

TENDER FOR VEHICLE HIRING SERVICE (TAXI)
NOTICE INVITING TENDER
For Hiring of Taxi Services

1. Open tenders are invited by Zonal Manager, Life Insurance Corporation of India (herein after referred to as "LIC of India"), Northern Zonal Office, Tower-II, 11th Floor, Jeevan Bharti Bldg., 124, Connaught Circus, New Delhi – 110001 from firms/vendors providing Car/Taxi rental services.
The Contract will be for a period of one year and extendable by one more year each on maximum two occasions, on the same rates, terms & conditions. **Last date of submission of Bids is 05.06.2024 up to 3.00 pm**). Sealed envelope should be addressed to "Secretary-OS", LIC of India, Jeevan Bharti Building, Tower-II, 11th Floor, 124, Connaught Place, New Delhi-110001.
2. The firms/vendors should submit the tenders for Financial Bid in Annexure-B in the prescribed format along with tender document. **Each page of the tender document is to be signed by the authorized signatory on behalf of the bidder with stamp, as a token of acceptance of terms and conditions.** No bid will be accepted after the expiry of stipulated date and time under any circumstances.
3. For complete details and formats of Tender Document please log on to LIC's website www.licindia.in/Bottom-Links/Tenders. Should there be any changes in the terms and conditions of the tender, they will be duly notified on this official website and no further intimation will be given through any other means.
4. **TENDER FEE:** Tender Document may be downloaded from the website, should be duly filled in and accompanied by a Demand Draft only of **Rs.118/- (Rs.100+18% GST)** favoring 'LIC of India' drawn on any Nationalized/Scheduled Bank payable at New Delhi, or can be deposited by cash at our counter towards **non-refundable Tender Fee**.
5. **EARNEST MONEY DEPOSIT:** The tender should be accompanied by a refundable **Earnest Money Deposit** of Rs. 10,000/- (Rs Ten Thousand only) in the form of **Demand Draft only** favoring 'LIC of India' drawn on any Nationalized/Scheduled Bank payable at New Delhi or can be deposited by cash at our counter. The Earnest Money Deposit will be refunded to the unsuccessful bidders after finalization of the tender. The Earnest Money Deposit will not carry any interest.
6. Bidders should note that their bids shall remain valid for consideration for a minimum period of Two (2) months from the date of opening of Technical Bids.
7. LIC reserves the right to reject incomplete bids and bids lacking in details and without signatures /without relevant enclosures.
8. Tenders received late, not in properly sealed cover, received telegraphically & conditionally or not conforming to the prescribed conditions or not complete in all respects will be rejected.
9. The last date for submission of tenders is as stipulated in the 'Salient features of the Tender'. If any of the dates mentioned in the 'Salient features of the Tender' happens to be a holiday, the transaction will be made on the next working day.
10. Please note that only Technically Qualified Bids will be eligible for opening of Financial Bids.
11. The Zonal Manager, LIC of India, Northern Zonal Office reserves the right to make any modification/s in the tender before the last date of submission of tenders. The modification/s, if any, will be published on our website www.licindia.in/Bottom-Links/Tenders and will form part of the tender.

Date: 24 /05/ 2024

Zonal Manager

TENDER FOR VEHICLE HIRING SERVICE (TAXI)

Salient Features of the Taxi Tender

S.NO	Title	Description
1	Tender	Tender for Vehicle Hiring Service (Taxi) for LIC of India, Northern Zonal Office
2	Office where Taxi Services are to be provided	LIC OF INDIA, Northern Zonal Office, Delhi
3	Name and address to whom the tender is to be submitted	LIC OF INDIA, OS Dept., Tower-II ,11 th Floor, Jeevan Bharti Building, Northern Zonal Office, 124, Connaught Circus, New Delhi- 1100 01.
4	Tender Fee	Rs 118- (Rs 100/- as tender fee + 18% GST) (non- refundable) by way of Demand Draft, in favor of "LIC of India" drawn on any Nationalized / Scheduled Bank payable at New Delhi or can be deposited by cash at our counter on working days (Timings-10:00 to 16:00 hours). MSME are exempt.
5	Last Date and time of submission of tender	05.06.2024 by 15.00 Hours. Applicants to ensure that their tender is received on or before the date and time specified, as no consideration whatsoever shall be given for postal or any kind of delay.
6	Date of opening of Tender	The sealed tenders will be opened by the Tender Opening Committee on 05.06.2024 at 15:30 hours.
7	Opening of Financial Bids	Financial Bids of only those Bidders who qualify on Technical Grounds will be eligible for opening.
8	Notice for termination of contract	The contract is subject to termination at any time if not found satisfactory by LIC of India or for any other reason whatsoever by serving 30 days' notice in writing.
9	Earnest Money Deposit	Rs 10000/- (Rs. Ten Thousand only) by way of Demand Draft only in favor of "LIC of India" drawn on any Nationalized/Scheduled Bank payable at New Delhi or can be deposited by cash at our counter. MSME are exempt.
10	Official Website	www.licindia.in
11	Security Deposit	The successful Bidders have to provide a bank guarantee for an amount equal to Rs 50,000/- for the contract period, within 15 days from the date of award of the Bid, from nationalized bank in a format made available by LIC. The LIC reserves the right to enforce the guarantee, in case the successful Bidder fails to comply any of its obligation as per the contract.

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GENERAL INSTRUCTIONS FOR TENDERERS

- 1.** The Contract to provide rental commercial taxi services for Delhi & NCR area shall be for a period of one **year** from the date of issue of award letter and extendable by one more year on two occasions on the same terms & conditions. **LIC of India** however reserves the right to curtail the validity period of contract at its discretion by giving one month notice without assigning any reason.
- 2.** Conditional Bids shall not be considered and will be rejected summarily.
- 3.** All entries in the tender form should be legible and filled clearly. **The Bids submitted in the format other than provided for the purpose, will be rejected summarily.**
- 4.** All Bidders are requested to submit the Technical Bid (Annexure-A) in a sealed cover super scribed as “Technical Bid for hiring of taxi service for LIC of India, Northern Zonal Office.”
- 5.** The Financial Bid shall be submitted separately in a sealed cover super scribed as “Financial Bid for hiring of taxi services for LIC of India, Northern Zonal Office.”
- 6.** Both the envelopes, containing Technical Bid and Financial Bid will be put in a third sealed envelope to be submitted to Secretary (OS), LIC of India, Northern Zonal Office, Jeevan Bharati Building, 11th Floor, Tower-2, 124, Connaught Circus, New Delhi and super scribed as “Technical and Financial Bid for hiring of Taxi Services”. The envelope shall contain the Name, Contact Number, E-mail id and address of the Bidder.
- 7.** The following documents are to be submitted along with the Technical Bids.
 - a) Demand draft or cash receipt for Rs. 118/- as Tender Fee. MSME having valid certification are exempted.
 - b) Demand draft of Rs. 10000/- or by cash receipt as EMD. MSME having valid certification are exempted.
 - c) Technical Bid in prescribed format, ie Annexure-A.
 - d) Signed copy of tender document as token of acceptance of terms and conditions of the tender.
 - e) Self-attested copy of PAN card.
 - f) Self-attested copy of GST registration certificate.
 - g) Turnover certificate from CA for Financial year 2020-21, 2021-22 and 2022-23.
 - h) Original cancelled cheque/Attested copy of bank passbook of the firm.
 - i) Declaration as per format prescribed in the Tender document

TENDER FOR VEHICLE HIRING SERVICE (TAXI)**TERMS AND CONDITIONS:**

- 1.** The average Turnover for 3 Financial years, namely 2020-21, 2021-22 and 2022-23 should not be less than One Crore. Turnover certificate from CA should be enclosed.
- 2.** The Bidder should have a registered office in Delhi. Any one of three documents, ie Certificate under Shop & Establishment Act/ MSME Registration Certificate/ GST Registration Certificate may be submitted for this purpose.
- 3.** Bidders are expected to have sufficient numbers of the desired vehicles ie Sedan (Hyundai Xcent or Honda Amaze) / Premium Sedan (Honda City or Hyundai Verna) and SUV (Innova Crysta) mentioned in the tender document.
- 4.** Bids are being invited for NINE different categories of Taxi Services. Successful bidders will be decided on the basis of L-1 for each of the NINE categories separately by calculating "Total Effective Charges" as defined in the footnote of the format for Financial Bid, ie Annexure-B.
- 5.** Successful bidder in any category of Taxi Services shall be required to provide services in any of the other categories at rates matching with L1, whenever required by LIC of India.
- 6.** Taxi bookings will be primarily allotted to the vendor who is declared L1 for the relevant category of Taxi Services. However, in the event of any office exigency and/or inadequate services, Bookings for a given category of Taxi Services, may also be allotted to any of the other successful bidders, who shall provide the same at rates matching with L1 for the category concerned.

TERMS AND CONDITIONS FOR THE SUCCESSFUL BIDDER

1. The contract can be terminated at any time on account of unsatisfactory services upon review of performance by the Competent Authority of **LIC of India**. The unsatisfactory service shall mean and include non-compliance and non-fulfilment of any of the contractual obligations by the service provider or poor performance or violation of any of the terms and conditions of the tender/contract and failure on the service provider's part to correct the discrepancies/shortcomings, brought to its notice in writing by the **LIC of India** Officials.
2. By virtue of this agreement, no relationship of employees and employer will be created between the drivers deployed and **LIC of India**. It will be the sole responsibility of the service provider to pay salary and other perks to its drivers and no complaints by any of its drivers in this regard will be entertained by **LIC of India**.
3. The contract can be terminated at any time by giving one month's written notice by **LIC of India** without assigning any reason and the decision of the Competent Authority, **LIC of India** shall be final and binding on the service provider. No claims for compensation for the loss of revenue due to such decision shall be entertained.
4. All the vehicles to be provided by the successful Bidders should not be more than three years old and should be mechanically fit and also have decent interiors with other necessary accessories.
5. **The quoted rates should be inclusive of all applicable taxes, except GST. No other charges shall be paid extra except parking charges, toll taxes and GST.**
6. No mileage will be allowed to drivers for lunch/breakfast or for filling of petrol/diesel/CNG etc. The firm will ensure that the fuel tank of vehicles provided is sufficiently filled up before deputing the vehicle for

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duty.

7. **The owner / firm should be in a position to supply commercial taxis on short notice as and when required.**
8. The firm will ensure that all drivers have live mobile phone connections so that they can be contacted, whenever required.
9. As the vehicles will be used by high ranking officials, the drivers provided by the firm should be well mannered, courteous and polite to the Officers with whom they are attached along with vehicle. They should be well acquainted with routes of Delhi/NCR area, punctual, keeping valid driving license and should have neat and clean dress.
10. All the charges towards repair/servicing, salary of the driver, petrol expenses, any other Incidental expenses on operations & maintenance of the hired car would be borne by the bidders.
11. All expenses will have to be borne by the bidders in case of breakdown of the vehicle supplied. Immediate replacement of the breakdown vehicle will have to be provided.
12. In case a vehicle is requisitioned and the same does not reach at the appointed time and place, **LIC of India** will be free to call another vehicle from the other vendor/open market and the expenses on this account will be deducted from the pending bills/security etc., along with penalties as defined in penalty clauses.
13. The vehicles will have to be fitted / provided with all Accessories/utilities: like clean seat covers, AC, quality music system, tissue paper box, car perfume, Mobile charger, seat belt (Front & rear), Mineral water bottle etc.
14. The contractor/service provider shall be responsible for complying with all statutory obligations under Income Tax, ESI, EPF, Contract Labour (Regulation and Abolition) Act, Minimum Wages Act, Motor Vehicle Act, Labour Laws etc. and damages to third party arising due to accident etc.
15. The contractor/service provider shall be responsible for all litigations arising out of the non-compliance of statutory provisions pertaining to Insurance, road tax, service tax etc. and other dues to the appropriate authorities and also for the payment of due compensation to the drivers and any other parties involved in the event of deaths/injuries/damages arising out of accidents and due to various other causes etc.
16. Duty Slips/Movement Slips, as per format provided by LIC of India, will be signed by the officer for whom the vehicles are booked for duty. No duty slip shall be entertained unless and until the same is certified/verified by the officer for whom the vehicle has been hired.
17. Income Tax will be deducted at source under Section 194-C of Income Tax Act from the Contractor at the prevailing rates of such sum as income tax on the income comprised therein.
18. Driving license of driver should be commercial and should have minimum 3 years' experience of driving.
19. The service provider shall be responsible for keeping the vehicles insured in compliance with the provisions of Motor Vehicle Act. All claims arising out of it will be met by the firm and LIC of India shall not be liable in any matter whatsoever.
20. The service provider shall also be responsible for compliance with the legal provisions in respect of the vehicle and shall indemnify LIC from any loss on this account.
21. The firm should have adequate number of telephones for contact round the clock and the number of the same should be given to Adm. Officer (General Section) and Assistant Secretary (OS/Gen
22. The firm should have a provision to take bookings 24x7 and should be able to provide Vehicles on Sundays / holidays also. **The details like Car Number along with contact number of Driver should invariably be shared with the officer for whom taxi is booked, and Adm. Officer (General Section), through sms / whatsapp, by the service provider, at least 4 hrs. before the commencement of journey. However, in case of booking for next day journey commencing before 11 AM, the details must be shared latest by 7 PM on the previous day.**
23. The car along with the driver would be placed at the disposal of LIC of India as and when required. LIC of India would be free to use the hired car in any manner for carrying men and material as per its requirements and the firm will not have any objection to it.
24. The agency shall ensure that the odometer of the vehicles/cars supplied is properly sealed so that no

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tampering could be done with a view to inflate the distance travelled.

25. The agency shall provide the Even/Odd Number Taxies/CNG vehicles as required by the office.
26. During the period of contract, the **rates will not be revised**. The prospective Bidder may quote the rates accordingly taking into consideration of this aspect.
27. Any person who is in Government service or an employee of LIC of India should not be made partners to the contract by the contractor directly or indirectly in any manner whatsoever.
28. **The dead mileage in any case should not be more than Ten Kms. one way.**
29. **The Department reserves the right to vary the number of vehicles hired.**
30. **The successful Bidders will have to submit a bank guarantee as security deposit of Rs.50,000/-(Fifty thousand only) after receiving the work order. The same will be released at the time of completion of contract period.**

TERMS OF PAYMENT

1. No payment shall be made in advance.
2. Bills for supply of vehicle for every month along with duly signed duty slips of officers concerned shall be submitted by 7th of the following month to the Secretary (Office Services), **LIC of India, Northern Zonal Office, Tower-II, 11th Floor, Jeevan Bharti Bldg., New Delhi - 110001** for payment.
3. All payments shall be made monthly by NEFT only, after deducting TDS, as applicable.
4. LIC of India shall be at liberty to withhold any of the payments in full or in part to the extent of recovery of penalties mentioned in the penalty clauses.
5. The term payment mentioned in this para includes all types of payment due to the service provider arising on account of this contract excluding Earnest Money and Security Deposit governed by the separate clauses of the contract.

PENALTY CLAUSE

1. In case of breach of contract or violation of terms and conditions by the contractor, a penalty may be imposed for minor / major lapses in service. For major lapses, the Security Deposit may be forfeited by LIC of India and the firm may be blacklisted in addition to termination of the contract in question. First instance of major lapses in service shall attract a penalty of 5% of security deposit, second instance shall attract penalty of 15% of security deposit and 3rd violation may attract forfeiture of security deposit and / or black listing. The decision of LIC of India shall be final and binding upon bidders.
2. However, for minor lapses such as delay in informing driver & car details, delay in reporting at the pick-up location, poorly maintained or dirty vehicle etc, a penalty of Rs. 500/ per instance shall be imposed.

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DECLARATION

1. I _____ son/daughter/wife of Shri _____ and Proprietor/Director/authorized signatory of the agency mentioned above, is competent to sign this declaration and execute this tender document.
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 above application are true and authentic to the best of my knowledge and belief. I/ we, am /are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my/our tender/contract.

Date :
Place :

Signature of authorized Person(with stamp)

TENDER FOR VEHICLE HIRING SERVICE (TAXI)
ANNEXURE-A
TECHNICAL BID

S.NO	TITLE	DESCRIPTION
1	Tender	Tender for Vehicle Hiring Service (Taxi) for LIC of India, Northern Zonal Office
2	Name of the Firm and Date of Establishment/ Incorporation of the Agency/Firm	
3	Correspondence address, Telephone No. & mobile No.	
4	E-mail id:	
5	Whether MSME (attach self-attested copy of certificate)	
6	Whether Proprietorship / Partnership/ Public Limited company	
7	Names of the Partners/Directors/ Chief Executive of the firm	
8	Whether Black listed by any Govt. deptt. / PSU/any office of LIC.	
9	Goods and Service Tax Registration no. (attach self-attested copy)	
10	P A N no. (attach self-attested copy)	
11	Website details of the Agency/Firm, if available	
12	Turnover for last 3 Financial Years	Fin. Year- 2020-21 Fin. Year- 2021-22 Fin. Year- 2022-23

Signature of authorized signatory

Name:

Address:

Mobile No.

Email id:

TENDER FOR VEHICLE HIRING SERVICE (TAXI)
CHECK LIST OF DOCUMENTS TO BE SUBMITTED ALONG WITH TECHNICAL BID

S. No (1)	Name of Document (2)	Enclosed at Page No-- of the Bid (3)
1	Demand Draft/cash receipt for Tender Fee & EMD enclosed with Technical Bid.	
2	Annexure A duly signed and stamped are enclosed.	
3	Financial Bid i.e. Annexure B is duly signed and enclosed in a separate envelope	
4	All pages of Tender documents are duly signed & stamped	
5	Self-Attested copy of PAN Card enclosed	
6	Self-attested copy of GST No. Enclosed	
7	Cancelled cheque / copy of pass book enclosed	
8	Self-attested copy of MSME Certificate, if applicable, Enclosed	
9	Turnover Certificate from CA enclosed	
10	Declaration as per format prescribed on Page 7 of the tender document	

Bidders are requested to ensure that the self-attested documents, as required under Tender conditions are enclosed while submitting the Tender to Life Insurance Corporation of India, Northern, Zonal Office. All pages of the technical bid must be numbered serially and the page number of every document enclosed be filled in Column (3) herein above.