

D. **TERMS AND CONDITIONS for the successful bidder :**

1. The contract can be terminated at any time on account of unsatisfactory services upon review of performance by the Competent Authority of IGIB, Delhi. The unsatisfactory service shall mean and include non-compliance and non-fulfillment of any of the contractual obligations by the service provider or poor performance or violation of any of the terms and conditions of the tender/contract and failure on the service provider's part to correct the discrepancies/shortcomings, brought to its notice in writing by the IGIB Officials / Guests.
2. By virtue of this agreement, no relationship of employees and employer will be created between the drivers deployed and IGIB. It will be the sole responsibility of the service provider to pay salary and other perks to its drivers and no complaints by any of its drivers in this regard will be entertained by IGIB, Delhi.
3. If after award of the contract, the successful bidder (L-1) fails to provide required number of vehicles/taxis, the contract is then liable to be terminated along with forfeiture of earnest money deposit and other consequential actions such as blacklisting of the firm etc.
4. The agreement can be terminated earlier than the duration of contract by giving one month's written notice by IGIB and three months notice by the Service Provider without assigning any reason and the decision of the Competent Authority, IGIB shall be binding on the service provider. No claims for compensation for the loss of revenue due to such decision shall be entertained.
5. All the vehicles to be provided by the successful bidder should mechanically sound and also have decent interiors with other necessary accessories.
6. At any stage no vehicle older than two years should be deployed during contract period.
7. The quoted rates will be **all inclusive of all taxes including GST** and no other charges will be paid extra except parking charges & toll taxes.
8. There will be no dead mileage. The kilometrage for the purpose of "**vehicle run**" and "**hours of duty**" shall be reckoned from pick up point to drop point.
9. No mileage will be allowed to drivers for lunch/breakfast or for filling of petrol/diesel/CNG etc. The firm will ensure that the fuel tank of vehicles provided is completely filled up before deputing the vehicle for duty.
10. The average running of vehicles and duty hours may at times exceed the prescribed limit of hours and kilometers in a day/month.
11. The owner / firm should be in a position to supply DLY taxies on **short notice** as and when required.
12. The firm will ensure that all drivers have active mobile phone connections so that they can be contacted, whenever required.
13. **The drivers provided** by the firm should be well mannered, courteous and polite to the **officers / guests of the Institute** with whom they are attached along with vehicle. They should be well acquainted with routes of Delhi/NCR area, punctual with valid driving license and they should have neat and clean uniforms with name badges. The drivers should not smoke or drink while on duty and should not play cards etc. during waiting time. **The firms will ensure that vehicles and drivers of the dedicated vehicles are not normally changed. Frequent changes of vehicles and drivers will not be permitted.**
14. During the periodical maintenance of the vehicles, contractor/service provider shall provide standby vehicles of same make & year. All the charges towards repair/servicing, salary of the driver, petrol expenses, any other incidental expenses on operations & maintenance of the hired car would be borne by the firm.
15. All expenses will have to be borne by the firm in case of breakdown of the vehicle supplied. Immediate replacement of the breakdown vehicle will have to be provided.
16. In case a vehicle is requisitioned and the same does not reach at the appointed time and place, IGIB