

1. NOTICE INVITING TENDER

Tender No.: SETS/PROC/EV-CAR/2026-27/

Date: 25th August 2026

PROCUREMENT OF ELECTRIC CAR THROUGH SINGLE BID - OPEN TENDER

Society for Electronic Transactions and Security (SETS), an organisation under the Office of the Principal Scientific Adviser to the Government of India, invites sealed bids through Open Tender from eligible and experienced Original Equipment Manufacturers (OEMs) / Authorised Dealers for the supply of one new Electric Car for official use of SETS, Chennai.

1. Details of Tender

S. No.	Particulars	Details
1	Name of Work	Supply of One New Electric Car
2	Quantity	01 No.
3	Procurement Method	Single Bid - Open Tender
4	Type of Vehicle	Electric Passenger Car
5	Place of Delivery	SETS, MGR Knowledge City, CIT Campus, Taramani, Chennai – 600113.
6	Tender Document	As per detailed Technical Specifications and Terms & Conditions
7	Bid Validity	120 Days from the date of opening of the Bid
8	Delivery Period	Within 30 days from the date of placement of Purchase Order
9	Earnest Money Deposit (EMD)	₹ 40,000/-
10	Performance Security	3% of Quoted Value
11	Date of Publication of Tender	26 th August 2026
12	Last Date & Time for Submission of Bid	07 th September 2026 @ 3 pm
13	Date & Time of Opening of Bid	07 th September 2026 @ 4 pm
14	Contact for Tender Queries	The Administrative Officer, SETS, MGR Knowledge City, CIT Campus, Taramani, Chennai – 600113

2. Scope of Supply

The successful bidder shall supply **one brand-new, unused, latest-model electric passenger car**, complete in all respects, meeting the technical specifications prescribed in the tender document.

The scope shall include, wherever applicable:

- Supply of the electric vehicle with all standard accessories;
- Battery and associated systems;
- Portable/standard charging equipment;
- Installation/commissioning of charging equipment, if specified;

- Registration and statutory compliance as specified in the tender;
- Comprehensive warranty for the vehicle;
- Battery warranty;
- User manuals and service records;
- Demonstration and basic familiarisation of the vehicle to SETS personnel; and
- After-sales service and maintenance support during the warranty period.

3. Eligibility

The bidder shall be:

- a) An Original Equipment Manufacturer (OEM) or an authorised dealer/distributor of the offered electric vehicle.
- b) Capable of providing warranty and after-sales service support in Chennai.
- c) In compliance with all applicable statutory and regulatory requirements for manufacture/supply of electric vehicles in India.
- d) Financially and technically capable of executing the order within the stipulated delivery period.
- e) Not debarred/blacklisted by any Central Government Department, State Government Department, Central/State PSU, Autonomous Body or Government Organisation, as applicable.

Detailed eligibility conditions and documentary requirements are given in the tender document.

4. Technical Requirements

The electric vehicle offered shall comply with the minimum technical specifications prescribed by SETS, including requirements relating to:

- Seating capacity;
- Battery capacity;
- Certified driving range;
- Charging system;
- Motor and performance;
- Safety features;
- Air-conditioning and comfort features;
- Dimensions and ground clearance;
- Warranty;
- Battery warranty;
- Availability of service facilities; and
- Other standard features specified in the tender document.

The bidder shall submit a duly filled **Technical Compliance Statement** against each specification.

5. Tender Submission

Interested eligible bidders shall submit their bids in accordance with the tender document, along with all required technical, commercial and statutory documents.

The bidder shall carefully examine all terms and conditions, technical specifications and schedules before submission of the bid. Bids not conforming to the prescribed requirements may be liable for rejection.

6. Right of Acceptance

SETS reserves the right to accept or reject any or all bids, in full or in part, without assigning any reason, and reserves the right to cancel the tender process at any stage in accordance with applicable rules and procedures.

SETS shall not be responsible for any postal delay, technical failure or delay in submission of bids beyond the stipulated date and time.

7. Important Note

The vehicle offered shall be **brand-new and unused** and shall conform to all applicable statutory requirements and standards prevailing in India on the date of supply.

The detailed **Technical Specifications, Eligibility Criteria, General Terms & Conditions, Special Terms & Conditions, Technical Compliance Sheet and Price Schedule** shall form an integral part of this tender.

For and on behalf of SETS

Authorised Signatory (SETS, Chennai – 600113)

2. SCOPE OF SUPPLY

1. General

The scope of this tender covers the **supply, delivery, registration, commissioning and handing over of one (01) brand-new Electric Passenger Car** for official use of Society for Electronic Transactions and Security (SETS), Chennai.

The vehicle shall be of the **latest available model**, unused, and manufactured in India or otherwise legally available for sale and registration in India. The vehicle shall comply with all applicable statutory requirements, safety standards and regulations in force at the time of supply.

2. Vehicle

The successful bidder shall supply one (01) electric passenger car conforming to the minimum technical specifications prescribed in the tender document.

The vehicle shall be supplied:

- Brand-new and unused;
- With the latest production specifications;
- With all standard equipment and accessories supplied by the OEM;
- With valid statutory certifications and approvals;
- With all necessary documents required for registration and operation;
- With adequate charging equipment as specified in the tender; and
- Ready for immediate official use upon delivery.

3. Charging Equipment

The successful bidder shall provide the required charging equipment compatible with the supplied vehicle.

The scope shall include, as applicable:

- Supply of standard AC charging equipment;
- Charging cable and necessary accessories;
- Installation and commissioning of the charger at the SETS premises, if included in the Price Schedule;
- Demonstration of charging procedures;
- Necessary technical documentation; and
- Warranty support for the charging equipment.

Any electrical infrastructure required beyond the scope specifically mentioned in the tender shall be clearly identified by the bidder in its offer.

4. Registration and Statutory Compliance

The successful bidder shall be responsible for providing all documents and assistance required for registration of the vehicle with the concerned Regional Transport Office (RTO).

The vehicle shall comply with all applicable requirements of the Government of India and relevant statutory authorities, including applicable motor vehicle and electric vehicle regulations.

The bidder shall provide:

- Tax invoice;
- Certificate of conformity/type approval, wherever applicable;
- Insurance-related documents;
- Warranty certificates;
- Battery warranty certificate;
- Owner's/user manual;
- Service booklet;
- Registration-related documents; and
- Any other documents required for lawful operation of the vehicle.

5. Delivery and Inspection

The vehicle shall be delivered to:

Society for Electronic Transactions and Security (SETS), MGR Knowledge City, CIT Campus, Taramani, Chennai – 600113.

The vehicle shall be inspected by the authorised representatives of SETS upon delivery.

The inspection shall include verification of:

- Model and variant;
- Vehicle identification number/chassis number;
- Battery details;
- Manufacturing date;
- Technical specifications;
- Accessories;
- Charging equipment;
- Physical condition;
- Statutory documents; and
- Compliance with the tender requirements.

Any vehicle or equipment found defective or not conforming to the tender specifications shall be replaced/repaid by the supplier at no additional cost to SETS.

6. Warranty

The bidder shall provide comprehensive warranty for the vehicle for the period specified in the tender.

The supply shall be considered complete only after:

1. Delivery of the vehicle at SETS premises;
2. Successful inspection and acceptance by SETS;
3. Completion of registration/statutory formalities as applicable;
4. Supply and commissioning of the charging equipment, wherever included;
5. Submission of all required documents;
6. Demonstration of vehicle and charging system; and
7. Formal handing over of the vehicle to SETS.

All costs incidental to completing the above scope shall be deemed to be included in the bidder's quoted price unless specifically stated otherwise in the tender.

3. TECHNICAL SPECIFICATIONS

The bidder shall offer one (01) brand-new, unused, latest-model Electric Passenger Car for official use of SETS. The vehicle shall conform to the following minimum technical specifications. Bidders may offer specifications/features superior to the minimum requirements.

3. 1. Vehicle – General Requirements

S. No.	Parameter	Minimum Requirement
1	Type of Vehicle	Brand-new Electric Passenger Car
2	Quantity	01 No.
3	Model	Current/latest production model
4	Seating Capacity	Minimum 5 persons, including driver
5	Vehicle Condition	Brand-new, unused and unregistered
6	Drive	Electric
7	Steering	Power-assisted steering
8	Transmission	Automatic / Single-speed reduction gear
9	Number of Doors	Minimum 4
10	Ground Clearance	Minimum 160 mm
11	Boot/Luggage Space	Adequate for official use
12	Right Hand Drive	Yes

3. 2. Electric Motor and Performance

S. No.	Parameter	Minimum Requirement
1	Motor Type	Permanent Magnet Synchronous Motor (PMSM) or equivalent advanced technology
2	Maximum Power	Minimum 100 kW
3	Maximum Torque	Minimum 200 Nm
4	Drive Type	Front Wheel Drive / Rear Wheel Drive / All Wheel Drive
5	Maximum Speed	Minimum 120 km/h
6	Driving Performance	Suitable for city and highway operation

The above performance requirements are minimum requirements; equivalent or superior specifications shall be acceptable.

3. 3. Battery

S. No.	Parameter	Minimum Requirement
1	Battery Type	Lithium-ion or advanced equivalent technology
2	Battery Capacity	Minimum 40 kWh
3	Certified Driving Range	Minimum 300 km per full charge under applicable certification/standard
4	Battery Management System	Mandatory
5	Battery Safety Protection	Over-charge, over-discharge, over-temperature and short-circuit protection

6	Battery Warranty	Minimum 8 years or 1,60,000 km, whichever is earlier, or OEM standard warranty, whichever is higher
7	Battery Certification	Compliant with applicable Indian statutory/safety requirements.

The bidder shall clearly indicate the **certified range**, battery capacity and applicable test/certification standard in the Technical Compliance Sheet.

3. 4. Charging System

Sl. No.	Parameter	Minimum Requirement
1	AC Charging	Supported
2	DC Fast Charging	Supported
3	Charging Cable	To be supplied
4	Portable/Emergency Charger	To be supplied
5	Charging Connector	Standard connector compatible with the offered vehicle
6	AC Charging Time	To be specified by bidder
7	DC Fast Charging Time	To be specified by bidder
8	Charger Protection	Suitable electrical and safety protection

The bidder shall clearly specify the charging time required for **10–80% and 0–100% battery charging**, wherever applicable.

3. 5. Safety Features

The vehicle shall have, as a minimum:

1. Driver and front passenger airbags;
2. Anti-lock Braking System (ABS) with Electronic Brakeforce Distribution (EBD) or equivalent;
3. Electronic Stability Control (ESC) or equivalent;
4. Traction control, wherever applicable;
5. Seat-belt warning system;
6. Seat belts for all occupants;
7. Rear parking sensors;
8. Rear-view/reversing camera;
9. Central locking;
10. Immobiliser/anti-theft system;
11. Child safety locks;
12. Tyre Pressure Monitoring System (TPMS), wherever provided in the offered model;
13. High-voltage battery safety protection;
14. Suitable warning system for electric vehicle operation; and
15. Other standard safety features provided by the OEM.

The vehicle shall comply with all applicable statutory vehicle safety requirements prevailing in India.

3. 6. Comfort and Convenience Features

The vehicle shall have, as a minimum:

- Fully automatic air-conditioning or equivalent;
- Front and rear ventilation as applicable;
- Power-operated windows;
- Remote/central locking;
- Adjustable driver's seat;
- Adjustable steering;
- Infotainment system;
- Bluetooth/USB connectivity;
- Rear parking assistance;
- Adequate cabin lighting;
- Electrically adjustable ORVMs;
- Keyless entry/start or equivalent;
- Suitable luggage/boot space; and
- Other standard features supplied by the OEM.

3. 7. Exterior

The vehicle shall be supplied with:

- LED/headlamp or equivalent modern lighting system;
- LED tail lamps or equivalent;
- Front and rear parking lamps;
- Electrically adjustable outside rear-view mirrors;
- Front and rear windscreen wipers;
- Defogger, wherever applicable;
- Factory-fitted alloy wheels or equivalent;
- Tubeless tyres;
- Appropriate spare wheel/tyre repair kit as per OEM standard; and
- Standard exterior accessories.

3. 8. Interior

The vehicle shall have:

- Comfortable seating for the specified number of occupants;
- Seat belts for all occupants;
- Durable and easy-to-maintain upholstery;
- Adequate legroom and headroom;
- Instrument cluster displaying battery status and driving information;
- Digital/analogue speedometer;
- Energy consumption/range indication;
- Warning indicators for critical vehicle systems; and
- Other standard interior features of the offered model.

3.9. Warranty

The bidder shall provide:

Component	Minimum Warranty
Complete Vehicle	Minimum 3 years / 1,00,000 km, whichever is earlier, or OEM standard warranty, whichever is higher
Traction Battery	Minimum 8 years / 1,60,000 km, whichever is earlier, or OEM standard warranty, whichever is higher
Electric Motor/Drive System	As per OEM warranty, with details to be specified
Charging Equipment	Minimum 1 year, or OEM standard warranty, whichever is higher

The bidder shall clearly mention the detailed warranty terms, exclusions and coverage.

3.10 Warranty Requirements

The minimum warranty requirements applicable to the offered vehicle, traction battery, electric motor/drive system and charging equipment are set out in Section 8, **Warranty, Including Battery Warranty**. The bidder shall quote and comply with those requirements in the Technical Compliance Sheet.

3.11 After-Sales Service

The detailed after-sales service requirements, including Chennai service support, EV-trained technicians, spare parts, breakdown assistance and response times, are specified in Section 13, **After-Sales Service Requirements**.

3.12 Statutory Compliance

The vehicle shall comply with all applicable Indian statutory, safety, registration and roadworthiness requirements. Documentary evidence shall be submitted wherever required.

3.13 Higher Specifications

The specifications are minimum requirements. Equivalent or superior specifications may be offered, subject to compliance with all mandatory requirements.

4. MINIMUM ELIGIBILITY CRITERIA

The bidder shall meet all the following minimum eligibility criteria. Bids from bidders who do not satisfy any of the mandatory eligibility requirements may be rejected.

1. Eligible Bidders

The tender shall be open to:

- a. **Original Equipment Manufacturers (OEMs)** of electric passenger cars; or
- b. **Authorised Dealers/Distributors** of the OEM for the quoted make and model.

Authorised dealers/distributors shall submit a valid authorisation certificate issued by the concerned OEM, specifically authorising them to participate in the tender and supply the offered vehicle.

2. Legal Status

The bidder shall be a legally registered entity in India, such as:

- Company registered under the Companies Act;
- Limited Liability Partnership;
- Partnership Firm;
- Proprietorship Firm; or
- Any other legally recognised business entity eligible to participate in Government procurement.

The bidder shall submit valid documentary proof of registration/incorporation.

3. Experience

The bidder/OEM shall have experience in the manufacture/supply of electric passenger vehicles. The bidder shall have supplied **at least three (3) electric passenger cars** during the last **three (3) financial years** to Government Departments, Central/State Government organisations, PSUs, Autonomous Bodies, reputed institutions or other organisations. Documentary evidence such as purchase orders, supply orders, contracts or completion/supply certificates shall be submitted.

OR

In case of an OEM, the experience of the OEM in manufacturing/supplying electric passenger vehicles shall be considered, subject to submission of supporting documents.

4. Authorisation from OEM

In case the bidder is an authorised dealer/distributor, the bidder shall submit:

- Valid OEM Authorisation Certificate;
- Details of the offered make and model;
- Validity of dealership/authorisation; and
- Confirmation that the bidder is authorised to provide warranty and after-sales service.

The OEM shall remain responsible for the applicable manufacturer warranty commitments.

5. Service Facility

The bidder/OEM shall have an **authorised service facility in Chennai** or shall have an established service arrangement capable of providing warranty and after-sales support within Chennai.

The bidder shall provide:

- Name and address of authorised service centre;
- Contact details;
- Distance from SETS, Chennai;
- Details of service facilities; and
- Details of EV-trained technical personnel, wherever applicable.

6. Financial Capacity

The bidder shall have an average annual turnover of not less than ₹ 50 lakh during the last three financial years.

The bidder shall submit audited financial statements or Chartered Accountant-certified turnover certificates for the specified financial years.

The turnover requirement may be fixed by SETS based on the estimated value of the procurement and applicable procurement rules.

7. GST Registration

The bidder shall possess a valid **GST Registration Certificate** and shall submit a copy along with the bid.

8. PAN

The bidder shall possess a valid **Permanent Account Number (PAN)** issued by the Income Tax Department and shall submit a copy of the PAN card/certificate.

9. Statutory Compliance

The bidder shall ensure that the vehicle offered complies with all applicable statutory requirements, regulations and safety standards prevailing in India.

The bidder shall provide relevant certificates/documents wherever applicable.

10. Vehicle Eligibility

The vehicle offered shall:

- a. Be a **brand-new, unused vehicle**;
- b. Be the current/latest production model available for supply;
- c. Be legally eligible for registration and operation in India;
- d. Meet all minimum technical specifications prescribed in this tender;
- e. Have valid statutory approvals/certifications applicable to the vehicle;
- f. Be supported by OEM warranty; and
- g. Have adequate after-sales service and spare-parts support.

11. Non-Blacklisting / Non-Debarment

The bidder shall submit a declaration that the bidder/OEM:

- Has not been blacklisted/debarred by any Central Government Department, State Government Department, Central/State PSU, Autonomous Body or Government Organisation, as on the date of submission of the bid; and
- Is not prohibited from participating in Government procurement.

If the bidder has been blacklisted/debarred at any time during the preceding **three years**, the bidder shall disclose complete details.

Any false declaration shall render the bidder liable for rejection and other action as per applicable rules.

12. Local Content / Public Procurement Policy

The bidder shall comply with the applicable **Public Procurement (Preference to Make in India) Order, 2017**, as amended from time to time, including requirements relating to Class-I Local Supplier/Class-II Local Supplier, wherever applicable.

The bidder shall submit the prescribed local-content declaration/certificate along with the bid.

13. Integrity and Conflict of Interest

The bidder shall declare that:

- a. The information and documents submitted with the bid are true and correct;
- b. There is no conflict of interest affecting participation in the tender;
- c. The bidder has not engaged in any corrupt, fraudulent, collusive or coercive practice in connection with the tender; and
- d. The bidder shall comply with all applicable Government procurement rules and instructions.

14. Acceptance of Tender Conditions

The bidder shall confirm unconditional acceptance of all the terms and conditions, technical specifications, warranty requirements, delivery requirements and other provisions contained in the tender document.

Any deviation from a **mandatory requirement** shall be clearly indicated in the Technical Compliance Statement.

15. Documents to be Submitted

The bidder shall upload/submit the following documents along with the Technical Bid:

S. No.	Document	Mandatory
1	Certificate of Incorporation/Registration	Yes
2	GST Registration Certificate	Yes
3	PAN	Yes
4	OEM Authorisation Certificate, in case of dealer	Yes
5	Experience/Supply Orders	Yes
6	Audited Financial Statements/CA Certificate	Yes

7	Non-Blacklisting/Non-Debarment Declaration	Yes
8	Local Content Declaration, wherever applicable	Yes
9	Technical Brochure/Product Datasheet	Yes
10	Technical Compliance Statement	Yes
11	Details of authorised service centre in Chennai	Yes
12	Warranty details	Yes
13	Battery warranty details	Yes
14	Statutory approval/certification details	Yes
15	Integrity/Undertaking Declaration	Yes

16. Right to Seek Clarification

SETS reserves the right to seek clarification or additional documentary evidence from the bidder for the purpose of verification of eligibility and technical compliance.

However, such clarification shall not be used to substantially alter or modify the bidder's offer or cure a material deficiency in the bid.

17. Important Note

The eligibility criteria are intended to ensure that the selected bidder has adequate **technical capability, financial capacity, OEM support and after-sales service capability** to supply and maintain the electric vehicle.

5. OEM / AUTHORISED DEALER REQUIREMENTS

1. The bidder shall be either the OEM of the offered vehicle or an OEM-authorised dealer/distributor for the quoted make and model.
2. An authorised dealer shall submit a valid OEM authorisation certificate identifying the dealer, make/model, tender authorisation, supply authority and warranty/after-sales support authority. The certificate shall be valid on the last date of bid submission.
3. The OEM shall remain responsible for applicable manufacturer warranty and technical support commitments for the vehicle, traction battery, drivetrain, major electrical/electronic systems and covered charging equipment.
4. An authorised dealer shall quote only vehicles of the OEM for which it holds valid authorisation. Multiple makes/models shall not be quoted under a single authorisation unless expressly permitted by the tender.
5. The bidder shall not change the quoted OEM, make, model or variant after bid submission without prior written approval of SETS. After Purchase Order, any permitted replacement shall be equal to or superior to the accepted specification and shall require written approval.
6. In case of an authorised dealer, an OEM undertaking confirming authorisation, supply authority and warranty/after-sales support shall be submitted in the prescribed form.
7. SETS reserves the right to verify OEM authorisation, dealer status, warranty commitments, service facility, technical specifications and statutory certifications. False or misleading documents may render the bid liable for rejection and other action under applicable rules.

6. BID SUBMISSION REQUIREMENTS

1. General

Bidders shall carefully examine the complete tender document, including the Notice Inviting Tender, Scope of Supply, Technical Specifications, Eligibility Criteria, General Terms and Conditions and Price Schedule, before submitting their bids.

The bidder shall submit the bid in the manner and within the time specified in the Notice Inviting Tender.

The bidder shall be solely responsible for ensuring that the bid is complete, accurate and submitted within the prescribed deadline.

2. Single-Bid System

The tender shall be processed under a **Single-bid** comprising:

The bidder shall submit the Technical Bid and Financial Bid separately in the prescribed format. The Financial Bid of only those bidders who are found technically responsive shall be considered for opening/evaluation.

3. Technical Details Consist of following

The Technical details shall contain the following documents:

S. No.	Document	Requirement
1	Covering Letter/Bid Submission Letter	Mandatory
2	Certificate of Incorporation/Registration	Mandatory
3	PAN	Mandatory
4	GST Registration Certificate	Mandatory
5	OEM Authorisation Certificate, if bidder is an authorised dealer	Mandatory
6	OEM Undertaking, wherever applicable	Mandatory
7	Bidder's Profile	Mandatory
8	Details of Experience/Supply Orders	Mandatory
9	Financial Turnover Certificate/Audited Financial Statements	Mandatory
10	Non-Blacklisting/Non-Debarment Declaration	Mandatory
11	Technical Compliance Statement	Mandatory
12	Detailed Technical Specifications of Offered Vehicle	Mandatory
13	OEM Product Brochure/Datasheet	Mandatory
14	Vehicle Warranty Details	Mandatory
15	Battery Warranty Details	Mandatory
16	Details of Authorised Service Centre in Chennai	Mandatory
17	Charging System Details	Mandatory
18	Statutory Approval/Certification Details	Mandatory
19	Local Content Declaration, wherever applicable	Mandatory

20	Integrity/Declaration/Undertaking	Mandatory
21	Any other document specified in the tender	As applicable

4. Technical Compliance Statement

The bidder shall submit a detailed point-by-point Technical Compliance Statement against every requirement specified in the tender.

The compliance statement shall contain at least the following columns:

S. No.	Tender Specification	Bidder's Offered Specification	Compliance (Yes/No)	Supporting Document/ Page No.
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
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20				
21				

A simple statement such as **"Complied"** without indicating the actual offered specification may not be considered sufficient.

The bidder shall clearly identify any deviation from the tender specifications.

5. Product Literature

The bidder shall submit the manufacturer's official technical literature, brochure, datasheet or equivalent document supporting the specifications quoted in the bid.

The product literature shall clearly establish the specifications of the exact make, model and variant offered.

Where the technical literature is not sufficient to establish compliance, SETS may seek clarification or supporting documentation from the bidder.

6. Financial/Price Bid

The Financial Bid shall be submitted strictly in the prescribed **Price Schedule/BOQ format**.

The bidder shall quote:

- Basic price of vehicle;
- Applicable GST;
- Charging equipment;
- Charger installation/commissioning charges, if applicable;
- Registration/statutory charges, if included in the scope;
- Insurance, if included in the scope;
- Transportation/delivery charges;
- Any other applicable charges; and
- Total landed/quoted price at SETS, Chennai.

The bidder shall clearly indicate the applicable GST rate and amount.

The total quoted price shall be inclusive of all costs necessary for complete execution of the scope of supply, except those specifically excluded in the tender.

7. Bid Validity

The bid shall remain valid for the period specified in the Notice Inviting Tender, normally **120 days from the date of opening of the Bid**, unless otherwise specified.

During the validity period, the bidder shall not withdraw or modify the bid.

8. Earnest Money Deposit

The bidder shall submit the required **Earnest Money Deposit (EMD)** in the prescribed form and amount, unless exempted under applicable Government rules.

The EMD shall be valid for the period specified in the tender.

Bids submitted without the required EMD, where applicable, may be rejected.

Eligible exemptions shall be considered in accordance with the applicable Government procurement provisions.

9. Performance Security

The successful bidder shall furnish **Performance Security (3%)** by Bank Guarantee or deduction from Invoice, within the prescribed period after placement of the Purchase Order/Letter of Acceptance, in the amount and form specified in the tender.

The Performance Security shall remain valid for the period specified in the tender.

10. Signing of Bid

The bid and all supporting documents shall be duly signed by the bidder or by a person authorised to legally bind the bidder.

In case of an authorised signatory, the bidder shall submit appropriate documentary evidence of such authorisation. Where applicable, documents shall bear the official seal/stamp of the bidder.

11. Clarifications

Bidders may seek clarification regarding the tender specifications, scope or terms and conditions within the period specified in the Notice Inviting Tender.

No clarification request shall be entertained after the stipulated date.

SETS may issue amendments, corrigenda or clarifications to the tender document whenever considered necessary.

12. Tender Amendments

Any amendment/corrigendum issued by SETS shall form an integral part of the tender document. Bidders shall be responsible for taking into account all amendments/corrigenda while submitting their bids.

13. Completeness of Bid

The bidder shall ensure that all mandatory documents and declarations are submitted along with the bid.

Incomplete bids, conditional bids or bids containing material deviations from the tender requirements may be treated as non-responsive.

14. Conditional Bids

Conditional bids shall not be accepted.

Any condition imposed by the bidder which is contrary to the terms of the tender may result in rejection of the bid.

15. Alternative Offers

Unless specifically permitted in the tender, bidders shall not submit alternative or substitute offers.

Where multiple models/variants are permitted, each offer shall independently comply with all mandatory technical requirements and shall be clearly identified.

16. Verification of Documents

SETS reserves the right to verify the authenticity of any document, certificate, declaration, technical specification, OEM authorisation or other information submitted by the bidder.

The bidder shall provide additional supporting documents when requested by SETS for verification.

17. False Information

If any information, declaration, certificate or document submitted by the bidder is found to be false, forged or materially misleading at any stage of the procurement process, SETS may:

- Reject the bid;
- Forfeit the EMD, wherever applicable;
- Cancel the Purchase Order, if already issued;
- Invoke Performance Security, wherever applicable; and/or
- Take other action as permissible under applicable procurement rules.

18. Submission Deadline

The bid shall be submitted on or before the date and time specified in the Notice Inviting Tender (07.09.2026 : 03:00 P.M.). Bids received after the prescribed deadline shall not be considered, except as permitted under the applicable procurement procedure.

19. Responsibility of Bidder

The bidder shall be solely responsible for:

- Correctness of all information submitted;
- Completeness of the bid;
- Compliance with all tender requirements;
- Timely submission of the bid;
- Obtaining necessary OEM authorisation;
- Ensuring validity of all certificates and declarations; and
- Ensuring that the offered vehicle conforms to the specifications stated in the tender.

20. Acceptance of Terms

Submission of the bid shall be deemed to constitute confirmation that the bidder has:

1. Examined the complete tender document;
2. Understood the scope of supply;
3. Accepted the technical specifications;
4. Accepted the commercial terms and conditions;
5. Accepted the delivery and warranty requirements; and
6. Agreed to comply with all applicable statutory and procurement requirements.

21. Technical Responsiveness

Only bids satisfying all essential eligibility, technical and commercial requirements shall be considered technically responsive.

TECHNICAL COMPLIANCE SHEET

Tender No.: SETS/PROC/EV-CAR/2026-27/ _____

Name of Bidder: _____

Name of OEM: _____

Make & Model Offered: _____

Variant: _____

The bidder shall provide **point-by-point compliance** against each requirement specified below. The bidder shall mention the actual offered specification/value and provide reference to the relevant page of the OEM technical brochure/datasheet.

S. No.	Parameter	Tender Requirement	Bidder's Offered Specification	Compliance (Yes/No)	Supporting Document / Page No.
A	GENERAL VEHICLE REQUIREMENTS				
1	Type	Brand-new Electric Passenger Car			
2	Quantity	01 No.			
3	Vehicle Condition	Brand-new, unused and unregistered			
4	Model	Current/latest production model			
5	Seating Capacity	Minimum 5 persons including driver			
6	Drive	Electric			
7	Transmission	Automatic / Single-speed reduction gear			
8	Number of Doors	Minimum 4			
9	Ground Clearance	Minimum 160 mm			
10	Boot/Luggage Space	Adequate for official use			
11	Steering	Power-assisted steering			
12	Right Hand Drive	Mandatory			
B	ELECTRIC MOTOR & PERFORMANCE				
13	Motor Type	PMSM or equivalent advanced technology			
14	Maximum Power	Minimum 100 kW			
15	Maximum Torque	Minimum 200 Nm			
16	Drive Type	FWD/RWD/AWD			
17	Maximum Speed	Minimum 120 km/h			
18	Driving Performance	Suitable for city and highway operation			

C BATTERY					
19	Battery Type	Lithium-ion or advanced equivalent			
20	Battery Capacity	Minimum 40 kWh			
21	Certified Driving Range	Minimum 300 km per full charge			
22	Battery Management System	Mandatory			
23	Battery Protection	Over-charge, over-discharge, over-temperature and short-circuit protection			
24	Battery Warranty	Minimum 8 years / 1,60,000 km, whichever is earlier, or OEM warranty, whichever is higher			
25	Battery Safety	Compliant with applicable Indian requirements			
D CHARGING SYSTEM					
26	AC Charging	Supported			
27	DC Fast Charging	Supported			
28	Charging Cable	To be supplied			
29	Portable/Emergency Charger	To be supplied			
30	Charging Connector	Compatible with offered vehicle and standard charging system			
31	AC Charging Time	To be specified by bidder			
32	DC Fast Charging Time	To be specified by bidder			
33	Charger Protection	Appropriate electrical and safety protection			
E SAFETY FEATURES					
34	Airbags	Driver and front passenger airbags			
35	ABS	ABS with EBD or equivalent			
36	Electronic Stability Control	Mandatory			
37	Traction Control	Where applicable			
38	Seat Belts	Seat belts for all occupants			
39	Seat-Belt Warning	Mandatory			
40	Rear Parking Sensors	Mandatory			

41	Reverse Camera	Mandatory			
42	Central Locking	Mandatory			
43	Immobiliser/Anti-Theft	Mandatory			
44	Child Safety Lock	Mandatory			
45	TPMS	Where provided in offered model			
46	EV Battery Safety	High-voltage battery safety protection			
47	Statutory Safety Compliance	Compliance with applicable Indian regulations			
F	COMFORT & CONVENIENCE				
48	Air Conditioning	Fully automatic AC or equivalent			
49	Power Windows	Mandatory			
50	Remote/Central Locking	Mandatory			
51	Driver Seat	Adjustable			
52	Steering	Adjustable steering			
53	Infotainment	Factory-fitted infotainment system			
54	Connectivity	Bluetooth/USB connectivity			
55	Parking Assistance	Rear parking assistance			
56	ORVM	Electrically adjustable ORVMs			
57	Keyless Entry/Start	Keyless entry/start or equivalent			
58	Luggage Space	Adequate for official use			
G	EXTERIOR				
59	Headlamps	LED or equivalent modern lighting			
60	Tail Lamps	LED or equivalent			
61	Parking Lamps	Front and rear			
62	Wipers	Front and rear as per OEM standard			
63	Defogger	Where applicable			
64	Wheels	Factory-fitted alloy wheels or equivalent			
65	Tyres	Tubeless tyres			
66	Spare Wheel/Repair Kit	As per OEM standard			
H	INTERIOR				

67	Seating	Comfortable seating for specified occupants			
68	Upholstery	Durable and easy-to-maintain upholstery			
69	Instrument Cluster	Battery status and driving information			
70	Energy Information	Range/energy consumption indication			
71	Warning Indicators	Critical vehicle system warnings			
I	WARRANTY				
72	Complete Vehicle Warranty	Minimum 3 years / 1,00,000 km, whichever is earlier, or OEM warranty, whichever is higher			
73	Battery Warranty	Minimum 8 years / 1,60,000 km, whichever is earlier, or OEM warranty, whichever is higher			
74	Electric Motor/Drive System	As per OEM warranty			
75	Charging Equipment Warranty	Minimum 1 year or OEM warranty, whichever is higher			
J	AFTER-SALES SERVICE				
76	Service Facility	Authorised service facility in Chennai or acceptable service arrangement			
77	EV Trained Technicians	Available			
78	Genuine Spare Parts	Availability assured			
79	Diagnostic Support	Available			
80	Software/Firmware Updates	OEM-authorised support			
81	Breakdown Assistance	Available			
K	STATUTORY COMPLIANCE				
82	Vehicle Registration	Legally eligible for registration in India			
83	Statutory Approvals	All applicable approvals/certifications			
84	EV Safety Compliance	Applicable Indian EV safety requirements			
L	DOCUMENTATION & ACCESSORIES				

85	Charging Cable	To be supplied			
86	Portable/Emergency Charger	To be supplied			
87	Tool Kit	To be supplied as per OEM standard			
88	Jack/Wheel Spanner	As applicable			
89	Floor Mats	To be supplied			
90	First-Aid Kit	To be supplied			
91	Warning Triangle	To be supplied			
92	Owner's Manual	To be supplied			
93	Service Booklet	To be supplied			
94	Warranty Documents	To be supplied			

8. BIDDER DECLARATION – TECHNICAL COMPLIANCE

We hereby certify that the information provided in this Technical Compliance Sheet is **true and correct** and that the vehicle offered conforms to the requirements specified in the tender document. We further confirm that the specifications indicated above relate to the **exact make, model and variant** offered in this tender.

Any deviation from the tender requirements has been clearly indicated in the above table.

Name of Bidder: _____

Name & Designation of Authorised Signatory: _____

Signature: _____

Company Seal: _____

Date: _____

Place: _____

9. DELIVERY PERIOD

1. The successful bidder shall supply and deliver **one (01) brand-new Electric Passenger Car**, along with all accessories, charging equipment and documents specified in the tender, at **SETS, MGR Knowledge City, CIT Campus, Taramani, Chennai – 600113**, within **30 (thirty) days** from the date of issue of the Purchase Order/Letter of Award.
2. The bidder shall ensure that the vehicle supplied is **brand-new, unused and of the accepted make, model and variant** and conforms in all respects to the technical specifications accepted by SETS.
3. The vehicle shall be delivered in a **fully functional, roadworthy and ready-to-use condition**, together with all applicable statutory documents, warranty certificates, user manuals, service records and other documents specified in the tender.
4. Where charging equipment and installation are included in the scope of supply, the same shall be supplied, installed and commissioned within the above delivery period.
5. The bidder shall intimate SETS in writing regarding the proposed date of delivery at least **7 days in advance**, along with details of the vehicle, including make, model, variant, manufacturing month/year and chassis/VIN number.
6. SETS shall inspect the vehicle upon delivery. Delivery shall be considered complete only after satisfactory inspection and acceptance of the vehicle and associated equipment by the authorised representative of SETS.
7. If the supplied vehicle does not conform to the accepted specifications or is found defective/damaged, the bidder shall replace or rectify the same at its own cost and without any additional financial liability to SETS.
8. **Extension of Delivery Period:** Any request for extension of the delivery period shall be submitted by the bidder in writing, with adequate justification, before expiry of the stipulated delivery period. Approval of such extension shall be at the discretion of SETS and subject to applicable procurement rules and tender conditions.
9. **Liquidated Damages:** In the event of delay in delivery attributable to the supplier, SETS shall have the right to levy liquidated damages at the rate specified in the General Terms & Conditions of the tender, subject to the applicable rules and the maximum limit prescribed therein.
10. The delivery period shall be treated as an **essential condition of the Purchase Order**, and the bidder shall make all necessary arrangements to ensure timely delivery.
11. Delay caused by circumstances beyond the reasonable control of the supplier may be considered under the **Force Majeure** provisions of the tender, subject to submission of documentary evidence and acceptance by SETS.

10. INSPECTION AND ACCEPTANCE

1. General

The vehicle and all associated equipment supplied under this tender shall be subject to **inspection, verification and acceptance by SETS** before final acceptance and payment.

The inspection shall be carried out by the authorised representative(s)/committee of SETS at **SETS, CIT Campus, Taramani, Chennai – 600113**, or at such other location as may be specified by SETS.

2. Pre-Delivery Inspection

Before dispatch of the vehicle to SETS, the successful bidder shall ensure that the vehicle has undergone the OEM's standard **Pre-Delivery Inspection (PDI)**.

The bidder shall submit the PDI checklist/report to SETS, if required.

The vehicle shall be:

- Brand-new and unused;
- Of the make, model and variant accepted by SETS;
- Free from manufacturing defects;
- Free from transit/transportation damage;
- Of the agreed specifications;
- Fully charged or adequately charged for inspection and demonstration; and
- Ready for registration and official use.

3. Documents to be Produced

At the time of delivery, the bidder shall submit the following documents, wherever applicable:

1. Tax invoice;
2. OEM warranty certificate;
3. Traction battery warranty certificate;
4. Vehicle owner's/user manual;
5. Service booklet;
6. PDI report;
7. Registration-related documents;
8. Statutory/type approval certificates;
9. Charging equipment documentation;
10. Insurance documents, where included in the scope;
11. Vehicle identification/chassis/VIN details; and
12. Any other documents specified in the tender.

4. Inspection Parameters

SETS shall verify, among other things:

A. Vehicle

- Make, model and variant;
- Manufacturing month and year;

- Chassis/VIN number;
- Motor details;
- Battery capacity;
- Seating capacity;
- Dimensions and ground clearance;
- Exterior and interior condition;
- Odometer reading;
- Tyres and wheels;
- Standard accessories; and
- Overall physical condition.

B. Technical Features

The authorised representatives of SETS may verify the compliance of the vehicle with the accepted technical specifications, including:

- Electric motor;
- Battery system;
- Certified driving range;
- Charging capability;
- Safety systems;
- Air-conditioning;
- Infotainment system;
- Parking sensors/camera;
- Lighting systems;
- Instrument cluster; and
- Other mandatory features.

C. Charging Equipment

Where charging equipment is included in the scope, SETS shall verify:

- Make and model;
- Rated capacity;
- Compatibility with the supplied vehicle;
- Charging connector;
- Charging cable;
- Electrical protection features;
- Installation and commissioning; and
- Functional operation.

5. Demonstration

The successful bidder shall demonstrate the proper functioning of the vehicle and charging equipment to the authorised representatives of SETS.

The demonstration shall include, as applicable:

- Vehicle starting and operating procedures;
- Charging and unplugging procedures;

- Battery status and range display;
- Charging status indicators;
- Safety features;
- Basic troubleshooting;
- Emergency procedures; and
- Routine maintenance requirements.

6. Trial Run

SETS may conduct a **test drive/trial run** of the vehicle to verify its basic operational performance, braking, steering, acceleration, air-conditioning, electrical systems and other relevant functions. The test drive shall be conducted by authorised personnel of SETS in accordance with applicable safety requirements.

7. Acceptance

The vehicle shall be accepted only after SETS is satisfied that:

- a. The vehicle conforms to the accepted technical specifications;
- b. The vehicle is brand-new, unused and free from defects;
- c. All mandatory accessories and equipment have been supplied;
- d. Charging equipment, where applicable, has been successfully installed and commissioned;
- e. Required documents have been submitted; and
- f. The vehicle has successfully completed inspection and functional verification.

A written **Inspection/Acceptance Certificate** may be issued by SETS after satisfactory completion of the inspection.

8. Defects/Non-Conformity

If any defect, damage, deficiency or deviation from the accepted specifications is identified during inspection, SETS shall inform the supplier.

The supplier shall, at its own cost and without any additional financial liability to SETS:

- Rectify the defect;
- Replace the defective component; or
- Replace the vehicle, where the defect/non-conformity is material.

The supplier shall complete the rectification/replacement within the period specified by SETS.

9. Re-Inspection

After rectification of defects or replacement of any non-conforming item, SETS shall have the right to conduct a **re-inspection and re-test**.

The vehicle shall be accepted only after satisfactory compliance.

Any additional cost associated with re-inspection, transportation or rectification due to supplier's fault shall be borne by the supplier.

10. Rejection

SETS reserves the right to reject the vehicle if:

- It does not conform to the accepted specifications;
- It is not brand-new or unused;
- It has major defects or damage;
- Mandatory safety features are absent;
- Required statutory approvals/documents are not available;
- The supplied model/variant differs from the accepted offer; or
- The supplier fails to rectify material defects within the stipulated period.

In case of rejection, the supplier shall replace the vehicle with a compliant vehicle at its own cost and risk.

11. Payment and Acceptance

Final payment shall be processed in accordance with the payment terms of the tender/Purchase Order and shall be subject to satisfactory delivery, inspection and acceptance of the vehicle and associated equipment.

Submission of the vehicle for inspection shall not by itself constitute acceptance by SETS.

12. Warranty after Acceptance

Acceptance of the vehicle by SETS shall not relieve the supplier/OEM of its warranty obligations.

Any defect arising during the warranty period and covered under the applicable warranty shall be rectified/replaced by the supplier/OEM in accordance with the warranty terms, without additional cost to SETS.

13. Final Acceptance

Final acceptance shall be based on satisfactory completion of:

1. Delivery;
2. Inspection;
3. Functional testing;
4. Trial run, wherever conducted;
5. Charging system testing, wherever applicable;
6. Verification of documents;
7. Rectification of defects/non-conformities, if any; and
8. Formal handing over of the vehicle to SETS.

11. WARRANTY, INCLUDING BATTERY WARRANTY

1. General Warranty

The successful bidder/OEM shall provide a **comprehensive manufacturer's warranty** for the Electric Passenger Car supplied under this tender.

The warranty shall cover defects arising from defective materials, workmanship, manufacturing defects and malfunction of components during the warranty period.

The vehicle warranty shall be **not less than 3 years or 1,00,000 km, whichever is earlier, or the standard OEM warranty, whichever is higher.**

The warranty shall commence from the date of satisfactory acceptance/handover of the vehicle to SETS.

2. Scope of Vehicle Warranty

The comprehensive vehicle warranty shall cover, as applicable:

- Electric motor and drivetrain;
- Power electronics;
- Inverter and converter;
- Electronic control units;
- On-board charger;
- Charging-related vehicle components;
- Air-conditioning system;
- Electrical and electronic systems;
- Instrument cluster;
- Infotainment system;
- Steering and braking systems;
- Suspension components covered under OEM warranty;
- Factory-fitted safety systems; and
- Other components covered under the standard OEM warranty.

Warranty exclusions shall be limited to normal wear and tear, consumables and damage arising from misuse, accident, unauthorised modification or other exclusions specifically stated in the OEM warranty terms.

3. Traction Battery Warranty

The traction battery is a critical component of the electric vehicle. The bidder/OEM shall provide a separate warranty for the **high-voltage traction battery and associated battery management system.**

The battery warranty shall be:

Minimum 8 years or 1,60,000 km, whichever is earlier, or the standard OEM battery warranty, whichever is higher.

The warranty shall cover manufacturing defects and abnormal degradation of the traction battery in accordance with the OEM's published warranty conditions.

4. Battery State of Health

The bidder shall clearly specify the minimum guaranteed **State of Health (SoH)** of the traction battery at the end of the battery warranty period, wherever such guarantee is provided by the OEM.

The bidder shall mention:

- Initial battery capacity;
- Guaranteed minimum battery capacity/SoH;
- Period of warranty;
- Maximum kilometre coverage;
- Conditions applicable to battery degradation; and
- Method of assessment of battery capacity/SoH.

Where the OEM provides a higher battery performance guarantee than the minimum requirement specified in this tender, the higher OEM commitment shall apply.

5. Battery Warranty Coverage

The battery warranty shall cover, as applicable:

- a. Traction battery pack;
- b. Battery Management System (BMS);
- c. Battery modules/cells;
- d. Battery cooling/thermal management system, where covered by the OEM;
- e. High-voltage battery-related electrical components covered under the OEM warranty; and
- f. Manufacturing defects affecting battery performance or safety.

6. Battery Replacement

If the traction battery is determined by the OEM to have a manufacturing defect or to have degraded below the applicable guaranteed threshold during the warranty period, the supplier/OEM shall, at no additional cost to SETS:

- Repair the battery; or
- Replace the defective battery/module/component; or
- Replace the battery pack,

as applicable under the OEM warranty conditions.

The replacement battery shall be genuine and compatible with the supplied vehicle.

7. Warranty Service

All warranty repairs and replacements shall be carried out through the OEM or its authorised service network.

The bidder shall provide the details of the authorised EV service centre in Chennai capable of handling warranty repairs, diagnostics and battery-related service.

No separate labour charges, service charges or diagnostic charges shall be payable by SETS for warranty claims accepted by the OEM.

8. Warranty Claim Procedure

The supplier shall establish a simple mechanism for lodging warranty complaints.

Upon receipt of a warranty complaint, the supplier/OEM shall:

1. Acknowledge the complaint;
2. Arrange inspection/diagnosis;
3. Identify the cause of failure;
4. Carry out necessary repairs/replacement; and
5. Return the vehicle to service at the earliest.

For battery-related or major technical failures, the supplier shall provide appropriate escalation support.

9. Breakdown and Roadside Assistance

The bidder/OEM shall provide roadside/breakdown assistance in accordance with its standard policy.

The bidder shall provide SETS with:

- Customer/service helpline number;
- Emergency contact number;
- Roadside assistance details;
- Towing arrangements; and
- Escalation contact details.

10. Software and Firmware Updates

During the warranty period, any OEM-recommended software/firmware updates required for:

- Safety;
- Battery management;
- Vehicle performance;
- Charging performance; or
- Regulatory compliance

shall be carried out at no additional cost to SETS.

11. Charging Equipment Warranty

Where the charging equipment is included in the scope of supply, the bidder shall provide a warranty of **not less than 1 year or the standard OEM warranty, whichever is higher.**

The warranty shall cover defects in the charger, charging cable and associated equipment supplied under the tender, subject to the applicable warranty conditions.

12. Warranty of Replaced Components

Any component replaced under warranty shall be covered by the applicable OEM warranty policy.

Replacement of a component shall not reduce the remaining warranty coverage applicable to the vehicle or traction battery.

13. Warranty Transfer

The warranty shall be registered in the name of **Society for Electronic Transactions and Security (SETS).**

The supplier/OEM shall complete all necessary warranty registration formalities and provide documentary confirmation to SETS.

14. Warranty Exclusions

The warranty shall not normally cover:

- Accidental damage;
- Damage caused by negligence or misuse;
- Unauthorised modifications;
- Use of non-genuine parts or accessories;
- Damage caused by unauthorised repairs;
- Normal wear and tear;
- Consumables, unless specifically covered by the OEM;
- Damage resulting from force majeure; and
- Other exclusions expressly specified in the OEM warranty document.

15. Warranty Support in Chennai

The successful bidder shall ensure that warranty services are readily available in Chennai. Where a vehicle cannot be repaired at the local authorised service centre, the bidder/OEM shall arrange appropriate transportation/towing to the designated facility, in accordance with the applicable warranty/roadside assistance terms.

16. Warranty Documents

At the time of delivery, the successful bidder shall provide:

1. Vehicle warranty certificate;
2. Traction battery warranty certificate;
3. Battery warranty terms and conditions;
4. State of Health/degradation warranty details, where applicable;
5. Charging equipment warranty certificate;
6. List of authorised service centres;
7. Warranty claim procedure; and
8. Customer/service escalation contact details.

17. OEM Warranty Commitment

In case the bidder is an authorised dealer, the OEM shall provide a written undertaking confirming that the vehicle and traction battery warranty commitments offered in the bid shall be honoured by the OEM through its authorised service network.

18. No Additional Cost

All repairs, replacement of defective components, labour and diagnostic charges arising from valid warranty claims shall be carried out **without any additional cost to SETS**.

19. Warranty Compliance

The bidder shall clearly state the warranty offered against each component in the Technical Compliance Sheet.

Where the bidder/OEM offers warranty terms superior to the minimum requirements specified in this tender, the **higher warranty commitment shall be considered applicable** to the supplied vehicle.

20. Summary of Minimum Warranty

S.No.	Item	Minimum Warranty Requirement
1	Complete Vehicle	3 years / 1,00,000 km, whichever is earlier, or OEM warranty, whichever is higher
2	Traction Battery	8 years / 1,60,000 km, whichever is earlier, or OEM warranty, whichever is higher
3	Electric Motor/Drive System	As per OEM warranty, with details to be specified
4	Charging Equipment	1 year or OEM warranty, whichever is higher
5	Software/Firmware Updates	As per OEM warranty/support policy during warranty period

Note: The bidder shall submit documentary evidence of the OEM's standard warranty terms along with the bid. Any warranty commitment made by the bidder in excess of the OEM's standard warranty shall be binding on the bidder.

12. CHARGING EQUIPMENT AND INSTALLATION

1. General

The successful bidder shall supply, install and commission suitable **EV charging equipment** compatible with the Electric Passenger Car supplied under this tender.

The charging equipment shall be of suitable capacity and specification recommended by the OEM and shall comply with applicable Indian electrical and safety standards.

2. Charger Requirement

The bidder shall provide at least the following charging equipment:

S.No.	Item	Minimum Requirement
1	AC EV Charger	Suitable for the offered vehicle and domestic/office charging application
2	Charging Capacity	Minimum 7.2 kW AC or OEM-recommended equivalent
3	Charging Cable	Suitable OEM-compatible cable
4	Charging Connector	Compatible with the supplied vehicle
5	Protection	Suitable overload, short-circuit, earth-leakage and surge protection
6	Mounting	Wall-mounted/floor-mounted as appropriate
7	Charger Enclosure	Suitable for indoor/outdoor installation and local environmental conditions
8	Display/Indication	Charging status indication
9	Safety	Suitable electrical and user safety provisions
10	Warranty	Minimum 1 year or OEM warranty, whichever is higher

The bidder may offer a charger of **higher capacity or superior specification**, provided it is fully compatible with the offered vehicle and electrical infrastructure.

3. Portable Charger

The supplier shall provide a portable/emergency charging cable or charger compatible with the vehicle, as part of the vehicle's standard equipment, wherever provided by the OEM.

The portable charger shall be supplied along with all necessary connectors and accessories.

4. Site Inspection

Before installation, the successful bidder shall conduct a **site inspection at SETS, Chennai**, in consultation with the authorised representative of SETS.

The bidder shall assess:

- Proposed charger location;
- Available electrical supply;
- Cable routing;
- Earthing arrangement;
- Mounting requirements;
- Protection requirements;
- Distance from electrical distribution point;
- Required cable size;

- Safety requirements; and
- Other installation-related requirements.

The bidder shall submit details of any additional electrical infrastructure required for installation.

5. Installation

The successful bidder shall install and commission the charger at the location identified by SETS.

Installation shall include, as applicable:

- Mounting of charger;
- Supply and laying of required cables within the defined installation scope;
- Appropriate cable termination;
- Protective devices;
- Earthing connection;
- Electrical isolation/protection;
- Cable management;
- Charger connection;
- Labelling and safety signage; and
- Testing and commissioning.

All installation work shall be carried out by suitably qualified personnel in accordance with applicable electrical safety requirements.

6. Electrical Infrastructure

The bidder shall clearly identify the electrical infrastructure required for the proposed charger before installation.

The bidder shall not assume availability of any specific electrical capacity unless confirmed by SETS.

Any requirement for:

- Additional sanctioned electrical load;
- New distribution board;
- Transformer;
- Major civil works;
- Long-distance cable laying; or
- Other substantial infrastructure

shall be clearly identified and separately quoted, if required.

No additional expenditure shall be incurred by the bidder without prior written approval from SETS.

7. Cable and Protection

The charging installation shall include suitable cables and protection devices appropriate to the charger rating.

The installation shall incorporate suitable protection against:

- Over-current;
- Short circuit;
- Earth leakage;
- Surge;

- Over-voltage/under-voltage; and
- Other applicable electrical hazards.

The final design shall be certified/approved by the bidder's qualified electrical personnel wherever required.

8. Earthing

The charger shall be connected to a suitable and safe earthing system.

The bidder shall verify the adequacy of the existing earthing arrangement before commissioning. Any additional earthing requirement identified during the site inspection shall be brought to the notice of SETS before execution.

9. Commissioning

The charger shall be fully tested and commissioned before handover.

Commissioning shall include:

1. Verification of electrical connections;
2. Verification of protection devices;
3. Earth continuity/earthing verification;
4. Charger functional test;
5. Vehicle-to-charger compatibility test;
6. Test charging of the supplied vehicle;
7. Verification of charging status indicators; and
8. Demonstration to SETS personnel.

10. Charging Performance

The bidder shall specify:

- Charger rated capacity;
- Input voltage;
- Input current;
- Output voltage;
- Output current;
- Charging connector type;
- Approximate charging time;
- Protection features; and
- Environmental operating conditions.

The bidder shall provide the expected charging time for the supplied vehicle from **10% to 80%** and from **0% to 100%**, wherever applicable.

11. Location and Civil Works

The final location of the charger shall be identified by SETS.

Minor installation-related works such as drilling, mounting, cable dressing and fixing required for installation shall be included in the bidder's quoted price.

Any major civil/electrical work outside the normal charger installation scope shall require prior approval from SETS.

12. Safety

The bidder shall ensure that the charging installation is safe for regular operation by SETS personnel.

The charger shall have appropriate:

- Emergency isolation provisions;
- Warning/safety labels;
- Electrical protection;
- Cable management;
- Ventilation/thermal protection as applicable; and
- Protection against unauthorised access, where required.

The supplier shall provide operating and safety instructions near the charging equipment.

13. Documentation

The bidder shall provide the following after installation:

- Charger technical datasheet;
- Installation/commissioning report;
- Electrical connection details;
- Operating manual;
- Safety instructions;
- Warranty certificate;
- Test/inspection records, wherever applicable; and
- Contact details for service and breakdown support.

14. Training

The successful bidder shall provide basic operational training to designated SETS personnel covering:

- Connecting and disconnecting the vehicle;
- Starting and stopping charging;
- Reading charging status;
- Safe handling of charging cables;
- Emergency isolation;
- Basic troubleshooting; and
- Routine precautions.

Training shall be provided at no additional cost.

15. Warranty and Maintenance

The charging equipment and installation shall be covered by a warranty of **not less than one (01) year or the standard OEM warranty, whichever is higher**.

The supplier shall rectify defects arising from faulty equipment or installation during the warranty period at no additional cost to SETS.

16. Responsibility of Supplier

The supplier shall be responsible for ensuring that the charger is:

- Compatible with the supplied vehicle;
- Properly installed;
- Fully functional;

- Safe for operation;
- Properly commissioned; and
- Handed over with all necessary documentation.

The charger shall not be considered successfully delivered until satisfactory commissioning and demonstration have been completed.

17. Price Inclusion

Unless specifically excluded in the Price Schedule, the bidder's quoted price shall include the cost of:

- EV charger;
- Charging cable;
- Standard accessories;
- Mounting;
- Installation;
- Standard cabling within the agreed installation scope;
- Protection devices;
- Testing;
- Commissioning;
- Demonstration; and
- Warranty support.

Any item not included in the quoted price but necessary for safe and satisfactory commissioning shall be clearly identified by the bidder in its financial offer.

13. REGISTRATION / INSURANCE RESPONSIBILITIES

1. General

The successful bidder shall be responsible for completing all necessary formalities and providing the required documentation for **registration and insurance of the Electric Passenger Car** supplied to SETS, in accordance with applicable statutory requirements.

The vehicle shall be supplied in a condition that enables SETS to obtain lawful registration and operate the vehicle on public roads.

2. Registration

The successful bidder shall:

- a. Provide all documents required for registration of the vehicle with the concerned **Regional Transport Office (RTO)**;
- b. Prepare and submit registration-related documents/forms, wherever authorised by SETS;
- c. Provide the original tax invoice and other statutory documents;
- d. Provide applicable vehicle type-approval/statutory certification documents;
- e. Provide necessary assistance to SETS for completion of registration formalities;
- f. Ensure that the vehicle is eligible for registration in the name of **Society for Electronic Transactions and Security (SETS)**; and
- g. Hand over the registration certificate/smart card/e-RC and other relevant documents to SETS after completion of registration.

3. Registration Charges

The treatment of registration charges shall be as specified in the **Price Schedule/BOQ**.

Where registration charges are included in the bidder's quoted price, the bidder shall bear all applicable charges and complete the registration formalities without any additional claim from SETS.

Where statutory registration charges are specifically payable by SETS, the bidder shall provide all necessary assistance and documentation for completion of registration.

Any variation in statutory charges shall be governed by the applicable Government rules and the terms of the Purchase Order.

4. Insurance

The vehicle shall be covered by a valid motor vehicle insurance policy before being put into operation.

Unless otherwise specified in the Price Schedule, the successful bidder shall arrange the **initial comprehensive motor vehicle insurance policy** for the vehicle.

The insurance policy shall be issued in the name of: **Society for Electronic Transactions and Security (SETS)**

5. Minimum Insurance Coverage

The initial insurance policy shall, as applicable, include:

- Comprehensive motor insurance coverage;
- Third-party liability coverage;
- Own-damage coverage;
- Coverage for the electric vehicle and its installed equipment;

- Appropriate coverage for the traction battery, subject to insurer's policy terms;
- Personal accident cover as required under applicable law; and
- Other mandatory statutory insurance coverage.

The bidder shall provide the complete insurance policy/certificate to SETS before delivery/handing over of the vehicle.

6. Insurance Company

The bidder shall obtain insurance from an **IRDAI-registered insurance company**.

The bidder shall provide details of the insurer, policy number, period of coverage, insured declared value and major terms of the policy.

7. Electric Vehicle / Battery Coverage

The bidder shall clearly indicate whether the comprehensive insurance policy specifically covers:

- Traction battery;
- Charging equipment, where applicable;
- Electric motor;
- High-voltage electrical components; and
- Other EV-specific components.

Any exclusions relating to the battery or EV-specific components shall be clearly disclosed to SETS before acceptance of the insurance policy.

8. Delivery and Insurance

The vehicle shall not be handed over for use on public roads without the required statutory insurance coverage.

The bidder shall ensure that the vehicle remains appropriately insured during transportation and until formal delivery to SETS, as applicable.

Any damage occurring to the vehicle before formal acceptance due to transportation or supplier-related causes shall be the responsibility of the supplier.

9. Renewal of Insurance

After expiry of the initial insurance policy, **renewal of insurance shall be the responsibility of SETS**, unless otherwise specifically included in the Purchase Order/AMC arrangement.

The successful bidder/OEM may assist SETS in obtaining renewal quotations or facilitating renewal, if requested.

10. Insurance Claims

After handover and acceptance of the vehicle, insurance claims arising from accidents or other insured events shall normally be handled by SETS.

The bidder/OEM shall provide necessary technical assistance and repair support through its authorised service network.

For any damage occurring before acceptance due to supplier's responsibility, the supplier shall bear the associated cost and shall not require SETS to claim under its own insurance policy.

11. Documents to be Handed Over

The successful bidder shall provide:

1. Original tax invoice;

2. Registration Certificate/e-RC, when available;
3. Insurance policy/certificate;
4. Pollution/other statutory certificates, where applicable;
5. Vehicle type-approval/statutory documents;
6. Warranty certificate;
7. Battery warranty certificate;
8. Service booklet;
9. Owner's manual; and
10. Other documents required for lawful operation and maintenance.

12. Responsibility Matrix

Activity	Responsibility of Bidder/OEM	Responsibility of SETS
Supply of vehicle	✓	
Statutory documents for registration	✓	
Assistance for RTO registration	✓	✓
Registration charges	As per BOQ/PO	As applicable
Initial comprehensive insurance	✓, if included in BOQ/PO	
Insurance policy documentation	✓	
Insurance renewal after initial policy		✓
Warranty support	✓	
Battery warranty	✓ / OEM	
Accident/insurance claim after acceptance	Assistance	✓
Damage before acceptance due to supplier	✓	
Registration Certificate/e-RC handover	✓	

13. Compliance

The bidder shall comply with all applicable laws, rules and regulations relating to registration, insurance and operation of electric vehicles in India.

The bidder shall clearly state in its bid whether **registration and first-year comprehensive insurance are included in the quoted price**. Any exclusions shall be expressly identified in the Price Schedule.

14. PAYMENT TERMS

1. General

Payment to the successful bidder shall be made by SETS against satisfactory supply, inspection, acceptance and submission of all required documents, subject to the terms and conditions of the Purchase Order.

No advance payment shall ordinarily be payable unless specifically approved by the Competent Authority and expressly provided for in the Purchase Order.

2. Payment Schedule

The payment shall be released as follows:

100% of the accepted contract value shall be paid after:

- a. Delivery of the vehicle at SETS, Chennai;
- b. Successful inspection and acceptance of the vehicle by the authorised representatives of SETS;
- c. Supply and satisfactory commissioning of the charging equipment, wherever included in the scope;
- d. Completion of registration formalities, wherever registration is included in the bidder's scope;
- e. Submission of valid insurance documents, wherever insurance is included in the bidder's scope;
- f. Submission of OEM vehicle warranty certificate;
- g. Submission of traction battery warranty certificate;
- h. Submission of charging equipment warranty certificate, wherever applicable;
- i. Submission of tax invoice and other statutory documents; and
- j. Issuance of the Inspection/Acceptance Certificate by SETS.

3. Invoice Submission

The supplier shall submit the invoice after satisfactory completion of the applicable supply and acceptance requirements.

The invoice shall clearly indicate:

- Purchase Order/Tender reference;
- Description of vehicle;
- Make, model and variant;
- Quantity;
- Chassis/VIN number;
- Basic price;
- Applicable GST;
- Total invoice value;
- Bank details; and
- Other information required by SETS.

4. Supporting Documents

The following documents shall accompany the invoice, as applicable:

1. Original tax invoice/e-invoice;

2. Delivery challan;
3. Inspection/Acceptance Certificate;
4. Warranty certificate;
5. Battery warranty certificate;
6. Charging equipment warranty certificate;
7. Registration documents;
8. Insurance policy/certificate;
9. PDI report;
10. Installation and commissioning report for charger;
11. Bank details/cancelled cheque; and
12. Any other documents required under the Purchase Order.

5. GST

GST shall be paid at the applicable statutory rate against a valid tax invoice, subject to compliance with applicable GST provisions.

The supplier shall be responsible for correctly charging and remitting applicable taxes to the Government.

Any liability arising due to incorrect tax classification, incorrect invoicing or non-compliance attributable to the supplier shall be dealt with as per applicable law and the terms of the Purchase Order.

6. Statutory Deductions

SETS shall make statutory deductions from the payment wherever applicable, including:

- Income Tax/TDS;
- GST TDS, wherever applicable;
- Labour cess or other statutory deductions, if applicable; and
- Any other deduction required under applicable Government rules.

A certificate/statement for statutory deductions shall be provided as per applicable procedure.

7. Payment Method

Payment shall be made through **electronic bank transfer/PFMS or other approved Government payment mechanism**, as applicable.

The successful bidder shall provide accurate bank account details along with the bid/order documentation.

8. Payment for Charging Equipment

Where the charging equipment is separately identified in the Price Schedule, payment for the same shall be made only after:

- Supply;
- Installation;
- Successful commissioning;
- Functional testing;
- Demonstration; and
- Acceptance by SETS.

No separate payment shall be made for installation activities that are included in the bidder's quoted price.

9. Payment for Registration and Insurance

Where registration and first-year insurance are included in the bidder's scope, the applicable amount shall be paid only after submission of the relevant registration and insurance documents and satisfactory verification by SETS.

Where statutory charges are payable directly by SETS, the same shall be dealt with separately as specified in the Purchase Order.

10. No Payment for Non-Conforming Items

SETS shall not be liable to make payment for any vehicle, equipment, accessory or service that:

- Does not conform to the tender specifications;
- Is defective;
- Has not been accepted by SETS; or
- Has not been supplied in accordance with the Purchase Order.

Any rejected/non-conforming item shall be replaced or rectified by the supplier at its own cost.

11. Retention / Withholding

SETS reserves the right to withhold or adjust payment to the extent permitted under the Purchase Order in respect of:

- Liquidated damages;
- Recoverable costs;
- Outstanding statutory dues;
- Non-compliance with contractual obligations; or
- Other amounts legally recoverable from the supplier.

12. Final Settlement

Final payment shall constitute settlement of the accepted supply to the extent of the invoice value, without prejudice to SETS' rights relating to:

- Warranty;
- Battery warranty;
- Defects discovered subsequently;
- Liquidated damages;
- Indemnity; and
- Other contractual obligations surviving payment.

13. Bank Details

The successful bidder shall provide the following details:

Name of Bank: _____

Branch: _____

Account Name: _____

Account Number: _____

IFSC Code: _____

The bidder shall be responsible for ensuring the correctness of the bank details furnished to SETS.

15. LIQUIDATED DAMAGES

1. General

The successful bidder shall supply and deliver the Electric Passenger Car, charging equipment and other items included in the scope of supply within the delivery period specified in the Purchase Order.

If the supplier fails to complete the supply within the stipulated delivery period for reasons attributable to the supplier, **Liquidated Damages (LD)** may be levied as specified below.

2. Rate of Liquidated Damages

In the event of delay in delivery, SETS shall have the right to levy **Liquidated Damages at the rate of 0.5% (zero point five percent) of the value of the delayed portion of the supply for each week or part thereof of delay**, subject to a maximum of **10% of the value of the delayed portion of the supply**.

For the purpose of calculation of LD, the value of the delayed portion shall normally be considered excluding applicable GST.

3. Commencement of LD

LD shall be calculated from the day immediately following the expiry of the stipulated delivery period up to the date of actual delivery and satisfactory acceptance of the delayed item by SETS. Where the vehicle is delivered, but the charging equipment or other mandatory component remains incomplete, LD may be calculated on the delayed portion until complete compliance and acceptance.

4. Extension of Delivery Period

Where the supplier anticipates a delay, a written request for extension of the delivery period shall be submitted to SETS **before expiry of the original delivery period**, clearly stating the reasons for the delay and the revised delivery schedule.

Grant of extension shall be at the discretion of SETS and shall be subject to applicable procurement rules and the terms of the Purchase Order.

Grant of an extension shall not automatically exempt the supplier from LD unless specifically approved by SETS.

5. Force Majeure

LD shall not be levied for delays caused by circumstances qualifying as **Force Majeure**, provided that:

- a. The event is beyond the reasonable control of the supplier;
- b. The supplier promptly notifies SETS in writing;
- c. Adequate documentary evidence is furnished; and
- d. The supplier takes all reasonable steps to minimise the effect of the delay.

Acceptance of Force Majeure shall be subject to the provisions of the tender/Purchase Order and the decision of SETS.

6. Delay Due to Supplier

Delays arising from the following shall generally be treated as supplier-attributable delays:

- Non-availability of the offered vehicle;

- Production/manufacturing delays attributable to the supplier/OEM;
- Delay in obtaining or arranging required documents;
- Delay in transportation;
- Delay in charger installation or commissioning;
- Delay due to inadequate manpower or resources;
- Delay in rectification of defects attributable to the supplier; or
- Any other reason within the reasonable control of the supplier.

7. Recovery of LD

The amount of LD may be recovered by SETS from:

- Payments due to the supplier;
 - Performance Security; or
 - Any other amount payable to the supplier under the Purchase Order,
- as permissible under the applicable rules and contractual conditions.

8. Maximum Limit

The total LD recoverable under the Purchase Order shall not exceed **10% of the value of the delayed portion of the contract/supply**, unless otherwise specified in the tender and permitted under applicable procurement rules.

9. Continued Delay

If the delay exceeds the maximum period considered acceptable by SETS, or if the supplier fails to complete the supply despite reasonable extension, SETS may, in addition to levying LD:

- Cancel/terminate the Purchase Order;
- Forfeit the Performance Security, wherever applicable;
- Procure the required vehicle/items from an alternative source at the supplier's risk and cost, where permissible; and
- Take such other action as may be available under the applicable procurement rules and contract.

10. Delay in Replacement/Rectification

If the supplied vehicle or any essential component is rejected due to non-conformity with the tender specifications, the supplier shall replace or rectify the same within the period specified by SETS.

Failure to complete such replacement/rectification within the stipulated period may also attract LD, as applicable, from the date specified by SETS until satisfactory replacement/rectification and acceptance.

11. No Waiver by Acceptance

Acceptance of delayed delivery by SETS shall not by itself constitute a waiver of SETS' right to levy LD, unless SETS specifically waives the same in writing.

12. Applicability

The provisions of this clause shall be read together with the **Delivery Period, Force Majeure, Performance Security and Termination** provisions of the tender document.

The levy and recovery of LD shall be subject to the applicable Government procurement rules and the terms of the Purchase Order.

16. PERFORMANCE SECURITY

1. General

The successful bidder shall furnish **Performance Security** to SETS for due and faithful performance of the contractual obligations under the Purchase Order.

The Performance Security shall be submitted within the period specified in the **Letter of Award/Purchase Order**.

2. Amount of Performance Security

The successful bidder shall furnish Performance Security equivalent to **3% of the total contract value**, unless otherwise specified by SETS in accordance with the applicable Government procurement rules.

The Performance Security shall be calculated on the total accepted contract value, including applicable taxes, as specified in the Purchase Order.

3. Form of Performance Security

The Performance Security may be furnished in any of the forms permitted under the applicable Government procurement rules, such as:

- Bank Guarantee issued by a scheduled commercial bank;
- Insurance Surety Bond; or
- Other permitted instruments specified by SETS.

The Performance Security shall be unconditional and irrevocable and shall be enforceable in accordance with the terms of the Purchase Order.

4. Validity

The Performance Security shall remain valid for the period specified in the Purchase Order, including the required additional claim period, if applicable.

The bidder shall ensure that the Performance Security remains valid until completion of all contractual obligations for which the security is required.

5. Extension of Validity

If the delivery period or contractual obligations are extended beyond the original period, the supplier shall extend the validity of the Performance Security for the corresponding period, wherever required.

The extended Performance Security shall be submitted to SETS before expiry of the existing security.

6. Invocation/Forfeiture

SETS shall have the right to invoke or forfeit the Performance Security, in whole or in part, in accordance with the terms of the contract and applicable procurement rules, in the event of:

- a. Failure to supply the vehicle within the stipulated/approved delivery period;
- b. Failure to comply with material contractual obligations;
- c. Failure to replace or rectify rejected/non-conforming items within the prescribed period;
- d. Abandonment of the contract by the supplier;
- e. Termination of the Purchase Order due to supplier default; or

- F. Any other breach for which recovery from the Performance Security is contractually permissible.

Invocation of Performance Security shall be without prejudice to any other rights and remedies available to SETS under the contract.

7. Release of Performance Security

The Performance Security shall be released/returned to the successful bidder after:

- Satisfactory completion of contractual obligations;
- Acceptance of the vehicle and associated equipment;
- Completion of the applicable warranty/contractual obligations, where the security is intended to cover such obligations; and
- Submission of any required request/documentation by the supplier.

subject to there being no outstanding claim or recoverable amount due from the supplier.

8. No Interest

No interest shall be payable by SETS on the amount furnished as Performance Security.

9. Exemption

Any exemption from furnishing Performance Security available to eligible bidders under applicable Government procurement rules shall be considered by SETS subject to submission of valid documentary evidence.

Such exemption shall not automatically apply unless the bidder satisfies the prescribed conditions and submits the required supporting documents.

10. Performance Security and Warranty

The furnishing of Performance Security shall not relieve the supplier/OEM of its obligations relating to:

- Vehicle warranty;
- Traction battery warranty;
- Charging equipment warranty;
- Defect rectification;
- Replacement of defective components; and
- Other obligations specified in the Purchase Order.

11. Submission Details

The successful bidder shall submit the Performance Security in favour of:

Society for Electronic Transactions and Security (SETS) MGR Knowledge City, CIT Campus, Taramani, Chennai – 600113.

The exact beneficiary details and prescribed format, wherever applicable, shall be provided along with the Letter of Award/Purchase Order.

12. Important Note

The amount, validity period, form and release conditions of Performance Security shall be governed by the **procurement rules applicable to SETS at the time of tendering and placement of the Purchase Order**. In case of any change in the applicable Government instructions, the prevailing provisions shall apply.

17. TENDER VALIDITY

1. **Period of Validity:** The bid submitted by the bidder shall remain valid for a period of **120 (One Hundred and Twenty) days** from the date of opening of the Price Bid.
2. **Binding Nature:** During the validity period, the bidder shall not withdraw, modify or amend its bid in any manner. The prices and other conditions offered in the bid shall remain firm and binding on the bidder.
3. **Extension of Bid Validity:** In exceptional circumstances, SETS may request the bidders to extend the validity of their bids for a further specified period. Such request shall be made before expiry of the original bid validity period.
4. **Consent for Extension:** A bidder agreeing to the extension shall confirm the same in writing and shall extend the validity of the **Earnest Money Deposit (EMD)/Bid Security**, wherever applicable, for the corresponding period.
5. **No Change in Terms:** A bidder agreeing to extend the validity of its bid shall not be permitted to modify the substance or price of its original bid during the extended validity period.
6. **Non-Acceptance of Extension:** A bidder may decline a request for extension of bid validity without forfeiture of its EMD/Bid Security, subject to the applicable procurement rules.
7. **Expiry of Validity:** SETS shall endeavour to complete the tender evaluation and placement of the Purchase Order within the bid validity period. No bidder shall be required to keep its bid valid beyond the stipulated period unless it has agreed to such extension.
- 8) **Price Firmness:** The prices quoted in the Financial Bid shall remain **firm and fixed throughout the bid validity period** and shall not be subject to any increase due to changes in market conditions, exchange rates, transportation costs or any other reason, except where specifically permitted under the tender conditions.

18. AFTER-SALES SERVICE REQUIREMENTS

1. General

The successful bidder/OEM shall provide adequate **after-sales service and technical support** for the Electric Passenger Car supplied to SETS throughout the warranty period and thereafter, as applicable.

The bidder shall ensure that service support is readily available in **Chennai** through the OEM or its authorised service network.

2. Authorised Service Centre

The bidder shall have an **OEM-authorised service centre in Chennai** or provide an authorised service arrangement acceptable to SETS.

The bidder shall furnish the following details along with the Bid:

- Name and address of service centre;
- Contact person;
- Telephone/mobile number;
- Email ID;
- Distance from SETS;
- Availability of EV-trained technicians; and
- Working hours.

3. EV-Specific Service Capability

The authorised service centre shall have suitable facilities and trained personnel for servicing electric vehicles, including:

- High-voltage electrical systems;
- Traction battery;
- Battery Management System (BMS);
- Electric motor and drivetrain;
- Power electronics;
- On-board charger;
- Charging-related systems; and
- Vehicle diagnostic systems.

4. Preventive Maintenance

The bidder/OEM shall provide the recommended **preventive maintenance schedule** for the vehicle.

The schedule shall clearly indicate:

- Service intervals;
- Periodic inspection requirements;
- Recommended consumables;
- Battery inspection requirements;
- Software/firmware update requirements; and
- Other routine maintenance requirements.

5. Breakdown Assistance

The successful bidder/OEM shall provide **roadside/breakdown assistance** during the warranty period as per the OEM's standard policy.

The bidder shall provide a dedicated service helpline/contact number for reporting:

- Vehicle breakdown;
- Charging-related issues;
- Battery-related problems;
- Electrical faults; and
- Other major operational issues.

6. Response Time

The bidder shall make reasonable efforts to respond to service complaints within the following indicative timelines:

S. No.	Service Requirement	Maximum Response Time
1	Acknowledgement of complaint	Within 4 working hours
2	Remote technical assistance	Within 8 working hours
3	Service engineer/technician support within Chennai	Within 24 hours
4	Breakdown assistance	At the earliest, preferably within 24 hours
5	Major warranty repair	Within 7 working days, subject to availability of parts

7. Spare Parts Availability

The bidder/OEM shall ensure availability of **genuine spare parts and consumables** required for normal maintenance and warranty repairs.

The bidder shall make reasonable arrangements to avoid prolonged vehicle downtime due to non-availability of spare parts.

8. Warranty Repairs

All repairs and replacement of defective components covered under the warranty shall be carried out **without additional cost to SETS**.

This shall include applicable labour, diagnostic charges and replacement of defective parts, subject to the OEM warranty conditions.

9. Battery and High-Voltage System Support

The service centre shall have the necessary capability and trained personnel to diagnose and service the high-voltage battery and EV electrical systems.

Any battery-related warranty claim shall be handled through the OEM's authorised service network.

Where a battery pack or major EV component requires replacement under warranty, the bidder/OEM shall arrange the replacement at no additional cost to SETS.

10. Software and Firmware Updates

The bidder/OEM shall provide required software, firmware and control-system updates during the warranty period where such updates are necessary for:

- Safety;
- Battery performance;
- Charging performance;
- Vehicle reliability;
- Regulatory compliance; or
- Correction of known technical issues.

Such updates shall be carried out without additional cost where covered under the OEM warranty/support policy.

11. Service History

The supplier/OEM shall maintain proper service records for the vehicle.

Copies of service reports, warranty repair records and major component replacement details shall be provided to SETS upon request.

12. Service Escalation

The bidder shall provide an escalation matrix containing:

Level 1: Authorised Service Centre

Level 2: Regional/Area Service Manager

Level 3: OEM Customer Support/Corporate Office

The bidder shall provide contact details for each level along with the Technical Bid.

13. Training and Demonstration

The successful bidder shall provide basic training to designated SETS personnel on:

- Vehicle operation;
- Charging procedures;
- Battery care;
- Safety precautions;
- Basic troubleshooting;
- Emergency procedures; and
- Routine maintenance.

Such training shall be provided at no additional cost.

14. Service During Warranty Period

The bidder shall ensure continued service support throughout the vehicle warranty period.

The warranty period shall not be adversely affected by routine servicing carried out at the OEM-authorized service centre.

15. Post-Warranty Support

The bidder/OEM shall indicate the availability of **post-warranty service support** and spare parts for the offered model.

The bidder shall also provide indicative rates for:

- Annual maintenance/service;
- Labour charges;
- Common consumables;
- Major service; and
- Extended warranty/AMC, if available.

These rates shall be for information purposes unless specifically included in the Price Schedule.

16. Vehicle Downtime

In case the vehicle remains at the authorised service centre for an extended period due to a warranty-related issue, the supplier shall make reasonable efforts to expedite the repair. For major or prolonged breakdowns, SETS may require the bidder to provide an appropriate alternative arrangement, subject to the terms of the Purchase Order and OEM policy.

17. Service Centre Information

The bidder shall submit the following information with the Technical Bid:

Sl. No.	Particulars	Details to be Furnished by Bidder
1	OEM Name	
2	Authorised Dealer Name	
3	Service Centre Name	
4	Complete Address	
5	Distance from SETS, Chennai	
6	Contact Person	
7	Telephone No.	
8	Email ID	
9	EV-trained Technicians	
10	High-voltage EV Service Facility	Yes/No
11	Battery Diagnostic Facility	Yes/No
12	Roadside Assistance	Yes/No
13	Service Working Hours	
14	Emergency Contact Number	

18. Compliance

Failure to provide the required after-sales service, warranty support or authorised service arrangement may be treated as **non-compliance with the tender requirements**.

The bidder shall provide a detailed **After-Sales Service Compliance Statement** along with the Technical Bid.

19. EVALUATION METHODOLOGY

1. General

The bids received against this tender shall be evaluated in accordance with the **Single-Bid System**. The evaluation shall be carried out based on the requirements specified in the tender document and the applicable Government procurement rules.

2. Preliminary Examination

On receipt of bids, SETS shall conduct a preliminary examination to determine whether the bids are:

- Submitted within the prescribed deadline;
- Complete in all respects;
- Signed by an authorised signatory;
- Accompanied by the required EMD/Bid Security, wherever applicable;
- Supported by the required eligibility documents;
- Free from material deviations; and
- Otherwise responsive to the tender conditions.

SETS may reject bids that are incomplete or materially non-responsive.

3. Eligibility Evaluation

Only bidders satisfying the **Minimum Eligibility Criteria** specified in the tender shall be considered for detailed technical evaluation.

The following may be verified:

- Legal constitution/registration of the bidder;
- GST and PAN;
- OEM authorisation;
- Relevant experience;
- Financial capacity/turnover;
- Non-blacklisting declaration;
- Availability of authorised service support; and
- Other mandatory eligibility requirements.

4. Technical Evaluation

The Technical details shall be evaluated.

The evaluation shall include:

A. Vehicle Specifications

- Seating capacity;
- Electric motor;
- Battery capacity;
- Certified driving range;
- Charging capability;
- Safety features;
- Comfort and convenience features;
- Dimensions and ground clearance; and
- Other mandatory specifications.

B. Warranty

- Comprehensive vehicle warranty;
- Traction battery warranty;
- Motor/drivetrain warranty;
- Charging equipment warranty; and
- Battery degradation/State of Health warranty, where applicable.

C. Charging Infrastructure

- Charger compatibility;
- Charger capacity;
- Charging cable;
- Installation;
- Protection systems;
- Testing and commissioning; and
- Safety requirements.

D. After-Sales Support

- Authorised service centre in Chennai;
- EV-trained technicians;
- Spare-parts availability;
- Breakdown assistance;
- Response time;
- Battery service capability; and
- Warranty support.

5. Technical Compliance

The bidder shall submit a **point-by-point Technical Compliance Statement**.

The bidder shall clearly mention:

“Complied” / “Not Complied” / “Deviation”

against every specification and shall provide the supporting document/page reference.

A bidder shall not be considered technically responsive merely on the basis of a general statement of compliance if the actual offered specification does not meet the prescribed requirement.

6. Clarification During Evaluation

SETS may seek clarification from bidders on specific aspects of their bids where considered necessary.

Such clarification shall be limited to resolving ambiguities or confirming information already contained in the bid.

No clarification shall be permitted to:

- Change the substance of the bid;
- Change the quoted price;
- Alter the offered vehicle/model/variant;
- Introduce a new specification; or
- Cure a material deviation.

7. Technical Responsiveness

A bidder shall be declared **Technically Responsive** only if:

- a. It satisfies the minimum eligibility criteria;

- b. The offered vehicle meets all essential technical specifications;
- c. The required OEM authorisation is submitted;
- d. Required warranty commitments are met;
- e. Charging equipment requirements are met;
- f. After-sales service requirements are met; and
- g. No material deviation from the tender conditions is identified.

Only technically responsive bidders shall proceed to the Financial Bid stage.

8. Financial Bid Evaluation

The Financial Bid shall be evaluated based on the **total evaluated cost** of the complete scope of supply, including applicable taxes and charges as specified in the Price Schedule.

The evaluated price shall include, as applicable:

- Electric vehicle;
- Battery;
- Standard accessories;
- Charging equipment;
- Installation and commissioning;
- Transportation/delivery;
- Registration charges, where included;
- First-year insurance, where included; and
- Other mandatory items included in the scope.

9. Determination of L1

The bidder quoting the **lowest evaluated total price (L1)** among the technically responsive bidders shall normally be considered for award of the contract, subject to approval of the Competent Authority and compliance with applicable procurement rules.

The lowest basic price alone shall not necessarily determine L1 where applicable taxes, charges or other components form part of the evaluated cost.

10. Comparison on Comparable Basis

All responsive bids shall be evaluated on a **like-for-like basis**.

If any mandatory item is omitted from the Price Schedule but is required under the Scope of Supply, SETS may take appropriate action in accordance with the tender conditions for determining the evaluated cost.

11. Abnormally Low/Unreasonably High Bid

If a quoted price appears to be **abnormally low or otherwise unrealistic** in relation to the scope of supply, SETS may seek clarification from the bidder regarding the basis of the quoted price.

The bidder shall provide satisfactory justification and supporting information, if requested.

SETS may take an appropriate decision in accordance with applicable procurement rules.

12. Tie in Evaluated Price

In the event that two or more technically responsive bidders quote the same lowest evaluated price, the method for resolving the tie shall be as per the applicable Government procurement rules and/or the procedure specified by SETS.

13. Negotiation

Normally, no post-tender price negotiation shall be undertaken with bidders, except where permitted under applicable Government procurement rules or specifically authorised by the Competent Authority.

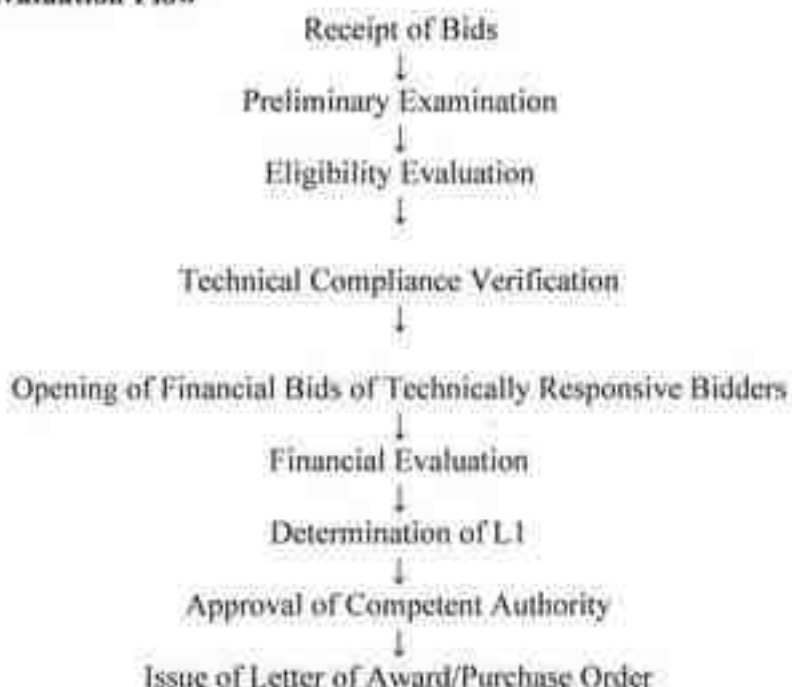
14. Right of SETS

SETS reserves the right to:

- Accept or reject any bid;
- Reject any or all bids;
- Seek necessary clarifications;
- Cancel the tender process;
- Issue corrigenda/amendments;
- Accept the bid of the lowest evaluated responsive bidder; or
- Take any other action permissible under the applicable procurement rules.

No bidder shall have any claim for compensation or otherwise merely by reason of its bid not being accepted.

15. Indicative Evaluation Flow



20. GENERAL TERMS & CONDITIONS

20.1 Compliance with Tender Conditions: Submission of a bid shall constitute acceptance of the tender conditions, subject to deviations expressly identified in the Technical Compliance Sheet. Mandatory requirements shall be complied with unless specifically stated otherwise in the tender.

20.2 Confidentiality: The bidder shall maintain confidentiality of information, documents, drawings, specifications and other information provided by SETS in connection with the tender, except where disclosure is required by law.

20.3 Intellectual Property: The supplier shall ensure that the vehicle and associated equipment do not infringe third-party intellectual property rights and shall indemnify SETS against claims attributable to the supplied products.

20.4 Indemnity: The supplier shall indemnify SETS against losses, damages, claims or liabilities arising from defective supply, supplier negligence, violation of applicable laws, infringement of third-party rights or supplier default, to the extent attributable to the supplier.

20.5 Subletting / Assignment: The supplier shall not assign, transfer or subcontract the whole or substantial part of the contract without prior written approval of SETS and shall remain fully responsible for approved subcontracted activities.

20.6 Anti-Bribery and Ethical Conduct: The bidder shall not offer, promise or provide any undue advantage, gift, commission or other benefit to any employee or representative of SETS in connection with the tender or contract. Such conduct may result in rejection or termination, subject to applicable rules.

20.7 Termination: SETS may terminate the Purchase Order in accordance with applicable procurement rules and contractual provisions in cases including persistent delay, material breach, failure to supply, materially non-conforming goods, insolvency, false documents or other serious default.

20.8 Risk Purchase: In case of supplier default resulting in termination, SETS may procure the required goods from an alternative source at the risk and cost of the defaulting supplier, where permissible under applicable procurement rules.

20.9 Dispute Resolution: Disputes shall first be attempted to be resolved amicably between the authorised representatives of SETS and the supplier. Unresolved disputes shall be dealt with in accordance with applicable Government procurement procedures and law.

20.10 Applicable Law and Jurisdiction: The contract shall be governed by the laws of India. Subject to applicable dispute-resolution mechanisms, the competent courts having jurisdiction over Chennai, Tamil Nadu shall have jurisdiction.

21. SPECIAL TERMS & CONDITIONS

1. The offered vehicle shall be a fully electric passenger vehicle powered by a rechargeable traction battery. Hybrid, mild-hybrid and internal-combustion-engine vehicles shall not qualify as electric vehicles for this tender.
2. The bidder shall not substitute the offered model/variant after opening of bids without prior written approval of SETS.
3. The traction battery and high-voltage electrical system shall incorporate appropriate safety mechanisms and comply with applicable Indian requirements.
4. A vehicle used as a demonstration, test, display or promotional vehicle shall not be supplied against this tender.
5. The vehicle should preferably be manufactured in the current calendar year. Any older manufactured vehicle shall require prior approval of SETS.
6. The bidder shall conduct OEM-standard Pre-Delivery Inspection and provide the PDI report to SETS.
7. Where a major manufacturing defect or material non-conformity is established during inspection or warranty, SETS may require repair, replacement or other corrective action at the supplier's cost, in accordance with the contract and warranty provisions.
8. All provisions of this tender shall be read together with the procurement rules, instructions and guidelines applicable to SETS. In case of conflict with a mandatory applicable Government instruction, the latter shall prevail.

22. ORDER OF PRECEDENCE

In the event of any inconsistency between the documents forming part of the contract, the following order of precedence shall generally apply:

1. Purchase Order/Letter of Award;
2. Corrigenda/Addenda issued by SETS;
3. Special Terms & Conditions;
4. Technical Specifications and Scope of Supply;
5. General Terms & Conditions;
6. Price Schedule/BOQ; and
7. Bid submitted by the successful bidder.

Note: The final order of precedence may be suitably modified by SETS based on the applicable procurement procedure and the specific Purchase Order.

23. PRICE BID / BOQ FORMAT

Procurement of Electric Passenger Car through Open Tender

Tender No.: SETS/PROC/EV-CAR/2026-27/_____

Name of Bidder: _____

Make & Model Offered: _____

Variant: _____

PRICE SCHEDULE

S. No.	Description	Qty.	Unit	Basic Unit Price (₹)	GST (%)	GST Amount (₹)	Unit Price incl. GST (₹)	Total Amount incl. GST (₹)
1	Electric Passenger Car – complete vehicle as per Technical Specifications	1	No.					
2	EV AC Charging Unit, minimum 7.2 kW or OEM-recommended equivalent, including standard accessories	1	No.					
3	Installation, testing and commissioning of EV charger	1	Job					
4	Standard charging cable/accessories, if not included with the vehicle	1	Set					
5	Registration/RTO charges, if included in bidder's scope	1	Lot					
6	Comprehensive Insurance – first year, if included in bidder's scope	1	Lot					
7	Transportation and delivery to SETS, Chennai	1	Lot					
8	Any other mandatory item required for complete and satisfactory commissioning	1	Lot					
	TOTAL CONTRACT VALUE			₹		₹		₹

A. PRICE SUMMARY

Particulars	Amount (₹)
Total Basic Price	
Total GST	
Grand Total including GST	₹

Grand Total in Words:

Rupees _____
only.**B. OPTIONAL / ADDITIONAL PRICE INFORMATION**

The following prices shall be quoted separately for information and future reference. These items shall not form part of the evaluated contract price unless specifically included in the Purchase Order.

S. No.	Description	Unit	Basic Price (₹)	GST (%)	GST Amount (₹)	Price incl. GST (₹)
1	Extended Vehicle Warranty – additional 1 year	Year				
2	Extended Battery Warranty – additional 1 year	Year				
3	Annual Maintenance Service after expiry of warranty	Year				
4	Additional EV Charger	No.				
5	Additional Charging Cable	Set				
6	Comprehensive Insurance – renewal, if facilitated by OEM/dealer	Year				
7	Any other optional service					

C. IMPORTANT PRICE BID CONDITIONS

1. The bidder shall quote **firm and fixed prices** for the complete scope of supply.
2. The quoted price shall include all costs necessary for satisfactory supply and commissioning, unless specifically identified as an exclusion.
3. The bidder shall clearly indicate **Basic Price, GST rate and GST amount** separately.
4. No additional charges shall be payable for items included in the Scope of Supply but inadvertently omitted from the Price Bid.
5. The bidder shall not quote “Nil”, “Zero”, “Not Applicable” or “As Applicable” for any mandatory price component without clearly stating the basis.
6. Any discount offered shall be clearly indicated in the Price Schedule. The final evaluated price shall be determined after considering applicable discounts.
7. Registration and insurance shall be quoted separately where they form part of the bidder’s scope.

8. The bidder shall clearly indicate whether **charging equipment, installation, testing and commissioning** are included in the quoted vehicle price or separately priced.
9. The total amount quoted shall be mathematically consistent with the unit rates, quantities and applicable taxes.
10. In case of any discrepancy between the unit price and the calculated total, the method of correction shall be as specified in the tender conditions and applicable procurement rules.
11. **Conditional or variable pricing shall not be accepted** for mandatory items.
12. The bidder shall ensure that the Financial Bid does not contain any condition that changes or qualifies the technical offer.
13. The prices shall remain valid for the entire **Tender/Bid Validity Period of 120 days** or such other period specified in the NIT.
14. The Financial Bid shall be submitted strictly in the prescribed format. No price information shall be disclosed in the Technical Bid.

D. BIDDER'S PRICE CERTIFICATION

We hereby certify that:

"We have carefully examined the tender document and have quoted our prices for the complete scope of supply. The prices quoted above are firm and inclusive of all applicable costs, duties, taxes, transportation, installation, testing, commissioning and other charges specifically included in our scope. We agree to supply the Electric Passenger Car and associated equipment in accordance with the tender specifications and terms and conditions."

Name of Bidder: _____
Name of Authorised Signatory: _____
Designation: _____
Signature: _____
Company Seal: _____
Date: _____
Place: _____

24. BIDDER'S DECLARATION / UNDERTAKING

Tender No.: SETS/PROC/EV-CAR/2026-27/_____

Name of Tender: Procurement of Electric Passenger Car through Open Tender

To

The Chief Administrative and Accounts Officer
Society for Electronic Transactions and Security (SETS)
MGR Knowledge City, CIT Campus,
Taramani, Chennai – 600113.

DECLARATION

We, M/s. _____, having our registered office at _____, hereby declare and undertake that:

1. We have carefully read and examined the complete tender document, including the **Notice Inviting Tender, Scope of Supply, Technical Specifications, Eligibility Criteria, General and Special Terms & Conditions, Price Schedule/BOQ, Warranty, Delivery, Inspection and Acceptance requirements** and all other conditions of the tender.
2. We hereby confirm that we **unconditionally accept all the terms and conditions** of the tender and agree to abide by the same throughout the execution of the contract.
3. We confirm that the Electric Passenger Car offered by us is **brand-new, unused and unregistered** and shall conform to the specifications and requirements prescribed in the tender.
4. We confirm that the make, model and variant quoted in our bid are exactly as specified in our Technical Bid and that no substitution shall be made without prior written approval of SETS.
5. We certify that all information, documents, certificates, declarations and technical particulars submitted by us in the bid are **true, correct, complete and authentic** to the best of our knowledge and belief.
6. We confirm that we are the **OEM / authorised dealer of the OEM** for the vehicle offered and have submitted the required OEM authorisation certificate.
7. We undertake to provide the minimum warranty specified in the tender, including the required **comprehensive vehicle warranty and traction battery warranty**, and to honour all warranty commitments through the OEM/authorised service network.
8. We undertake to supply, install, test and commission the EV charging equipment included in our scope and ensure its compatibility with the supplied vehicle.
9. We undertake to provide adequate **after-sales service, authorised service support, genuine spare parts and EV-trained technical personnel in Chennai** as specified in the tender.
10. We undertake to complete the supply within the stipulated delivery period and accept the applicable provisions relating to **Liquidated Damages** for delays attributable to us.
11. We agree to furnish the required **Performance Security** within the stipulated period, subject to applicable Government procurement rules.
12. We confirm that the prices quoted in our Financial Bid are firm and shall remain valid for the entire period specified in the tender.

13. We confirm that there are **no hidden charges** other than those specifically identified in our Price Schedule.
14. We confirm that the vehicle supplied shall comply with all applicable **Indian statutory, safety, registration and regulatory requirements** relating to electric vehicles.
15. We undertake to provide all necessary documents required for registration, insurance, warranty and operation of the vehicle.
16. We declare that our firm/company has **not been blacklisted, debarred or banned** by any Central/State Government Department, Government Organisation, Public Sector Undertaking or other competent authority, as applicable, as on the date of submission of this bid.
17. We further declare that there is no material litigation, insolvency proceeding or other circumstance which would adversely affect our ability to perform the contract, except as specifically disclosed in our bid.
18. We undertake that we have not directly or indirectly offered, promised or provided any **undue advantage, commission, gratification or inducement** to any official or representative of SETS in connection with this tender.
19. We confirm that we have not submitted any **false, forged or misleading document/information** in connection with this tender.
20. We understand that SETS reserves the right to verify the authenticity of any information or document submitted by us and that any false declaration or material misrepresentation may result in rejection of our bid, cancellation of the contract and/or other action as permissible under applicable rules.
21. We agree that SETS shall have the right to reject our bid if it is found to be **technically non-responsive, incomplete, conditional or materially deviating** from the tender requirements.
22. We agree to abide by the decision of SETS in accordance with the applicable procurement rules and the terms and conditions of the tender.
23. We undertake to comply with all applicable **Government procurement rules, statutory requirements, tax laws and other regulations** during execution of the contract.
24. We confirm that the person signing this declaration is duly authorised to submit the bid and legally bind the bidder.
25. We understand that submission of this declaration along with the bid constitutes our acceptance of the tender conditions and our commitment to fulfil the complete scope of supply in accordance with the tender.

DETAILS OF BIDDER

Name of Firm/Company: _____

Registered Address: _____

GSTIN: _____

PAN: _____

OEM Name: _____

Make & Model Offered: _____

Authorised Dealer Code, if applicable: _____

Name of Authorised Signatory: _____

Designation: _____

Mobile No.: _____

Email ID: _____

SIGNATURE

I/We hereby certify that the above declaration is true and correct and that we are authorised to make this declaration on behalf of the bidder.

Signature of Authorised Signatory: _____

Name: _____

Designation: _____

Company Seal: _____

Date: _____

Place: _____