

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH
GOREGAON (EAST), MUMBAI

TENDER DOCUMENT

FOR

Annual Contract for Engagement of Agency for Car Hiring Services (Transport Services) at IGIDR

Tender No. IGIDR/Tender/2025/ED/16 Date: 05.08.2025

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH

Gen. A.K. Vaidya Marg, Film city Road, Santosh Nagar, Goregaon (East), Mumbai-400065.
Telephone: 022 6909 6200/513. Fax: 022 6909 6399.

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI

Notice Inviting Tender

“NAME OF THE WORK: “**Annual Contract for Engagement of Agency for Car Hiring Services (Transport Services)**” at INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, GOREGAON, MUMBAI – 400 065.”

1. IGIDR invites tender bids from vendors/agencies of repute for the following work:

Name of work	EMD (Rs.)	Period of Contract
(1)	(2)	(3)
Annual Contract for Engagement of Agency for Car Hiring Services (Transport Services)” at IGIDR.	Rs. 20,000/-	1 Year

2. Bidder has to submit Earnest Money Deposit of Rs. 20,000/- (Rupees Twenty thousand only) along with the bid.
3. The Tender bids in two two-bid systems are invited through email to tender@igidr.ac.in through two separate Emails: “**Email-1: Signed tender document, Pre-Qualification Bid**” and “**Email-2: Financial bid**”. Subject of email should be mentioned as “**Email-1: EMD & Pre-qualification Bid for Annual Contract for Engagement of Agency for Car Hiring Services (Transport Services) at IGIDR**” and “**Email-2: Financial Bid for Annual Contract for Engagement of Agency for Car Hiring Services (Transport Services) at IGIDR**” respectively. All the required documents should be scanned and merged either into a single PDF file or zipped into a single file and attached to the respective Emails. The **Financial bid should be attached as a PDF document protected with a password.**
4. Last date of submission of Tender document shall be **on 25.08.2025, at the end of the day.**
5. The Institute reserves the right to reject any prospective application without assigning any reasons whatsoever.

REGISTRAR

SECTION-A
*(*To be submitted on letterhead)*

Letter of Offer

Date _____

To,
The Registrar,
Indira Gandhi Institute of Development Research,
Gen. A.K. Vaidya Marg, Film City Road,
Goregaon (East), Mumbai- 400065.

Subject: Tender for “**Annual Contract for Engagement of Agency for Car Hiring Services (Transport Services) at IGIDR**”.

Reference: Tender Advertisement No. IGIDR/Tender/2025/ED/16 dated 05.08.2025

Dear Sir,

With respect to your above-mentioned tender, I / We hereby submit my / our tender in the required format along with the Company Profile and supporting documents.

Should this tender be accepted, I/We hereby agree to abide by and fulfil the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit the EMD and pay to the IGIDR the amount mentioned in the said Conditions.

I/We have deposited **NEFT/DD/FDR/BG** of Rupees Twenty thousand only or MSME certificate as an earnest money deposit to the IGIDR, which will not bear any interest. Should I/We fail to execute the contract when called upon to do so. I/We do hereby agree that this sum shall be forfeited by me/us to the IGIDR.

I / We have carefully gone through the terms and conditions prescribed, and I / We accept the same without any alterations/modifications.

Yours faithfully,

Signature

Name & seal of the bidder

**To be submitted on company letterhead with signature and stamp on it.*

SECTION-B
GENERAL INSTRUCTIONS TO BIDDERS

Tender bids through email should be addressed to The Registrar, Indira Gandhi Institute of Development Research, Goregaon (East), Mumbai-400065.

1. The bidder has to submit an Earnest Money Deposit of **Rs. 20,000/-** (Rupees Twenty thousand only) through **NEFT/DD/FDR/BG** to “INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI” Account no. 010220100010001, IFSC code: BKID0000102, Branch name: IGIDR, Bank Name: Bank of India and UTR number with screenshot of transaction should be included in the part of the tender document towards Earnest money.
2. The bidders registered under MSME are exempted from submission of EMD, but they should submit a necessary copy of the MSME certificate for exemption.
3. The scanned copy of the tender bid is to be submitted through Email to tender@igidr.ac.in through two separate Emails. “**Email-1: EMD & Pre-Qualification Bid**” and “**Email-2: Financial bid**”. Subject of email should be mentioned as “**Email-1: EMD & Pre-qualification Bid for Annual Contract for Engagement of Agency for Car Hiring Services (Transport Services) at IGIDR**” and “**Email-2: Financial Bid for Annual Contract for Engagement of Agency for Car Hiring Services (Transport Services) at IGIDR**” respectively. All the required documents should be scanned and merged either into a single PDF file or zipped into a single file and attached to the respective Emails. **The Financial bid should be attached as a PDF document protected with a password, and the password to be shared at the time of financial bid opening through an online meeting. The vendor should keep their password securely with them and be required to give it only when asked in an online meeting for financial bid opening.**
4. The bids will be received **on 25.08.2025, at the end of the day**. Each copy of the tender document under their stamped and signed. No tender will be accepted after the due date under any circumstances whatsoever.
5. The Email bid with the subject “**EMD & Pre-qualification Bid for Annual Contract for Engagement of Agency for Car Hiring Services (Transport Services) at IGIDR**” shall be opened by the Tender Opening Committee on the next working day, **26.08.2025, at 02:30 PM through an online meeting platform**. The link to the meeting will be shared with participating bidders. In case, holiday is declared by the Government on the day of opening the bids, the bids will be opened on the next working day at the same time.
6. The Email bid with the subject: “**Financial bid for Annual Contract for Engagement of Agency for Car Hiring Services (Transport Services) at IGIDR**” of only qualified bidders will be opened. The

date of opening of the financial bid and the link for the online meeting shall be informed by the institute to the qualified bidders. **The bidders should provide the password to the financial bid PDF file during the opening of the financial bid. In case the bidder can NOT provide the password for the financial bid at the opening, then their bid shall be rejected.**

7. Tender bid shall remain valid for acceptance by the Institute for a period of three months from the date of opening of the bid, which period may be extended by mutual agreement, and the bidder shall not cancel or withdraw the tender during this period.
8. The bidder must use only the tender forms issued by the Institute to fill in the rates. Any addition/alteration in the text of the tender form made by the bidder shall not be valid and shall be treated as null and void.
9. The Tender form must be filled in English. If any of the documents are missing or unsigned, the tender may be considered invalid by the Institute in its discretion.
10. Rates should be quoted both in figures and in words in columns specified. Overwriting of figures is not permitted. Failure to comply with either of these conditions will render the tender void at the Institute's option. No advice whatsoever, especially on any change in rate specifications after the opening of the tender, will be entertained.
11. Each Page of the Tender Documents should be stamped and signed by the authorized person or persons submitting the Tender in token of his/their having acquainted himself/themselves with the General terms & conditions, specifications, special conditions of contract, etc., as laid down. Any Tender with any of the documents not so signed will be rejected.
12. A tender that is not accompanied by EMD will not be considered. The EMD will be returned to the bidder if their tender is not accepted by the Institute, but without Interest. The EMD paid by the successful bidder shall be held/encashed by the IGIDR as security for the execution and fulfilment of the contract. No interest shall be paid on this deposit. The Earnest Money Deposit (EMD) of the successful bidder may be converted into a Performance Security Deposit. In case the successful bidder submitted the MSME certificate instead of EMD, they need to deposit the PSD amount of Rs. 20,000.00. The security deposit of the successful bidder will be forfeited if they fail to comply with any of the conditions of the contract. No interest will be paid on the Security Deposit withheld by the Institute.

13. The Institute does not bind itself to accept the lowest or any bid and reserves to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.
14. Institute reserves the right to subdivide the services mentioned in the tender, amongst two or more bidders at its own discretion, and the successful bidders will have to execute orders for part of the items placed with them at the quoted rates. The Institute also reserves the right to increase or decrease the quantities and even omit any item of work after the order is placed, and the successful bidder shall execute the same without claiming anything extra for the same. In this context, the rates quoted for each item must be self-supporting and relevant.
15. No bidder will be allowed to withdraw after submission of the tender; otherwise, the EMD submitted by the bidder will stand forfeited. In case the successful bidder declines the offer of contract (or refuses to acknowledge or execute the contract within 15 days of award of order), for whatever reason, their EMD will be forfeited.
16. The rates quoted in the bid shall be exclusive of the applicable GST.
17. **The intending bidder can obtain any clarifications regarding the tender document, technical scope etc. if any by contacting to Mr. Samir Parab (Administrative Officer) on email administrativeofficer@igidr.ac.in or mobile - 8097171963 or from the Admin Department of the Indira Gandhi Institute of Development Research, Goregaon (E), Mumbai-400 065 on any Institute's working day with prior intimation.**

I/We hereby declare that I/we have read and understood the above instructions and the same will remain binding upon me/us.

Place:

Signature of the Bidder with seal

Date:

SECTION-C
GENERAL TERMS AND CONDITIONS

Upon the declaration of an intending vendor/bidder to be the Successful Bidder by the Institute, they shall be subject to the following terms and conditions.

1. The successful bidder shall provide the services strictly in accordance with the scope of work and as per the detailed instructions of the Institute. The contracting agency/firm/company shall provide the services promptly as per the requirement.
2. In all matters of dispute arising on the work, the matter shall be referred to the **Registrar Indira Gandhi Institute of Development Research, Goregaon**, for a decision.
3. **Arbitration Clause:** In the event that the Successful Bidder is not satisfied with the decision of the Registrar, Indira Gandhi Institute of Development Research, the dispute shall be settled by arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any enactment thereof. The Arbitral Tribunal shall consist of one arbitrator, to be appointed by the Institute. The place of arbitration shall be Mumbai, and any award, whether interim or final, shall be made, and shall be deemed for all purposes between the parties to be made in Mumbai. The arbitration proceedings shall be conducted in the English language, and any award or awards shall be rendered in the English language. The procedural law of the arbitration shall be the Indian law. The award of the arbitral tribunal shall be final, conclusive and binding upon the Successful Bidder and the Institute.
4. The contracting agency/firm/company shall provide the services continuously as per the contract terms. In case of discontinuation of services during the tenure of contract or non-satisfactory services, breach of any terms and conditions of the contract, non-compliance with the orders of the competent authority, etc., the agency shall be liable for necessary legal action and the performance security deposit will be forfeited.
5. The Institute reserves the right to terminate the contract at any time without assigning any reasons by giving a one-month notice to the contracting agency/firm/company.
6. **Contract Period:** The contract period shall be for 3 years from the date of award of the work order.
7. **Payment Terms:** The payment shall be released within 15 days after successful completion of the desired service and against submission of invoice and other supporting documents.

I/We hereby declare that I/We have read and understood the above terms and conditions. The same shall be binding upon me/us upon being declared as the Successful Bidder.

Place:

Signature of the bidder with seal

Date:

SECTION-D
SPECIAL TERMS AND CONDITIONS

1. Rates should be quoted for each year, taking into consideration the hike in fuel prices for all three years. Please note that no request for a change in the rates once quoted for three years will be entertained based on the fuel hike. In case the successful bidder later withdraws from providing the services to IGIDR based on the fuel hike or deficiency in services, they will be black listed from participating in any tenders at IGIDR.
2. Time and Km will be calculated from the actual reporting point to the desired destination for 4 hrs. / 40 kms & 8 hrs. / 80 kms.
3. The IGIDR representative may visit the clients of the eligible bidders to receive on-the-spot information regarding the quality of services provided, etc.
4. IGIDR may enter into a parallel rate contract with more than one contracting agency/firm/company for providing hired vehicles.
5. The contracting agency/firm/company shall not be allowed to transfer, assign, pledge or sub-contract its responsibilities, rights and liabilities under this contract to any other agency.
6. The contracting agency/firm/company should be in a position to supply additional vehicles on short notice as and when required.
7. The contracting agency/firm/company shall abide by the rules and regulations of RTO, Govt. of Maharashtra / India, particularly applicable to the business.
8. The vehicles to be supplied should be in excellent condition mechanically as well as get-up-wise wise i.e. outer look/upholstery, etc., should be decent looking and well maintained during the contract period.
9. The contracting agency/firm/company shall provide immediate replacement for the breakdown vehicle with same/equivalent type of vehicle. On failure to do so, no payment will be made for such a trip.
10. In case a vehicle is requisitioned and the same does not reach at the designated time and place, IGIDR will be free to call the required vehicle from any other supplier from the open market, and the expenses on this account will be debited to the Contractor or will be recovered from the dues / pending bills, etc. In this case penalty of Rs 1000/- shall be imposed.
11. The drivers of the vehicles deployed at IGIDR should be fully conversant with the routes of Mumbai City and the suburbs and should possess a valid driving license in their name. The drivers must wear uniform while on duty, be proficient in speaking local languages, well mannered, courteous, with proven integrity, healthy personal habits and should always carry a mobile phone with them.
12. The successful agency/firm/company shall assign a supervisor who shall be responsible for immediate interaction with IGIDR so that optimal services can be availed without any disruption. The supervisor should be available round the clock on his own direct telephone (office as well as residence) so as to

respond to the call for services in emergent cases. The supervisor should be accessible on holidays / Sundays also to satisfy IGIDR vehicle requirements.

13. In case of delay in reporting the vehicle, a penalty of Rs. 100/- per 15-minute delay shall be imposed.
14. Vehicles supplied by the firm/agency will be randomly inspected by Officers of IGIDR, and in case of non-compliance with any of the conditions, if brought to the notice by Inspecting Officers /Users, a penalty of Rs.500/- on each fault will be imposed.
15. The drivers of the vehicle shall obtain the signature of the users on the duty slip immediately after every duty is performed.
16. The IGIDR will not be responsible for any kind of fine/challan on account of violation of traffic rules, damage or accident to the vehicle or to any other vehicle or injury/loss to any driver and contracting agency will settle such issues on their own at their own cost. Damage/Loss to the IGIDR Mumbai official will be recovered from the contracting agency/firm/ company.
17. In case the contracting agency/firm/company provides a vehicle, which is of a higher class than the demanded type, payment will be regulated as per the demanded type of vehicle. A Vehicle of a lower class than the demanded type of vehicle shall not be accepted.
18. Default in providing the appropriate/requisitioned vehicle may lead to removal of the contracting agency/firm/company.
19. It shall be the responsibility of the service providing agency/firm/company to meet transportation, food, medical and any other requirements in respect of the drivers engaged by it, and IGIDR shall have no liabilities in this regard.
20. IGIDR shall not be responsible for any damages, losses, theft, claims, financial or other, injury to any drivers engaged by the agency/firm/company in the course of their performing the functions/ duties, or for any payment as compensation.
21. The drivers assigned by the successful agency/firm/company for executing transport requests from IGIDR shall be medically fit.
22. The designated person of the Administration Section will place an indent for vehicles. The agency/firm/company shall submit the bills to the Administration Section as per the agreed rates on a fortnight basis along with duly signed duty slips for payment. No interest will be payable on the non-payment due to the delayed submission of the bill and non-satisfactory services. No advance payment will be made.
23. The services and rates quoted by the vendor will be applicable to the Institute, Employees, students and Guests of IGIDR.
24. Besides the above, faculty/staff/student of IGIDR may hire the vehicle directly from the contracting agency/firm/company for official or personal visits to various places. The bill(s) should be settled by agency/firm/company directly with the concerned faculty/staff/student. Administration, IGIDR shall

not be responsible for payments for the services provided by the agency/firm/company directly to the above category on their requests.

25. Toll charges, parking charges, etc., may be reimbursed at actuals (Original receipts must be enclosed).
The Institute reserves the right to verify the authenticity of claims pertaining to parking slips, and if the same is not found genuine, no payment shall be made / if already made, the same will be recovered.
26. The successful agency/firm/company shall display the IGIDR placard to receive IGIDR Mumbai staff/guests/users/officials from the Airport / Railway Station.
27. The drivers should help the passengers with uploading & offloading the luggage from the cars and will not demand any tips from the passengers.
28. The agency/firm/company shall also be liable for depositing all taxes, levies, cess, etc., on account of services rendered by it to IGIDR to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
29. In case, the agency/firm/company fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IGIDR Mumbai is put to any loss/obligation, monetary or otherwise, IGIDR shall be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.
30. In the event of any agency/firm/company awarded with part of this contract by virtue of being L1 for that particular part later refuses/expresses their unwillingness to engage in to contract/continue with the awarded contract, IGIDR reserves the right to entrust the said part of contract at the same rate to the agency/firm/company which has quoted L1 for majority of category.
31. The successful agency/firm/company will have to make an agreement with IGIDR Mumbai broadly covering scope of work, requirements, terms and conditions of the services to be provided to the IGIDR Mumbai on a judicial stamp paper of Rs. 500/- or as per the prevailing requirement, the cost of which will be borne by the contracting agency/firm/company.
32. The decision of the Institute in regard to interpretation of the terms and conditions shall be final and binding on the agency.

I/We hereby declare that I/we have read and understood the above instructions and the same will remain binding upon me/us.

Place:

Signature of the Bidder with seal

Date:

SECTION-E
PRE-QUALIFICATION CRITERIA

• **Pre-Qualification Documents to be submitted by Bidder along with Pre-Qualification Bid:**

1. The agency should have appropriate registration. Company Incorporation Certificate /Registration of Shop & Establishment (copy to be enclosed).
2. The contracting agency/firm/company should have valid statutory licenses/sanctions/registrations/permits required to run the business, else the tender is liable for rejection. (Copy of Necessary proofs to be enclosed).
3. The contracting agency/firm/company should have a minimum of **5** passenger vehicles registered as passenger/tourist vehicles in its own name, having a valid T permit (Copies of the registration certificates to be attached).
4. The bidder should have a valid PAN, Goods and Service Tax registration (GST) number (Copy to be enclosed).
5. The Agency should have a minimum experience of **3 years** in providing passenger/tourist vehicles on a hire basis to any Central/State Government/Public Sector Undertaking/Autonomous Educational Institutions/any other reputed private organizations. (Work Experience from organizations to be submitted.)
6. The Agency should not have been blacklisted by any Central/State Government/Public Sector Undertaking/Institute of the Govt. of India. (Copy to be enclosed.)
7. The Agency should have an average annual turnover of **Rs. 20.00 Lakh** for the last 3 consecutive financial years (i.e. FY2021-22/FY2024-25, FY2022-23 & FY2023-24). The agency should submit the audited Balance Sheets and Profit & Loss statements or a CA certificate indicating the turnover amount for the last 3 years.
8. List of two clients along with the name & contact number of their representatives.
9. Either the Registered Office or a Branch Office of the bidder should be located in the territory of MMRDA.
10. The agency should have 24X7 helpdesk/helpline services. (Provide the helpline numbers)

Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice for the purpose. All documentary proof must be listed on the letter pad of the company and enclosed in a cover, to be submitted along with the qualification bid (Email-1), duly stamped and signed by the authorized person of the agency.

- **Information to be furnished by the bidder:**

Sr. No.	Item	Information to be filled by Bidder
1	Name of the bidder	
2.	Address	
3.	Telephone Number: Office /Residence: Mobile Number: E-Mail address:	
4.	Details of Registration (number & date) if applicable:	
5.	Month and Year in which the firm / company was formed/ incorporated.	
6.	Type of organisation (Sole Proprietor, Partnership, Pvt Ltd., Public Ltd., etc.)	
7.	Enclose copy of partnership deed, Articles of Association or Affidavit (in case of firm)	
8.	24-hour helpline numbers	
9.	Annual turnover for last 3 financial years	FY2021-22/FY2024-25: FY2022-23: FY2023-24:
10.	Bank Account Details	A/C No. Bank Name: IFSC:

SECTION-‘F’
FINANCIAL BID

Tender No. IGIDR/Tender/2025/ED/16

Date: 05.08.2025

Part-I: Rates for 1st Year contract:

A. Rate for Small AC Car:

1. Details of Vehicle AC Category:

<u>Small Cars Below 1200 CC</u>
<u>WagonR /i10/Santro etc.</u>

2. Rates exclusive of GST for the below-specified transport requirements:

	Flat/ Fixed Rates for Small cars (AC)
Pick-up from the Domestic Airport to IGIDR Mumbai	
Drop from IGIDR Mumbai to the Domestic Airport	

	Flat/ Fixed Rates for Small cars (AC)
Pick-up from the International Airport to IGIDR Mumbai	
Drop from IGIDR Mumbai to the International Airport	

<u>Vehicle Category</u>	Rate for 8 hrs. / 80 kms	Rate for 4 hrs. / 40 kms	<u>Rate per Extra Km</u>	<u>Rate per Extra Hour</u>	Outstation Rate per km (min 250 kms)	Driver's allowance (only for Outstation Duties)
<u>Small Car AC</u>						

B. Rate for Medium and Premium AC Car:

1. Details of Vehicle AC Category:

<u>Medium Cars</u> Above 1200 CC Below 1500 CC	<u>Premium Cars</u> Above 1500 CC Below 1700 CC	<u>MUV-I</u>	<u>MUV-II</u>
Indigo/Dzire/Accent/Logan/Etios etc.	Honda City/Verna/ Maruti SX4/Vento etc.	Scorpio / Tavera	Innova

2. Rates exclusive of GST for all types of vehicle categories for the below-specified transport requirements:

	Flat/ Fixed Rates for Small cars (AC)			
	Medium Cars AC	Premium Cars AC	MUV-I (AC)	MUV-II (AC)
Pick-up from the Domestic Airport to IGIDR Mumbai				
Drop from IGIDR Mumbai to the Domestic Airport				

	Flat/ Fixed Rates for Small cars (AC)			
	Medium Cars AC	Premium Cars AC	MUV-I (AC)	MUV-II (AC)
Pick-up from the International Airport to IGIDR Mumbai				
Drop from IGIDR Mumbai to the International Airport				

<u>Vehicle Category</u>	Rate for 8 hrs. / 80 kms	Rate for 4 hrs. / 40 kms	<u>Rate per Extra Km</u>	<u>Rate per Extra Hour</u>	Outstation Rate per km (min 250 kms)	Driver's allowance (only for Outstation Duties)
Medium Cars- AC						
Premium Cars - AC						
MUV-I - AC						
MUV-II - AC						

C. Cancellation Charges for the trip: _____

Part-II: Rates for 2nd Year contract:

Increase in rates quoted in Part-I for 2nd Year in Percentage: _____%.

Part-III: Rates for 3rd Year contract:

Increase in rates quoted in Part-I for 3rd Year in Percentage: _____%.

Note:

* No Cancellation Charges will be paid for bookings cancelled before 2 hours of the actual reporting time of the vehicle.

* All above quoted rates shall be applicable for the 03 years of contract and no change shall be accepted during the entire contract period.

* The rates quoted by the bidder will be applicable to the Institute, Employees, students and Guests of IGIDR.

*** Time and Km will be calculated from the actual reporting point to the desired destination for 4 hrs. / 40 kms & 8 hrs. / 80 kms.**

Date:

Signature of the Bidder with seal

** To be submitted on company letterhead, duly signed and stamped.*

Annexure – A*

FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD WITH REGARD TO BLACKLISTING/ NON-DEBARMENT, BY ORGANISATION UNDERTAKING REGARDING BLACKLISTING / NON-DEBARMENT

UNDERTAKING

To,
The Registrar
Indira Gandhi Institute of Development Research
Film City Road, Santosh Nagar,
Goregaon (East),
Mumbai – 400 065.

We hereby confirm and declare that we, M/s _____, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last 5 years.

For M/s _____

Authorized Signatory

Date:

**To be submitted on company letterhead, duly signed and stamped.*