Empanelment of Agencies/Firms for Vehicle Hiring Services across India

NIT No. WAP/Empanel/Vehicle/2026/01
Date: 02.11.2026

WAPCOS LTD.
Under Ministry of Jal Shakti
(Department of Water Resources, River Development and Ganga Rejuvenation)
76-C, Institutional Area,
Sector-18, Gurgaon, Haryana - 122015

SECTION I: NOTICE INVITING TENDER (NIT)

NIT No. WAP/Empanel/Vehicle/2026/01 Date: 26.10.2026

WAPCOS Limited (hereinafter referred to as 'WAPCOS', 'the Authority', 'the Procuring Entity', 'the tendering authority' and 'the Procuring Organisation'), invites proposals (hereinafter referred as the 'bid(s)') from reputed, experienced and financially sound Agencies/ Service providers/ Firms/Sellers (hereinafter referred to as 'Bidder', 'Tenderer', 'Bidders', 'Tenderers' 'Bidders(s)', 'Tenderer(s)') for Empanelment of Agencies/Firms for Vehicle Hiring Services across India:

S. No.	Tender Particular	Details
1.	Tender Name	Empanelment of Agencies/Firms for Vehicle Hiring Services across India
2.	Tendering Authority	WAPCOS Limited
3.	Mode of Tender	Open tender for Empanelment
4.	Contract structure	State/ UT-wise Empanelment with multiple vehicle service providers/ agencies/sellers registered on GeM portal. **Note:- Non- registered service providers/ agencies on GeM, shall register themselves during the bidding process for participation else the submitted bids liable to be rejected.** **The limited tender for hiring of vehicles shall be invited through the GeM portal at a later stage, as and when the requirement arises, and participation in the tender shall be restricted to empanelled agencies only.** **There shall be no upper limit on the number of bidders empaneled per State/ UT.**
5.	Empanelment period	The empanelment is initially for a period of one year
6.	Extension	if required, shall be extended for maximum one year subject to terms and conditions in the bid document and satisfactory performance, continuing need, rate reasonableness and decision of WAPCOS only.
7.	Document Download Start Date	**02.11.2026**
8.	Document Sale End Date	23.11.2026

S. No.	Tender Particular	Details
9.	Clarification Start Date	02.11.2026
10.	Clarification End Date	09.11.2026
11.	Bid Submission End Date	23.11.2026
12.	Bid Opening Date	24.11.2026
13.	Bidding System	Single Stage- Empanelment only
14.	No. of Cover	Technical bid only
15.	Bid validity	90 days or as stated in the NIT
16.	Estimated value / quantities	To be intimated at later stage during bidding process on GeM Portal.
17.	Estimated Bid Value	To be intimated at later stage during bidding process on GeM Portal.
18.	Earnest Money Deposit/ Bid Security	**EMD in the form of Demand Draft(DD) of Rs. 10,000/- (Rupees Ten Thousands only) in Favor of WAPCOS Limited payable at Gurugram.** **The original DD is required to be submitted on or before last date of bid submission.** **Note: Exemption to MSE/Startup/NSIC applicable as per GOI guidelines)**
19.	eProcurement Portal and helpdesk for Document availability	https://etenders.gov.in
20.	Contact address and address for submission of bid documents	WAPCOS Limited, 76-C, Institutional Area, Sector - 18, Gurugram 122015

WAPCOS does not bind itself to accept the tender and reserves the right to reject all or any bid or cancel the tender without assigning/ citing any reason whatsoever at its discretion.

WAPCOS reserves the right to call for missing/ additional requirements or otherwise from the service providers at the time of analysis of the tenders received in response to this notice.

Any corrigendum materially affecting the bid shall be published through the respective tender platform and applicable bid timelines extended, where required.

This tender document contains General Instructions to the Bidders, Pre-Qualification Criteria, Scope of Work and Terms & Conditions etc. as follows.

1. GENERAL INSTRUCTIONS TO BIDDERS

I. WAPCOS intends to establish a transparent, competitive and auditable Empanelment for Empanelment of Agencies/Firms for Vehicle Hiring Services across India.

II. Individual requirements shall be placed through GeM contract issued though the limited tender on GeM portal within the respective State/UT. Empanelment does not guarantee any minimum business, utilisation, number of trips or revenue to any service provider.

III. Reputed, experienced and financially sound Tour, Taxi & Travel agencies/ service providers/ Operators/ Firms/ Agencies/Sellers bidding for the contract are required to go through the instructions carefully and complete all the formalities as required. In the event of furnishing false information/ incomplete information, the offer(s) is liable to be rejected. In case bidders require any clarification, they may contact as per details provided on the portal or through email at **gem@wapcos.co.in** before submitting their bids.

IV. The service providers are required to submit the only **technical bid through online only.**

V. Technical bid should also be accompanied with other relevant supporting documents as per Pre-Qualification Criterion (PQC).

VI. All the documents in support of eligibility criteria etc. are also to be attached along with the Tender Document while submitting the Bid.

VII. Price bids shall be invited separately through limited tender at later stage from empaneled agencies/service providers/sellers through GeM portal as per the requirement on time to time basis.

VIII. WAPCOS reserves the right to cancel the tender at any time or to amend/ withdraw any of the terms and conditions contained in the Tender Document, without citing/ assigning any reason, thereof.

IX. Bidders may apply for one or more States / UTs, there shall be no upper limit on the number of agencies to be empaneled in any State/ UT.

X. Conditional bids shall not be considered and will be summarily rejected.

XI. The bidder shall demonstrate local service capability for each package for which it submit the bids. Local capability may be demonstrated through owned vehicles, leased vehicles, legally contracted fleet, local branch/ office, tie-ups with local city vehicle agencies or other acceptable arrangements, provided that vehicles are available for deployment within the required mobilisation period.

XII. A bidder shall not be required to possess a nationwide fleet merely to participate in a single State/UT package.

XIII. The interested bidder shall have to provide commercial registered vehicles during the empanelment/contract period.

2. BACKGROUND AND OBJECTIVE

WAPCOS Limited is a "Mini Ratna-I" Public Sector Enterprise under the Ministry of Jal Shakti. WAPCOS Limited has its Head Office at New Delhi and Corporate Office at Gurugram and numerous Site Offices, Project Offices and site establishments across India, including locations in hill region and difficult terrain.

The objective is to empanel a reputed, experienced and financially sound Tour, Taxi & Travel agencies/ service providers/ Operators/ Firms/ Agencies/sellers for all WAPCOS establishments in respective State/UT.

3. SCOPE AND PROCUREMENT PRINCIPLES

i. To empanel Reputed, experienced and financially sound Tour, Taxi & Travel agencies/ service providers/ Operators/ Firms/ Agencies on State/ UT-wise across India.

ii. Locations Covered : Head Office, Corporate Office, Regional Offices, Projects Office, site/ field establishments in India.

iii. **Services Required:**

The seller should have registered in one or more of the following categories on GeM portal in order to provide the services after the empanelment process:

- **Monthly Basis Cab & Taxi Hiring Services**
- **Short Term Cab & Taxi Hiring Services**
- **Vehicle Hiring Service - Per Vehicle-Day basis**
- **Hiring of Electric Vehicles - Monthly Basis**
- **VVIP Cab and Taxi Hiring Service-Short Term**

Note:- If the relevant category on the GeM portal changes during the empanelment period, the bidder shall be required to register under the revised category to participate in limited tenders on the GeM portal.

Geographic Coverage & State/UT-wise Operation: Services are required on Pan-India basis. Empanelment shall be State/UT-wise. Vehicles (including hill-compatible vehicles wherever required) may be deployed for duty at any WAPCOS establishment in the States/ UT for which the agency is empaneled.

iv. The Service Provider shall have capability (own / leased fleet or reliable network/ tie ups) to deploy suitable vehicles as per the requirements, including hill-compatible vehicles where required within the stipulated time/ on short notice.

v. The following services shall be provided by service provider and should not be limited to following, unless otherwise specified in the individual Call-Off Order/ Work order:

- Supply and deployment of vehicles (including fuel & driver) of the specified category and model/age.
- Provision of trained, licensed and appropriately experienced drivers including their wages/ overtime/ allowances & communication costs etc.
- Routine maintenance, servicing, tyres, repairs, insurance, permits, fitness, PUC and other statutory compliances.
- Replacement of vehicle/driver in case of breakdown, unsatisfactory performance or non-availability.
- Maintenance of trip sheets/log books, vehicle running contemporaneous records and supporting records.
- Provision of functioning emergency contact / control room facility for deployed vehicles.
- Provision of replacement arrangement; replace a vehicle/ driver when required for safety, breakdown, misconduct or unsatisfactory performance.
- Comply with Motor Vehicles legislation, labour and social-security laws, tax requirements, local transport rules, safety directions, local regulations and all other applicable statutory requirements.
- Timely deployment as per the Call-Off Order and agreed Service Level Agreement (SLA).

vi. **Vehicle Categories Specifications:** The vehicle specifications and the category may be intimated during the limited tender on GeM portal to the empaneled agencies.

vii. **Vehicle Standards minimum requirement:**

- All vehicles provided shall have all the necessary permits/licenses/clearances such as, but not limited to fitness certificate, PUC, full comprehensive insurance, road permit, registration certificate, as per the Motor Vehicles Act, RTO and other applicable laws and statutory bodies, for providing commercial vehicles for this service.

- All vehicles provided shall be air conditioned and shall be equipped with an emergency medical first aid kit and a fire
- All vehicles should be in excellent working condition (both internally and externally) at all times. The service provider shall ensure that the vehicles deployed by him are cleaned thoroughly both internally and externally, boot kept clear of dust, rubbish, oil, bad odour and any personal belongings of the
- All vehicles deployed shall arrive at designated location on time and with full or sufficient tank of
- The vehicle deployed shall be parked at the Buyer's/ User's premises after the duty hours if desired so by the Buyer/ User and cannot be taken-out without written permission from the Buyer/
- There should be availability of good quality Seat Covers and Foot Mats.
- The drivers of the vehicles must possess a valid driver license and must have a minimum 2 years of driving.
- Security Clearance. Security clearance filters for both firm and driver may be provided. This will help in selecting only those firms whose antecedents have been verified by local police.
- The drivers of the vehicles must have a working mobile number for easy contact by the It must also always have an active internet connection where google maps can be accessed, to navigate the shortest and/ or fastest route possible avoiding traffic jams. The driver shall be reachable at all times during duty hours.
- The drivers of the vehicles deployed should maintain polite & courteous behaviour towards the buyer/passenger. Misbehaviour which may include, but not limited to, consumption of alcohol during or prior to duty, denial of duty during service hours as defined by user, use of abusive language, theft, shall attract penalties as per provisions of the SLA of GeM portal.

viii. Counting of Duty Kilometers and Hours: to be intimated during the tendering stage.

4. PRE-QUALIFICATION CRITERIA FOR EMPANELMENT

Bidders must meet the following criteria for the empanelment and non-compliance shall lead to rejection:

Criterion	Requirement / evidence	Documents to be submitted with Bid
Legal constitution	Registration/ incorporation/ constitution documents	Copy of respective documents to be enclosed Registration with the concerned Govt. Agency / Department for operating Taxis Services shall also be provided, if separate.
Authorised Signatory	Owner/ Power of Attorney / authorisation of signatory	Copy of respective document to be enclosed
PAN and GST	Valid PAN and GST registration, wherever applicable	Copy of respective documents to be enclosed
Work Experience	At least 3 years of experience in similar services **Similar service Experience means "Providing Taxi (Car) Hiring Services Central / State Govt Organization / PSU.**	Copy of Work Orders & Completion Certificates. Documentary proof such as copy of work order/ contract order along with completion certificates/ CRAC from the client clearly indicating the nature/ scope of work, actual completion cost and actual date of completion for such work should be submitted.
Turnover	Average Annual Turnover ≥ ₹25 Lakhs in last 3 FYs (2025-26, 2024-25 & 2023-24).	CA certified statement with stamp, signature and UDIN number.
Income Tax Return (ITR)	Copies of the Income Tax Returns for the FYs (2025-26, 2024-25 & 2023-24)	CA certified statement including UDIN number and name.
Profit – Loss Statement	balance sheet or profit/ loss statement duly signed by the chartered accountant for the FYs (2025-26, 2024-25 & 2023-24)	CA certified statement including UDIN number and name.
Banker Certificate	Banker certificates supporting maintenance of account of the firm for the last two FYs (2025-26 and 2024-25).	On Bank letter head

Criterion	Requirement / evidence	Documents to be submitted with Bid
Financial Standing	Declaration	On agency letter head
Fleet capacity	Own or long-term lease minimum **10 commercial Cars or Taxi** (either New or not older than 2023 model and must be BS-IV (petrol)/ VI (diesel) compliant vehicles to avoid GRAP Stages and Associated Vehicle Restrictions).	Certified copy of RC & declaration. The vehicles may be in the name of agency, proprietor/ partner. (Documentary proof to be provided.)
Local presence in state	Office/ branch details in State/UT for which bids being submitted.	Valid information/ details including complete office/ branch address with Phone number and E-mail
Earnest Money Deposit (EMD)	Demand Draft of Rs. 10,000/- in Favor of WAPCOS Limited payable at Gurugram	Demand Draft of Rs. 10,000/- in Favor of WAPCOS Limited payable at Gurugram Note: As per GeM provisions (MSE/Startup/NSIC exemption applicable as per GOI guidelines)
Blacklisting or Non-debarment	Declaration of non-debarment/ blacklisting as on bid submission date, subject to tender and applicable policy	Undertaking/ Declaration to be provided
Integrity and conflict	Code of Integrity compliance, conflict-of-interest declaration, no collusion and no improper inducement	Undertaking/ Declaration to be provided

Note: Failure to submit above documents as evidence shall result in the rejection of the bid. An authorised representative of the agency/ firm must counter-sign the documents.

5. EARNEST MONEY DEPOSIT (EMD)

EMD, if required, as stated in the tender shall be submitted.

The EMD in respect of unsuccessful bidders will be refunded at the earliest positively within a period of 30 days from the date of issuing empanelment letter to the successful bidder/ bidders.

The EMD will be forfeited:

a) in case the successful bidder backs out/withdraws before/after the empanelment letter is issued, then, his/her EMD will be forfeited and the Vendor/agency will be blacklisted.
b) in case, bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of the tender

The EMD should normally remain valid for a period of 90 (Ninety) days beyond the final bid validity period

The following are exempted from paying EMD:

a) Public Sector Undertakings /Govt. Dept./Govt. Institutions.

b) Micro and Small Enterprises registered with MSME Udyog aadhar Memorandum (UAM), Districts Industries Centers (DICs) / Khadi & Village Industries Commissions (KVIC), Khadi & Village Industries Board (KVIB) / Coir Board/ NSIC/ Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small & Medium Enterprises up to the extent of their monetary limit.

For MSEs, the exemption from paying EMD is to be granted only for the items for which they are registered with the concerned authorities.

c) As exempted over GeM portal

8. BID EVALUATION AND EMPANELMENT PROCESS

1. Bid evaluation is on "Pass/ Fail" basis against eligibility and documents as specified in the tender.
2. Bids shall be opened and recorded and evaluated as per eligibility, criteria, responsiveness and qualification against the published criteria.
3. WAPCOS reserves the right to accept or reject any or all bids and to allocate work among empaneled agencies of the relevant State/ UT as per operational requirement.
4. No agency may claim an entitlement to work merely by being empanelled.
5. Clarification/Amendment of Bidding Document:
    a) To assist in the examination, evaluation and comparison of bids, WAPCOS may, at its discretion, ask the bidder for clarification.

b) Bidder requiring any clarification of the Bidding Document may notify WAPCOS in writing by e-mail or over procurement portal. No other mode of Queries/ clarifications will not be entertained over the phone.

c) The Bidder is requested to collate and submit queries together to seek clarifications / responses from WAPCOS. The Bidder should ensure that all the queries and clarifications are communicated in writing on or before the date given in the schedule of events of this tender document.

d) A pre-bid meeting (if any) shall be as per details mentioned in the tender document.

e) WAPCOS reserves the sole right for carrying out amendments / modifications / changes in the bidding process including any addendum to this entire bid. The bidders shall not bill as a right, requiring WAPCOS to do the aforesaid.

f) All bidders must ensure that all clarifications/ amendments have been considered by them before submitting the bid and all such addendums/amendments/notices shall be binding on them. WAPCOS will not take responsibility for any omissions by bidder.

g) At any time prior to the deadline for submission of Bids, WAPCOS, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Document, by amendment/ corrigendum.

h) If required, WAPCOS at its sole discretion may extend the deadline for submission of bids in order to allow prospective bidders reasonable time in which they need to take the amendment into account in preparing their bids. WAPCOS reserves the rights to extend the deadline for the submission of bids. However, no request from the bidder shall be binding on WAPCOS for the same. WAPCOS's decision in this regard shall be final, conclusive and binding on all the Bidders.

i) A minimum of three (03) bidders must be empaneled in each state/UT through the present empanelment process. In the event that fewer than three (03) bidders qualify for empanelment in a State/UT, a fresh bid shall be invited through a separate tender for empanelment.

14. OWNER'S RIGHTS

I. The Company reserves the right to reject/ accept any part or full tender. The Company reserves the right to award the work to the eligible party either in full or parts thereof. The decision of the Company is final and binding.

II. The Company reserves the right to commence this empanelment before existing empanelment expire, contingent on lower value and competent authority approval.

III. The company reserves the right to cancel the tender, amend or withdraw any of the terms and conditions contained in the tender document or to reject any or all tenders without giving any notice or assigning any reason. The decision of the company in this regard shall be final and binding. The company shall have the sole discretion to take the final decision on a technical bid evaluation and the decision shall be binding to the bidder.

15. FORMAL AGREEMENT

The service provider shall execute a formal agreement in this regard on a non-judicial stamp paper of Rs. 300/- value (To be purchased by the service provider in his name at his own cost) after the receipt of the Empanelment Letter and submit the same to WAPCOS Limited.

16. ABSOLUTE INTEGRITY OF THE EMPANELMENT

The service provider shall maintain absolute integrity in carrying out the work and in case of any act detrimental to the interest of WAPCOS including theft of Company's property by the Service provider or any of his persons, the empanelment shall be terminated / suspended without any notice and the balance work shall be executed through alternate sources at the risk and cost of the service provider.

In the event of suspension / termination of the work the service provider shall not raise any claim for the period of suspension / termination, nor shall the company be liable to pay for it.

20. LEGAL CLAUSES

I. Termination due to Events of Default :

(a) If WAPCOS decides to terminate this empanelment, it shall in the first instance issue Preliminary Notice to the service provider. Within 15 days of receipt of the Preliminary Notice, the Service provider shall submit to WAPCOS in sufficient detail, the manner in which it proposes to cure the underlying Event of Default (the "Service provider's Proposal to Rectify"). In case of non-submission of the Service provider's Proposal to Rectify within the said period of fifteen (15) days, WAPCOS shall be entitled to terminate this empanelment by issuing a Termination Notice, and to appropriate Performance Security, if subsisting.

(b) If the Service provider's Proposal to Rectify is submitted within the period stipulated thereof, the Service provider shall have to its disposal a further period of fifteen (15) days to remedy / cure the underlying Event of Default. If, however the service provider fails to remedy/cure the underlying Event of Default within the stated period, WAPCOS shall be entitled to terminate this empanelment, and to appropriate the Performance Security, if subsisting.

II. Foreclosure of Contract Full or in Part

If at any time after acceptance of the Tender, WAPCOS shall decide to foreclose or reduce the scope of the Works and hence not require the whole or any part of the Work to be carried out, the person in Charge shall give 10 days' notice in writing to that effect to the Service provider, provided that, In the event, any such action is taken by WAPCOS, the Service provider shall be paid full amount for the up to date quantum of Work executed at Work Site as per billing schedule under the relevant items of Work under the Contract and in addition, a reasonable amount as certified by the person in Charge or any other agency appointed by WAPCOS for those supplied items which could not be utilized for execution of the Work to the full extent because of the foreclosure.

III. Force Majeure Events

If at any time during the continuance of this empanelment, the performance in whole or in part by either party of any obligation under this empanelment shall be prevented or delayed by reason of war, act of hostility of public enemy, civil disruption or sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lock-outs or acts of God (here-in-after referred to as events),provided notice of the happening of any such eventuality is given by the either party to the other within 21 days from the date of occurrence thereof, neither party shall by reasons of such event be entitled to terminate this empanelment nor shall either party have any claim for damages against the other in respect of such non – performance or delay in performance/execution under the contract. Provided also that such performance/execution under the contract should commence as soon as practicable, after such event has come to an end or ceased to exist, and the decision of WAPCOS as to whether the performance has been so resumed or not shall be final and conclusive. Provided further that if the performance in whole or in part or any execution under this contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may opt to terminate the contract. If the contract is terminated under this clause, WAPCOS shall have liberty to take over from the service provider at a reasonable price, all unused, undamaged and

acceptable materials, machinery, equipment, etc. at the site, being used for the performance of the contract and in the possession of the service provider at the time of such termination of such portion thereof as WAPCOS may deem it fit, except such materials, equipment's, etc. that the service provider may with the concurrence of WAPCOS elect to retain. It is also understood in addition that this force Majeure clause will cover parties' inability to perform on account of change in law or imposition of rules or restrictions by the Government.

IV. Settlement of Disputes

1.1 GOVERNING LAW, JURISDICTION & WAIVER OF ALTERNATIVE REMEDIES

1.1.1 ***Governing Law:*** *This empanelment shall be governed and interpreted strictly in accordance with the laws of India. No foreign law, conflict-of-laws principle, or external rule shall apply, unless expressly mandated by a funding agency and separately approved in writing by the Competent Authority.*

1.1.2 ***Exclusive Jurisdiction:*** *Subject to prior exhaustion of the internal dispute-resolution tiers stipulated in this empanelment, the Parties agree that all suits, actions, or proceedings arising out of or in connection with this Contract, including its formation, validity, performance, breach, or termination, shall be instituted exclusively before the competent civil courts at Delhi, being the place where the Company's Registered Office is situated, to the exclusion of all other courts. The Parties irrevocably waive any objection relating to forum non convenience, place of suing, or inconvenience.*

1.1.3 ***Exclusion of arbitration & consensual ADR:*** *The Parties unequivocally agree that no dispute shall be referred to arbitration, conciliation, expert determination, Dispute Review Board, or any other form of consensual alternative dispute resolution, except where statutorily mandated (e.g., MSMED Act). This exclusion is without prejudice to the mandatory pre-litigation mediation process stipulated in Clause below.*

1.1.4 *The parties expressly agree that there is no arbitration agreement between them and they irrevocably waive any right to invoke arbitration under the Arbitration and Conciliation Act, 1996 or to constitute an arbitral tribunal in any manner whatsoever.*

1.2 STRUCTURED INTERNAL DISPUTE RESOLUTION MECHANISM (SIDRM)

1.2.1 Tier-I: Dispute resolution by Engineer-in-Charge (EIC)

Notice of Dispute: *Any Dispute must be notified in writing to the EIC within 21 days from the date on which the aggrieved Party became, or ought reasonably to have become, aware of the event giving rise to the Dispute.*

Contents of Notice: *The notice shall contain (i) complete facts and chronology; (ii) precise contractual clauses invoked; (iii) a quantified claim with calculations; and (iv) full supporting records such as drawings, DPRs, MBs, photographs, test results, correspondence, and site registers. Vague, omnibus, or un-particularised notices shall be summarily rejected without prejudice to WAPCOS.*

EIC's/ Incharge's Decision: *The EIC/ Incharge shall examine the matter, including through joint site verification or expert inputs as needed, and shall issue a speaking order within 30 days of receiving a complete notice.*

Binding Effect: *The EIC's decision shall bind both Parties unless a written request seeking escalation to Tier-ll is filed within 15 days from the date of issuance of EIC's/ Incharges's decision. Absence of a timely request shall render the EIC/ Incharge decision final.*

1.2.2 Tier-II: Departmental Review Committee (DRC)

Constitution: *A standing Departmental Review Committee, consisting of three senior officers including two Technical and one Financial Account officer, shall independently review disputes escalated from Tier-I.*

Review Process: *The DRC shall conduct a record-based administrative review of the Tier-I file, supplemented by written submissions from the Service provider. The committee may permit oral hearings if it deems them necessary for a fair decision.*

Decision & Finality: *The DRC shall deliver reasoned determination within 30 days of referral, extendable once by 30 days for, if resolution takes time, with reasons recorded. This determination shall constitute the final administrative decision of WAPCOS.*

1.2.3 MANDATORY PRE-LITIGATION MEDIATION

Obligation to Mediate: *Following the DRC decision (or deemed decision), either Party may initiate pre-litigation mediation. Where the dispute qualifies as a 'commercial dispute' under the Commercial Courts Act, 2015, this mediation shall satisfy the mandatory pre-litigation requirement under Section 12A of the said Act.*

Mediation Parameters: *Mediation shall be conducted by a mediator empanelled with the High Court or a Government-notified mediation service provider in accordance with the Mediation Act, 2023. The timelines and extension provisions stipulated in the Act shall apply.*

Approval of Settlement: *Any mediated settlement agreement shall be subject to final written approval and execution by the Competent Authority of WAPCOS. The mediator shall be informed at the outset that the authorized representative of WAPCOS does not have the inherent power to bind WAPCOS to a settlement without such approval. If such approval is not granted within 30 days of the settlement terms being presented, the settlement shall be deemed not concluded, and the mediation shall be treated as unsuccessful.*

1.3 CIVIL COURT JURISDICTION & CONSEQUENCES OF BREACH

Exhaustion of Remedies: *A Party may file a civil suit only after (a) obtaining a DRC decision or deemed decision, and (b) participating in the mandatory mediation process and obtaining a failure report.*

Mandatory Pleadings: *Every plaint shall specifically demonstrate compliance with Tier-l, Tier-Il, and Tier-Ill requirements. Failure to do so shall render the plaint liable to rejection.*

shall be informed at the outset that the authorized representative of WAPCOS does not have the inherent power to bind WAPCOS to a settlement without such approval. If such approval is not granted within 30 days of the settlement terms being presented, the settlement shall be deemed not concluded, and the mediation shall be treated as unsuccessful.

1.4 CIVIL COURT JURISDICTION & CONSEQUENCES OF BREACH

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Mandatory Pleadings: *Every plaint shall specifically demonstrate compliance with Tier-l, Tier-Il, and Tier-Ill requirements. Failure to do so shall render the plaint liable to rejection.*

Any attempt to initiate arbitration or file a civil suit without first exhausting the mandatory tiers stipulated above shall constitute a material breach of contract. WAPCOS shall be entitled to seek appropriate relief from the court, including but not limited to an injunction to restrain such proceedings, and to recover all associated costs and expenses.

1.5 GENERAL PROVISIONS

Severability: *If any portion of this Clause is invalidated by a court, the remaining parts shall remain in force.*

Amendment: *This Clause may be amended only by a written instrument signed by the CMD or an expressly authorized officer of WAPCOS.*

Failure to continue performance shall constitute a material breach entitling WAPCOS to terminate the Contract without prejudice to its other right.

21. STATUTORY COMPLIANCE, INSURANCE AND INDEMNITY

a) The Agency shall maintain valid registration, permits, fitness certificate, pollution certificate, insurance and other documents required for each vehicle and location, and ensure that each driver holds a valid licence and satisfies legal requirements.
b) The Agency remains responsible for its drivers, vehicles, employment obligations, wages, social-security contributions, taxes, accidents and third-party liabilities to the extent provided by law and contract. The contract shall include appropriate indemnity in favour of WAPCOS, its officers and authorised users, subject to applicable law.
c) Before deployment and periodically thereafter, WAPCOS may verify documents and require immediate replacement of a non-compliant vehicle/driver. The Agency shall promptly notify WAPCOS of any accident, police action, licence/permit suspension, insurance issue or other material event.
d) The Service Provider shall comply with applicable Motor Vehicles laws, labour laws, GST/tax requirements and local transport regulations.
e) The Service Provider shall be responsible for all statutory dues and obligations relating to its vehicles, drivers and employees.
f) WAPCOS shall not be liable for penalties arising from the Service Provider's statutory non-compliance.

22. SUSPENSION, DE-EMPANELMENT AND TERMINATION

Grounds may include repeated non-deployment, persistent SLA failure, false documents, statutory non-compliance, serious safety incident, driver misconduct, fraud/collusion/corruption, unauthorised

subcontracting, bankruptcy/ insolvency or material breach. Except where immediate protective action is required, the Agency shall receive a reasoned notice and reasonable opportunity to respond. The decision shall be recorded by the authorised officer and follow WAPCOS policy and applicable debarment rules.

The tender shall distinguish (a) removal of a vehicle/driver from a specific duty, (b) temporary suspension from new call-offs, (c) termination of an individual Call-Off Order (e) debarment/holiday listing. Any debarment shall be dealt with separately under applicable policy, including proportionality, notice and competent-authority requirements.

23. INTEGRITY, CONFLICT OF INTEREST AND CONFIDENTIALITY

Bidders and the Agency shall comply with the applicable Code of Integrity for Public Procurement, anti-corruption rules and WAPCOS integrity requirements. Bidders shall disclose actual, potential or perceived conflicts involving the bidder, allied firms, personnel and officials involved in the procurement or contract administration. No bidder shall collude, exchange bid prices, offer inducements or seek confidential competitor information. Integrity Pact shall be included where required by WAPCOS policy or the applicable threshold.

24. RISK AND COST

In case the Agency fails to meet the contractual obligations, WAPCOS will be having sole discretion to get the work done through some other agency at the cost and risk to the service provider. WAPCOS's decision in this regard shall be final and binding on the Agency.

25. THE SEXUAL HARASSMENT OF WOMEN AT WORK PLACE

The service provider shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

26. EXCLUSION OF LIABILITY FOR PAYMENT FOR INTEREST

WAPCOS shall not be liable for payment of any interest on the amount that may become payable to the service provider under this contract and matter connected therewith.

27. CONTRACT SUB- LETTING

Sub-letting of the contract to any third party / agency will not be permitted.

28. PERIOD OF EMPANELMENT

Empanelment shall be initially for a period of one years from the date of Empanelment, which can be extendable for another one year maximum as per sole discretion of WAPCOS, on the same terms & conditions subject to satisfactory performance during the empanelment period and as per prevailing conditions of GeM procurement portal.

29. CONTACT DETAILS

WAPCOS Limited, Corporate Office, 76-C, Sector-18, Gurugram – 122015, Haryana. Email / Phone as per GeM bid. Clarifications preferably through GeM portal or through the email gem@wapcos.co.in..

30. AUTHORIZATION TO BID

a) The proposal/ bid being submitted would be binding on the Bidder. As such, it is necessary that authorized personnel of the firm or organization sign the bid documents. The designated personnel should be authorized by the organization having authority, duly supported by copy of Board resolution or Power of Attorney.
b) All pages of the bid should be duly signed by the authorized signatory of the bidder. All documents shall be self-attested by Authorized Signatory of bidder with an understanding undertaking that authorized signatory takes full responsibility on behalf of the bidder for veracity of submitted documents in the bid.
c) All such signatures shall be supported by a seal of the “Bidding Entity”.

ANNEXURE A — BIDDER INFORMATION FORM

(To be submitted along with the Bid)

(On Company Letter Head)

1. Bidder Details:

S. No.	Particular*	Bidder Details
1.	Name of Bidder / Firm / Company	
2.	GeM Seller ID	
3.	Registered Address	
4.	PAN	
5.	GSTIN	
6.	Contact Person Name & Designation	
7.	Mobile No.	
8.	E-mail ID	
9.	Years in business	
10.	Average annual turnover	
11.	Authorised signatory	

*** All details are mandatorily to be filled by the bidder**

2. STATES / UNION TERRITORIES APPLIED FOR

The Bidder hereby applies for empanelment in the following State(s) / Union Territory (ies). Please put ✓ in the box against the State(s) for which the Bidder wishes to be considered. Bidders may select one or more States/ UTs. Empanelment and L1 rate discovery shall be done State/UT-wise.

✓	State / UT	✓	State / UT	✓	State / UT
	Andhra Pradesh		Arunachal Pradesh		Assam
	Bihar		Chhattisgarh		Goa
	Gujarat		Haryana		Himachal Pradesh*
	Jharkhand		Karnataka		Kerala
	Madhya Pradesh		Maharashtra		Manipur
	Meghalaya		Mizoram		Nagaland
	Odisha		Punjab		Rajasthan
	Sikkim*		Tamil Nadu		Telangana
	Tripura		Uttar Pradesh		Uttarakhand*
	West Bengal		Andaman & Nicobar		Chandigarh
	Dadra & Nagar Haveli and Daman & Diu		Delhi (NCT)		Jammu & Kashmir*
	Ladakh*		Lakshadweep		Puducherry

**** States / UTs marked with asterisk generally involve hill / difficult terrain. Bidders applying for these States should preferably have Hill-Compatible / Terrain vehicles and indicate the same in the fleet list.***

3. HILL-COMPATIBLE / TERRAIN VEHICLE CAPABILITY

Does the Bidder have Hill-Compatible / 4WD / AWD / terrain-suitable vehicles available for deployment?

☐ Yes ☐ No

If Yes, approximate number of such vehicles: _____ (Attach list with RC copies highlighting these vehicles).

4. DECLARATION

I/We hereby declare that:

- I/We have read and understood the Tender Document, Scope of Work, Terms & Conditions and Annexures.
- I/We apply for empanelment only in the State(s) / UT(s) marked above.
- I/We undertake to deploy Hill-Compatible vehicles whenever ordered for hill / difficult terrain locations in the States applied for.
- All information furnished is true and correct. Any false information may lead to rejection / cancellation of empanelment.

Date: _____

Place: _____

Signature of Authorised Signatory

Name: _____

Designation: _____

Seal of the Firm / Company

ANNEXURE B - DECLARATION BY BIDDER

(To be submitted along with the Bid)
(On Company Letter Head)

1. I son/ daughter/ wife of Sh. _____ and Proprietor/Director/authorized signatory of the agency mentioned above, is competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.
3. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we, am /are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my/our tender at any stage besides liabilities towards prosecution under appropriate law and forfeiture of EMD or Performance Guarantee as the case may be.
4. I/We hereby certify that all the information furnished in the tender document is true to the best of my knowledge. I have no objection to the company verifying any or all the information furnished in this document with the concerned authorities, if necessary.
5. In the event of any information or statement being found to be incorrect in any way and at any time, the same be construed to be a misrepresentation, enabling the Bank to avoid/cancel any resultant empanelment.
6. I/we further undertake that as and when called upon by the Company for inspection, to produce original(s) of the documents of which copies have been attached hereto.
7. It is certified that I/we have not been debarred or blacklisted from participation in Govt., tenders at the time of purchasing this tender document.
8. I/We also certify that, I/We have understood all the terms and conditions indicated in the tender document and hereby accept the same completely and unconditionally.

PLACE:
DATE:

SIGNATURE OF BIDDER
(OWNER/DIRECTOR/ AUTHORISED SIGNATORY)
Official Seal / Stamp & Full Name

ANNEXURE C — LOCATION-WISE FLEET AVAILABILITY

(To be submitted along with the Bid)

(On Company Letter Head)

Details of vehicles of each category i.e. Hatchback, Sedan, Premium Sedan, SUV, MUV, , Luxury Sedan, Luxury SUV, Electric Vehicles

Compact Sedan, Mid-Size Sedan and SUV not older than 2023 model, under disposal of bidder for deployment. The vehicles may be in the name of agency, proprietor/ partner or attached vehicles. (Xerox copy of RC books to be enclosed)

State/ UT	City/ location	Vehicle category	Definition	Examples	Registration no.	Make/ model	Year of registration	Owned/ leased / contracted	Fitness Certificate & Odometer reading
		Hatchback	This segment includes passenger cars with compact design in a two-box configuration, and usually a length between 3401 to 3995 mm.	1. Maruti Suzuki WagonR 2. Maruti Suzuki Celerio 3. Maruti Suzuki Swift 4. Hyundai i10 5. Hyundai i20 6. Tata Tiago 7. Datsun Go 8. Tata Bolt 9. Hyundai Santro					

State/ UT	City/ location	Vehicle category	Definition	Examples	Registration no.	Make/ model	Year of registration	Owned/ leased / contracted	Fitness Certificate & Odometer reading
				10.Tata Indigo					
		Sedan	This segment includes passenger cars with mid-size design in a three-box configuration, and usually a length between 3990 to 4500 mm.	1. Honda Amaze 2. Maruti Suzuki Dzire 3. Tata Tigor 4. Hyundai Xcent 5. Ford Aspire 6. Volkswagen Ameo 7. Tata Zest 8. Nissan Sunny 9. Toyota Etios					
		Premium Sedan	This segment includes passenger cars with executive design in a three-box configuration, intended to provide passengers with increased comfort, a higher level of equipment and increased perception of	1. Maruti Suzuki Ciaz 2. Honda City 3. Volkswagen Vento 4. Toyota Corolla 5. Hyundai Verna					

State/ UT	City/ location	Vehicle category	Definition	Examples	Registration no.	Make/ model	Year of registration	Owned/ leased / contracted	Fitness Certificate & Odometer reading
			quality than regular sedans and usually a length between 4000 to 4600 mm.	6. Skoda Rapid					
		SUV	This segment includes passenger vehicles which combine elements of road-going passenger cars with features from off-road vehicles, such as raised ground clearance and four-wheel drive and length between 3995 to 4500 mm.	1. Maruti Suzuki Ertiga 2. Maruti Suzuki VitaraBrezza 3. Mahindra Scorpio 4. Maruti Suzuki XL6 5. Ford Ecosport 6. Hyundai Creta 7. Renault Duster 8. Mahindra TUV300 9. Mahindra XUV300 10. Mahindra XUV 500					

State/ UT	City/ location	Vehicle category	Definition	Examples	Registration no.	Make/ model	Year of registration	Owned/ leased / contracted	Fitness Certificate & Odometer reading
		MUV	This segment includes vehicles for transport of passenger and material with a seating capacity of 3 besides driver with an open loading capacity in the back for 1 to 1.25 MT	1. Mahindra Bolero Camper 2. Tata Xenon 3. Mahindra Imperio 4. Isuzu Dimax					
		Premium SUV	This segment includes SUV/MUVs intended to provide passengers with increased comfort, a higher level of equipment and increased perception of quality than regular SUVs and length between 4300 to 4800 mm.	1. Toyota Innova 2. Toyota InnovaCrysta 3. Toyota Fortuner 4. Ford Endeavour 5. Jeep Compass 6. Tata Hexa 7. Tata Harrier 8. Honda CR-V					
		Luxury Sedan	This segment includes passenger vehicles with luxury design in a three-box configuration, intended to provide top level of	1. Toyota Camry 2. Honda Accord 3. Mercedes Benz E Class					

State/ UT	City/ location	Vehicle category	Definition	Examples	Registration no.	Make/ model	Year of registration	Owned/ leased / contracted	Fitness Certificate & Odometer reading
			comfort and highest perception of quality and length between 4500 to 5200 mm.	4. BMW 3 Series 5. Audi A4 6. Volvo S 90 7. Jaguar XE 8. Lexus ES 9. Skoda Superb 10. Skoda Octavia					
		Luxury SUV	This segment includes SUV/ MUVs with luxury design, intended to provide top level of comfort and highest perception of quality and usually length between 4600 to 5300 mm.	1. Mercedes Benz GLC 2. BMW X3 3. Audi Q5 4. Jeep Grand Cherokee 5. Land Rover Discovery Sport 6. Jaguar F Pace 7. Volvo XC 60 8. Mitsubishi Montero					

State/ UT	City/ location	Vehicle category	Definition	Examples	Registration no.	Make/ model	Year of registration	Owned/ leased / contracted	Fitness Certificate & Odometer reading
		Electric Vehicles	This segment includes vehicles that are either partially or fully powered on electric power.	1. Tata Nexon EV 2. Hyundai Kona Electric 3. Mahindra e20plus 4. TATA XPRES T EV XM+					

[Extra rows may be added, if required]

PLACE:
DATE:

SIGNATURE OF BIDDER
(OWNER/DIRECTOR/ AUTHORISED SIGNATORY)
Official Seal / Stamp

ANNEXURE D - WORK EXPERIENCE

(To be submitted along with the Bid)

(On Company Letter Head)

Documentary proof during last three FY ending last day of month previous to the one in which applications are invited. such as copy of work order/ contract order along with completion certificates/CRAC from the client clearly indicating the nature/ scope of work, actual completion cost and actual date of completion for such work should be submitted. If the similar work executed is part of a contract, then the work completion certificate shall be provided for the specific work mentioning the value of work completed.

Completed assignment means "assignment fully completed, billed and payment made against a single contract". Substantially completed (atleast 80% payments received) assignments shall be considered for evaluation. Similar Work Experience means "Providing Taxi (Car) Hiring Services at Central Govt./ State Govt./ Government Departments/ Autonomous Bodies/ Govt. Undertakings (PSUs) or in reputed Private Companies having Company Identification Number".

S. No.	Name of the Client with full address, phone, Email, and name of contact person for verification of credential	Ref. Work order/Contract order along with Completion certificates/CRAC	Work Order Value (in Rs. Lakh)	Work Executed Value (in Rs. Lakh)	Duration of Contract	
					Date of Commencement	Date of Completion

[Extra rows may be added, if required]

PLACE:
DATE:

SIGNATURE OF BIDDER
(OWNER/DIRECTOR/ AUTHORISED SIGNATORY)
Official Seal / Stamp

ANNEXURE E — TECHNICAL COMPLIANCE SHEET

(To be submitted along with the Bid)

(On Company Letter Head)

Requirement	Complied (Yes/No)	Evidence / remarks
Legal registration, PAN and GST (where applicable)		
Relevant similar-work experience		
Financial-capacity criterion		
Fleet availability for each package		
Vehicle age/category specifications		
Registration, permit, insurance, fitness and PUC		
Valid driver licence and statutory compliance		
Replacement and emergency response		
GPS/movement monitoring where specified		
Acceptance of SLA and deductions		
Conflict-of-interest / integrity / non-debarment declarations		

[Extra rows may be added, if required]

PLACE:
DATE:

SIGNATURE OF BIDDER
(OWNER/DIRECTOR/ AUTHORISED SIGNATORY)
Official Seal / Stamp

ANNEXURE H - NO NEAR RELATIVE CERTIFICATE

(To be submitted along with the Bid)

(On Company Letter Head)

To

WAPCOS Limited

_____

_____

References: Tender No: -

Name of Tender/Work: -

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned 'Tender/ Work from the website of Government E-Marketplace as per your advertisement given in the above-mentioned website(s).
2. I/We do hereby declare that we are not relatives of any Director of WAPCOS or any of his relative is a partner.
3. In our firm there is no Partner who is Director of WAPCOS or any of his relative is a partner.
4. We declare that none of our relative is working as an "EMPLOYEE" in the Corporation.
5. I/We have not engaged any person(s) of doubtful antecedent and if any such person(s) found by management I/We am/are agreeing for punishment as deemed fit by management.

PLACE:

DATE:

SIGNATURE OF BIDDER
(OWNER/DIRECTOR/ AUTHORISED SIGNATORY)
Official Seal / Stamp

ANNEXURE I - NON-BLACKLISTING DECLARATION

(To be submitted along with the Bid)

(On Company Letter Head)

To

WAPCOS Limited

_____

_____

References: Tender No: -

Name of Tender/Work: -

Sub: Declaration for Non-Blacklisting

Dear Sir/Madam,

We hereby declare that we are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India or any other country in the world/ Public Sector undertaking/ any Regulatory Authorities in India or any other country in the world for any kind of fraudulent activities.

Yours Faithfully,

PLACE:

DATE:

SIGNATURE OF BIDDER

(OWNER/DIRECTOR/ AUTHORISED SIGNATORY)

Official Seal / Stamp

ANNEXURE J - CERTIFICATION OF NON-CONVICTION OF ANY OFFENSE

(To be submitted along with the Bid)

(On Company Letter Head)

This is to certify that I _____ , (complete name of applicant) a resident of _____ (complete address) have never found guilty/ convicted of any administrative offense and/or crime.

I am executing this Certification in support of Tender regarding **Empanelment of Agencies/Firms for Vehicle Hiring Services across India**.

PLACE:

DATE:

SIGNATURE OF BIDDER

(OWNER/DIRECTOR/ AUTHORISED SIGNATORY)

Official Seal / Stamp

ANNEXURE K — AGENCY DECLARATIONS

- I/We certify that information and documents submitted are true, complete and verifiable.
- I/We declare that the bidder is not debarred/blacklisted in circumstances covered by the tender and applicable rules, except as disclosed.
- I/We have disclosed actual, potential or perceived conflicts of interest relevant to this procurement.
- I/We have not engaged in collusion, bid-rigging, coercion, fraud, corruption or improper inducement.
- I/We shall deploy only legally compliant vehicles and qualified drivers and maintain all required documents throughout service.
- I/We accept the stated service levels, deductions, billing evidence requirements and inspection rights.
- I/We understand that empanelment does not guarantee minimum work or revenue unless expressly stated in the tender.

PLACE:

DATE:

SIGNATURE OF BIDDER

(OWNER/DIRECTOR/ AUTHORISED SIGNATORY)

Official Seal / Stamp

OTHER TERMS AND CONDITIONS

1. The firms will ensure that vehicles and drivers of the dedicated vehicles are not normally changed. Frequent changes of vehicles and drivers will not be permitted.
2. Parking charges, Toll Tax, State Taxes etc. if any, for a particular journey will be reimbursed as per GeM policy.
3. The unsatisfactory service shall mean and include non-compliance and non-fulfillment of any of the contractual obligations by the service provider or poor performance or violation of any of the terms and conditions of the tender/contract and failure on the service provider's part to correct the discrepancies/shortcomings, brought to its notice in writing by the WAPCOS.
4. It will be the sole responsibility of the service provider to pay salary and other perks to its drivers and no complaints by any of its drivers in this regard will be entertained by WAPCOS.
5. The agreement can be terminated earlier than the duration of contract by giving one month`s written notice by WAPCOS and three months' notice by the Service Provider without assigning any reason and the decision of the Competent Authority, WAPCOS shall be binding on the service provider. No claims for compensation for the loss of revenue due to such decision shall be entertained.
6. The firm should have registered vehicles in its name or in the name of the Proprietor (s) and should be in good condition. The vehicles should be mechanically sound and should also have decent interiors with other necessary accessories.
7. All expenses will have to be borne by the firm in case of breakdown of the vehicle supplied. Immediate replacement of the breakdown vehicle will have to be provided.
8. In case a vehicle is requisitioned and the same does not reach at the appointed time and place, WAPCOS will be free to call another vehicle from the open market and the expenses on this account will be deducted from the pending bills/security etc.
9. The contractor/service provider shall be responsible for complying with obligations under Income Tax, ESI, Contract Labour (Regulation and Abolition) Act, Minimum Wages Act, Labour Laws etc. and damages to third party arising due to accident etc.
10. The contractor/service provider shall be responsible for all litigations arising out of the non-payment of road tax, service tax etc. and other dues to the appropriate authorities and also for the payment of due compensation to the drivers and any other parties involved in the event of deaths/injuries/damages arising out of accidents and due to various other causes etc.

11. The service provider shall be responsible for keeping the vehicles insured in compliance with the provisions of Motor Vehicle Act. All claims arising out of it will be met by the firm and WAPCOS shall not be liable in any matter whatsoever.
12. The service provider shall also be responsible for compliance with the legal provisions in respect of the vehicle and shall indemnify WAPCOS from any loss on this account.
13. The firm should have an adequate number of telephones for contact round- the-clock and the numbers of the same should be given to officer nominated and In-charge (Transport) dealing with the Staff Cars in the WAPCOS as well as to the concerned officers to whom the respective vehicles have been provided.
14. The firm should have a provision to take bookings 24x7 and should be able to provide vehicles on Sundays/holidays also.
15. WAPCOS will not be responsible for any challan, loss, damage or accident to the vehicle or to any other vehicle or injury any person or animal.
16. The authorized officer of WAPCOS may conduct a surprise checking of the odometers of the cars/vehicles supplied from any workshop and the cost thereof will be borne by the agency.
17. The agencies whose services had been faulty/litigated with WAPCOS or which had repudiated in supplying vehicles in WAPCOS after getting work award will not be considered for evaluation. Their bids will be disqualified out rightly.
18. The bidder has to submit details of electric vehicles available along with the bid.
19. Penalty shall be levied as per GeM policy

Note: The bidder should sign/stamp each page of the tender document as a token of having read and understood the terms and conditions contained herein and submit the same along with the bid. The bidder would fill up the information in attached Annexure in clear and legible terms. Annexure will also have to be signed and stamped by the firm through its authorized signatory. No cutting/overwriting is allowed in the tender document.