

**FOUNDATION FOR SCIENCE INNOVATION & DEVELOPMENT (FSID)
INNOVATION CENTRE, INDIAN INSTITUTE OF SCIENCE (IISc),
NEAR MARAMMA CIRCLE GATE
BENGALURU - 560012**

Telephone: 080 - 2346 0622

Website: <https://www.fsid-iisc.in/>
E-mail: samrat.t@fsid-iisc.in

REQUEST FOR PROPOSAL (RFP)

FOR

RATE CONTRACT FOR HIRING OF VEHICLE SERVICES

RFP No. FSID/INT/22/26-27

Request For Bid

This is a Request for Proposal (RFP) for entering into a Rate Contract with an eligible service provider for Hiring of Vehicle Services for FSID and its projects on an as-and-when-required basis.

Sl. No.	Section	Particulars	Details
1	Section 1	Bid Schedule	
2	Section 2	Eligibility Criteria	As specified by Bid Inviting Authority
3	Section 3	Terms and Conditions	As specified by Bid Inviting Authority
4	Section 4	Specifications / Terms of Reference	Rate Contract for local / airport / outstation vehicle hiring with drivers, service levels, statutory requirements and billing controls
5	Section 5	Technical Details / Bid Document	Annexure 1: Bidder details Annexure 2: Declaration regarding experience Annexure 3: Declaration regarding clean track record Annexure 4: Declaration of acceptance of Bid Annexure 5: Details of proposed fleet and service capability Annexure 6: Monthly service / invoice acceptance certificate Annexure 7: Make in India declaration Annexure 8: NEFT mandate form Annexure 9: New vendor registration details Annexure 10: Disclosure of conflict of interest Annexure 11: Documents to be submitted Annexure 12: Financial quote / rate schedule and notional evaluation quantities Annexure 13: Driver / operational personnel profile summary Annexure 14: Confidentiality, traveller data protection and safety undertaking Annexure 15: Technical compliance matrix Annexure 16: Technical qualification matrix Annexure 17: Service governance, escalation and contingency plan Annexure 18: Vehicle, driver and safety compliance declaration Annexure 19: Service review and acceptance checklist Annexure 20: Declaration under Rule 144(xi) of GFR Annexure 21: Disclosure of Code of Integrity
6	Section 6	Commercial Details	Unit-rate financial bid with notional evaluation quantities for L1 determination only; no minimum business is guaranteed
7	Section 7	Checklist	Checklist for bid submission

Section 1- Bid Schedule

Sl. No.	Particulars	Details
1	RFP No	FSID/INT/22/26-27
2	RFP Date	25-08-2026
3	Item Description	Rate Contract for Hiring of Vehicle Services for FSID and its Projects
4	Consignee / Project Location	FSID, Innovation Centre, IISc, Bengaluru and such other FSID / project locations as may be specified in individual requisitions / work orders.
5	Bid Type	Offline two packet system: (i) Technical Bid (ii) Financial Bid
6	Place / Mode of submission	O/o Head Commercial, Commercial Department, FSID, Innovation Centre, IISc, Near Maramma Circle Gate, Bengaluru - 560012. Bids shall be submitted in physical hard copy only. Technical Bid and Financial Bid shall be submitted in separate sealed packets and both packets shall be placed in one outer sealed cover.
7	Last Date & Time for submission of Bid	08-09-2026 till 4 PM
8	Pre-bid Meeting / Clarification	1 st September 2026/ 11:30 AM / MODE-Online (MS Teams) Meeting ID: 454 554 843 671 425 Passcode: ta9Wa6aa
9	Bid Security / EMD	Rs. 10,000/- (Rupees Ten Thousand only) in the form of Demand Draft in favour of FOUNDATION FOR SCIENCE INNOVATION AND DEVELOPMENT payable at Bengaluru (Bangalore). The original Demand Draft shall be submitted with the Technical Bid.
10	Performance Security	Rs. 1,00,000/- (Rupees One Lakh only) in the form of Performance Bank Guarantee / other form approved by FSID.
11	Nature of Contract	Rate Contract on as-and-when-required basis. There is no commitment or guarantee of any minimum number of trips, kilometres, hours, vehicles or business value.
12	Contract Period	One (1) year from the effective date / date specified in the Rate Contract. FSID may extend the Rate Contract for a further period up to one (1) year subject to satisfactory performance, continuing requirement, competent authority approval and mutually agreed terms.
13	Bid Validity Period	120 days from the last date of bid submission / such date as specified by FSID.
14	Method of Selection	Least Cost Selection (L1) among technically responsive bidders based on the Grand Total Evaluated Price derived from the notional evaluation quantities in the Commercial Bid. The notional quantities are only for bid comparison and shall not constitute a commitment of business.
15	For further clarification, please contact	Commercial Department, Foundation for Science Innovation & Development (FSID), Innovation Centre, IISc Bengaluru. E-mail: samrat.t@fsid-iisc.in; Telephone: 080-23460622.

Section 2 - Eligibility Criteria

Prequalification criteria:

1. The Bidder shall be a private entity (Company / LLP / Partnership firm / Society / Proprietorship registered under applicable law in India) or a public entity and shall be legally competent to provide commercial vehicle hiring / taxi / cab fleet services.
2. The Bidder shall possess valid PAN, GSTIN and all statutory registrations applicable to the services proposed and shall submit proof of legal existence, registered office and authorization of the signatory.
3. The Bidder shall have minimum three (3) years of experience in providing vehicle hiring / taxi / cab / chauffeur-driven fleet hiring or fleet management services as on the bid closing date.
4. The Bidder shall have minimum average annual turnover of Rs. 10,00,000/- during the last three completed financial years. Audited financial statements and a Chartered Accountant certificate carrying UDIN, wherever applicable, shall be submitted.
5. Similar Service Experience: During the last five years up to the bid closing date, the Bidder shall have successfully completed / substantially executed similar vehicle / taxi / cab fleet hiring or management services meeting any one of the following: (a) three contracts each of value not less than Rs. 10,00,000/-; OR (b) two contracts each of value not less than Rs. 15,00,000/-; OR (c) one contract of value not less than Rs. 20,00,000/-. For ongoing contracts, only the value of services satisfactorily executed up to the bid closing date shall be considered.
6. Relevant Client Experience: The Bidder shall submit at least two (2) reference contracts / client references for vehicle hiring services. Experience with Government Departments / PSUs / autonomous bodies / educational or research institutions / large corporates is desirable.
7. Fleet Strength / Access: The Bidder shall demonstrate access to at least ten (10) commercial vehicles across the required categories and shall have at least three (3) vehicles under its ownership / long-term lease. The balance fleet may be arranged through valid attachment / aggregation arrangements, provided the Bidder remains fully responsible for performance.
8. Vehicle Documentation: The Bidder shall submit signed copies of RC, valid commercial permit, comprehensive insurance including passenger / third-party liability, fitness certificate and PUC for at least five (5) representative vehicles, preferably covering the major categories offered.
9. Driver Compliance Capability: The Bidder shall have a system to deploy drivers possessing valid commercial / transport driving licence and badge, minimum three (3) years of driving experience, valid identity proof and police verification. A sample list and supporting documents of at least five (5) drivers shall be submitted.
10. Operational Presence: The Bidder shall have an operational office / service desk in Bengaluru Urban / Bengaluru Rural or shall submit an undertaking to establish a dedicated service desk / SPOC within seven (7) days from award.
11. The representative vehicles proposed shall be commercial vehicles of model year 2022 or later, air-conditioned, roadworthy, clean and compliant with the technical requirements of this RFP. FSID may inspect vehicles before award or deployment.
12. The Bidder shall demonstrate adequate backup vehicle and driver arrangements to ensure continuity in the event of breakdown, driver absence, vehicle detention, servicing or emergency.
13. The Bidder shall submit audited financial statements for the last three completed financial years, CA turnover certificate, and GST returns for the last two financial years / such other financial documents as applicable.
14. The Bidder shall not be insolvent, in receivership, bankrupt, under winding up, or have its business activities suspended, and shall not be subject to legal proceedings for any such reasons.
15. The Bidder, including its affiliates and persons proposed for performance, shall not stand blacklisted / banned / suspended / debarred by FSID, IISc, Government of India, State Government, PSU, autonomous body or any other public procuring entity as on the bid submission date.
16. The Bidder shall disclose any material litigation or regulatory action that may affect its ability to perform the Rate Contract.
17. The Bidder shall submit a declaration that no conflict of interest exists with any other bidder and that no FSID employee, official, consultant or representative has any undisclosed ownership, financial interest or influence in the bidder or the bid.
18. Consortium / joint venture bids are not permitted unless specifically approved by FSID. Use of attached / aggregated vehicles is permitted only with valid arrangements and shall not dilute the successful Bidder's responsibility, liability or SLA obligations.
19. False or misleading declarations relating to eligibility, vehicle ownership / attachment, experience, turnover, driver credentials, statutory compliance or client references shall lead to disqualification and may result in forfeiture of Bid Security / Performance Security and other action.
20. The Bidder shall sign and submit the declaration accepting all terms and conditions as per Annexure 4 and the technical compliance matrix as per Annexure 15.

21. FSID reserves the right to conduct physical inspection of representative vehicles, verify driver credentials, seek originals, contact client references and verify documents at any stage before or after award.
22. Commercial price / rate information shall not be disclosed anywhere in the Technical Bid. Any such disclosure may render the bid non-responsive.
23. The Bidder shall submit the Make in India declaration in the prescribed format, where applicable.
24. The Bidder shall submit the declaration relating to restrictions on procurement from bidders of countries sharing a land border with India in the format at Annexure 20, to the extent applicable.
25. The Bidder shall comply with the Code of Integrity and anti-collusion requirements stated in this RFP and Annexure 21.

Section 3 - Terms and Conditions

A) Submission of Bid

- All documentation in the bid shall be in English. If any supporting document is in another language, an English translation shall be submitted and FSID decision on interpretation shall be final.
- The bid shall be submitted offline in hard copy as specified in the Bid Schedule. The outer cover shall be superscribed with RFP number, RFP description and due date.
- Technical Bid (Packet-I) shall contain the RFP document duly signed and sealed, eligibility documents, statutory registrations, experience documents, fleet and driver details, declarations, technical compliance matrix, service methodology, escalation / contingency plan and Bid Security.
- Financial Bid (Packet-II) shall contain only the Commercial Bid / Rate Schedule in the prescribed format. Financial information shall not be included in the Technical Bid.
- Packet-I and Packet-II shall be separately sealed and placed in one outer sealed cover. If the Financial Bid is found enclosed with or disclosed in the Technical Bid, FSID may reject the bid.
- Incomplete, conditional, unsigned or materially altered bids are liable to rejection. Overwriting / corrections, if any, shall be authenticated by the authorized signatory.

B) Bid Security / EMD

- The Bidder shall furnish Bid Security / EMD of Rs. 10,000/- (Rupees Ten Thousand only) by Demand Draft in favour of FOUNDATION FOR SCIENCE INNOVATION AND DEVELOPMENT payable at Bengaluru (Bangalore). The original Demand Draft shall be submitted in Packet-I.
- No interest shall be payable on the Bid Security. The Bid Security of unsuccessful bidders shall be returned after completion of the selection process. The Bid Security of the successful bidder shall be returned after execution / acceptance of the Rate Contract and submission of the Performance Security.
- The Bid Security may be forfeited if the bidder withdraws or materially modifies its bid during validity; submits materially false information; fails to respond to material clarification; refuses to accept the award; fails to sign / accept the Rate Contract; or fails to furnish Performance Security within the stipulated period.
- Any exemption from Bid Security, if FSID intends to permit the same, shall be governed only by the specific approval / policy stated by FSID before issue of the RFP. In the absence of such express provision, the Bid Security stated above shall be mandatory.

C) Cancellation of Bid

- Notwithstanding anything stated in this RFP, the competent authority / bid evaluation committee may accept or reject any bid, reject the lowest bid where rates are unreasonable or unbalanced, or annul the bidding process in accordance with applicable procurement procedure.
- FSID may accept any offer in full or in part and may reject any offer that does not conform to the RFP. No bidder shall have a claim for compensation merely because its bid is not accepted.
- Any bid containing forged, false, misleading, incomplete or materially inconsistent information is liable to rejection and further action including forfeiture of Bid Security.

D) Validity of the Offer

- The offer shall remain valid for 120 days from the last date of bid submission unless otherwise specified in the Bid Schedule.
- FSID may request extension of bid validity. A bidder agreeing to extend validity shall not alter the rates or other substantive terms of its bid.

E) Evaluation of Offer and Determination of L1

- Technical Bids shall first be evaluated for eligibility, completeness, technical compliance, fleet / driver capability and responsiveness. Financial Bids of only technically responsive bidders shall be opened.
- The method of selection shall be Least Cost Selection (L1). L1 shall be determined on the Grand Total Evaluated Price calculated by applying the common notional evaluation quantities specified in Annexure 12 to the quoted unit rates. The same evaluation basket shall be applied to every responsive bidder.
- The notional evaluation quantities are solely mathematical multipliers for comparison of bids and do not represent or guarantee actual consumption, minimum business or contract value.
- The basis of comparison shall be the total landed evaluated cost to FSID inclusive of applicable GST and all non-reimbursable charges. Toll, parking, entry tax and other specifically reimbursable statutory charges shall be excluded from the evaluated price. FSID shall review this tax-comparison basis before issue if its GST input-credit treatment requires a different approach.
- Bidders shall quote all mandatory rate items. Nil / zero, conditional, token or obviously front-loaded / back-loaded rates may be examined for reasonableness. FSID may seek written justification and may reject a materially unbalanced bid if the quoted pattern creates procurement risk or defeats fair comparison.
- In the event of a tie in the Grand Total Evaluated Price, preference may be given to the bidder having higher average annual turnover from similar vehicle hiring services during the last three completed financial years; if still tied, FSID may consider higher compliant owned / long-term leased fleet strength

or adopt another transparent method approved by competent authority.

- FSID is not bound to accept the lowest or any bid and may seek price reasonableness evidence / negotiation with the L1 bidder where permitted and considered necessary.

F) Nature of Rate Contract / Quantity

- The Rate Contract shall operate strictly on an as-and-when-required basis. FSID does not guarantee any minimum quantity of trips, vehicles, kilometres, hours, days or financial business to the successful bidder.

- Actual usage may be higher, lower or NIL for any vehicle category or rate component. Payment shall be made only for services actually requisitioned and satisfactorily rendered at the accepted unit rates.

- The Rate Contract is non-exclusive. In case of non-availability, emergency, service failure or other operational necessity, FSID may procure a vehicle from another source without creating any compensation claim for the Rate Contract holder. Where such alternate procurement results from default of the successful bidder, risk-and-cost recovery may apply.

G) Rates and Price Conditions

- Quoted rates shall be firm and fixed for the original Rate Contract period and shall include fuel, driver salary / wages, statutory benefits, insurance, maintenance, repairs, servicing, tyres, consumables, depreciation, permits normally required for operation, administration, booking / dispatch, overheads and profit, except charges expressly stated as reimbursable.

- No surge pricing, dynamic pricing, peak-hour multiplier, festival surcharge, weekend surcharge, demand surcharge, booking fee, convenience fee or similar additional charge shall be payable unless specifically included in the accepted Rate Schedule.

- Toll, parking, airport parking, state / entry tax or permit charges that are expressly reimbursable shall be initially paid by the service provider and reimbursed at actuals against valid receipts / FASTag or electronic proof, without mark-up. Such charges shall never be demanded directly from the traveller.

- No escalation on account of fuel price, manpower cost, maintenance or other input cost shall be admissible during the original Rate Contract period.

H) Security Deposit / Performance Security

- The successful bidder shall, within fifteen (15) days of Letter of Award / acceptance of Rate Contract or such period approved by FSID, furnish a fixed Performance Security of Rs. 1,00,000/- (Rupees One Lakh only) in the form of Performance Bank Guarantee / other form approved by FSID. The Performance Security is a fixed value and shall not be expressed as a percentage of contract value.

- The Performance Security shall remain valid throughout the Rate Contract period and for Sixty (60) days thereafter or such longer period as may be specified in the award. No interest shall be payable on the Performance Security.

- FSID may invoke / appropriate the Performance Security, wholly or partly, for material breach, abandonment, persistent SLA failure, unrecovered risk-and-cost, statutory default, fraud, safety breach, failure to pay recoverable amounts or termination attributable to the service provider, without prejudice to other remedies.

Additional Terms and Conditions - Vehicle Hiring Specific Clauses

Whenever there is a conflict between these vehicle-hiring-specific clauses and a general provision, the more specific provision applicable to the service shall prevail, subject to written clarification by FSID.

1. Service Requisition and Authorized Booking - Only bookings / requisitions issued by FSID or an authorized FSID / project SPOC shall be treated as official. The service provider shall not bill FSID for trips booked without authorized requisition unless subsequently ratified in writing.

2. Booking Confirmation and Driver Details - The service provider shall maintain a 24x7 booking / dispatch facility and provide confirmation containing vehicle number, make / model, driver name and mobile number before reporting. For urgent bookings, details shall be shared immediately upon allocation.

3. Service Levels / Response - The service provider shall arrange vehicles promptly, including at short notice, and shall maintain sufficient backup. Confirmed bookings shall not be cancelled by the service provider except for force majeure or genuine emergency, in which case an equivalent or higher-category replacement shall be arranged without additional cost.

4. Driver Conduct - Drivers shall be courteous, punctual, appropriately dressed, medically fit for duty and free from alcohol / intoxicants. Smoking, tobacco / gutka consumption, abusive language, reckless driving, harassment, solicitation of money, unauthorized passengers and unnecessary mobile-phone use while driving are prohibited.

5. Safety and Women Traveller Protocol - The service provider shall implement a traveller-safety protocol, including driver identity verification, route discipline, emergency contact / escalation, functional GPS / tracking wherever available or required, and immediate intervention on any safety complaint. Any complaint of harassment, intimidation, intoxication or unsafe driving shall require immediate driver replacement and may attract termination.

6. Driver Working Hours and Rest - The service provider shall ensure compliance with applicable working-hour, rest, welfare and road-safety requirements. Where duty duration requires it, a replacement / additional driver shall be provided so that a driver is not compelled to drive beyond legally permissible or unsafe limits.

7. Vehicle Condition - Vehicles shall be roadworthy, mechanically sound, clean internally and externally, free from offensive odour, with functioning air-conditioning, tyres, lights, indicators, horn, brakes, seat belts and other safety systems. FSID may reject any vehicle that is unsafe, unclean, poorly maintained or does not meet the category specification.

8. Vehicle Documents - Every vehicle deployed shall carry / have valid commercial RC, permit, fitness certificate, PUC, comprehensive insurance including passenger / third-party liability and all statutory approvals. Expired or invalid documentation shall be treated as material non-compliance.

9. Required On-board Safety Items - Each vehicle shall carry, as applicable, a first-aid kit, fire extinguisher, spare wheel / puncture kit, warning triangle, clean seat covers, tissue / basic hygiene material, drinking water on request / as specified, umbrella during monsoon, and functioning seat belts for all seats.

10. Route and Mileage Measurement - Garage kilometres / dead mileage shall not be payable. Duty distance and time shall commence from the reporting point communicated by FSID and end at the release point / completion of duty. Opening / closing odometer and reporting / release times shall be recorded on the duty slip / digital trip record and acknowledged by the user / authorized officer.

11. Local Duty - Local duty shall be billed according to the accepted package actually applicable (4 hours / 40 km, 8 hours / 80 km or 12 hours / 120 km) plus approved extra kilometres / hours, if any. Waiting time within the package duration shall be included.

12. Outstation Duty - Outstation duty shall be billed as per the accepted outstation package / rate schedule. The standard outstation package in the Commercial Bid is based on 250 km / 12 hours per day, with extra kilometre / extra hour and night-halt allowance as separately quoted. Toll / parking / statutory entry charges are reimbursable only against proof.

13. Night Allowance - Local night allowance, where quoted, shall apply only once per continuous duty when the duty materially falls within the notified night window. Outstation driver night-halt / bata shall apply only for actual eligible overnight halt. Duplicate night allowance and night-halt claims are not permitted.

14. Breakdown / Replacement - In the event of breakdown, accident, seizure, detention, servicing requirement or driver unavailability, the service provider shall promptly provide a vehicle of the same or higher category. For Bengaluru-based duties, replacement should ordinarily reach within sixty (60) minutes. Failure shall attract SLA deduction and risk-and-cost recovery where FSID arranges alternate transport.

15. Traffic Violations / Challans - All traffic challans, penalties, towing / seizure charges and consequences arising from violation by the vehicle / driver shall be borne by the service provider. FSID shall not be responsible for such violations.

16. Accident / Incident Reporting - Any accident, injury, police intervention, vehicle seizure, safety incident or serious complaint during an FSID duty shall be reported immediately to the FSID SPOC and followed by a written incident report within twenty-four (24) hours. The service provider shall provide all assistance required for passenger safety, insurance and statutory reporting.

17. Project / Cost-centre-wise Billing - FSID may require invoices and supporting schedules to be segregated project-wise, department-wise, event-wise, debit-head-wise or cost-centre-wise. The service provider shall comply with the coding / reference details communicated in the booking / PO and shall not combine unrelated project expenses where FSID requires separate billing.

18. Billing and Payment - Invoices shall be raised monthly unless FSID directs otherwise and shall be supported by signed / digitally accepted duty slips, trip details, applicable booking references, toll / parking proof and tax documents. Undisputed and complete invoices shall ordinarily be processed within thirty (30) days, subject to statutory deductions and internal verification. No advance payment shall be made.

19. No Direct Collection from Traveller - Drivers / service provider shall not demand or collect fare, toll, parking, bata, tips or any other amount from FSID employees / guests, except where specifically authorized by FSID in writing.

20. Confidentiality and Data Protection - Traveller names, mobile numbers, pickup / drop locations, itineraries, project information, meeting details and trip histories shall be treated as confidential and used only for delivery of authorized services. The service provider shall comply with applicable data-protection law, including the Digital Personal Data Protection Act, 2023 and rules / directions thereunder to the extent applicable, and shall not sell, profile, publish or disclose traveller data.

21. Audit and Records - The service provider shall maintain auditable records of bookings, vehicle allocation, duty slips, invoices, reimbursements, driver / vehicle compliance and complaints. FSID may verify such records and may conduct random inspection of vehicles / documents during the Rate Contract.

22. Subcontracting / Aggregation - The successful bidder may use disclosed attached / aggregated vehicles where permitted under this RFP; however, no arrangement with an owner, driver, aggregator or subcontractor shall create contractual privity with FSID or relieve the successful bidder of any liability, compliance or SLA obligation.

23. No Employer-Employee Relationship - Drivers and personnel engaged by the service provider shall remain employees / contractors of the service provider / vehicle owner, as applicable. No employer-employee relationship shall arise between FSID and such personnel.

24. Statutory and Labour Compliance - The service provider shall comply with the Motor Vehicles Act, applicable Central / State transport rules, Motor Transport Workers requirements and applicable labour, wages, social-security, insurance and safety laws. The service provider shall indemnify FSID against non-compliance.

25. Insurance and Indemnity - The service provider shall maintain appropriate motor, passenger, third-party, employee / driver and other legally required insurance. It shall indemnify FSID, IISc and their personnel against claims, losses, penalties or liabilities arising from vehicle operation, accident, negligence, misconduct, statutory default or breach by the service provider / driver, except to the extent caused solely by FSID.

26. Service Review and Escalation - Within two (2) days of commencement, the service provider shall nominate a 24x7 SPOC and submit a three-level escalation matrix. FSID may conduct periodic performance reviews covering punctuality, vehicle condition, driver conduct, complaint closure, billing accuracy and SLA compliance.

27. Risk Purchase / Alternate Arrangement - If the service provider fails to provide a confirmed service or timely replacement, FSID may arrange an alternate vehicle from any source. The additional actual cost attributable to the default, together with applicable SLA deductions, may be recovered from pending bills / Performance Security.

28. Fraud / Duplicate Billing - Duplicate duty slips, inflated kilometre / hour claims, fabricated toll / parking receipts, forged documents, tampered odometer / trip records or billing for unperformed trips shall constitute serious breach and may result in rejection of invoice, recovery, forfeiture of security, termination, debarment and legal action.

29. Force Majeure Exclusions - Shortage of drivers / vehicles, routine breakdown, maintenance, fuel shortage attributable to the service provider, labour-management issues within the service provider's control, or failure of an attached vehicle owner shall not by themselves constitute Force Majeure.

30. Termination - FSID may terminate the Rate Contract for material default, persistent SLA failure, fraud, serious safety incident, data / confidentiality breach, statutory non-compliance, abandonment or failure to cure breach after notice. FSID may also terminate for convenience by giving thirty (30) days written notice. Immediate suspension / termination may be ordered where passenger safety, fraud or legal compliance is materially at risk.

31. Force Majeure - Neither party shall be liable for failure caused by an event genuinely beyond reasonable control, provided prompt notice and mitigation are undertaken. If such event continues for a prolonged period, FSID may terminate without liability other than payment for accepted services already rendered.

32. Dispute Settlement and Applicable Law - The parties shall first attempt amicable resolution. Unresolved disputes shall be referred to arbitration under the Arbitration and Conciliation Act, 1996, as amended. Seat and venue shall be Bengaluru, Karnataka; language shall be English. Courts at Bengaluru shall have exclusive jurisdiction and Indian law shall govern.

33. Reserved Rights of FSID - FSID may issue clarifications / corrigenda, verify information, seek originals, reject non-responsive bids, reduce / increase actual usage, add or discontinue a vehicle category through written amendment / order where permitted, and take any action necessary to protect continuity, safety and public / institutional interest in accordance with applicable procedure.

Service Level Deductions / Performance Remedies

The following deductions are without prejudice to risk-and-cost recovery, rejection of trip charges, termination, recovery of actual loss, statutory remedies or invocation of Performance Security.

Sl. No.	Nature of Default	Deduction / Remedy
1	Late arrival - 15 to 30 minutes	Rs. 250 per occurrence after recording the delay; repeated cases may attract stricter action.
2	Late arrival - more than 30 minutes and up to 60 minutes	Rs. 500 per occurrence; FSID may arrange alternate transport if operationally necessary.
3	No-show / delay beyond 60 minutes without acceptable replacement	Actual additional cost of alternate transport attributable to the default + Rs. 1,000; unperformed trip shall not be payable.
4	Breakdown during duty; replacement not provided within 60 minutes	Actual additional cost of alternate transport attributable to the default + Rs. 1,000.
5	Unclean vehicle / AC not working / material amenity or condition deficiency	Rs. 500 per occurrence; FSID may require immediate replacement.
6	Invalid / expired vehicle documents or non-compliant vehicle category / model	Trip charge may be disallowed + Rs. 2,000 and immediate replacement.
7	Driver misbehaviour, refusal of authorized duty, demand for money or abusive conduct	Rs. 2,000 for first substantiated instance; Rs. 3,000 for repeat instance and mandatory replacement.
8	Driver intoxication, rash / dangerous driving or serious passenger-safety violation	Rs. 5,000 and immediate replacement; repeat / severe case may lead to suspension or termination.
9	Unauthorized passenger, material route deviation or unauthorized use of traveller / trip information	Rs. 2,000 or actual loss, whichever is higher, and further action depending on severity.
10	Failure to rectify an inspection deficiency within 24 hours / agreed timeline	Rs. 500 per day / occurrence until rectified, subject to vehicle being removed from service where safety is affected.

Routine SLA deductions in a monthly invoice may ordinarily be capped at ten percent (10%) of that month's accepted service charges; however, the cap shall not apply to actual alternate-procurement cost, statutory liabilities, fraud, duplicate billing, accident / indemnity claims, intoxication, serious safety breach, confidentiality / data breach or other recoverable loss.

Section 4 - Specifications / Terms of Reference

4. Specifications / Terms of Reference (TOR)

4.1 Background

The Foundation for Science Innovation & Development (FSID), Indian Institute of Science (IISc), requires reliable chauffeur-driven vehicle services for official travel of its employees, officers, project teams, consultants, guests and other authorized persons. Requirements may arise for local travel within Bengaluru, airport transfers, inter-city / outstation travel and project-related travel at other locations. FSID proposes to establish a Rate Contract so that vehicles can be requisitioned on an as-and-when-required basis at pre-approved unit rates.

4.2 Objectives

- Ensure timely, safe, clean and professionally managed vehicle availability for official requirements.
- Establish transparent and uniform rates for common vehicle categories and duty packages.
- Ensure statutory compliance of vehicles and drivers and maintain auditable trip / billing records.
- Provide reliable backup, 24x7 coordination and clear escalation for emergencies and service failures.
- Protect passenger safety, privacy and FSID / project information during travel.

4.3 Scope of Work

A. Vehicle Hiring Services - Provide chauffeur-driven, air-conditioned commercial vehicles for local, airport, inter-city and outstation official duties on an as-and-when-required basis.

B. Service Availability - Maintain a 24x7 booking / coordination facility capable of arranging vehicles on advance as well as short-notice requests, subject to the confirmed booking SLA.

C. Coverage - Primary service location shall be Bengaluru and surrounding areas; FSID may also require outstation / inter-city duties and project-related arrangements at other locations in India, which may be serviced through the bidder's own / valid attached network while retaining full responsibility.

D. Booking Information - Upon confirmation, share vehicle number, make / model, driver name, driver mobile number and reporting time. Changes shall be communicated promptly and replacement shall be of same or higher category.

E. Trip Documentation - Maintain duty slip / digital trip record with booking reference, passenger / project reference as instructed, reporting time, release time, opening / closing odometer, kilometres, toll / parking and authorized signature / digital acceptance.

F. Billing - Submit monthly project / cost-centre-wise invoices where required, along with complete trip records and reimbursable-charge proof. Billing shall be based only on accepted services.

4.4 Vehicle Categories and Indicative Models

Sl. No.	Category	Indicative Make / Model (or Equivalent)	Seating	Model Year
1	Hatchback	Maruti WagonR / Celerio / Hyundai Grand i10 Nios or equivalent	4+1	2022 or later
2	Sedan	Maruti Dzire / Honda Amaze / Hyundai Aura or equivalent	4+1	2022 or later
3	Premium Sedan	Honda City / Hyundai Verna / Maruti Ciaz / VW Virtus / Skoda Slavia or equivalent	4+1	2022 or later
4	MUV / SUV	Maruti Ertiga / Kia Carens / Mahindra Scorpio-N / XUV700 or equivalent	6/7+1 as approved	2022 or later
5	Premium SUV / MUV	Toyota Innova Crysta / Innova Hycross / Toyota Fortuner or equivalent	6/7+1 as approved	2022 or later

Equivalent / higher-category vehicles may be accepted subject to FSID approval. A lower category shall not be substituted without prior approval. All deployed vehicles shall be commercially registered and compliant with applicable permit, insurance, fitness and pollution requirements.

4.5 Vehicle Technical and Condition Requirements

- Commercial registration and all permits / authorizations required for the duty, including interstate / tourist permit where applicable.
- Valid comprehensive motor insurance with passenger / third-party coverage, fitness certificate and PUC.
- Air-conditioning in proper working condition; clean interior / upholstery / boot and professional external appearance.
- Functional seat belts, brakes, tyres, headlights, indicators, horn, wipers, mirrors and electrical systems.

- No material body damage, unsafe modification or condition that may affect passenger safety / comfort.
- Adequate fuel at reporting; no refuelling delay during time-sensitive duty except where unavoidable.
- Functional GPS / navigation capability and mobile connectivity for coordination; panic / emergency features wherever mandated / fitted.
- Vehicle shall not carry unauthorized passengers, goods or advertisements while on FSID duty.

4.6 Driver Requirements

- Valid commercial / transport driving licence and badge as applicable, minimum three (3) years of driving experience and valid identity proof.
- Police verification / antecedent verification completed before deployment and documents available for FSID verification.
- Familiarity with Bengaluru routes, airport access, navigation applications and outstation routes; ability to communicate adequately in Kannada / Hindi / English as needed.
- Punctual, courteous, professionally dressed and compliant with traffic / safety rules.
- No alcohol, narcotics, intoxicants, smoking, gutka / tobacco, harassment, abusive language, reckless driving or use of mobile phone while driving except hands-free navigation / essential coordination where safe.
- Working mobile phone and active navigation / data facility.
- Driver shall remain available with the vehicle during duty unless released / permitted by the authorized passenger / FSID official.
- FSID may require replacement of any driver found unsafe, discourteous, undisciplined or otherwise unsuitable, without additional cost.

4.7 Booking, Reporting and Replacement

- Bookings may be placed by e-mail, authorized messaging channel, telephone followed by written confirmation, booking portal or other mechanism approved by FSID.
- The service provider shall acknowledge the booking and share allocation details within a reasonable time. Confirmed vehicles shall report at least ten (10) minutes before scheduled departure wherever practicable.
- Any change in allocated driver / vehicle shall be informed before reporting. Replacement shall be same or higher category and fully compliant.
- For breakdown / non-availability in Bengaluru, replacement should ordinarily be provided within sixty (60) minutes. For outstation duties, the service provider shall implement its contingency plan and minimize disruption.

4.8 Duty Packages and Measurement

- Local packages: 4 hours / 40 km; 8 hours / 80 km; and 12 hours / 120 km, as requisitioned. Extra kilometre / extra hour shall apply only beyond the applicable package and only at the accepted unit rate.
- Outstation package: 250 km / 12 hours per day as the standard quotation basis, with extra kilometre / extra hour and eligible night-halt allowance as quoted.
- For multi-day outstation duty, total minimum kilometres may be calculated by multiplying the applicable daily minimum by the number of eligible outstation days, unless FSID specifies otherwise in the requisition.
- Garage-to-reporting and release-to-garage distance / time is not payable. Measurement shall begin at the FSID-designated reporting location and end at the authorized release point.
- Where the same duty crosses package limits, billing shall be transparent and shall not combine packages in a manner that increases cost to FSID compared with the applicable accepted rate structure.

4.9 Reimbursable Charges

- Toll, parking, airport parking and statutory state / entry tax specifically attributable to the FSID duty shall be reimbursed at actuals against valid documentary / electronic proof, without mark-up.
- No fuel surcharge, booking charge, service fee, convenience fee or other charge shall be separately reimbursed unless explicitly included in the accepted Commercial Bid.
- Drivers shall not demand reimbursement from the passenger.

4.10 Service Management, Reporting and Review

- Provide a 24x7 SPOC and escalation matrix within two (2) days of Rate Contract commencement.
- Maintain booking register / digital log, complaint register, vehicle / driver master, trip records, incident register and invoice reconciliation.
- Provide monthly MIS if required by FSID, including number of trips, category, km, hours, outstation days, cancellations / no-shows, SLA incidents, complaints and project / cost-centre split.
- Participate in service-review meetings and close corrective actions within the timeline communicated by FSID.

4.11 Passenger Safety, Confidentiality and Data Protection

- Traveller contact details, pickup / drop locations, itinerary, project references and trip data shall be disclosed only to persons who need the information for service delivery.
- The service provider shall take reasonable technical and organizational measures to prevent unauthorized access, disclosure, retention or secondary use of traveller data.
- Driver / operator shall not photograph, record, publish or discuss FSID passengers, meetings, project locations or travel patterns without authorization.
- Serious safety / harassment / data incidents shall be escalated immediately and investigated with written closure.

4.12 Contract Deliverables / Ongoing Obligations

Sl. No.	Deliverable / Obligation	Frequency
1	24x7 booking / dispatch and escalation mechanism	Throughout contract
2	Compliant vehicles and drivers as requisitioned	As and when required
3	Vehicle / driver compliance dossier and updates	Before deployment / whenever changed
4	Duty slips / digital trip records	For every duty
5	Monthly invoice with project / cost-centre split and supporting documents	Monthly
6	Complaint / incident response and corrective action	As required
7	Monthly / periodic MIS and service review, if requested	As requested by FSID

4.13 Rate Contract Quantity Disclaimer

All quantities appearing in the Commercial Bid are notional evaluation quantities prescribed solely to establish a common financial comparison for L1 determination. They are not an estimate, commitment, minimum order or assurance of business. Actual requirement may be higher, lower or NIL for any line item. The accepted unit rates alone shall govern actual billing for authorized services.

Section 5 - Bid Document

The Bidder should furnish all requirements of the RFP Notice along with all annexures in this section and submit by the last date and time of submission to:

The Head Commercial,
Foundation for Science Innovation & Development (FSID),
Innovation Centre, Indian Institute of Science,
Near Maramma Circle Gate,
Bengaluru - 560012

Annexure-1: Details of the Bidder

Sl. No.	Items	Details
1.	Name of the Bidder	
2.	Nature of Bidder (attach attested copy of Certificate of Incorporation / Partnership Deed / Proprietorship proof)	
3.	Registration No. / Trade License (attach attested copy)	
4.	Registered Office Address	
5.	Address for communication	
6.	Contact person - Name and Designation	
7.	Telephone No.	
8.	Email ID	
9.	Website	
10.	PAN No. (attach copy)	
11.	GST No. (attach copy)	
12.	MSME details, if any	
13.	Authorized signatory details	

Signature of the Bidder

Name:

Designation, Seal:

Date:

Annexure-2: Declaration regarding experience

To,
The Head Commercial,
Foundation for Science Innovation & Development (FSID),
Innovation Centre, Indian Institute of Science,
Near Maramma Circle Gate,
Bengaluru - 560012
Ref: RFP No:

Subject: Declaration regarding experience for Rate Contract for Hiring of Vehicle Services

Sir,

I/We have carefully gone through the Terms & Conditions contained in the above referred RFP.

I/We hereby declare that my/our company / firm has ____ years of experience in vehicle hiring / taxi / cab fleet hiring / chauffeur-driven vehicle services / fleet management or similar services. Documentary evidence such as work orders, purchase orders, completion / performance certificates, client certificates, invoices / payment evidence and other relevant proof for similar nature of work is enclosed. I/We further declare that the values and execution details claimed for qualification are true and relate to services actually rendered by us / under our direct contractual responsibility.

Yours faithfully,

(Signature of the Bidder)

Printed Name:

Designation, Seal:

Date:

Annexure-3: Declaration regarding clean track record

To,
The Head Commercial,
Foundation for Science Innovation & Development (FSID),
Innovation Centre, Indian Institute of Science,
Near Maramma Circle Gate,
Bengaluru - 560012

Ref: RFP No:

Subject: Declaration regarding clean track record

Sir,

I/We have carefully gone through the Terms & Conditions contained in the above referred RFP.

I/We hereby declare that my/our company / firm is not currently debarred / blacklisted / banned / suspended by any Government / Semi-Government organization / public sector entity / autonomous institution in India or abroad. I/We further certify that I am a competent officer in my/our company / firm to make this declaration.

Or, I/We declare the following:

Sl. No.	Country / Organization	Blacklisted / debarred by	Reason	Since when and for how long

NOTE: In case the company / firm was blacklisted previously, please provide details regarding the period and reason(s).

Yours faithfully,

(Signature of the Bidder)

Name:

Designation, Seal:

Date:

Annexure-4: Declaration for acceptance of terms and conditions

To,
The Head Commercial,
Foundation for Science Innovation & Development (FSID),
Innovation Centre, Indian Institute of Science,
Near Maramma Circle Gate,
Bengaluru - 560012

Ref: RFP No:

Subject: Declaration for acceptance of RFP terms and conditions

Sir,

I/We have carefully gone through the Terms & Conditions as mentioned in the above referred RFP document for Rate Contract for Hiring of Vehicle Services. I/We declare that all provisions of this RFP document, including eligibility, vehicle / driver compliance, service levels, penalties, confidentiality, data protection, statutory compliance, billing and safety provisions, are acceptable to my/our company.

I/We further certify that I am an authorized signatory of my/our company and am competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Name:

Designation, Seal:

Date:

Annexure-5: Details of Proposed Fleet and Service Capability

The bidder shall provide details of representative vehicles proposed / available for the Rate Contract. Additional pages may be attached in the same format.

Vehicle Category	Make / Model	Registration No.	Model Year	Ownership / Lease / Attachment Basis	Permit / Fitness / Insurance Validity	Remarks
Hatchback						
Sedan						
Premium Sedan						
MUV / SUV						
Premium SUV / MUV						
Backup / Other 1						
Backup / Other 2						

Fleet summary: Total vehicles accessible: ____ ; Owned / long-term leased: ____ ; Attached / aggregated: ____ .

The bidder shall attach RC, permit, fitness, insurance and PUC for the representative vehicles claimed for qualification and valid attachment / lease documents where applicable.

Annexure-6: Monthly Service / Invoice Acceptance Certificate

Certified that the following vehicle hiring services have been received / reviewed against the Rate Contract and invoice:

Sl.	Particulars	Details
1)	Rate Contract / PO No. and Date	
2)	Billing Month / Period	
3)	Service Provider Name and Address	
4)	Invoice No. and Date	
5)	No. of trips / duty slips submitted	
6)	Project / Department / Cost-centre references	
7)	Supporting documents complete	Yes / No
8)	Toll / parking / reimbursable proof verified	Yes / No / N.A.
9)	SLA deductions / recoveries, if any	
10)	Billing observations / discrepancies	
11)	Accepted invoice amount	
12)	Acceptance status	Accepted / Accepted with deductions / Returned for correction
13)	Remarks	

(Signatures of User / Project Representative / Verification Authority, as applicable)

Counter signed by Commercial / Authorised Officer

Date:

Place:

(Seal)

Annexure-7: Format for MII declaration (to be printed on letter head)

Self-Certification under Preference to Make in India Order Certificate

1. In line with Government Public Procurement Order No. P-45021/2017-PP (BE-II) dated 04.06.2020 and its amendments, we hereby certify that we M/s _____ are local suppliers and the offered services have local content of _____% as defined in the above orders for the services against RFP/Bid No. _____ Dated _____.

2. Details of location at which local value addition will be made are as follows:

3. We also understand that false declaration will be breach of the code of integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred along with such other actions as may be permissible under law.

Thanking You,

(Signature, name and designation of the authorized signatory)

(Name and seal of the Bidder)

Annexure-8: NEFT Mandate Form

From: M/s. _____ Date: _____

To

Foundation for Science Innovation & Development (FSID)

Sub: NEFT PAYMENTS

We refer to the NEFT being set up by FSID. For remittance of our payments using RBI NEFT / RTGS scheme, our payments may be made to the account undernoted.

Particulars	Details
Name of City	
Bank Code No.	
Bank Name	
Branch Address	
Branch Telephone / Fax No.	
Bidder / Supplier Account No.	
Type of Account	
IFSC Code for NEFT	
IFSC Code for RTGS	
Bidder / Supplier Name as per Account	
Telephone No. of Supplier	
Bidder / Supplier E-mail ID	

[Signature with date, name and designation]

For and on behalf of Messrs. _____

Confirmed by Bank

Enclosed: Copy of crossed cheque

Annexure-9: New Vendor Registration Details

No.	Particulars	Details to be filled	Mandatory information
1.	Company name		
2.	Address	City/State: Pin code: Country:	
3.	Head Office address		
4.	Branches (if any)		
5.	Contact details	Contact person: Email ID: Telephone:	
6.	Registration Certificate as per Registrar of Companies / Partnerships		Photocopy
7.	PAN number		Photocopy
8.	Tax Authority Number (TAN) - for deduction of TDS		Photocopy
9.	GST number		Photocopy
10.	Registered as MSME	YES / NO. If YES, details:	Photocopy + Declaration
11.	Relationship with FSID introducer	YES / NO. If YES, details:	
12.	Existing client reference	Contact person: Email ID: Telephone:	
13.	Accreditations from recognized agencies	Agency name: Validity date:	Photocopy
14.	Name of Bank		Cancelled cheque
15.	Address of Bank		
16.	Beneficiary name		
17.	Account number		
18.	Account type		
19.	IFSC Code		

Annexure-10: Disclosure of Conflict of Interest

I/We hereby declare that I/We do not have any conflict of interest with other bidders as per the conditions stipulated in the RFP Document.

I/We further declare that no employee, official or consultant directly or indirectly associated with FSID has any involvement, interest or influence in our firm, our bid or any of our activities related to this tender. Any such direct or indirect association shall be deemed a conflict of interest.

I/We understand and agree that if any conflict of interest is found to exist at any stage, whether during the bidding process or thereafter, the bid is liable to be cancelled and any Bid Security / Performance Security may be forfeited / invoked as applicable.

If any part of this declaration is found to be false or misleading, I/We shall be liable for action as per the terms of the agreement and applicable rules.

(Authorized Signatory)

Stamp

Annexure-11: Documents to be Submitted

Sl. No.	Document	Status
1	Bidder details as per Annexure 1 with company profile	Mandatory
2	Certificate of incorporation / partnership deed / proprietorship proof	Mandatory
3	PAN, GST, MSME and other statutory documents	Mandatory where applicable
4	Audited financial statements for last three completed financial years and GST returns	Mandatory
5	CA certificate for average annual turnover with UDIN where applicable	Mandatory
6	Experience declaration and supporting work orders / agreements / completion / performance certificates / invoice-payment evidence	Mandatory
7	Client references / contact details for at least two relevant contracts	Mandatory
8	Fleet details as per Annexure 5 with ownership / lease / attachment evidence	Mandatory
9	RC, permit, fitness, insurance and PUC of at least five representative vehicles	Mandatory
10	Sample driver list with valid DL / badge / ID / police verification documents	Mandatory
11	Declaration regarding clean track record / non-blacklisting	Mandatory
12	Acceptance of RFP terms and conditions	Mandatory
13	Conflict of interest declaration	Mandatory
14	Original Demand Draft for Bid Security of Rs. 10,000/-	Mandatory
15	Power of attorney / authorization for signatory	Mandatory
16	Service methodology / 24x7 booking, escalation and contingency plan	Mandatory
17	Confidentiality, traveller data protection and safety undertaking	Mandatory
18	Technical compliance matrix	Mandatory
19	Declaration under Rule 144(xi) of GFR	Mandatory / as applicable
20	Code of Integrity declaration	Mandatory
21	Commercial Bid / Rate Schedule in separate sealed Financial Bid packet	Mandatory
22	Copy of RFP document duly signed and sealed on each page	Mandatory

Annexure-12: Financial Quote / Rate Schedule and Notional Evaluation Quantities

The bidder shall quote unit rates for every mandatory line item. Rates shall be firm for the original Rate Contract period and shall include all costs except reimbursable charges expressly identified in the RFP. GST shall be shown separately.

IMPORTANT: The quantities shown under the Notional Evaluation Schedule are only for financial evaluation and L1 determination. They do not represent or guarantee actual usage, minimum business or contract value.

A. Local Duty - Unit Rate Schedule

Vehicle Category	4 Hrs / 40 Km (Rs.)	8 Hrs / 80 Km (Rs.)	12 Hrs / 120 Km (Rs.)	Extra Km (Rs./Km)	Extra Hour (Rs./Hr)
Hatchback					
Sedan					
Premium Sedan					
MUV / SUV					
Premium SUV / MUV					

B. Outstation Duty - Unit Rate Schedule

Vehicle Category	250 Km / 12 Hrs per Day (Rs.)	Extra Km (Rs./Km)	Extra Hour (Rs./Hr)	GST %
Hatchback				
Sedan				
Premium Sedan				
MUV / SUV				
Premium SUV / MUV				

C. Common / Allowance Rates

Sl. No.	Particular	Quoted Rate / Treatment
1	Local Night Allowance per eligible duty (if applicable)	Rs. _____
2	Outstation Driver Night Halt / Bata per eligible night	Rs. _____
3	Toll / parking / airport parking / statutory entry tax	At actuals against valid proof; no mark-up
4	Any other charge	NIL unless expressly stated and accepted by FSID

D. Notional Evaluation Schedule - Local Duty

Vehicle Category	Qty - 4H/40Km	Qty - 8H/80Km	Qty - 12H/120Km	Notional Extra Km	Notional Extra Hours
Hatchback	40	20	5	500	40
Sedan	80	120	30	2500	250
Premium Sedan	10	30	10	500	50
MUV / SUV	30	70	25	1500	150
Premium SUV / MUV	20	50	20	1500	150

E. Notional Evaluation Schedule - Outstation Duty

Vehicle Category	Notional Outstation Days	Notional Extra Km	Notional Extra Hours
Hatchback	5	200	10

Vehicle Category	Notional Outstation Days	Notional Extra Km	Notional Extra Hours
Sedan	30	1500	80
Premium Sedan	10	400	20
MUV / SUV	30	1200	70
Premium SUV / MUV	30	1200	70

Notional Local Night Allowance Instances: 50

Notional Outstation Night Halt / Bata Instances: 40

FSID shall confirm / revise all yellow notional evaluation quantities before issue. The same confirmed quantities shall be used uniformly for every bidder and shall have no bearing on actual ordering.

F. Evaluated Price Summary (to be submitted in Financial Bid)

Sl.	Commercial Component	Amount in INR
A	Evaluated Local Duty Amount (excluding GST)	Rs. _____
B	Evaluated Outstation Duty Amount (excluding GST)	Rs. _____
C	Evaluated Common / Night Allowance Amount (excluding GST)	Rs. _____
D	Applicable GST on evaluated basket	Rs. _____
E	GRAND TOTAL EVALUATED PRICE FOR L1 DETERMINATION	Rs. _____

Financial confirmation: We confirm that the quoted unit rates are complete, firm and inclusive of all costs required for execution of the Rate Contract except reimbursable charges expressly identified in the RFP. We understand that the evaluated price is only for L1 comparison and is not the Rate Contract value or a guarantee of business.

Signature of Authorized Signatory: _____ Name: _____ Seal: _____
 _____ Date: _____

Annexure-13: Driver / Operational Personnel Profile Summary

A separate profile in this format shall be submitted for representative drivers / key operational personnel. Additional pages may be attached, but the summary fields below are mandatory.

Sl. No.	Field	Details
1	Name of driver / operational personnel	
2	Proposed role	Driver / Dispatcher / SPOC / Escalation
3	Employment / engagement status	
4	Current location	
5	Total years of experience	
6	Relevant driving / fleet service experience	
7	Driving Licence No. / class / validity	
8	Driver badge / transport authorization details	
9	Police verification date / status	
10	ID proof reference	
11	Languages known	
12	Mobile number	
13	Training / defensive driving / safety training, if any	
14	Accident / major traffic violation declaration, if any	
15	Declaration of availability / deployment readiness	

Declaration by bidder: We certify that the above information is true and that the proposed person is legally eligible and suitable for the stated role. We understand that false information may lead to rejection, cancellation of award and further action as per RFP.

Annexure-14: Confidentiality, Traveller Data Protection and Safety Undertaking

To,
The Head Commercial,
Foundation for Science Innovation & Development (FSID),
Innovation Centre, Indian Institute of Science,
Near Maramma Circle Gate,
Bengaluru - 560012

Subject: Confidentiality, traveller data protection and passenger safety undertaking for Rate Contract for Hiring of Vehicle Services

- We acknowledge that vehicle bookings may disclose traveller names, contact numbers, pickup / drop locations, itineraries, meeting / project locations and other confidential FSID / project information.
- We undertake that our organization, vehicle owners, drivers and personnel shall use such information only for authorized service delivery and shall not disclose, publish, profile, sell, reuse or retain it beyond legitimate / legal requirements.
- We undertake to comply with applicable data-protection law, including the Digital Personal Data Protection Act, 2023 and applicable rules / directions, to the extent relevant to the services.
- We undertake to implement reasonable access controls and ensure that only authorized personnel receive traveller / trip information.
- We undertake to maintain passenger-safety protocols and to immediately escalate any complaint involving harassment, intimidation, intoxication, unsafe driving, accident or other serious incident.
- We undertake not to use FSID / IISc name, logo, passenger details, project locations or travel information for marketing / publicity without prior written approval.
- We agree that confidentiality and data-protection obligations shall survive expiry or termination of the Rate Contract.

Yours faithfully,
(Signature of the Bidder)

Name:

Designation, Seal:

Date:

Annexure-15: Technical Compliance Matrix

The bidder shall submit a point-by-point compliance response against the following technical and service requirements. Bidders shall mark Complied / Partially Complied / Not Complied and provide remarks / evidence wherever applicable.

Sl. No.	Requirement	Bidder Compliance / Remarks / Evidence
1	Ability to provide all required vehicle categories on an as-and-when-required Rate Contract basis	
2	24x7 booking / dispatch facility and escalation matrix	
3	Access to compliant commercial fleet and backup vehicles	
4	Valid RC / permit / fitness / insurance / PUC compliance system	
5	Qualified drivers with valid DL / badge / police verification	
6	Capability for local Bengaluru and outstation / inter-city duty	
7	Vehicle cleanliness, AC and safety-equipment compliance	
8	GPS / navigation and booking-confirmation capability	
9	Breakdown / replacement contingency arrangement	
10	Duty-slip / digital trip-record and odometer-control process	
11	Project / cost-centre-wise invoicing and supporting-document capability	
12	Acceptance of fixed rates / no surge or dynamic pricing	
13	Passenger safety and driver-conduct controls	
14	Confidentiality / traveller data-protection compliance	
15	Acceptance of SLA deductions, risk-and-cost and audit requirements	

Annexure-16: Technical Qualification Matrix

The following criteria shall be evaluated on a responsive / non-responsive basis. Failure to meet a mandatory criterion may result in technical disqualification.

Sl. No.	Qualification Criterion	Requirement	Documentary Evidence
1	Legal Entity / Statutory Registration	Registered legal entity with PAN, GST and applicable registrations.	Registration documents, PAN, GST, authorization.
2	Financial Capacity	Minimum average annual turnover: Rs. 10,00,000/- during the last three completed financial years.	Audited financial statements + CA certificate with UDIN.
3	Experience Duration	Minimum three (3) years in vehicle / taxi / cab hiring or fleet management services.	Company profile + supporting work orders / contracts.
4	Similar Service Experience	During the last five years: 3 contracts >= Rs. 10 lakh each OR 2 contracts >= Rs. 15 lakh each OR 1 contract >= Rs. 20 lakh.	Work Orders / Agreements plus completion / performance certificate or invoice-payment evidence for executed value.
5	Relevant Client Experience	At least 2 reference contracts; Government / PSU / autonomous / educational or research institution / large corporate experience desirable.	Client reference / contact details and supporting work order / performance evidence.
6	Fleet Strength / Access	Access to at least 10 commercial vehicles across required categories and at least 3 owned / long-term leased vehicles ; balance may be attached / aggregated through valid arrangements.	Fleet list with RC, model year, category, ownership / attachment basis and supporting documents.
7	Vehicle Documentation	Representative vehicles shall have valid commercial RC / permit, insurance including passenger / third-party liability, fitness and PUC. Documents for at least 5 representative vehicles to be submitted.	Signed copies of RC, permit, insurance, fitness, PUC.
8	Driver Compliance Capability	Valid licence / badge, minimum 3 years driving experience, police verification and ID. Sample documents for	Undertaking and sample / list of drivers with DL and police verification.

Sl. No.	Qualification Criterion	Requirement	Documentary Evidence
		at least 5 drivers .	
9	Operational Presence	Operational office / service desk in Bengaluru Urban / Bengaluru Rural or undertaking to establish dedicated service desk / SPOC within 7 days of award.	Address proof or signed undertaking; 24x7 contact details.
10	Backup / Contingency	Adequate backup vehicle / driver and breakdown replacement arrangement.	Methodology / contingency plan.
11	Clean Track Record	No current blacklisting / debarment / suspension and material litigation disclosed.	Annexure 3 and supporting disclosure, if any.
12	Bid Security	Original Demand Draft of Rs. 10,000/- in prescribed form.	Original DD in Technical Bid.

Annexure-17: Service Governance, Escalation and Contingency Plan Format

The bidder shall submit a service governance plan with the Technical Bid and maintain an updated version during execution.

Sl. No.	Plan Component	Expected Coverage
1	Mobilisation plan	SPOC nomination, booking channels, fleet / driver verification and go-live readiness.
2	24x7 booking / dispatch process	Booking receipt, confirmation, driver details, urgent request handling and cancellation / change management.
3	Escalation matrix	Level-1 operational, Level-2 management and Level-3 senior escalation with response contacts.
4	Breakdown / no-show contingency	Backup vehicle / driver availability and replacement procedure for Bengaluru / outstation.
5	Passenger safety protocol	Emergency handling, accident response, women traveller safety, intoxication / misconduct response.
6	Compliance control	Vehicle / driver document validity monitoring and pre-deployment verification.
7	Billing / MIS control	Duty slip verification, project / cost-centre coding, reimbursable proof and monthly reconciliation.
8	Complaint / corrective action	Complaint logging, root-cause review, closure and preventive action.

Escalation Matrix:

Level	Name / Designation	Mobile	E-mail	Target Response Time
L1				
L2				
L3				

Annexure-18: Vehicle, Driver and Safety Compliance Declaration

The bidder shall submit the following declaration on its letterhead:

- We shall deploy only commercially registered vehicles with valid permit, insurance, fitness and PUC and in roadworthy condition.
- We shall deploy drivers holding valid licences / badges and completed police / antecedent verification as required.
- We shall ensure that drivers are not intoxicated, do not drive rashly, do not harass passengers and comply with applicable traffic and safety rules.
- We shall maintain backup arrangements and provide replacement in the event of breakdown, driver absence or vehicle non-compliance.
- We shall maintain accurate duty slips / digital trip records and shall not inflate hours / kilometres or submit duplicate / fabricated claims.
- We shall not demand any fare, toll, parking or other amount directly from FSID travellers unless expressly authorized.
- We shall maintain confidentiality of traveller / trip / project information and comply with applicable data-protection requirements.
- We accept FSID's right to inspect vehicles / documents and to remove / replace any non-compliant vehicle or driver.

Signature of authorized signatory:

Name:

Designation:

Company Seal:

Date:

Annexure-19: Service Review and Acceptance Checklist

Stage	Checklist Item	Status / Remarks
Pre-deployment	Vehicle category / model compliant	
Pre-deployment	RC / permit / fitness / insurance / PUC verified	
Pre-deployment	Driver DL / badge / ID / police verification checked	
Booking	Vehicle / driver details shared before reporting	
Trip	Vehicle reported on time and in clean / safe condition	
Trip	Opening / closing time and odometer recorded	
Trip	No unauthorized charge collected from traveller	
Trip	Toll / parking proof captured, where applicable	
Billing	Duty slip / trip record verified	
Billing	Project / cost-centre reference correct	
Billing	SLA deductions / complaints accounted for	
Billing	Invoice and tax details complete	
Review	Open complaints / corrective actions closed	
Review	Monthly / periodic service accepted	

Annexure-20: Declaration under Rule 144(xi) of General Financial Rules

(To be submitted on bidder letterhead)

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India. I certify that this 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 fulfils all requirements in this regard and is eligible to be considered. Where applicable, evidence of valid registration by the Competent Authority is enclosed.

RFP No.: _____

Name of Bidder: _____

Authorized Signatory: _____

Designation: _____

Date / Seal: _____

Annexure-21: Disclosure of Code of Integrity

(To be submitted on bidder letterhead)

I/We hereby declare that we shall observe the highest standard of integrity and shall not, directly or indirectly:

- offer, give, receive or solicit any thing of value to obtain an unfair advantage in the procurement process;
- make any misrepresentation or omission intended to mislead FSID or obtain financial or other benefit;
- engage in collusive, bid-rigging or anti-competitive conduct;
- improperly use confidential information received from FSID;
- engage in coercion, threat, obstruction of audit / investigation, or submission of false declarations / forged documents;
- enter into any undisclosed financial or business arrangement with an FSID official that may affect the procurement / contract process.

I/We further declare that any previous debarment / integrity transgression, if applicable, has been fully disclosed in the bid. I/We understand that breach of this declaration may result in rejection, forfeiture of security, termination, debarment and other action.

(Authorized Signatory)

Name / Designation:

Stamp / Date:

Section 6 - Commercial Bid

- The Commercial Bid shall be submitted only in the separate sealed Financial Bid packet and shall contain the completed Annexure 12 Rate Schedule and Evaluated Price Summary.
- The bidder shall quote rates for all mandatory vehicle categories / rate items. Rates shall be in INR and GST shall be indicated separately.
- Fuel, driver cost, maintenance, insurance, routine permits, administration, service charges, overheads and profit shall be included in the quoted rates. Only toll, parking, airport parking and specifically accepted statutory entry / state charges shall be reimbursable at actuals against proof.
- No surge / dynamic / peak-hour / weekend / festival / booking / convenience surcharge shall apply.
- Any alteration / cutting / overwriting in rates shall be authenticated by the authorized signatory. Unauthenticated alterations may render the Financial Bid non-responsive.
- If there is a discrepancy between a quoted unit rate and an evaluated amount, the unit rate shall prevail and FSID may correct the arithmetic. If the bidder refuses an arithmetic correction determined in accordance with the RFP, the bid may be rejected.
- The Grand Total Evaluated Price is only a bid-comparison figure and shall not be treated as the Rate Contract value. Actual payments shall be based on actual authorized usage at accepted unit rates.
- The notional quantities highlighted in Annexure 12 shall be confirmed by FSID before issue of the RFP and thereafter applied uniformly to all bids.

Sl.	Commercial Component	Amount in INR
A	Evaluated Local Duty Amount (excluding GST)	
B	Evaluated Outstation Duty Amount (excluding GST)	
C	Evaluated Common / Night Allowance Amount (excluding GST)	
D	Applicable GST on evaluation basket	
E	Grand Total Evaluated Price - For L1 Determination Only	

Section 7 - Checklist

- Bid submitted offline in hard copy before due date and time.
 - Outer envelope duly superscribed with RFP No., RFP description and due date.
 - Technical Bid and Financial Bid submitted in separate sealed packets.
 - Bid document duly signed by authorized signatory and sealed on each page.
 - Annexure 1: Bidder details.
 - Annexure 2: Declaration regarding experience.
 - Annexure 3: Declaration regarding non-blacklisting / clean track record.
 - Annexure 4: Declaration for acceptance of terms and conditions.
 - Annexure 5: Proposed fleet and service capability.
 - Annexure 6: Monthly service / invoice acceptance certificate format acknowledged.
 - Annexure 7: Make in India declaration, where applicable.
 - Annexure 8: NEFT mandate form.
 - Annexure 9: New vendor registration details.
 - Annexure 10: Disclosure of conflict of interest.
 - Annexure 11: Documents to be submitted.
 - Annexure 12: Financial quote / Rate Schedule completed and kept only in Financial Bid packet.
 - Annexure 13: Driver / operational personnel profile summary.
 - Annexure 14: Confidentiality, traveller data protection and safety undertaking.
 - Annexure 15: Technical compliance matrix.
 - Annexure 16: Qualification-supporting documents.
 - Annexure 17: Service governance, escalation and contingency plan.
 - Annexure 18: Vehicle, driver and safety compliance declaration.
 - Annexure 19: Service review and acceptance checklist acknowledged.
 - Annexure 20: Rule 144(xi) declaration.
 - Annexure 21: Code of Integrity declaration.
 - Original Bid Security / EMD Demand Draft of Rs. 10,000/- enclosed in Technical Bid.
 - Power of Attorney / authorization for signatory enclosed.
 - All required RC / permit / fitness / insurance / PUC and driver documents enclosed.
 - No commercial price / rate has been disclosed in the Technical Bid.
 - All yellow-highlighted FSID placeholders / values have been finalized by FSID before issue of the RFP.
- Your bid must be submitted exactly as prescribed in the Bid Schedule, superscribing / referencing the RFP No., RFP description and due date.