proforma shall be certified by Chartered Accountant / Company Auditor under his signature & stamp.
3. The Annual Turnover of the Principal Firm / Agency will only be considered for evaluation of Tender. The Annual Turnover of any Strategic alliance / partnership firm etc., will not be considered for evaluation.

Declarations

(Printed on letterhead, scanned and to be uploaded)

Declaration as regards acceptance of terms and conditions on contract.

1. I _____, Son / Daughter / Wife of Mr. _____
Proprietor / Director / authorized signatory of the Agency mentioned above, is competent to sign this declaration and execute this tender documents, Authorized Signatory should attach copy of the Board Resolution or Authority Letter, as the case may be.

2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;

3. The information / documents furnished along with the tender are true and authentic to the best of my knowledge and belief. I / we, am / are aware of the fact that furnishing of any false information / fabricated documents would lead to rejection of my tender at any stage besides liabilities toward prosecution under appropriate law.

Date :

Place :

Full Name
Seal
Signature of authorized person

Declaration as regards not being blacklisted.

(Printed on letterhead, scanned and to be uploaded)

We declare that we are not black-listed by any Central / State Government / Public Sector Undertaking or any organization for providing rental vehicles services in India.

We are not involved in any minor or major litigation that may have an impact of affection or compromising the delivery of service as required under this tender.

Yours faithfully,

(Signature of Authorized Person)

Name _____

Designation _____

Business Address _____

Seal _____

FINANCIAL BID

Financial

1. Earnest Money Deposit :-

- (a) The Earnest Money Deposit (EMD) of **Rs.3,00,000/- (Rupees Three Lakhs Only)** refundable without interest should be pay through RTGS / NEFT mode.
- (b) The EMD in respect of the agencies which do not qualify the Technical Bid (First Stage) / Financial Bid (Second competitive stage) shall be returned to them without any interest within 90 days from the date of finalization / awarding of the tender
- (c) The successful Agency will be required to execute an agreement with MMRCL within the period specified in the award letter. In case, the successful agency fails to enter into the agreement with MMRCL within the specified date mentioned in the award letter, the EMD deposited by such Agency shall stand forfeited without giving any further notice.
- (d) EMD Payment as mentioned above has to be made through RTGS / NEFT mode using the System Generated Challan. Bidders should ensure that the payment of the EMD is made at least 5 working days prior to the last date of Bid Preparation and Submission of the Tender Schedule to have seamless submission.
- (e) Bidder need to upload scanned copy of EMD paid receipt during bid preparation.

2. EMD can be paid by using two Mode of Payment :-

- (a) Online payment gateway (i.e. Debit Card / Credit Card / Net-Banking)
- (b) RTGS/NEFT mode using the System Generated Unique Challan (Account No for EMD transaction for this particular Tender is mentioned in the Challan)



3. EMD Refund :-

- (a) Bidders should mention the beneficiary details for EMD refund in the Earnest Money Deposit Form for fields marked as details required for Refund. MMRCL or E-Tendering Service Provider will not be liable for delays caused in EMD refund due to incorrect beneficiary details.
- (b) The EMD of unsuccessful bidders will be refunded through RTGS, NEFT mode only after finalization of the tender for which the above refund details are required. Bidders should also upload scanned copy of cancelled cheque along with refund letter for refund of their EMD payment. In case of successful bidder, amount of the earnest money deposit may be transferred towards part of the security deposit to be paid after the award of the work, if he intends to do so in writing.
 - EMD Refund Account should remain active until tender is awarded.
 - EMD Refund will happen only after Awarding or Cancellation of tenders.

4. **Security Deposit :-**

- (a) The successful bidder shall deliver to the MMRCL a Performance Security Deposit / Bank Guarantee of **Rs.16,00,000/- (Rupees Sixteen Lakhs Only)** in the form of Demand Draft drawn in favour of Mumbai Metro Rail Corporation issued by a Nationalized / Scheduled Bank . The Security Deposit / Bank Guarantee shall be refunded only after satisfactory execution and completion of the contract.
- (b) The amount of performance security deposit has been initially worked out at Rs.16,00,000/- (Rupees Sixteen Lakhs only). However, it may be proportionately enhanced if there is considerable increase in the vehicle numbers.
- (c) No interest will be paid on performance security deposit amount.

(FINANCIAL BID)
(UPLOAD IN PRICE BID COVER LETTER)

 MMRC		MUMBAI METRO RAIL CORPORATION PRICE BID										 <small>Tender Wizard</small>	
		NIT No.: MMRC/Admin/Rental Vehicle/2018/E-Tender											
Name of Work: Providing A/c & Non A/c Vehicles like Indica/Wagon R, Indigo, Swift dezire, Honda City, Innova, OR equivalent vehicles etc. on Monthly Rental Basis and on Daily basis Rates (in Rs.) (Inclusive of Tax)													
Name of the Firm (Mandatory)*													
No	Categories/Types of vehicle	Hondacity or Equivalent	Innova or Equivalent	Maruti Dezire or Equivalent		Indigo or Equivalent		Indica/Wagon R or Equivalent		Bolero Jeep or Equivalent		Tempo Traveller 20 seater	Volvo Bus 35 seater
		AC	AC	AC	Non AC	AC	Non AC	AC	Non AC	AC	Non AC	AC	AC
1	Rate For AC vehicle twice a week on duty (for 08 days in a month)											NA	NA
2	For AC vehicle three days in a week. (for 12 days in a month)											NA	NA
3	For 80kms/08 hours (Per day rate)												
4	For 1000 k.m / 150 hours per month (for 30 days)											NA	NA
5	For 1500k.m/250 hours per month (for 30 days)											NA	NA
6	For 2000 k.m/300 hours per month (for 30 days)											NA	NA
7	Rate for Extra Kms.												
8	Rate for Extra Hrs.												
Date:													
Place:		Signature of the bidder											

DECLARATION BY THE BIDDER:

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Enclosure:

1. EMD _____
2. Terms & Conditions (each page must be signed and sealed)
3. Financial Bid.

Documents to be submitted by the Successful Agency before contract period start.

1. Agreement on stamp paper of Rs.500/- or appropriate denomination.
2. Letter indicating the name, designation and telephone number of the coordinator cum supervisors nominated by the agency, who will be easily available in the MMRCL's premises.
3. Performance Security Deposit / Bank Guarantee of **Rs.16,00,000/- (Rupees Sixteen Lakhs Only)** in the form of Demand Draft drawn in favour of Mumbai Metro Rail Corporation Limited, Mumbai issued by a Nationalized / Scheduled Bank.
4. Solvency Certificate from Nationalized / Scheduled Bank.
5. Any other documents considered relevant.
