

**Request for Proposal: For Engagement of Agency for Providing Taxi Services at NHB's Ahmedabad Regional Office**

**RFP Reference no: - ARO/ DOC/ 2025/ 00004 dated May 12, 2025**

**Request for Proposal (RFP)- For Engagement of Agency  
for Providing Taxi Services at NHB Ahmedabad Regional Office**

**Assistant General Manager**

**National Housing Bank  
302, 3rd Floor, Vedanta  
Opposite Municipal Garden, Usmanpura  
Ahmedabad - 380 014 (GJ)**

**Phone: 079-26582523**

**E-Mail: [ro.ahmedabad@nhb.org.in](mailto:ro.ahmedabad@nhb.org.in)**

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**GLOSSARY**

Abbreviation	Description
NHB	National Housing Bank
HO	Head Office, Delhi
Site	Site shall mean the site where the works are to be executed
PSU	Public Sector Undertaking
PSB	Public Sector Bank
RBI	Reserve Bank of India
SBI	State Bank of India
Notice in Writing	or written notice shall mean a notice in writing, type or printed characters sent (unless delivered personally or otherwise provided to have been received) by registered post to the last known private or business address or registered office of the addressee and shall be deemed to have been received when in the ordinary course of post it would have been delivered.
EMD	Earnest Money Deposit
RFP	Request For Proposal
PBG	Performance Bank Guarantee
AMC	Annual Maintenance Contract
OEM	Original Equipment Manufacturer
work order value	Cost of the work to be incurred by the Bank (Inclusive GST, levies, other taxes and charges)

**Interpretation:** *the terms RFP, Tender, Bid, Project have been used interchangeably, and it shall be treated as one and the same for the purpose of this RFP document. All clarifications, amendments, modifications, supplemental RFP that may be issued in relation to this RFP shall be treated as part and parcel of the RFP and shall together constitute the RFP document.*

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<b>1. IMPORTANT BID DETAILS</b>		
1.	Date of commencement of sale of Bidding/ Tender/ RFP Documents	As per GeM
2.	Last date and time for receipt of Bidding Documents	<i>30 days from Date of commencement of sale of Bidding/ Tender/ RFP Documents</i>
3.	Date and Time of Technical Bid Opening	<i>Same as "Bid End Date"</i>
4.	Date and Time of Commercial Bid Opening	<i>3 working days after opening of Technical Bids</i>
5.	Earnest Money Deposit Amount	<i>Rs.20,000/-</i>
6.	Security Deposit/ Performance Bank Guarantee (PBG)	<i>3% of the estimated value of contract</i>
7.	Place of opening of Bids	<b>On GeM</b>

**Note: -**

- **Bids will be opened in the presence of Bidders who choose to attend as above. The above schedule is subject to change. Notice of any changes will be informed through publishing on NHB's website.**
- **All data/ information, submitted vide documentary proofs/ company records along this RFP, must be reported & will be treated as on date of publication of this RFP.**

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**2. National Housing Bank:**

National Housing Bank (NHB), a statutory institution, established under National Housing Bank Act, 1987 ("the Act").

- a. NHB has been established to achieve, inter alia, the following objectives -
- To promote a sound, healthy, viable and cost-effective housing finance system to cater to all segments of the population and to integrate the housing finance system with the overall financial system.
  - To promote a network of dedicated housing finance institutions to adequately serve various regions and different income groups.
  - To augment resources for the sector and channelize them for housing.
  - To make housing credit more affordable.
  - To encourage augmentation of supply of buildable land for housing and to upgrade the housing stock in the country.
  - To encourage public agencies to emerge as facilitators and suppliers of serviced land, for housing.
- b. The head office of NHB is located in New Delhi and a regional office located at Mumbai. It has Regional offices located at Hyderabad, Bengaluru, Kolkata, Chennai, Ahmedabad, Bhopal, Lucknow, Guwahati, Patna, Chandigarh, Raipur, Jaipur, Bhubaneswar, Greater Noida, Thiruvananthapuram and Ranchi.

**3. Scope of Work:**

National Housing Bank intends to hire Air conditioned (AC) **Petrol Vehicle** on monthly rental basis for its Regional Office, Ahmedabad. In this regard, bids are invited for supply of vehicle at Bank's **Regional Office at Ahmedabad for a period of initial 1 year**, which may be extended for two year each i.e., maximum 3 years subject to annual performance review of the service provided by the Bank.

The model of the cars which are required to be provided is / are as under:

Sr. No.	Type of Vehicle / Model	No. of vehicle required	Requirement description
1.	<b>Petrol Vehicle in Sedan Category E.g. Swift Dzire or equivalent</b>	01	The car is required on monthly basis inclusive of Fuel, insurance, maintenance, chauffer etc.

**The detailed scope of work is annexed.**

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**4. Period of Contract:**

In this regard, bids are invited for supply of vehicle **at Bank's Regional Office at Ahmedabad** for a period of initial 1 year, which may be extended for two year each i.e., maximum 3 years subject to annual performance review of the service provided by the Bank.

**5. Instructions to Bidders:**

**5.1 General:-**

- All costs and expenses incurred by the Bidders in any way associated with the development, preparation, and submission of responses, including but not limited to; the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by NHB, will be borne entirely and exclusively by the Bidder.
- No binding legal relationship will exist between any of the Bidders and NHB until acceptance of job order, except the pre-contract Integrity Pact to be submitted along with the Bid. Post evaluation and finalization of the Bids and identification of the successful Bidder, the Integrity Pact will form part of the definitive agreement to be signed by the successful Bidder. For the other Bidders, the pre-contract Integrity Pact will be binding on them for any acts/ omissions committed by the Bidder in violation/ breach of the said pre-contract Integrity Pact in relation to the Bid submitted.
- Each Bidder acknowledges and accepts that NHB may in its absolute discretion vary selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible bidder.
- Every Bidder will, by submitting his Bid in response to this RFP, be deemed to have accepted the terms of this RFP and the Disclaimer.
- Bidders are required to direct all communications related to this RFP, through the nominated Point of Contact persons, mentioned below:

Contact Details	Sh. Harsh Dilip Ingale, Assistant Manager Ahmedabad Regional Office National Housing Bank 302, 3 <sup>rd</sup> Floor, Vedanta Opposite Municipal Garden, Usmanpura Ahmedabad, Gujarat – 380 014 Phone: 079 26582523 , Email: <a href="mailto:ro.ahmedabad@nhb.org.in">ro.ahmedabad@nhb.org.in</a>	Sh. Hardik Budh, Deputy Manager Ahmedabad Regional Office National Housing Bank 302, 3 <sup>rd</sup> Floor, Vedanta Opposite Municipal Garden, Usmanpura Ahmedabad, Gujarat – 380 014 Phone: 079 26582523 , Email: <a href="mailto:ro.ahmedabad@nhb.org.in">ro.ahmedabad@nhb.org.in</a>
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- NHB may, in its absolute discretion, seek additional information or material from any Bidder/ s even after the tender/ RFP closes and all such information and material provided must be taken to form part of that Bidder's response.

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- Bidders should provide details of their contact person, telephone, email, and full address(s) to ensure that replies to RFP could be conveyed promptly.
- If NHB, in its absolute discretion, deems that the originator of any query will gain an advantage by any response to such query, then NHB reserves the right to communicate such response to all Bidders.
- Queries / Clarification if any, may be taken up with the contact person/ s detailed above before the deadline for submission of Bids between 1030Hrs to 1730Hrs on Monday to Friday, excluding public holidays.
- **Bidder should not have been banned or delisted by any Government, Quasi Government agencies, Statutory, Regulatory, PSUs or PSBs and its subsidiaries.**
- NHB will notify all short-listed Bidders in writing or by mail or by publishing in its website as soon as practicable about the outcome of their RFP. NHB is not obliged to provide any reasons for any such acceptance or rejection.

### 5.2 Non-Transferability of Tender/ RFP:-

This tender/ RFP document is not transferable.

### 5.3 Erasures or Alterations:-

The offers containing erasures or alterations may not be considered. Any interlineations', erasures or overwriting in Bids may be considered at the discretion of NHB only if they are initialed by the person signing the Bids. However, any interlineations', erasures or overwriting in any form will not be accepted in the commercial Bid. There should be no hand-written material, corrections, or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/ manual" is not acceptable. However, NHB may treat offers not adhering to these guidelines as unacceptable. NHB may, in its absolute discretion, waive any non-conformity or irregularity in the offer, which in the opinion of NHB is ancillary and not essential. This shall be binding on all Bidders and NHB reserves the right for such waivers.

### 5.4 Amendment to the Bidding/ Tender/ RFP document:-

At any time prior to the deadline for submission of Bids, NHB, for any reason, may modify the Bidding/ Tender/ RFP document, by amendment or corrigendum.

- The amendment will be communicated through email to the respective empaneled bidder.
- All Bidders must ensure that all amendments/ enhancements (if any) in the RFP have been considered by them before submitting the Bid. NHB will not have any responsibility in case of any omission by Bidder/s.
- NHB at its discretion may extend the deadline for the submission of Bids.

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- NHB shall not be liable for any communication gap. Further NHB reserve the right to scrap the tender or drop the tendering process at any stage without assigning any reason.

**5.5 Language of Bid:-**

The Bid prepared by the Bidders, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and NHB and supporting documents and printed literature shall be written in English.

**5.6 Documents Comprising the Bid (Please follow the instructions, if any, separately prescribed in the Formats):-**

1. Bidder's information in the format as prescribed in **Annexure I**;
2. Compliance Statement Declaration in the format as prescribed in **Annexure II**;
3. **The Commercial Bid Covering letter as per Annexure III**
4. **Commercial Bid Format as per Annexure IV**
5. ECS Mandate in the format as prescribed in **Annexure V**;
6. Resolution Matrix in the format in **Annexure VI**;
7. Pre-Contract Integrity Pact (wherever applicable) in the format in **Annexure VII** (*The Pre-Contract Integrity Pact should be submitted neatly typed in on Rs. 300/-<sup>1</sup> non-judicial stamp paper duly signed by the authorized signatory and the same will be signed on behalf of NHB subsequently. The date of execution should be the date as mentioned in the Bid by the Bidder*)
8. Service Level Agreement as per **Annexure VIII**.
9. Certificate as per clause 8.18 in **Annexure IX**.

**5.7 Bid Currency:-**

Bids to be quoted in Indian Rupee (INR) only. Bids in currencies other than INR will not be considered.

**5.8 Earnest Money Deposit (EMD) :-**

- (a) All the Bids must be accompanied by a refundable interest free security deposit (EMD) of Rs. 20,000/-<sup>2</sup> (Rs. Twenty thousand only), by way of an e-payment in favour of **National Housing Bank**.

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<sup>1</sup> As applicable in the state of Gujarat.

<sup>2</sup> Please refer para 1(5) of this RFP.

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The Accounts details are given below:-

S.No.	Type	Particulars
1	Beneficiary Name	National Housing Bank
2	Beneficiary Address	Core 5A, 4th Floor, India Habitat Centre, Lodhi Road, New Delhi 110 003
3	Beneficiary Bank Name	State Bank of India
4	Beneficiary Bank Branch Address	Scope Complex Branch, Ground Floor, Core-6, Scope Complex, Lodhi Road, New Delhi - 110 003
5	Type of Bank Account	Current account
6	Beneficiary Bank A/ C No	52142903844
7	IFCS code of Bank branch	SBIN0020511
8	MICR No	110004005

- (b) The proof of the payment should be enclosed and put in the envelope containing the Technical Bid; in the absence of which the Bid may not be considered for further evaluation. The Bidders are also required to submit ECS Mandate Form as enclosed in Annexure-V.
- (c) Any Bid (other than Bids claiming exemption under para 5.8 (d) of the RFP) received without EMD in proper form and manner shall be considered unresponsive and rejected.
- (d) **Exemption from Earnest Money Deposit :**

Micro and Small Enterprises (MSEs) – registered with District Industries Centres or Khadi and Village Industries commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicraft and Handloom or any other body specified by the Ministry of Micro, Small and Medium Enterprises as per MSMED Act 2006, and further amendments for goods produced and service rendered –shall be issued Tender Documents free of cost and shall be exempted from paying Earnest Money Deposit (EMD).

**Document Required for Availing Exemption of EMD Amount for NSIC/ MSEs**

- MSMEs, which are specified by the Ministry of Micro, Small and Medium Enterprises under MSMED Act 2006 and Public Procurement Policy, 2012 as Manufacturing/ Service Enterprises should have registered with NSIC under its Single Point Registration Scheme (SPRS).
- The certificate with monetary limit indicated should be valid on the scheduled date/ Extended date of submission of tender. Certificates without monetary limit will not be considered.
- The items of Product/ Services mentioned under NSIC certificate should be the same or similar to the tendered items(Schedule of items of Tendered).
- The monetary limit stipulated in the certificate of MSMEs/ NSIC should be equal or more than the value of work in hand awarded under MSME benefits during the financial year plus estimated cost of this tender for availing EMD exemptions.

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e. If monetary limit is less than the value of work in hand awarded under MSME/ NSIC benefits during the financial year plus estimated cost of this tender, they should obtain "Competency Certificate" from NSIC for participating in this tender as well as to avail MSME benefits.

- (e) Any request for exemption from EMD other than 5.d (e) will not be entertained.
- (f) Save as otherwise provided herein or in the definitive agreement, the EMD amount of all unsuccessful Bidders would be refunded on completion of the tendering process on or before 15 days post award of work/ contract.
- (g) Save as otherwise provided herein or in the definitive agreement, the EMD amount of the successful Bidder will be refunded after satisfactory completion of the project.
- (h) The EMD security may be forfeited:
- If Bidder withdraws its Bid/ s during the period of Bid validity.
  - If Bidder makes any statement or encloses any form which turns out to be false/ incorrect at any time prior to signing of the contract.
  - In case of successful Bidder, if the Bidder fails to deliver and installation of items to the satisfaction of Bank; and
  - In case of any breach of the pre-contract Integrity Pact.

**5.9 Period of Validity of Bids:-**

- Prices and other terms offered by Bidders must be valid for a period of six months from the date of opening of commercial Bid for acceptance by NHB.
- The successful bidder(s) to be called as vendor/ agency, shall be required to enter into a Service level Agreement (SLA) with the Bank, within 7 days of the award of the tender or within such extended period as may be specified by the Bank.
- In exceptional circumstances NHB may solicit the Bidders' consent for extension of the period of validity. Any such request and response thereto shall be made in writing. The Bid security provided shall also be extended.

**5.10 Format and Signing of Bids:-**

Commercial bid is to be submitted along with duly filled annexures as mentioned in Clause 5.6 of the RFP.

The Original Bids shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The person or persons signing the Bids shall put their initials on all pages of the Bids, except for un- amended printed literature.

**5.11 Opening of Bids by NHB:-**

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On the scheduled date and time, Bids will be opened by NHB Committee in presence of Bidder representatives who will attend the meeting on the specified date and time.

### 5.12 Clarification of Bids:-

During evaluation of Bids, NHB, at its discretion, may ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing (Fax/ e-Mail), and no change in the substance of the Bid shall be sought, offered or permitted.

### 5.13 Preliminary Examinations:-

- NHB will examine the Bids to determine whether they are complete, the documents have been properly signed; supporting papers/ documents attached and the Bids are generally in order etc.
- NHB may, at its sole discretion, waive any minor infirmity, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.
- The decision of NHB is final towards evaluation of the Bid documents.

### 5.14 Proposal Ownership:-

The proposal and all supporting documentation submitted by the Bidder shall become the property of NHB unless NHB agrees to the Bidder's specific request/ s, in writing that the proposal and documentation be returned or destroyed.

### 5.15 Instructions to the Bidders:-

The Bidder shall not outsource the work assigned by NHB, to any third party except with NHB's prior written consent and attend all complaints registered by NHB through its own service/ support infrastructure only.

### 5.16 Price Composition & Variation:-

- The Bidder should clearly furnish prices as per the format, if any, provided in the Annexure IV. Any deviation may lead to Bid rejection. Also, no options should be quoted other than as per the Commercial Bid. Wherever options are given, the Bid is liable to be rejected.
- The commercial offer shall be on a fixed price basis.
- Only GST will be paid as actual as per statutory provision.

### 5.17 Timely availability of Support Services:-

The service provider should have proper and adequate support mechanism in place at Ahmedabad to provide all necessary support under this RFP.

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**5.18 Bid Evaluation:-**

Bid offering lowest cost (**TOTAL COST Z: Annexure IV**) shall be selected.

**5.19 Modification and Withdrawal:-**

- Every Bidder shall submit only one proposal. If any Bidder submits more than one proposal, all such proposals shall be disqualified.
- The Bidders are advised to submit the Bids only after the Pre-Bid Meeting as the Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No Bid will be allowed to be modified after the deadline for submission of Bids. No Bidder shall be allowed to withdraw the Bid if Bidder happens to be successful Bidder.
- NHB has the right to reject any or all Bids received without assigning any reason whatsoever. NHB shall not be responsible for non-receipt / non- delivery of the Bid documents due to any reason whatsoever.

**5.20 Revelation of Prices:-**

The prices in any form or by any reasons should not be disclosed in the Bid except in the Commercial Bid. Failure to do so will make the Bid liable to be rejected.

**5.21 Terms and Conditions of the Bidding firms:-**

The Bidding firms are not required to impose their own terms and conditions to the Bid and if submitted will not be considered as forming part of their Bids.

**5.22 Local conditions:-**

Bidders must acquaint themselves with the local conditions and factors, which may have any effect on the performance of the contract and / or the cost.

**5.23 Contacting NHB or putting outside influence:-**

Bidders are forbidden to contact NHB on any matter relating to this Bid from the time of submission of Commercial Bid to the time the contract is awarded. Any effort on the part of the Bidder to influence Bid evaluation process, or contract award decision may result in the rejection of the Bid.

**5.24 Proposal Content:-**

The Bidders' proposals are central to the evaluation and selection process. Therefore, it is important that the Bidders carefully prepare the proposal. The quality of the Bidder's proposal will be viewed as an indicator of the Bidder's capability to provide the solution and Bidder's interest in the project.

**5.25 Banned or Delisted Bidder:-**

Bidders have to give a declaration that they have not been banned or delisted by any Government,

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Quasi Government agencies, Statutory, Regulatory Body, PSUs or PSBs and its subsidiaries. If a Bidder has been banned by any Government, Quasi Government agencies, Statutory Body, PSUs or PSBs and its subsidiaries, this fact must be clearly stated. If this declaration is not given, the Bid will be rejected as non-responsive. This declaration will be submitted along with the Bid.

**5.26 Compliance with Laws:-**

- (a) The Vendor/ Bidder shall undertake to observe, adhere to, abide by, comply with and notify NHB about all laws in force or as are made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep NHB indemnified, hold harmless, defend and protect NHB and its employees/ officers/ staff/ personnel/ representatives / agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.
- (b) The successful bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/ Guidelines and shall keep the same valid and in force during the term of the project/ contract, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate NHB and its employees/ officers/ staff/ personnel/ representatives/ agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising therefrom and NHB shall give notice of any such claim or demand of liability within reasonable time to the successful bidder.
- (c) In case NHB undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change of ownership, etc., this contract shall be considered to be assigned to the new entity, and such an act shall not affect the rights and obligations of the successful bidder under this contract.

**5.27 False / Incomplete statement:-**

Any statement/ declaration made by the Bidder, if proved wrong or false or incomplete or such as to withhold any information relevant to the award of the tender, at any stage of the tender/ Bid process or in the event of his Bid/ tender having been accepted, at any stage of the contract, shall render his/ their Bid(s)/ tender(s)/ contract(s) liable to be cancelled/ rescinded, in addition to the followings:

- a. If such statement is found at the tender stage, Bank may take appropriate action as deemed fit.
- b. In case such a statement is found at the contract stage, NHB may take at its discretion appropriate action as provided in the RFP for termination of the contract.

**6. Bids (Technical & Commercial) and Bid Evaluation Methodology:**

- a) The bidder must be a limited company or LLPs or Partnership Firm or Proprietorship concern.

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- b) The bidder must have its office in Ahmedabad, Gujarat.
- c) The bidder must have at least 03 cars in its fleet of vehicles (out of which at least 1 should be sedan)<sup>3</sup> having registration of these cars in the name of bidder. The vehicle should be registered as commercial vehicles.
- d) The bidder should have valid GST Registration Certificate having valid GSTIN and PAN.
- e) The bidder must have supplied cars to at least 01 Govt. organization / Public Sector Unit (PSU) during the preceding 02 years.
- f) The bidder must have necessary Govt clearance / authority / approval for providing vehicle hiring service.
- g) The Agency should not have been blacklisted by any Govt./ Public Sector Undertakings/ PSUs/ Banks/ Financial Institutions in India for providing such services.
- h) The successful Bidder will be required to provide performance Bank guarantee/ PBG of value amounting to Rs. 50,000<sup>4</sup>, in the form of bank guarantee from a scheduled commercial bank in case they have not provided vehicles along with drivers to any Government Organization/ Public Sector Units in the last two years. The PBG, where applicable, should be valid till at least three months beyond the expiry of virtual date of completion of the contract or such other extended period as NHB may decide. The PBG is required to protect the interest of NHB against the risk of non-performance or default in RFP Term/ s, including noncompliance of applicable statutory provisions including labour laws and any other laws/ rules/ regulations, by the successful Bidder. Default in successful implementation of the conditions of the contract, may warrant the invoking of PBG, and also if any act of the Consultant/ Bidder results into imposition of Liquidated Damages/ penalty, then NHB reserves the right to invoke the Performance Bank guarantee submitted by such Bidder. The decision of NHB as to non-performance or default in RFP Terms, including non-compliance of applicable statutory provisions etc., shall be final and binding on the successful Bidder.

**i) Commercial Terms and Conditions:-**

Bidders are requested to note the following commercial terms and conditions for this project.

**a. Price**

- a) The Price quoted by the Bidder should include all type of costs.
- b) The price should be inclusive of all taxes (except GST), duties, levies charges, transportation, insurance, as per Commercial Bid.
- c) Bid submitted with adjustable price quotation will be treated as non-responsive and will be rejected.

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<sup>3</sup> Please refer para 3 of this RFP.

<sup>4</sup> Please refer para 1(6) of this RFP.

**b. Payment Terms**

Monthly Bills to be raised by the vendor/ Agency on National Housing Bank and the payment would be made on monthly basis after deduction of applicable taxes in accordance with the provision of income tax act / rules on the subject.

Payment Condition:-

1. The payment shall be made as per the financial quotes submitted by the Service Provider and accepted by the Buyer.
2. No advance payment shall be made to the Service Provider.
3. The price quoted shall cover all aspects of service delivery.
4. Nonetheless, any charges borne by the Service Provider with respect to toll charges, parking fee or entry taxes shall be reimbursed on actual basis upon submission of proof of payment.

Payment Cycle:-

1. Payment shall be made once the Service Provider submits the invoice for the same as per the prescribed process flow.
2. The Buyer shall make the payment within prescribed timelines as per the payment process flow upon submission of invoice.

Payment Process:-

1. Payment shall be made only after submission of invoices, non-submission of the same may lead to delay/ deduction in payment.
2. All the deductions/ fine/ interest (if applicable) will be settled before making the payments. Service Provider shall not have any objection on the same.
3. Payment will be made through bank transfer/ online payment mode only and in no circumstance cash/ cheque payment will be made.

**c. Payment in case of termination of contract**

Subject to the terms of the RFP, in case the contract is terminated, payment towards services will be made as per SLA, for the period services have been delivered, after deducting applicable penalty and TDS/ other applicable taxes.

**7. General Terms and Conditions**

- 7.1.1 The Bidder is expected to peruse all instructions, forms, terms and specifications in this RFP and its Annexures. Failure to furnish all information required in the RFP documents, in the formats prescribed or submission of a proposal not substantially responsive or submission of

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unnecessary additional information as part of response to this RFP Document may result in rejection of the proposal.

- 7.1.2 All such amendments made by NHB to the RFP shall become part and parcel of the RFP and same will be notified communicated through email to the respective empaneled bidder.
- 7.2 Bidders must take into consideration each and every line of this RFP document while preparing commercial proposal for the project. Bidders are requested to get any issue clarified by NHB before submitting the responses/ Bids. The Bids submitted should be complete in all respect meeting all deliverables under the project. It will be the sole responsibility of the successful Bidder to deliver each and everything as per the scope of the work during the contracted period. NHB will not be responsible in case of any requirement is underestimated or any requirement is not interpreted in right perspective.
- 7.3 NHB reserves the right to change the requirement specifications and ask for the revised Bids or the tendering process without assigning any reasons.
- 7.4 NHB shall be under no obligation to accept the lowest or any other offer/ Bid received in response to this RFP and shall be entitled to reject any or all offers including those received late or incomplete offers, without assigning any reason whatsoever. NHB reserves the right to make any changes in the terms and conditions of contract. NHB will not be obliged to meet and have discussions with any Bidder, and or to consider any representations. NHB reserves the right to accept or reject, fully or partially, any or all offers without assigning any reason. The decision of NHB in this regard is final and no further correspondence in this regard will be entertained.
- 7.5 Notwithstanding anything to the contrary contained in the contract, NHB shall be at liberty to invoke the remedies available to it under the contract or otherwise if the successful Bidder fails to fulfill any of the terms of contract / order or commits breach of any terms and conditions of the contract.
- 7.6 NHB reserves the right to call for any additional information and also reserves the right to reject the proposal of any Bidder if in the opinion of NHB, the information furnished is incomplete or the Bidder does not qualify for the contract.
- 7.7 The scope of the proposal shall be on the basis of single point responsibility, completely covering the products and services specified under this RFP, on end-to-end solution basis.
- 7.8 The Commercial Bids will have to be signed on all pages of the Bid by the authorized signatory. Unsigned Bids would be treated as incomplete and would be rejected.
- 7.9 By submitting proposal/ bid, the Bidder agrees to promptly execute contract with NHB for any work awarded to the Bidder. Failure on the part of the awarded Bidder to execute a valid contract with NHB, will relieve NHB of any obligation to the Bidder, and a different Bidder may be selected.
- 7.10 Time and quality of the service are the essence of this contract. Failure to adhere to the same will be considered as breach of the terms and conditions of the contract.

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**8. Penalty/ Deduction**

In case of noncompliance of the standards of the services to be provided as per this agreement, the buyer would be at liberty to levy such deductions and terminate the contract as per the conditions detailed out below:

<i>Nature of Default</i>	<i>Default Details</i>	<i>1st instance</i>	<i>2<sup>nd</sup> instance</i>	<i>3<sup>rd</sup> instance</i>	<i>4<sup>th</sup> instance</i>
Non deployment of vehicle/ driver (no replacement provided)	Non deployment for 30 min or more, no replacement provided up to 2hours	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 3 <sup>rd</sup> instance, the buyer may terminate the contract or continue to impose the same deduction as imposed for 3 <sup>rd</sup> 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 3 <sup>rd</sup> instance, the buyer may terminate the contract or continue to impose the same deduction as imposed for 3 <sup>rd</sup> 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 3 <sup>rd</sup> instance, the buyer may terminate the contract or continue to impose the same deduction as imposed for 3 <sup>rd</sup> 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	Amount of charges for vehicle hired by Buyer from third party and a	After 3 <sup>rd</sup> instance, the buyer may terminate the contract or continue to impose the same deduction as imposed for 3 <sup>rd</sup> instance.

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			deduction of 2% of monthly vehicle hiring cost	deduction of 4% of monthly vehicle hiring cost	
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 3 <sup>rd</sup> instance, the buyer may continue to impose the same deduction as imposed for 3 <sup>rd</sup> instance.
Misbehavior by driver/ unacceptable behaviour by driver	Any instance	Deduction of Rs. 1000	Deduction of Rs. 2000/ -		After 2 <sup>nd</sup> instance, the service provider will have to replace the driver
Driver in intoxicated state	Any instance	Deduction of Rs. 2500/ -			After 1 <sup>st</sup> instance, the service provider will have to replace the driver. After 2 cumulative 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 3 <sup>rd</sup> instance, the buyer may continue to impose the same deduction as imposed for 3 <sup>rd</sup> instance.

**8.1 Acceptance of Work Order/ Letter of Award:-**

NHB will notify the successful Bidder in writing by issuing a letter of award/ work order in duplicate. The successful Bidder has to return the duplicate copy to NHB within 7 working days from the date of the letter of award/ work order duly accepted and signed by Authorized Signatory in token of acceptance. However, NHB has a right to cancel the letter of award/ work order, if the same is not accepted within the stipulated period.

**8.2 Taxes:-**

Only GST will be paid by NHB on actual basis as per statutory rates prevalent during the period of service provided. All other taxes as applicable will be borne by the Bidder. NHB is authorized to make such tax deduction at source as may be necessary as per law/ rules in force in respect of payments made to the successful bidder.

**8.3 Use of Contract Documents and Information:-**

The Bidder/ successful bidder shall not, without NHB's prior written consent, make use of any

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document or information provided by NHB in Bid document or otherwise except for purposes of performing the contract.

### 8.4 Assignment:-

The Bidder/ successful bidder shall not assign/ sub-contract, in whole or in part, its obligations to perform under the contract, except with NHB's prior written consent.

### 8.5 Pre-Contract Integrity Pact Clause:-

A "Pre-Contract Integrity Pact" would be signed between NHB and the Bidder. This is a binding agreement between NHB and Bidders. Under this Pact, the Bidders agree with NHB to carry out the assignment in a specified manner. The format of Pre-Contract Integrity Pact will be as per **Annexure - VII**.

In this regard, NHB has appointed Shri R M Srivastava & Sh. Jojneshwar as independent external monitors for the Integrity Pact in consultation with the Central Vigilance Commission.

The following set of sanctions shall be enforced for any violation by a Bidder of its commitments or undertakings under the Integrity Pact:

- (i) Denial or loss of contracts;
- (ii) Liability for damages to the principal and the competing Bidders; and
- (iii) Debarment of the violator by NHB for an appropriate period of time.

The Bidders are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behavior compliance program for the implementation of the code of conduct throughout the company.

### 8.6 Restriction on procurement from a Bidder of a country which shares a land border with India:

- Any Bidder from a country which shares a land border with India will be eligible to bid in this tender only if the Bidder is registered with the Competent Authority i.e. the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT).

However, such registration is not required for being eligible under this RFP in case the Bidders are from countries (even if sharing land border with India) to which Government of India has extended lines of credit or in which the Government of India is engaged in development projects, as per the updated list of such countries given on website of Ministry of External Affairs.

- The Bidder shall also submit a certificate as per the format enclosed as **Annexure IX**. If such certificate given by the successful Bidder is found to be false, this would be a ground for immediate termination of the contract and for further legal action in accordance with law.
- For the purpose of this clause:

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8.6.1 "Bidder" (including the term 'tender', 'Vendor' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.

8.6.2 "Bidder from a country which shares a land border with India" for the purpose of this Order means:-

- a. An entity incorporated, established or registered in such a country; or
- b. A subsidiary or an entity incorporated, established or registered in such a country; or
- c. An entity substantially controlled through entities incorporated, established or registered in such a country; or
- d. An entity whose beneficial owner is situated in such a country; or
- e. An Indian (or other) agent of such an entity; or
- f. A natural person who is a citizen of such a country; or
- g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.

8.6.3 The beneficial owner for the purpose of (b) above will be as under.

- i. In case of company or Limited Liability Partnership, the beneficial owner is the natural person (s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

"Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent. Of shares or capital or profits of the company;

"Control" shall include the right to appoint majority of the directors or to control the management or policy decision including by virtue of their shareholding or management rights or shareholders agreement or voting agreement;

- ii. In case of partnership firm, the beneficial owner is the natural person (s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
- iii. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person (s), who, whether acting alone or together, or through one or

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more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;

- iv. Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
- v. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control ownership.

8.6.4 An Agent is a person employed to do any act for another, or to preset another in dealings with third person.

### 9. Termination of Contract:

The Agreement shall be come to an end either on completion of the Contract Period or shall be terminated for the following reasons:-

1. **Mutual consent:** The contract may be terminated based on mutual consent in case the services are no longer required. Termination based on mutual consent will not attract any deductions or shall not be liable for any extra payments other than payment of invoices raised till the time of termination including notice period.
2. **Notice period :** The contract may be terminated by either party by giving notice of 30 days.
3. **Breach of contractual obligations:** Any incidents considered as the breach of contract will result in immediate termination of services. The Buyer shall have the right to terminate the Contract effective immediately by giving written notice to the Service Provider if, the Service Provider breaches a material provision of this Contract where that breach is not capable of remedy; or if the Service Provider breaches any provision of this Contract and fails to remedy the breach within 14 days after receiving notice requiring it to do so.
4. **Breach of SLAs:** The contract may also be terminated if:-i) the cumulative deductions rise to 10% of the contract value; ii) repeated breach of any SLA beyond 3 instances as per buyer discretion. However, termination of this Contract shall not affect any accrued rights or remedies of either party.

#### Note:

This RFP is not exhaustive in describing the functions, activities, responsibilities and services for which bidder will be responsible. The Bidder, by participation in this tender, implicitly confirm that if any functions, activities, responsibilities or services which are either not specifically described in this RFP or specifically described but has to undergo suitable changes/ modifications due to regulatory/ statutory changes and are termed necessary or appropriate by NHB for the proper performance of the contract, such functions, activities, responsibilities or services (with applicable changes, if any) will be deemed to be implied by and included within the scope of services under this RFP and Bidder's response to the

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same extent and in the same manner as if specifically described in this RFP and Bidder's response.

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**Scope of work**

National Housing Bank intends to hire Air conditioned (AC) **Petrol Vehicle** on monthly rental basis for its **Regional Office at Ahmedabad**. In this regard, bids are invited for supply of vehicle at Bank's Regional Office at Ahmedabad for a period of initial 1 year, which may be extended for two year each i.e., maximum 3 years subject to annual performance review of the service provided by the Bank.

The model of the cars which are required to be provided is / areas under:-

<b>Sr. No.</b>	<b>Type of Vehicle/ Model</b>	<b>No. of vehicle required</b>	<b>Requirement description</b>
1.	Petrol Vehicle in Sedan Category <sup>5</sup>  E.g. Swift Dzire or equivalent	01	The car is required on monthly (30 days/ pro rata payment/ billing shall be done for services provided for differential period within the month) basis inclusive of fuel, insurance, maintenance, chauffeur.  The vehicle provided had to be compulsorily with the commercial registration.

The requirement may be increased or decreased as per the Banks' requirement under the contract duration.

The other requirement details are as under:

- The duty hour shall be of twelve hours (for six days week, commencing from Monday) depending upon the requirement of the concerned officers (excluding the time taken to travel from garage to the residence of the officer, if any). Further, the overtime shall be applicable after 12 hours duty.
- The time of service provided shall start from the point of pick up to the point of final drop off and the garage hours and km shall not be included.
- Toll charges / MCD charge shall be reimbursed on actual basis by the Bank that can be claimed along with monthly bill.
- The agency has to maintain a logbook which shall be signed by the officer of the Bank availing services.
- The chauffeur provided with the car must be well experienced and medically fit to drive the car (A medical fitness certificate has to be provided to this effect).
- The police verification report of the driver is mandatory and has to be submitted to the Bank before the commencement of the service. Change of driver must be reported to the Bank 5 days prior to the event and finalization shall be done in consultation with the Bank.
- The vehicle and chauffeur should be fixed and only in case chauffeur goes on leave or car is sent for repair / service, a suitable replacement has to be provided by the vendor. The vehicle deployed for duty shall at no point of time carry any person other than personnel authorized by the buyer.

<sup>5</sup> Please refer para 3 of this RFP.

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- Extra amount per day shall be paid for duties performed on three National Holidays i.e. Republic Day (26<sup>th</sup> January), Independence Day (15<sup>th</sup> August) and Gandhi Jayanti (2<sup>nd</sup> Oct.) for taxis on monthly basis.
- The vehicles should be insured comprehensively and should have necessary permits from the Transport Department/ Authority.
- All expenses related to fuel, repairs and maintenance, driver emoluments etc. shall be borne by the vendor. It is the sole responsibility of vendor to make timely payment of driver.

**MISCELLANEOUS TERMS:**

- a) The bidder should ensure that the driver to be provided must possess valid driving license with minimum two years of experience and carry with him all necessary documents like registration certificate, insurance papers, pollution control certificate etc.
- b) The Bank will not be responsible for any challan, loss, damage, injury, accident etc. to the vehicle or to any other vehicle.
- c) The bidder must have all requisite clearance certificates from the concerned Government agencies as required under relevant rules.
- d) The bidder has to maintain proper records to show the number of hours and mileage traveled by each vehicle. The driver shall maintain the duty chart (Log Book) and get signature of the officer or his personal staff for each duty and deposit the duty slip to Administration.
- e) The Bank will pay parking charges when vehicle is on official duty.
- f) Name of the firm/ status of the firm (attach copy of Deeds/ Articles of Association/ Memorandum of Association, whichever applicable)
- g) Copy of Registration No. of the firm/ company with date and validity under Shops/ Establishment Act.
- h) Copy of Income Tax Assessment for the last three years.
- i) Firm's/ Company's Income Tax PAN No. and Service Tax No. (A copy thereof may be attached).
- j) The location of the garage of the service provider must be within 10 KM radius from Ahmedabad Regional Office, National Housing Bank, 302, 3<sup>rd</sup> floor, Opposite Municipal Garden, Usmanpura, Ahmedabad, Gujarat 380 014.

**DRIVERS:**

- a) The drivers of the vehicles must follow traffic rules and other regulations prescribed by the Government from time to time. Drivers should be familiar with all important routes in Place of concerned office where services are to be offered.

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- b) The driver must always be in clean clothes, must be courteous and well-mannered and should always carry a mobile phone with him for easy contact. The driver must not have any criminal record. Name and full addresses of the drivers who will attend duties have to be furnished along with the bids.

**Other Details:**

**Outstation and local travel:-**

For the purpose of this service, local travel would include areas covered within the Ahmedabad/ Gandhinagar limits or up to 150 km of one-way travel, whichever is higher, and outstation would include the areas covering outside the Ahmedabad/ Gandhinagar limits or more than 150 kms of one-way travel, whichever is higher as per buyer requirements.

**However, the monthly limit of 3000 KMs. shall be used for outstation travel also. The extra KMs charges will be applicable only after utilization of monthly 3000 KM limit. Further, the remaining kms out of the 3000KM shall be carried forward for upto six months or 6000KMs whichever is higher.**

If the buyer avails the services for a 24\*7 requirement, the usage hours selected in the usage variant becomes null and void. It is the responsibility of the service provider to provide one driver per vehicle at all times as per the requirement, while complying with the Labour Laws.

**Usage Variants:-**

Buyers of this service can select from a range of usage variants (bundled km/ hour package) depending on their requirements, which are listed below:

- 1200 km x 208 hours
- 1500 km x 260 hours
- 1500 km x 320 hours
- 2000 km x 320 hours
- 2500 km x 320 hours
- 3000 Km x 364 hours

In case the buyer enters its custom variant, the service provider shall provide the service as per these requirements.

**Contract Duration:-**

Buyer can avail the service maximum up to 5 years on same Terms and Conditions.

**Year of Vehicle Model:-**

Vehicle deployed should be models of calendar year 2025, 2024, and 2023

**KM travelled:-**

The buyer shall also specify the range of km travelled for the vehicle so as to guarantee quality. The buyer may choose from ranges starting from 0 km up to 1 lakh km run by the vehicle. The provider of such services shall quote a monthly vehicle hiring cost depending on the usage variants, type of vehicle, location, and other parameters selected by the buyer.

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**Add ons:-**

1. Outstation Night charges: For outstation travel, additional night charges shall apply. The service provider shall provide the outstation charges per night. The billing will be done on actual outstation nights availed during the contract period.
2. During the contract period, the Buyer may increase or decrease the quantity of vehicles and contract period upto 100%
3. The payment for extra distance and extra duty hours will be done on basic package rate as under:-
  - a. Extra per km charges - Monthly package cost divided by no. of kms in monthly package multiplied by factor 0.3 in case of normal service and 0.2 in case of 24x7 service
  - b. Extra hour charges - Monthly package cost divided by no. of hours in monthly package multiplied by factor 0.4. In case of 24x7 service, no charges for extra hours to be paid. However, buyer mentioning extra Kms or extra Hour rates in bid will supersede this clause.

**Service Details and Standards:**

1. 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.
2. All vehicles provided shall be air conditioned and shall be equipped with an emergency medical first aid kit and a fire extinguisher.
3. 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.
4. All vehicles deployed shall arrive at designated location on time and with full or sufficient tank of fuel.
5. The vehicle deployed shall be parked at the Buyer's/ User's premises after the duty hours if desired so by the Buyer/ User and cannot be taken-out without written permission from the Buyer/ User.
6. The drivers of the vehicles must possess a valid driver license and must have a minimum 2 years of driving experience.
7. 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.

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8. The drivers of the vehicles deployed should maintain polite & courteous behaviour towards the buyer/ passenger. "Misbehaviour" which may include, but not limited to, consumption of alcohol during or prior to duty, denial of duty during service hours as defined by user, use of abusive language, theft, shall attract deduction as per provisions of the contract.

**Defined Timelines:**

1. The Service Provider shall ensure that assigned vehicle and driver report within 24 Hours of confirmation of order or as mutually agreed with the Buyer.
2. Buyer shall notify service provider of any change in schedule of hired car(s). The notification shall be provided 24 hours prior to change.
3. Delay in arrival beyond 30 minutes, shall attract deductions.

**Service Assumptions:**

1. 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.
2. The time of service provided shall start from the point of pick up to the point of final drop off and the garage hours and km shall not be included.
3. The Buyer shall be entitled to use the vehicle within the scope of service specified under this contract and at no time during or after the completion of the contract, will the ownership of hired vehicle be transferred to the Buyer.
4. The vehicle deployed for duty shall at no point of time carry any person other than personnel authorized by the buyer.
5. 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.
6. Buyer shall not be liable for any damages whatsoever to public property and / or any third person due to any accident arising out of and in the course of deployment of service provider's vehicle. The Service Provider shall be solely and exclusively liable for the losses / damages caused by the driver of the Service Provider and shall indemnify the Buyer in case of any such losses / damages.
7. The buyer will in no way be responsible for violation of traffic rules and / or infringement of any other law for the time being in force, either by the driver of the vehicle or by the service provider.
8. 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.

**Service Provider's Obligation:**

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1. Service Provider shall ensure the level of service required is of the highest professional standard and shall ensure full compliance to the terms and conditions of the contract.
2. Service Provider shall ensure that proper inspection of vehicle has been done before deploying it to the Buyer/ Consignee location as per the contract.
3. The Service Provider shall ensure that all maintenance works related to the assigned vehicle will be carried out in off duty hours. It shall be ensured that all electrical connections including lights (both brake and front), horn, turn indicators, air conditioning and other vehicle systems shall be periodically checked and maintained by service provider to avoid any inconvenience to the buyer.
4. The service provider shall provide at his own cost proper uniform and badges and photo identity cards to the drivers in compliance with the Motor Transport Workers Act.
5. The service provider shall pay the toll charges, parking fee or entry taxes payable locally or outstation which shall later be reimbursed by the Buyer on actual basis as paid by the service provider.
6. The service provider must ensure that all necessary measures are taken by the driver to ensure passenger safety by avoiding negligent driving by their drivers such as over speeding, rash driving, and driving vehicle without brakes/ defective brakes.
7. The service provider shall take comprehensive insurance cover with third party unlimited liability risk of the vehicles provided to the buyer.
8. In an event that, for any reason, the drivers provided change their contact number during the tenure of the contract then service provider will immediately notify the buyer of the above change.
9. The service provider shall be responsible for ensuring compliance with the provisions related to Labour Law [Central/ State] and specially Minimum Wages Act, Payment of Wages Act, PF, ESI Act, Payment of Bonus Act, Contract Labour [R&A] Act, Workmen Compensation Act, Motor Vehicle Act, Motor Transport Workers Act, 1961 etc. and any other relevant acts as applicable at present or in future during the tenure of the contract and as may be enforced from time to time. Onus of compliance of all the applicable Laws/ Acts/ Rules/ Guidelines/ Notifications/ Regulations/ Orders shall rest with the service provider only and the buyer will not be liable in any manner.
10. The Service Provider shall not deploy or shall discontinue deploying the driver(s), if desired by the Buyer and must ensure prompt replacement of the driver(s) without any additional cost to the Buyer. The drivers being deployed shall ordinarily be continued and should not be changed without written intimation and consultation with Buyer.
11. A mandatory, detailed contingency plan(s) in the event of mechanical breakdown of each vehicle, for each area of operation shall be provided by the service provider.
12. In an event that service provider fails to deliver or fails to carry out tasks as per schedule due to non-delivery of vehicle, break-down, servicing and repairs of vehicles, or if the vehicle is seized or detained or requisitioned by Police/ Motor Vehicle Authority or any other authorities for whatsoever reasons, the Service Provider at his own cost shall make alternate arrangement by providing similar or higher

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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.

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

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.

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ANNEXURES

Annexure - I

BIDDER INFORMATION

Please provide following information about the Company (Attach separate sheet if required): -

S. No.	Information	Particulars / Response		
1.	Company Name			
2.	Date of Incorporation			
3.	Type of Company [Govt/ PSU/ Pub. Ltd/ Pvt. Ltd/ Partnership/ Proprietary]			
4.	Registration No. and date of registration. <b>Registration Certificate to be enclosed</b>			
5.	Address of Registered Office with contact numbers [phone / fax]			
6.	PAN No			
7.	GSTIN			
8.	<b>Contact Details of Bidder authorized to make commitments to NHB</b>			
9.	Name			
10.	Designation			
11.	FAX No			
12.	Mail ID			
13.	Company Head Office and Addresses Contact Person(s) Phone Fax E-mail Website			
14.	Any pending or past litigation (within three years)? If yes please give details Also mention the details of claims and complaints received in the last three years (About the Company / Services provided by the company).	Yes/ No/ Comments (if option is 'Yes') (If option is 'Yes' Bidder may Not be considered)		
15.	Please mention turnover and Net Profit/ Loss for last three years and include the copies of Balance Sheet in support of it.	Year	Turnover INR	Net Profit/ Loss(-) INR
2022-23				
2023-24				
2024-25				

**Authorized Signatory**

(Name & Designation, seal of the company)

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

COMPLIANCE STATEMENT DECLARATION

We hereby undertake and agree to abide by all the terms and conditions stipulated by NHB in this RFP no.... dated ..... including all addendum, corrigendum etc. Any deviation may result in disqualification of Bids.

**Authorized Signatory**

(Name & Designation, seal of the company)

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

COMMERCIAL BID COVERING LETTER

**National Housing Bank  
Ahmedabad Regional Office  
302, 3rd floor, Vedanta  
Opposite Municipal Garden, Usmanpura  
Ahmedabad - 380 014**

Dear Sir/ Madam,

**Commercial Bid: For Providing Taxi Services at NHB Regional Office at Ahmedabad.**

We, the undersigned, offer to provide Taxi Services at Head Office of NHB as detailed in Scope of Work of this RFP in accordance with your Request for Proposal [Insert RFP Number] dated [\_\_\_], and our Proposals (Commercial Proposals). The Total fee is inclusive of all type of costs, all taxes (except GST), duties, levies charges, transportation, insurance as per Commercial Bid.

Our Commercial Proposal shall be binding upon us, subject to the modifications resulting from contract discussions, up to expiration of the validity period of the Proposal i.e. Six month from date of opening of Commercial Bid.

Yours faithfully,

**Signature**

**Name Address**

**(Authorised Signatory)**

Date:

**COMMERCIAL BID FORMAT**

The following information will be sought for arriving at L1. In case of multiple L1 bidders, automatic selection method is to be applied:

Type of Vehicle Model	No. of Vehicle	Job Description	Quoted Hiring Charges per Vehicle in Rs.
<b>Petrol in Sedan Category</b>  <b>E.g. Swift Dzire or equivalent<sup>6</sup></b>	01	For 364 Hrs / Month or 3000 KM / month	(To be filled by the bidder)
		Per KM beyond 3000 KM [after exhausting remaining kilometres of the previous monthly limit of 3000 KMs (accumulated upto 6000KMs of up to previous six months)]	Monthly package cost divided by no. of kms in monthly package multiplied by factor 0.3 in case of normal service and 0.2 in case of 24x7 service.
		Extra Amount to be paid on three National Holiday (Republic Day, Independence Day and Gandhi Jayanti) * Per day basis	(To be filled by the bidder)
		Over Time on hourly basis after 12-hour job (during 6 days/ week) * Per Hour basis	(To be filled by the bidder)
Total			

**Broad terms:**

1. Refer scope of work for detailed T&Cs.
2. The amount shall be **exclusive of taxes**.
3. The monthly limit of 3000 KMs. shall be used for outstation travel also. The extra KMs charges will be applicable only after utilization of monthly 3000 KM limit.
4. Calculation: Based on (1) Hour or Kilometer whichever is higher (2) Garage to garage basis.
5. The bidder must have its office in Ahmedabad, Gujarat.
6. The above quoted rate shall be inclusive of fuel charges and chauffeur charges.
7. The rate of GST has to be indicated by the vendor in the invoice.
8. Toll charges / MCD charge shall be reimbursed on actual basis by the Bank that can be claimed along with the monthly bill.
9. The invoice has to be raised by the vendor by 10<sup>th</sup> of subsequent month and payment will be made

<sup>6</sup> Please refer para 3 of his RFP.

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within 45 days from raising receipt of physical invoice. The GSTIN No. of the Bank shall be mentioned on the invoice.

10. Request for increase in the monthly rental price to be reviewed after completion of 1 year of service subject to the performance of the vendor.

**Add-ons:**

**Outstation Night charges (11PM - 5AM):-**

For outstation travel, additional night charges shall apply (maximum up to Rs. 500). The service provider shall provide the outstation charges per night. The billing will be done on actual outstation nights availed during the contract period.

**Variation:-**

During the contract period, the Buyer may increase or decrease the number of vehicles on existing terms & conditions in force and contract period depending upon the requirement and may also increase package running mileage and duty hours as per requirement. The payment for extra mileage and extra duty hours will be done on prorata basis calculated on basic package rate as under.

**Extra per km charges:-**

Monthly package cost divided by no. of kms in monthly package multiplied by factor 0.3 in case of normal service and 0.2 in case of 24x7 service.

Bidders are requested to note the following:

- **Eligible Bidder quoting lowest TOTAL COST in Annexure IV shall be selected.**
- As quoted rates mentioned in Annexure IV shall be valid for six month from the date of opening of Commercial bid, Bidder shall supply items ordered during this validity period at the quoted rate mentioned in Annexure IV.
- All the details must be provided as per format. Incomplete formats will result in rejection of the proposal.
- All the quoted costs must include all applicable charges and other levies (other than GST)
- All the rates must be quoted in INR.
- The prices in any form or by any reasons should not be disclosed in the Bid except in the commercial Bid. Failure to do so will make the Bid liable to be rejected.

**Authorized Signatories**

**(Name & Designation, seal of the company)**

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

[To be submitted along with Technical Bid]

**ECS MANDATE FORM FOR PROVIDING DETAILS OF BANK ACCOUNT FOR CREDIT OF PAYMENT FROM NATIONAL HOUSING BANK**

(Please fill in the information in CAPITAL LETTERS)

1. Name of the Bidder: \_\_\_\_\_

2. Address of the Bidder: \_\_\_\_\_

City: \_\_\_\_\_ Pin Code: \_\_\_\_\_

E-mail id: \_\_\_\_\_

Phone / Mobile No.: \_\_\_\_\_

Permanent Account Number (PAN): \_\_\_\_\_

GST Registration No.: \_\_\_\_\_

TIN No. : \_\_\_\_\_

**3. Particulars of Bank Account**

A. Name of Account same as in the Bank: \_\_\_\_\_

B. Name of the Bank: \_\_\_\_\_

C. Name of the Branch: \_\_\_\_\_

D. Address of the Branch with Tel No.: \_\_\_\_\_

E. Account No. (appearing in Cheque book): \_\_\_\_\_

F. Account Type (SB, Current, etc.): \_\_\_\_\_

G. MICR No.: \_\_\_\_\_

H. IFSC Code of the Bank Branch: \_\_\_\_\_

I/ We hereby authorize National Housing Bank to credit payment(s) to my/ our above bank account by ECS. #. (#ECS will accepted on centers where the facility is available).

I/ We hereby declare that the particular given above are correct and complete. If the transaction is delayed or not effected at all by ECS for reasons of incomplete or incorrect information, I/ we would not hold National Housing Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through RTGS/ NEFT.

I also agree that without prejudice to the generality of the foregoing, in the event National Housing Bank is not able to carry out the ECS instructions given by me, National Housing Bank may make such arrangements for payment as deemed appropriate by it, for effecting the transaction.

Place:

Date:

Authorized Signatory/ ies

\_\_\_\_\_  
Certified that the particulars furnished above are correct as per our records.

Bank's Stamp: \_\_\_\_\_

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

\_\_\_\_\_  
Signature of the Authorized Official of the bank

**RESOLUTION MATRIX**

We declare that we will adhere to following resolution matrix during our service contract period with NHB:

<b>Level</b>	<b>Name</b>	<b>Designation</b>	<b>Contact details</b>
First Level			
Second level			
Third Level			

**Authorized Signatories**

(Name & Designation, seal of the company)

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

RFP No.: \_\_\_\_\_

Date of issue of RFP: \_\_\_\_\_

**PRE-CONTRACT INTEGRITY PACT**

**(To be obtained depending on the threshold fixed)**

(To be executed on a non- judicial stamp paper)

This pre-bid/ pre-contract Agreement (hereinafter called "**this Integrity Pact**") between, the National Housing Bank, a body corporate established under the provisions of the National Housing Bank Act, 1987 having its Head Office at Core 5A, India Habitat Centre, Lodhi Road, New Delhi-110003 represented through Shri/ Ms \_\_\_\_\_, (Designation) (hereinafter called "NHB", which expression shall mean and include, unless the context otherwise requires, its successors in office and assigns) of the First Part

**AND**

M/ s \_\_\_\_\_ represented by Shri \_\_\_\_\_, Chief Executive Officer (hereinafter called the "Bidder" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

*(The party of the First Part and the party of the Second Part are hereinafter collectively referred to as the "**Parties**" and individually as the "**Party**")*

**WHEREAS** NHB proposes to procure \_\_\_\_\_ (name of the items/ services) as mentioned in the RFP No. \_\_\_\_\_ ("RFP") and the Bidder is willing to offer/ has offered \_\_\_\_\_ (name of the items/ services) as desired by NHB in terms of the RFP;

**WHEREAS** the Bidder is a private company/ public company/ Government undertaking/ LLP/ partnership/ registered export agency, constituted in accordance with the relevant law in the matter and NHB is a body corporate established under the Act of Parliament;

**WHEREAS** to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/ prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

- (i) enabling NHB to obtain the desired said stores/ equipment/ services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and
- (ii) enabling Bidders to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and NHB will commit to prevent corruption, in any form, by its officials by following transparent procedures.

**WHEREAS** the Parties are required to execute this Integrity Pact as a prequalification for the Bidder to participate in the bidding process;

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**AND WHEREAS** the Parties hereby agree to enter into this Integrity Pact on the terms and conditions mentioned hereinafter.

NOW IT IS THEREFORE AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

**1. Commitments of NHB:**

- 1.1** NHB undertakes that no official of NHB, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the Bidder, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, Bid evaluation, contracting or implementation process related to the contract.
- 1.2** NHB will, during the pre-contract stage, treat all Bidders alike and will provide to all Bidders the same information and will not provide any such information to any particular Bidder which could afford an advantage to that particular Bidder in comparison to other Bidders.
- 1.3** All the officials of NHB will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

**2.** In case any such preceding misconduct on the part of such official(s) is reported by the Bidder to NHB with full and verifiable facts and the same is prima facie found to be correct by NHB, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by NHB and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by NHB the proceeding under the contract would not be stalled.

**3. Commitments of Bidders:**

- 3.1** Compliance of the Instructions of GOI/ Guidelines of CVC/ Others: The Bidder undertakes that in case of its selection as the successful Bidder, it shall perform its duties under the Contract in strict compliance of the relevant and extant instructions of Government of India, GFR issued by Ministry of Finance, Guidelines of CVC and provisions of the Procurement Manual/ relevant instructions of NHB, as applicable to the subject matter.
- 3.2** The Bidder represents that it has the expertise to undertake the assignment/ contract and also has the capability to deliver efficiently and effectively the goods/ advice/ services to NHB under the contract in terms of the RFP.
- 3.3** The Bidder commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its Bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

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- (a) The Bidder will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of NHB, connected directly or indirectly with the Bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the Bidding, evaluation, contracting and implementation of the contract.
- (b) The Bidder has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of NHB or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Government.
- (c) \* The Bidder shall disclose the name and address of its agents and representatives including its foreign principals or associates. In case of Foreign Bidder, it shall disclose name and address of its agents and representatives in India.
- (d) \* The Bidder shall disclose the payments to be made by it to agents/ brokers or any other intermediary, in connection with this Bid/ contract.
- (e) \* The Bidder has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to NHB or any of its functionaries, whether officially or unofficially to the award of the contract to the Bidder, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect or any such intercession, facilitation or recommendation.
- (f) The Bidder, either while presenting the Bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of NHB or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- (g) The Bidder will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, Bid evaluation, contracting and implementation of the contract.
- (h) The Bidder will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- (i) The Bidder shall not use improperly, for purposes of competition or personal gain or pass on to others, any information provided by NHB as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier and shall not commit any offence under Prevention of Corruption Act, 1988 and Bharatiya Nyaya Sanhita 2023. The Bidder also undertakes to exercise due and adequate care lest any such information is divulged.
- (j) The Bidder commits to refrain from giving any complaint directly or through any other

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manner without supporting it with full and verifiable facts.

- (k) The Bidder shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- (l) If the Bidder or any employee of the Bidder or any person acting on behalf of the Bidder, either directly or indirectly is a relative of any of the officers of NHB or alternatively, if any relative of an officer of NHB has financial interest/ stake in the Bidders firm, the same shall be disclosed by the Bidder at the time of filing of tender.

The term 'relative' for this purpose would be as defined in Section 2 of the Companies Act 2013.

- (m) The Bidder shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of NHB.
- (n) The Bidders shall disclose any transgressions with any other company that may impinge on the anti-corruption principle.
- (o) The Bidder has not entered into any undisclosed agreement or understanding with other Bidders with respect of prices, specifications, certifications, subsidiary contracts, etc.

**3.4** The Bidder undertakes and affirms that it shall take all measures necessary to prevent any possible conflict of interest and in particular commit itself to the following:

- (a) The Bidder shall avoid any conflict of interest while discharging contractual obligations and bring, beforehand, any possible instance of conflict of interest to the knowledge of NHB, while rendering any advice or service.
- (b) The Bidder shall act/ perform, at all times, in the interest of NHB and render any advice/ service with highest standard of professional integrity.
- (c) The Bidder undertakes that in case of its selection as the successful Bidder, it shall provide professional, objective, and impartial advice and at all times and shall hold NHB's interests paramount, without any consideration for future work, and that in providing advice it shall avoid conflicts with other assignments and its own interests.
- (d) The Bidder declares/ affirms that it has not been hired by NHB for any assignment that would conflict with its prior or current obligations to other employers/ buyers, or that may place it in a position of being unable to carry out the assignment/ contract in the best interest of NHB. Without limitation on the generality of the foregoing, the Bidder further declares/ affirms as set forth below:
  - (i) **Conflict between consulting activities and procurement of goods, works or non-consulting services (i.e. services other than consulting services)** - The Bidder has not been engaged by NHB to provide goods, works, or non-consulting services for a project, or any affiliate that directly or indirectly controls, is controlled by, or is under common control with the Bidder. The Bidder is fully aware that it shall be disqualified from

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providing consulting services resulting from or directly related to those goods, works, or non-consulting services. Further, the Bidder is also aware of the fact that in case it has been hired to provide consulting services for the preparation or implementation of a project, or any affiliate that directly or indirectly controls, is controlled by, or is under common control with the firm, shall be disqualified from subsequently providing goods, works, or services (other than consulting services) resulting from or directly related to the consulting services for such preparation or implementation.

This provision does not apply to the various firms (consultants, contractors, or suppliers) which together are performing the Bidder's obligations under a turnkey or design and build contract.

- (ii) **Conflict among consulting assignments** - The Bidder understands that neither Bidder (including their personnel and sub-consultants), nor any affiliate that directly or indirectly controls, is controlled by, or is under common control with the firm, shall be hired for the assignment that, by its nature, may be in conflict with another assignment of the Bidder. *As an example, Bidders assisting NHB in the privatization of public assets shall neither purchase, nor advise purchasers of, such assets. Similarly, Bidders hired to prepare Terms of Reference (TOR) for an assignment shall not be hired for the assignment in question.*
- (iii) **Relationship with NHB's staff** - The Bidder is aware that the contract may not be awarded to the Bidder in case it is observed that it, including its experts and other personnel, and sub-consultants, if permitted, has/ have a close business or family relationship with a professional staff of NHB (or of the project implementing agency) who are directly or indirectly involved in any part of: (i) the preparation of the TOR for the assignment, (ii) the selection process for the contract; or (iii) the supervision of such contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to NHB throughout the selection process and the execution of the contract.
- (iv) **A Bidder shall submit only one proposal either individually or as a joint venture partner in another proposal:** If the Bidder, including a joint venture partner, submits or participates in more than one proposal, all such proposals shall be disqualified. This does not, however, preclude a consulting firm to participate as a sub-consultant, or an individual to participate as a team member, in more than one proposal when circumstances justify and if permitted by the RFP.

In case of a joint venture, all partners of the joint venture shall sign this Integrity Pact.

#### 4. Previous Transgression:

- 4.1 The Bidder declares that no previous transgression occurred in the last 3 (three) years reckoned backward from the date of submission of bid, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify Bidder's exclusion from the tender process. The transgression(s) for which cognizance was taken even before the said period of 3 (three) years, but are pending conclusion shall also be reported by the bidder to NHB. Further, the Bidder shall

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disclose immediately instances of transgression, if any, that may have occurred and taken cognizance of elsewhere and of which the Bidder has come to know, during the execution of the contract .

**4.2** The Bidder agrees that if it makes incorrect statement on this subject, Bidder can be disqualified from the tender process or the contract, if already awarded can be terminated for such reason.

**5. Accountability:**

**5.1** The Bidder undertakes that in case of its selection as the successful Bidder and assignment of the contract to the Bidder, it shall be accountable for the advice/ supply made/ to be made and/ or for any service rendered/ to be rendered by it to NHB, keeping in view norms of ethical business, professionalism and the fact that such advice / services to be rendered by it for a consideration.

**5.2** The Bidder shall be accountable in case of improper discharge of contractual obligations and/ or any deviant conduct by the Bidder.

**6. Personal Liability:**

The Bidder understands that in case of its selection as the successful Bidder, the Bidder is expected to carry out its assignment with due diligence and in accordance with prevailing standards of the profession. The Bidder shall be liable to NHB for any violation of this Integrity Pact as per the Applicable Laws, besides being liable to NHB as may be provided under the service level agreement/ contract to be executed.

**7. Transparency and Competitiveness:**

The Bidder undertakes that in case of its selection as the successful Bidder, it shall keep in view transparency, competitiveness, economy, efficiency and equal opportunity to all prospective tenderers/ Bidders, while rendering any advice/ service to NHB, in regard with matters related to selection of technology and determination of design and specifications of the subject matter, Bid eligibility criteria and Bid evaluation criteria, mode of tendering, tender notification, etc.

**8. Co-operation in the Processes:**

The Bidder shall cooperate fully with any legitimately provided/ constituted investigative body, conducting inquiry into processing or execution of the consultancy contract/ any other matter related with discharge of contractual obligations by the Bidder.

**9. Sanctions for Violations:**

**9.1** Any breach of the aforesaid provisions by the Bidder or any one employed by it or acting on its behalf (whether with or without the knowledge of the Bidder) shall entitle NHB to take all or any

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one of the following actions, whenever required:

- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the Bidder. However, the proceedings with the other Bidder(S) would continue.
  - (ii) The Earnest Money Deposit (in pre-contract stage) and / or Security Deposit / Performance Bond/ PBG (after the contract is signed) shall stand forfeited either fully or partially, as decided by NHB and NHB shall not be required to assign any reason therefor.
  - (iii) To immediately cancel the contract, if already signed, without giving any compensation to the Bidder.
  - (iv) To recover all sums already paid by NHB, and in case of an Indian Bidder with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a Bidder from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the Bidder from NHB in connection with any other contract, such outstanding payment could also be utilized and appropriated by NHB to recover the aforesaid sum and interest.
  - (v) To encash the advance bank guarantee and performance bond/ warranty bond, if furnished by the Bidder, in order to recover the payments already made by NHB, along with interest.
  - (vi) To cancel all or any other contracts with the Bidder. The Bidder shall be liable to pay compensation for any loss or damage to NHB resulting from such cancellation / rescission and NHB shall be entitled to deduct the amount so payable from the money(s) due to the Bidder.
  - (vii) To debar the Bidder from participating in future Bidding process of NHB for a minimum period of three years which may be further extended at the discretion of NHB.
  - (viii) To recover all sums paid in violation of this Integrity Pact by Bidder(S) to any middleman or agent or broker with a view to securing the contract.
  - (ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by NHB with the Bidder, the same shall not be opened.
  - (x) Forfeiture of Performance Bond/ PBG in case of a decision by NHB to forfeit the same without assigning any reason for imposing sanction for violation of this Integrity Pact.
- 9.2** NHB will also be entitled to take all or any the actions mentioned at para 9.1(i) to (x) of this Integrity Pact on commission by the Bidder or any one employed by it or acting on its behalf (whether with or without the knowledge of the Bidder), of an offence under the Bharatiya Nyaya Sanhita, 2023 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 9.3** The decision of NHB to the effect that a breach of the provisions of this Integrity Pact has been committed by the Bidder shall be final and conclusive on the Bidder. However the Bidder can approach the Independent Monitor(s) appointed for the purposes of this Integrity Pact.

**10. Fall Clause:**

The Bidder undertakes that it has not supplied/ is not supplying similar goods/ product/ systems or subsystems/ services at a price lower than that offered in the present Bid in respect of any other Ministry/ Department of the Government of India or PSU/ Public Sector Bank and if it is found at any stage that similar goods/ product/ systems/ services was supplied by the Bidder to any other Ministry/ Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the Bidder to NHB, if the contract has already been concluded.

**11. Disqualification & Forfeiture of EMD/ PBG etc:**

The Bidder(s) agree(s) that:

- (a) Prior to award of contract or during execution of the contract, if the Bidder (s) has/ have committed any transgression/ breach of this Integrity Pact, NHB is entitled to disqualify the Bidder(s) from the tendering process/ terminate the contract.
- (b) If NHB disqualifies the Bidders(s) from the tendering process prior to award of contract under clause (a) above, NHB is entitled to demand and recover the damages equivalent to the EMD and in such event, the EMD shall be forfeited.
- (c) After selection of the successful Bidder and/ or during execution of the contract, any breach/ violation by the successful Bidder of this Integrity Pact under clause (a) above shall entail forfeiture of performance bond/ Performance Bank Guarantee (PBG).
- (d) It is agreed that the decision of NHB regarding forfeiture of EMD/ performance bonds/ PBG shall be final and binding.

**12. Independent External Monitors:**

- 12.1 NHB has appointed Shri R M Srivastava & Shri. Jojneshwar as independent external monitors (hereinafter referred to as "the Monitors") for this Integrity Pact in consultation with the Central Vigilance Commission.
- 12.2 The task of the Monitors shall be to review independently and objectively whether and to what extent the Parties comply with the obligations under this Integrity Pact.
- 12.3 The Monitors shall not be subject to instructions by the representatives of the Parties and perform their functions neutrally and independently.
- 12.4 Both the Parties accept that the Monitors have the right to access all the documents relating to the project procurement including minutes of meeting.
- 12.5 As soon as the Monitor notices or has reason to believe a violation of this Integrity Pact, he will so

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inform the Authority designated by NHB.

- 12.6** The Bidder accepts that the Monitor has the right to access without restriction to all project documentation of NHB including that provided by the Bidder. The Bidder will also grant the Monitor upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to sub-contractors. The Monitor shall be under contractual obligation to treat the information and documents (s) of the Bidder/ sub-contractor with confidentiality.
- 12.7** NHB will provide to the Monitor sufficient information about all meetings among the Parties related to the project provided such meeting could have an impact on the contractual relations between the Parties. The Parties will offer to the Monitor the option to participate in such meeting.
- 12.8** The Monitor will submit a written report to the designated Authority of NHB within 8 to 10 weeks from the date of reference or intimation to him by NHB/ Bidder and, should the occasion arise, submit proposals for correcting problematic situations.
- 12.9** In the event of any dispute between NHB and the Bidder, the same will be first referred to the panel of IEMs with the consent of both the parties for mediation, and the IEMs will try to resolve the dispute in a time bound manner. The fee and expenses incurred for holding meetings of IEMs for dispute resolution shall be shared equally by NHB and the Bidder. In case, the dispute remains unsolved even after mediation by the panel of IEMs, NHB may take further action as per the terms and conditions of the contract.

**13. Facilitation of Investigation:**

In case of any allegation of violation of any provision to this Integrity Pact or payment of commission, NHB or its agencies shall be entitled to examine all the documents including the Books of Accounting of the Bidder and the Bidder shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

**14. Part of the Contract:**

This Integrity Pact shall form a part of the contract to be executed between NHB & the successful Bidder.

**15. Law and Place of Jurisdiction:**

This Integrity Pact is subject to Indian Law. Any dispute arising out of this shall be subject the jurisdictions of the Courts at New Delhi.

**16. Other Legal Action:**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provision of the extant law in force relating to any civil or criminal

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proceedings. However, the Parties shall not approach the Courts of Law while representing the matters to the Monitor/ s and shall await the decision of the Monitor/ s in the matter.

**17. Validity:**

**17.1** The validity of this Integrity Pact shall be from date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both NHB and the Bidder, including warranty period, whichever is later. In case Bidder is unsuccessful, this Integrity Pact shall expire after six month from the date of the signing of this Integrity Pact.

**17.2** Should one or several provisions of this Integrity Pact turn out or be invalid, the remainder of this Integrity Pact shall remain valid. In this case the Parties will strive to come to an agreement to their original intentions.

The Parties hereto sign this Integrity Pact on the day, month and year and at the place mentioned herein below.

<b>For National Housing Bank</b>	<b>For Bidder</b>
<p><b>(Authorised Signatory)</b></p> <p><b>Place:</b> <b>Date:</b></p> <p><u><b>Witness:</b></u></p> <p>1. _____ (Name &amp; Address)</p> <p>2. _____ (Name &amp; Address)</p>	<p><b>(Authorised Signatory)</b></p> <p><b>Place:</b> <b>Date:</b></p> <p><u><b>Witness:</b></u></p> <p>1. _____ (Name &amp; Address)</p> <p>2. _____ (Name &amp; Address)</p>

*(\* provisions of these clauses would need to be amended/ deleted in line with the policy of NHB in regard to involvement of Indian agents of foreign suppliers.)*

(To be executed on a non- judicial stamp paper)

**SERVICE LEVEL AGREEMENT**

THIS SERVICE LEVEL AGREEMENT (hereinafter referred to "this Agreement") is made on this \_\_\_\_\_ day of the month of \_\_\_\_\_, 202\_, by and between,

National Housing Bank, a body corporate established under the National Housing Bank Act, 1987, having its Head Office at Core 5A, 3<sup>rd</sup> -5<sup>th</sup> Floors, India Habitat Centre, Lodhi Road, New Delhi-110003 (hereinafter called "NHB",) which expression shall include wherever the context so permits, its successors and assigns;

**AND**

\_\_\_\_\_, a company registered under the Companies Act, 1956, having its registered office at \_\_\_\_\_ (hereinafter called the "Service Provider"), which expression shall include wherever the context so permits, its successors and permitted assigns.

(Hereinafter NHB and the Service Provider are collectively referred to as "the Parties" and individually as "the Party")

**WHEREAS**

- (A) NHB intends to hire the Service Provider for \_\_\_\_\_, as detailed in the Request for Proposal no. \_\_\_\_\_ on \_\_\_\_\_ (date) (including Corrigendum/ Clarification, if any, issued) (hereinafter collectively referred to the "RFP (attached hereto as Appendix- I).
- (B) The Service Provider has been selected through open tendering process by way of floating the RFP by NHB followed by evaluation of Technical & Commercial Bids of the Bidders and accordingly the letter of award no. \_\_\_\_\_ dated \_\_\_\_\_ ("LoA") (attached hereto as Appendix- II) has been issued by NHB to the Service Provider;
- (C) The Service Provider has accepted and agreed to provide the Services in accordance with terms and conditions of RFP and the LoA.
- (D) In terms of the RFP, NHB and the Service Provider have agreed to enter into this Agreement in the manner hereinafter appearing:

**NOW THEREFORE the Parties hereby agree as follows:**

**1. GENERAL PROVISIONS:**

**1.1 Definitions:-**

Unless the context otherwise requires, the following terms whenever used in this Agreement have the following meanings:

**Request for Proposal: For Engagement of Agency for Providing Taxi Services at NHB's Ahmedabad Regional Office**

- (a) "Applicable Laws" means the laws and any other instruments having the force of law in India, as they may be issued and in force from time to time;
- (b) "Contract" or "this Contract" means and shall construe this Agreement;
- (c) "Deliverables" means and includes the major deliverables as specified in Clause \_\_\_\_\_ of the RFP.
- (d) "Effective Date" means the date on which this Agreement comes into force and effect pursuant to Clause 2.1 hereof;
- (e) "Personnel" means persons hired/ to be hired by the Service Provider as employees and assigned to the performance of the Services or any part thereof.
- (f) "Project" means collectively the Services and the Deliverables to be provided as detailed in the RFP.
- (g) "Services" or "Scope of Work" means and includes the scope of work to be performed by the Service Provider as described/ set out in Clause \_\_\_\_\_ of the RFP.
- (h) "Third Party" means any person or entity other than NHB and the Service Provider.

**1.2 Principles of Interpretation:-**

In this Agreement, unless the context otherwise requires:

- a) All capitalized terms unless specifically defined in this Agreement shall have the meaning given to them in the RFP;
- b) Words and abbreviations, which have well known technical or trade/ commercial meanings are used in this Agreement in accordance with such meanings;
- c) The RFP, the LoA, the Pre-Contract Integrity Pact and the NDA along with the Appendices/ Attachments hereto, shall form part and parcel of this Agreement and shall be read together for all purpose and effect.
- d) In case of any inconsistency or repugnancy between the provisions contained RFP, LoA and this Agreement, unless the context otherwise requires, the opinion of NHB shall prevail to the extent of such inconsistency or repugnancy and the same shall be binding on the Service Provider.

**1.3 Purpose:-**

- 1.3.1 It is hereby agreed that the Service Provider shall provide the Services to NHB as set out in the RFP till the completion of the Project. The objective of the Project is to make \_\_\_\_\_.

**1.3.2 Performance of the Scope of Work:-**

The Service Provider shall perform all the services as set out in the Scope of Work and complete the Deliverables within the prescribed timelines in terms of the RFP and the entire assignment shall be completed within the Term of this Contract.

**1.3.3 Term/ Period of Contract:-**

The entire assignment as detailed in the Scope of Work under this Contract shall be completed within a period of \_\_\_\_\_ ("Term") starting from \_\_\_\_\_ by the Service Provider unless the period is extended in accordance with this Agreement.

**1.3.4 Contract Price:-**

The entire assignment to be performed under this Contract is fixed price contract and the Service Provider shall be paid the total price consideration of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) ("Contract Price") for the satisfactory performance/ execution of the entire assignment under the Project. The Contract Price shall be paid by NHB as per the payment terms agreed at Clause 4.2 of this Agreement.

**1.4 Relation between the Parties:-**

The Contract shall be on a principal-to-principal basis and nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between NHB and the Service Provider. The Service Provider, subject to this Agreement, has complete charge of personnel to be engaged by the Service Provider for performing the Services and shall be fully responsible for the works to be performed by them or on their behalf hereunder and also for the quality of the work done by their personnel.

**1.5 Language:-**

This Contract has been executed in the English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

**1.6 Headings:-**

The headings shall not limit, alter or affect the meaning of this Contract.

**1.7 Notices:-**

1.7.1 Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, email, or facsimile to such Party at the following address:

For NHB:

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Attention: \_\_\_\_\_  
Ph. No.: \_\_\_\_\_  
Fax: \_\_\_\_\_

For the Service Provider:  
Attention: \_\_\_\_\_  
Ph. No.: \_\_\_\_\_  
Fax: \_\_\_\_\_

1.7.2 Notice will be deemed to be effective as follows:

- (a) In the case of personal delivery, email or registered mail, on delivery.
- (b) In the case of facsimiles, seventy-two (72) hours following confirmed transmission.

1.7.3 A Party may change its address for notice hereunder by giving the other Party notice of such change pursuant to this Clause.

**1.8 Location:-**

The Services shall be performed at Delhi or at such location required/ approved by NHB.

**1.9 Authority of Service Provider:-**

The Service Provider hereby authorize \_\_\_\_\_ to act on their behalf in exercising the entire Service Provider's rights and obligations towards NHB under this Contract, including without limitation for signing letters/ communications, execution of agreements, for receiving instructions and payments from NHB.

**1.10 Taxes and Duties:-**

The Service Provider and their personnel shall pay the taxes (excluding GST), duties, fees, levies and other impositions levied under the existing, amended or enacted laws during the tenure of this Agreement and NHB shall perform such duties in regard to the deduction of such taxes as may be lawfully imposed from the payments to be made to the Service Provider.

**2. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT:**

**2.1 Effectiveness of Contract:-**

This Agreement deemed to have taken effect from the date of acceptance of the letter of award (LoA) by the Service Provider i.e. w.e.f. ....

**2.2 Commencement of Services:-**

The Service Provider shall begin carrying out the Services immediately viz. from the date of acceptance of LoA, or on such date as the Parties may agree in writing.

**2.3 Expiration of Contract:-**

Unless terminated earlier pursuant to Clause-2.8 hereof, this Contract shall expire on the expiry of the Term as stated on Clause 1.3.3 herein unless the Term is extended in accordance with the Clause 2.6.4 of this Agreement, or any other condition stipulated in this Agreement or the RFP.

**2.4 Entire Agreement:-**

This Contract contains all covenants, stipulations and provisions agreed by the Parties. No representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.

**2.5 Modification:-**

Modification of the terms and conditions of this Contract, including any modification of the scope of the Services/ Scope of Work, may only be made by written agreement between the Parties and shall not be effective until the consent of the Parties has been obtained, however, each Party shall give due consideration to any proposals for modification made by the other Party.

**2.6 Force Majeure:-**

**2.6.1 Definition:-**

In the event of either Party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the Contract, the relative obligation of the Party affected by such Force Majeure shall be suspended for the period during which such cause lasts.

The term "Force Majeure" as employed herein shall mean acts of God, War, Civil Riots, Fire, Flood and Acts and Regulations of respective government of the two Parties directly affecting the performance of the Contract.

Upon the occurrence of such cause and upon its termination, the Party alleging that it has been rendered unable as aforesaid thereby, shall notify the other Party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said cause by giving notice to the other Party within 72 hours of the ending of the cause respectively. If the deliveries are suspended by Force Majeure conditions lasting for more than 2 (two) months, NHB shall have the option of canceling this Contract in whole or part at its discretion without any liability on its part.

Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

**2.6.2 No Breach of Contract:-**

The failure of a Party to fulfill any of its obligations hereunder shall not be considered to be a breach of or default under this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all

reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

**2.6.3 Measures to be taken:-**

- (a) A Party affected by an event of Force Majeure shall take all reasonable measures to remove such Party's inability to fulfill its obligations hereunder with a minimum of delay.
- (b) A Party affected by an event of Force Majeure shall notify the other Party such event as soon as possible, and in any event not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give notice of the restoration of normal conditions as soon as possible.
- (c) The Parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

**2.6.4 Extension of Time:-**

Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

**2.6.5 Consultation:-**

Not later than thirty (30) days after the Party, as the result of an event of Force Majeure, has become unable to perform a material portion of the Services, the Parties shall consult with each other with a view to agreeing on appropriate measures to be taken in the circumstances.

**2.7 Suspension:-**

NHB may, by written notice of suspension to the Service Provider, suspend all payments to the Service Provider hereunder if NHB is not satisfied with the performance of the Service Provider or if the Service Provider fails to perform any of their obligations under this Contract, including the carrying out of services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the Service Provider to provide remedy for such failure within a period not exceeding thirty (30) days after receipt by the Service Provider of such notice of suspension and shall invoke contract performance guarantee.

**2.8 Termination:-**

**2.8.1 By NHB:-**

NHB may by not less than fifteen (15) calendar days written notice of termination to the Service Provider, (except in the event listed in paragraph (g) below, for which there shall

be a written notice of not less than sixty (60) days) such notice to be given after the occurrence of any of the events specified in paragraphs (a) to (f) of this Clause-2.8.1, terminate this Contract:

- (i) If the Service Provider fails to remedy a failure in the performance of their obligations hereunder, as specified in a notice of suspension pursuant to Clause-2.7 here-in-above, within thirty (30) days of receipt of such notice of suspension or within such further period as NHB may have subsequently approved in writing;
- (ii) If the Service Provider becomes insolvent or bankrupt or enters into an agreement with its creditors for relief of debt or take advance of any law for the benefit of debtors or goes into liquidation receivership whether compulsory or voluntary;
- (iii) If the Service Provider fails to comply with any final decision reached/ award passed as a result of arbitration proceedings pursuant to Clause-8 hereof;
- (iv) If the Service Provider submits to NHB a statement which has a material effect on the rights, obligations or interests of NHB and which the Service Provider knows to be false;
- (v) If, as a result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
- (vi) In the event it comes to the notice of NHB that any of the representations and/ or warranties made by the Service Provider either in the Bid Documents or in the subsequent correspondences are found to be false and/ or the Service Provider/ its personnel are found to be involved in any fraudulent or criminal act;
- (vii) If NHB, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

#### **2.8.2 Cessation of Rights and Obligations:-**

Upon termination of this Contract pursuant to Clause- 2.8.1 hereof or upon expiration of this Contract pursuant to Clause-2.3 hereof, all rights and obligations of the Parties hereunder shall cease, except:

- (a) Such rights and obligations as may have accrued on the date of termination or expiration,
- (b) The obligation of confidentiality set forth in Clause-3.7 hereof,
- (c) Any right which a Party may have under the Applicable Laws.

#### **2.8.3 Cessation of Services:-**

Upon termination of this Contract by notice pursuant to clauses-2.8.1 hereof, the Service Provider shall, immediately upon dispatch or receipt of such notice, take all necessary

steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum.

**2.8.4 Payment in case of termination of contract:-**

Subject to the terms of the RFP, in case the Contract is terminated, payment towards services will be made on pro rata basis, for the services already delivered, after deducting applicable penalty and TDS/ other applicable taxes.

**3. OBLIGATIONS OF THE SERVICE PROVIDER:**

**3.1 Standard of Performance:-**

The Service Provider shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used with professional engineering and consulting standards recognized by professional bodies, and shall observe sound management, technical and engineering practices, and employ appropriate advanced technology, safe and effective equipment, machinery, materials and methods. The Service Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to NHB, and shall at all times support and safeguard NHB's legitimate interests in any dealings with third parties.

**3.2 Compliance with Laws:-**

The Service Provider shall perform the assignment in accordance with the Applicable Laws including the regulatory framework governing the same and shall take all practicable steps to ensure that the Personnel/ sub-contractor of the Service Provider comply with the Applicable Laws.

**3.3 Conflict of Interest:-**

The Service Provider shall hold NHB's interest paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their corporate interests.

**3.4 Service Provider Not to Benefit from Commissions/ Discounts etc.:-**

The payment of the Service Provider by NHB shall constitute the Service Provider's only payment in connection with this Contract or the Services, and the Service Provider shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Service Provider shall use their best efforts to ensure that its Personnel similarly shall not receive any such additional payment.

**3.5 Service Provider and Affiliates not to be otherwise interested in / benefited from the Project:-**

The Service Provider agrees that, during the term of this Contract and after its termination, the Service Provider shall not create any work/ opportunity for itself and for any of its affiliates from

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this Project/ assignment and/ or derive any financial benefits directly or otherwise, other than what is agreed to be paid as professional fee as mentioned at Clause 4.2 for this assignment.

**3.6 Prohibition of Conflicting Activities:-**

The Service Provider and its affiliates shall not engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract. The Service Provider and its affiliates hired to provide services for the proposed assignment will be disqualified from services related to the initial assignment for the same Project subsequently.

**3.7 Confidentiality:-**

The Service Provider and its Personnel shall not, either during the term or after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Agreement or NHB's business or operations without the prior written consent of NHB.

A separate non-disclosure cum confidentiality agreement ("NDA") will be signed between the Service Provider and NHB, if required.

**3.8 Insurance to be taken out by the Service Provider:-**

The Service Provider shall take out and maintain at their own cost, appropriate insurance against all the risks, and for all the coverage, like workers compensation, employment liability insurance for all the staff on the assignment, comprehensive general liability insurance, including contractual liability coverage adequate to cover the indemnity of obligation against all damages, costs, and charges and expenses for injury to any person or damage to any property arising out of, or in connection with, the services which result from the fault of the Service Provider or their staff on the assignment

**3.9 Liability of the Service Provider:-**

The Service Provider shall be liable to NHB for the performance of the Services in accordance with the provisions of this Contract and for any loss suffered by NHB as a result of a default of the Service Provider in such performance, subject to the following limitations:

- (a) The Service Provider shall not be liable for any damage or injury caused by or arising out of any act, neglect, default or omission of any persons other than the Service Provider and its Personnel; and
- (b) The Service Provider shall not be liable for any loss or damage caused by or arising out of circumstances over which the Service Provider had no control.

**3.10 Indemnification of NHB by the Service Provider:-**

The Service Provider shall indemnify NHB and shall always keep NHB, its employees, personnel, officers and directors, both during and after the term of this Agreement, fully and effectively

indemnified against all losses, damage, injuries, deaths, expenses, actions, proceedings, demands, costs and claims, including legal fees and expenses, suffered by NHB or any Third Party, where such loss, damage, injury is the result of (i) any wrongful action, negligence or breach of contract by the Service Provider or its personnel; and/ or (ii) any negligence or gross misconduct attributable to the Service Provider or its personnel; and/ or (iii) any claim made by employees who are deployed by the Service Provider against NHB; and/ or (iv) any claim arising out of employment, non-payment of remuneration and non-provision of benefits in accordance with the statues/ various labour laws by the Service Provider to its employees; and/ or (v) any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/ or (vi) any breach of the confidentiality obligations mentioned under clause 3.7 and / or NDA.

**3.11 Limitation of Liability:-**

- (i) The Service Provider's aggregate liability, in connection with the obligations undertaken as a part of this Project, whether arising under this Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), other than the circumstances mentioned in the sub-clause (ii) below, shall be limited to \_\_\_\_\_ times of the total contract value.
- (ii) The Service Provider's liability in case of claims against NHB resulting from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations committed by the Service Provider shall be actual and unlimited.
- (iii) Under no circumstances, NHB shall be liable to the Service Provider for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if he has been advised of the possibility of such damages.

**3.12 Service Provider's Actions Requiring Owner's Prior Approval:-**

The Service Provider shall not enter into a sub-contract for the performance of any part of the Services, without the prior approval of NHB in writing. However, the Service Provider can hire the services of Personnel to carry out any part of the services. The Service Provider shall remain fully liable for the performance of the services by its personnel/ sub-contractors, as well as the risk management practices of the sub-contractors, pursuant to this Contract.

**3.13 Reporting Obligations:-**

The Service Provider shall submit to NHB the reports and documents within the timelines set forth in the Offer Letter, including any supporting data required by NHB.

**3.14 Documents prepared by the Service Provider to be the Property of NHB:-**

All software, algorithms, reports and other documents prepared/ developed by the Service Provider in performing the Services shall become and remain the property of NHB, and the Service Provider shall, not later than upon termination or expiration of this Contract, deliver all such documents to NHB, together with a detailed inventory thereof. The Service Provider may retain a copy of such documents and shall not use them for purposes unrelated to this Contract without

the prior written approval of NHB.

**3.15 Service Provider's Personnel:-**

The Service Provider shall ensure that personnel/ employees engaged by him in the project/ contract, have appropriate qualifications and competence as stipulated under the RFP and are in all respects acceptable to NHB. The Service Provider will do its utmost to ensure that the personnel identified by the Service Provider to work under this Agreement completes the Term. If any such personnel resigns from his job and leaves the Service Provider, the Service Provider will provide NHB with another personnel of equivalent knowledge, skill and experience acceptable to NHB as his substitute.

The Service Provider shall strictly comply with all applicable labour laws and such other laws in relation to the services to be provided and the personnel engaged by the Service Provider and he shall be solely responsible for all acts of the said personnel so enrolled and there shall and will not be any privity of contract for any purpose and to any intent between NHB and said personnel so engaged by the Service Provider.

The Service Provider shall be responsible for making appropriate deductions in respect of income tax and any other statutory deductions under applicable laws in respect of its personnel/ employees engaged by the Service Provider under this Agreement. The Service Provider agrees to indemnify NHB in respect of any claims that may be made by statutory authorities against NHB in respect of contributions relating to the personnel/ employees engaged by the Service Provider for performing the work under this Agreement. NHB is authorized to make such tax deduction at source as may be necessary as per law/ rules in force in respect of payments made to the Service Provider.

**3.16 Non-Compete:-**

The Service Provider will neither approach nor make any proposal for work for any employee of NHB directly or indirectly during the validity of this Agreement and for one year from the date of termination of this Agreement.

**3.17 Change in Ownership or Constitution:-**

The Service Provider will inform NHB immediately about any change in its ownership or its constitution. The Service Provider will ensure that the NHB's interest will be protected with utmost care. If NHB is not satisfied with the change of ownership or constitution of the Service Provider and/ or with the new owner, NHB shall have the right of termination and in that event, the payment, if any, upon termination may be made as provided in clause 2.8.4.

**3.18 Monitoring:-**

The SLA parameters shall be monitored on continuous basis. If the performance is not satisfactory at any given point in time during the contract period and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of NHB, then NHB will have the right to take appropriate actions including termination of the contract.

**3.19 Rights to Access:-**

All records (including data, books, information, logs, alerts etc.) of the Service Provider relating to any matters covered by the RFP shall be made available to NHB including its authorized personnel at any time, as often as NHB deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data.

NHB, including its regulatory authorities like Reserve Bank of India shall have the right to verify, through their officials or such other persons as may be authorized, the progress of the project at the site of the Service Provider or at the place where the services are being rendered by the Service Provider.

NHB and its authorized representatives, including regulator like Reserve Bank of India shall have the right to visit any of the Service Provider's premises to ensure that data provided by NHB is not misused. The Service Provider will have to cooperate with the authorized representative/ s of NHB or the Reserve Bank of India, as the case may be and will have to provide all information/ documents required by NHB/ RBI.

**3.20 Audit:-**

The Service Provider shall allow and grant NHB, its authorized personnel, its auditors (internal and external) and/ or the Reserve Bank of India/ other regulatory & statutory authorities, and their authorized personnel, unrestricted right to inspect and/ or audit its books and accounts, to provide copies of any audit or review reports and findings made on the Service Provider, directly related to the Services.

In case any of the Services are further outsourced/ assigned/ subcontracted to other Service Providers in terms of the RFP, it will be the responsibility of the Service Provider to ensure that the authorities / officials as mentioned above are allowed access to all the related places, for inspection and/ or audit.

**3.21 Contingency Plans:-**

The Service Provider shall arrange and ensure proper Data Recovery Mechanism, Attrition Plan and other contingency plans to meet any unexpected obstruction to the Service Provider or any employees or sub-contractors of the Service Provider in rendering the Services or any part of the same under this Agreement to NHB.

**3.22 Transition Requirement:-**

In the event of failure of the Service Provider to render the Services or in the event of termination of the Agreement or expiry of term or otherwise, without prejudice to any other right, NHB at its sole discretion may make alternate arrangement for getting the Services contracted with another Service Provider. In such case, upon receiving notice from NHB, the Service Provider shall continue to provide the Services as per the terms of the Contract until the new Service Provider completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by NHB.

**4. OBLIGATIONS OF NHB:**

**4.1 Support:-**

NHB will provide the support as required necessary by it including giving access to the relevant and limited data maintained in its system to the Service Provider for carrying out the assignment under the Contract.

**4.2 Consideration & Payment Terms:-**

In consideration of the Services performed by the Service Provider under this Agreement, NHB shall make to the Service Provider such payments and in such manner as specified in the RFP and/ or the LoA.

The Service Provider shall submit the bills to NHB of firms printed bill forms indicating the work done by him during the period for which payment is sought. NHB shall make payments to the Service Provider as per the payment schedule given in the RFP. But if the progress is not satisfactory and according to agreed work program/ schedule the payment may be withheld.

**4.3 Non-Solicitation:-**

NHB agrees not to make an offer for employment to any personnel provided/ deployed by the Service Provider under this Agreement, and, not to accept any application for employment from him/ her, while he is under the term of this Agreement, and, for up to twelve (12) months from the date of last assignment of the work under this Agreement with NHB.

**5. FAIRNESS AND GOOD FAITH:**

**5.1 Good Faith:-**

The Parties undertake to act in all fairness and good faith in respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

**6. UNDERTAKINGS:**

The Service Provider hereby further undertakes:

- (i) That the Service Provider has gone through all the required/ relevant and extant instructions/ circulars of Government of India, Reserve Bank of India and / or any other concerned authority, GFR issued by Ministry of Finance, guidelines of CVC and provisions of the manual/ relevant instructions of NHB, as applicable to the scope/ area of its work/ operation under this Agreement and the advice/ services to be rendered by it as the Service Provider and it complies/ will comply with all such requirements.
- (ii) That the Service Provider has the necessary expertise to work and execute the Project as per the scope of work set out in detail in the RFP and it has the capability to deliver efficient and effective advice/ services to NHB. It shall carry out the assignment under this Agreement with

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due diligence and with the highest standard of professionalism and business ethics.

- (iii) That being the Service Provider of NHB for a consideration, it shall be accountable for (a) any improper discharge of the assignment under this Agreement and/ or (b) any deviant conduct keeping in view the norms of ethical business and professionalism.
- (iv) That NHB shall have every right at its discretion to enforce such accountability in case of any improper discharge of contractual obligations and/ or any advice/ service rendered in the views of NHB is found to be grossly faulty/ negligent/ deficient and/ or any deviant conduct by the Service Provider and as a consequence of it, NHB can, irrespective of anything stated herein, terminate this Agreement by giving 15 days prior notice, including to withhold/ retain the dues payable to the Service Provider by NHB under this Agreement and appropriate/ adjust the same for the losses, if any, suffered by NHB without requiring NHB to prove the actual loss.
- (v) That the Service Provider shall not do anything that will be of any conflict of interest to the Service Provider while discharging the obligations under this Agreement and it shall bring to the notice/ knowledge of NHB beforehand any possible instance of conflict of interest while rendering any advice or service. Further, the Service Provider shall not receive any remuneration in connection with the assignment except as provided in this Agreement. The Service Provider and/ or any of its affiliates shall not engage in consulting or other activities that will be in conflict with the obligations under this Agreement.
- (vi) That the Service Provider has not been hired for any assignment that would be in conflict with its prior or current obligations to NHB or that may place the Service Provider in a position of being unable to carry out the assignment in the best interest of NHB.
- (vii) That the Service Provider shall act at all times in the interest of NHB and render advice/ service with highest professional integrity and shall cooperate fully with any legitimately provided/ constituted investigative body, conducting inquiry into processing or execution of the consultancy contract/ any other matter related with discharge of the contractual obligations by the Service Provider.
- (viii) The Service Provider shall have suitable back-to-back arrangements/ agreements with the OEMs, in relation to the Scope of Work under this Agreement.
- (ix) NHB reserves the right to seek any information from the Service Provider about the third parties engaged by the Service Provider in the supply chain.
- (x) The Service Provider shall periodically provide to NHB details of all the data (relating to NHB and its customers/ constituents) captured or processed or stored or come to the knowledge of Service Provider or Service Provider's employees during the course of performance of this Agreement/ Contract.

**7. SEVERABILITY:**

Each clause of this Agreement is enforceable independently. Should any clause of this Agreement become not enforceable due to any reason, it will not affect the enforceability of the other clauses.

**8. SETTLEMENT OF DISPUTES:**

In the event of any dispute or difference arising out of, in relation to, or in connection with this Agreement, or the breach thereof, shall be settled amicably through mutual discussions. If, however, the parties are not able to settle them amicably without undue delay, the same shall be settled by the process of arbitration in accordance with the provisions of the Arbitration & Conciliation Act, 1996 (as amended from time to time). The seat of such arbitration shall be at New Delhi and the proceedings shall be conducted in English. The arbitration tribunal shall consist of Sole i.e. 1(one) Arbitrator to be appointed jointly by the Parties within thirty ( 30) days from the date of first recommendation for appointment of arbitrator in written form one Party to the other. If the Parties fail to agree on appointment of such Sole Arbitrator, arbitral tribunal consisting of Sole Arbitrator shall be appointed in accordance with the provisions of the Arbitration and Conciliation Act, 1996. The award of arbitrator made in pursuance thereof shall be final and binding on the Parties. All costs and expenses of such arbitration shall be borne equally by the Parties at the first instance which however subject to the provisions of the said Act.

Notwithstanding, it is agreed that the Service Provider shall continue the remaining work for the assignment under this Agreement during the pendency of arbitration proceedings unless otherwise directed in writing by NHB or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator, as the case may be, is obtained.

**9. JURISDICTION AND APPLICABLE LAWS:**

This agreement including all matters connected with this Agreement, shall be governed by the laws of India (both substantive and procedural) for the time being in force and shall be subjected to exclusive jurisdiction of the Courts at New Delhi.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement signed in their respective names on the day and year first above written at New Delhi.

FOR AND ON BEHALF OF NATIONAL HOUSING BANK

By \_\_\_\_\_  
Authorized Representative

FOR AND ON BEHALF OF [SERVICE PROVIDER]

By \_\_\_\_\_  
Authorized Representative

WITNESSES:

1. \_\_\_\_\_

**Request for Proposal: For Engagement of Agency for Providing Taxi Services at NHB's Ahmedabad Regional Office**

(Name and address)

2. \_\_\_\_\_  
(Name and address)

**CERTIFICATE**

I have read the Clause 8.18 of this RFP regarding restriction on procurement from a bidder of a country which shares a land border with India; I certify that << name of the Bidder >> is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this Bidder fulfills all requirements in this regard and is eligible to be considered. [Evidence of valid registration by the Competent Authority shall be attached.]

Authorized Signatories

(Name & Designation, seal of the company)

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