SCOPE OF WORK (SOW) & TERMS OF REFERENCE

Hiring of Commercial Sedan Vehicle for Official Use

1. Purpose & Core Objective

The objective is to engage a reputable service provider to deploy one (1) commercial AC Sedan car with a dedicated professional driver for the daily official duties of Doordarshan Commercial Service, DG:Doordarshan, New Delhi. The services will primarily cover field visits, attending official meetings, and any other tours as directed by the department.

2. Vehicle Specifications & Eligibility

The vehicle provided must strictly adhere to the technical and statutory parameters detailed below:

Parameter	Specification / Requirement
Vehicle Type	Premium Sedan (e.g., Maruti Ciaz, Honda City, Hyundai Verna) or Mid-size Sedan (e.g., Maruti Swift Dzire, Honda Amaze).
Model / Age	Not older than 2024 model (or maximum 2 to 3 years old from the date of tender).
Fuel Type / Condition	Petrol / Diesel / CNG; must be mechanically sound, scratch-free, and in excellent running condition.
Registration Type	Must be registered as a Commercial Transport Vehicle with a valid taxi permit.
Amenities	High-performance Air Conditioning (AC), clean seat covers, premium upholstery, and fresh tyres.

3. Service Operating Model & Logistics

The deployment structure, monthly mileage thresholds, and baseline operational framework are organized as follows:

Attribute	Operating Protocol
Contract Duration	12 Months (1 Year), extendable up to an additional 1 to 2 years based on performance review.
Monthly Run Package	2,500 Kilometres per month (pro-rata calculation for extra usage).
Daily Duty Hours	9 Hours per day (Typically 09:30 AM to 06:30 PM, flexible based on the Officer's schedule).
Weekly Schedule	6 Days a week (Monday to Saturday). The driver may be called on Sundays or public holidays during emergencies or special drives.
Tracking Record	The driver must maintain an official Logbook / Trip Sheet daily, signed by the user officer, to track daily kilometres and hours.

4. Driver Requirements & Protocols

The vendor must provide a reliable, well-trained driver who complies with the following standards:

- **Licensing & Verification: Must hold a valid Commercial Driving License (badge holder) and have a clean driving record with clear Police Verification.**
- **Experience & Familiarity: Minimum 5 years of experience driving in the local city, well-versed with routes and navigation tools.**

- **Conduct & Attire: Must wear a clean dress at all times. The driver must display polite, well-mannered, and disciplined behaviour.**
- **Communication: Must be fluent in the local regional language and have a working understanding of Hindi or English.**
- **Mobile Connectivity: The driver must possess an active, working smartphone at all times so they can be easily reached.**

5. Financial Terms, Maintenance & Liabilities

The cost matrix and operational financial obligations are structured directly to prevent unexpected government liabilities:

Item / Cost Head	Responsibility & Cost Allocation
All-Inclusive Monthly Fixed Rate	Covers vehicle rent, fuel (POL), driver salary, overtime allowances, and routine maintenance.
Statutory Compliance & Taxes	Vendor must bear Road Tax, Commercial Permit Fees, and Comprehensive Insurance.
Toll, Parking & State Permits	Will be reimbursed by the Government Department on actuals, supported by original receipts submitted with the monthly bill.
Breakdown Contingency	In case of mechanical failure or driver absence, the vendor must provide an immediate equivalent replacement vehicle within 1 hour.
Accidental Liability	The government department holds zero liability for any theft, damage, accidents, third-party injuries, or traffic violations.