



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](http://www.iimranchi.ac.in)

Email: [purchase@iimranchi.ac.in](mailto:purchase@iimranchi.ac.in)

**Notice Inviting Tender (NIT) for**

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

Tender No. : IIM Ranchi/NIT/Taxi empanelment/2023-24/09

Dated: 28.08.2023

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

## **NOTICE INVITING TENDER**

IIM Ranchi is an Institution of National Importance (INI) and Second Generation IIM under the Ministry of Education, Government of India, established in 2009 in the State of Jharkhand. The institute intends to empanel Taxi/ Bus service providers who will be responsible for providing these services to IIM Ranchi as and when required basis.

Interested firms/ agencies with requisite experience and expertise may submit their bids in the prescribed format. All prospective bidders may download the NIT document from the institute's website at [www.iimranchi.ac.in](http://www.iimranchi.ac.in) / CPP portal.

**Sealed Bids under two bid system** (technical & financial bids in separate envelopes) may be submitted super-scribing the envelope as "Empanelment of Agencies for Hiring of Taxi/ Bus Services vide NIT No. IIM Ranchi/NIT/Taxi empanelment/2023-24/09 dt. 28.08.2023 containing sealed and signed NIT document, technical & financial bids and other supporting documents towards eligibility duly signed, sealed and sent to the:

Administrative Officer - Purchase & Stores  
Indian Institute of Management Ranchi  
Prabandhan Nagar, Mudma, Nayasarai Road,  
Ranchi, Jharkhand, PIN-835303

through Post/ Courier/ by Hand on or before 18.09.2023 till 03:00 PM. Bids received by Fax/ Email or any other mode will not be accepted. The bids will be opened on 18.09.2023 at 04:00 PM, in the presence of the bidders who wish to be present at IIM Ranchi (S&P Dept., Academic Building-I), Prabandhan Nagar, Mudma, Nayasarai Road, Ranchi, Jharkhand.

Interested firms are advised to read the entire tender document carefully before submitting their bid. The bids not received in the prescribed format and are found to be incomplete in any respect will be summarily rejected.

Amendment/ Corrigendum, if any, will be notified on the above websites only. No press notification will be issued in this regard. Bidders are therefore requested to visit the above websites for updates regularly.

## **TENDER SCHEDULE**

Name of the work	Empanelment of Agencies for Hiring of Taxi/ Bus Services
Cost of Tender Document	Nil
Bid Security	Rs.10,000/- (Rupees Ten Thousand Only) Through SB Collect link- <a href="#">Click Here to Pay</a> . EMD exemption to MSEs as per the extant rules of the Government.
Bid Validity	The validity of bids shall be 90 (ninety) days from the date of opening of bids or any extension thereof.
Empanelment Duration:	For 01 years and extendable for another 01 year on mutual agreement.
Last Date of Submission of Tender	up to 03.00 PM on 18.09.2023
Opening of Tender	Part - I: Technical Bid Technical bids will be opened on 18.09.2023 at 04:00 PM.  Part - II: Financial Bid Financial bids of the technically responsive bidders shall be opened at a later date. The financial bid opening date and time shall be intimated to the technically qualified bidders separately by the Institute in advance.
Contact Person (for any clarification during the tendering process)	Administrative Officer - Purchase & Stores Indian Institute of Management Ranchi Email: <a href="mailto:purchase@iimranchi.ac.in">purchase@iimranchi.ac.in</a>

## **INSTRUCTION TO AGENCIES PROVIDING TAXI/ BUS SERVICES**

1. The agency should preferably have Registered Office with good infrastructure in Ranchi. 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 three cars/bus 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 and other transport 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.

## **TENDER REQUIREMENTS**

- a. The vehicles supplied/provided by agency should have clean interior, upholstery, well maintained exterior & noiseless drive.
- b. All necessary tools like GPS Kit, spare tyre (stepney), operational First-Aid Kit and fire extinguisher should be available at all the time in vehicle(s) to cater for any exigency *en route*.
- c. The agency should be able to provide AC cars at short notice such as Toyota Innova, Toyota Etios, Etios Sedan, Maruti Ciaz, Hyundai Accent, Maruti Suzuki D'Zire, Tata Tigor, and Bus (Force, Tata, Ashok Leyland, etc.) or equivalent (AC and Non-AC) with valid registration for **commercial use (Yellow Number plate)**.
- d. The agency should have tax registrations PAN, GST, vehicle insurance, permits, fast tag, emission certificate, etc. and all other up to date records pertaining to the vehicle.
- e. The agency should have a complete list of clientele in Ranchi and Performance Certificates from at least **two** major clients, presently in force/vogue (Government/Public Sector organizations preferred) should be attached.
- f. In addition, the list of attached agencies may please be provided.
- g. The agency should also see the website regularly for any amendment/clarification/ corrigendum issued with regard to this tender and IIM Ranchi is not responsible for any failure to notice such changes posted on its website.
- h. The drivers deployed to IIM Ranchi should be well trained, experienced and shall possess valid driving license. He shall report in proper uniform & carry mobile phone. Also, the Drivers shall be medically fit, have clear vision, good conduct and character. The Drivers should be courteous, well conversant with local areas/roads/routes in and around Ranchi and the suburbs.
- i. Drivers should carry with them related RTO/insurance papers, registration certificate, permits, fitness certificate of the vehicle and valid driving license at all times.
- j. The driver must carry a placard with particulars of the arriving Guest/Officer at the Airport/Railway Station, etc.

- k. If the institute notices that the service/conduct of any of the driver(s) is not in conformity with the standards of the IIM Ranchi, such driver(s) should be replaced immediately.
- l. The Driver shall wear UNIFORM and shall maintain it in good and impeccable condition always.
- m. If any vehicle provided is found to be not properly maintained/is not presentable, such vehicle(s) shall be immediately replaced with alternate vehicle of same or equivalent model in good condition.
- n. Toll tax, parking charges etc. paid by the agency during the course of providing taxi services/journey will be reimbursed to the Company on actual basis. These charges are to be paid by the driver of agency on duty and shall be claimed by agency along with the bill. The drivers shall not demand money from the users and the agency should ensure sufficient cash is made available with the drivers to meet such contingent expenditure.
- o. The Drivers deputed for duty will conduct himself with dignity and would extend support to guest/user, to load/unload/transport his belongings, if need be.
- p. The behaviour of the driver should be polite, cordial, and obedient. He should not have criminal record or convicted by any Law enforcement agencies. In case of any misbehavior, in addition to taking legal action, the agency will also be penalized for the same and the decision of the Competent Authority of the Institute in this regard shall be final and binding on the agency.
- q. The taxi/ bus can also be used for Outstation Trips if need arises.
- r. A driver who takes a break for tea/lunch or for any other purpose for a short duration during duty hours, prior intimation/permission should be given/taken from/to the guest/user/office/reception/security of the Institute.
- s. The driver should report for duty at specified time and stay with the car/vehicle during duty hours. He must ensure to fill the duty slip details –agency Office out time, opening kilometer, release time, closing kilometer, parking charges etc., and obtain signature by the guest(s)/user of the vehicle mandatorily. Incomplete trip sheets will not be honored/approved for payment.
- t. Agencies should communicate/provide details of the car, driver's name and his mobile number to the Transport section and to the guest at least 1 hours before reporting time by SMS/ WhatsApp.
- u. The agency will submit/raise bills on occasion/ monthly basis along with the User/guest Certification Slip certifying the Kms reading and time of usage. The time will be rounded off to hour. While making payment, IIM Ranchi will deduct applicable statutory taxes at source and issue necessary certificate in this regard.

## **GENERAL TERMS & CONDITIONS:**

1. If a particular car model requisitioned is not available, an equivalent/identical model should be arranged at the same rates.
2. The agency should not charge extra mileage and hours utilized by drivers for food and fueling etc.
3. The mileage will be considered from Institute to Institute for kilometer running/ billing purposes.
4. 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.
5. The empaneled agency will have to include the Force Majeure Clause as per the Government of India as relevant from time to time.
6. 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.
7. It is onus on the agency to verify the antecedent/background of the drivers and shall indemnify such certified verification.
8. 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 AC cars and AC / Non-AC Buses at approved rates.
9. 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.
10. 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, will be responsible to compensate to any or all such damages/ injuries.
11. 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.
12. 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.
13. **The lowest rates L1 received from eligible agencies for each type of vehicle 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 these rates and accept the rates in writing would be empaneled as Taxi Operators by the Institute for providing taxi services.**
14. The rates quoted by the agencies shall be valid for a period of **one year** from the date of empanelment of taxi/ bus Operator irrespective of the fluctuation in the fuel charges.
15. The empanelment will be confirmed by the Institute in writing only on receipt of confirmation from the eligible agency that the **minimum rates** offered are acceptable to them.

16. 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 other incidental expenses), which are to be borne by the agency.
17. No advance payments shall be admissible under any circumstances. Payments shall be made by way of NEFT/RTGS to the empaneled agencies.
18. **Cancellation Charges** – Three hours 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.
19. The empaneled 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 empaneled agencies obligations with respect to non-disclosure and confidentiality is valid till the expiry or termination of this agreement.
20. Mere contract award letter will not be counted as Experience Certificate. Performance and satisfactory service certificate issued by the concerned organization is mandatory.
21. The EMD in respect of the agencies, which does not qualify for opening of the Price Bid, shall be returned without any interest.
22. 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 empaneled 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 empaneled agency/s shall be responsible for educating its employees about prevention of sexual harassment/misbehavior.
23. The empaneled 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/ empaneled 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 empaneled 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 empaneled agency/s and the agency/s shall be liable for damages/termination of the contract.
24. 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. Agency intending for premature termination of contract may do so, by giving one month's notice.
25. 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.
26. The Driving License of the drivers should be pasted at appropriate place inside the vehicle and the validity of the Driving License should be periodically checked by the agency and reconfirm that the Drivers hold a valid Driving License while on road.
27. Jurisdiction for legal disputes, if any, arising during the period of the contract, will be in Ranchi Courts only.
28. 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.
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 will be computed.
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 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	2019-20	
		2	2020-21	
		3	2021-22	
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 and Buses owned in the name of the agency with Model, Registration Number/s, Permit Number/s, Date of purchase, Insurance Policy. (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(IIM Ranchi/NIT/Taxi empanelment/2023-24/09 dt. 28.08.2023) 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 Centre 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 of the firm

**Price Bid**

**Option-I Local Usages**

Name of the Agency: .....

Sl. No	Slab	Hatch back Cab Model Swift/ Wagon R/Tiago/ Altroz/ i 10/ Kwid	Premier Sedan Model (with AC) Etios/D'zire/Tigore /Ciaz/Hundai 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			
	Outstation charges in case of night halt			

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

Sl. No	Slab	<b>Hatch back Cab Model</b> Swift/ Wagon R/Tiago/ Altroz/ i 10/ Kwid	<b>Premier Sedan Model</b> Etios/D'zire/Tigore /Ciaz/Hundai Accent/ Chevrolet or equivalent	<b>High Premium</b> 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			

**Note: Including parking fees, toll charges if any.**

**OPTION III – Bus Hiring**

Sl. No	Slab	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 per Km								
4	Extra Charge per hour								
5	Outstation charges in case of night halt								