



**Request for Proposal (RFP) For
Hiring of a Dedicated Fleet of Vehicles with Drivers for Invest India Offices
(Delhi-NCR & Bengaluru)**

Mode of Tender - e-Tendering on GeM Portal

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CHAPTER - 1

Introduction, Tender Summary and Key Events

For

Hiring of Dedicated Fleet of Vehicles with Drivers

RFP No.: INVIN/AON/26-27/1009

1. Introduction

Invest India is the National Investment Promotion and Facilitation Agency of India under the aegis of the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Government of India. Invest India requires reliable, safe and responsive transport support for official movement of its officials, leadership and authorised guests.

Invest India invites online bids through GeM for hiring a dedicated fleet of vehicles with drivers for Delhi-NCR and Bengaluru. Evaluation shall be conducted in three stages: (i) mandatory Pre-Qualification/Eligibility on Pass/Fail basis; (ii) marks-based Technical Evaluation out of 100, with a minimum qualifying score of 70; and (iii) financial evaluation on L1 basis among technically qualified bidders, subject to the GeM system methodology.

2. Tender Summary

Particular	Details
Project	Hiring of a dedicated fleet of vehicles with drivers for Invest India offices (Delhi-NCR & Bengaluru)
Procurement Type	Services
Mode	Online two-packet Bid for Services on GeM, using Least Cost Selection (LCS): separate Eligibility/Technical and Financial packets.
Contract Period	36 months from commencement; extension up to 12 months may be considered subject to satisfactory performance, mutual written agreement and applicable GeM provisions
Indicative Fleet	25 Sedans + 1 MUV = 26 dedicated vehicles
Locations	24 Sedans + 1 MUV in Delhi-NCR; 1 Sedan in Bengaluru. Other locations require an approved GeM variation specifying quantity, location and rates.
Estimated Expenditure	₹5,72,40,000 for 36 months, inclusive of assumed 5% RCM GST, for the base fleet package only. Extra-use amounts and actual extra usage/reimbursables are excluded from this estimate.
Annual Estimate	₹1,90,80,000 per year for each of Years 1, 2 and 3
Evaluation Method	Stage 1: Mandatory Pre-Qualification/Eligibility - Pass/Fail; Stage 2: Technical Evaluation - 100 marks, minimum qualifying score 70; Stage 3: Financial Evaluation - L1 among technically qualified bidders.

Particular	Details
Bid Security / EMD	₹11,44,800/- (Rupees Eleven Lakh Forty-Four Thousand Eight Hundred only), through the mode specified in the GeM Bid. Exemptions apply only as permitted by applicable Government/GeM provisions, against valid evidence. The GeM Bid shall specify this same amount before publication.
Performance Security	3% of total contract value, valid for the contract period plus 60 days claim period, unless GeM mandates a different format/validity
Bid Validity	120 days from the last date of bid submission
Payment	Monthly payment within 10 calendar days of CRAC generation and online bill submission, subject to applicable GeM payment and delayed-payment provisions; see Chapter 6 §2.

3. Key Events & Dates

Event	Details
Bid/RFP Number	INVIN/AON/26-27/1009
Date of Issue	01 October 2026
Pre-Bid Meeting link (Online)	Pre-Bid Meeting for Fleet Hosted by Invest India https://investindiavc.webex.com/investindiavc/j.php?MTID=m5021d9ec29882a5ec290c5f2dc45b3 Monday, 5 October, 2026 12:00 1 hour (UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi Meeting number: 2511 465 5590 Password: Ph23mjWpPV3 Join by video system Dial 25114655590@investindiavc.webex.com You can also dial 210.4.202.4 and enter your meeting number. Join by phone +91-11-6480-0114 India Toll (Delhi) +91-22-6480-0114 India Toll (Mumbai) Access code: 251 146 55590
Bid Submission End Date/Time	As per GeM Portal

Event	Details
Technical Bid Opening	As per GeM Portal
Commercial Bid Opening	Through GeM after completion of mandatory eligibility and marks-based technical evaluation, and only for bidders securing at least 70/100 technical marks.
RFP Communication	procurement@investindia.org.in; however, all formal bid communications/corrigenda shall be through GeM

CHAPTER - 2

Instructions to Bidders

For

Hiring of Dedicated Fleet of Vehicles with Drivers

RFP No.: INVIN/AON/26-27/1009

1. General Instructions

1. Bidder shall be a registered seller/service provider on GeM and shall submit its bid online within the stipulated GeM timeline.
2. **This shall be a two-packet Custom Bid for Services on GeM using Least Cost Selection (LCS). The Eligibility/Technical packet and Financial packet shall be separate; a single-packet bid shall not be used. Financial rates and amounts shall be entered only in the GeM financial section. The price-free tax declaration in Annexure 24 shall be uploaded with the Technical Bid; GST percentages and charge mechanisms in that declaration do not constitute price disclosure.**
3. The bidder shall quote for the complete scope. Partial bids for only selected locations or selected vehicle categories shall be liable to rejection unless the GeM bid expressly permits otherwise.
4. All declarations, undertakings and annexures shall be signed by the authorised signatory and uploaded in legible form.
5. Submission of more than one bid by the same legal entity for the same GeM bid is not permitted.
6. Consortium/JV bids are not permitted. The successful bidder shall remain solely responsible for performance of the entire contract. Vehicles may be owned, leased or validly attached/aggregated in accordance with applicable law and GeM conditions, but the contract itself shall not be assigned or sub-contracted without prior written approval of Invest India.
7. Any clarification required by a bidder shall be raised within the prescribed pre-bid period, with specific reference to the relevant RFP clause.
8. Amendments/corrigenda, if any, shall be published through GeM and shall form an integral part of the RFP/contract.

2. Bid Preparation

- **Bidder shall carefully verify quantities, service locations, vehicle specifications, duty parameters, statutory obligations and the service-level deduction schedule before quoting.**
- All rates shall be quoted in Indian Rupees. The bidder shall account for drivers, fuel/charging, maintenance, insurance, permits, statutory labour obligations, supervisors/coordinators, GPS access, helpline and all other costs required for complete service delivery, except reimbursable items expressly identified in this RFP.
- **The estimate includes GST at 5% under reverse charge (RCM). Where RCM applies to a bidder's supply, Invest India shall add 5% of the taxable quoted value as buyer-borne GST for L1 comparison. Where forward charge applies, the GST charged by the supplier shall be included instead. Bidders shall disclose the applicable tax basis; GST shall ultimately follow prevailing law and GeM configuration.**
- **Rates shall remain firm for the contract period and approved extension, except statutory tax changes and the documented statutory minimum-wage/VDA adjustment described in Chapter 6 §4. No separate fuel escalation is admissible.**

3. Bid Security / EMD

Bidders shall submit EMD of ₹11,44,800/- (Rupees Eleven Lakh Forty-Four Thousand Eight Hundred only), through the mode specified in the GeM Bid. Exemptions apply only as permitted by applicable Government/GeM provisions, against valid evidence. The GeM Bid shall specify this same amount before publication. DPIIT-recognised Start-ups and verified Micro and Small Enterprises may claim exemption only under the applicable GeM/Government conditions. Invest India shall verify the exemption evidence submitted with the bid, subject to applicable procurement rules.

4. Performance Security

The successful bidder shall furnish Performance Security equal to 3% of the total contract value within the period prescribed by GeM/award letter. The security shall remain valid for the entire contract period plus a claim period of sixty (60) days, or such longer period as required by GeM. Failure to furnish Performance Security may result in cancellation of award and other action permissible under GeM.

5. Site / Deployment Readiness

Before commencement, Invest India may inspect the proposed vehicles and verify RC, insurance, PUC, fitness, permits, GPS, safety equipment, cleanliness, model year, odometer and driver documents. Such verification is a compliance check and not a scored technical evaluation.

CHAPTER - 3

Pre-Qualification / Eligibility Criteria

For

Hiring of Dedicated Fleet of Vehicles with Drivers

RFP No.: INVIN/AON/26-27/1009

Mandatory Pre-Qualification Criteria

The following Pre-Qualification/Eligibility Criteria are mandatory and shall be evaluated strictly on a Pass/Fail basis. Only bidders meeting every applicable mandatory criterion shall proceed to the marks-based Technical Evaluation under Chapter 5.

S.No .	Criterion	Requirement	Supporting Documents
1	Legal Entity & GeM Registration	Bidder shall be a legally constituted entity in India (Company/LLP/Partnership/Proprietorship or other eligible legal entity), registered on GeM, with valid PAN and GST registration, as applicable.	Certificate of Incorporation/registration, PAN, GSTIN, GeM seller details, authorization of signatory.
2	Relevant Business Experience	Bidder shall have at least three (3) years' experience, as on bid submission date, in commercial taxi/cab/vehicle hiring, fleet management or closely related transport services.	Incorporation/registration plus work orders/contracts demonstrating commencement and continuity of relevant business.
3	Similar Work Experience	During the last five (5) years ending on the bid submission date, bidder shall have executed/completed similar cab/taxi hiring contracts meeting any one: (a) one contract of value $\geq$ ₹4.6 crore; OR (b) two contracts each $\geq$ ₹2.8 crore; OR (c) three contracts each $\geq$ ₹2.2 crore. At least one submitted contract shall demonstrate deployment/management of not less than 15 vehicles at a time. Running contracts may be considered to the extent of services satisfactorily executed and paid.	Work order/contract plus completion/performance certificate, or running contract certificate/payment proof clearly indicating contract value, period and fleet size.
4	Average Annual Turnover	Minimum average annual turnover of ₹3.00 crore during FY 2022-23, 2023-24 and 2024-25. Eligible MSEs/Start-ups shall receive exemptions/relaxations only to the extent provided under applicable Government/GeM provisions.	CA/Statutory Auditor certificate with valid UDIN and audited financial statements.
5	Financial Soundness	Bidder shall have positive net worth as on 31 March 2025.	CA/Statutory Auditor certificate with valid UDIN and audited balance sheet.

S.No	Criterion	Requirement	Supporting Documents
6	Fleet Availability	Bidder shall demonstrate access to at least 30 commercially registered vehicles through ownership, lease or valid attachment/aggregation arrangements, sufficient to deploy 26 dedicated vehicles and maintain replacement capacity. Vehicles actually deployed under the contract must separately meet the model-year/odometer specifications.	Fleet statement in Annexure 5 with vehicle-wise RC number, category, ownership/lease/attachment status and supporting RC/valid arrangement evidence. Only vehicles supported by verifiable documentary evidence shall be counted.
7	Driver Capacity	Bidder shall demonstrate ability to deploy at least 26 dedicated drivers plus adequate verified substitutes and comply with EPF/ESI/minimum wage obligations, as applicable.	Annexure 6 undertaking; driver list; and recent EPF/ESI challan, salary/wage evidence or other statutory proof, as applicable. For technical scoring, only drivers supported by the prescribed evidence shall be counted. Full driver dossier is mandatory before deployment.
8	Local Presence / Operational Support	Bidder shall have an office/operational establishment in Delhi-NCR and shall demonstrate service/support capability in Bengaluru throughout the contract period.	Address proof such as GST registration, lease/rent agreement, utility bill, Shops & Establishment certificate or equivalent; Bengaluru support arrangement undertaking.
9	24x7 Support & Backup	Bidder shall maintain a dedicated/toll-free helpline and an escalation mechanism, and be capable of providing same/higher category replacement vehicles within the prescribed SLA.	Undertaking plus escalation matrix and helpline details.
10	No Blacklisting / Debarment	Bidder shall not be under blacklisting, debarment, banning or suspension by any Central/State Government Department, PSU, statutory/autonomous body or Government organisation as on bid submission date.	Self-declaration in prescribed format.
11	Statutory Compliance	Bidder shall hold all registrations/licences necessary for commercial vehicle hiring and shall comply with Motor Vehicles Act/RTO, labour, EPF/ESI, tax and other applicable laws.	Relevant registration/licence documents and undertaking.
12	Acceptance / No Deviation	Bidder shall accept all material RFP/GeM conditions and submit no material deviation.	Tender Acceptance / No-Deviation Certificate.

Note: Documentary evidence is essential. Invest India may verify submitted credentials directly with clients/authorities. False or misleading information may lead to rejection/debarment/action under the contract and applicable rules.

CHAPTER - 4

Scope of Work, Vehicle Specifications and Service Levels

For

Hiring of Dedicated Fleet of Vehicles with Drivers

RFP No.: INVIN/AON/26-27/1009

1. Background and Objective

Invest India operates from Delhi-NCR and maintains a presence in Bengaluru. The objective is to engage one competent Service Provider for a dedicated fleet of sedans for general official duty and one MUV for leadership/protocol use, together with drivers, fuel/charging, supervision, GPS, maintenance and all associated services. Any additional office location shall be covered only through a written, approved GeM variation identifying the location, quantities and applicable rates.

2. Fleet Requirement

S.No.	Vehicle	Fuel/Drivetrain	Illustrative Model	Qty	Location
1	Sedan	CNG / Petrol / Diesel / Hybrid / Electric (where operationally suitable)	Maruti Dzire / Maruti Ciaz / Honda City or equivalent/higher	24	Delhi-NCR
2	Sedan	CNG / Petrol / Diesel / Hybrid / Electric (where operationally suitable)	Maruti Dzire / Maruti Ciaz / Honda City or equivalent/higher	1	Bengaluru
3	MUV	Petrol / Diesel / Hybrid; equivalent electric variant may be offered if suitable	Toyota Innova Crysta or equivalent/higher	1	Delhi-NCR

- Total dedicated fleet: 26 vehicles. Twenty-five sedans shall remain dedicated/exclusively deployed for the contract period, subject to operational deployment instructions of Invest India.
- Models indicated are illustrative only. Equivalent or higher models meeting all specifications may be offered.
- All vehicles shall be manufactured on or after 1 January 2026.
- Invest India may increase or decrease quantities by up to 25% under the GeM Option Clause/provisions at the accepted pro-rata rates, subject to applicable GeM conditions.

3. Technical Specifications

3.1 Sedans - 25 Nos.

Parameter	Minimum Requirement
Vehicle Type	Mid-size/entry sedan, comfortable seating for minimum 4 passengers plus driver.
Model Year / Odometer	Manufactured on or after 1 January 2026; odometer reading not exceeding 10,000 km at initial deployment.

Parameter	Minimum Requirement
Air Conditioning	Factory-fitted, fully functional at all times.
Registration	Commercial registration valid under Motor Vehicles Act, RTO and applicable State rules.
Safety	Minimum front airbags, ABS, functioning seat belts, first-aid kit, fire extinguisher, warning triangle/reflective warning device, GPS with Panic Button and other statutory safety requirements.
Amenities	Clean sober-colour upholstery/seat covers, tissue box, drinking water bottles, puke bags, driver mobile holder, spare tyre or approved mobility solution, jack/wheel-changing tools and other items specified by Invest India.
Fuel/Charging	Fuel/CNG/energy cost, fuelling/charging time and readiness are entirely Service Provider's responsibility.

3.2 MUV - 1 No. (Delhi-NCR)

Parameter	Minimum Requirement
Vehicle Type	Premium MUV (7/8 seater), e.g., Toyota Innova Crysta or equivalent/higher.
Model Year / Odometer	Manufactured on or after 1 January 2026; odometer reading not exceeding 20,000 km at initial deployment.
Air Conditioning	Factory-fitted dual/climate air conditioning, fully functional.
Registration	Commercial registration valid under Motor Vehicles Act and applicable rules.
Safety & Amenities	Airbags, ABS, functioning seat belts, first-aid kit, fire extinguisher, warning triangle/reflective warning device, GPS with Panic Button, spare tyre or approved mobility solution, jack/wheel-changing tools, clean upholstery, sober seat covers, tissue box, drinking water bottles, puke bags and other statutory equipment.
Fuel/Charging	Entire responsibility of Service Provider.

4. Usage Package & Operating Parameters

Parameter	Sedan (25)	MUV (1)
Deployment Days	26 days/month including Saturdays, Sundays and holidays as rostered by Invest India	26 days/month including Saturdays, Sundays and holidays as rostered by Invest India
Daily Duty Hours	12 hours/day; extra hours on approved requirement	12 hours/day; extra hours on approved requirement

Parameter	Sedan (25)	MUV (1)
Monthly Distance Cap	Up to 2,500 km/vehicle/month. Garage kilometres, if any, up to 30 km/day shall not be chargeable and shall not count toward package km.	Up to 3,000 km/vehicle/month. Garage kilometres, if any, up to 30 km/day shall not be chargeable and shall not count toward package km.
Type of Service	Local Delhi-NCR/Bengaluru + outstation as required	Local Delhi-NCR + outstation as required
Indicative Working Window	Generally 08:30-20:30; vehicle/driver to be available at other times as officially required	Generally 08:30-20:30; on demand for official requirement

- Local travel: within city limits or up to 50 km one-way, whichever is higher.
- Outstation travel: outside city limits or more than 50 km one-way, whichever is higher, only on prior approval of Invest India Administration.
- Unused kilometres may be cross-adjusted among vehicles of the same category and carried forward to subsequent months up to expiry of the contract/approved extension before levying extra-km charges.
- No daily minimum/maximum kilometre restriction shall apply; utilisation shall be governed by the monthly package.

5. Extra Usage & Reimbursable Charges

Component	Basis
Extra kilometre	Per-km rate separately quoted in Financial Bid for distance beyond applicable package, after adjustment of unused km.
Extra hour	Per-hour rate separately quoted in Financial Bid for duty beyond the 12-hour daily package.
Outstation night / driver halt	Per-night rate quoted in Financial Bid for approved outstation duty ending between 22:30 hrs and 06:00 hrs at outstation, covering driver halt/stay/food.
Toll / Parking / Airport / Interstate Permit / Entry Tax	Reimbursed at actuals only against original/verifiable evidence and only where applicable to an approved trip. No payment shall be demanded from the official/user and no unapproved or unsupported charge shall be billed.
Statutory levy	Handled as per applicable law and contract/GeM terms.

B1-B6 extra-use rates are mandatory. They remain binding for actual approved usage. Waiting time within the 12-hour package is included in the fixed rate; approved duty beyond 12 hours shall be billed only at the accepted extra-hour rate. Toll, parking, airport/entry charges and interstate permit/entry taxes, where actually applicable, are reimbursable only as expressly permitted against verifiable evidence. No additional/unauthorised charge outside the accepted Financial Bid and these stated reimbursables shall be payable without prior written approval wherever approval is applicable.

6. Service Standards & Vehicle Condition

- All vehicles shall hold valid and up-to-date commercial RC, fitness certificate, PUC (where applicable), comprehensive insurance, applicable permits/authorisations, road-tax evidence and all

other statutory clearances. The Service Provider shall maintain vehicle-wise copies/records and submit them before deployment, on renewal and whenever required by Invest India.

- Vehicles shall be air-conditioned, clean, hygienic, mechanically sound, properly maintained and free from objectionable odour, stains or damage.
- Vehicle must report with sufficient fuel/charge for the assigned duty. Fuelling/charging shall not interrupt official duty.
- Boot space shall remain available for official use and free from personal items of driver/service provider.
- Minimum daily equipment: first-aid kit, fire extinguisher, warning triangle/reflective warning device, packaged drinking water, facial tissue, spare tyre (or manufacturer-approved mobility solution), jack and wheel-changing tools, driver mobile holder, prescribed safety/amenity items and placard/reading material if advised.
- Interior/exterior cleanliness shall be checked daily. Each vehicle shall undergo proper deep cleaning/dry cleaning at least twice in each calendar month, with a service record/proof maintained and submitted on request. Seat covers shall be sober in colour, with a spare set available; tyres, lubricants and consumables shall be replaced at the Service Provider's cost in accordance with manufacturer recommendations.
- **Preventive maintenance shall be carried out without affecting scheduled deployment. Every deployed vehicle, including substitutes and replacements, shall be withdrawn and replaced before reaching five (5) years from manufacture or 2,00,000 km on the odometer, whichever is earlier, at no additional cost. Replacement vehicles shall meet the initial-deployment manufacture-date, odometer, category and other specifications. Vehicle-wise manufacture date and odometer shall be checked monthly and included in MIS; replacement shall be planned without interruption of service.**

7. Drivers - Requirements & Conduct

1. Each vehicle shall have one dedicated driver with valid commercial driving licence and minimum three years' driving experience.
2. Drivers shall wear a proper, clean and well-maintained prescribed uniform, badge and photo ID throughout duty and shall carry a working mobile phone with active internet/navigation.
3. At least 50% of deployed drivers shall be able to communicate orally and in writing in English. Drivers deployed in Delhi-NCR shall have sound knowledge of Delhi-NCR routes, major Government/office locations, airports, railway stations, business districts and practical alternative routes; the Bengaluru driver shall similarly know the relevant Bengaluru routes and major locations, so as to support efficient and timely transportation. Compliance shall be verified before deployment through a short recorded oral interaction and written booking/log-entry exercise conducted by Invest India Administration. At least 13 of the initial 26 drivers, and at least 50% rounded up of any varied deployment, shall meet both requirements. The driver dossier shall contain the assessment record and deployment list; substitutes shall maintain the required proportion. An unverified or unsuccessful driver shall not be counted toward the qualifying proportion and shall be replaced before deployment. Any resulting driver shortfall attracts Chapter 4 §13 row 5; no duplicate deduction shall be imposed for the same event.
4. Every driver shall hold a valid driving licence for the applicable vehicle category and shall undergo police/background verification before deployment. The Service Provider shall maintain the licence-verification and police/background-verification records and furnish them to Invest India before deployment and whenever required.
5. Annual medical check-up and six-monthly eye test shall be maintained; fitness certificates shall be submitted. Before deployment and periodically thereafter, drivers shall also be trained in defensive driving, road safety, professional conduct, customer service, emergency handling and Invest India/client protocols, with training records maintained by the Service Provider.
6. Alcohol consumption before/during duty, abusive behaviour, smoking, mobile phone use while driving (except hands-free/navigation as legally permissible), theft, reckless driving, refusal of duty or solicitation of tips/work are strictly prohibited.
7. Drivers shall ordinarily remain assigned and shall not be changed/substituted without prior written intimation to and approval of Invest India, except in a genuine emergency, in which case immediate

intimation and prompt documentary regularisation shall be mandatory. Any substitute driver must meet all contractual eligibility and verification requirements.

8. Drivers and other personnel shall remain employees/engaged personnel of the Service Provider; no employer-employee relationship shall arise with Invest India.

8. Coordinators / Supervisors

The Service Provider shall deploy at least two dedicated coordinators/supervisors at Invest India's designated Delhi-NCR premises at no additional cost. They shall coordinate allocation, maintain MIS/log sheets, handle user requests, monitor reporting and be the principal day-to-day points of contact. The Service Provider shall additionally ensure local operational coordination for the Bengaluru vehicle. A dedicated vendor SPOC, 24x7/dedicated helpline and escalation matrix (including operational, complaint, billing and emergency escalation contacts) shall be maintained throughout the contract; any change in the matrix shall be communicated in advance.

9. GPS, Logbook & MIS

- All vehicles shall have real-time GPS. The Service Provider shall provide Invest India Administration, without additional cost, access to an operating application/portal/dashboard showing at minimum real-time vehicle location, vehicle availability/status, assigned driver details, booking/allocation status and relevant historical trip data. Where the bidder uses an existing fleet platform, equivalent functionality through that platform shall be acceptable; any required configuration/dashboard shall be made operational from commencement of services.
- Drivers shall maintain daily duty/log sheets with user name/signature, trip details, opening/closing odometer and time. Overwriting or unsigned entries may be disallowed for billing.
- **The on-site supervisor shall submit, by the next working day, reconciled signed log sheets and daily MIS. Morning and evening submissions shall identify each vehicle's reporting location and include dated opening/closing odometer photographs and a photograph of the vehicle with its driver. These daily records are in addition to the beginning/end-of-month odometer evidence required by Annexure 23 Clause 15.6.**
- Driver Log, opening/closing odometer readings/images and GPS data shall be reconciled and shall ordinarily match for each billed vehicle/trip. Any discrepancy shall be specifically highlighted in the billing reconciliation and explained with supporting evidence before the related kilometre claim is billed. Where GPS running distance and manual log/odometer records differ, the GPS-recorded distance shall govern in accordance with the approved scope, subject to Invest India's written determination where a documented GPS outage or other verifiable exception exists.
- Monthly MIS/Performance Report: By the agreed monthly cut-off (and in any case along with/preceding the monthly invoice), the Service Provider shall submit a consolidated MIS covering, as applicable: total trips, vehicle utilisation, vehicle availability, on-time vehicle/driver reporting, booking confirmations, cancellations/no-shows, breakdowns and replacements, accidents/incidents, driver complaints, vehicle complaints, GPS/log/odometer discrepancies, billing discrepancies, cleanliness/dry-cleaning compliance and SLA performance, together with an action-taken/open-items summary.

10. Vehicle / Driver Replacement & Breakdown

- On breakdown during duty, a substitute of same/higher category shall be provided within 60 minutes and at no extra charge.
- If replacement is not provided in time, Invest India may arrange a market vehicle and recover the additional cost from the Service Provider.
- An unsatisfactory vehicle shall be replaced immediately; if no replacement is provided within 24 hours, Invest India may hire a replacement at risk and cost of the Service Provider.
- No approved vehicle or driver shall be substituted without prior written intimation to and approval of Invest India, except in a genuine emergency. In such emergency, the Service Provider shall immediately intimate Invest India, deploy only an eligible same/higher-category vehicle and fully verified driver, and complete documentary regularisation promptly.
- Deployed vehicles shall not be used for unauthorised personal/commercial activity while under Invest India deployment.

- **Emergency/Accident Management:** The Service Provider shall maintain and follow a documented SOP for accidents, breakdowns, medical emergencies and other critical incidents, including 24x7 emergency contacts and an escalation matrix. The designated Invest India SPOC shall be informed immediately, statutory/insurer/police reporting shall be completed as applicable, passenger safety and service continuity shall be prioritised, and a written incident report with corrective/preventive action shall be submitted within 24 hours unless a shorter statutory timeline applies.

11. Contract Duration

The initial contract period shall be 36 months from the commencement date stated in the GeM contract/work order. Subject to satisfactory performance, administrative requirement, mutual written agreement and applicable GeM provisions, the contract may be extended by up to 12 months on the same rates, terms and conditions. Invest India may terminate the contract for convenience by giving 30 days' prior written notice, without prejudice to termination for breach.

12. Service Level Agreement (SLA)

#	Service Parameter	Service Level / Standard	Measurement
1	Vehicle Availability	100% of contracted fleet available every deployment day in serviceable condition	Coordinator report vs contracted count
2	Vehicle Reporting Time	Vehicle shall report at/before scheduled reporting time; 10-minute grace for normal duty unless a stricter protocol/booking instruction is issued.	GPS timestamp/log sheet vs booking
3	Replacement Vehicle Response Time	Same/higher category substitute shall report within 60 minutes of breakdown/non-availability, or earlier where safety/emergency circumstances require.	Incident log and GPS
4	Fuel/Charge Readiness	Sufficient fuel/charge to complete assigned duty without interruption	Inspection/incident records
5	Driver Reporting & Availability	Assigned driver shall report with the vehicle at/before scheduled time; any required substitute shall be police/background-verified and provided within 60 minutes.	Attendance/coordinator report
6	Cleanliness & Condition	Clean, serviceable and amenities stocked on daily inspection	Daily inspection records/photos
7	Documentation/MIS	Log sheets and daily reports by next working day	Submission records
8	Complaint Resolution	Acknowledge within 2 hours; routine resolution within 24 hours	Complaint register/escalation matrix
9	GPS Uptime	GPS and portal access functional for 100% duty time, subject to telecom/network outages beyond provider control where evidence is produced	Portal/data continuity

#	Service Parameter	Service Level / Standard	Measurement
10	Booking Confirmation	Booking/vehicle-allocation request shall be acknowledged and availability/assignment status confirmed within 30 minutes during the operating window, or within any shorter timeline specifically stated for an urgent requirement.	Booking system/app/portal/email /helpline record
11	Breakdown Response	Breakdown/vehicle-disablement shall be acknowledged and emergency support initiated within 10 minutes of intimation/awareness; replacement timeline shall remain 60 minutes.	Incident register / helpline / GPS record
12	Emergency Escalation	Safety, accident, medical or other critical incident shall be escalated immediately and not later than 15 minutes from awareness; initial written update within 2 hours and detailed incident report within 24 hours, subject to any shorter statutory requirement.	Emergency/escalation log and incident report
13	Coordinator deployment	At least two dedicated Delhi-NCR coordinators/supervisors on every required deployment day, with trained approved relievers for absence	Attendance and deployment roster

13. Liquidated Damages and Service-Level Deductions (Genuine Pre-Estimate of Loss)

#	Default / Lapse	Liquidated damages / service-level deduction
1	Non-availability of contracted vehicle on duty day; no substitute	₹2,000 per vehicle per day + actual cost of market-hired replacement
2	Late reporting beyond 10-minute grace	₹300 per instance up to 30 minutes late; ₹750 per instance beyond 30 minutes
3	Replacement not provided within 60 minutes of breakdown	₹1,500 per instance + actual market-hire cost
4	Insufficient fuel/charge causing duty disruption	₹1,000 per instance; from 4th such instance in a month, ₹2,500 per instance
5	Driver absent / no valid substitute within 60 minutes	₹1,000 per vehicle per day/instance, as applicable
6	Driver misbehaviour / intoxication / abusive conduct / smoking / mobile use while driving / refusal of duty	₹2,500 per instance + immediate replacement; repeat offender may be barred from deployment
7	Driver without uniform / ID / badge	₹250 per instance

#	Default / Lapse	Liquidated damages / service-level deduction
8	Vehicle unclean / amenities missing / poor condition	₹500 per vehicle per instance
9	Delayed/non-submission of log sheet/daily MIS	₹300 per vehicle per day of delay
10	GPS non-functional / portal access unavailable due to provider fault	₹500 per vehicle per day
11	Unauthorised/personal/commercial use of deployed vehicle	50% of monthly fixed charge of that vehicle; without prejudice to termination
12	Driver deployed without prior police verification	₹5,000 per instance + immediate withdrawal
13	Vehicle/driver changed without prior intimation (except documented emergency)	₹1,000 per instance
14	Driver below 3.50 not replaced within 3 working days	₹1,000 per day of delay
15	Driver below 3.00 not replaced within 24 hours after direction	₹2,000 per day of delay
16	Re-deployment of Driver already directed to be withdrawn	₹5,000 per instance
17	Booking confirmation/assignment status not supplied within SLA row 10 timeline	₹500 per booking/request instance
18	Breakdown not acknowledged and emergency support not initiated within 10 minutes under SLA row 11	₹1,000 per incident
19	Emergency escalation later than 15 minutes, initial written update later than 2 hours or detailed incident report later than 24 hours under SLA row 12 (or shorter applicable statutory timeline)	₹2,000 per incident with one or more missed milestones; no multiplication for the same incident
20	Failure to deploy either of the two dedicated Delhi-NCR coordinators/supervisors during required deployment duty, without an approved trained reliever	₹1,000 per missing coordinator per deployment day
21	Complaint not acknowledged within 2 hours or routine complaint not resolved within 24 hours, attributable to the Service Provider	₹500 per complaint instance

Overall cap and breach test: Aggregate service-level deductions actually recovered for a month shall not exceed 10% of that month's invoice value, excluding GST and reimbursable actuals. All scheduled deductions shall first be computed in full before applying this recovery cap. Computed pre-cap deductions reaching or exceeding 10% for three consecutive months, or 15% in any one month, may constitute material breach after due process and subject to GeM conditions. The unrecovered balance is not automatically carried forward to evade the cap. Separately recoverable documented replacement costs, statutory dues and indemnified losses

remain subject to law and no double recovery. The Service Provider may submit a factual representation within three Business Days of deduction notice; the Contract Manager shall record the determination.

CHAPTER - 5

Bid Submission and Evaluation Guidelines

For

Hiring of Dedicated Fleet of Vehicles with Drivers

RFP No.: INVIN/AON/26-27/1009

1. Bid Submission

- Eligibility/Technical documents and Financial Bid shall be submitted online through GeM only.
- All technical documents must be legible and mapped to the Pre-Qualification criteria and Annexure 18 checklist.
- **Financial rates and amounts shall be submitted only in the GeM financial section. Upload signed Annexure 24 with the Technical Bid, stating only GST percentage, RCM/forward-charge/exempt basis and legal classification for A1-A3 and B1-B6. Do not disclose unit prices, taxable values, GST amounts or totals in technical documents, including Annexure 15.**
- Bidders shall upload a clause-by-clause Technical Compliance Statement against the Scope/SLA.
- Invest India may seek clarifications that do not alter the substance or price of the bid.

2. Evaluation Methodology

Evaluation shall be conducted in three sequential stages. Mandatory eligibility is Pass/Fail; technical merit is scored out of 100; and financial bids are evaluated on L1 basis only for bidders securing the minimum technical qualifying score of 70/100.

Stage	Method
Stage 1 - Mandatory Pre-Qualification / Eligibility	Pass/Fail evaluation of all criteria in Chapter 3, mandatory technical specifications, statutory declarations and bid-document requirements. Failure of any applicable mandatory requirement renders the bid non-responsive, subject only to clarifications permissible under GeM.
Stage 2 - Technical Evaluation	Marks-based evaluation out of 100 in accordance with the Technical Evaluation & Marking Scheme below. A bidder must secure at least 70/100 to be technically qualified. Invest India may verify credentials and may hold a presentation/interaction only where expressly provided in the scoring scheme.
Stage 3 - Financial Evaluation	Financial bids of bidders securing at least 70/100 technical marks shall be opened and evaluated on GeM. Evaluated L1 Price = 36-month fixed package total (A1-A3) + applicable GST borne by Invest India, as specified in Chapter 7. For RCM supplies, add 5% GST on taxable quoted value where legally applicable; for forward-charge supplies, include supplier-charged GST at the applicable rate, item by item without double counting. L1 is the lowest such evaluated total. Toll, parking, airport/entry and interstate permit/entry taxes reimbursable at actuals are excluded.

3. Technical Evaluation & Marking Scheme

Each technically responsive proposal shall be scored out of 100 marks. The minimum qualifying technical score is 70 marks. Marks shall be awarded only against documentary evidence uploaded with the Technical Bid by the bid submission deadline. Credentials not supported by the prescribed documents shall receive zero marks for the relevant sub-criterion. No post-bid enhancement of credentials shall be permitted; clarifications may only explain documents already submitted, subject to GeM rules.

S.No.	Technical Evaluation Criterion	Scoring / Marking Scheme	Supporting Evidence	Maximum Marks
1	Average Annual Turnover	Average annual turnover from relevant operations during FY 2022-23, 2023-24 and 2024-25: • ₹3.00 Cr to < ₹5.00 Cr: 6 marks • ₹5.00 Cr to < ₹7.00 Cr: 10 marks • ₹7.00 Cr to < ₹10.00 Cr: 12 marks • ≥ ₹10.00 Cr: 15 marks	CA/Statutory Auditor certificate with UDIN and audited financial statements. Turnover figure must be consistent with Chapter 3 eligibility submission.	15
2	Commercial Fleet Strength / Replacement Capacity	Verifiable commercial passenger vehicles under ownership/lease/valid attachment or aggregation arrangement as on bid submission date: • 30-39 vehicles: 8 marks • 40-49 vehicles: 12 marks • 50-74 vehicles: 16 marks • ≥75 vehicles: 20 marks Only vehicles backed by valid RC and ownership/lease/attachment evidence shall be counted.	Annexure 5 fleet statement with RC copies and supporting ownership/lease/attachment documents. Duplicate vehicles or vehicles without documentary evidence shall not be counted.	20

S.No.	Technical Evaluation Criterion	Scoring / Marking Scheme	Supporting Evidence	Maximum Marks
3	Similar Contract Experience - Value and Scale	A. Cumulative satisfactorily executed value of qualifying cab/taxi/fleet-management contracts during the last five years (15 marks): • ₹1.50 Cr to < ₹3.00 Cr: 6 • ₹3.00 Cr to < ₹5.00 Cr: 10 • ≥ ₹5.00 Cr: 15 B. Highest simultaneous fleet deployed/managed under any one qualifying contract (10 marks): • 15-24 vehicles: 4 • 25-39: 6 • 40-59: 8 • ≥60: 10 Running contracts count only to the extent satisfactorily executed and supported by payment/performance evidence.	Annexure 4; work orders/contracts; completion/performance certificates; and, for running contracts, client certificate or payment evidence showing executed value, period and fleet size. Internal/group-company work without independent client evidence shall not be counted.	25
4	Driver Strength and Statutory Deployment Capacity	Verifiable drivers available for commercial passenger vehicle operations: • 26-39 drivers: 4 marks • 40-59 drivers: 7 marks • ≥60 drivers: 10 marks Drivers must be supported by recent payroll/statutory evidence or legally valid engagement evidence; names shall be cross-verifiable.	Annexure 6, driver list, recent EPF/ESI challan/salary evidence or other applicable statutory/engagement records.	10
5	Technology, GPS, MIS and Service-Control Capability	Demonstrated capability (maximum 10): • Live GPS tracking portal/app with buyer access and historical trip data: 4 • Electronic trip/log-sheet/MIS and monthly billing reconciliation capability: 3 • Complaint/incident tracking and documented escalation dashboard/process: 3 Marks shall be based on documentary evidence and/or live demonstration if required by Invest India.	Product screenshots/URL or sample reports (with sensitive data masked), process note, sample MIS, and undertaking to provide live access without additional cost.	10

S.No.	Technical Evaluation Criterion	Scoring / Marking Scheme	Supporting Evidence	Maximum Marks
6	Operations Team / SPOC & Account Management	Proposed lead SPOC/Account Manager for Invest India (maximum 10): • Graduate or higher: 2 • ≥5 years relevant fleet/taxi operations experience: 4 (3-<5 years: 2) • Prior responsibility for a contract deploying ≥25 vehicles: 2 • Technical interaction/presentation on mobilisation, backup, SLA and escalation plan: 2 The proposed person shall remain available during mobilisation and shall not be replaced without equivalent or better credentials and prior approval.	Signed CV with qualification/experience documents, employer authorisation and evidence of relevant account responsibility. Presentation/interaction, if called, shall be evaluated by a committee on a pre-declared 2-mark rubric.	10
7	Local Operational Readiness, Backup & Mobilisation Plan	Readiness above the minimum requirement (maximum 10): • Delhi-NCR operational office with documented active transport operations for ≥2 years: 3 • Documented Bengaluru support/partner/office with 24x7 operational contact: 2 • Written 60-minute breakdown replacement process with identified backup pool: 2 • Mobilisation plan covering vehicle inspection, driver verification, GPS onboarding, roster and go-live within notified timeline: 3	Annexure 7, office proof, support arrangement, escalation matrix, backup fleet mapping and a maximum 5-page mobilisation plan.	10

Technical qualification: Minimum 70/100 overall. A bidder scoring below 70 shall not proceed to financial evaluation. There is no separate minimum mark per individual criterion unless a corrigendum expressly provides otherwise.

MSE / Start-up treatment: Any exemption or relaxation in prior turnover/experience shall apply only to the extent expressly permitted in the GeM bid and applicable Government instructions. Technical marks shall be awarded on the evidence actually submitted under this published scheme; no deemed/full marks shall be granted unless specifically mandated or approved and disclosed before bid opening.

Verification and misrepresentation: Invest India may seek client confirmations, verify RCs/statutory records and call for original documents. Material misrepresentation or fabricated evidence may lead to rejection, forfeiture/invocation of bid/performance security where applicable, debarment action and other remedies under GeM/GFR/law.

Among bidders securing at least 70/100 technical marks, financial evaluation, tie-breaking, price matching, purchase preference, MSE/Start-up treatment and any system-driven methodology shall be governed by applicable GeM/Government provisions. Invest India shall not apply any unpublished criterion or alter the scoring scheme after bid opening.

4. Commercial Responsiveness

- Bidder must quote all mandatory fixed and extra-usage line items. Missing mandatory commercial line items may render the bid non-responsive.
- **Abnormally low or materially unbalanced bids may be examined under applicable GeM/procurement provisions. Invest India may seek a written price justification and reject a non-responsive or unsustainable bid after recording reasons and following the applicable process. No unpublished numerical threshold shall be used.**
- The selected bidder shall not reduce driver wages/statutory benefits or service quality on account of its quoted price.
- Final contract value shall be the GeM-awarded price for the actual contracted quantities plus admissible extras/reimbursements.

CHAPTER - 6

Standard Terms and Conditions

For

Hiring of Dedicated Fleet of Vehicles with Drivers

RFP No.: INVIN/AON/26-27/1009

1. GeM Governance and Precedence

The procurement and contract shall be governed by the GeM bid document, GeM GTC, applicable STC/SLA and this RFP/Buyer Added ATC. In case of conflict, GeM-mandated terms shall prevail to the extent applicable. After award, the executed Agreement governs matters expressly covered by it, subject to mandatory GeM terms and the safeguards in Annexure 23.

2. Payment and Invoicing

A consolidated monthly invoice shall be raised with reconciled driver log sheets, GPS summary, vehicle-wise kilometre statement, clear date-stamped opening and closing odometer images for every billed vehicle, approved extra-km/hour/night computation, applicable toll/parking/airport/interstate/entry receipts, monthly MIS/SLA reconciliation and other required supporting evidence. Driver Log, Odometer Reading/Images and GPS data shall be reconciled before billing; discrepancies must be highlighted and explained. Payment of correct and undisputed monthly bills shall be made within ten (10) calendar days of generation of the Consignee Receipt-cum-Acceptance Certificate (CRAC) and online submission of the bill, in accordance with the applicable GeM payment workflow. Any mandatory GeM payment timeline and delayed-payment/penal-interest provisions shall govern. Internal verification and certification shall be completed within the applicable GeM acceptance timeline and shall not extend or restart the payment period. Statutory and service-level deductions apply. No advance shall be payable.

3. Taxes

The estimate includes 5% GST under RCM. For L1 comparison, a reverse-charge bid shall include the taxable supplier price plus 5% GST payable by Invest India under RCM. A forward-charge bid shall include the taxable supplier price plus GST charged on the supplier invoice at its applicable rate. GST shall not be counted twice. Bidders shall disclose the rate and charge mechanism for each priced item. No input tax credit shall be deducted unless Invest India confirms its availability and uniformly publishes that treatment before bidding. Actual invoicing and statutory changes shall follow prevailing law and GeM terms. The Technical Bid shall include the signed price-free item-wise declaration in Annexure 24. All financial prices and GST amounts shall be entered only in the GeM financial packet; the enabled financial template shall carry item-wise GST percentage, charge mechanism, taxable value, supplier GST and buyer-borne RCM GST fields or an equivalent approved structured financial schedule.

4. Labour Compliance

The Service Provider shall comply with applicable minimum wages, variable dearness allowance (VDA), EPF, ESI and other labour requirements. A notified increase in the statutory minimum wage/VDA for deployed drivers or coordinators after the bid submission date shall be reimbursed as a documented pass-through, limited to the actual incremental mandatory wage and directly linked employer statutory contributions for the prescribed staffing and deployment. The Service Provider shall submit the notification, wage sheets, bank-payment evidence and contribution records. No increase for discretionary wages, head-office staff, overhead or margin is admissible. Any reduction in the statutory rate shall be passed through to Invest India. A notified statutory adjustment shall be implemented through a written, authorised contract amendment/variation order approved by the competent procurement and finance authorities and recorded in the GeM contract wherever that function is available. The order shall identify the notification, effective date, affected staffing, incremental wage/contribution calculation, revised payable amount and budget authority. The Service Provider shall submit a separately itemised supplementary wage-adjustment bill for the

approved period with payment and contribution evidence; it shall be processed through the payment route expressly permitted for that GeM contract, without double billing. Before publication, Invest India shall verify that this amendment and supplementary-billing route is permitted and operable under the selected GeM service configuration. If it is not, the pass-through and pricing provisions shall be reconciled by an approved, published revision before bidding. Revised statutory wages remain payable to personnel regardless of approval or processing time.

5. Insurance and Liability

All vehicles shall carry valid comprehensive insurance and third-party coverage required by law. Service Provider shall be responsible for accidents, injury, death, damage, theft and third-party claims arising from its vehicles/drivers, except to the extent caused solely by Invest India.

6. Indemnity

Service Provider shall indemnify Invest India against claims, losses, service-level deductions and expenses arising from breach, negligence, unlawful act or omission of the Service Provider, its drivers or staff.

7. Confidentiality

Movement plans, passenger/employee/guest details, travel schedules, pickup/drop locations, office locations, identity/contact details, trip history and any other non-public operational or personal information accessed while providing the services shall be kept confidential and used only for contract performance. The Service Provider and its drivers/personnel shall not disclose or misuse such information; this obligation survives termination.

8. Data Privacy / GPS

GPS/location information and logs shall be used only for contract performance, security and billing. The Service Provider shall apply reasonable access controls and shall not monetise/share such information.

9. Sub-contracting / Assignment

The contract shall not be assigned or sub-contracted in whole or part without prior written approval of Invest India. Use of lawfully owned/leased/attached fleet does not relieve the successful bidder of any obligation.

10. Conflict of Interest / Integrity

Bidder shall disclose actual/potential conflicts of interest and comply with anti-bribery, anti-corruption and integrity requirements. Collusion, fraud or coercion may result in rejection/termination and action under applicable rules.

11. Inspection and Audit

Invest India may periodically or on a sample/surprise basis inspect/audit vehicles, vehicle statutory documents, driver dossiers and verification/training records, maintenance and cleaning records, GPS data, trip/duty logs, odometer evidence, MIS, invoices and supporting billing/statutory-compliance documents at reasonable times. The Service Provider shall provide the requested records promptly and rectify non-compliance without additional cost.

12. Change in Quantity

Quantities may be increased/decreased up to 25% under applicable GeM Option Clause/provisions at accepted pro-rata rates.

13. Suspension / Replacement

Invest India may require immediate replacement of an unsafe vehicle or unsuitable driver. Replacement shall not entitle the Service Provider to additional charge.

14. Force Majeure

Force majeure shall be governed by applicable GeM terms. The affected party shall promptly notify the other party and take reasonable measures to mitigate impact.

15. Termination for Convenience

Invest India may terminate the contract by 30 days' written notice, subject to GeM provisions, paying for satisfactorily delivered services up to the effective date.

16. Termination for Default

Material breach, persistent SLA failure, fraud, serious driver misconduct, statutory non-compliance, unauthorised assignment or repeated service disruption may result in termination after due process, risk-and-cost action and invocation of Performance Security as permissible.

17. Transition Assistance

On termination/expiry, Service Provider shall cooperate for orderly transition, submit outstanding records and return all Invest India passes/materials.

18. Dispute Resolution

Unresolved disputes shall first follow the amicable settlement and mediation steps in Annexure 23 Clauses 32.1–32.2. Subject to mandatory GeM provisions and applicable Government procurement instructions, arbitration may be resorted to only for disputes whose value does not exceed ₹10 crore, under the Arbitration and Conciliation Act, 1996, as amended. Arbitration shall not be resorted to for disputes exceeding ₹10 crore; unresolved disputes above that value shall be pursued before competent courts at New Delhi. Dispute value, not total contract value, governs this ceiling. The seat and venue of any permitted arbitration shall be New Delhi, proceedings shall be in English, and tribunal appointment shall comply with law. This clause is subject to the Department of Expenditure OM No. F.1/2/2024-PPD dated 3 June 2024 and applicable subsequent instructions.

19. Governing Law and Jurisdiction

Indian law shall apply. Courts at New Delhi shall have jurisdiction, subject to the arbitration clause and GeM terms.

20. Notices

Contractual notices shall be in writing through GeM and/or the authorised email/address recorded in the contract.

CHAPTER - 7

Financial Bid / Price Schedule

For

Hiring of Dedicated Fleet of Vehicles with Drivers

RFP No.: INVIN/AON/26-27/1009

1. Price Schedule

The final Financial Bid shall be entered/uploaded in the GeM financial section in the format enabled by the GeM bid. The following schedule shall be used for clarity and as Buyer Added ATC where required. Financial bid shall not be uploaded with the Technical Bid.

Item	Vehicle category / location	Qty	Package basis	Monthly unit rate (₹)	36-month evaluated amount (₹)
A1	Dedicated Sedan - Delhi-NCR	24	26 days/month; 12 hrs/day; 2,500 km/month		
A2	Dedicated Sedan - Bengaluru	1	26 days/month; 12 hrs/day; 2,500 km/month		
A3	Dedicated MUV - Delhi-NCR	1	26 days/month; 12 hrs/day; 3,000 km/month		

Evaluated L1 Price = 36-month fixed package total (A1+A2+A3), plus applicable GST borne by Invest India. For a supply under RCM, add GST at 5% of its taxable quoted value; for a forward-charge supply, include supplier-charged GST at the applicable rate. Apply the tax treatment item by item without double counting. Actual extras are payable only for approved usage. This evaluation method must be configured and disclosed in GeM before publication.

Item	Extra-use component	Applicable category	Unit
B1	Extra kilometre	Sedan	Per km
B2	Extra duty hour	Sedan	Per hour
B3	Outstation night / driver halt	Sedan	Per night
B4	Extra kilometre	MUV	Per km
B5	Extra duty hour	MUV	Per hour
B6	Outstation night / driver halt	MUV	Per night

2. Price Assumptions

- Monthly fixed rate shall include vehicle, dedicated driver, fuel/charging, maintenance, insurance, permits, taxes/duties borne by supplier, GPS, supervisors/coordinators, helpline, safety/amenities, uniforms, statutory wages/benefits and all costs necessary for performance, except items expressly reimbursable.
- Every bidder shall state the GST rate and charge mechanism for each priced item. For RCM items, evaluated buyer cost includes 5% GST payable by Invest India on the taxable quoted value; for forward-charge items, it includes GST charged by the supplier. GST shall not be counted twice. No input tax credit is assumed unless uniformly confirmed and published before bidding. Submit GST percentage and charge mechanism only in Annexure 24 with the Technical Bid; disclose prices and GST amounts only in the GeM financial section. A populated Annexure 15 containing prices shall not be uploaded with the Technical Bid.**
- No garage charge, mobilisation charge, local driver food/allowance, waiting charge within the package hours, administrative charge or any other unauthorised/additional charge shall be separately payable. Approved excess duty is payable only at the accepted extra-hour rate; approved outstation night/driver-halt is payable only at the quoted rate; and toll/parking/airport/entry/interstate permit charges are admissible only where expressly applicable and supported by verifiable evidence. Prior approval shall be obtained wherever the RFP/contract requires it.
- Base rates and extra-use rates remain firm, except statutory tax changes and the documented minimum-wage/VDA pass-through under Chapter 6 §4. The same adjustment applies during an approved extension.**

Annexure 1
Offer Forwarding / Tender Submission Letter

Tender Reference No.: INVIN/AON/26-27/1009

To,
Invest India,
Block 7 & 9,
Jodhpur Officer Hostel,
Pandara Road,
Central Delhi,
New Delhi-110003

Subject: Bid for Hiring of a Dedicated Fleet of Vehicles with Drivers for Invest India Offices
(Delhi-NCR & Bengaluru)

Dear Sir/Madam,

Having examined the RFP, GeM bid document and corrigenda, we submit our bid and agree to provide the complete services in accordance with the requirements. We confirm that the information furnished is true and complete and that the undersigned is authorised to bind the bidder.

Date: _____

Name of Bidder: _____

Place: _____

Authorised Signatory: _____

Seal:

Designation: _____

Annexure 2

Tender Acceptance & No-Deviation Letter

Tender Reference No.: INVIN/AON/26-27/1009

To,
Invest India,
Block 7 & 9,
Jodhpur Officer Hostel,
Pandara Road,
Central Delhi,
New Delhi-110003

- We have read and understood the complete RFP, GeM bid, GTC/STC/SLA and corrigenda and accept the same without material deviation.
- We confirm that our technical bid does not contain any financial quote.
- We agree to remain bound by the bid for the prescribed validity period.
- We understand that Invest India may verify any credential submitted by us.

Date: _____

Name of Bidder: _____

Place: _____

Authorised Signatory: _____

Seal:

Designation: _____

Annexure 3

Bidder General Information

S.No.	Particular	Bidder Response
1	Legal Name of Bidder	
2	Legal Constitution	
3	Date of Incorporation/Registration	
4	Registered Office Address	
5	Corporate/Operational Office Address	
6	Delhi-NCR Office Address	
7	Bengaluru Support Office/Arrangement	
8	PAN	
9	GSTIN	
10	GeM Seller ID	
11	Contact Person / SPOC	Name / designation / mobile / email
12	Years in Taxi/Cab/Transport Business	
13	Average Annual Turnover (FY22-23 to FY24-25)	
14	Net Worth as on 31 March 2025	
15	Dedicated/Toll-free Helpline	

Date: _____

Name of Bidder: _____

Place: _____

Authorised Signatory: _____

Designation: _____

Seal:

Annexure 4
Similar Experience Details

S.No.	Client	Scope / Fleet Size	Contract Period	Contract Value	Status	Supporting Document Page
1						
2						
3						
4						

Attach work order/contract and completion/performance certificate or running-contract/payment evidence for each cited assignment.

Date: _____

Name of Bidder: _____

Place: _____

Authorised Signatory: _____

Seal:

Designation: _____

Annexure 5

Fleet Strength and Vehicle Availability

Tender Reference No.: INVIN/AON/26-27/1009

S.No .	Registration No.	Make/Model	Year	Fuel	Ownership / Lease / Attachment	Commercial RC Validity	Proposed for Deployment ?
1							
2							
3							
...							

Bidder may attach a spreadsheet/list with the same fields for the complete fleet. RC copies and applicable ownership/lease/attachment evidence shall be enclosed.

Date: _____

Name of Bidder: _____

Place: _____

Authorised Signatory: _____

Seal:

Designation: _____

Annexure 6
Driver and Coordinator Deployment Undertaking

Tender Reference No.: INVIN/AON/26-27/1009

To,
Invest India,
Block 7 & 9,
Jodhpur Officer Hostel,
Pandara Road,
Central Delhi,
New Delhi-110003

We undertake that, before commencement, we shall deploy 26 dedicated eligible drivers, maintain adequate police-verified substitutes, and provide at least two dedicated coordinators/supervisors at Invest India's designated Delhi-NCR premises at no additional cost. All drivers shall meet the experience, licence, police verification, medical/eye-test, uniform, conduct and statutory requirements of the RFP.

We further undertake to comply with minimum wages, EPF/ESI and all applicable labour laws and to furnish evidence when required.

Date: _____

Name of Bidder: _____

Place: _____

Authorised Signatory: _____

Seal:

Designation: _____

Annexure 7

Local Presence and Service Support Details

Tender Reference No.: INVIN/AON/26-27/1009

Location	Office / Support Address	Contact Person	Phone	Email	24x7 Support Arrangement
Delhi-NCR					
Bengaluru					

Attach address proof and operational support evidence.

Date: _____

Name of Bidder: _____

Place: _____

Authorised Signatory: _____

Seal:

Designation: _____

Annexure 8

Non-Blacklisting / Debarment Declaration

Tender Reference No.: INVIN/AON/26-27/1009

To,
Invest India,
Block 7 & 9,
Jodhpur Officer Hostel,
Pandara Road,
Central Delhi,
New Delhi-110003

We hereby declare that the bidder is not presently blacklisted, debarred, banned or suspended from participating in procurement/tendering by any Central/State Government Department, PSU, statutory/autonomous body or Government organisation as on the bid submission date. We undertake to promptly disclose any change in this status until award and during the contract.

Date: _____

Name of Bidder: _____

Place: _____

Authorised Signatory: _____

Seal:

Designation: _____

Annexure 9

Undertaking regarding Restrictions relating to Land Border

Tender Reference No.: INVIN/AON/26-27/1009

To,
Invest India,
Block 7 & 9,
Jodhpur Officer Hostel,
Pandara Road,
Central Delhi,
New Delhi-110003

The bidder shall submit the declaration/registration requirements applicable under Rule 144(xi) of the General Financial Rules and prevailing Government of India orders concerning bidders from countries sharing a land border with India, in the format prescribed/accepted on GeM.

We certify that we fulfil the applicable requirements and are eligible to be considered for this procurement.

Date: _____

Name of Bidder: _____

Place: _____

Authorised Signatory: _____

Seal:

Designation: _____

Annexure 10
Conflict of Interest / Relationship Declaration

Tender Reference No.: INVIN/AON/26-27/1009

To,
Invest India,
Block 7 & 9,
Jodhpur Officer Hostel,
Pandara Road,
Central Delhi,
New Delhi-110003

The bidder shall disclose any actual or potential conflict of interest and any relationship of its directors/partners/proprietor/key personnel with Invest India personnel that may reasonably be perceived to affect the procurement process.

Disclosure	Details
No conflict/relationship to disclose	
If any, complete details	

Date: _____

Name of Bidder: _____

Place: _____

Authorised Signatory: _____

Seal:

Designation: _____

Annexure 11
Escalation Matrix

Tender Reference No.: INVIN/AON/26-27/1009

Level	Name	Designation	Mobile	Email	Response Role
L1					Day-to-day operations
L2					Operational escalation
L3					Senior management
L4					CEO/Director level

Date: _____

Name of Bidder: _____

Place: _____

Authorised Signatory: _____

Seal:

Designation: _____

Annexure 12
Technical Compliance Statement

Tender Reference No.: INVIN/AON/26-27/1009

S.No.	Requirement	Comply (Yes/No) & Reference
1	Fleet quantity and locations - 25 Sedans + 1 MUV	
2	Vehicle model year on/after 01-Jan-2026	
3	Sedan odometer ≤10,000 km; MUV ≤20,000 km at deployment	
4	Commercial registration, insurance, permits, PUC, fitness	
5	A/C, safety equipment, GPS with panic button	
6	Usage package - 26 days/month, 12 hrs/day	
7	Sedan 2,500 km/month; MUV 3,000 km/month	
8	Police-verified drivers with minimum 3 years' experience	
9	At least two dedicated coordinators/supervisors	
10	GPS portal access, log sheets and daily MIS	
11	60-minute same/higher category breakdown replacement	
12	SLA and service-level deduction schedule accepted	
13	36-month contract and extension provisions accepted	
14	Payment/invoice and 3% Performance Security accepted	
15	Odometer images with every monthly invoice and reconciliation of Driver Log, Odometer Reading/Images and GPS data before billing	
16	Daily cleanliness and deep/dry cleaning of every deployed vehicle at least twice per calendar month, with records	
17	Driver uniform, route knowledge, valid licence, police/background verification, training and professional-conduct requirements	
18	Operating app/portal/dashboard providing real-time vehicle availability/status, GPS and booking/allocation status	
19	Valid vehicle statutory documents maintained and produced on request; prescribed safety/emergency equipment available	

S.No.	Requirement	Comply (Yes/No) & Reference
20	Documented accident/breakdown/medical-emergency SOP, dedicated SPOC and escalation matrix	
21	No unauthorised/additional charges; extras/reimbursements only as per accepted rates, evidence and required approvals	
22	Monthly MIS/performance report, audit/inspection rights, confidentiality/data-protection and no unauthorised vehicle/driver substitution	
23	Vehicle replacement before five years or 2,00,000 km, whichever earlier; MUV garage km up to 30 km/day non-chargeable	
24	English oral and written proficiency verified in driver dossiers; at least 50% of deployed drivers qualify	

Date: _____

Name of Bidder: _____

Place: _____

Authorised Signatory: _____

Seal:

Designation: _____

Annexure 13
SLA & Service-Level Deduction Acceptance

Tender Reference No.: INVIN/AON/26-27/1009

To,
Invest India,
Block 7 & 9,
Jodhpur Officer Hostel,
Pandara Road,
Central Delhi,
New Delhi-110003

We have read and unconditionally accept the complete SLA, liquidated damages and service-level deductions (genuine pre-estimate of loss) in Chapter 4 and the Driver Performance Rating and Replacement Mechanism in Annexure 22. Remedies are subject to the applicable cap, process and no-double-recovery provisions.

Date: _____

Name of Bidder: _____

Place: _____

Authorised Signatory: _____

Seal:

Designation: _____

Annexure 14

Performance Security / PBG Format

Tender Reference No.: INVIN/AON/26-27/1009

(Form of Bank Guarantee for Performance Security (On Non-Judicial Stamp Paper of Rs. 100 minimum or as per the stamp act of Local State Government.)

BG No.

Date: DD/MM/YYYY

1. In consideration of you, Invest India, Block 7 & 9, Jodhpur Officer Hostel, Pandara Road, Central Delhi, New Delhi-110003 (hereinafter referred to as the "Authority", which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors and assigns), having entered into an Agreement dated _____ with (hereinafter referred to as "Service Provider", which expression shall, unless repugnant to the subject or context thereof, include its successors and assigns), for appointment as **Service Provider for providing dedicated taxi/cab fleet services to Invest India**, and in terms of the said Agreement and all other related documents, including without limitation the bid/tender document, GeM Contract, Service Level Agreement, scope of work, specifications and other contractual documents (hereinafter collectively referred to as the "Contract Documents"), we, _____, having our registered office at _____ and one of our branches at _____ (hereinafter referred to as the "Bank"), at the request of Service Provider and in accordance with the relevant provisions of the Contract Documents, do hereby irrevocably, unconditionally and without reservation guarantee the due and faithful performance, fulfilment and compliance by Service Provider of all its obligations under the Contract Documents, including deployment and availability of the required vehicles, drivers and associated services in accordance with the prescribed service levels, and unconditionally and irrevocably undertake to pay forthwith to the Authority, as our primary obligation and without any demur, reservation, recourse, contest or protest and without reference to Service Provider, a sum not exceeding Rs. (being% of the total contract value) (hereinafter referred to as the "Guarantee Amount"), upon the failure or breach by Service Provider to perform, fulfil or comply with any of its obligations under the Contract Documents.

2. Any written demand made by the Authority stating that Service Provider has committed a default in the due and faithful performance, fulfilment and compliance with the terms and conditions of the Contract Documents shall be final, conclusive and binding on the Bank. The Bank hereby agrees that the Authority shall be the sole and exclusive judge of whether Service Provider is in default of its obligations under the Contract Documents, and the determination of the Authority in this regard shall be final and binding on the Bank, notwithstanding the existence of any difference, dispute or proceedings between the Authority and Service Provider pending before any court, tribunal, arbitrator or other authority.

3. We, the Bank, hereby irrevocably and unconditionally undertake to pay to the Authority, without any demur, reservation, recourse, contest or protest and without any reference to Service Provider or any other person, any amount or amounts demanded by the Authority under this Guarantee, merely upon receipt of the first written demand from the Authority stating that such amount is due and payable by reason of the failure or breach by Service Provider to duly perform, fulfil or comply with any of the terms and conditions of the Contract Documents, irrespective of whether such claim is disputed by Service Provider or is the subject matter of any proceedings before any court, tribunal, arbitrator or other authority. Any such demand made by the Authority shall be final, conclusive and binding on the Bank as regards the amount due and payable under this Guarantee. Provided, however, that the Bank's total liability under this Guarantee shall not exceed Rs. (.....).

4. This Guarantee shall be irrevocable and shall remain in full force and effect up to _____ (DD/MM/YYYY) ("Validity Date"). The claim period shall be up to The Guarantee may be extended for such further period as may be required by the Authority in accordance with the Contract Documents and agreed to by the Bank, and shall remain enforceable until all amounts payable under this Guarantee have been paid.

5. This Guarantee shall not be affected by any change in the constitution, ownership or management, or by the insolvency, liquidation or winding up of Service Provider or the Bank, or by any absorption, merger or amalgamation of Service Provider or the Bank with or into any other person.

6. In order to give full effect to this Guarantee, the Authority shall be entitled to treat the Bank as the principal debtor. The Authority shall have full and unfettered liberty, without in any manner affecting the liability of the Bank under this Guarantee, from time to time to vary, amend or modify any of the terms and conditions of the Contract Documents, including the scope, deployment requirements, service levels, contract period or time for performance or compliance by Service Provider with any of its obligations thereunder, or to postpone, enforce or forbear from enforcing, at its discretion, any of the rights or remedies available to it against Service Provider or any security furnished by Service Provider. The Bank agrees that it shall not be discharged or released from its liability under this Guarantee by reason of any such variation, amendment, modification, extension of time, forbearance, indulgence, act or omission on the part of the Authority, or by any change in the constitution of the Authority, or its absorption, merger or amalgamation with any other person, or by any other circumstance whatsoever which, under the law relating to sureties, might otherwise operate to discharge the Bank from such liability.

7. Any notice, request, demand or other communication under this Guarantee shall be deemed to have been validly given if delivered by hand, or sent by registered post, speed post or courier, or transmitted by official email followed by a hard copy, to the Bank at the address and contact details set forth herein.

8. We undertake to make the payment on receipt of your notice of claim on us addressed to _Branch Name..... City..... Pin Code.... Email ID..... and delivered at our above branch, which shall be deemed to have been duly authorized to receive the said notice of claim.

9. It shall not be necessary for the Authority to proceed against Service Provider before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank, notwithstanding any other security which the Authority may have obtained from Service Provider or any other person and which shall, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealized.

10. We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of the Authority in writing.

11. The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, and the undersigned is duly authorized and has full power to execute this Guarantee for and on behalf of the Bank.

12. This Guarantee shall be governed and construed in accordance with the laws of India.

13. This Guarantee is non-assignable and non-transferable.

Notwithstanding anything contained hereinabove -

i) Our liability under this Bank Guarantee shall not exceed (.....).

ii) This Bank Guarantee is valid up to The claim period shall be up to

iii) We are liable to pay the Guarantee Amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before

Dated _____ day of _____, _____ (year).

Signature of the Guarantee Issuing Bank
Name & Designation
(Official Seal)

Notes:

- a. The Bank Guarantee should contain the name, designation and code number of the officer(s) signing the Guarantee.
- b. The address, telephone number and other details of the Head Office of the Bank as well as of issuing Branch should be mentioned on the covering letter of issuing branch.

Annexure 15
Financial Bid Format

Tender Reference No.: INVIN/AON/26-27/1009

Item	Description / Location	Qty	Package	Monthly unit rate (₹)	Monthly amount (₹)	GST rate / charge basis	36-month buyer cost (₹)
A1	Dedicated Sedan - Delhi-NCR	24	26 days; 12 hrs/day; 2,500 km/month				(Monthly amount + applicable GST) × 36
A2	Dedicated Sedan - Bengaluru	1	26 days; 12 hrs/day; 2,500 km/month				(Monthly amount + applicable GST) × 36
A3	Dedicated MUV - Delhi-NCR	1	26 days; 12 hrs/day; 3,000 km/month				(Monthly amount + applicable GST) × 36

Evaluation: A1–A3 = quantity × monthly unit rate × 36. 5% on items taxable under RCM, or supplier-charged GST at the applicable rate on forward-charge items, without double counting. The GeM financial bid shall implement this same published basis.

Item	Extra-use component	Category	Unit	Quoted rate before GST (₹); specify GST rate and charge basis
B1	Extra kilometre	Sedan	Per km	
B2	Extra duty hour	Sedan	Per hour	
B3	Outstation night / driver halt	Sedan	Per night	
B4	Extra kilometre	MUV	Per km	
B5	Extra duty hour	MUV	Per hour	
B6	Outstation night / driver halt	MUV	Per night	

B1–B6 remain binding for approved actual extras. State the GST rate and forward-charge/RCM treatment for each line. For RCM, show buyer-borne GST at 5% separately; for forward charge, show supplier GST at the applicable rate. Toll, parking and entry tax are reimbursable at actuals against evidence and excluded from evaluated price.

Important: Annexure 15 is a financial reference schedule and shall not be uploaded in the Technical Bid with rates or amounts. Enter/upload prices and GST amounts only in the GeM financial section. Upload only the signed price-free Annexure 24 in the Technical Bid for item-wise GST percentage and charge mechanism.

कृपया अपना वित्तीय (Financial) कोटेशन तकनीकी निविदा (Technical Tender) के साथ जमा न करें। अन्यथा आपका बोली-पत्र (Bid) विचारार्थ स्वीकार नहीं किया जाएगा।

Annexure 16
Pre-Bid Query Format

Tender Reference No.: INVIN/AON/26-27/1009

Bidders shall submit pre-bid queries only within the timeline prescribed on GeM. Each query shall refer to one specific RFP clause. The same format may be continued on additional sheets, if required. Queries shall not contain any financial quotation.

S.No.	RFP Section / Clause	Page No.	Bidder Query / Clarification Required	Invest India Response / Corrigendum Reference
1				
2				
3				
4				
5				
6				

Annexure 17

Confidentiality and Data Privacy Undertaking

Tender Reference No.: INVIN/AON/26-27/1009

We undertake to keep confidential all information concerning Invest India officials, guests, routes, travel schedules, contact information, GPS/location data, access passes, documents and other non-public information obtained during the procurement or contract. Such information shall be used solely for contract performance, shared only with personnel who need it for the service, protected against unauthorised access, and returned/deleted as directed upon expiry/termination, subject to legal record-retention obligations.

Authorised Signatory: _____ Date: _____

Annexure 18
Bid Submission Checklist

Tender Reference No.: INVIN/AON/26-27/1009

S. No.	Document / Requirement	Status
1	GeM seller/service-provider registration details	Mandatory
2	Certificate of Incorporation/Registration / Partnership Deed / Proprietorship proof	Mandatory
3	PAN and GST Registration	Mandatory, as applicable
4	Authorisation/Power of Attorney for signatory	Mandatory
5	Offer Forwarding Letter - Annexure 1	Mandatory
6	Tender Acceptance & No-Deviation - Annexure 2	Mandatory
7	Bidder General Information - Annexure 3	Mandatory
8	Relevant business experience proof (minimum 3 years)	Mandatory
9	Similar Work Experience schedule and work orders/contracts/certificates - Annexure 4	Mandatory
10	CA/Statutory Auditor turnover certificate with UDIN + audited statements	Mandatory unless exempt under applicable GeM provision
11	Positive net worth certificate with UDIN	Mandatory
12	Fleet list and RC/ownership/lease/attachment evidence - Annexure 5	Mandatory
13	Driver & Coordinator deployment undertaking - Annexure 6	Mandatory
14	Delhi-NCR office proof and Bengaluru support arrangement - Annexure 7	Mandatory
15	24x7 helpline and Escalation Matrix - Annexure 11	Mandatory
16	Non-Blacklisting Declaration - Annexure 8	Mandatory
17	Land Border Restriction Undertaking - Annexure 9	Mandatory, as applicable
18	Conflict of Interest / Relationship Declaration - Annexure 10	Mandatory
19	Technical Compliance Statement - Annexure 12	Mandatory
20	SLA & Service-Level Deduction Acceptance - Annexure 13	Mandatory
21	Relevant taxi/transport operator registrations/licences	Mandatory, as applicable
22	Recent EPF/ESI/statutory compliance evidence or valid undertaking	Mandatory, as applicable
23	Bid Security / EMD undertaking - Annexure 21, along with EMD proof or valid exemption documents, as applicable	Mandatory / As per GeM Bid
24	MSE/Udyam/DPIIT certificate, if claiming benefits/exemption	If applicable
25	Any Make in India/local content declaration required by GeM for the service category	If applicable through GeM
26	RFP/GeM bid and corrigenda acceptance	Mandatory
27	Confidentiality and Data Privacy Undertaking - Annexure 17	Mandatory

S. No.	Document / Requirement	Status
28	Technical Evaluation Self-Scoring & Evidence Matrix - Annexure 19, with page references to supporting evidence	Mandatory
29	Integrity Pact / Integrity and Ethics Undertaking - Annexure 20, duly executed as prescribed	Mandatory
30	No financial price disclosed in Technical Bid	Mandatory
31	Financial rates entered in GeM financial section including all mandatory extra rates	Mandatory
32	All uploaded documents legible, signed and page-referenced	Mandatory
33	Any other certificate/declaration specifically required in GeM Bid/ATC	Mandatory, if specified
34	Signed price-free item-wise GST declaration for A1-A3 and B1-B6 — Annexure 24; no prices or amounts	Mandatory in Technical Bid

Bidder may use this checklist as the first page of its technical bid and mention the corresponding uploaded document/page number against each item.

Annexure 19

Technical Evaluation Self-Scoring & Evidence Matrix

Tender Reference No.: INVIN/AON/26-27/1009

The bidder shall complete this matrix and quote exact page/file references of the Technical Bid. The bidder's self-score is indicative only; marks determined by the Invest India Evaluation Committee in accordance with Chapter 5 shall be final for bid evaluation, subject to applicable GeM provisions.

S.No.	Criterion	Maximum Marks	Bidder Data / Claim	Evidence File & Page Reference	Bidder Self-Score
1	Average Annual Turnover	15			
2	Commercial Fleet Strength / Replacement Capacity	20			
3	Similar Contract Experience - Value and Scale	25			
4	Driver Strength and Statutory Deployment Capacity	10			
5	Technology, GPS, MIS and Service-Control Capability	10			
6	Operations Team / SPOC & Account Management	10			
7	Local Operational Readiness, Backup & Mobilisation Plan	10			
	TOTAL	100			

Declaration: We certify that the above claims are fully supported by documents uploaded with our Technical Bid and understand that unsupported or materially incorrect claims may receive zero marks and may attract action under the RFP/GeM conditions.

Name of Bidder: _____ Authorised Signatory:

Name & Designation: _____ Date: _____ Seal:

Annexure 20

INTEGRITY PACT

(To be executed on Non-Judicial Stamp Paper of ₹100/- or such value as may be applicable under the relevant State Stamp Act, and duly notarised, if required)

INTEGRITY AND ETHICS UNDERTAKING

This Integrity Pact is executed by _____, having its registered/office address at _____ (hereinafter referred to as the **“Bidder”**, which expression shall, unless repugnant to the context, include its successors and permitted assigns), in connection with the RFP for **Hiring of a Dedicated Fleet of Vehicles with Drivers for Invest India Offices**.

The Bidder hereby undertakes that, prior to, during and subsequent to the bidding process and throughout the currency of any contract arising therefrom, it shall act honestly, fairly, transparently and in good faith and shall maintain the highest standards of integrity and ethical conduct.

The Bidder further undertakes:

1. Prevention of Corrupt Practices

The Bidder shall not, directly or indirectly, offer, promise, give, solicit or accept any undue benefit, consideration, gratification or advantage, whether financial or otherwise, for securing any improper advantage in the bidding process, award of contract, execution of contract or any matter connected therewith.

2. Fair and Transparent Participation

The Bidder shall not adopt any unfair means, collusive practice, fraudulent practice, coercive practice, cartelisation, bid-rigging, misrepresentation, concealment of material facts or any other practice that may adversely affect fair competition or transparency in the procurement process.

3. Conduct of Employees and Representatives

The Bidder shall ensure that its directors, partners, employees, agents, authorised representatives, drivers, coordinators, subcontractors, associates and any other person acting on its behalf comply with the principles and obligations contained in this Integrity Pact.

4. Conflict of Interest

The Bidder shall disclose any actual or potential conflict of interest that may influence or appear to influence the bidding process or performance of the contract and shall promptly disclose any such conflict arising subsequently.

5. Accuracy of Information

The Bidder shall ensure that all information, declarations, certificates, records and documents submitted in connection with the bid or contract are true, complete and authentic. Any material misrepresentation, forged document or concealment of material information shall constitute a breach of this Integrity Pact.

6. Confidentiality and Improper Influence

The Bidder shall not seek to obtain confidential or unpublished information relating to the procurement process through improper means, nor shall it attempt to influence any official, employee, committee member, consultant or representative of Invest India in relation to the evaluation, award or administration of the contract.

7. Obligations of Invest India

Invest India shall endeavour to conduct the procurement process in a fair, transparent and non-discriminatory manner and shall provide equal access to bid-related information to all bidders in accordance with the RFP, GeM provisions and applicable procurement rules.

8. Breach and Consequences

In the event of any breach of this Integrity Pact by the Bidder or any person acting on its behalf, Invest India may, subject to applicable law, GeM provisions, contractual terms and due process, take one or more of the following actions:

- a. reject the bid or terminate pre-contract discussions/negotiations;
- b. cancel the Letter of Award/Contract, where applicable;
- c. invoke or forfeit the Earnest Money Deposit/Bid Security, Performance Security or other security, to the extent permissible;
- d. recover losses, damages, additional costs or other amounts recoverable under the contract;

- e. initiate debarment/blacklisting proceedings in accordance with applicable Government of India/GeM rules and prescribed procedure;
- f. terminate any other contract with the Bidder where such action is permissible under the applicable contractual and legal framework; and/or
- g. initiate or refer the matter for appropriate civil, criminal, administrative or other proceedings under applicable law.

9. No Automatic Debarment Period

Any debarment or blacklisting shall be undertaken only in accordance with the applicable Government of India/GeM guidelines, after following the prescribed procedure and principles of natural justice.

10. Survival

The obligations relating to integrity, confidentiality, fraud, misrepresentation and unlawful conduct shall survive completion, expiry or termination of the contract to the extent applicable.

The Bidder confirms that it has read, understood and accepted the provisions of this Integrity Pact and agrees to be bound by the same.

For and on behalf of the Bidder

Name of Bidder: _____

Name of Authorised Signatory: _____

Designation: _____

Address: _____

Date: _____

Place: _____

Signature of Authorised Signatory with Seal

Annexure 21

Bid Security/ EMD

Bidder shall submit EMD of ₹11,44,800/- (Rupees Eleven Lakh Forty-Four Thousand Eight Hundred only), through the mode specified in the GeM Bid. Exemptions apply only as permitted by applicable Government/GeM provisions, against valid evidence. The GeM Bid shall specify this same amount before publication. Valid exemption

documents/Bid Security Declaration, where required by GeM, shall accompany the bid.

Bank	Beneficiary name	Account number	IFSC
HDFC Bank	INVEST INDIA	50100613497318	HDFC0001358

ANNEXURE 22

Driver Performance Rating and Replacement Mechanism

Invest India may evaluate the performance of each deployed driver on a periodic basis, including through feedback received from authorised users and the Administration team. The performance of each driver shall be assessed on a **five-star scale (1 to 5 stars)** against the following parameters:

S. No.	Parameter	Maximum Rating
1	Punctuality and timely reporting	1.0 Star
2	Safe driving and adherence to traffic rules	1.0 Star
3	Behaviour, courtesy and professional conduct	1.0 Star
4	Vehicle cleanliness, readiness and availability of prescribed amenities	1.0 Star
5	Route knowledge, responsiveness and compliance with official instructions	1.0 Star
	Total	5.0 Stars

For each parameter, the assessing user/official may award **0, 0.5 or 1.0 star**. The overall rating of a driver shall be calculated as the average of valid feedback received during the relevant assessment period.

The following performance and action matrix shall apply:

Average Rating	Performance Category	Action
5.00 to 4.50	Excellent	No action
Below 4.50 to 4.00	Very Good	No action
Below 4.00 to 3.50	Satisfactory	Continue deployment; performance may be monitored
Below 3.50 to 3.00	Below Satisfactory	Driver shall be replaced within 3 working days from the date of intimation by Invest India
Below 3.00	Unsatisfactory / Serious Concern	Invest India may require immediate replacement, ordinarily within 24 hours

A driver whose average performance rating falls below **3.50 stars out of 5.00** shall be replaced by the Service Provider without any additional cost to Invest India. The replacement driver shall meet all qualification, experience, licence, police verification, medical fitness and other requirements prescribed under the RFP.

A single isolated low rating shall ordinarily not, by itself, result in mandatory replacement unless the feedback relates to a serious incident. Invest India may, however, require withdrawal/replacement of a driver who is repeatedly found unsuitable due to poor conduct, repeated late reporting, unsafe/rash driving, substantiated complaints, non-compliance with instructions/RFP requirements, confidentiality breach or statutory/verification deficiency. Immediate withdrawal/replacement may be directed irrespective of average rating in cases involving intoxication, harassment, theft, serious misconduct, violation of law or any other material safety/security breach.

Failure to replace a driver within the prescribed timeline, or re-deployment of a withdrawn driver, attracts the deductions specified in Chapter 4 §13, which is the single authoritative schedule.

The recovery cap, computed pre-cap breach test, factual representation procedure and no-double-recovery rule in Chapter 4 §13 apply to all driver-performance deductions.

ANNEXURE 23

**AGREEMENT FOR HIRING OF A DEDICATED
FLEET
OF VEHICLES WITH DRIVERS**

(Delhi-NCR & Bengaluru)

THREE-YEAR SERVICES AGREEMENT

Between
INVEST INDIA
and
[NAME OF SERVICE PROVIDER]

CONTRACT PARTICULARS

Particular	Details
Contract / GeM No.	
RFP Reference	INVIN/AON/26-27/1009
Effective / Execution Date	
Service Commencement Date	
Base Contract Term	36 months from Service Commencement Date
Optional Extension	Up to 12 months, only by written approval and subject to GeM / applicable procurement provisions
Service Provider	
Registered Address	
GSTIN / PAN / GeM Seller ID	
Performance Security	3% of total contract value, valid through the contract period plus at least 60 days claim period or as mandated by GeM
Invest India Contract Manager	Head-Administration / Corporate Services
Service Provider Contract Manager	

SERVICES AGREEMENT

This Services Agreement ("Agreement") is made on at New Delhi, by and between:

INVEST INDIA, a Section 8 not-for-profit company under the aegis of the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Government of India, having its office at Block 7 & 9, Jodhpur Officer Hostel, Pandara Road, Central Delhi, New Delhi - 110003 (hereinafter referred to as "Invest India" or the "Authority", which expression shall, unless repugnant to the context, include its successors and permitted assigns);

AND

[LEGAL NAME OF SERVICE PROVIDER], a [company/LLP/partnership/proprietorship] incorporated/registered under the laws of India, having its registered office at, PAN....., GSTIN....., (hereinafter referred to as the "Service Provider", which expression shall, unless repugnant to the context, include its successors and permitted assigns).

Invest India and the Service Provider are individually a "Party" and together the "Parties".

RECITALS

- A.** Invest India requires reliable, safe, punctual and responsive official transport support in Delhi-NCR and Bengaluru, including local and approved outstation movement of officials, leadership and authorised guests.
- B.** Invest India issued the above RFP through the Government e-Marketplace ("GeM") for a dedicated fleet of vehicles with drivers and associated fleet-management services.
- C.** The Service Provider submitted its bid and has been selected pursuant to the applicable procurement process and GeM award.
- D.** The Parties now wish to record the detailed commercial, operational, legal, compliance and service-level terms governing the Services.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the Parties agree as follows:

1. Definitions and Interpretation

Defined Term	Meaning
Applicable Law	all laws, statutes, rules, regulations, codes, notifications, orders, directions, permits and binding governmental requirements applicable from time to time, including transport, labour, social-security, tax, data-protection, safety and public-procurement requirements.
Authorised User	an Invest India official, employee, officer, consultant, delegate, guest, visitor or other person authorised by Invest India to use a Vehicle.
Business Day	a day on which Invest India's relevant office is ordinarily open for business, excluding notified holidays, unless the context is a service day under the roster.
Contract Documents	the GeM contract/order; GeM GTC/STC/SLA and applicable category terms; RFP and Buyer Added ATC; corrigenda; accepted technical and financial bid; this Agreement and Schedules; award/work order; written amendments/change orders; and approved clarifications.
Dedicated Vehicle	a Vehicle allocated exclusively to Invest India during the agreed deployment/roster and not used for any unauthorised personal or commercial purpose.
Driver	a police-verified, medically fit and duly licensed driver deployed by the Service Provider for the Services.
Fleet	the Dedicated Vehicles and approved substitutes/replacements deployed under this Agreement.
Monthly Fixed Charge	the accepted per-vehicle monthly package rate for the relevant category/location, excluding admissible extras/reimbursements and taxes handled separately under law.
Service Levels	the standards in this Agreement and Schedule 4.
Services	the vehicle hiring, driver, fuel/energy, coordination, GPS/MIS, maintenance, replacement, support and related obligations described in the Contract Documents.
Serious Incident	an event involving unsafe/rash driving, accident causing injury, intoxication, theft, harassment, abusive or inappropriate behaviour, violence, refusal of duty, unauthorised disclosure, serious privacy/security breach, or material violation of law.

1.2 Headings are for convenience only. Singular includes plural and vice versa; references to a law include amendments, replacements and subordinate legislation. "Including" means "including without limitation".

1.3 Any approval, acceptance, inspection or certification by Invest India does not relieve the Service Provider of its responsibility for full compliance.

2. Contract Documents, Governance and Order of Precedence

2.1 The procurement and performance of this Agreement shall remain subject to the applicable GeM framework and public-procurement requirements.

2.2 **Mandatory applicable GeM terms and the GeM-generated contract/order shall prevail. Subject to them, after award the executed Agreement shall prevail on matters it expressly covers, provided it faithfully records the published RFP/corrigenda and accepted bid and introduces no unauthorised material change. For matters not expressly covered, the RFP/Buyer Added ATC, as amended by pre-bid-close corrigenda, shall apply. The accepted Financial Bid governs accepted prices/rates; the accepted Technical Bid governs accepted technical commitments. The reference to the RFP in this hierarchy excludes Annexure 23 itself, avoiding self-precedence. Any later lawful amendment shall prevail only for matters it expressly modifies through the authorised GeM/procurement process.**

2.3 No term in a Service Provider quotation, invoice, portal note or other unilateral document shall amend the Contract unless expressly accepted in writing by Invest India through an authorised process.

3. Term, Commencement and Mobilisation

3.1 The base term is thirty-six (36) months from the Service Commencement Date stated in the GeM contract/work order, unless terminated earlier under the Contract.

3.2 Subject to satisfactory performance, continuing requirement, budget/administrative approval, mutual written agreement and applicable GeM provisions, Invest India may extend the Services for up to twelve (12) additional months on the same rates, terms and conditions unless a lawful written variation is approved.

3.3 The Service Provider shall complete mobilisation, vehicle inspection, driver dossier submission, GPS activation, coordinator deployment and all statutory documentation before service commencement.

3.4 Time is material in relation to mobilisation, reporting, replacement, complaint handling and transition obligations.

4. Scope of Services and Fleet Configuration

The Service Provider shall provide a fully managed dedicated fleet as follows:

Category	Fuel / Drivetrain	Illustrative Model	Qty	Location
Sedan	CNG / Petrol / Diesel / Hybrid / Electric where operationally suitable	Maruti Dzire / Maruti Ciaz / Honda City or equivalent/higher	24	Delhi-NCR
Sedan	CNG / Petrol / Diesel / Hybrid / Electric where operationally suitable	Maruti Dzire / Maruti Ciaz / Honda City or equivalent/higher	1	Bengaluru
MUV	Petrol / Diesel / Hybrid; suitable equivalent EV may be accepted	Toyota Innova Crysta or equivalent/higher	1	Delhi-NCR

4.2 The Service Provider is responsible for drivers, fuel/CNG/charging, supervisors/coordinators, GPS/portal access, maintenance, cleaning, statutory permits, insurance, consumables, helpline, replacement capacity and every other input required to deliver the Services, except items expressly reimbursable under this Agreement.

4.3 Vehicle makes/models are illustrative. Any equivalent or higher model requires Invest India's acceptance and must meet or exceed the minimum specifications.

4.4 Invest India may increase or decrease quantities by up to twenty-five percent (25%) under the applicable GeM option/variation provision at accepted pro-rata rates, subject to lawful approval.

5. Vehicle Eligibility, Condition and Maintenance

5.1 **All Vehicles shall be manufactured on or after 1 January 2026. At initial deployment, a sedan shall not exceed 10,000 km and the MUV shall not exceed 20,000 km on the odometer, unless**

a later written contract amendment lawfully changes these thresholds. Every deployed vehicle, including substitutes and replacements, shall be withdrawn and replaced before reaching five (5) years from manufacture or 2,00,000 km on the odometer, whichever is earlier, at no additional cost. Replacement vehicles shall meet the initial-deployment manufacture-date, odometer, category and other specifications. Vehicle-wise manufacture date and odometer shall be checked monthly and included in MIS; replacement shall be planned without interruption of service.

- 5.2 Each Vehicle shall at all times possess valid and up-to-date commercial registration, fitness certificate, pollution-under-control certificate where applicable, permits/authorisations, road-tax evidence, comprehensive motor insurance, mandatory third-party cover and every other statutory document applicable to its deployment. Vehicle-wise copies shall be maintained and furnished before deployment, on renewal and whenever requested by Invest India.
- 5.3 Vehicles shall be air-conditioned, mechanically sound, clean, hygienic and free of objectionable odour, stains or damage. Boot space shall be available for official use.
- 5.4 Each Vehicle shall carry the statutory safety equipment and contract amenities, including first-aid kit, fire extinguisher, warning triangle/reflective warning device, spare tyre or approved mobility solution, jack and wheel-changing tools, functioning seat belts, airbags/ABS as specified, GPS with panic button where required, drinking water, tissues, puke bags, driver mobile holder and any additional safety/amenity item notified under the Contract.
- 5.5 Preventive maintenance, tyre replacement, lubricants, repairs and all upkeep shall be at the Service Provider's cost and shall not interfere with scheduled deployment. Each Vehicle shall undergo proper deep cleaning/dry cleaning at least twice in each calendar month in addition to daily cleanliness, with records/proof maintained for audit.
- 5.6 A Vehicle failing safety, cleanliness, statutory or mechanical standards may be rejected or withdrawn by Invest India and shall be replaced without additional cost.

6. Deployment Package, Duty Hours and Travel Rules

Parameter	Sedans	MUV
Deployment days	26 days/month, including Saturdays, Sundays and holidays as rostered	26 days/month, including Saturdays, Sundays and holidays as rostered
Duty hours	12 hours/day; approved excess chargeable at accepted extra-hour rate	12 hours/day; approved excess chargeable at accepted extra-hour rate
Monthly distance	Up to 2,500 km/vehicle/month	Up to 3,000 km/vehicle/month
Garage km	Up to 30 km/day, if any, non-chargeable and excluded from package km	Up to 30 km/day, if any, non-chargeable and excluded from package km
Indicative window	Generally 08:30-20:30; other times as officially required	Generally 08:30-20:30; on demand for official requirement
Travel	Local + approved outstation	Local + approved outstation

- 6.2 Local travel means within city limits or up to 50 km one-way, whichever is higher. Outstation travel means outside city limits or more than 50 km one-way, whichever is higher, and requires prior approval by Invest India Administration.
- 6.3 Unused kilometres shall first be cross-adjusted among Vehicles of the same category and may be carried forward to later months up to expiry/approved extension before any extra-km amount becomes payable.
- 6.4 There is no daily minimum or maximum kilometre entitlement. Monthly package utilisation may vary by day.
- 6.5 No Driver or Service Provider representative may demand any payment directly from an Authorised User.

7. Driver Eligibility, Conduct and Continuity

- Each Dedicated Vehicle shall ordinarily have one dedicated Driver holding a valid commercial driving licence and at least three years' driving experience.
- Police/background verification and driving-licence verification must be completed before deployment; no Driver may be deployed first and verified later. Verification records shall be maintained and provided to Invest India before deployment and on request.

- Drivers shall wear a proper, clean and well-maintained prescribed uniform, photo ID and badge throughout duty, carry a functioning mobile phone with active navigation/internet and comply with lawful traffic and safety requirements.
- At least 50% of deployed Drivers shall be able to communicate orally and in writing in English. Delhi-NCR Drivers shall have sound knowledge of Delhi-NCR routes, major Government/office locations, airports, railway stations, business districts and alternative routes; the Bengaluru Driver shall similarly know relevant Bengaluru routes and major locations. Compliance shall be verified before deployment through a short recorded oral interaction and written booking/log-entry exercise conducted by Invest India Administration. At least 13 of the initial 26 drivers, and at least 50% rounded up of any varied deployment, shall meet both requirements. The driver dossier shall contain the assessment record and deployment list; substitutes shall maintain the required proportion. An unverified or unsuccessful driver shall not be counted toward the qualifying proportion and shall be replaced before deployment. Any resulting driver shortfall attracts Chapter 4 §13 row 5; no duplicate deduction shall be imposed for the same event.
- Annual medical check-up and six-monthly eye examination shall be maintained and evidence provided on request. Before deployment and periodically thereafter, Drivers shall receive documented training in defensive driving, road safety, professional conduct, customer service, emergency handling and Invest India/client protocols.
- Alcohol or intoxicant use before/during duty, rash driving, abusive/inappropriate conduct, smoking, unlawful mobile-phone use while driving, theft, harassment, refusal of duty, solicitation of tips/work, unauthorised disclosure and other serious misconduct are prohibited.
- Drivers shall ordinarily remain assigned to the same deployment. Changes/substitutions require prior written intimation to and approval of Invest India except genuine emergencies, in which case immediate notice and prompt documentary regularisation are required. Any substitute Driver shall meet all contractual eligibility and verification requirements.

7.2 The Service Provider shall maintain adequate police-verified substitute Drivers to meet the replacement SLA without disrupting Services.

7.3 Invest India may require withdrawal/replacement of a Driver for a Serious Incident, safety concern, misconduct, confidentiality breach, statutory non-compliance, repeated late reporting, unsafe driving, substantiated complaints, poor conduct or repeated failure to comply with official instructions, without waiting for the periodic rating process where immediate action is warranted.

8. Driver Performance Rating and Replacement Mechanism

Parameter	Maximum Rating
Punctuality and timely reporting	1.0 star
Safe driving and adherence to traffic rules	1.0 star
Behaviour, courtesy and professional conduct	1.0 star
Vehicle cleanliness, readiness and prescribed amenities	1.0 star
Route knowledge, responsiveness and compliance with official instructions	1.0 star
Total	5.0 stars

8.2 For each parameter, the assessing Authorised User/official may award 0, 0.5 or 1.0 star. The overall rating shall be the average of valid feedback received during the assessment period.

Average Rating	Category	Action
4.50-5.00	Excellent	No action
4.00 to <4.50	Very Good	No action
3.50 to <4.00	Satisfactory	Continue; performance may be monitored
<3.50	Below Satisfactory	Replace within 3 working days from Invest India intimation
<3.00	Unsatisfactory / Serious Concern	Immediate replacement may be required; ordinarily within 24 hours

8.4 A single isolated low rating shall ordinarily not by itself trigger mandatory replacement unless linked to a Serious Incident.

8.5 Replacement Driver shall meet every contractual qualification and shall be supplied without additional cost.

8.6 The service deductions for delayed driver replacement and re-deployment of a withdrawn driver shall be those in Chapter 4 & 13, incorporated by reference; no separate or additional deduction schedule applies.

9. Coordinators, Helpline and Escalation

9.1 At least two dedicated coordinators/supervisors shall be deployed at Invest India's designated Delhi-NCR premises at no additional cost. The Service Provider shall also maintain local operational support for the Bengaluru vehicle.

9.2 Coordinators shall manage allocation, reporting, attendance, log sheets, daily MIS, complaint tracking, replacements and escalation.

9.3 A dedicated/toll-free service number, named vendor SPOC and escalation matrix covering booking failures, vehicle/driver issues, complaints, billing discrepancies and emergencies shall be operational throughout the Contract. Response/escalation contacts and timelines shall align with the SLA, and changes shall be notified before they take effect.

10. GPS, Log Sheets, Records and Billing Evidence

- All Vehicles shall have real-time GPS; Invest India Administration shall receive, without additional cost, access to an operating app/portal/dashboard showing real-time vehicle location, vehicle availability/status, assigned Driver details, booking/allocation status and relevant historical trip data. Existing fleet-management platforms providing equivalent functionality are acceptable.
- Daily log sheets shall capture user name/signature, trip details, reporting/release time and opening/closing odometer readings.
- Overwriting, incomplete entries or missing user confirmation may be disallowed for billing unless independently verified.
- **By the next working day, the on-site supervisor shall submit signed log sheets, daily MIS, morning and evening reporting locations, dated opening/closing odometer photographs and photographs of each Vehicle with its Driver. Monthly opening and closing odometer photographs under Clause 15.6 are also required.**
- Driver Log, odometer readings/images and GPS data shall be reconciled and shall ordinarily match. Any discrepancy shall be highlighted and explained with supporting evidence before the related amount is billed. For unresolved billing discrepancies between GPS and manual records, GPS-recorded running distance governs, subject to Invest India's written determination for a documented GPS outage or other verifiable exception.

10.1A Monthly MIS/Performance Report. The Service Provider shall submit a consolidated monthly MIS covering, as applicable, total trips, vehicle utilisation and availability, on-time vehicle/Driver reporting, booking confirmations, cancellations/no-shows, breakdowns/replacements, accidents/incidents, Driver complaints, Vehicle complaints, GPS/log/odometer discrepancies, billing discrepancies, cleaning/dry-cleaning compliance and SLA performance, together with pending issues and action taken.

10.2 Falsification, manipulation or deliberate suppression of GPS/log records constitutes material breach and may trigger recovery, suspension, termination and other remedies.

11. Breakdown, Substitute Vehicles and Service Continuity

11.1 On breakdown during duty, a substitute Vehicle of the same or higher category shall report within sixty (60) minutes, at no additional fixed charge.

11.2 If the substitute does not report within the SLA, Invest India may arrange a market-hired vehicle and recover the documented additional cost from the Service Provider, in addition to applicable service deductions, without duplicate recovery of the same loss.

11.3 An unsafe or unsatisfactory Vehicle shall be withdrawn immediately. Where replacement is required, it shall be provided within the timeline directed by Invest India and in any event within 24 hours unless a shorter safety-critical timeline applies.

11.4 Access/parking passes and Invest India material must be returned immediately when a Vehicle or Driver is withdrawn or replaced.

12. Service Levels

#	Service Parameter	Required Standard	Measurement
1	Vehicle availability	100% of contracted fleet available every deployment day in serviceable condition	Coordinator report vs. contracted count
2	Vehicle reporting time	Vehicle reports at/before scheduled time; 10-minute grace for normal duty unless stricter protocol/booking instruction applies	GPS/log sheet vs. booking
3	Replacement vehicle response time	Same/higher category substitute within 60 minutes, or earlier for a safety/emergency requirement	Incident log and GPS
4	Fuel/charge readiness	Sufficient to complete assigned duty without interruption	Inspection/incident record
5	Driver reporting / availability	Assigned Driver reports with Vehicle at/before scheduled time; police/background-verified substitute within 60 minutes when required	Attendance/coordinator report
6	Cleanliness/condition	Clean, serviceable, amenities stocked daily	Inspection records/photos
7	Documentation/MIS	Daily log/MIS by next working day	Submission records
8	Complaint resolution	Acknowledge within 2 hours; routine resolution within 24 hours	Complaint register
9	GPS uptime	Functional for 100% duty time, excluding evidenced network outages beyond provider control	Portal/data continuity
10	Booking confirmation	Acknowledge and confirm availability/assignment status within 30 minutes during operating window, or shorter timeline stated for an urgent requirement	App/portal/email/helpline record
11	Breakdown response	Acknowledge and initiate support within 10 minutes; replacement remains due within 60 minutes	Incident/helpline/GPS record
12	Emergency escalation	Immediate escalation, not later than 15 minutes from awareness; initial written update within 2 hours and detailed report within 24 hours unless shorter law applies	Escalation log / incident report
13	Coordinator deployment	At least two dedicated Delhi-NCR coordinators/supervisors on every required deployment day, with trained approved relievers for absence	Attendance and deployment roster

13. Service Deductions, Liquidated Damages and Recovery

13.1–13.2 Chapter 4 §13 is the single authoritative service-deduction schedule, including the driver-replacement defaults under Annexure 22 and the booking, breakdown acknowledgement, emergency escalation and coordinator defaults. It is incorporated into this Agreement by reference. There is no separate deduction matrix in this Agreement. Documented replacement costs and other lawful recoveries remain subject to no double recovery for the same loss.

13.3 Aggregate service-level deductions actually recovered for a month shall not exceed 10% of that month's invoice value, excluding GST and reimbursable actuals. All scheduled deductions shall first be computed in full before applying this recovery cap. Computed pre-cap deductions reaching or exceeding 10% for three consecutive months, or 15% in any one month, may constitute material breach after due process and subject to GeM conditions. The unrecovered balance is not automatically carried forward to evade the cap. Separately recoverable documented replacement costs, statutory dues and indemnified losses remain subject to law and no double recovery. The Service Provider may submit a factual representation within three Business Days of deduction notice; the Contract Manager shall record the determination.

13.4 Before final deduction, the Service Provider may submit a written factual representation within three (3) Business Days of notice, except where immediate operational recovery is required. Invest India's Contract Manager shall record the determination for invoice reconciliation.

14. Rates, Extras and Commercial Conditions

14.1 Accepted rates shall be those in the GeM award/accepted Financial Bid and shall remain firm for the base term and any approved extension, except statutory tax changes and the documented minimum-wage/VDA adjustment under Chapter 6 §4.

14.2 No separate fuel, maintenance or overhead escalation is payable. Statutory minimum-wage/VDA and directly linked mandatory employer contributions shall be adjusted only through the approved written amendment/variation order and separately itemised supplementary-bill mechanism in Chapter 6 §4, incorporated by reference.

14.3 Extra kilometre, extra hour and approved outstation-night/driver-halt charges shall be payable only at the accepted rates and only after applying the contractual kilometre adjustments.

14.4 Toll, parking, airport/entry charges and inter-state permit/entry taxes shall be reimbursed only where actually applicable to an approved trip and against original/verifiable evidence, subject to Invest India's audit and any required prior approval. Waiting within package duty hours is included; approved excess duty is payable only at the accepted extra-hour rate.

14.5 No unauthorised/additional charge outside the Contract Documents and accepted Financial Bid is payable merely because it appears on an invoice. Any charge requiring approval shall not be billed unless the required prior approval has been obtained.

15. Invoicing, Certification and Payment

15.1 A consolidated monthly invoice shall be supported by reconciled Driver log sheets, GPS summary, vehicle-wise monthly kilometre statement, clear date-stamped opening and closing odometer images for every billed Vehicle, approved extra-use computation, applicable toll/parking/airport/interstate/entry receipts, monthly MIS, SLA/service-level deduction reconciliation and such statutory compliance evidence as reasonably required. Driver Log, Odometer Reading/Images and GPS data shall be reconciled before billing and any discrepancy shall be highlighted and explained.

15.2 Payment of correct and undisputed monthly bills shall be made within ten (10) calendar days of generation of the Consignee Receipt-cum-Acceptance Certificate (CRAC) and online submission of the bill, in accordance with the applicable GeM payment workflow. Any mandatory GeM payment timeline and delayed-payment/penal-interest provisions shall govern. Internal verification and certification shall be completed within the applicable GeM acceptance timeline and shall not extend or restart the payment period. Statutory and service-level deductions apply. No advance shall be payable.

15.3 No advance is payable.

15.4 If part of an invoice is disputed, Invest India may withhold the disputed portion while processing the undisputed certified portion. The Parties shall reconcile the balance promptly.

15.5 Payment does not constitute acceptance of latent non-compliance, waive audit rights or prevent recovery of amounts later found to have been overpaid, subject to law.

15.6 Odometer Photograph and Monthly Kilometre Verification

The Service Provider shall submit clear, date-stamped photographs of the odometer of each deployed Vehicle as documentary evidence of vehicle-wise kilometre usage. An opening odometer photograph shall be taken at the beginning of each calendar month and a closing photograph at the end of the same calendar month; both photographs shall mandatorily accompany every monthly billing/invoice for that Vehicle, together with the kilometre reconciliation.

The photographs shall clearly display the vehicle registration number or otherwise be mapped to the concerned vehicle through the prescribed MIS, and the odometer reading must be clearly visible and legible. The Service Provider shall ensure that the photographs are genuine, unedited and taken from the actual vehicle deployed under the Contract.

The opening odometer reading for a month shall ordinarily correspond with the previous month's closing odometer reading, subject to authorised maintenance, replacement, workshop movement or any other movement duly recorded and supported by documentary evidence.

The monthly kilometre usage shall be reconciled with:

- opening and closing odometer photographs;
- GPS records;
- daily log sheets;
- trip records; and
- any other supporting records prescribed by Invest India.

In case of any discrepancy between the odometer photographs, GPS records and Driver log sheets, the Service Provider shall specifically highlight the discrepancy in the billing reconciliation and provide a written explanation with supporting evidence before billing the related kilometre amount. Invest India shall be entitled to determine the admissible kilometre usage for billing purposes after reconciliation of the available records.

Failure to submit the opening or closing odometer photograph within the prescribed timeline, submission of unclear or unverifiable photographs, or any suspected manipulation of odometer readings or images may result in withholding of the relevant kilometre claim until verification and may also attract applicable service-level deductions or contractual action.

The opening odometer photograph shall be submitted on the first deployment day of the month and the closing odometer photograph on the last deployment day of the month, preferably before commencement and immediately after completion of duty respectively.

16. Taxes and Statutory Deductions

16.1 The accepted financial schedule shall identify the taxable supplier amount, any supplier-charged GST and any GST payable by Invest India under RCM. For an RCM supply, evaluation includes 5% buyer-borne GST on the taxable quoted value. For forward charge, evaluation includes GST charged by the supplier at the applicable rate. There shall be no double counting; actual tax treatment shall follow law and GeM terms.

16.2 The Service Provider shall issue tax-compliant invoices and provide all information reasonably required for GST/TDS compliance.

16.3 Any tax, interest or service-level deduction imposed on Invest India due solely to the Service Provider's incorrect classification, non-compliance, invalid documentation or failure to discharge its legal obligations shall be reimbursed/indemnified by the Service Provider to the extent legally recoverable.

17. Performance Security

17.1 The Service Provider shall maintain Performance Security equal to three percent (3%) of the total contract value, unless GeM mandates another percentage/format, valid for the entire Contract plus at least sixty (60) days claim period or such longer period as GeM requires.

17.2 The Service Provider shall extend/replenish the Performance Security whenever the Contract is extended, its value is materially increased, or an amount is invoked.

17.3 Invest India may invoke the Performance Security in accordance with the Contract and GeM terms for material default, failure to pay recoverable amounts, abandonment, fraud, persistent SLA failure or other grounds lawfully permitting invocation.

18. Personnel, Labour Codes and Statutory Employment Compliance

18.1 The Service Provider is the sole employer/engager of its Drivers, coordinators and staff and is responsible for recruitment, wages, leave, disciplinary control, social security, welfare and separation. No employment, agency or absorption right against Invest India is created.

18.2 The Service Provider shall comply with the Code on Wages, 2019, Code on Social Security, 2020, Occupational Safety, Health and Working Conditions Code, 2020, Industrial Relations Code, 2020,

applicable rules/schemes/notifications and all State-specific wage and employment requirements, as amended and brought into force.

18.3 Without limiting Clause 18.2, the Service Provider shall ensure timely payment of not less than applicable minimum/floor wages, lawful working hours/rest, social-security registration/contributions where applicable, gratuity/benefits where applicable, and maintenance of records.

18.4 Invest India may require wage sheets, bank-transfer proof, contribution challans/returns, licences/registrations and other compliance evidence. Failure to produce evidence may result in withholding of the corresponding invoice portion, without making Invest India the employer.

18.5 If any authority lawfully recovers a labour/social-security amount from Invest India as principal employer or otherwise due to the Service Provider's default, the Service Provider shall reimburse and indemnify Invest India, subject to Applicable Law.

19. Motor Vehicle, Road Safety and Incident Compliance

19.1 The Service Provider shall comply with the Motor Vehicles Act, 1988, Central Motor Vehicles Rules, applicable State transport/RTO requirements, permit conditions and traffic/safety laws.

19.2 The Service Provider shall not deploy an unlicensed, suspended, intoxicated or medically unfit Driver, or a Vehicle lacking a legally required registration, permit, fitness, insurance or pollution certificate.

19.3 The Service Provider shall maintain a documented emergency/incident SOP and 24x7 escalation matrix for accidents, breakdowns, medical emergencies and other critical incidents. Any such event involving a deployed Vehicle/Driver shall be escalated to the designated Invest India SPOC immediately and not later than the applicable SLA, with statutory/police/insurer reporting completed as required. Passenger safety and service continuity shall take priority, and an initial written update followed by a detailed incident/root-cause/corrective-action report shall be submitted within the SLA/statutory timeline.

19.4 The Service Provider shall preserve GPS/log/incident evidence and cooperate with lawful investigations and insurance claims.

20. Insurance

20.1 Each Vehicle shall maintain comprehensive motor insurance and mandatory third-party liability insurance for the entire deployment period.

20.2 The Service Provider shall also maintain any employee/workmen compensation, statutory accident, public liability or other insurance required by Applicable Law for its personnel and operations.

20.3 Insurance does not limit the Service Provider's contractual or statutory liability. Deductibles, uninsured losses attributable to the Service Provider and failures to maintain coverage are the Service Provider's responsibility.

21. Indemnity and Allocation of Liability

21.1 **The Service Provider shall defend, indemnify and keep Invest India, its officers and authorised representatives indemnified from third-party claims, statutory demands, losses, damages, service-level deductions, costs and reasonable legal expenses arising from: (a) breach of Applicable Law or the Contract; (b) negligence, wilful misconduct or unlawful act/omission of the Service Provider or its personnel; (c) accident, bodily injury, death or property damage caused by a Vehicle/Driver; (d) employment/labour/social-security claims; (e) infringement caused by Service Provider systems/materials; (f) confidentiality/privacy/security breach attributable to the Service Provider; or (g) tax non-compliance attributable to the Service Provider.**

21.2 The Service Provider shall not be liable to the extent a loss is established to have been caused solely by Invest India's gross negligence or wilful misconduct.

21.3 Neither Party shall be liable for remote or purely consequential loss except where such exclusion is prohibited by law or the loss arises from fraud, wilful misconduct, bodily injury/death, confidentiality/data breach, third-party claims, statutory dues or express indemnities.

21.4 Invest India's payment liability is limited to certified contractual amounts for Services lawfully rendered, together with any other amount expressly mandated by law.

22. Confidentiality and Security of Official Information

22.1 Movement plans, itineraries, employee/passenger/guest information, travel schedules, pickup/drop locations, office locations, identity/contact details, documents, access arrangements, security information, trip history, internal communications and all non-public information encountered during Services are confidential.

22.2 Confidential Information may be used only to perform the Contract and disclosed only to personnel with a need to know who are bound by equivalent obligations.

22.3 Drivers/personnel shall not photograph, record, publish, post on social media, discuss or disclose official movements or conversations except where required by law.

22.4 These obligations survive expiry/termination; security-sensitive and personal information shall remain protected for so long as it remains non-public or legally protected.

23. Personal Data, GPS and Digital Security

23.1 The Service Provider shall process GPS/location data, user contact details, trip logs and other personal data only for lawful contract performance, security, dispatch, billing, audit and statutory purposes.

23.2 The Service Provider shall comply, as and when applicable during the Contract, with the Digital Personal Data Protection Act, 2023, Digital Personal Data Protection Rules, 2025 and other binding data-protection/cyber-security requirements.

23.3 The Service Provider shall implement reasonable technical and organisational safeguards, role-based access, credential control, secure transmission/storage, logging, backup where needed and prompt access revocation for separated personnel.

23.4 Personal/GPS data shall not be sold, monetised, used for advertising/profiling, or shared with third parties except approved sub-processors strictly necessary for the Services or where legally required.

23.5 Any suspected or confirmed unauthorised access, disclosure, loss, alteration or security compromise involving Invest India data shall be notified to Invest India without undue delay and, in any event, within 24 hours of the Service Provider becoming aware, followed by updates, containment, evidence preservation and a root-cause/corrective-action report.

23.6 On expiry/termination, the Service Provider shall return or securely delete Invest India data not required by law to be retained, and shall certify deletion on request.

24. Integrity, Anti-Bribery, Conflict of Interest and Debarment

24.1 The Service Provider shall comply with applicable anti-corruption laws, public-procurement integrity requirements, the Integrity Pact/undertaking where applicable and Invest India's notified conduct requirements.

24.2 No gratification, commission, kickback, facilitation payment, gift intended to influence, collusive arrangement or fraudulent practice is permitted.

24.3 Actual or potential conflicts of interest shall be disclosed promptly.

24.4 The Service Provider shall immediately notify Invest India if it becomes blacklisted, debarred, suspended or otherwise ineligible for government procurement. Invest India may take action consistent with GeM, GFR and applicable debarment rules.

25. Inspection, Audit and Record Retention

25.1 Invest India may periodically and/or on a sample/surprise basis inspect/audit Vehicles, vehicle statutory documents, Driver dossiers, licence/police/background verification and training records, insurance, permits, maintenance and cleaning records, wage/social-security records, GPS/MIS, trip/duty logs, odometer images/readings, invoices and all supporting billing/statutory-compliance records at reasonable times.

25.2 The Service Provider shall provide records reasonably necessary to verify contractual and statutory compliance, while protecting unrelated personal/confidential information.

25.3 Records relevant to billing, statutory compliance and disputes shall be retained for the period required by Applicable Law and, where no longer period is prescribed, for at least five (5) years after the relevant financial year or final settlement, whichever is later.

25.4 Audit/inspection does not shift responsibility from the Service Provider.

26. Assignment, Subcontracting and Fleet Attachment

26.1 The Service Provider shall not assign, novate or subcontract the Contract in whole or material part without prior written approval and any required GeM permission.

26.2 Lawfully owned, leased or attached/aggregated Vehicles may be used only as permitted by the RFP, accepted bid and Applicable Law. The Service Provider remains fully liable for all acts, omissions and compliance of owners, lessors, drivers, coordinators and sub-service providers.

26.3 No subcontracting arrangement creates privity between Invest India and the subcontractor.

27. Change Control and Variations

27.1 No variation to scope, quantities, locations, package parameters, rates or material terms is effective unless approved by authorised representatives through the applicable GeM/procurement process.

27.2 Operational instructions consistent with the Contract may be issued by Invest India Administration and do not constitute a commercial variation.

27.3 Where a change in law directly changes a mandatory cost or method of performance, the Parties shall address it strictly under GeM and applicable procurement rules; no automatic price adjustment arises unless legally/contractually permitted.

28. Force Majeure

28.1 Force majeure shall have the meaning and consequences provided in the applicable GeM terms and Government procurement instructions in force from time to time.

28.2 The affected Party shall notify the other promptly, identify the affected obligation, provide reasonable evidence, mitigate the impact and resume performance as soon as possible.

28.3 Lack of funds, ordinary traffic congestion, avoidable vehicle breakdown, routine staff shortage, fuel planning failure, or subcontractor default that could reasonably have been prevented shall not by itself constitute force majeure.

28.4 Invest India may implement contingency transport arrangements during a force majeure event without waiving either Party's rights.

29. Suspension, Emergency Directions and Risk Purchase

29.1 Invest India may direct immediate suspension/withdrawal of any Vehicle, Driver or activity presenting a safety, security, legal, reputational or data-protection risk.

29.2 If the Service Provider fails to provide required Services after notice or within an emergency SLA, Invest India may obtain substitute services from the market and recover the documented incremental cost to the extent permitted by the Contract/GeM.

29.3 Exercise of risk purchase/step-in is without prejudice to service deductions, indemnity, termination or Performance Security rights, subject to no double recovery.

30. Termination

30.1 Termination for Convenience. Invest India may terminate the Contract, in whole or part, by thirty (30) days' written notice, subject to GeM provisions. The Service Provider shall be paid for satisfactorily rendered and certified Services up to the effective termination date, after lawful deductions/recoveries.

30.2 Termination for Default. Invest India may issue a default notice for material breach. Unless the breach is incapable of cure or requires immediate action for safety/security/integrity, the notice may allow up to seven (7) days or another reasonable period to cure.

- 30.3** Grounds include persistent SLA failure; repeated service disruption; fraud/collusion; bribery; falsified logs/GPS; serious Driver misconduct; statutory or labour non-compliance; loss of required licence/registration; unauthorised assignment; confidentiality/data breach; abandonment; insolvency affecting performance; or failure to maintain Performance Security.
- 30.4** Invest India may terminate or suspend immediately where continued performance creates a serious safety/security risk, fraud/integrity issue, unlawful deployment or other circumstance where cure would not adequately protect Invest India.
- 30.5** Termination is without prejudice to accrued rights, recoveries, indemnities, Performance Security and provisions intended to survive.

31. Expiry, Exit Management and Transition Assistance

- 31.1** For up to sixty (60) days before scheduled expiry, or from receipt of a termination notice, the Service Provider shall cooperate in transition planning without disrupting Services.
- 31.2** By the exit date it shall return passes/materials, provide final logs/MIS and reconciliation, hand over unresolved incident/complaint records, revoke system access, settle personnel/statutory obligations and return/delete Invest India data as required.
- 31.3** The Service Provider shall reasonably cooperate with a successor service provider, but shall not be required to disclose its unrelated proprietary information.
- 31.4** No lien or retention right may be asserted over Invest India property, data or access credentials.

32. Dispute Resolution

- 32.1** Operational disputes shall first be escalated to the Invest India Contract Manager and the Service Provider's Contract Manager for good-faith resolution within seven (7) Business Days.
- 32.2** Unresolved disputes shall be escalated to senior authorised representatives for amicable settlement and, where appropriate and permitted by then-applicable Government/GeM policy, mediation.
- 32.3** After the amicable settlement/mediation steps in Clauses 32.1–32.2, arbitration under the Arbitration and Conciliation Act, 1996 may be resorted to only for disputes valued at or below ₹10 crore, subject to mandatory GeM terms and Department of Expenditure OM No. F.1/2/2024-PPD dated 3 June 2024 and subsequent applicable instructions. Arbitration shall not be resorted to for disputes above ₹10 crore; unresolved disputes above that value shall be pursued before competent courts at New Delhi. The ceiling concerns dispute value, not contract value. Permitted arbitration shall have its seat and venue at New Delhi, proceedings in English and a lawfully constituted tribunal.
- 32.4** During a dispute, the Service Provider shall continue undisputed and safe Services unless the Contract has been suspended/terminated or continuation is impossible.

33. Governing Law and Jurisdiction

- 33.1** This Agreement is governed by the laws of India.
- 33.2** Subject to the dispute-resolution clause, courts at New Delhi shall have exclusive jurisdiction.

34. Notices

- 34.1** Contractual notices shall be in writing and sent through GeM where applicable and/or to the authorised email/address stated in Schedule 1.
- 34.2** Operational dispatch instructions may be issued through the agreed booking/MIS/email channels.
- 34.3** A Party shall notify changes to its notice details promptly; until then, the last notified details remain valid.

35. Miscellaneous

- 35.1** Independent Contractor. The Service Provider acts as an independent contractor. Nothing creates a partnership, joint venture, agency (except limited operational authority expressly granted), fiduciary relationship or employment relationship with Invest India.

- 35.2** No Waiver. Delay or failure to exercise a right is not a waiver. A waiver must be in writing and is limited to the specific matter waived.
- 35.3** Severability. If a provision is held invalid or unenforceable, it shall be severed or read down to the minimum extent necessary without affecting the remaining Contract.
- 35.4** Entire Agreement. The Contract Documents constitute the entire agreement on the subject matter and supersede prior negotiations, except rights arising from fraud/misrepresentation and documents expressly incorporated.
- 35.5** Amendment. No amendment is valid except through an authorised written instrument consistent with GeM and procurement law.
- 35.6** Stamping and Execution. Applicable stamp duty/registration formalities, if any, shall be complied with as required by law. The Agreement may be executed in counterparts and by legally valid electronic/digital signature.
- 35.7** Survival. Clauses concerning payment/recovery, audit, confidentiality, data protection, indemnity, liability, records, dispute resolution, governing law and transition survive expiry/termination to the extent necessary.

SCHEDULE 1 - CONTRACT PARTICULARS AND AUTHORISED CONTACTS

Item	Invest India	Service Provider
Legal name	Invest India	
Registered/official address	Block 7 & 9, Jodhpur Officer Hostel, Pandara Road, Central Delhi, New Delhi - 110003	
Contract manager		
Operational escalation L1		
Operational escalation L2		
Legal / contractual notice email		
Billing / invoice email		
24x7 helpline		

SCHEDULE 2 - FLEET AND TECHNICAL SPECIFICATIONS

Category	Minimum Technical Requirements
Sedan	Mid-size/entry sedan; 4 passengers + driver; manufactured on/after 1 Jan 2026; ≤10,000 km at initial deployment; factory-fitted AC; valid commercial registration; statutory safety; minimum front airbags/ABS/seat belts; GPS/panic button as applicable; first-aid/fire extinguisher; prescribed amenities.
MUV	Premium 7/8-seater; manufactured on/after 1 Jan 2026; ≤20,000 km at initial deployment; dual/climate AC; valid commercial registration; airbags/ABS/seat belts; GPS/panic button as applicable; first-aid/fire extinguisher; prescribed amenities.
All Vehicles	Valid insurance, permit, fitness and PUC where applicable; clean and serviceable; adequate fuel/charge; preventive maintenance without service interruption.

SCHEDULE 3 - COMMERCIAL SCHEDULE

Item	Qty	Package	Monthly Unit Rate (₹)	36-Month Amount (₹)
Dedicated Sedan - Delhi-NCR	24	26 days/month; 12 hrs/day; 2,500 km/month		
Dedicated Sedan - Bengaluru	1	26 days/month; 12 hrs/day; 2,500 km/month		
Dedicated MUV - Delhi-NCR	1	26 days/month; 12 hrs/day; 3,000 km/month		

Extra / Reimbursement	Rate / Basis
Extra km - Sedan	₹.....per km after contractual adjustment
Extra hour - Sedan	₹..... per hour
Extra km - MUV	₹..... per km
Extra hour - MUV	₹..... per hour
Outstation night / Driver halt	₹..... per approved night
Toll / parking / airport / interstate permit / entry tax	Actuals against verifiable proof for approved trips; no unsupported/unapproved charge
GST / statutory levy	RCM: 5% on taxable value borne by Invest India; forward charge: supplier GST at applicable rate

SCHEDULE 4 - SLA AND SERVICE DEDUCTION MATRIX

Chapter 4 §§12 and 13 are incorporated into this Schedule by reference. Chapter 4 §13 is the sole authoritative service-deduction schedule; Clause 13 of this Agreement governs its incorporation and recovery procedure.

SCHEDULE 5 - DRIVER DOSSIER / PRE-DEPLOYMENT CHECKLIST

#	Mandatory Record	Status / Reference
1	Full name, address and recent photograph	
2	Valid commercial driving licence + verification	
3	Minimum 3 years' driving-experience evidence	
4	Police verification completed before deployment	
5	Annual medical fitness certificate	
6	Eye test within preceding 6 months	
7	ID card / badge / uniform issued	
8	Mobile number and emergency contact	
9	Confidentiality / conduct undertaking	
10	Labour/social-security registration evidence where applicable	
11	Driver training record: defensive driving, road safety, customer service, emergency handling and Invest India/client protocols	
12	Recorded oral English interaction and written booking/log-entry assessment; verified deployment list meeting the 50% requirement	

SCHEDULE 6 - MONTHLY INVOICE SUPPORT CHECKLIST

- Tax-compliant monthly invoice and vehicle-wise package statement.
- Reconciled log sheets with user confirmation.
- GPS running summary and vehicle-wise kilometre reconciliation.
- Approved extra-km / extra-hour / outstation-night computation.
- Toll, parking and entry-tax receipts for reimbursement.
- SLA / service-deduction reconciliation.
- Vehicle availability / breakdown / replacement register.
- Driver attendance and change register.
- Wage / statutory contribution evidence if required for the billing month.
- Clear date-stamped opening and closing odometer images for each billed Vehicle, mapped to registration number and reconciled with Driver Log and GPS data.
- Monthly MIS/performance report covering trips, utilisation/availability, punctuality, bookings, cancellations/no-shows, breakdowns/replacements, incidents, complaints, GPS/log/odometer and billing discrepancies, cleaning compliance and SLA performance.
 - Any other document reasonably required by GeM or Invest India for certification.

SCHEDULE 7 - DATA, CONFIDENTIALITY AND CYBER CONTROLS

- Access to GPS/booking/MIS data restricted to authorised personnel.
- Unique credentials; no shared administrative passwords where technically feasible.
- Prompt disabling of access when personnel leave or no longer require access.
- No sale, profiling, advertising use or unrelated analytics of Invest India trip/personal data.
- No public/social-media disclosure of routes, officials, guests, itineraries or access arrangements.
- Security incident notification to Invest India within 24 hours of awareness, with continuing updates.
- Return/deletion at exit, subject to legal retention requirements.

SCHEDULE 8 - EXIT / HANDOVER CHECKLIST

Deliverable	Due
Return of vehicle/driver parking or access passes	On replacement/withdrawal or by exit date
Final reconciled logs / GPS / MIS	Within 3 Business Days of exit unless earlier directed
Final invoice and reconciliation	Within 15 days or GeM-prescribed period
Unresolved complaints/incidents handover	By exit date
Data export/return and deletion certificate	Within 7 Business Days after lawful retention segregation
Revocation of Service Provider system access to Invest India resources	By exit date
Final statutory dues / personnel compliance confirmation	With final settlement documents

SIGNATURE PAGE

IN WITNESS WHEREOF, the Parties, acting through their duly authorised representatives, have executed this Agreement on the date first written above.

For INVEST INDIA	For [SERVICE PROVIDER]
Name: _____	Name: _____
Designation: _____	Designation: _____
Signature: _____	Signature: _____
Date: _____	Date: _____
Place: New Delhi	Place: _____

Witnesses

Witness 1	Witness 2
Name: _____	Name: _____
Address: _____	Address: _____
Signature: _____	Signature: _____

ANNEXURE 24

Price Free GST Declaration for Technical Bid

Tender Reference No.: INVIN/AON/26-27/1009

Upload this signed declaration with the Technical Bid. State GST percentage and tax mechanism only. Do not enter unit prices, taxable values, GST amounts, commercial rates or totals. Financial values shall be entered only in the GeM financial packet. A legal exemption basis may be stated where applicable. Classification must comply with prevailing tax law; a declaration does not override that law.

Item	Description	GST %	RCM / forward charge / exempt	Classification and legal basis
A1	Sedan Delhi-NCR fixed package			
A2	Sedan Bengaluru fixed package			
A3	MUV Delhi-NCR fixed package			
B1	Sedan extra kilometre			
B2	Sedan extra hour			
B3	Sedan outstation night / driver halt			
B4	MUV extra kilometre			
B5	MUV extra hour			
B6	MUV outstation night / driver halt			

Legal name of bidder: _____ GSTIN: _____

We certify that the item-wise tax classification above is correct to the best of our knowledge and consistent with our GeM financial submission. Under RCM, GST payable by Invest India shall not also be charged as supplier GST. Any lawful correction shall follow GeM and procurement rules and shall not permit post-bid repricing.

Authorised signatory: _____ Designation: _____

Signature and seal: _____ Date and place: _____