



**JHARKHAND TOURISM DEVELOPMENT CORPORATION
LIMITED,(GOVERNMENT OF JHARKHAND)**

Request For Proposal (RFP)

FOR

Empanelment of Agencies for Hiring of Taxi/ Bus Services.

Ref. No. : - 584/ 2025

Ranchi/Dated: - 01/07/2025



Jharkhand Tourism Development Corporation Limited
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Background

Jharkhand Tourism Development Corporation Limited (JTDCL), also referred to as the 'JTDCL' or 'Authority' is a nodal agency under Department of Tourism, Government of Jharkhand("DoT") with a mandate to develop tourism infrastructure in the State of Jharkhand. JTDCL is operating various hotels and tourist complexes in the State of Jharkhand for providing residential accommodation to the tourists.

JTDCL has developed tourist destination in Jharkhand, is located within the Ranchi city of Jharkhand and a picturesque backdrop, ideal as tourist destination centres. JTDCL wishes to empanel agencies providing taxi/bus services. The tourists visiting Jharkhand can book taxi/bus from the empanelled list of Agencies of JTDCL either online or offline, at the pre-decided rates. JTDCL will just act as a facilitator.

Interested firms/ agencies with requisite experience and expertise may submit their bids in the prescribed format. All prospective bidders may download the RFP document from JTDCL

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 RFP No. 584/2025 dated 01/07/2025 containing sealed, technical & financial bids and other supporting documents towards eligibility duly signed, sealed and sent to the:

Managing Director,
Jharkhand Tourism Development Corporation Limited,
6TH Floor, Premium Suite Building, JUPMI Campus,
Dhurwa, Ranchi, Jharkhand, PIN-834004

Only through Post/ Courier/ by Hand on or before **26 .07.2025 till 05:00 PM**. The bids will be opened on **29 .07.2025 at 11:30 AM**, in the presence of the bidders who wish to be present at the office of Jharkhand Tourism Development Corporation Limited, 6TH Floor, Premium Suite Building, JUPMI Campus, Dhurwa, Ranchi, Jharkhand, PIN-834004.

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 | INR 5900/- (Rupees Five Thousand Nine Hundred Only) in the form of Demand Draft of a scheduled bank in favour of Managing Director, Jharkhand Tourism Development Corporation Limited, payable at Ranchi. |
| Bid Security | Rs.50,000/- (Rupees Fifty Thousand Only) in the form of Demand Draft of a scheduled bank in favour of Managing Director, Jharkhand Tourism Development Corporation Limited, payable at Ranchi. |
| 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 03 (Three) years extendable for another year on mutually agreed terms and conditions subject to satisfactory performance. |
| Prebid Query Submission | Up to 5 pm on 07/07/2025 |
| Online Prebid Meeting | On 08/07/2025 at 4 pm or thereafter. The link for the prebid meeting will be uploaded at the JTDCL website 24 hrs before the date of the meeting. |
| Last Date of Submission of Tender | up to 05.00 PM on 26/07/2025 at JTDCL HQ, 6 th Floor, Premium Suite Building, JUPMI Campus, Dhurwa, Ranchi-834004, Jharkhand. |
| Opening of Tender | Part - I: Technical Bid Technical bids will be opened on 29/07/2025 at 11:30 AM. at Hotel Birsa Vihar, 5, Mahatma Gandhi Marg, Main Road, Ranchi-834001, Jharkhand. Part - II: Financial Bid will also be opened on 29/07/2025 after technical bid round at Hotel Birsa Vihar, 5, Mahatma Gandhi Marg, Main Road, Ranchi-834001, Jharkhand. |

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 Proprietorship/Pvt or Public Limited company/Partnership firm/LLP or any other legally incorporated Body in India and the agency should be registered with the Statutory Authorities' i.e Goods & Service Tax etc. as prescribed in law.
2. The Agency through its Proprietor, Partner or Director should have a Character Certificate issued by the District Administration.
3. The Agency should have a minimum Average turnover of Rs. 50.00 Lakhs (Fifty Lakhs) in the last three financial years (FY 2021-22, 2022-23 and 2023-24).
4. Any party involved in any pending dispute resolution proceedings with JTDCL at any forum, as on the date of publication of tender, shall be ineligible to participate in the tender process, whether directly or indirectly.
5. The representatives of JTDCL may make discreet enquiry or may visit/inspect the office premises of the agency to ascertain the infrastructure and condition of vehicles.
6. 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.**
7. 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 Transnational Private Sector Companies (provide/attach copy of work order/s in this regard).
8. 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 and which subsists on the Proposal Due Date shall be rejected.
9. Beneficiaries of "Jharkhand Mukhyamantri Gram Gari Yojna" will be eligible to provide vehicles at the rates finalized by the Tender committee for the respective Category of Vehicles. Those beneficiaries who will avail "Jharkhand Mukhyamantri Gram Gari Yojna" will produce the certificates issued under this scheme before the JTDCL office.

TENDER REQUIREMENTS

- a. The vehicles supplied/provided by agency should have clean interior, upholstery, well maintained exterior & provide a noiseless drive. The Vehicles with Petrol, Diesel, Electric Transmission are permissible and CNG fitted Vehicles are not considered for the Assignment.
- 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) 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 provide a complete list of clientele across Jharkhand and Performance Certificates from at least **two** major clients (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 JTDCL is not responsible for any failure to notice such changes posted on its website.
- h. The drivers deployed to JTDCL should be well trained, experienced and shall possess valid driving license and not exceeding the Age of 60 years. 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 Papers i.e 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 JTDCL notices that the service/conduct of any of the driver(s) is not in conformity with the standards of the JTDCL, 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 by the user. These charges are to be paid by the driver of agency on duty and shall be claimed by agency along with the bill from the user. The agency should ensure sufficient funds is made available with the drivers to meet any 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 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 user of the vehicle.
- 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 of the guest(s)/user of the vehicle before putting up the bill for payment to user 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.

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 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.
4. The empaneled agency will have to include the Force Majeure Clause as per the Government of India as relevant from time to time.
5. Complaints, if any, with regard to deficient services shall be lodged directly with the Corporation and such complaints shall be dealt with and resolved immediately.
6. It is onus on the agency to verify the antecedent/background of the drivers and shall indemnify such certified verification.
7. JTDCL will confirm booking of vehicles at least two hours in advance and the agency should be able to provide the vehicles from 6 am to 10pm, 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.
8. JTDCL 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, JTDCL 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.
9. In case of any damage or any injury caused/due to negligence by the Driver while on duty, the agency, shall alone, will be responsible to compensate to any or all such damages/ injuries.

10. In case the Agency fails to provide vehicle(s) or if the driver(s) fail to report within a reasonable time beyond schedule, JTDCL 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 JTDCL may penalize the agency for each such deficient / poor service. If the same Act continues for a certain interval of time without any improvement by the Agency, The Agency will be blacklisted and the Performance Security will be appropriated by the Corporation after following the Principles of Natural Justice.
11. **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 JTDCL for providing taxi services.**
12. The Rates quoted by the agencies shall be valid for a period of Three years from the date of empanelment of Taxi/ Bus Operator. In case there is major fluctuation in the fuel rate which increases by Rs.10/- or more, then the Operator in consultation with JTDCL can increase/decrease rates per kilometer proportionately (vehicle wise) to the extent of the Component of Cost of Fuel Expense. The Rate will increase/decrease to the extent of 7% (Seven Percent) of the Increase/Decrease in Fuel Cost from the Original Base Rate. The same shall be communicated to JTDCL, which will be uploaded in JTDCL's website.
13. The empanelment will be confirmed by the JTDCL through issue of Letter of Empanelment on receipt in writing only on receipt of confirmation from the eligible agency that the **Minimum Rates** offered are acceptable to them.
14. JTDCL shall be liable only to the extent of Empanelment of Taxi Operators as per the agreed rates, specified in the agreement 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.
15. **Cancellation Charges** – Two hours prior to the scheduled trip, no cancellation charges will be paid. However if the Travel is cancelled within a period of two hours from the time of Travel, 50% of the actual Billing for the Booked Travel. However, if the vehicle has reported to the designated location and booking is cancelled, then the cancellation charges will be paid as per the actual billing for the booked travel.
16. 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.
17. The EMD in respect of the agencies, which does not qualify for opening of the Price Bid & does not accept the Minimum Rates shall be returned without any interest.
18. 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". The empaneled agency/s shall be responsible for educating its employees about prevention of sexual harassment/misbehavior.
19. JTDCL 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.

20. **Self-Attested Declaration that the agency has not been blacklisted by any Government Department, PSUs or Banks and which subsists on the Proposal Due Date is to be submitted along with the Tender document.**
21. 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.
22. Jurisdiction for legal disputes, if any, arising during the period of the contract, will be in Ranchi Courts only.
23. The Managing Director, JTDCL, 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 JTDCL will evaluate all the Technical & Financial Bids.
2. Price Bid/Financial Bid of only those Bidders 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. JTDCL 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, LLP, Company, Society etc.). | | | |
| 3 | Name of the Proprietor/Partners/Director | | | |
| 4 | Authorized person on behalf of the agency (Name, contact details including telephone/email) (Authorization Letter to be enclosed) | | | |
| 5 | Registration (Firm, LLP, Company etc.) Registration Authority: Registration Date: Registration Number: Validity: | | | |
| 6 | Character Certificate issued by the District Administration | | | |
| 7 | Total No. of years of experience (1) With Govt. organization (2) With Others (Attach Copies of the Work Orders & Performance Certificate) | _____years _____years _____years | | |
| 8 | Copies of Audited Balance Sheet & P & L A/c Statement for last 3 Completed financial years. (CA Certified Annual Turnover Certificate for turnover through supply of cars on hire) (Copies of Financial Statements to be attached) | Sl. No. | Year | Amount (in Rs.) |
| | | 1 | 2021-22 | |
| | | 2 | 2022-23 | |
| | | 3 | 2023-24 | |
| 9 | Local office address with telephone number, email address for correspondence | | | |
| 10 | Presently working with any Government/Semi-Government/PSU/Autonomous Bodies/Transnational Organization of Repute, as approved transport provider and if so, furnish details. (Attach Copies of the Work Orders) | | | |
| 11 | PAN and GST No. (attach copies) | | | |

| | | |
|----|--|--|
| 12 | List of Cars and Buses owned in the name of the Agency with Model, Registration Number/s, Permit Number/s, Date of Purchase and Insurance Policy. (Copies of the documents should be attached.) | |
|----|--|--|

Copies of documents to be submitted :

1. Demand Draft towards Tender Document Fee.
2. Performance Guarantee
3. Copy of the Firm Registration Certificate.
4. Copy of the Character Certificate issued by District Administration.
5. Copy of GST Registration certificate.
6. Copy of PAN.
7. Performance Certificate from at least Two Major Clients (Government/Semi Government/PSU's/ Autonomous bodies/ organization of repute) indicating the period of contract. (Government/Public Sector organizations preferred and Copies of the Work Orders.
8. Audited Balance Sheet & P&L A/c statement for last 3 years alongwith Annual Turnover Certificate from Chartered Accountant indicating separately Turnover through Supply of Cars on Hire.
9. Documents of Vehicle owned in name of the Agency.
10. 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 RFP 353/2025 dated 09/04/2025** 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 the Corporation).
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 and if blacklisted, the said Blacklisting does not subsists on the Proposal Due Date.
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 JTDCL in this connection including penalty etc.
5. I/We understand that JTDCL 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 Corporation 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

Annexure B

Price Bid

Option-I -Local

Name of the Agency:

(Amount in Rupees)

| Sl. No | Slab | Hatch back Cab Model Swift/ Wagon R/Tiago/ Altroz/ i10/ Kiger | Premier Sedan Model (with AC) Etios/D'zire/Tigor /Ciaz/Hyundai Accent/ or equivalent | High Premium (with AC) Innova Crysta, Toyota Fortuner, or equivalent | SUV(with AC), Scorpio, Balero, Thar, Ertiga, Tata Safari 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 | | | | |

Note: Amount to be quoted in Rupees only and any Bid in Paisa will result in Rejection of Bid.

Note: Toll Tax & Parking Charges will not be included in the Quoted Rates and will be paid on Actual Basis.

Option- II – Fixed location Pick-up/ Drop (Package)**(Amount in Rupees)**

| Sl. No | Slab | Hatch back Cab Model Swift/ Wagon R/Tiago/ Altroz/ i 10/ Kwid | Premier Sedan Model Etios/D'zire/Tigor /Ciaz/Hyundai Accent or equivalent | High Premium Innova Crysta, Toyota Fortuner, or equivalent | SUV(with AC), Scorpio, Bolero, Thar, Ertiga, Tata Safari or equivalent |
|--------|---|---|---|--|---|
| 1. | Hotel Birsa Vihar, Ranchi to Birsa Munda Airport | | | | |
| 2. | Birsa Munda Airport to Hotel Birsa Vihar, Ranchi | | | | |
| 3. | Hotel Birsa Vihar, Ranchi to Ranchi Railway Station | | | | |
| 4. | Ranchi Railway Station to Hotel Birsa Vihar, Ranchi | | | | |

Note: Amount to be quoted in Rupees only and any Bid in Paisa will result in Rejection of Bid.

Note: Toll Tax & Parking Charges will not be included in the Quoted Rates and will be paid on Actual Basis.

Annexure B

Price Bid

Option-III –Outstation

Name of the Agency:

(Amount in Rupees)

| Sl. No | Slab | Hatch back Cab Model Swift/ Wagon R/Tiago/ Altroz/ i10/ Kiger | Premier Sedan Model (with AC) Etios/D'zire/Tigor /Ciaz/Hyundai Accent/ or equivalent | High Premium (with AC) Innova Crysta, Toyota Fortuner, or equivalent | SUV(with AC), Scorpio, Bolero, Thar,Ertiga, Tata Safari or equivalent |
|--------|--|--|--|--|--|
| 1. | Charges Per Kilometer | | | | |
| 2. | Outstation charges in case of Night Halt | | | | |

Note: Amount to be quoted in Rupees only and any Bid in Paisa will result in Rejection of Bid.

Note: Toll Tax & Parking Charges will not be included in the Quoted Rates and will be paid on Actual Basis.

OPTION IV – Bus Hiring**(Amount in Rupees)**

| 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 | 10 hours 80 kms | | | | | | | | |
| 3 | Extra Charges per Km for Local Travel | | | | | | | | |
| 4 | Charges per KM for Outstation Travel | | | | | | | | |
| 5 | Outstation charges in case of Night halt | | | | | | | | |

Note: Toll Tax & Parking Charges will not be included in the Quoted Rates and will be paid on Actual Basis.