



LIAISON DEPARTMENT

STATE BANK OF INDIA

LOCAL HEAD OFFICE, SECTOR 17 A, CHANDIGARH – 160 017.

**TENDER FOR AVAILING THE SERVICES FOR CAR HIRING
AGENCIES/COMPANIES FOR PROVIDING CARS WITH
DRIVERS ON MONTHLY HIRE BASIS FOR THE BANK'S
EXECUTIVES/OFFICERS**

Tender No. CHA/LO/01/2026-27 Dated 27.10.2026

Important Dates:

Opening date / publication of Tender	27th October 2026
Last date for requesting clarifications / pre-bid queries (up to 3.00 pm)	03rd November 2026
Date of pre-bid meeting (11.00 am)	04th November 2026
Date for publication of clarifications / corrigendum, if any	06th November 2026
Last date for submission of Technical Bid (to be submitted at SBI LHO Sector 17 Chandigarh in sealed envelope and Financial Bid (to be submitted online on e-tender.sbi) (up to 3.00 pm)	16th November 2026
Date of opening of Technical Bid (3.30 pm)	16th November 2026
Estimated Date of finalising of Financial Bid (3.30 pm) Through e-tendering	20th November 2026

Name of tenderer

Address

GST No

(Sign & Stamp)

Address for Communication: -

**LIAISON DEPARTMENT
STATE BANK OF INDIA
LOCAL HEAD OFFICE,
SECTOR 17 A, CHANDIGARH – 160 017.
Phone No. 0172/4567136-138
email ID. liaison.lhocha@sbi.co.in**

INVITATION TO BID

State Bank of India, Local Head Office, Chandigarh invites online bids from eligible car hiring agencies / companies for providing approximately **19 brand new automatic strong-hybrid cars with drivers** on monthly hire basis for use by the Bank's Executives at Local Head Office, Chandigarh and other offices at Chandigarh / Mohali / Panchkula, for a period of 36 months (3 years). The vehicles shall be purchased as first hand on or after 1st November 2026 and shall carry valid commercial / contract carriage / Rent-a-Cab permit and registration, as legally applicable, permitting their use for the contracted service in Chandigarh, Punjab and Haryana.

The number of cars required by the Bank as mentioned above is the approximate number and the Bank, at its absolute discretion, may increase or decrease the number of cars at any time in accordance with the actual requirement of the Bank.

2. Please note to provide all the requisite information in accordance with the proposal. Any incomplete information may lead to non-consideration of the proposal.
3. All Bids must be accompanied by Earnest Money Deposit as specified in the Bid document.
4. Bank reserves the right to change the dates without assigning any reasons as mentioned in this Tender document, which will be communicated to the bidders.
5. The information/documents provided by the bidders in response to this Tender document will become the property of State Bank of India and shall not be returned. SBI reserves the right to amend, rescind or reissue prepone or postpone of tender process. Any such amendment(s) shall be suitably advised to the bidders and shall be binding on them.

DISCLAIMER

The information contained in this Tender document or information provided subsequently to Bidder(s) or applicants whether verbally or in documentary form by or on behalf of State Bank of India (Bank), is provided to the Bidder(s) on the terms and conditions set out in this Tender document and all other terms and conditions subject to which such information is provided.

This Tender is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this Tender invitation is to provide the Bidder(s) with information to assist the formulation of their proposals. This Tender invitation does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this Tender document and where necessary obtain independent advice. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this Tender. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender documents. No contractual obligation whatsoever shall arise from the Tender process until a formal contract is signed and executed by duly authorized officers of the Bank with the selected Bidder.

MAKE AND MODELS OF THE CAR REQUIRED BY THE BANK

- **For General Managers: Maruti Victoris Strong Hybrid ZXI +(O) – Splendid Silver Colour – approx. 03 CARS**
- **For Deputy General Managers & Staff Car: Toyota Urban Cruiser Hyryder G-Hybrid (Automatic, Strong Hybrid) (Café White colour) – approx. 16 CARS**

The cars must be brand new, purchased as first hand on or after 1st November 2026, of the exact make / model / variant and colour specified above, unless the Bank permits an equivalent or higher variant in writing. All vehicles shall be GPS-enabled and shall comply throughout the contract with applicable registration, permit, fitness, insurance, pollution, safety and transport requirements of the competent authorities in Chandigarh, Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir and Ladakh

Both categories of cars shall be maintained in executive-class condition and provided with manufacturer-approved / high-quality seat upholstery and the accessories prescribed by the Bank, including full-size floor mats, tyre inflator, emergency hammer, car perfume, microfibre cloth, compatible mobile charging cable, tissue box, umbrella and legally permissible removable sun flaps / shades. Fast tags on all cars are mandatory and same preferably to be of SBI.

Note:

- a) In the final order, there may be a variation of + / - (Plus / Minus) 10% in the figure mentioned for the car requirement for DGMs and GMs.
- b) The car requirement also covers Administrative Office Mohali and Panchkula. Accordingly, the empanelled agency will have to enter into three separate agreements with the respective offices covering states of Punjab, Haryana & UT Chandigarh.

CALCULATION OF CHARGES

The applicants shall quote the FIXED MONTHLY VEHICLE RENTAL separately for each vehicle model. The fixed monthly rental shall be payable for a Calander month and shall be inclusive of vehicle capital / financing cost, maintenance, servicing costs, tyres, insurance, road tax, permit and fitness renewal, salary of driver, relief-driver / substitute-driver arrangement, vendor management / administrative charges, uniforms, training and all other costs and expenses associated with the provision and operation of vehicle.

Fuel shall be reimbursed at the rate of 15 km per litre for both **Maruti Victoris Strong Hybrid ZXI +(O) and Toyota Urban Cruiser Hyryder G-Hybrid (Automatic, Strong Hybrid)**. Reimbursement shall be based on certified actual running and the average retail petrol price in Chandigarh on the 5th, 15th and 25th of the month. The Bank does not guarantee any minimum monthly kilometres or utilisation. The Bank may reconcile GPS data, odometer readings, FASTag records and duty logs. Any manipulation intended to claim fuel reimbursement beyond the approved norm, including odometer tampering or vehicle diversion, shall constitute serious misconduct and breach of contract.

a. The Service Provider shall be responsible for applying and complying with all Government-notified wage rates, including revisions issued from time to time, from their legally effective dates. The monthly salary will be paid by the service provider as per the legally payable under the applicable Central Government / CLC-Central wage notification and applicable labour laws, and only against documentary proof of payment to the driver. The Service Provider shall, at its own cost, arrange relief / additional drivers wherever needed to comply with statutory working-hour requirements, except where reimbursement is expressly permitted under this Tender.

b. **Variable Charges and other payments to be reimbursed to the service provider :-**

Statutory payments for duty on Weekly Off / National Holiday / Notified Holiday

Where deployment of a driver on a weekly off, National Holiday or other notified holiday attracts additional wages, such additional wages shall be reimbursed by the Bank at actuals, subject to the following conditions:

Bank-approved variable operational charges

In addition to the fixed monthly hire charges, the following variable operational charges shall be payable, wherever applicable, at the rates prescribed by the Bank. These rates shall be uniform for all empanelled Service Providers:

Nature of Duty	Amount Payable
Sunday / National Holiday – Local Duty	₹700 per day
Sunday / National Holiday – Outstation Duty without Night Stay, where duty continues beyond 23:00 hrs	₹1,150 per day
Sunday / National Holiday – Outstation Duty with Night Stay	₹1,300 per day
Outstation Duty other than Sunday / National Holiday, without Night Stay, where duty continues beyond 23:00 hrs	₹450 per day

Nature of Duty	Amount Payable
Outstation Duty other than Sunday / National Holiday, with Night Stay	₹600 per day
Extra Duty beyond 12 hours on any single day	₹150 per hour

Important: No duplicate payment shall be admissible under two different heads for the same component of duty. Variable charges shall be paid separately for authorised duty, comprising parking and toll charges at actuals against valid receipts, and charges for duty beyond 12 hours, duty on Sundays or notified holidays, outstation duty and night halts at the rates and subject to the conditions specified in this Tender, supported by duly certified duty records. These provisions shall not limit the Service Provider's statutory wage or overtime obligations under applicable law, and no cost component shall be reimbursed more than once.

Reimbursement of Petrol

Petrol expenses shall be reimbursed on the basis of the fuel-efficiency norm fixed by the Bank at **15 kilometres per litre**, calculated as follows:

Petrol reimbursement = (Total kilometres travelled during the month ÷ 15) × Applicable Petrol Rate

For this purpose:

Total kilometres travelled shall mean the duly certified kilometres covered during the relevant month; and

Applicable Petrol Rate shall mean the average retail price of ordinary petrol prevailing on the **5th, 15th and 25th day of the respective month**.

The kilometre reading shall be supported by the prescribed logbook / duty record and may be cross-verified by the Bank with GPS or other available electronic records.

Toll, Parking and State Entry Charges

Airport parking or any exceptional parking charge specifically incurred during authorised official duty shall be reimbursed only against **FASTag record, electronic receipt or other authorised documentary evidence**, duly certified by the user Executive / concerned office.

Similarly, **toll charges and State entry tax**, wherever legally payable for authorised official travel, shall be reimbursed at actuals against appropriate documentary evidence.

ELIGIBILITY CRITERIA /PREQUALIFICATION:

1. The bidder should not have been blacklisted / debarred by any Government Department / PSU / Bank / Financial Institution / reputed public or private limited company / MNC for any corrupt, fraudulent or unethical practices, material non-delivery or material non-performance during the last three years as on the date of issuance of this Tender. The bidder shall also disclose any subsisting debarment, material litigation, insolvency proceeding or criminal proceeding against the entity / promoters that may materially affect performance of the contract.
2. Disclaimer certificate / undertaking in this regard is to be submitted on company's letter head by the agencies.
3. Any effort on the part of bidder to influence bid evaluation process or award of contract may result in the rejection of the bid.
4. The Agency / Company should be duly registered under the Shops & Establishments Act and/or any other applicable laws and conform to all such rules of RTO & policies / rules of the State Government.
5. The Agency / Company should be registered for the purpose of GST as applicable.
6. The Agency / Company should be an assessee of Income Tax and should have valid PAN issued by Income Tax Department.
7. The bidder should have been continuously in the **business of hiring / fleet management of cars for at least last 3 years**. It shall hold all valid licences / permissions / registrations required for the service and shall ensure that every vehicle deployed under the contract has the legally applicable commercial permit valid for operation in the required jurisdictions.
8. The Agency / Company should have a fleet of minimum **30 commercially registered cars** in its own name as on the date of the Tender. Documentary evidence / vehicle information reports / RCs shall be submitted. The Bank reserves the right to physically verify the fleet and the bidder's facilities before or after technical qualification.
9. The income from car rental / fleet management activities **should not be less than Rs.3.00 crore** in each of the financial years 2023-24, 2024-25 and 2025-26, supported by audited financial statements. Provisional figures for 2026-27, duly certified by the statutory auditor, shall also be submitted for assessment of current financial capacity.
10. The Agency / Company should demonstrate at least three verifiable institutional / corporate client references **during the last five years, of which at least two should relate to monthly hiring / fleet deployment of 10 or more cars for Government Departments / PSUs / Banks / reputed public or private limited companies / MNCs. Work orders / agreements** and client contact details shall be furnished and may be independently verified by the Bank.
11. **PERSONAL DATA AND RECORDS:** The Service Provider shall collect, use and disclose driver and personnel data, including identity, contact, medical-fitness, police-verification, payroll, GPS and duty records, only for lawful and specified purposes connected with this Tender and contract. It shall provide required notices, obtain or document the applicable lawful basis, restrict access to authorised persons, maintain reasonable security safeguards, notify the Bank promptly of any actual or suspected breach affecting Bank-related data, retain records only for the legally or contractually required period, and securely delete or return them thereafter. No personal data shall be sold, used for unrelated profiling or disclosed to an unauthorised third party. The Service Provider shall ensure equivalent obligations for any approved sub-processor or technology provider.
12. The Agency/Company should have at least **one regular office in Chandigarh/Panchkula/Mohali**. The proof of the office address needs to be attached.
13. The Agency / Company should have its own **well-equipped service station or a valid tie-up with an authorised / reputed service workshop for Maruti / Toyota vehicles in the Tricity**. A facility / authorised service arrangement within 05 km of the principal SBI workplace shall be preferred and scored in technical evaluation.
14. The Agency/Company should have **digital signature** for e-bidding.

15. The Agency / Company shall maintain a **dedicated 24 x 7 helpline / control point for SBI** and nominate a responsible Manager / Supervisor who shall remain reachable at all times for breakdown, replacement, driver or any other service related issues.

16. The bidder shall declare the **number, make, model and age of backup vehicles with driver**. Backup capability shall form part of technical evaluation.

17. **Consortium bidding is not permitted. Sub-contracting, assignment or deployment through undisclosed third-party operators shall not be permitted** without prior written approval of the Bank. The selected Service Provider shall remain fully responsible for all vehicles, drivers and statutory obligations.

(The applicants shall be disqualified if any of these criteria are not fulfilled or the documents submitted are found to be false. Bank reserves the rights to amend the eligibility criteria. The Bank's decision will be final & binding in this regard).

BID VALIDITY

The Bid shall remain valid for 180 days from the last date of bid submission. The quoted fixed monthly rental, once accepted and incorporated in the contract, shall remain firm for the 36-month contract period except for changes specifically permitted in this Tender.

EMD

Earnest Money Deposit (EMD) of Rs.5,00,000/- shall accompany the Technical Bid, in the form of Banker Cheque/Demand Draft in favour of State Bank of India. EMD shall remain valid for at least 180 days from the last date of bid submission. Such EMD shall not carry any interest. Any Bid not accompanied by the requisite EMD, shall be deemed to be invalid and shall stand rejected without any notice. However, exemption, where applicable to eligible MSE / Start-up bidders, shall be allowed strictly in accordance with the Bank's prevailing procurement policy and applicable Government instructions, subject to submission of valid documentary evidence. The EMD will be refunded to the ineligible and unsuccessful bidders within 30 days from the completion of the tendering process. In case of successful bidder, EMD shall be adjusted in Performance guarantee. EMD may be forfeited for withdrawal of bid during validity period, false declaration / document, refusal to accept award, failure to execute agreement or failure to furnish Performance Bank Guarantee within the prescribed time.

PERFORMANCE GUARANTEE

Each selected bidder shall furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) (issued by other than SBI) equivalent to 5% of the value of the work / vehicles allocated to that bidder for the contract period, within 30 days of issuance of the award order. The PBG shall remain valid for the entire contract period plus three months and shall be in the Bank's prescribed format. The Bank may invoke the PBG for material breach, non-performance, failure to meet contractual obligations, recoverable losses / penalties or failure to renew / extend the guarantee as required. The PBG shall not be made conditional upon resolution of any pending dispute.

DOCUMENTS COMPRISING THE BID

The Technical Bid shall be submitted in a **SELAED ENVELOP** and Price Bid shall be submitted electronically through the Bank's designated e-procurement / e-tendering platform in the prescribed format.

PART I -TECHNICAL BID (common for the cars with EMD)**PART II -PRICE/FINANCIAL BID (through e-tendering)****PART I – TECHNICAL BID - CHECK LIST**

(to be submitted at SBI LHO Sector 17 Chandigarh in sealed envelope)

Covering letter on agency's / company's letter head in accordance with the format for bid submission form

1. Disclaimer Certificate from the agency that they have not been blacklisted / debarred.
2. Earnest Money Deposit of Rs.5.00 lakh / valid exemption documents, as applicable.
3. Agency's / Company's general details /information, in accordance with format **Part 1 / F-I**.
4. Letter of authority in favour of any one or two agency's Executives conferring authority to attend the technical bid & price bid opening on specified dates and venue in accordance with format **Part 1/F-II**.
5. Documents relating to agency's eligibility criteria **Part 1/ F-III**.
6. Confirmation of no deviation in accordance with format **Part 1/ F-IV**.
7. Periodic maintenance schedule of vehicle in accordance with manufacturer's schedule **Part 1 /F-V**.
8. **Part 1/F VI** Technical Bid Evaluation matrix – Reply/Response Information related to fleet
9. Annexure "D" – SERVICE LEVEL AGREEMENT / PENALTY MATRIX.
10. Annexure "E" – DRIVER WAGES, STATUTORY DUES & PAYROLL UNDERTAKING.
11. Annexure "F" – CONFIDENTIALITY / NON-DISCLOSURE & INTEGRITY UNDERTAKING
12. **Technical bid should not have any terms/conditions of the agency/company.**

Declaration

We hereby declare and confirm that all the documents, certificates, annexures and other information required under the Part -I technical Bid – Check List have been duly enclosed.

Place :

Date :

STAMP

Sign of authorised signatory

Name :

Firm name :

PART II - PRICE/FINANCIAL BID (through e-tendering)

Annexure “C” - PRICE BID – (will be submitted online on e-tender.sbi)

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**Note : Annexure “G” - BANK GUARANTEE IN LIEU OF SECURITY DEPOSIT
(Applicable for successful bidder)**

PART-II PRICE BID

The Price Bid shall be invited through the Bank's e-procurement / e-tendering platform. Separate fixed monthly vehicle rental shall be quoted for (i) Maruti Victoris Strong Hybrid ZXI +(O) and (ii) Toyota Urban Cruiser Hyryder G-Hybrid.

Quoted rental shall be exclusive of GST, fuel and toll, but inclusive of Driver Salary, all vehicle-related expenses and vendor-management costs. GST shall be paid extra at the prevailing statutory rate. The variable charges however will be paid separately as per actual viz. parking charges, toll charges, driver charges – duty beyond 12 hours, working on Sunday / holiday, out station duty, night charges etc. L1 comparison shall be on the basic fixed monthly vehicle rental, exclusive of GST.

EVALUATION CRITERIA FOR DETERMINATION OF TENDER

The bids will be examined by the Bank to determine whether they are complete and whether the required bid security and other details / documents have been furnished / submitted. Bid determined as not substantially responsive will be rejected. The Bank, may, acting under its discretion, waive any minor non-conformity or irregularity in bid if it does not constitute a material deviation. The decision of the Bank whether any deviation is material or not shall be final and binding to all. Evaluation will be done on the basis of the following parameters: -

TECHNICAL BID EVALUATION MATRIX (100 MARKS) – A BIDDER MUST SCORE AT LEAST 60 MARKS IN AGGREGATE AND THE MINIMUM MARKS SHOWN BELOW.

Parameter	Scoring Criteria	Maximum Marks	Minimum Eligibility Marks
Owned commercial fleet as on Tender date	60+: 20 45–59: 15 30–44: 10	20	10
Institutional / corporate tie-ups in last 5 years	≥5 yrs: 20 3–<5 yrs: 10 <3 yrs: NIL	20	10
Toyota & Maruti reputed workshop arrangement from principal SBI workplace	Within 5 km: 15 >5–10 km: 10 >10 km: NIL	15	10
Experience in car hiring / fleet management	≥7 yrs: 20 5–<7 yrs: 10 3–<5 yrs: 5 <3 yrs: NIL	20	5
Financial strength – car rental / fleet income	≥Rs.5 cr: 10 Rs.4–<5 cr: 7 Rs.3–<4 cr: 5	10	5
Backup vehicle capacity	5+: 10 3-4 : 5 1-2 : 3 0 : NIL	10	3
Constitution	Individual: 2 partnership / LLP: 4 Pvt. Ltd. Co.: 5	5	2
TOTAL MARKS		100	

Price bids shall be opened only for bidders who (i) satisfy all mandatory eligibility conditions, (ii) submit all material documents, (iii) obtain at least 60% aggregate marks in the Technical Evaluation Matrix, and (iv) obtain the stipulated minimum marks in each critical technical sub-category. Technical qualification shall not create any right to award.

L1 bid shall be determined for each vehicle model on the basis of the basic fixed monthly vehicle rental quoted for that model. Fuel, toll, overtime charges and GST shall not be considered for determining L1. The Bank may seek written justification and documentary cost support where a bid appears abnormally low or commercially unsustainable and may reject an unsubstantiated abnormally low bid after recording.

- **For General Managers: Maruti Victoris Strong Hybrid ZXI +(O) – Splendid Silver Colour – approx. L1 Bid for 03 CARS**
- **For Deputy General Managers & Staff car : Toyota Urban Cruiser Hyryder G-Hybrid (Automatic, Strong Hybrid) (Café White colour) – L1 Bid for 16 CARS**

If an bidder fails to deploy vehicles, withdraws, materially defaults or its service performance is unsatisfactory, the Bank may forfeit / invoke the applicable security, recover additional procurement cost to the extent contractually permissible, initiate debarment or other action in accordance with applicable policy, and reallocate part or all of its vehicles to the other existing vendors at the approved rate. Additional vehicles during the contract may be allocated having regard to service quality, capacity and operational requirement.

The bidder must adhere to the format given while quoting the price bid. The Bank reserves the right to accept or reject any bid without assigning any reason.

DATE & TIME OF SUBMISSION

Interested agencies / companies may download the Tender from the Bank's website / designated e-procurement portal and submit **Technical Bid (to be submitted at SBI LHO Sector 17 Chandigarh in sealed envelope and Financial Bid (to be submitted online on e-tender.sbi) in the prescribed manner up to 1500 hrs on 16 November, 2026.**

Address:

The Asstt. General Manager (Liaison)

State Bank of India,

Local Head Office, Sector 17 A, Chandigarh - 160017

Date & Time of Pre-Bid Meeting – **_04 November, 2026 at 1100 hrs** (physical / online mode as advised by the Bank).

Date & Time of Technical Bid Opening – **16th November, 2026 at 1530 hrs.**

Date & Time of Price Bid / commercial opening – **20th November 2026**

TERMS OF SERVICE /MISCELLANEOUS

a) The successful bidder has to execute a contract with the Bank in the format prescribed/ approved by the Bank.

b) The broad terms & conditions of the contract/ service shall be as mentioned in the Annexure A.

The successful bidder shall furnish an unconditional and irrevocable Performance Bank Guarantee equivalent to 5% of the value of the work / vehicles allocated to it for the contract period, within 30 days from the date of award / purchase order. The guarantee shall remain valid for the contract period plus three months and shall be in the format prescribed by the Bank. The Bank may invoke the guarantee for material breach, non-performance or other recoverable contractual defaults.

c) The Bank reserves the right to cancel the tender process at any time before finalisation and execution of the contract with or without assigning any reason.

d) Language of Bid: All bids and supporting documentation shall be submitted in English language.

e) SBI reserves the right to accept or reject any or all the bids without assigning any reason thereof and Bank's decision in this regard shall be treated as final. Bids may be accepted or rejected in total or any part or items thereof. No contractual obligation whatsoever shall arise from the Tender process unless and until a formal purchase order is signed and issued by duly authorised officials of the Bank.

f) Any bid not containing sufficient information and documents which preclude a thorough analysis, will be rejected.

g) The Bank shall have the right to reject the bids not submitted in the prescribed format or incomplete in any manner.

h) State Bank of India shall not be responsible for failure or delay in electronic submission caused by the bidder's equipment, connectivity, digital signature, file format or other bidder-side issue. A bid shall be treated as received only when successfully submitted on the designated portal within the prescribed date and time. Any original instrument or document separately required in physical form must reach the specified office within the stated timeline.

i) The Bank may issue an amendment, clarification or corrigendum to the Tender through its designated e-procurement portal and / or the official SBI website specified in the e-procurement notice. Each amendment shall form part of the Tender and, where it materially affects bid preparation, the Bank may extend the submission deadline. Bidders are responsible for monitoring the designated portal and website. No amendment shall be made solely through an unpublished oral communication, and any response that changes the Tender shall be issued formally to all bidders through the designated channel.

j) Bids not confirming to the Tender requirements may not be considered by SBI. However, SBI reserves the right, at any time, to waive any of the requirements of the Tender, if in the sole discretion of SBI, the best interest of SBI be served by such waiver.

k) Bidders who do not meet the technical criteria stipulated by the Bank shall not be considered for further evaluation.

l) SBI shall have the right to cancel the Tender process at any time prior to award of contract, without thereby incurring any liabilities to the affected bidder(s). Reasons for cancellation, as determined by SBI in its sole discretion include but are not limited to, the following:

- i Services contemplated are no longer required.
- ii Scope of work was not adequately or clearly defined due to unforeseen circumstances and/or factors and/or new developments.
- iii Proposed prices are unacceptable to the Bank.
- iv The project is not in the best interest of SBI.
- v Any other reason.

m) Pre-bid meeting, if required, will be held to brief the intending bidders about the requirements of the Bank and to furnish clarification on any points/queries received from them. No separate communication will be sent for this meeting.

- n) SBI reserves the right to verify the validity of bid information and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of Tender or even after award of contract.
- o) SBI reserves the right to re-negotiate the prices in the event of changes in the market conditions and/or technology etc.
- p) Bank reserves the right to appoint a consultant, if so decided by the Bank at any stage during bidding process.
- q) All pages of **bid document should be stamped and signed by authorized signatory of the bidder.**
- r) Bidders should carry out any change request necessitated by the Bank.
- s) **RIGHT TO VERIFICATION AND AUDIT:** The Bank shall have the right, during bid evaluation and throughout the contract, to verify statements and documents; inspect the bidder's office, fleet, workshop / service arrangements and control facilities; and audit or cause audit of records relevant to the service, including wage registers, attendance / duty records, statutory remittances, insurance, permits, maintenance, GPS / odometer records, FASTag records and invoices. The service provider will maintain current A/C with our bank for smooth Banking operations. The Service Provider shall provide timely access and cooperation.
- t) **CONFIDENTIALITY AND EXECUTIVE SECURITY:** The Service Provider, its drivers and staff shall keep strictly confidential all information concerning the Bank, executives, residences, telephone numbers, travel plans, routes, duty schedules, GPS / location history, meetings and documents. No photographs, recordings, location data or information relating to executives shall be disclosed, copied, retained beyond legitimate operational need, or posted on social media. Breach may be treated as material default.
- u) **CONFLICT OF INTEREST / CODE OF INTEGRITY:** The bidder and Service Provider shall maintain the highest standards of integrity and shall not offer, solicit or accept any inducement in relation to the tender or contract. Any actual or potential conflict of interest shall be disclosed immediately. Fraud, collusion, bid-rigging, forged documents or material misrepresentation may lead to rejection / termination, forfeiture / invocation of security and debarment in accordance with applicable Bank policy.
- v) **PRE-CONTRACT INTEGRITY PACT:** Where required under the Bank's prevailing procurement policy / threshold, the bidder shall execute the Bank's prescribed Pre-Contract Integrity Pact and submit the same with the Technical Bid. Non-submission where mandatory shall render the bid liable to rejection.
- w) **FORCE MAJEURE AND CHANGE IN LAW:** Neither party shall be liable for delay or failure caused by an event beyond its reasonable control that could not reasonably have been prevented or overcome, including natural disaster, epidemic, war, civil disturbance, Government restriction or widespread transport disruption, but excluding shortage of funds, ordinary vehicle breakdown, driver absenteeism that the Service Provider could reasonably manage. The affected party shall notify the other promptly, mitigate the effect and resume performance as soon as practicable. Payment shall remain due for services properly rendered. If the event continues for more than 30 days and materially prevents performance, the Bank may suspend, reduce or terminate the affected services without liability for unperformed work. A change in law directly affecting a material statutory cost shall be addressed only through a written amendment approved by the competent authority; no price change shall arise automatically.
- x) Bank reserves the right to discontinue/close the project at any point of time without assigning any reason thereof and Bank's decision in this regard will be treated as final. By responding to this document, it is construed that the bidder has agreed to fully adhere to all the requirements of this Tender.

Annexures to the Tender Documents:

This tender includes the following annexure/ Schedule/ Formats which are integral part of this Tender.

Annexure “A” - SCOPE OF SERVICES AND DETAILED TERMS AND CONDITIONS AGENCIES / COMPANIES RESPONSIBILITY FOR PROVIDING CAR ON MONTHLY HIRING BASIS

1. All cars with drivers for monthly hiring shall be brand new Maruti Victoris Strong Hybrid ZXI +(O) Splendid Silver Colour (for GMs) and Toyota Urban Cruiser Hyryder G-Hybrid Café White colour (for DGMs & staff car), automatic strong-hybrid, , purchased as first hand on or after 01.11.2026, and shall comply with all permit, registration, insurance, fitness, PUC and legal requirements throughout the contract.
2. **MINIMUM WAGES AND STATUTORY DUES:** The Service Provider shall comply with the wage notification and labour laws legally applicable to the deployed drivers, having regard to the appropriate Government, scheduled employment, skill category, area classification and place of deployment.
3. The agency shall comply with all the rules and regulations relevant to supply and running of tourist taxis stipulated by RTO and other Government Authorities of Chandigarh / Panchkula / Mohali covering states of Punjab, Haryana & UT Chandigarh. The agency shall comply with all the local/ municipal laws and statutory rules as applicable and will indemnify the Bank against all actions, claims, suits etc. for non-compliance of laws.
4. The Contractor shall be liable to comply with the applicable laws, rules and regulations in respect of all the labour laws and statutory requirements, including fire safety regulations and other regulations which are in vogue or will become applicable in future. The Contractor shall accept and bear full and exclusive liability for the payments of any or all taxes etc. now in force or hereafter imposed, increased and revised from time to time by the Central or State Government or by any other authority with respect to or covered by wages, salaries or other compensations paid or payable to persons engaged by the Contractor.
5. The agency should have an office with telephone facility and contact point for 24 hours and the telephone/mobile numbers of the concerned shall be given to the user official. In addition, the Company/Agency should make dedicated arrangement to ensure that all the cars report on time and are kept clean at the start of duty each morning and a confirmation by SMS is sent to the user executive, every day. **Drivers should be medically fit and their antecedents should be verified by the police.**
6. As the drivers are employees of the agency concerned, they should comply with local laws and provisions relating to their employment with their agency concerned. The Bank will not be liable for their non-compliance.
7. Each driver shall be literate, able to read road signage and operational messages, medically fit for driving duties, free from the influence of alcohol, narcotics or banned substances while on duty, and holder of a valid driving licence appropriate for the vehicle. The driver shall ordinarily have at least five years' relevant driving experience and adequate knowledge of routes in Chandigarh, Panchkula, Mohali and surrounding areas. The Service Provider shall complete identity verification and police / antecedent verification before deployment and shall maintain only the minimum personal information reasonably required for legal, safety and contractual purposes.
8. Rest room/change room or meals to the drivers will be the responsibility of the agency / company. The drivers will be the staff of the agency and Bank will not be responsible for violation of any rules / regulations in this regard. Bank will not be responsible in any way for the driver's injury, disablement, or loss of life due to an accident while on duty. The agency should have accidental Insurance cover for drivers and same needs to be renewed timely.
9. The agency shall change the driver, if not found suitable or desirable by the official and make immediate arrangements to provide a substitute. If the driver is unable to attend or proceeds on leave for whatsoever reason, the agency shall provide substitute without delay. Needless to mention, all such drivers should also be medically fit, and antecedents verified by police and also to satisfy any other requirements in respect of the driver mentioned in this document.

10. The driver should be provided with uniforms i. e. Black trouser and light blue full sleeves shirt with an emblem or the name of the agency on the shirt's pocket, black leather shoes and a reliable post-paid mobile connection for communication with the user executive and its capital/ recurring cost will be borne by the agency.
11. The car must be kept clean at all times and periodically serviced and the car should always be in good condition.
12. **All commercial vehicles must have SBI Fast tags.** The log sheet / parking / toll charges receipts will have to be signed by the executives on daily basis to avoid any misuse / pilferage.
13. Proper reading light should be provided in the car if not already provided by the car manufacturing company.
14. The driver shall comply with lawful directions of the Liaison Officer / Security Officer / authorised Bank functionaries relating to safety, security and duty. Drivers shall wear the prescribed uniform, remain neat, hygienic, professionally groomed, courteous and disciplined, and shall comply with all traffic and safety laws. No driver shall report for duty under the influence of alcohol, narcotic or any banned substance or drug.
15. The agency shall maintain a daily electronic / physical duty log showing opening and closing odometer, time, authorised travel and toll / parking evidence, authenticated by the user official / office as prescribed. The Bank may conduct random checks and reconcile the duty log with GPS, odometer and FASTag data. A faulty meter / GPS shall be rectified immediately. Deliberate manipulation of odometer, GPS, duty log, fuel claim or vehicle diversion shall attract the penalty prescribed in Annexure D and may constitute material default.
16. In case of breakdown, accident, non-reporting or vehicle being unavailable, the agency shall immediately arrange transport so that the Executive is not stranded and shall provide a same / equivalent-or-higher category replacement vehicle within Chandigarh / Mohali / Panchkula, as far as practicable. For outstation breakdown, the agency shall arrange the quickest reasonable replacement / alternate transport. All interim taxi / alternate transport costs necessitated by vendor default shall be borne by the agency. Repeated failure shall attract SLA penalties and may result in reallocation / termination.
17. The agency will do suitable periodical maintenance to avoid break downs and, in case of failure to do so, the Bank reserves the right to impose penalty on the agency. On repetition of such incident to an extent, the Bank may reject the car or terminate the contract of the agency /company. In the event of replacement of the vehicle provided for unavoidable reason, the authorized make/model of car should be provided with prior intimation to the official for whom the car is engaged and in consultation with Liaison Department of the Bank.
18. Whenever the user official is away or directs, the car will report to the Liaison Department, Chandigarh LHO and the car will be used in the general pool of the Bank till the validity of such period as desired by the official.
19. The car provided to the Bank will be covered by comprehensive insurance cover applicable (**SBI General Insurance preferably**) for commercial / taxi vehicles covering all passengers / driver of the car. The cost of the insurance will be borne by the agency. The Bank shall not be responsible for any damage to the car and compensation to anyone in the event of injury/disablement or loss of life as a result of accident.
20. The agency shall indemnify the Bank against any damage/ loss out of accident caused by the car and shall also indemnify the Bank for any loss or damage which the bank or any or its official may suffer due to the default of contractor or its drivers. All applicable taxes inclusive of passenger tax, road tax and permit charges etc. will be borne by the agency.
21. Airport parking or exceptional parking specifically incurred on authorised official duty shall be reimbursed only against FASTag / electronic / authorised receipt and certification. No parking charge shall be paid for overnight parking at the Executive's residence.
22. The Agency shall be paid the fixed monthly vehicle rental included driver wages. Fuel shall be reimbursed at 15 KM per litre for both specified hybrid models based on certified actual running, using the average Chandigarh retail petrol price on the 5th, 15th and 25th day of the month. Toll and specifically

admissible exceptional parking / state entry charges shall be reimbursed against electronic / documentary proof. GST shall be paid extra at the prevailing statutory rate.

The designated vehicle for a particular state will be permitted for monthly payment of state entry tax to avoid inconvenience to the executive.

23. The Service Provider shall ensure that all drivers are its employees / personnel on its direct payroll and are paid wages and statutory benefits not less than those legally applicable to the relevant deployment. Payment shall be made through bank accounts within the prescribed time. Any increase or decrease in the applicable statutory minimum wage shall be given effect from its legally effective date on actual basis and without vendor markup. The Bank shall require quarterly chartered-accountant / auditor certification and may audit the relevant records.

24. The agreement shall be for 36 months from commencement, subject to periodic performance review. The Bank shall have no obligation to guarantee any minimum kilometres, hours or minimum number of vehicles beyond the vehicles actually ordered / retained. The Bank may increase or decrease requirements and may surrender an excess vehicle by giving 30 days' written notice. Additional vehicles, if required, shall be supplied at the approved tender rate / terms, subject to availability and Bank's allocation decision.

25. The agreement shall remain in force for 36 months unless terminated earlier in accordance with this Tender. The Bank may terminate the agreement, in whole or in part, for convenience by giving 30 days' written notice, without liability for loss of anticipated profit or unperformed work. The Bank may terminate or suspend performance with immediate effect for fraud, forged documents, insolvency, intoxicated or unsafe driving, lapse of permit or insurance, serious confidentiality or security breach, deliberate billing / fuel / odometer manipulation, material labour-law non-compliance, abandonment of service or any other irremediable material breach. On termination, the Bank shall pay undisputed charges for services properly rendered up to the effective date, after permitted deductions and recoveries, and no further compensation shall be payable.

26. The source of financing of vehicles shall be the Service Provider's exclusive responsibility and shall not create any lien, claim or obligation against the Bank. Financing arrangements shall not prejudice uninterrupted service or the Bank's right to reject / surrender a vehicle or terminate / reallocate the contract in accordance with this Tender.

27. In case the agency / company obtains financial assistance from any institution, organisation and bank, the Bank will not be responsible/ liable to meet the repayment of loan instalments to the lender. Cars if financed by any branch of State Bank of India and later rejected / denied / recalled for any reasons of non-compliance of the terms and conditions of the contract, the service provider agency/company/contractor will not have any financial claim during the contract period on State Bank of India. The financial repayment responsibility of all such cars if any will solely lie on the agency/company.

28. Physical dent, paints or damage to the car due to any reason during the tenure of the contract should be rectified promptly so as to maintain decent look of the car during the contract period. Failure to comply would enable the Bank to reject such cars for any further period of the Contract.

29. All cars shall be GPS-enabled throughout the contract period. GPS / telematics records relating to official duty shall be made available to the Bank for verification when required, subject to confidentiality and security obligations. Each car shall have full-size floor mats, cushions as approved, compatible mobile charging cable, removable lawful sun shades, tissue box, car perfume, tyre inflator, emergency hammer, microfibre cloth, one full-size umbrella or such updated accessory list as the Bank may prescribe.

30. The agency shall appoint a dedicated Manager / Supervisor and maintain a 24 x 7 helpline. The Manager / Supervisor shall monitor punctuality, cleanliness, vehicle condition, driver attendance, backup availability, statutory compliance and complaints, and shall be available to the Bank / Executives at all times for urgent requirements. The Bank may conduct surprise inspections independently.

31. The Bank may maintain a monthly / quarterly vendor scorecard covering punctuality, breakdowns, replacement response, cleanliness, driver complaints / conduct, statutory compliance, billing accuracy, safety, vehicle condition and executive feedback. The score may be considered for

allocation of additional cars, redistribution of existing cars, renewal / extension decisions and performance review.

32. In case of breakdown of any car or if car is in workshop, the agency will have to provide replacement vehicle of same or higher model without any extra cost or charges.

33. The selected agencies shall cater for additional requirements during the contract at the approved L1-matched rate and terms, subject to reasonable delivery period. The Bank may allocate additional vehicles between empanelled agencies based on service performance, capacity and business continuity considerations; the initial allocation ratio shall not create entitlement to additional cars.

34. At least 50% of the vehicles allotted to an agency shall be deployed within 30 days of the award / purchase order and the balance within the next 15 days, unless the Bank prescribes an earlier schedule. Any delay attributable to the manufacturer may be considered only on production of satisfactory documentary evidence from the manufacturer / authorised dealer and at the Bank's sole discretion.

35. The Bank reserves the right to reject all or any one offer at its own discretion and without citing any reasons.

The contractor should make arrangements for filling the fuel from the Petrol Pump which is on the regular route of the user from the residence to office or otherwise. Cost of running the vehicle for fuel- filling or any other purpose shall be borne by the agency.

The car hired on monthly basis shall remain available for official use as required by the Bank and ordinarily remain parked at the Bank's premises or at the residence / place directed by the user Executive. Custody and handling of vehicle keys shall be as directed by the user Executive / Liaison Department, subject always to applicable permit, insurance and authorised-driver requirements. Nothing in this Tender shall be construed as authorising driving by an unauthorised or uninsured person.

The start and end of vehicle duty shall be governed by operational requirement of the user Executive. The Service Provider shall plan driver rosters so that statutory working-hour, overtime and rest requirements are complied with without interruption of vehicle service. Statutory overtime / holiday work shall be reimbursed only as specifically permitted; night and outstation allowances shall be in accordance with the uniform tender rates and there shall be no double reimbursement of the same cost component.

Repairs and Maintenance:

All repairs and maintenance shall be the sole responsibility of the agency/ company. The agency / company have to ensure that the cars are periodically maintained and kept in good condition and road worthy.

Fuel:

Fuel/Petrol shall be arranged by the Service Provider / driver without causing avoidable detour or delay to the Executive. The Bank shall reimburse admissible petrol consumption at 15 KM per litre for both specified Maruti and Toyota strong-hybrid models based on certified running. The cost of engine oil, AdBlue / lubricants, cleaning material and other vehicle consumables shall be borne by the Service Provider.

Contract Period:

The agreement will be for a period of 3 (Three) years from the date of commencement of the hiring of the cars, with an option at the sole discretion of the Bank to renew for such period as may be decided by the Bank.

Payment Terms:

Bills shall ordinarily be processed within 30 days of receipt of a complete, correct and duly supported invoice, subject to statutory / contractual deductions and verification. Fixed rental, reimbursable driver wage component, fuel and other admissible actuals shall be shown separately. The Bank may withhold disputed amounts while releasing undisputed amounts. Payment shall be through bank account and the Service Provider shall quote SBI's GST particulars correctly on invoices.

Arbitration:

Any dispute, controversy or claim arising out of or relating to this Tender, the award or the resulting contract, including its interpretation, performance, breach, termination or validity, shall first be referred to authorised senior officials of the parties for amicable resolution. If the dispute is not resolved within 30 days after written notice of the dispute, it shall be referred to arbitration by a sole arbitrator mutually appointed by the parties. If the parties do not agree on the arbitrator within 30 days of a written request for arbitration, the arbitrator shall be appointed in accordance with the Arbitration and Conciliation Act, 1996, as amended. The seat and legal place of arbitration shall be Chandigarh, India; hearings may be conducted physically or virtually as determined by the arbitral tribunal. The proceedings shall be conducted in English. The Tender and contract shall be governed by the laws of India, and the courts at Chandigarh shall have exclusive jurisdiction for matters not capable of arbitration and for applications arising from the arbitration. The arbitral tribunal may award costs and interest in accordance with law. Pending resolution, the parties shall continue to perform undisputed contractual obligations, where reasonably practicable.

The arbitration shall be deemed to commence upon receipt of the written request for arbitration. The award shall be reasoned, in writing, final and binding on the parties, subject to remedies available under the Arbitration and Conciliation Act, 1996, as amended.

Termination Clause:

In addition to the existing termination rights, fraud, forged documents, intoxicated driving, deliberate fuel / odometer manipulation, serious security / confidentiality breach, repeated unsafe driving, lapse of statutory permit / insurance, material labour-law non-compliance, insolvency or persistent SLA failure may be treated as material default warranting immediate or accelerated action, subject to contractual and legal requirements. For remediable breaches, the Bank may issue a cure notice. On termination / reallocation, the Service Provider shall extend reasonable transition assistance so that executive transport is not disrupted. The Bank may recover additional cost incurred in arranging substitute service to the extent permissible under the contract and law.

Without prejudice to the general termination provision above, the following events may constitute default. Where the default is capable of remedy, the Bank may permit cure within the period stated in its notice; where the default is irremediable or presents an immediate legal, safety, security or continuity risk, the Bank may suspend or terminate the affected service with immediate effect.

If the agency / company is adjudicated insolvent by a Competent Court or files for insolvency or if the hirer being a company is ordered to be wound up by a Court of competent Jurisdiction.

- a) If the Agency / Company commit(s) any breach of the terms of this Hire agreement / tender document.
- b) If a charge-sheet is filed by a competent Government authority against the Agency / Company or its promoters for an offence involving fraud, corruption, moral turpitude or conduct materially affecting performance of the contract, the Agency / Company shall disclose it promptly. The Bank may take proportionate action after considering the nature of the allegation, its connection with the contract, the stage of the proceedings and the risk to the Bank; the mere filing of a charge-sheet shall not by itself result in automatic forfeiture of earned payments.
- c) If the Agency / Company is found, after notice and reasonable opportunity to respond, to have submitted a false, inflated, duplicate or otherwise wrongful bill, the Bank may reject or recover the claim, levy applicable contractual consequences, invoke security, terminate the contract and initiate debarment in accordance with the Bank's applicable policy and principles of natural justice.
- d) The engagement is not in the interest of the Bank or the Bank no more requires any such service.
- e) In case of misconduct, unsatisfactory conduct or a substantiated security concern involving a driver or supervisor, the Bank may require immediate removal of that person from services under this contract. Such person shall not be redeployed on any SBI assignment without prior written approval of the Liaison Department. Nothing in this clause restricts that person from lawful employment with another employer outside SBI assignments.
- g) In case agency wish to terminate the contract then agency shall give 30 days prior notice to bank and agency shall continue the services till suitable arrangement made by the Bank.

The Agency / Company shall notify the Bank in writing within fifteen days after becoming aware that a case has been registered or charge-sheet has been filed by a competent Government authority against the entity or its promoters for an offence materially relevant to the contract. Failure to disclose may constitute a material breach. The Bank may withhold only such amounts as are reasonably connected with an identified contractual claim, pending determination or adjustment in accordance with the contract and law; payment for undisputed services properly rendered shall not be forfeited solely because a charge-sheet has been filed.

If there is a change in the name of the Agency/Company etc. arising out of:

- i merging with some other company or
- ii collaboration with some other company or
- iii for any other reason or, if any changes takes place in the proprietorship or partnership of the Agency / Company, the Bank must be intimated within 30 (Thirty) days of such changes, failing which, all the payments will be withheld and the Bank, notwithstanding the reason of changes, may terminate the hire agreement as may be deemed necessary, unless the new company/entity accepts the subject Hire agreement at the existing rates, terms and conditions laid down herein. The agency /company shall refund the excess money paid, if any, to them for the term for which the agreement / arrangement has run.

PERFORMANCE GUARANTEE (PBG)

If the Agency / Company violates material terms of service / Agreement, fails to perform obligations, or fails to renew / extend the Performance Bank Guarantee, the Bank may invoke the PBG, wholly or partly, in accordance with the contract. Invocation shall not prejudice the Bank's other rights and remedies. The PBG shall be unconditional and shall remain valid for the contract period plus three months.

Annexure “B”**Part-1 / Covering Letter on the letter head of the Bidder****BID SUBMISSION FORM**

To

AGM (Liaison)**State Bank of India,****Local Head Office, Chandigarh**

Dear Sir,

After examining the Bidding Documents including Special Conditions of Contract and schedule of rates etc. the receipt of which is hereby duly acknowledged with the signature and stamp of the firm on each page of the tender. We, the undersigned, are pleased to offer to execute the whole of the Job and in conformity with, the said Bid Documents.

We confirm that this bid is valid for a period of 180 days from the last date of bid submission, and it shall remain binding upon us and may be accepted at any time before expiry of that period.

Until a final Agreement is prepared and executed, the bid together with your written acceptance thereof in your notification of award shall constitute a binding Agreement between us.

We understand that the Bid Document is not exhaustive and any action and activity not mentioned in Bid Documents but may be inferred to be included to meet the intent of the Bid Documents shall be deemed to be mentioned in Bid Documents unless otherwise specifically excluded and we confirm to perform for fulfilment of Agreement and completeness of the Work in all respects within the time frame and agreed price. We declare that we have not been blacklisted by any Govt/ PSU/ Banks for corrupt or fraudulent practices or non-delivery or non-performance.

We understand that you are not bound to accept the lowest price or any bid that you may receive.

SIGNATURE OF AUTHORISED PERSON WITH SEAL**DATE:****Duly authorized to sign bid for and on behalf of****Name :.....Contact No.....****(SIGNATURE OF WITNESS)****WITNESS NAME:****ADDRESS:****CONTACT NO:**

Part 1 /F-I**AGENCY'S PROFILE AND GENERAL DETAILS/ INFORMATION**

To
 AGM (Liaison)
 State Bank of India,
 Local Head Office, Chandigarh

NAME OF THE AGENCY/COMPANY	
CONSTITUTION OF THE BIDDER	
NUMBER OF YEARS IN OPERATION	
REGISTERED ADDRESS (Proof to be attached)	
OFFICE ADDRESS IF DIFFERENT FROM ABOVE	
MAKE & NO. OF VEHICLES HELD IN AGENCY NAME	(Please attach tabular statement giving Car make, model, registration number and owner's name. Attach self-attested photocopy of RC for each vehicle)
NAMES & ADDRESS OF THE DIRECTORS / PROMOTERS (KYC to attached)	
TELEPHONE NUMBER	
Email address and WEB SITE (if any)	
CONTACT PERSON	
PARTICULARS	
Brief write up/Profile of the company	

(SIGNATURE OF AUTHORISED PERSON WITH SEAL)

Part 1/F-II

LETTER OF AUTHORITY

**PROFORMA FOR LETTER OF AUTHORITY TO ATTEND BIDS OPENING MEETINGS AND
SUBSEQUENT NEGOTIATIONS/ CONFERENCES**

No. Date:

AGM (Liaison)

State Bank of India,

Local Head Office, Chandigarh

Dear Sir,

We _____ hereby authorize
following representative(s) to attend technical bid opening and price bid opening and for any other
correspondence and communication against above Bidding Document:

1) Name & Designation _____ Signature _____

2) Name & Designation _____ Signature _____

We confirm that we shall be bound by all commitments made by aforementioned authorized
representatives.

Yours faithfully,

SIGNATURE OF AUTHORISED PERSON WITH SEAL**DATE:****Duly authorized to sign bid for and on behalf of****Name :** **Contact No.**

Note: This letter of authority should be on the letterhead of the Agency / Company and should be signed
by a person competent and having the power of attorney to bind the Agency / Company. Not more than
two persons are permitted to attend technical Bid and price bid opening.

Part 1 /F-III

DOCUMENTS RELATING TO AGENCY'S ELIGIBILITY CRITERIA AGENCY IS REQUESTED TO FILL THIS CHECK LIST AND ENSURE THAT ALL DETAILS/ DOCUMENTS HAVE BEEN FURNISHED ALONG WITH OFFER.

Clause	Documents required	(Agency indicate) Yes/No	to
Mandatory eligibility: minimum 3 years in car hiring / fleet management; minimum 30 owned commercial cars; at least three verifiable institutional / corporate references in last five years, including two monthly-hiring arrangements of 10 or more cars; valid permits / registrations; and compliance with all other Tender eligibility conditions.	Work orders / agreements and client references; RC / vehicle information reports for minimum 30 owned commercial cars; valid licence / permit documentation; non-blacklisting declaration; 24x7 helpline and backup-fleet undertakings.		
Authorised / reputed Maruti & Toyota service workshop arrangement in Tricity, preferably within 15 km of principal SBI workplace.	Letter / agreement from authorised / reputed service centre confirming arrangement and location.		

1. ANNUAL TURNOVER STATEMENT & CAR RENTAL INCOME

The Agency / company shall indicate here the turnover and income from car rental for 3 years based on the audited balance sheets & profit & loss account statement. Copy of audited balance sheets including profit & loss account and ST-3 returns are attached.

FINANCIAL YEAR	TOTAL ANNUAL TURNOVER (RS.)	INCOME FROM CAR RENTAL / FLEET MANAGEMENT	NET PROFIT / LOSS
2022-2023			
2023-2024			
2024-2025			
2025-2026 (Provisional, Statutory Auditor certified)			

2. GST DETAILS

GST Number	
Place & Registration Authority	

3. EMD DETAILS

Bank Draft/Bankers Cheque No.	
Dated	
Drawn on	
PAN No. of the agency/ company	

(SIGNATURE OF AUTHORISED PERSON WITH SEAL)

Part 1 /F-IV

NO DEVIATION CONFIRMATION

To,

AGM (Liaison)

State Bank of India,

Local Head Office, Chandigarh

Dear Sir,

We understand that any deviation/exception in any form may result in rejection of bid. We, therefore, certify that we have not taken any exceptions/deviations anywhere in the bid and we agree that if any deviation/exception is mentioned or noticed, our bid may be rejected.

(SIGNATURE OF AUTHORISED PERSON WITH SEAL)

Part 1 / F-V

Periodic Maintenance Schedule of Vehicle in accordance with Manufacturers Schedule

(The details of the periodic maintenance are in accordance with the specification of the manufacturer of the vehicle, Bidder has to reproduce the same for both models of the cars)

(SIGNATURE OF AUTHORISED PERSON WITH SEAL)

Part 1 / F-VI

TECHNICAL BID EVALUATION MATRIX**REPLY/RESPONSE (Requisite proof is to be attached)**

Parameter	Numbers
No. owned commercial fleet as on Tender date	
No. & Name of Institutional / corporate tie-ups in last 5 years	
Toyota & Maruti reputed workshop arrangement from principal SBI workplace – Distance	
Experience in car hiring / fleet management	
Financial strength – car rental / fleet income	
Backup vehicle capacity	
Constitution	

(SIGNATURE OF AUTHORISED PERSON WITH SEAL)

Annexure “C”**(ONLINE)****(Price bid through e-tendering)**

Date of Advertisement	_____, 2026
Valid up to	3 Years from the date of Agreement.
Delivery	State Bank of India, Local Head Office, Sector 17 A, Chandigarh and also at AO Panchkula & AO Mohali
Emission norms	Compliance with local norms
Term	3 Years.

MONTHLY HIRE CHARGES IN ADDITION TO CHARGES PAYABLE FOR OPERATIONS OF EXCEPTIONAL NATURE AS DETAILED UNDER COMMERCIAL TERMS : FIXED MONTHLY RENTAL IS EXCLUSIVE OF DRIVER WAGES, FUEL, TOLL AND GST; AND INCLUSIVE OF MAINTENANCE, INSURANCE, ROAD TAX, PERMIT / FITNESS RENEWAL, RELIEF-DRIVER ARRANGEMENT, VENDOR MANAGEMENT AND ALL OTHER INCLUDED COSTS UNDER THIS TENDER.

ITEM NO. (A)

CATEGORY	HIRE CHARGES PER MONTH (1)	No. of cars (2)	TOTAL CHARGES PER MONTH (3) = (1) x (2)
Maruti Victoris Strong Hybrid ZXI +(O) – Splendid Silver Colour – GM category Fuel reimbursement norm: 15 KM/Litre	Rs. _____	3	Rs. _____ (In words) Rupees _____ _____)

ITEM NO. (B)

CATEGORY	HIRE CHARGES PER MONTH (1)	No. of cars (2)	Total Charges per Month (3) = (1) x (2)
Toyota Urban Cruiser Hyryder G-Hybrid (Automatic Strong Hybrid), Café White – DGM category Fuel reimbursement norm: 15 KM/Litre	Rs. _____	16	Rs. _____ (In words) Rupees _____ _____)

PRICE BID NOTE: Rates for the two vehicle models will be evaluated separately; no consolidated total will be used for L1 determination.

Dated _____

(Signature & Seal of Authorised signatory)

Annexure “D” – SERVICE LEVEL AGREEMENT / PENALTY MATRIX

The following penalties are minimum contractual consequences and do not limit recovery of actual loss, reallocation, suspension, termination, PBG invocation or debarment where otherwise permissible. Repeated incidents shall be reviewed cumulatively for each agency.

Incident / Service Failure	Penalty Immediate Action /	Escalation
Driver without prescribed uniform / poor professional presentation	Rs.500 per incident	After 10 incidents: Rs.2,000 per incident; persistent default may affect allocation.
Rash / over-speeding / serious traffic-rule violation	Rs.1,000 per incident	After 2 substantiated incidents: replace / suspend driver; repeated agency-wide failures may lead to reallocation.
Driver without valid / appropriate driving licence	Rs.5,000 immediate replacement and	Material default; further legal / contractual action as warranted.
Driver under influence of alcohol / narcotic / banned substance	Rs.10,000 and immediate removal	Material safety default; repeated incident may lead to termination / debarment proceedings.
Unauthorised passenger / misuse of Bank-assigned vehicle	Rs.2,500 immediate replacement and driver	Repeated incident may lead to vehicle / contract reallocation.
Vehicle not clean / presentable	Rs.500 per incident	After 10 incidents: Rs.2,000 per incident and adverse performance score.
Replacement vehicle not provided within prescribed SLA after breakdown / non-reporting	Rs.2,000 per incident plus actual interim taxi cost	After 5 incidents in a rolling six-month period: review for reallocation / termination.
Deliberate fuel / odometer / GPS / log manipulation or vehicle diversion	Rs.10,000 per incident plus recovery of excess claim	Serious misconduct; repeated / material case may lead to termination, PBG invocation and debarment action.
Confidentiality / executive security breach	Rs.25,000 or higher actual loss, as assessed / recoverable	Material default; immediate driver removal and possible termination / legal action.
Non-payment / short payment of statutory driver wages or dues	Recovery withholding amount mandatory rectification / of and	Repeated / wilful default may lead to PBG invocation, reallocation / termination and statutory reporting as applicable.

Dated _____

(Signature & Seal of Authorised signatory)

Annexure “E”**DRIVER WAGES, STATUTORY DUES & PAYROLL UNDERTAKING**

1. The wage and statutory benefits applicable to drivers shall be determined under the law and notification legally applicable to the relevant deployment, including the appropriate Government, scheduled employment, skill category and area classification.
2. Cost of weekly-off / leave replacement, relief drivers, recruitment, training, gratuity and leave encashment shall be deemed included in the fixed monthly vehicle rental.
3. The Service Provider remains the employer of drivers and is solely responsible for employment records, police verification, medical fitness, working-hour compliance, leave, discipline and statutory obligations. Nothing herein creates employer-employee relationship between the Bank and the drivers.

Dated _____**(Signature & Seal of Authorised signatory)**

Annexure “F”**CONFIDENTIALITY / NON-DISCLOSURE & INTEGRITY UNDERTAKING**

The bidder / Service Provider shall execute the Bank-prescribed confidentiality and integrity undertakings. Executive residence, routes, travel plans, contact details, location history and all Bank information accessed during service shall be used only for performance of the contract and shall not be disclosed or retained except as legally / operationally required.

Dated _____

(Signature & Seal of Authorised signatory)

Annexure "G"**BANK GUARANTEE IN LIEU OF SECURITY DEPOSIT**

Place:

Date.....

(On non-judicial stamp paper of ₹ -----/-)**BANK GUARANTEE IN LIEU OF SECURITY DEPOSIT**

B.G.No._____ Value ₹ _____

State Bank of India,

(Address)

Sub: Bank Guarantee of ₹.....towards Security Deposit for the work offer State Bank of India.**(Name of Branch / Office)**

Dear Sir,

WHEREAS (Name and address of contractor/ vendor) (hereinafter called the Contractor) have entered contract for (Name of Work) with State Bank of India (SBI) vide their letter No..... dated and the correspondence and tender relating thereto which is hereinafter referred to as "the said contract" the Contractor has now agreed to produce a Bank Guarantee amounting to 5% of the contract value less earnest money deposit of ₹..... (Rupees only), to State Bank of India for performing their part of the contract obligations.

AND WHEREAS in terms of said contract, the contractor is required to furnish to State Bank of India a Guarantee of a Scheduled Bank for a value of ₹..... to be valid up to (date).

AND WHEREAS (Name of Bank and its branch) having their office at (address) the Guarantor, at the request of the contractor hereby furnishes a PBG in favour of State Bank of India and Guarantees in the manner hereinafter appearing.

In consideration of the premise, we (name of Bank and its branch) having our office at (address) here after called the "Guarantor" (which expression shall include its successors and assigns) here by expressly, irrevocably &unreservedly undertake and guarantee under that if the Contractor fails to execute the work according to his obligations under the said contract, then notwithstanding any dispute between State Bank of India and the contractor the Guarantor shall, on demand without demur and without reference to the contractor pay to State Bank of India immediately any sum claimed by State Bank of India under the said contract up to a maximum amount of ₹_____ (Rupees only).

In case the amount demanded by State Bank of India is not paid within 48 hours of receipt of demand, the Guarantor agrees to pay the aforesaid amount of ₹ _____/- (Rupees _____only).

(i) Such payment shall be notwithstanding any right the contractor may have directly against State Bank of India, or any disputes raised by the Contractor with State Bank of India or any suits or proceedings pending in any competent court or before any arbitrator. State Bank of India's written demand shall be conclusive evidence to the Guarantor that such payment is payable under the terms of the Contract and shall be binding in all respect on the guarantor.

- (ii) The Guarantor shall not be discharged or released from the undertaking and Guarantee, by any arrangement, variations made between SBI and the Contractor and or indulgence shown to the contractor by SBI, with or without the consent and knowledge of the guarantor or by alterations in the obligations of the contractor by any forbearance, whether as to payment, time performance or otherwise.
- (iii) This guarantee shall remain valid until or as may be caused to be extended by the contractor or until discharged by SBI in writing whichever is earlier.
- (iv) This guarantee shall be a continuing guarantee and shall not be revocable during its currency except with the previous written consent of SBI.
- (v) This guarantee shall not be affected by any change in the constitution of the contractor, by absorption with any other body or corporation or dissolution or otherwise and this guarantee will be available to or enforceable against such body or corporation.
- (vi) In order to give effect to this guarantee SBI will be entitled to act as if the Guarantor were the principal debtor and the Guarantor hereby waives all and any of its rights or surety ship.
- (vii) This guarantee shall continue to be in force notwithstanding the discharge of the contractor by operation of law and shall cease only on payment of the full amount by the Guarantor to SBI of the amount hereby secured.
- (viii) This guarantee shall be in addition to and not in substitution for any other guarantee or security for the contractor given or to be given to SBI in respect of the said contract.
- (ix) Any notice by way of request and demand or otherwise here under may be sent by post or any other mode or communication to the guarantor addressed as aforesaid and if sent by post it shall be deemed to have been given at the time when it would be delivered in due course of post and in providing such notice when given by post it shall be sufficient to prove that the envelope containing the notice was posted and a certificate signed by an officer of SBI that the envelope was so posted shall be conclusive.
- (x) These presents shall be governed by and constructed in accordance with Indian Law. Notwithstanding anything contained hereinbefore the liability of the guarantor under this guarantee is restricted to a sum of ₹ _____.

This guarantee will remain valid up to _____ unless a demand or claim under this guarantee is made in writing on or before _____ the guarantor shall be discharged from all liability under the guarantee thereafter.

Dated the For (Name of Bank)
(Signature/s with designation/s of signatory/ies)
(Name and Stamp of Bank)

