



भारतीय प्रबन्धन संस्थान राँची

(शिक्षा मंत्रालय, भारत सरकार के अधीन)

प्रबन्धन नगर, नयासराए मार्ग, राँची, झारखण्ड , पिन- ८३५ ३०३

INDIAN INSTITUTE OF MANAGEMENT RANCHI

(Under Ministry of Education, Govt. of India)

Prabandhan Nagar, Nayasarai Road,

Ranchi, Jharkhand, PIN - 835303

URL: www.iimranchi.ac.in

Email: purchase@iimranchi.ac.in

Empanelment of Agencies for Hiring of Taxi/Cab/Bus Services.

Tender No. : IIM Ranchi/Empanelment/Taxi /2026-27/38

Dated: 01.09.2026

Issued by:
Administrative Officer - Purchase
Indian Institute of Management Ranchi
(For & on behalf of the Director, IIM Ranchi)

Tender Schedule

Name of the Work	IIM Ranchi (hereinafter referred to as the “Institute”), an Educational Institute of National Importance, intends to empanel Taxi/Cab/Bus service providers in Ranchi, Kolkata, Hyderabad, Mumbai, Bengaluru, Chennai and New Delhi who will be responsible for providing these services to IIM Ranchi as and when required basis. The tender document can be downloaded from the Institute website at URL Link: https://iimranchi.ac.in/tender/ and from Central Public Procurement Portal
Bid validity	The validity of bids shall be 90 days from the last date of submission of the bids.
Duration of Contract	One year with the date of award of contract and with provision to extend the contract for another one year with applicable terms & conditions in mutual agreement between both parties with written consent.
Pre-Bid Meeting	The prospective bidders are requested to submit their pre-bid queries through email id purchase@iimranchi.ac.in by 08.09.2026 up to 11:00 am. Any query received after this date will not be entertained further. Reply of valid Pre-bid queries will be displayed on institute’s website under tender section.
Last Date/ Time and place for submission of tender	Up to 03:00 PM on 22.09.2026 in the name of: Administrative Officer - Purchase & Stores Indian Institute of Management Ranchi Prabandhan Nagar, Mudma, Nayasarai Road, Ranchi, Jharkhand, PIN-835303
Mode of Submission	Sealed Envelope through Post/ Courier. No offer is accepted through email.
Opening of the tender	The proposals shall be opened on 22.09.2026 at 04:00 PM. Venue for Opening: Indian Institute of Management Ranchi, Prabandhan Nagar, Ranchi
Contact person (for clarification, if any)	Administrative Officer - Purchase & Stores Indian Institute of Management Ranchi Prabandhan Nagar, Mudma, Nayasarai Road, Ranchi, Jharkhand, PIN-835303 Email: purchase@iimranchi.ac.in

IIM Ranchi reserves the right to modify the conditions of the the tender/ accept/ reject/ any the tender without assigning any reasons, whatsoever and any moment of time. No correspondence shall be entertained in this regard.

Tender for Empanelment of Agencies for Hiring of Taxi/ Bus Services

Eligibility Criteria for Intending Taxi Empanelment:

The eligibility criteria will be as per the supporting documents and details required to be filled in Annexures - A & B.

INSTRUCTION TO AGENCIES PROVIDING TAXI SERVICES

1. The agency should preferably have Registered Office with good infrastructure in respective cities of operation. The agency can be either proprietor/company/partnership firm or the agency should be registered with the statutory authority as prescribed in law.
2. Any party involved in any pending dispute resolution proceedings with IIM Ranchi at any forum, as on the date of publication of tender, shall be ineligible to participate in the tender process, whether directly or indirectly.'
3. The representatives of IIM Ranchi may make discreet enquiry or may visit/inspect the office premises of the agency to ascertain the infrastructure and condition of vehicles.
4. The agency should own a fleet of at least ten cars of any of the models as mentioned in Clause No.03 under tender requirements and registered in the name of the agency. The vehicles should be in good condition, and not more than 3 years old.
5. The agency should have minimum 5 years of experience in providing 'Car Rentals services' with reputed Govt. /Public Sector Enterprises/Banks/ Government Departments/ Research Organizations/ Reputed Private Sector Companies (provide/attach copy of work order/s in this regard).
6. The agency from Individual/Firm/Organization including its Partners/Shareholders / Directors who have been blacklisted/prosecuted by any departments/statutory bodies in any State or by any Court of Law, shall be rejected.
7. There should be no litigation/ pending disputes between the bidder and IIM Ranchi.

General Terms & Conditions:

1. The tender are invited from reputed agencies for the period of one year from the date of award of contract and with provision to extend the contract for another one year with applicable terms & conditions in mutual agreement between both the parties with written consent.
2. If a particular car model requisitioned is not available, an equivalent/identical model should be arranged at the same rates.
3. The agency should not charge extra mileage and hours utilized by drivers for food and fueling etc.

4. The mileage will be considered from the institute to institute for kilometer running in Ranchi and point to point in case of other cities for billing purpose.
5. The vehicles should comply all the provisions of Motor vehicle Act, 1988 as in force from time to time, and fit for hiring, during the period of the contract.
6. The empanelled agency will have to include the Force Majeure Clause as per the Government of India as relevant from time to time.
7. Complaints, if any, with regard to deficient services shall be lodged directly with the agency and such complaints shall be dealt with and resolved immediately.
8. It is onus on the agency to verify the antecedent/background of the drivers and shall indemnify such certified verification.
9. The Institute will confirm booking of vehicles at least two hours in advance and the agency should be able to provide the vehicles any time of the day, even during odd hours, on need basis. The agency should also be ready to provide vehicles at short notice (1 hour before reporting time) to supply different category of AC cars at approved rates.
10. The IIM Ranchi shall not be liable for any damage to the vehicles due to accidents or unforeseen reason like fire, floods or other natural/manmade calamities arising out of accidents or while driving vehicles. Further, the Institute shall have no liability to pay compensation for any such incidents/accidents to any individual/Government/statutory bodies. The agency, shall alone, will be responsible and liable for all such statutory obligations as per law.
11. In case of any damage or any injury caused/due to negligence by the Driver while on duty either to the IIM Ranchi property or personnel including students and visitors of the institute, the agency shall alone be responsible to compensate to any or all such damages/ injuries.
12. In case the agency fails to provide vehicle(s) or if the driver(s) fail to report within a reasonable time beyond schedule, the institute reserves the right to explore/hire services from any other agencies and recover the proportionate cost from the bill of the agency for such lapse/loss. In addition, the Institute may penalize the agency for each such deficient/poor service.
13. Any overwriting or corrections against readings in the trip sheet shall be countersigned by the user/guest, failing which, the cost of the trip shall be calculated on average mileage basis.
14. **The lowest rates (L1) received from eligible agencies for each type of vehicle as per city will be tabulated for each slab and circulated to all eligible agencies for their consideration and acceptance. The agencies who are ready to provide taxi services on lowest rates as per that city and accept the rates in writing would be empanelled as Taxi Operators by the Institute for providing taxi services in that particular city.**
15. The rates quoted by the agencies shall be valid for a period of **one year** from the date of empanelment of taxi operator irrespective of the fluctuation in the fuel charges.

16. The empanelment will be confirmed by the Institute in writing only, on receipt of confirmation from the eligible agency that the **minimum rates for that particular city** offered are acceptable to them.
17. The Institute shall be liable only to the extent of paying hiring charges as per the agreed rates, specified in the agreement and as per terms and conditions and are not responsible for (driver's salary, insurance, repair costs, fuel cost, breakup costs or any other incidental expenses), which are to be borne by the agency.
18. No advance payments shall be admissible under any circumstances. Payments shall be made by way of NEFT/RTGS to the empanelled agencies.
19. **Cancellation Charges** – One hour prior to the scheduled trip, no cancellation charges will be paid. However, if the vehicle has reported to the designated location and booking is cancelled, then the cancellation charges will be paid as per agreed terms.
20. The empanelled agencies shall take appropriate measures in respect of its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The empanelled agencies obligations with respect to non- disclosure and confidentiality is valid till the expiry or termination of the agreement.
21. Mere contract award letter will not be counted as Experience Certificate. Performance and satisfactory service certificate issued by the concerned organization is mandatory.
22. The EMD in respect of the agencies, which does not qualify for opening of the Price Bid, shall be returned without any interest.
23. The empaneled agency/s shall be solely responsible for compliance of all the provisions of the "Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment is received against any drivers deputed to the Institute by the empanelled Agency, besides lodging the police complaints, the complaint may also will be referred to the appropriate Committee constituted under the said Act at the Institute. The empanelled agency/s shall be responsible for educating its employees about prevention of sexual harassment/misbehavior.
24. The empanelled agency/s shall not disclose directly or indirectly any information, material, and details of the Institute's infrastructure/systems/equipment's/Security Area/ etc., which may be noticed or comes to knowledge of their staff. The empanelled agency/s during the contract period shall maintain confidentiality as its contractual obligations to any third party and shall at all times hold the same in strictest confidence. The empanelled agency/s shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The empaneled agency/s shall indemnify the Employer for any loss suffered by the Employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the empanelled agency/s and the agency/s shall be liable for damages/termination of the contract.
25. The Institute reserves the right to terminate the contract of all or any empanelled agency, giving one month's notice and without assigning any reason whatsoever. An agency intending for

premature termination of contract may do so, by giving one month's notice.

26. Self-attested declaration that the agency has not been blacklisted by any Government Department, PSUs or Banks etc to be submitted along with the Tender document.
27. The Driving License should be periodically checked by the agency and reconfirm that the divers hold a valid Driving License while on road. The agency is responsible for all legal/ statutory/ transport requirements as per relevant norms.
28. Jurisdiction for legal disputes, if any, arising during the period of the contract, will be in Ranchi Courts only.
29. The Director, IIM RANCHI reserves the right to accept any or all tenders /or reject any or all tender wholly or partly without assigning any reason.

SELECTION PROCESS

1. The Tender Committee of IIM Ranchi will evaluate all the Technical & Commercial Bids submitted under the subject tender.
2. Price Bid/Commercial Bid of only those Tenders will be opened by the Committee who are found eligible/qualified after scrutiny of Part -1 (Technical Bid).
3. L1 rates for each category of cab and city will be computed. The lowest rates L1 received from eligible agencies for each type of vehicle and city will be tabulated for each slab and circulated to the eligible agencies for their consideration and acceptance. The agencies who are ready to provide taxi services on lowest rates as per their city of bid participation and accept the rates in writing would be empanelled as Taxi Operators by the Institute for providing taxi services in that particular city.
4. The technical evaluation includes checking the registration certificates, legal, statutory, taxation and other associated compliance in respect of the organization and of existing contracts. The Committee may get independent feedback with regard to the performance of the agency, from the existing clients, which may include obtaining references and /or visiting the work site.
5. The Institute reserves the right to grade the agencies based on the number of fleets at the disposal of the transport agency, availability of spare fleets, number of years of experience, yearly turnover, location of agency office and quality of service provided and commitment to the client's requirements, (will be based on client's report.)

TECHNICAL BID

Sl. No.	Information Required	Information to be submitted by the Applicant (Attach Separate Sheet if Required)
1.	Name of the Organization	
2.	Type of Organization, Proprietorship, Partnership, Company, Society etc.).	
3.	Name of the Proprietor/Partners/Director	
4.	Authorized person on behalf of the agency (Name, contact details including telephone/email)	
5.	Registration (firm, company etc) Registration Authority: Registration Date: Registration Number: Validity	
6.	Total no. of years of experience (1) With Govt. organisation (2) With others	_____ years _____ years _____ years

7.	Copies of Audited Balance Sheet & P & L a/c statement for last 3 years. (Indicating separately turnover through supply of cars on hire) (Copies to be attached)	Sl. No.	Year	Amount (In Rs.)
		1.	2022-2023	
		2.	2023-2024	
		3.	2024-2025	
8.	Local office address with telephone number, email address for correspondence			
9.	Presently working with any Government/semi-government/PSU/Autonomous bodies/organization of repute, as approved transport provider and if so, furnish details.			
10.	PAN, GST and TIN No. (attach copies)			
11.	List of cars owned in the name of the agency (minimum 10) with Model, Registration Number/s, Permit Number/s, Date of purchase, Insurance Policy, PUC etc (Copies of the documents should be attached.)			

Copies of documents to be submitted:

1. Copy of the firm registration.
2. Copy of GST Registration certificate.
3. Copy of PAN or Income Tax Certificate.
4. Feedback from at least two major clients (Government/Semi Government/PSU's/ Autonomous bodies/ organization of repute) indicating the period of contract.
5. Audited Balance Sheet & P&L a/c statement for last 3 years. (indicating separately turnover through supply of cars on hire)
6. Documents of Vehicle owned in name of firm
7. Signed and stamped tender document.

DECLARATION BY THE AGENCY

1. I/We certify that I/We have gone through & agree to the terms & conditions of Tender (Ref No. IIM Ranchi/Empanelment/Taxi/2026-27/38 dt 01.09.2026 and undertake to comply with them for the contract period (valid for one year from the date of signing of the agreement deed plus extendable on same terms & conditions for another one year as decided by IIM RANCHI).
2. I/We certify that, I/We have neither been blacklisted nor debarred from participating in any tenders by any State Government / Central Government organizations.
3. I/We certify that each self-attested pages of photocopy of various documents/certificates attached are true of best of my/our knowledge and no erasing/overwriting/cuttings/corrections has been done by me/us.
4. I/We, hereby, agree to all the terms and conditions, stipulated by the IIM RANCHI in this connection including penalty, etc.
5. I/We understand that IIM RANCHI, Ranchi reserves the right to reject any or all tenders including the lowest quotation without assigning any reasons (s) thereof.
6. I/We agree that in case of failure to provide vehicle(s) on time, the institute/ institute representatives is free to obtain services from other service provider at my/our risk and cost.

Name:

Sign:

Address:

Name (s) and Signature (s) of the agency with stamp and signature of the firm

Price Bid**Option-I: Local Usages in any city**

Name of the Agency:

Applying empanelment for the city:.....

Sl. No	Slab	Hatch back Cab Model Swift/ Wagon R/Tiago/ Altroz/ i 10/ Kwid or equivalent	Premier Sedan Model (with AC) Etios/D'zire/Tigore /Ciaz/Hyundai Accent/ or equivalent	High Premium (with AC) Innova Crysta, Ford Endeavour, or equivalent
1.	2 hours 20 kms			
2.	4 hours 40 kms			
3.	8 hours 60 kms			
4.	10 hours 80 kms			
5.	Extra per Kilometer			
6.	Extra per Hour			

Option- II – Fixed location Pick-up/ drop (package) in Ranchi

Sl. No	Slab	Hatch back Cab Model Swift/ Wagon R/Tiago/ Altroz/ i 10/ Kwid or equivalent	Premier Sedan Model Etios/D'zire/Tigore /Ciaz/Hundai Accent/ Chevrolet or equivalent	High Premium Innova Crysta, ford Endeavour, or equivalent
1.	IIM Ranchi Campus to Birsa Munda Airport			
2.	Birsa Munda Airport to IIM Ranchi campus			
3.	IIM Ranchi campus to Ranchi Railway Station			
4.	Ranchi Railway Station to IIM Ranchi campus			
5.	IIM Ranchi to Hotel Radisson blu or vice versa			
6.	IIM Ranchi to Hotel Capitol Hill or vice versa			
7.	IIM Ranchi to Hotel Chanakya BNR or vice versa			
8.	IIM Ranchi to Hotel Ramada or vice versa			
9.	IIM Ranchi to Hotel Courtyard or vice versa			

Note: Including parking fees, toll charges if any.

The agencies applying empanelment for Ranchi, need to fill option I & Option II.

For agencies applying any other city (Except Ranchi) should fill option I only.

The agencies applying for more than one city should fill separate price bids for each city.

Option-III- Bus Hiring

S l · N o	S l a b	14 seater		26 seater		40 seater		50+ seater	
		AC	Non- AC	AC	Non- AC	AC	Non- AC	AC	Non-AC
1.	4 hours 40 kms								
2.	8 hours 80 kms								
3.	Extra Charges perKm								
4.	Extra Charge perhour								
5.	Outstation charges in case of night halt								