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DRUK HOLDING & INVESTMENTS LTD.

GROUP STANDARD BIDDING DOCUMENT

SERVICES (Hiring of Vehicles)

[For Non - Consultancy services]



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NOTICE INVITING QUOTATION (NIQ)

1. The Support Service Division (SSD), Corporate Service Department (CSD), Bhutan Power Corporation Limited (BPC), Thimphu, is pleased to invite bids from the eligible bidders (Registered Bhutanese Vehicle Hiring Agencies) for hiring of following vehicles for two years (June 2023 to till June 2025) as per the scope of works mentioned hereinafter.

Sl. No.	Type of vehicle	Period of hiring	Vehicle Model
1	Toyota Prado	Two years as and when required	2010 or later
2	Toyota Hilux (Double Cabin)	Two years as and when required	2010 or later
3	Nissan Nivara (Double Cabin)	Two years as and when required	2015 or later
4	Isuzu Dmax (Double Cabin)	Two years as and when required	2018 or later
5	Toyota Hiace Bus (12 seater)	Two years as and when required	2010 or later
6	Hyundai Santa fee	Two years as and when required	2015 or later
7	Hyundai Tucson	Two years as and when required	2015 or later
8	Toyota Coaster Bus (19 Seater)	Two years as and when required	2010 or later
9	Hyundai Creta	Two years as and when required	2015 or later
10	Maruti Suzuki S-Cross	Two years as and when required	2015 or later
11	Truck	Two years as and when required	2015 or later

2. A complete set of bidding documents can be downloaded from the purchaser's website free of charges (<http://www.bpc.bt/archives/category/tender>) but should register with purchaser on or before the closing of bid sale date. Registration should be done through written application together with the valid business license copy to make the bid enforceable. Bidding Documents can be also available at the Support Service Division, Corporate Service Department, BPC, Thimphu as per the following schedule:

NIQ No.	:	BPC/SSD/ADM-15/2023/
Last date for Bid receipt & time	:	Up to June 06, 2023 by 14:30 hours at the address
Bid opening date & time	:	On June 06, 2023 at 15:00 hours at BPC Conference Hall, Head Office, Thimphu



3. All Bids must be accompanied by Bid Security for an amount of **Nu. 5,000.00 [Ngultrum Five Thousand]** only in the form of Demand Draft/Cash Warrant/Bank Guarantee, issued by any Financial Institutions acceptable and enforceable by Financial Institutions in Bhutan and shall remain valid for 120 days. Bids not accompanied with an acceptable Bid security as specified in Bidding Documents or Bids accompanied with Bid Security of inadequate value and validity shall be rejected by the Company at the time of the opening.
4. You are requested to submit your most competitive offer in line with the instructions given in the Bidding Document in a sealed envelope with the following details:

NIQ No. _____
Bid Receipt date _____
Brief description of the services _____
Bidder's Name _____

5. Offers must be addressed to:
**General Manager,
Support Service Division, CSD,
Bhutan Power Corporation Ltd.,
Thimphu.**
6. **Contact Personnel:**

Interested bidders may contact the following person (Nodal officer) for any clarification:

- | | |
|--|--|
| 1. Tshering Choden,
Sr. Manager, ARES
Phone No. 17600709,
E-mail: tsheringchoden@bpc.bt | 2. Tshedup Zangpo,
Dy. HR Officer, AERS
Phone No. 17942762
E-mail: tshedupzangpo2013@bpc.bt |
|--|--|



SECTION I - INSTRUCTION TO BIDDERS (ITB)

1. Site Visit

- 1.1 The Bidder, at the Bidder's own responsibility and risk, is encouraged to visit and examine the Site to obtain all information that may be necessary for preparing the Bid. The costs of visiting the Site shall be at the Bidder's own expense **(Not applicable)**.

2. Clarification on Bidding Document

- 2.1 The Bidder shall examine the Bidding Documents thoroughly. Any clarification request on Bidding Documents the bidders shall be submitted in writing before the last date of bid clarification submission.
- 2.2 Any bid clarification inquiry received after the last date of bid clarification will not be responded.

3. Amendment of Bidding Documents

- 3.1 At any time prior to the deadline for submission of bids, the Company may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document through an Addendum.
- 3.2 The Addendum, if any shall be available for downloading from the Company's website by prospective Bidders. The Company may, at its discretion, extend the deadline for bid submission, if the Bidders are expected to require additional time in which to take the Addendum into account in preparation of their bid or for any other reason.

4. Modification and Withdrawal of Bids

- 4.1 No bid can be modified subsequent to the deadline for submission of bids.

5. Price Schedule

- 5.1 Price shall be quoted in accordance with **Bidding Form 2: Price Schedule Form**
- 5.2 Price quoted by the Successful Bidder must remain firm during the entire period of performance of the Contract and is not subject to variation.

6. Period of Validity of Bids

- 6.1 Bids shall remain valid for a period of 90 days from the bid closing date or extension, if any. A bid valid for a shorter period shall be rejected by the Company as non-responsive.
- 6.2 As required, the Company may request bidders to extend the period of validity of their bids. However, a bidder may refuse the request to extend the validity of its bids without forfeiting its bid security. A bidder granting request shall not be required or permitted to modify its bids.

7. Currency of Bid

- 7.1 The unit rates and prices quoted by the Bidder, other than BTN for bid evaluation purpose the exchange rate will be based on telegraphic transfer (TT) selling rate published by the Royal Monetary Authority (RMA) of the Kingdom of Bhutan on the day of bid opening.



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8. Bid Security

- 8.1 The Bidder shall furnish, as part of its bid, bid security denominated in the currency and in the amount of **Nu. 5,000.00 (Ngultrum Five Thousand)** only valid for 120 days. The Bid Security shall be submitted in the form of an irrevocable bank guarantee/cash warrant/demand draft payable to the Company issued by any Financial Institution of Bhutan or any Foreign bank acceptable and enforceable by Financial Institution of Bhutan.
- 8.2 The bid security shall be forfeited if a bidder withdraws its bid during the period of bid validity or if the selected Service-Provider fails to sign the Contract in accordance with **ITB 17: Signing of Contract**.
- 8.3 Immediately after the award of contract the bid security of all the unsuccessful bidders, shall be returned within fifteen (15) working days of the award of contract/Work Order.
- 8.4 The bid security of the successful bidder shall be returned immediately after signing of contract/ issue of Work Order.

9. Signing of Bids

- 9.1 The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person who is duly authorized by the Bidder, holding a Power of Attorney, with an official seal.

10. Submission of Bids

- 10.1 The bidder(s) shall submit one original bid clearly marked ORIGINAL and should also submit one copy marked as COPY. The bid including all documents should be duly filled, signed and sealed in an envelope and addressed to and delivered **on or before June 06, 2023** at the following address:

**General Manager,
Support Service Division,
Corporate Service Department,
Bhutan Power Corporation Limited,
Thimphu.
Phone No. +975-02-339852**

- 10.2 The submission of Bid(s) with password protected email are acceptable, however the Bid Security in original is submitted to any nearby BPC Office with the intimation to the contact person given in this tender.

11. Opening of Bid

- 11.1 The bid(s) will be opened in the presence of bidders or their representatives who choose to attend on **June 06, 2023 at 15:00 hours at BPC Conference Hall, Head Office, Thimphu**. In case due date of the opening of the bid falls on non-working days, the opening of the bid shall be on next working day at the same time.

12. Bid Evaluation

- 12.1 Bids determined to be substantially responsive to the technical specifications and



commercial conditions will be evaluated by comparison of their quoted prices. In evaluating the bids, the Company will determine for each bids the evaluated price by adjusting the priced bid by making any correction for any arithmetical errors as follows:

- i. where there is a discrepancy between amounts in figures and in words, the amount in words will govern;
- ii. where there is discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted shall govern unless in the opinion of the Company there is an obviously gross misplacement of the decimal point in the unit rate, in which case the line-item total as quoted shall govern, and the unit rate shall be corrected.

- 12.2 To assist in the evaluation, comparison of the Bids, the Company may, at its discretion, ask any Bidder for a clarification of its Bid. Any clarification submitted by a Bidder that is not in response to a request by the Company shall not be considered.

13. Negotiations

- 13.1 Negotiations may be carried out with the lowest evaluated bidder within a week after completion of bid evaluation for award of contract at **BPC Head Office, Thimphu (if necessary)**. In case of failure during negotiation with the lowest evaluated bidder, the Company shall proceed for negotiation with the next-ranked Bidder.
- 13.2 The minutes of the negotiations, signed by the company and the Bidder, shall form part of the Contract Agreement.

14. Award Criteria

- 14.1 The Company will award the Contract to the successful Bidder, after negotiation, if any, whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid.
- 14.2 However, the Company also reserves the right to accept any bid and to reject any or all bids and to annul the bidding process and reject all Bids at any time prior to Contract award, without thereby incurring any liability to Bidders or any obligation to inform the affected Bidders on the grounds for such action of the Company.

15. Deviation

- 15.1 Bidders shall not be permitted to take any deviation from the terms and conditions as specified in the Bidding Documents. However, any exceptions/deviations to the terms and conditions of the Bid Document should be indicated in the deviation schedule as per the **Form 3: Deviation Schedule**.

16. Notification of Award

- 16.1 Prior to expiry of the period of bid validity or extended validity, Company will issue Notification of Award to the successful Bidder(s). Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract.



17. Signing of Contract

Within the time period specified in the NoA, the successful consultant shall sign the contract or a Service Order shall be issued by the Company upon submission of Performance Security as per **ITB 18**.

18. Performance Security

18.1 The successful Bidder shall have to submit the performance security of **Nu. 20,000.00 (Ngultrum Twenty Thousand)** only and has to be deposited by the Hiring Agency/service provider at the time of signing the agreement.

18.2 The performance security shall be submitted in any of the following forms:

- a) irrevocable bank guarantee,
- b) cash warrant, or
- c) demand draft.

18.3 Failure of the successful Bidder to submit the above-mentioned performance security or accept the award or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid security.

19. Performance Evaluation System

19.1 The performance of the Service Provider shall be assessed as per the Performance Evaluation System (PES) attached at Section V herewith

19.2 Where the PES is required, depending on the nature of Services, Bidders are required to sign and submit the PES Acceptance Form attached as **Annexure- II** along with the bid. In case the bidder does not agree to sign the VPMS Acceptance Form, the bidder shall be liable for rejection.

20. Company's Right

20.1. The company reserves the right to accept or reject any Bid, and to annul the bidding process and reject all Bids at any time prior to Contract award, without thereby incurring any liability to Bidders or any obligation to inform the affected Bidders of the grounds for such action of the company.



SECTION II- BIDDING FORMS

Form – 1: Statement of Compliance

To

[COMPANY's Name and Address]

Dear Sir/Madam,

With reference to our Bid dated.....for of*[insert brief scope of work]*against NIQ No....., we hereby conform that we have read the provisions of bidding document and further confirm that notwithstanding anything stated elsewhere to the contrary, the stipulations of these clauses are acceptable to us and we have not taken any deviation to any of these clauses anywhere in the Bid:

We further confirm that any deviation to the above clauses, found anywhere in our Bid, implicit or explicit, shall stand unconditionally withdrawn without any cost implication whatsoever to COMPANY failing which the Bid security may be forfeited

Sealed and signed



Form – 2: Price Schedule Forms

Sl. No.	Type of vehicle	Rate per km (if distance travelled is 100 KM or more than 100 KM in a day)	Lump sum Rate per day (if distance travelled is less than 100 KM in a day)
1	Toyota Prado		
2	Toyota Hilux (Double Cabin)		
3	Nissan Nivara (Double Cabin)		
4	Isuzu Dmax (Double Cabin)		
5	Toyota Hiace Bus (12 seater)		
6	Hyundai Santa fee		
7	Hyundai Tucson		
8	Toyota Coaster Bus (19 Seater)		
9	Hyundai Creta		
10	Maruti Suzuki S-Cross		
11	Truck		

Sealed and Signed

Form – 3: Deviation Schedule

(Only exceptions/deviations to be mentioned)

Section No. (Page No.)	Clause No. Sub-clause No.	Details of deviation	Cost Compensation for Deviation	Remarks

Sealed and Signed



(Handwritten signature)

Form – 4: Performance Evaluation System Acceptance Form

To

[Company's Name and Address]

Dear Sir/Madam,

With reference to our Bid dated.....for supply of *[insert brief scope of supply]*
.....against NIT No....., we hereby conform that we have read the provisions in ITB
clause 19 regarding the VPMS and we hereby agree to abide by the provisions in the VPMS or do
affirm as follows:

1. If our bid is accepted, we agree to be assessed as per the VPMS methodology adopted by
Company.
2. We accept the rating of VPMS depending on our performance and any action hereof.
3. We shall be liable for any breach of this undertaking and non- compliance to the provisions of
VPMS.

Sealed and signed



SECTION III- GENERAL CONDITIONS OF CONTRACT

1. Definition

- 1.1 The following terms and expressions used herein shall have the meaning as indicated therein:
- a) **“Contract Price”** means the aggregate price payable to the Contractor as specified in the Contract at the time of award, subject to such additions and adjustments thereto or deductions therefrom as may be made pursuant to the provisions of the Contract till the completion of the contract, the price so adjusted shall be termed as Executed Price;
 - b) **“Company”** means Bhutan Power Corporation Limited applying this Document;
 - c) **“Services”** means Non-Consultancy Services which are not Consultancy Services. Non-consultancy Services are normally bid and contracted on the basis of performance of measurable outputs, and for which performance standards can be clearly identified and consistently applied. Examples include: drilling, aerial photography, satellite imagery, mapping, catering services, ticketing services, printing services, hiring of training facilities, and similar operations;
 - d) **“Completion Date”** means the date of completion of the Services by the Service Provider as certified by Company;
 - e) **“Service Provider”** means a legal entity or registered vehicle hiring agency holding valid license, including the legal successors or permitted assigns of such entity, entering into a Contract with Company to provide Services;

2. Governing Law

- 2.1 The Contract/ Purchase Order shall be governed by and interpreted in accordance with the Laws of Bhutan.

3. Service Provider’s Responsibilities

- 3.1 The Service Provider shall provide all the Services in accordance with this bid document and the Delivery and completion requirements.

3.2 Maintenance of vehicle

- 3.2.1 The service provider is to ensure that the vehicle is kept in good condition all the time, 2 (two) days in a month will be allowed for service/maintenance of vehicle for which hiring charges are included in the monthly charge. The vehicle should have all the required documents (Registration certificate, road worthiness, insurance, emission test certificate etc.) up-to date during the time of service.

3.3 Driver

- 3.3.1. The drivers shall have valid driving license for at least two years. They should be well-behaved, fit for duty and must abstain from consuming alcohol, especially during the duty hours. The drivers have to be willingness to perform duties even on



public holidays including Sundays, depending on the urgency of work. For this, no extra payment will be given by company.

3.3.2. Payment of salary and other benefits for the drivers shall be the responsibility of the service provider. Company will not provide any accommodation whether temporary or permanent, or pay house rent to the drivers.

3.3.3. Any fine/penalty, if imposed due to default on the part of the driver will have to be borne by the hiring agency of the vehicle.

3.4 POL and Repair & Maintenance

3.4.1. All expenses on POL's including repair and maintenance are to be borne by the hiring agency of the vehicle. And similarly the cost of tyres/tubes, new fittings, spare parts, etc, are to be borne during the time of vehicle on duty by the service provider.

3.5 Breakdown

3.5.1. In the events of sudden breakdown, the service provider should arrange for alternative vehicle within 24 hours failing which a recovery of Nu. 1,000/- per day will be levied from the current bill. If the vehicle is not made available within 14 days, the contract of hiring of the vehicle will stand cancelled.

4. Notice of vehicle requirement

4.1 Whenever there is a requirement of a vehicle the company will give three days' notice in advance. After receiving the notice the Hiring Agency/service provider should immediately make the vehicle available within three days. Failing which company can hire from another agent and the rate difference has to be paid by the chosen Hiring Agent.

5. Location

5.1 The Hiring Agency should make the vehicle available at the BPC Head Quarter, Thimphu.

6. Company's Responsibilities

6.1 The company shall provide all the Services in accordance with this document and the Delivery and completion requirements.

7. Quality of Work

7.1 The Service Provider shall guarantee for the quality of work. The quality of workmanship shall be of highest standard and to the full satisfaction to the Company.

7.2 The Service Provider shall perform the Services and carry out its obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices.

8. Inspection and Tests

8.1 No inspection and test will be carried out, unless during the delivery of services, if it is found that the requirements and the deliverables of the contract, in terms of performance and



time, is not delivered, the Company terminate the contract subsequent to clause **GCC 15: Termination.**

9. Insurance and other taxes

- 9.1 The Insurance premium, annual income tax, rental, road tax etc, are to be borne by the Hiring Agency. The vehicle should have insurance coverage and BPC will not be responsible for any damage or loss due to accidents.
- 9.2 Any fine/penalty, if imposed for default in such payment shall be paid by the Hiring Agency of the vehicle.

10. Contract Price

- 9.3 The Contract Price shall be as specified in the Contract/Work Order subject to any additions and adjustments thereto or deductions therefrom as may be made pursuant to the Contract.

The hire charges of the vehicles shall be paid as and when used based on the following:

- a) The Bidders shall quote the rate in **Nu. Per Km** for mileage for the actual running of the vehicle if the vehicle travels **100 KM or more than 100 KM in a day.**
- b) The Bidder shall also quote the applicable **lump sum rate** if the vehicle travels **less than 100 KM in a day.**

10. Terms of Payment

- 10.1 The Contract Price, including any advance payments, if applicable.
- 10.2 Payments shall be made promptly by the Company, but no later than thirty (30) days after the receipt of invoices and documents, provided that the documents are compliant with all the requirements of the Company.
- 10.3 The currencies in which payments shall be made to the Service Provider under this Contract shall be those in which the Contract Price is expressed.
- 10.4 Payment of Hired charges will be released through Account Payee Cheque as and when the bill is raised. The vehicle should have a log book. It is the duty of the driver to keep daily records of the movement and mileage coverage of their vehicle and get it properly signed by the BPC officer (s) using the vehicle.

11. Tax Deducted at Source

- 11.1 At the time of release of payment, two (2%) percent TDS on service portion shall be deducted from the Service Providers having Bhutanese trade license, or Three (3%) on the service portion from the Service Providers having other than Bhutanese trade license respectively from the gross amount of bills except from the manufacturers and authorized dealers. The Company shall furnish necessary TDS Certificate to the Bidders, issued by the Department of Revenue & Customs, RGoB.
- 11.2 If any tax exemptions, reductions, allowances or privileges may be available to the Service Provider in the Kingdom of Bhutan, the Company shall use its best efforts to enable the Service Provider to benefit from any such tax savings to the maximum allowable extent.



12. Performance Security

- 12.1 The Performance Security shall be valid until the successful completion of the obligations under the Contract, including warranty obligations, if any.
- 12.2 The Performance Security of **Nu. 20,000.00 (Ngultrum Twenty Thousand)** only shall be discharged by the Company and returned to the Service Provider not later than thirty (30) days following the date of completion of the Consultant's performance obligations under the Contract, including any warranty obligations.

13. Liability

- 13.1 The company shall not be liable for any payment for loss or damage due to accident/incidents of the vehicle under any circumstances.

14. Force Majeure

- 14.1 The Service Provider shall not be liable for forfeiture of its Performance Security, liquidated damages or termination for default if and to the extent that its delays in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 14.2 For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the Service Provider that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Service Provider. Such events may include, but not be limited to, acts of the RGoB in its sovereign capacity, act of God, wars or revolutions, riot, civil commotion, sabotage, fires, floods, epidemics, quarantine restrictions and freight embargoes or any other cause of similar nature which are not within the control of either party to the contract and which renders the performance of the contract by the said party impossible.
- 14.3 If a Force Majeure situation arises, the Service Provider shall promptly notify Company in writing of such condition and the cause thereof, along with documentary or pictorial evidence. Unless otherwise directed by company in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

15. Termination

15.1 Termination for Default

- 15.1.1 The Company, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Service Provider, may terminate the Contract in whole or in part:
- If the Service Provider fails to deliver any or all of the Services in accordance to the Contract, within the stipulated delivery schedule or within any extension thereof granted by the Company; or
 - If the Service Provider fails to perform any other obligation under the Contract, or



[Handwritten signature]

- c. If the Service Provider, in the opinion of the Company has engaged in fraud and corruption, in competing for or in executing the Contract, the Company shall be the final authority to decide whether the Service Provider has engaged in any fraud and corruption as mentioned above and such decision shall be final and binding on the Service Provider; or
- d. If the Service Provider becomes bankrupt or goes into liquidation or makes general assignment for the benefit of the creditors or any receiver is appointed for the property owned by the vendor.
- e. 30 days' notice from either party will be required for withdrawing the vehicle at any stage. Failing to serve such notice shall result in forfeiture of Security Deposit.

15.1.2 In the event the Company terminates the Contract in whole or in part, the Company may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and the Service Provider shall be liable to Company for any additional costs incurred by Company in procurement of such undelivered Services. Wherever the Contract is terminated in part, the Service Provider shall continue performance of the Contract to the extent not terminated.

15.2 Termination by Service Provider

15.2.1 If,

- a) The Company commits a substantial breach of the Contract; the Service Provider may give a notice to Company that specifies the breach and requires Company to remedy the same. If Company fails to remedy the breach or take steps to remedy the breach within thirty (30) days after receipt of the Service Provider's notice, or,

15.2.2 If the Service Provider is unable to carry out any of its obligations under the Contract for any reason attributable to the Company, including but not limited to Company's failure to obtain any governmental permit necessary for the Delivery of Services, which Company is required to obtain as per provision of the Contract or as per relevant applicable laws, the Service Provider may give a notice to Company to carry out such obligation under the Contract and if Company fails to comply within thirty (30) days after receipt of the Service Provider's notice, then the Service Provider may, referring to this sub-clause, forthwith terminate the Contract.

15.2.3 In the event of termination, all payments due to the Service Provider for the Services already delivered, shall be settled by Company with no further liability on any account whatsoever.

15.3 Termination by Force Majeure

15.3.1 Service Provider shall not be considered in default if delay in delivery occurs due to Force Majeure.

15.3.2 Only those causes which have duration of more than 7 days shall be considered causes of Force Majeure. In the event of delay due to such causes, the delivery schedule will be extended for a length of time equal to the period of Force Majeure or at the option of the Company, the order may be cancelled. Such cancellation would be without any liability whatsoever on the part of the Company. In the event of such cancellation, the Service Provider shall refund any amount advanced or paid to the Service Provider by the Company.



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and deliver back any materials issued to him by the Service Provider and release facilities, if any provided by the Company.

16. Payment upon termination

16.1 Upon termination of this contract pursuant to Clauses GCC 15.1 to GCC 15.3 hereof, the Company shall make the following payments to the Service Provider:

- (a) Remuneration pursuant to GCC.10: Terms of Payment hereof for services satisfactorily performed prior to the effective date of termination, and reimbursable expenditures pursuant to Clause GC 10 hereof for expenditures actually incurred prior to the effective date of termination; and
- (b) Except in the case of termination pursuant to clauses (a) through (d) of Clause GC 15.1 hereof, reimbursement of any reasonable cost incidental to the prompt and orderly termination of this contract including the cost of the return travel of the personnel and their eligible dependents.

17. Time for completion

17.1.1 The work shall be awarded for two years from the date of Signing of Contract/Issuance of Service Order.

17.1.2 Time is the essence of this contract and no variation shall be permitted in the delivery time/delivery schedule mentioned in the Contract/Service Order.

18. Sub- Letting

18.1 The Service Provider shall not sub-let, transfer or assign any part of this contract, without the prior written consent of the Company.

19. Variations

19.1 Any other modification or variation in the scope of the Services may only be made by written agreement between the Parties.

20. Dispute Resolutions

20.1 Amicable Settlement

In case of any dispute of any kind whatsoever arises between Employer and the Consultant in connection with or arising out of the Contract, the parties shall seek to resolve any such dispute or difference by mutual consultation.

20.2 However, any dispute which cannot be amicably settled between the parties, shall be referred to adjudication/ arbitration in accordance with the laws of Bhutan.



SECTION-IV: TECHNICAL SPECIFICATION/ TERMS OF REFERENCE**1. Technical Specifications (If applicable)**

The service provider shall quote for all the vehicles or only for selected vehicles with model year 2010 or later listed below.

Sl. No.	Type of vehicle	Period of hiring	Vehicle Model
1	Toyota Prado	Two years as and when needed	2010 or later
2	Toyota Hilux (Double Cabin)	Two years as and when needed	2010 or later
3	Nissan Nivara (Double Cabin)	Two years as and when needed	2015 or later
4	Isuzu Dmax (Double Cabin)	Two years as and when needed	2018 or later
5	Toyota Hiace Bus (12 seater)	Two years as and when needed	2010 or later
6	Hyundai Santa fee	Two years as and when needed	2015 or later
7	Hyundai Tucson	Two years as and when needed	2015 or later
8	Toyota Coaster Bus (19 Seater)	Two years as and when needed	2010 or later
9	Hyundai Creta	Two years as and when needed	2015 or later
10	Maruti Suzuki S-Cross	Two years as and when needed	2015 or later
11	Truck	Two years as and when required	2015 or later

SECTION V – PERFORMANCE EVALUATION SYSTEM

1. Introduction

A Service provider performance evaluation is a standardized, systematic and objective assessment of a service provider's performance on a specific vehicle hiring contract period. This enables the Company to judge whether the service provider has performed the work to a high standard on a number of fronts, and whether it is worth engaging them for future non-consultancy services.

The performance evaluation criteria shall be used by Company immediately completion of any services after the award of contract. The service provider shall be evaluated as per the service provided.

2. Objectives

The main objectives of the performance evaluation of service providers for services are as follows:

- To adopt a more holistic approach in reviewing overall performance of service provider;
- To work with service provider to raise safety and quality standards;
- To encourage an environment of continuous improvement by service provider;
- To build partnership with service provider in specific and strategic areas; and
- To have a list of preferred service provider to be selected for limited bidding process

3. Performance Evaluation System (PES)

The assessment of the service provider shall be done as follows:

Sl. No	Performance Criteria	Weightage
3.1	Scope Management	15%
3.2	Time Management	20%
3.3	Quality Management	30%
3.4	General Assessment	35%
Total		100%

4. Service Provider Assessment Category

The service shall be categorized into three categories as under:

Category	Score	Remarks
A	80-100	Recommended/Preferred service provider
B	50-79	Consider, but with mandatory debriefing on the short comings.
C	0-49	Service provider not qualified

5. Evaluation Period

5.1 Evaluation period

The Performance evaluation shall be carried out after the award of any service till its closure.