

Bid Corrigendum

GEM/2025/B/6130983-C3

Following terms and conditions supersede all existing "Buyer added Bid Specific Terms and conditions" given in the bid document or any previous corrigendum. Prospective bidders are advised to bid as per following Terms and Conditions:

Buyer Added Bid Specific Additional Terms and Conditions

1. OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration
2. Buyer Added text based ATC clauses

Response to pre-bid queries:

The response to pre-bid queries is attached in ATC document.

1. Payment Terms:

(i) Payment shall be made at the end of each month and within twenty (20) days of submission of monthly invoices complete in all respect.

(iii) Incorrect Invoices, Under/Over Payment: In case an invoice is found to have been rendered in correctly after payment, any underpayment or overpayment will be recoverable by or from the Service provider, as the case may be, and, without limiting recourse to other available means, may be offset against any amount subsequently due by QCI to the Service provider under this contract.

2. . Performance Security: The selected Bidder shall submit irrevocable Performance security, within 15 days from the Notification of award, for a value equivalent to 5% of the contract value. The Performance security submitted in the form of Bank Guarantee shall contain a claim period of three months from the last date of validity. The bank guarantee shall be valid for the period of 12 months from the date of issuance of work order plus three (03) months of claim period. The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Bank Guarantee as and when it is due on account of non-completion of the delivery and Warranty period. The selected vendor can submit e-PBG OR physical copy of Performance Guarantee should be submitted at QCI-HO within 15 days from the notification of award. The selected bidder would be required to send SFMS code while creation of PBG to the IFSC code provided by QCI. In case the selected bidder fails to submit a Performance Guarantee within the time stipulated, QCI at its discretion may cancel the order placed on the selected bidder without giving any notice. QCI shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or QCI incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

3. Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent

Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

*This document shall overwrite all previous versions of Bid Specific Additional Terms and Conditions.

[This Bid is also governed by the General Terms and Conditions](#)

BUYER ADDED BID SPECIFIC TERMS AND CONDITIONS
Name of the work: "Monthly Basis Cab & Taxi Hiring Services"
GeM bid. no.: GEM/2025/B/6130983

Date: 21.04.2025

Response to pre-bid queries

S. no.	Clause no./ Page no.	Original Clause in the RFP	The point on which clarification required	Response
1	Scope of Work, Page No- 6, Point No- 5	c. Year of vehicle Model: - 2023 or 2024	We have Premium SUV model vehicle 2022, but registration year 2023. this is acceptable or not acceptable. we have sedan car No - 25 model 2024	No change. The year of model vehicle to be remain same as mentioned in bid document.
2	Page No-6 Scope of Work	There shall not be any garage kilometres and therefore the duty hours will start from the reporting point and service end at place of duty as communicated by QCI officials	In case of day-to-day day category and monthly also please clarify.	The same will be applicable to day to day category and monthly basis.
3			Will the duty for local and outstation be one-way or both ways?	It will be as per requirement communicated by QCI authorised official.
4			In this case, if the client goes to Noida, the duty will end once the client is dropped off. There will be no charges for the return trip	
5	Page no. 8, Clause 26	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 QCI will not be liable in any manner	You require any documents at the time of payment of Bills please clarify.	The service provider should submit an undertaking ensuring compliance to all the relevant acts. If any compliance document required for clearance of bill, the same will be communicated to the selected bidder.

6	-	General Query	You do not mention that a fleet of owned vehicles is required in the eligibility criteria; therefore, an applicant who does not own any vehicles can participate in this tender by outsourcing the vehicles through a third party. Please clarify.	Kindly submit bid as per terms and conditions of bid document.
7	-	General Query	Can we attach RCs of the lease agreement And Can we submit RCs of the model 2022 with Affidavit to ensure that I hereby undertake and commit that upon award of the said contract, I shall purchase and deploy the required number of vehicles and submit the RCs registered in the name of the company/proprietor within the stipulated time as per contract terms.	The RCs are required to be submitted by the selected service provider to QCI authorised official as per model year mentioned in the bid document.
8	-	General Query	Which kind of plate is required for the vehicles? Yellow or White	Yellow



भारतीय गुणवत्ता परिषद्
QUALITY COUNCIL®
OF INDIA
Creating an Ecosystem for Quality

Tender ref. no. QCI/ADMIN/0425/424

Dated: - 09.04.2025

Request for Proposal for Hiring of Taxi Services



QUALITY COUNCIL OF INDIA

2nd Floor, Institution of Engineers Building
2, Bahadur Shah Zafar Marg, New Delhi – 110002
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TENDER DOCUMENT FOR HIRING OF TAXI SERVICES
Tender ref. no. QCI/ADMIN/0425/424

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Tender Notice

1. Quality Council of India invites proposals for **“Hiring of Taxi Services”**
2. The content of this Request for Proposal (RFP) enlists the requirements of the QCI. It includes the Bidding Terms which details out all that may be needed by the potential bidders to understand the terms and bidding process and explain the contractual terms that the QCI wishes to specify at this stage.
3. After the submission of the Technical and Financial Proposals according to the instructions provided in the sections below, the bids will be evaluated through a two-stage process.
4. The Documents to be submitted:
 - A. The “Technical Bid” shall contain the following:
 - i. Form 1, 2, 3, 4 and 5 attached under Annexure-A
 - ii. All the documents required as per eligibility criteria in Clause III
 - iii. Any other details that the bidder may like to provide
 - B. The “Price Bid” shall contain the following:
 - i. The Vendors should submit the proposal as per the Financial bid format through online mode only in relevant sections in GeM Portal (<https://gem.gov.in>)
 - ii. Taxes should be included in the above proposal.
5. The Technical Bids and Financial Bids may be submitted on GeM as per the guidelines.

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Tender ref. no. QCI/ADMIN/0425/424

Tender Summary

S. No.	Item	Details
1.	Project Scope	Hiring of Taxi Services
2.	Contract Duration	One (01) year
3.	Performance Bank Guarantee	5% of the Contract value
4.	Proposal Selection	Least Cost System
5.	Earnest Money Deposit (EMD)	₹ 64,000
6.	Bid Validity	120 days

I. INTRODUCTION

Quality Council of India (QCI)

Quality Council of India (QCI) is a premier autonomous body set up by Government of India. QCI is responsible for creating a Quality Mindset and envisions to ensure quality across products and services that touch every citizen. As an independent and autonomous body, QCI creates a mechanism for independent third-party assessments of products, services, and processes, coordinating its activities through its constituent boards and divisions. The Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, serves as the nodal point for QCI. QCI plays a pivotal role in propagating, adoption and adherence to quality standards in all important spheres of activities including education, healthcare, environment protection, governance, social sectors, infrastructure sector and such other areas of organized activities that have significant bearing in improving the quality of life and well-being of the citizens of India.

To achieve this, QCI is playing a pivotal role in propagating, adoption and adherence to quality standards in all important spheres of activities including education, healthcare, environment protection, governance, social sectors, infrastructure sector and such other areas of organized activities that have significant bearing in improving the quality of life and well-being of the citizens of India.

It functions through its five constituent Boards and Project Implementation Divisions to establish National Accreditation Programme and Third-Party Assessment models with an aim to improve the quality ecosystem of the nation.

II. SCOPE OF WORK

1. The service provider is required to supply the 8 sedan and 1 SUV rental cars with taxi number on monthly basis & other taxi cars on demand basis in the **Quality Council of India, Tower J and Tower K, World Trade Centre, Nauroji Nagar, New Delhi -110029**.
2. Monthly vehicle to be provided to QCI may be deployed in Delhi/NCR Region i.e Gurugram, Greater Noida/Noida, Faridabad, Ghaziabad etc. to provide pick & drop for the officials and other official visits. In that case the service provider should ensure payment of Parking/toll/Entry charge on border to government authority's which will be reimbursable on the production of payment proof along with the monthly invoice.
3. The vehicle is required to be operated on all working days (Monday to Friday) and holidays (*if required*). The vendor should be able arrange the vehicle in time in case of any emergency situation.
4. The number of vehicles to be supplied on monthly basis may increase or decrease by QCI during the contract period as per the requirement. QCI requires
 - Sedan: Honda Amaze/ Maruti Suzuki Dzire/Hyundai Aura/Honda City equivalent
 - Premium SUV: Toyota Innova Crysta/Kia Seltos/ Kia Carens

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5. Other details: -
 - a. Usage Variant: - 2500 KM x 320 hrs
 - b. Type of service: - Local which also includes NCR region as well.
 - c. Year of vehicle Model: - 2023 or 2024
 - d. KMs already travelled by the vehicle: - Up to 50,000 KM.
6. The payment for extra mileage and extra duty hours will be calculated on pro-rata basis as under: -
 - **Extra per km charges - Calculated as $(\text{Monthly Package Cost} \div \text{Total Kilometers in Monthly Package}) \times 0.5$ for normal service.**
 - **Extra hour charges - Monthly package cost Calculated as $(\text{Monthly Package Cost} \div \text{Total Hours in Monthly Package}) \times 0.4$.**
7. Providing taxi on demand basis (Local/ Outstation) (For daily use or as per demand)
 - i. During the tenure of the contract QCI may, as per the requirement, request the service provider to provide either Sedan, Premium Sedan type car or premium SUV.
 - ii. The taxi on demand (Outstation) is to be provided on Minimum 250 KM/ Full Day basis.
 - iii. For SUV requirements, the service provider may provide SUV as detailed above or as per the requirements of QCI.
 - iv. The SLA stipulated in the tender document shall also be applicable on providing taxi on demand basis including other obligations as stipulated in the contract.
 - v. The charges for extra KM or Extra hour shall be paid additionally as defined under clause 6 above.
 - vi. The night charges of the driver shall be payable @ ₹ 200 (Excl GST) per night.
 - vii. Toll charges/ parking charges shall be paid additionally on actuals & on submission of relevant proof attached of payment.
8. The service provider shall ensure to get the documents – Registration Certificate (RC), Pollution Under Control (PUC), Driver's License, Police Verification of Driver and Taxi being offered are verified by QCI's representative. In case during the tenure of the contract, additional Taxis are desired then also these documents shall be verified by the QCI's representative.
9. The service provider to ensure that drivers' should be below or equal to the age of 50 years.
10. The Taxi's being offered shall be inspected for compliance of terms & conditions stipulated in the contract by the officials of QCI.
11. Taxies to be provided by the service provider should be in perfectly good and sound condition mechanically and suitable for use by Senior Officials.
12. **There shall not be any garage kilometres and therefore the duty hours will start from the reporting point and service end at place of duty as communicated by QCI officials.**
13. Service provider shall ensure that assigned vehicle and driver report as per the schedule provided by buyer department. In an event of delay in arrival beyond 30 minutes user shall have right to hire other taxi services (which may or may not be of similar hired vehicle category). The actual fare charges shall be debited to service provider.

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14. In the event of any breakdown, servicing and repair of vehicles, the service provider at his own cost shall make alternate arrangement by providing similar or higher class of vehicles for which agreement is entered into. Failure to do so will evoke penalty or possible termination of contract.
15. The Toll charges, parking fees or entry tax payable locally or outstation shall be reimbursed by the buyer subsequently on production of documentary evidence.
16. The vehicles will have to be fitted / provided with the following at least additional accessories / utilities: -
 - i. Clean seat covers
 - ii. Quality radio music system
 - iii. Reading lamp
 - iv. Tissue paper box
 - v. Car perfume
 - vi. Seat Belts (Front Rear)
 - vii. Umbrella during Monsoon
 - viii. Water bottle
 - ix. News paper
 - x. First Aid Kits
 - xi. Well-dressed Driver
17. The toll charges, parking fee or entry taxes payable locally or outstation shall be reimbursed by QCI to the Service Provider on actual basis as paid by the service provider.
18. 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.
19. Service Provider shall ensure that proper inspection of vehicle has been done before deploying as per the contract.
20. 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.
21. 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.
22. The service provider shall pay the toll charges, parking fee or entry taxes payable locally or outstation which shall later be reimbursed on actual basis as paid by the service provider.
23. 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.
24. The service provider shall take comprehensive insurance cover with third party unlimited liability risk of the vehicles.

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25. 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 of the above change.
26. 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 QCI will not be liable in any manner.
27. The Service Provider shall not deploy or shall discontinue deploying the driver(s), if desired by the QCI and must ensure prompt replacement of the driver(s) without any additional cost. The drivers being deployed shall ordinarily be continued and should not be changed without written intimation and approval by QCI.
28. 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.
29. 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 deductions of this document.
30. The Service Provider would be bound by the conditions with regard to police verification of the deployed staff and their medical fitness.
31. 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.
32. 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.
33. All vehicles provided shall be air conditioned and shall be equipped with an emergency medical first aid kit and a fire extinguisher.
34. 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.

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35. All vehicles deployed shall arrive at designated location on time and with full or sufficient tank of fuel.
36. The drivers of the vehicles must possess a valid driver license and must have a minimum 3 years of driving experience.
37. 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 google 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.
38. The drivers of the vehicles deployed should maintain polite & courteous behaviour. "Misbehaviour" which may include, but not limited to, consumption of alcohol during or prior to duty, denial of duty during service hours, use of abusive language, theft, shall attract deduction as per provisions of the contract.
39. 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.
40. QCI shall be entitled to use the vehicle within the scope of service specified under this contract.
41. The vehicle deployed for duty shall at no point of time carry any person other than personnel authorized by the QCI.
42. 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.
43. QCI 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 QCI in case of any such losses / damages.
44. QCI 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.
45. During the contract period, if the vehicle is seized or detained or requisitioned by Police/Motor Vehicle Authority or any other authorities for whatsoever reasons that will be at the service provider's risk.
46. The drivers must maintain a compliant register in each provided taxi.

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47. Service Levels and Liquidated Damages:

Nature of Default	Default Details	Deductions			Remarks
		1 st instance	2 nd instance	3 rd instance	
Non-deployment of vehicle/driver (no replacement provided)	Non-deployment for 30 min or more, 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 5% of monthly vehicle hiring cost	Amount of charges for vehicle hired by Buyer from third party and a deduction of 10% 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.
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.
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.
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.
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.
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
Driver in intoxicated state	Any instance	Deduction of Rs. 2500/-		-	After 1st instance, the service provider will have to replace the driver. After 2 cumulative

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					instances, buyer may terminate the contract.
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.

III. ELIGIBILITY CRITERIA

S. No.	Basic Requirements	Specific Requirements	Documents Required
1	Legal Entity	<p>The Bidder(s) interested in participating in the Selection Process must be a duly registered legal entity in India, under any one of the following categories: -</p> <ul style="list-style-type: none"> • A Limited Liability Partnership ("LLP") registered under the LLP Act, 2008; • an Indian Company ("Company") registered under the Companies Act, 1956/ 2013; • a "Partnership Firm" registered under the Indian Partnership Act, 1932; • a Sole Proprietorship firm, registered as such under the Applicable Laws of India <p>With minimum 3 years of existence at the time of submission of the bid.</p>	<p>Registration documents of the Bidder as a company/firm or any legal entity along with:</p> <ul style="list-style-type: none"> i. Certificate of the company ii. PAN Card of the registered legal entity iii. GST certificate of the registered legal entity iv. Certified copy of registered Partnership Deed; copy of Statement filed in the Register of Firms disclosing names, addresses and relevant details of ALL partners of the Partnership Firm v. MSME Certificate (if applicable) vi. Any other supporting document, as may be required
2	Average Annual Turnover	<p>The bidding entity must have minimum average annual turnover of ₹ 1 crores or more in the last three financial years (i.e., 2021-22, 2022-23 and 2023-24).</p>	<ul style="list-style-type: none"> i. Audited Financial Statements of FYs 2021-22, 2022-23 and 2023-24; or ii. Turnover certificate by CA (original) with FRN Number and UDIN Number for FYs 2021-22, 2022-23 and 2023-24

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3	Technical Capability & Experience	The Bidder should have experience of providing taxi services to Central/ State Govt departments/ PSUs/ Autonomous bodies or any government department/ banks/private organisations in last Five Financial years and up to last date of original submission of Bid as per below details: i. Three completed works each costing not less than or equal to ₹ 12.8 lakhs Or ii. Two completed works each costing not less than or equal to ₹ 19.2 lakhs Or iii. One completed work costing not less than or equal to ₹ 25.6 lakhs	Work Order / Work Completion Certificates issued by Client.
4	Non-Blacklisting declaration	The bidder shall not have been blacklisted by any central or state government agency, PSU etc. in the last 5 years preceding the proposal due date.	As per format in Form 4 of Annexure-A signed and stamped on company letterhead
5	Local Presence	The bidder should have a registered office in Delhi NCR.	Valid address proof such as electricity bill, water bill etc.

Interested Bidders submitting their proposals are expected to meet the above eligibility criteria.

In case any Bidder fails to either meet all these criteria or does not furnish the requisite supporting documents/ documentary evidence in support thereof, the bid is liable to be summarily rejected.

IV. TERMS & CONDITIONS

- Contract Duration:** The contract will be assigned for a period of one (01) year from the date of issuance of the work order, which may be extended further, subject to satisfactory performance of the service provider on the same terms & conditions and the requirements of QCI.
- Earnest Money Deposit (EMD)/ Bid Security:** Bidders shall submit, along with their Bids, Bid Security (EMD) of ₹ 64,000 as per the details mentioned below:
 - By demand draft in favour of Quality Council of India, payable at New Delhi, or
 - Deposit through RTGS/ NEFT as detail under**:-

**For payment of EMD through Bank transfer:

Name of the Bank	Axis Bank LTD, 6/83, Padam Singh Road, Karol Bagh, New Delhi
Name of the Account	Quality Council of India
Saving Bank Account	223010100053020
IFSC Code	UTIB0000223

Note:

- NO CHEQUES WILL BE ACCEPTED. The applicant whose Tender Fee and EMD has been deposited by NEFT/RTGS, must enclose the transaction details/ evidence along with their technical bid, otherwise the bid will be rejected.

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- ii. Bid security in any other form will not be entertained.
 - iii. No interest will be payable to the Bidder on the amount of the EMD. Unsuccessful Bidder's EMD will be discharged/ returned as promptly as possible, but not later than 30 days of completion of the process
 - iv. In case bid is submitted without the bid security then QCI reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned. The EMD may be forfeited:
 - If a bidder withdraws its bid during the period of bid validity.
 - Bidder does not respond to requests for clarification of its Proposal.
 - Bidder fails to provide required information during the evaluation process or is found to be nonresponsive.
 - In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
3. **Exemption of EMD for MSEs/ Startups applicant:** "Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) and Startups as recognized by Department for Promotion of Industry and Internal Trade (DPIIT)" are exempted from submission of EMD (Bid security) in this tender. Bidders claiming exemption of EMD under this rule (170 of GFR) are however required to submit a signed Bid securing declaration accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of 24 months from being eligible to submit Bids for tenders with QCI. Scan copy of the signed documents related to exemption of EMD along with Bid Security Declaration shall be submitted at the time of submission of bid.
Note: MSEs with trading as major activity will not be allowed exemption for payment of EMD.
4. **Performance Security:** The selected Bidder shall submit irrevocable Performance security, within 15 days from the Notification of award, for a value equivalent to **5% of the contract value**. The Performance security submitted in the form of Bank Guarantee shall contain a claim period of three months from the last date of validity. The bank guarantee shall be valid for the period of 12 months from the date of issuance of work order plus three (03) months of claim period. The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Bank Guarantee as and when it is due on account of non-completion of the delivery and Warranty period.
The selected vendor can submit e-PBG OR physical copy of Performance Guarantee should be submitted at QCI-HO within 15 days from the notification of award. The selected bidder would be required to send SFMS code while creation of PBG to the IFSC code provided by QCI.
In case the selected bidder fails to submit a Performance Guarantee within the time stipulated, QCI at its discretion may cancel the order placed on the selected bidder without giving any notice. QCI shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or QCI incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.
5. **Payment Terms:**
 - i. Payment shall be made at the end of each month and within twenty (20) days of submission of monthly invoices complete in all respect.

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- ii. Incorrect Invoices, Under/Over Payment: In case an invoice is found to have been rendered incorrectly after payment, any underpayment or overpayment will be recoverable by or from the Service provider, as the case may be, and, without limiting recourse to other available means, may be offset against any amount subsequently due by QCI to the Service provider under this contract.
- 6. The Agency shall be solely responsible for discharge of all the legal obligations/statutory requirements under various labour legislations as may be in force from time to time in so far as the workmen engaged by him for this work are concerned. Such deployed manpower or the Agency will have no right or claim of any kind from QCI.
- 7. The responsibility of fulfilling the requirements, of EPF, ESIC and other allowances of the deployed resource shall be of the agency
- 8. **Conflict of Interest:**
 - i. QCI requires that the Service Provider provides professional, objective, and impartial advice and at all times hold the QCI's interest paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work.
 - ii. The Service Provider shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the QCI.
 - iii. In the event that a Service Provider identifies a potential conflict of interest, they shall make a disclosure to QCI as soon as any potential conflict comes to their notice but in no case later than 7 (seven) days from any breach of this obligation of disclosure shall be construed as Conflict of Interest. QCI shall, upon being notified by the Service Provider under this Clause, decide whether it wishes to terminate this service or otherwise, and convey its decision to the service provider within a period not exceeding 15 (fifteen) days.
- 9. **Fraud/Corruption:** QCI requires that the service provider throughout the execution of the Contract adhere to the highest ethical standards. In pursuance of this policy, QCI defines, for the purpose of this paragraph, the terms set forth as applicable to both the parties:
 - i. "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value (whether in cash or kind) to influence the action of a public official in the selection process or in Contract execution.
 - ii. "fraudulent practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of a Contract.
 - iii. "collusive practices" means a scheme or arrangement between two or more service providers with or without the knowledge of QCI, designed to establish prices at artificial, non-competitive levels.
 - iv. "coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process or affect the execution of a Contract; and
 - v. QCI will terminate the Contract, either indefinitely or for a stipulated period of time, if at any time it determines that the service provider has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in executing, a Contract.

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10. **Termination of Contract:**

i. **Termination for Default**

QCI reserves the right to terminate / short close the contract, without prejudice to any other remedy for breach of contract, by giving 15 days' notice if the Service Provider fails to perform any obligation(s) under the contract and if the Service Provider, does not cure their failure within a period of 7 days (or such longer period as QCI may authorize in writing) after receipt of the default notice from QCI.

ii. **Termination for Insolvency**

QCI may at any time terminate the contract by giving written notice without compensation to the Service Provider, if the Service Provider becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to QCI.

iii. **Termination for Convenience**

QCI may by written notice sent to Service Provider, terminate the contract, in whole or part, at any time for its convenience, by giving 15 days' notice. However, the payment shall be released to the extent to which performance of work executed as determined by Service Provider till the date upon which such termination becomes effective.

iv. The Service Provider may terminate this contract, or any particular Services, by giving 15 days' written notice to QCI, if the Service Provider reasonably determines that the Service Provider can no longer provide the Services in accordance with applicable law or professional obligations.

11. The service provider should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities which are applicable to respective business, obligations and subject matters of the contract. QCI reserves the right to conduct an audit / on-going audit of the services provided by the service provider. QCI reserves the right to ascertain information from organizations to which the service providers have rendered their services for execution of similar projects.

12. **Ethics:** QCI expects all assessors, Service Provider to show highest ethical standards during the course of the assignment; if any complaints/information regarding any incident of bribery, corrupt payment, an unauthorized offer etc., is brought to the fore, the Service Provider shall take the necessary action (to the extent of expulsion/removal) as per its organization rules and laws applicable at that time; QCI is absolved of any liability/claim arising out of any such above situations; all personnel should have signed the code of conduct with the Service Provider and any conflict of interest shall be declared to QCI.

13. **Written Undertakings:** QCI may at any time require the Service Provider and its employees/advisors/professionals/ contractors, to whom confidential information may be disclosed in the course of execution of contract, to give a written undertaking in the form of a deed reasonably accepted to QCI and relating to the use and non-disclosure of the confidential information relating to QCI or any Government Department or relating to any Ministry and or such other information that QCI suggests to be confidential. Upon receiving a request aforesaid the Service Provider must promptly arrange for all such undertakings to be given to QCI.

14. **Subcontracting:** There must be no further subcontracting without prior written consent of QCI; all manpower deployed by the Service provider shall be on-roll employees of the Service provider or must have a direct employment contract with the Service provider.

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15. Health, Safety and Environment:

- i. Safety: - The Successful bidder(s) shall observe and comply with all laws, regulations, restrictions, guides and issued by any authority having jurisdiction in the respect of the Site relating to health, safety and environment.
- ii. Obligations of Successful bidder(s): - It shall be the Successful bidder(s)'s obligation to determine at all times whether the Services can be safely continued or undertaken including, without limiting the generality of the foregoing, determining by the Successful bidder(s)'s own inspection that all Successful bidder(s)'s Equipment is loaded and/or stored in a proper and safe manner and that the Successful bidder(s)'s Equipment is in all respects suitable to undertake the Services in the then existing conditions. Further, Successful bidder (s) shall ensure that equipment or rubbish in any form originating from the Services will be collected promptly in a place at the Site suitable for ready and prompt removal there from.
- iii. Responsibility for Safety of Successful bidder (s)'s Personnel: -
 - a. The Successful bidder (s) Shall, throughout the duration of the Contract be responsible for the safety of their Personnel and agrees that the Successful bidder (s) 's Personnel, whilst on the Site.
 - b. at all times provide appropriate and adequate personal protective equipment and safety equipment to their Personnel.
 - c. have proper arrangements in place for the effective supervision of the execution of the Services by their Personnel so as to ensure safe and proper execution of the Services.

16. Compliance with QCI's Instructions: Without prejudice to the foregoing provisions of this Clause, the Successful bidder(s) shall comply with all safety instructions of QCI consistent with the provisions of the Contract including, without limitation, the safety instructions of any of QCI's other Supplier(s).

17. Emergency: Notwithstanding any other provisions of this Clause, QCI shall be entitled in the event of any emergency (including, without limitation), with immediate effect, to direct the Successful bidder(s)'s Personnel as it considers fit and to use as it considers fit all or part of the Successful bidder(s)'s Equipment, if any.

18. Reporting: The Successful bidder(s) shall immediately inform QCI in writing when an incident or accident occurs (including, without limitation, any fatality, lost time incident, medical treatment case, first aid case near miss or any other loss related incident) in any way connected with the Services, whether or not it may affect any operations of the QCI or the operations of others working on behalf of QCI, and shall maintain accurate records thereof. Any fatality or major accident or incident shall be reported to the QCI within 24 hours of occurrence.

19. Permits and Authorizations:

- i. Except to the extent that the same have been obtained by the Corporation, the Successful bidder (s) shall, at its own cost, be responsible for obtaining all certificates, licenses, permits, clearances, approvals and authorizations required for the performance of the Services and in respect of the Successful bidder(s) Equipment and the Successful bidder(s)

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Personnel and for all approvals and permits required for the Successful bidder(s) to engage in business and provide services of the nature contemplated by this Contract.

- ii. The Successful bidder(s) shall apply for appropriate licenses, if any required for the completion of scope of work stipulated under the contract.
20. **Laws:** The Successful bidder (s), during the period of this Contract, shall be responsible for maintaining legal and statutory compliances (the "Compliances"), if any required for the execution of the contract, with respect to its Equipment(s), Personnel(s) employee(s) and/or nominees, including payment of all relevant social security benefits, under all the Labour Law legislations, as may be applicable to the Successful bidder (s), from time to time.
 21. **Indemnity:** The Successful bidder(s) shall defend, indemnify and hold the Corporation harmless from and against any Claim, in connection with Clause (Permits and Authorizations) and (Laws), which may be levied or imposed on the Successful bidder(s) or its sub-contractor(s) by any Government Authority, State Government/ Local Authority arising out of or in connection with the performance of this Contract.
 22. **Liability for Personnel:** Through participation in this tender enquiry, the bidders are bound to indemnify the Corporation against all claims whatsoever, in respect of the personnel engaged by them for fulfilment of the contract, under the Workmen's Compensation Act, 1923 or any statutory modification thereof, or otherwise for in respect to any damage or compensation payable in consequence of any accident or injury.
 23. **Limitation of Liability:** Except in cases of criminal negligence or wilful misconduct, the aggregate liability of the supplier to the Corporation, whether under the contract, in tort or otherwise, shall not exceed two times of the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier to indemnify the Corporation.
 24. **Removal of Data:** The Service Provider must ensure that its employees/ professionals' subcontractors and/ personnel do not:
 - i. remove any data or allow any data concerned with this contract to be removed from the places as notified/directed by QCI; or
 - ii. take any data or allow any data to be taken outside of India, without QCI's prior written consent.
 25. **Security:** The Service Provider shall not disclose the details of this Contract with any third party at any point of time unless required by law. That the Service Provider and its employees/professionals/personnel are only authorized to access the information shared and or collected under this project and no third party shall have any access to any information either written or oral without the written consent of QCI.

The Service Provider shall ensure that all the data collected and processed and information received under this project or during the execution of this project and or required to be shared with QCI, by the Service Provider under this Contract shall be in totally secure mode and that the Service Provider shall take all necessary steps to prohibit any unauthorized sharing/publishing of data in the public domain or with any other party or person who is not authorized by QCI to receive such information and or data. That the Service Provider shall ensure that all the data

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collected and information received under this contract shall be used only for the purpose of execution of this contract and once the purpose of this contract is fulfilled then all the papers, drawings, notes, memoranda, manuals, specifications, designs, devices, documents, diskettes, CD's, DVD's. Tapes, Trade Secrets and any other material on any media containing or disclosing any confidential or proprietary technical or business information shared during the course of execution of this contract shall be returned to QCI.

26. **Indemnity:** Service Provider undertakes to indemnify QCI from and any losses that QCI may incur due to any deficiency in services rendered by Service Provider or any instance of corruption or improper payment.
27. **Taxes & Duties:** The service provider shall be liable to pay all direct and indirect taxes, duties, fees and other impositions levied under the laws of India.
28. **Maintenance of Confidentiality:** The service provider must not divulge any confidential information and assure that reasonable steps are taken to provide for the safe custody of any and confidential information in its possession and to prevent unauthorized access thereto or use thereof. The service provider must not, without the prior written consent of QCI, disclose any confidential information of QCI or any government department or relating to any ministry or any other party. In giving written consent to the disclosure of confidential information, QCI may impose such conditions as it thinks fit, and the service provider must comply with these conditions. Confidentiality clause shall survive the termination of contract or contract expiry period.
29. **Force Majeure:** Neither party shall be held responsible for non-fulfillment of their respective obligations due to the exigency of one or more of the force majeure events such as but not limited to Acts of God, war, flood, earthquakes, strike, lockouts, epidemics, pandemics, riots, civil commotion etc., provided on the occurrence and cessation of any such events. The affected party thereby shall give a notice in writing to the other party within one week of such occurrence or cessation. If the force majeure conditions continue beyond six months, the parties may then mutually decide about the future course of action.

Force Majeure shall not include:

- i. any event which is caused by the negligence or intentional action of a Party or by or of such Party's agents or employees, nor
 - ii. any event which a diligent Party could reasonably have been expected both to take into account at the time of the signing of the Contract and avoid or overcome with utmost persistent effort in the carrying out of its obligations hereunder.
 - iii. Insufficiency of funds or manpower or inability to make any payment required for execution of services under this Contract.
30. **Rescinding of Work order:** The work order issued by QCI to Service Provider for the above scope can be withdrawn at any time by giving a notice period of 7 days if a Service Provider fails to perform/execute work as per the requirements specified in this document after two warnings (served in writing) or in case of non-compliance/breach of any of the terms and conditions of this order.
31. **Disclaimer:** QCI shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered. QCI reserves the right.

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- i. To reject any/all applications without assigning any reasons thereof.
- ii. To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the QCI without assigning any reasons thereof.
- iii. To include any other item in the Scope of work at any time after consultation with applicants or otherwise
- iv. To adopt method deemed fit to evaluate the proposals.
- v. To select multiple Service Provider for the project for allocation of work in different areas if it meets the essential criteria for qualification.

V. SUBMISSION OF PROPOSALS

The intending Service Provider is expected to prepare proposals covering the following aspects:

A. Technical Bid

The "Technical Bid" shall contain the following:

- i. Signed and stamped Form - 1, 2, 3, 4 and 5 attached as Annexure-A
- ii. All the supporting documents as detailed in eligibility criteria
- iii. Any other details that the bidder may like to provide.

B. Financial Bid:

- i. The bidder should submit the proposal as per the format through online mode only in relevant sections in GeM Portal (<https://gem.gov.in>).
- ii. The Proposal should be stamped and signed by the authorized signatory on the company letterhead.

The applicants should submit the proposal as per the format(s) given below:

S. No.	Type of rental cars	Number of vehicles to be hired	Hiring cost of vehicle per month (exclusive of taxes)	Duration in months	Total Cost for 12 months (exclusive of taxes)	GST (___%)	Total Cost (inclusive of taxes)
1	Sedan	8		12			
2	SUV	1		12			
Total Amount							This amount should be put in "Price bid" section on GeM portal

On demand for local/outstation travel:

a.

S. No.	Type of rental cars	Rate per km	Daily allowance	Any other charges if applicable
1	Innova Crysta			

*exclusive of taxes

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b.

Vehicles	2-hour basis For 20 Kms*	Half Day basis For 40 Kms*	6 – hour basis For 60 Kms*	Full Day basis For 80 Kms*	Extra Km – Per Km*	Extra hour – Per hour*	Local night – Per day*	Out of station - Per day km	Outstation Night charges – Per day*
Indigo/Dzire or equivalent	₹ __	₹ __	₹ __	₹ __	₹ __	₹ __	₹ __	250	₹ __
Innova Crysta or equivalent	₹ __	₹ __	₹ __	₹ __	₹ __	₹ __	₹ __	250	₹ __

**exclusive of taxes*

Please mention the following in preparing your bid:

- Dated this [date / month / year]
- Authorized Signatory (in full and initials)
- Name and title of signatory.
- Duly authorized to sign this proposal for and on behalf of [Name of service provider]
- Name of the Firm
- Address of the Firm

C. Submission Details

1. The Applicants shall submit the proposals online through GeM Portal (<https://gem.gov.in>) as per the date and time mentioned on the GeM portal. It is the responsibility of the Applicant to submit the bid before the last date and time on the online portal, and QCI shall not be responsible for any delay due to any of the technical/server issues.
2. The Applicant shall submit the Proposal in the form and manner specified in this RFP. Bid proposals received in the physical form at the client's address will not be accepted.

For any queries, you may please contact the below

Procurement Team, QCI

Email id: procurement@qcin.org

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Annexure-A

Form 1: Covering letter with the Proposal in response to RFP Notice

(To be submitted on the Letterhead of the responding firm)

To,

Deputy Director (Finance & Accounts),

Quality Council of India,

Institution of Engineers Building,

2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi-110002

Subject: Submission of proposal in response to the RFP for "Hiring of Taxi services".

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP dated 04.04.2025 for "Hiring of Taxi services", in full conformity with the said RFP document.
2. We attach our technical response and our financial quotation in a separate sealed cover as required by the RFP both of which together constitutes our proposal, in full conformity with the said RFP.
3. We undertake, if our proposal is accepted, to adhere to assign a team dedicate to this project.
4. We have read the provisions of RFP and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
5. We undertake, if our proposal is accepted, to adhere to the scope of engagement or such modified plan as may subsequently be mutually agreed between us and QCI or its appointed representatives.
6. We agree to unconditionally accept all the terms and conditions set out in the RFP document and also agree to abide by this bid response for a maximum period of 120 days from the date fixed for bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this bids response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and QCI.
7. We affirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to through this proposal is true, accurate, and complete.
8. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the QCI as to any material fact. We agree that QCI is not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the bid response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2025 (Signature) (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of: (Name and Address of Company)

Seal/Stamp of Bidder

{Place}

{Date}

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Form 2: Relevant Project Experience for completed projects

S. No.	Area/ Location	Client name	Name and Size of the project	Executed Contract Value	Completion date	Nature of works

Form 3: Details of the responding firm

Section No.	S. No.	Particular	Detail
I	COMPANY PROFILE:		
	1.	Name of the Organization * (As appearing on PAN Card)	
	2.	Registered Office Address *	
	3.	SPOC for the bid submitted:	
		Name:	
		Mobile no.:	
		Email Address:	
	4.	Address for Billing Office*	
		Name of Contact Person *	
		Contact No. *	
		Mobile No.	
		E mail ID *	
	5.	Name of Contact Person (Finance & Accounts) *	
		Contact no.	
		Mobile no.	
		E mail ID *	

II	STATUTORY DETAILS:		
	1.	GST Details: -	
		Whether Registered Assessee (Yes or No)	
		If Yes: -	
		GSTIN Number # *	
		Type of Assessee	

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	2.	MSME	
		Whether Registered under MSME (Yes or No) *	
		If Yes: -	
		MSME Registration No. and validity date # *	
	3.	Permanent Income Tax No. (PAN) #	
	4.	NATURE OF ENTITY: * PROPRIETOR/PARTNERSHIP/ LPP/ PRIVATE LIMITED /PUBLIC LIMITED/GOVERNMENT	
	5.	WHETHER FUNCTIONING IN A SPECIAL ECONOMIC ZONE. (SEZ) (Yes/ No) *	

III	BANK DETAILS: -		
		Name of Bank	
		Address of Bank	
		Bank Account No.	
		IFSC Code	
		SWIFT CODE (If party's billing address is outside India)	

IV	Details of responding Company		
1.	Current Year Turnover (Rs Crores)		
2.	Company Profile (Operations in India)		
2.1	Average turnover from Indian Operations	(Turnover in Rs Crores)	
2.2	Full-time professional staff engaged in related services	(Number of Staff)	
2.3	Extent of operations in India (national spread) i.e. number of offices in India (client specific / project specific offices should not be taken into account)	(Number of Offices in different cities/towns and their address)	
3.	Company Experience		

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3.1	Experience of providing similar services		(Number of clients and their brief description)
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Declaration by Director/ Proprietor/ Partner:

I/We declare that the information furnished above are correct to the best of my/our knowledge / belief. I/We undertake to inform you of any change in above particulars at the earliest.

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Form 4: Format for Non-Blacklisting Undertaking

(To be submitted on the Letterhead of the responding firm)

To,
Deputy Director (Finance & Accounts),
Quality Council of India,
Institution of Engineers Building,
2nd Floor, 2, Bahadur Shah Zafar Marg,
New Delhi-110002

Subject: Non-Blacklisting declaration in connection with RFP Ref. No. _____ dated _____ for _____

Dear Sir,

This is to notify you that our Firm/Company/Organisation _____ intends to submit proposal in response to invitation for Tender Ref. No. _____ for <>. In accordance with the above, we declare that:

- a. We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this agreement
- b. We are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in India or any other country in the world for any kind of fraudulent activities.

Dated this Day of (Year)

(Signature) (In the capacity of)

Duly authorized to sign the Proposal Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of Bidder

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Form 5: Certificate of Compliance

(to be signed and stamped on company letterhead)

S. No.	Particulars	Compliance (Yes/No)
1	The service provider shall ensure that the Taxi being offered has following documents - RC, PUC, Driver's License, Police Verification of Driver.	
2	Taxies to be provided by the service provider(s) should be in perfectly good and sound condition mechanically	
3	The vehicles will have to be fitted / provided with the following at least additional accessories / utilities: - <ul style="list-style-type: none">• Clean seat covers• Quality radio music system• Reading lamp• Tissue paper box• Car perfume• Seat Belts (Front Rear)• Umbrella during Monsoon• Water bottle• News paper• First Aid Kits• Well-dressed Driver	
4	Service Provider shall ensure that proper inspection of vehicle has been done before deploying	
5	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.	
6	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.	
7	The service provider shall take comprehensive insurance cover with third party unlimited liability risk of the vehicles.	
8	The drivers of the vehicles must possess a valid driver license and must have a minimum 3 years of driving experience. Also, the service provider to ensure that drivers' should be below or equal to the age of 50 years.	
9	The driver must be courteous, well-mannered, and should not be under the influence of any intoxicating substances while on duty.	
10	The vehicle should be equipped with GPS tracking and panic button for safety of passengers.	
11	The service provider shall maintain a complaint redressal mechanism and share a helpline/contact number for reporting issues.	
12	The service provider must maintain a standby arrangement to ensure uninterrupted service in case of vehicle breakdown or driver unavailability.	

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Format for Pre-bid query form

- Name of the agency:
- Name of the SPOC:
- Contact no. of SPOC:
- E-mail ID of SPOC:

S. No.	Clause no., Page no.	Original clause in RFP document	The point on which Clarification required	Reason for amendment (if any)

Bidders are required to submit their queries as per the above format on their letter head duly signed and also share the word file of the above to the procurement@qcin.org