
TENDER DOCUMENT FOR EMPANELMENT OF AGENCIES FOR HIRING OF COMMERCIAL VEHICLES

Tender Notice No.: BB/Vehicle/Empanel/2025

Dated: 17th September, 2025

1. Introduction

The Office of the Resident Commissioner, Bihar Bhawan, New Delhi, extends a formal invitation for sealed bids, under a comprehensive **two-bid system (Technical and Financial)**, from highly reputed, experienced, and eligible transport agencies. The objective of this tender is to empanel qualified agencies for the seamless and efficient supply of various categories of commercial vehicles. These vehicles will be required on a **daily, monthly, or event-specific basis** for official use within the **Delhi-NCR region** and for **outstation journeys** as required by Bihar Bhawan. This empanelment aims to ensure the availability of reliable and high-quality transportation services for diverse official requirements.

2. Scope of Work

2.1 The empanelled agencies will be entrusted with the critical responsibility of providing a diverse fleet of **AC vehicles**, meticulously maintained and accompanied by **licensed, uniformed, and courteous drivers**. The vehicle categories required include, but are not limited to:

2.1.1 **Sedans (4+1 seating capacity)**: Such as Ciaz, Dzire, Etios, Amaze, or equivalent models.

2.1.2 **SUVs (6+1 seating capacity)**: Such as Innova, Ertiga, Scorpio, or equivalent models.

2.1.3 Other specialized vehicle types: As per specific operational requirements, including Tempo Traveller, Mini Bus, Bus, and various types of Ambulances. This shall now also include Air Ambulance services for emergency medical evacuations and inter-state critical patient transfers, equipped with certified pilots, onboard paramedical staff, advanced medical equipment (ventilators, defibrillators, oxygen supply, etc.), and rapid deployment mechanisms.

2.2 Vehicles will be required for a variety of duties, including:

2.2.1 **Local Duties**: Typically defined as **80 km/8 hours**, with flexibility for adjustments based on specific needs.

2.2.2 **Outstation Trips**: Charged based on actual distance covered and duty duration, ensuring fair and transparent billing.

2.2.3 **Protocol Duties, VVIP Visits, Events, and Emergency Services**: Requiring heightened levels of professionalism, punctuality, and responsiveness. This also includes provision of Air Ambulance services as and when required for immediate medical airlifting or long-distance critical patient transfers.

2.3 The empanelled agency must rigorously adhere to the following operational standards:

- 2.3.1 **Timely Reporting:** Ensuring vehicles and drivers report promptly at the designated time and location.
- 2.3.2 **Vehicle Condition:** Guaranteeing that all vehicles are consistently **clean, well-maintained**, and in optimal operational condition.
- 2.3.3 **Breakdown Management:** Promptly providing a **suitable substitute vehicle within the stipulated timeframe** in the event of any breakdown, at no additional cost to Bihar Bhawan.
- 2.3.4 **Regulatory Compliance:** Strict adherence to all applicable **traffic rules, safety norms, and environmental regulations**.

3. Eligibility Criteria

Interested bidders must mandatorily fulfill the following conditions to be considered for empanelment. Documentary evidence for each criterion must be submitted as part of the technical bid:

1. **Experience:** A minimum of **three (3) consecutive years of experience** in successfully providing commercial vehicle hiring services to Government Departments, Public Sector Undertakings (PSUs), or Autonomous Bodies in India.
2. **Fleet Size:** Documented ownership of a minimum of **ten (10) commercial vehicles** registered in the agency's name. Copies of valid Registration Certificates (RCs) for all listed vehicles must be submitted.
3. **Local Presence:** Possession of a **fully functional office or branch within the Delhi-NCR region**, demonstrating local operational capability and responsiveness.
4. **Annual Turnover:** An average annual turnover of at least **₹50 Lakhs (Rupees Fifty Lakhs only)** in last three financial years (FY:- 2021-22, 2022-23, 2023-24). This must be duly certified by a practicing Chartered Accountant or verifiable through the submitted Income Tax Returns (ITRs).
5. **Statutory Registrations:** Must possess and provide copies of the following valid and active registrations:

5.1 PAN Card (Permanent Account Number)

5.2 GST Registration Certificate (Goods and Services Tax)

5.3 Firm/Company Registration Certificate (as applicable, e.g., Certificate of Incorporation, Partnership Deed, etc.)

6. **Labour Law Compliance:** Valid registration for **Employees' Provident Fund (EPF)** and **Employees' State Insurance (ESI)**, particularly if drivers are on the agency's direct payroll.
7. **Undertakings:** Submission of explicit undertakings as follows:

7.1 A **self-declaration** affirming that the firm has **not been blacklisted or debarred** by any government organization, PSU, or autonomous body in India. (Refer to Annexure I)

7.2 A declaration of **willingness to operate at the L-1 (Lowest-1) rates** in any specific category, even if not the original lowest bidder for that category, provided the agency is technically qualified.

8. **Financial Standing:** Demonstrated capability to furnish the required **Earnest Money Deposit (EMD)** and, upon successful empanelment, the **Performance Security**.

4. Duration of Empanelment

The initial period of empanelment will be for **two (2) years** from the date of the agreement. This empanelment may be **extended by an additional year** subject to satisfactory performance of the agency and mutual written agreement between both parties.

5. Bid Submission Process

Bidders are required to meticulously follow the prescribed bid submission process to ensure their proposals are considered:

- 5.1 Mode of Submission:** All bids must be submitted physically to the **Office of the Chief Administrative Officer, Bihar Bhawan, 2, Kautilya Marg, Chanakyapuri, New Delhi – 110021**. Electronic or online submissions will not be accepted.
- 5.2 Bid Structure:** The bid must be submitted under a **two-bid system**, segregated into distinct envelopes:
- 5.3 Envelope A: Technical Bid:** This sealed envelope must contain all documents related to the technical eligibility and qualifications of the bidder (as detailed in Section 10). It must be clearly superscribed as "Technical Bid - Tender for Vehicle Hiring Services – BB/Vehicle/Empanel/2025".
- 5.4 Envelope B: Financial Bid:** This sealed envelope must exclusively contain the completed Financial Bid Format (Annexure III) with quoted rates. It must be clearly superscribed as "Financial Bid - Tender for Vehicle Hiring Services – BB/Vehicle/Empanel/2025".
- 5.5 Outer Envelope:** Both Envelope A and Envelope B must be securely placed inside a larger, single sealed envelope. This outer envelope must be prominently marked as "**TENDER FOR VEHICLE HIRING SERVICES – BB/VEHICLE/EMPANEL/2025**".

Key Dates (Tentative):

- **Last Date & Time for Bid Submission:** 17-10-2025, by 3:00 PM IST
- **Date & Time of Technical Bid Opening:** 18-10-2025, at 3:30 PM IST
- **Date & Time of Financial Bid Opening:** The date and time for opening the Financial Bids will be communicated separately, and only to those bidders who have successfully qualified in the Technical Evaluation.

6. Earnest Money Deposit (EMD)

An **Earnest Money Deposit (EMD) of ₹50,000/- (Rupees Fifty Thousand only)** is mandatory for all bidders. The EMD must be submitted in the form of a **Demand Draft** drawn in favour of "**Chief Administrative Officer, Bihar Bhawan, New Delhi**", payable at New Delhi.

- **Exemption for MSMEs:** Agencies duly registered under the **Micro, Small and Medium Enterprises (MSME) Development Act, 2006**, may be exempted from submitting the EMD. Such agencies must submit a duly filled and signed **Bid Security Declaration (Annexure II)** in lieu of the EMD. Necessary MSME registration certificates must be enclosed.



7. Performance Security

Upon successful empanelment, the selected bidder(s) will be required to deposit a **Performance Security of ₹50,000/- (Rupees Fifty Thousand only)**. This security can be furnished in the form of an **unconditional Bank Guarantee** from a scheduled commercial bank or a **Demand Draft** drawn in favour of "Chief Administrative Officer, Bihar Bhawan, New Delhi". The Performance Security must be submitted within **15 days** of the issuance of the Letter of Empanelment and will be held for the entire duration of the contract period.

8. Terms and Conditions

The following terms and conditions will govern the empanelment and operation of vehicle hiring services:

- 8.1.1 **Vehicle Specifications:**
- 8.1.2 All vehicles deployed must be **commercially registered** and possess all necessary permits.
- 8.1.3 Only vehicles of **model year 2020 or later** will be accepted, ensuring modern and well-maintained fleet.
- 8.1.4 Vehicles must be fitted with fully **functional air-conditioning (where applicable)**, clean seat covers, floor mats, and other standard accessories essential for passenger comfort and safety.
- 8.2.1 **Driver Requirements:**
- 8.2.2 Drivers must possess valid **commercial driving licenses** for the respective vehicle categories.
- 8.2.3 They must be impeccably dressed in **uniform and carry a valid agency-issued identity card** at all times.
- 8.2.4 Drivers should be courteous, disciplined, medically fit, and possess a thorough knowledge of Delhi-NCR routes and major outstation destinations.
- 8.3 **Deployment Timelines:** Vehicles must be deployed within **one (1) hour of receiving a confirmed request**, even on holidays or during odd hours, emphasizing prompt and reliable service.
- 8.4 **Breakdown and Substitution Clause:** In the event of a vehicle breakdown, the agency must arrange for an **immediate replacement vehicle of the same category within one (1) hour** at the location of breakdown, at **no additional cost** to Bihar Bhawan.
- 8.5 **Rate Stability:** The approved rates for services will **not be subject to escalation** during the entire contract period.
- 8.6 **Reimbursement of Expenses:** All legitimate toll charges, parking fees, and state entry taxes will be reimbursed by Bihar Bhawan **only upon submission of valid original receipts**.
- 8.7 **Confidentiality:** Agencies and their drivers must maintain **absolute confidentiality regarding the movement and schedules of officials and guests** of Bihar Bhawan. Any breach of confidentiality will lead to immediate termination of the contract.
- 8.8 **Document Compliance:** All deployed vehicles must carry complete and valid legal documents, including **Pollution Under Control (PUC) certificate, Fitness Certificate, and comprehensive vehicle insurance** at all times.
- 8.8.1 **Service Quality and Termination:** Bihar Bhawan reserves the right to terminate the empanelment with immediate effect in case of **repeated complaints regarding service quality, persistent failure to provide services, or any breach of the tender conditions**.
- 8.8.2 **Availability and Communication:** The empanelled agency must ensure **24x7 availability** via a designated contact person and contact number for effective communication and emergency coordination.

9. Evaluation Criteria

The evaluation of bids will proceed in two distinct stages:

- 9.1.1 **Technical Evaluation:** Only bidders who successfully meet all the stipulated **Eligibility Criteria (Section 3)** and submit all required documents as part of their Technical Bid (Section 10) will be deemed technically qualified.
- 9.1.2 **Financial Evaluation:** The Financial Bids of only those bidders who have successfully qualified the Technical Evaluation will be opened. **Empanelment will primarily be based on the Lowest (L-1) rates quoted in each specific vehicle category.**
- 9.1.3 **Multiple Empanelment:** Bihar Bhawan reserves the right to empanel multiple technically qualified bidders. Other technically qualified bidders, even if not the initial L-1 for a particular category, may be empanelled if they express willingness to match the **L-1 rates** for that category. This ensures a robust pool of service providers.
- 9.1.4 It is hereby clarified that technically qualified bidders who are not the lowest (L1) in a particular vehicle category may be given the option to match the L1 rates for that category. Such matching shall be entirely voluntary and will be requested only after the L1 bidder has been declared through the financial bid evaluation process.
- 9.1.5 There shall be no obligation or coercion on any bidder to match the L1 rates, and refusal to do so shall not affect their technical qualification or future eligibility for other categories, provided they meet the stated criteria.

10. Documents to be submitted with Technical Bid (Envelope A)

Bidders must submit the following documents, duly self-attested and sequentially arranged, within their Technical Bid envelope:

- 10.1.1 **Covering Letter:** A formal covering letter on the agency's letterhead, providing a brief profile of the agency and its contact details.
- 10.1.2 **Firm/Company Registration Certificate:** Proof of legal registration of the bidding entity.
- 10.1.3 **PAN Card and GST Registration Certificate:** Copies of valid Permanent Account Number and Goods and Services Tax registration.
- 10.1.4 **Proof of Office in Delhi/NCR:** Documentary evidence of a functional office/branch in Delhi-NCR (e.g., ownership deed, lease agreement, or rent agreement).
- 10.1.5 **Annual Turnover Proof:** Copies of Income Tax Returns (ITRs) for the last three financial years or Chartered Accountant's certificates verifying the annual turnover.
- 10.1.6 **List of Vehicles Owned:** A comprehensive list of all commercial vehicles owned by the agency, accompanied by copies of their respective valid Registration Certificates (RCs).
- 10.1.7 **Client List and Work Experience:** A list of clients (especially Government Departments, PSUs, or Autonomous Bodies) served in the last three years, along with copies of relevant work orders, contracts, and satisfactory performance certificates.
- 10.1.8 **Affidavit of Non-Blacklisting:** A duly sworn affidavit on non-judicial stamp paper as per **Annexure I**.
- 10.1.9 **Bid Security:** Original Demand Draft for EMD or the duly filled and signed **MSME Bid Security Declaration as per Annexure II** along with supporting MSME registration certificate.
- 10.1.10 **EPF and ESI Registration Certificates:** Copies of valid registration certificates for Employees' Provident Fund and Employees' State Insurance, if applicable.

11. Legal and Contractual Provisions

11.1 Governing Law and Jurisdiction

This tender and any subsequent agreement shall be governed by and construed in accordance with the laws of India. All disputes arising under or in connection with this contract shall be subject to the exclusive jurisdiction of the competent courts at **New Delhi**.

11.2 Dispute Resolution and Arbitration

In the event of any dispute, difference, or question arising out of or relating to the terms of this contract or the breach, termination, or validity thereof, the same shall be referred to a sole arbitrator appointed by the Resident Commissioner, Bihar Bhawan. The arbitration shall be conducted in accordance with the provisions of the **Arbitration and Conciliation Act, 1996**, as amended. The venue of arbitration shall be New Delhi and the language shall be English. The decision of the arbitrator shall be final and binding on both parties.

11.3 Force Majeure

Neither party shall be held liable for any failure to perform its obligations under this contract if such failure is due to circumstances beyond reasonable control, including but not limited to natural calamities, war, riots, civil disturbances, lockdowns, governmental orders, epidemics, or other acts of God. In such events, the affected party must notify the other in writing within 7 days of the occurrence. The contract may be suspended or extended accordingly by mutual agreement.

11.4 Indemnity

The empanelled agency shall indemnify and hold harmless the Office of the Resident Commissioner, Bihar Bhawan, its officers, employees, and authorized representatives from and against any claims, damages, losses, liabilities, costs or expenses arising out of or in connection with:

- Any breach of statutory obligations or terms of the contract by the agency or its personnel;
- Any accident, injury, or damage caused due to negligence of the agency or its drivers;
- Any third-party claims including those related to non-payment of dues, wages, compensation, or taxes.

11.5 Termination and Blacklisting

Bihar Bhawan reserves the right to terminate the contract without prior notice in case of:

- Persistent deficiency in service;
- Misconduct or non-compliance with tender conditions;
- Breach of confidentiality or legal obligations;
- Submission of false documents or misrepresentation.

In such cases, Bihar Bhawan also reserves the right to **blacklist the agency** from participating in future tenders or contracts for a period of up to **three (3) years**.

Annexure I: Non-Blacklisting Declaration

(To be submitted on Agency's Letterhead and duly signed)

I/We, [Name of Authorized Signatory], [Designation], of M/s [Firm/Agency/Company Name], having our registered office at [Registered Address], do hereby solemnly affirm and declare that our firm/agency/company has not been blacklisted, debarred, or otherwise prohibited from participating in tenders or contracts by any Government Department, Public Sector Undertaking, Autonomous Body, or Court of Law in India.

We further declare that no criminal case is pending against our firm/agency/company or its partners/directors in any court of law.

We understand that any false declaration will lead to immediate disqualification and appropriate legal action.

Date: [_____]

Place: [_____]

(Signature with Seal of Authorized Signatory)

Name & Designation: [_____]



Annexure II: Bid Security Declaration (For MSMEs Only)

(To be submitted on Agency's Letterhead and duly signed)

I/We, [Name of Authorized Signatory], [Designation], of M/s [Firm/Agency/Company Name], having our registered office at [Registered Address], declare that we are an MSME registered under the MSME Development Act, 2006, with MSME Registration No. [_____].

I/We understand that if we withdraw or modify our bid during the period of bid validity, or if we are awarded the contract and fail to sign the agreement or submit the required performance security within the stipulated time, we shall be automatically suspended from participating in any future tenders floated by the Government of Bihar or its departments for a period of one year from the date of such default.

Date: [_____]

Place: [_____]

(Signature with Seal of Authorized Signatory)

Name & Designation: [_____]



Annexure III: Financial Bid Format

(To be submitted in a separate sealed envelope - Envelope B)

Bidders are required to quote their most competitive rates for the following categories of vehicles. All rates should be inclusive of driver's salary, fuel, maintenance, taxes (including GST), and all other operational costs, unless specifically mentioned. **Do not leave any field blank; enter "N/A" if a category is not offered, but it's highly recommended to offer all categories for broader empanelment opportunities.**

Vehicle Type	Local Duty				Out station duty
	Rate (in ₹) for 80 km / 8 hrs	Extra per km (in ₹)	Extra per hour (in ₹)	Night Charges (in ₹) (if applicable, 10 PM - 6 AM)	Outstation Rate (₹ per km)
Sedan (4+1)					
SUV (6+1)					
Tempo Traveller					
Mini Bus					
Bus					

Ambulance Services (Please specify waiting time and distance cap for local one-time hiring charge)

Ambulance Type	Local One-Time Hiring Charge (in ₹) (Specify Waiting Time & Distance Cap)	Extra Charge Beyond One-Time Hiring Charge (in ₹) (e.g., per additional hour/km)	Outstation Rate (₹ per km)
Basic Life Support (BLS) Ambulance			
Advanced Life Support (ALS) Ambulance			
Intensive Care Unit (ICU) Ambulance			
Dead Body Ambulance			
Air Ambulance On-Call Duty / Emergency Medical Transfer	Quoted Rate per km / hour / event as applicable		

Note:-The quoted rates for each ambulance category (Basic Life Support, Advanced Life Support, ICU, and Dead Body Ambulance) should be **inclusive** of the following components:

- Driver charges.
- Paramedical staff charges (if applicable)
- Taxes (including GST).
- Availability and use of medical equipment (oxygen cylinders, ventilators, defibrillators, monitors, etc.)
- Consumables (e.g., gloves, PPE kits, sanitizers)
- Waiting time limits and permissible distance caps for local one-time hiring charges

On Taxes: All quoted rates should be **inclusive of GST**.

Date: [_____]

Place: [_____]

(Signature with Seal of Authorized Signatory)

Name & Designation: [_____]

For further queries and submission of bids, please contact:

Chief Administrative Officer

Office of the Resident Commissioner, Bihar Bhawan

2, Kautilya Marg, Chanakyapuri, New Delhi – 110021

Phone: 011-23010148

Email: caobiharbhawan@gmail.com

Issued by:

Resident Commissioner

Bihar Bhawan, New Delhi

Date: