



भारतीय प्रबन्ध संस्थान लखनऊ  
INDIAN INSTITUTE OF MANAGEMENT LUCKNOW  
Prabandh Nagar, IIM Road, Lucknow-226013

**NOTICE INVITING TENDER**

**NIT No. – IIML/PUR/Bus service/20/2024-25**

**Dated – 27.03.2025**

Indian Institute of Management Lucknow (IIM LUCKNOW / Institute) invites bids for hiring of bus service for its Lucknow campus on Annual Rate Contract under the standard 'Two bid Systems i.e., 'Technical Bid and Financial Bid'.

Online bids are invited from reputed and experienced/registered contractors engaged in transport business for providing of bus services (Annual Rate Contract) to carry out the field and other official activities of the Institute.

The interested firms/contractors may download tender documents from <https://eprocure.gov.in> and a free view of NIT is available on IIM Lucknow website ([www.iiml.ac.in](http://www.iiml.ac.in)). To register / sign-up or log-in, the bidder will require digital signature. The bid (response to this NIT) with necessary enclosures shall be uploaded on eprocure portal in two bid system i.e. Technical Bid & Financial bid) for Annual Rate Contract for bus services for MDP, IIM Lucknow.

Interested agencies / bidders may sign-in using Digital Signature. The tender document (NIT) comprises of Technical bid and Financial bid. The bidders may download the NIT by accepting terms & conditions. The technical bid and Financial bid duly filled may be uploaded on E-Procure portal i.e. <https://eprocure.gov.in> using Digital Signature before the last date & time for submission of bids as mentioned in the NIT.

Few important details are as under:

01.	Name of the Work	Annual Rate Contract for Bus Services for IIM, Lucknow
02.	EMD	Rs. 32000/- (Rupees Thirty Two Thousand only)
03.	Tender submission Last Date and Time	17/04/2025 at 10:00 AM
04.	Technical Bid Opening Venue, Date and Time	Meeting Room, Samadhan Building, IIM Lucknow Date: 18/04/2025 Time: 11:00 am
05.	Financial Bid Opening Date & Time	Will be updated on the eProcurement portal.
06.	Bid Validity	120 days from the date of opening of bids.
07.	Name, Designation, Address and other details of tender issuing authority.	Chief Administrative Officer Indian Institute of Management, Prabandh Nagar, IIM Road, Lucknow -226013, Phone : 0522 -6696917/6929

S.No	Description of Works	Estimated value (Approx.) (Rs. In Lacs.)	EMD (in Rs.)	Last Date for Submission of online bid	Date for opening of online bids
1	NIT for Annual Rate Contract for Bus Services for IIM, Lucknow <b>Bid Validity: 120 days</b>	16 Lakh (approx.)	Rs.32,000/-		

Date of opening of the Financial bid will be intimated to the technically qualified bidders through eProcure portal. The interested bidders may attend the opening of the bids.

For any clarification, the bidders may contact [purchase@iiml.ac.in](mailto:purchase@iiml.ac.in) / 0522-6696929 /17 / 34

**Chief Administrative Officer  
Indian Institute of Management Lucknow**

# Terms and conditions

## 1. Scope of work:

- i. The successful bidder (contractor) will be required to provide the Diesel/CNG/Petrol/Electric bus with driver & helper (wherever required) as and when required by the Institute. The Institute will inform the contractor regarding its requirement for bus(es), 6 hours prior to the time/date of requirement.
- ii. The driver should report at IIM Lucknow transport office on his arrival in the campus
- iii. More than one vehicle on any particular day or days can be hired as per the requirement of IIM Lucknow.
- iv. The bus/vehicle should have valid commercial license (YELLOW NUMBER PLATE), permit from the appropriate authority, route permit etc. Drivers should also possess valid driving license.
- v. The Institute does not give any guarantee for any minimum booking/business to the contractor. The bookings will be as per the need of the Institute. However, based on past experience (except the period having impact of Covid-19), the estimated annual billing was Rs. 15.00 lacs.
- vi. Other obligations of the successful bidder/ contractor:
  - a) The tenderer/bidder should ensure that the drivers with the vehicle shall report for duty with valid driving license/tourist vehicle license issued by the Transport Authorities, vehicle insurance certificate etc.
  - b) Vehicle should be filled with sufficient fuel.
  - c) Driver in decent dress, proper shave and hair cut
  - d) The vehicle driver must have all the valid documents in his possession all the times, while plying the vehicle.
  - e) The vehicle should be defect free
  - f) The driver should be well behaved, equipped with a mobile phone and should be available on call for the user/guest.
  - g) The driver engaged should be broadly aware of the major routes and places of Lucknow and Uttar Pradesh.
  - h) Drivers should not have any criminal case (records) against him.
  - i) *Year of Manufacturing – not more than three years during the contract period.*
  - j) *Number of Kilometers – The vehicle must not have been used for more than 25000 kms during the contract period.*
  - k) *Type of Vehicle: The following three Categories of Transport vehicles may be required by the Institute from time to time:*
    - i) *20-Seater Winger or equivalent (Air-Conditioned) e.g. Force Tempo Traveller/ Tata Winger*
    - ii) *25-Seater Bus (Air-Conditioned) e.g Force 25-seater/ Tata Motors Star Bus 25 seater/ Mahindra 25 seater Touristor Cosmo/ Tata LPO 8.5 T Starbus Ultra Luxury 25 Seater/BS-III/Diesel*
    - iii) *35–42-Seater Bus (Air-Conditioned) – Brands Tata/ Mahindra or equivalent*
  - l) *Air-conditioning must be fully functional for all extreme weather conditions and all functioning ducts must be checked prior to being sent on duty.*
  - m) *Sanitized and Deep cleaning and Air freshener are mandatory prior to being sent for duty.*
  - n) *All equipment and important functionalities should be in proper working condition.*

- o) GPS enabled*
- p) Camera at both front and rear end of the Bus required.*
- q) New Upholstery and well-cushioned seats*
- r) Sun-shaded film on windows and curtains/ blinds in good condition.*
- s) Driver and Guide must be well-groomed and trained on Professional etiquettes. MDP would like to screen the persons delegated with the task. It is compulsory to possess License for their respective duty.*

The contractor shall submit the bill attaching the duty slip and feedback to IIM Lucknow for payment. GSTN number of the Institute must be mentioned in the bill with clear mention of Percentage of GST (CGST+ SGST). The payment would be made within 30 working days on receipt of the bill with necessary enclosures.

2. **Eligibility criteria:** Bidders should meet the following eligibility criteria to qualify the tender:

- (i) The bidding party should be a registered firm/company. (Enclose GST Certificate with Technical Bid)
- (ii) Aggregators are eligible to participate in the Bidding. The bidder shall upload RC (Registration Certificate) of at least 2 buses (not more than 3 years old) either owned by the bidder or any other third party. In case, the buses are owned by any third party, the RCs shall be submitted with valid agreement between the bidder and Bus Owner along with the technical bid.
- (iii) The average annual turnover of the company/firm during last 3 financial years (2021-22, 2022-23 & 2023-24) should be minimum 10 lakhs. **Copy of CA Certificate or balance sheet should be enclosed along with tender.**
- (iv) At least one running contract for providing bus services to any institute / Organization of repute. **(Enclose work order/agreement/experience certificate)**. IIM Lucknow will be free to contact the client of the bidder to take feedback about bidder's performance and in case, the feedback is found to be negative, the Institute may technically disqualify such bidder(s). Cutoff date would be last date for submission of bid for all purposes.
- (v) The bidder should submit proof of deposit of **Earnest Money Deposit (EMD) of Rs. 32,000/- (Rupees Thirty Two Thousand only)** and mention the UTR number in the Technical bid. Alternatively, the bidder may submit documents in support of exemption from deposit of EMD (only firms registered with MSME/NSIC).
- (vi) The bidder should submit a signed & stamped 'Declaration' as per the format given as per **Annexure-I** with technical bid.

3. **DISQUALIFICATION:** The proposal is liable to be disqualified in the following cases:

- (i) Proposal not submitted in accordance with this document
- (ii) During the validity of the proposal, or its extended period, if any, the bidder increases his quoted prices.
- (iii) The proposal is received in an incomplete format.
- (iv) The proposal is not accompanied by all requisite documents.

- (v) Information submitted in the tender proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
  - (vi) EMD/ Certificate in support of exemption from EMD is not submitted.
  - (vii) Rates shall NOT be disclosed in the technical bid. In case, quoted rates are disclosed in Technical Bid, the bid will be technical disqualified.
4. **Rates:** The rates quoted and as accepted by IIM Lucknow shall remain fixed during the period of the contract and its extension(s), if any.
5. **Period of contract:** The successful bidder will be awarded the contract initially for a period ONE YEAR, which may be extendable for two more years (on year to year basis) on same terms and conditions, depending upon the performance and requirement of the Institute.
6. **Financial bid:**
- i. The financial bid / rate quoted by the bidder **must not** be disclosed with the technical bid. Such disclosure will result in cancellation of the bid document. The financial bid given in the tender document is just for understanding of the format. Separate Financial bid/ BoQ in Excel format is available on CPP portal. The same shall be used for uploading
  - ii. The rates quoted by the bidder for all categories of buses including charges for additional hours, KMs and Guide in the financial bid will be added and compared. The bidder quoting the lowest (total) will be declared as the Lowest Bidder (L1).
7. **Evaluation of the Financial bids:**
- i. The Lowest Bidder (L1) will be decided group-wise i.e. Group-A & B separately. There may be two bidders empaneled for 2 groups ie. A & B. GroupWise rate in totality will be compared.
  - ii. Rates should be quoted treating IIM Lucknow as starting & end point.
  - iii. Time will be counted from IIML campus or desired pick-up point.
  - iv. GST will be extra as applicable.
  - v. Toll tax, parking and other state taxes will be borne by IIM after producing original receipt as per tender documents.
  - vi. Garage to Garage will be calculated as 20 Kms or actual distance between garage & pick up/drop point, whichever is lesser.
  - vii. Night will be charges from 10 PM to 6 AM
8. **Notice and agreement:** The successful bidder / contractor will be required to execute an agreement on non-judicial stamp paper of Rs.100/- (cost to be born by the contractor) within 15 days from date of issue of work order/ LoI. The contract may be terminated by either party with an advance notice of 3 months. However, in case the performance of successful bidder/ contractor is not satisfactory, IIM Lucknow reserves the right to terminate the contract without any notice.
9. **Earnest Deposit Money:** Bidders are required to deposit (amount mentioned above) towards Earnest Money Deposit (EMD) to below mentioned bank account of Institute on or before the last date & time mentioned above. EMD through any other form will not be accepted. UTR number / Transaction ID and date of Deposit/Transfer of EMD shall be mentioned in Technical Bid at appropriate place.

NSIC /MSME registered firms are exempted from submission of EMD on uploading of valid MSME certificate.

Bank Account No.	07231450000294
Name of Bank & Type of Account	HDFC/Savings
IFSC Code	HDFC0000723

EMD of all unsuccessful bidders will be returned after finalization of the tender. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Security Deposit. In case, the bidders provide false or misleading information or make changes in the downloaded document or provide forged document or hide facts relevant to tender / bidder, EMD of such bidder may be forfeited. Such action can be taken at any stage of the bidding process i.e. during or after process.

**10. Performance Security Deposit:**

On issue of the work order, the successful bidder shall **Deposit Security of Rs.1,00,000/-** (Rupees one lakh only) in the form of DD/FD/BG from any scheduled bank in favor of 'Indian Institute of Management Lucknow' payable at Lucknow. The validity of FDR/ BG shall be equal or more than the period of contract, including the period for which the contract can be extended, plus 60 days. This Security Deposit may, at the option of the IIM Lucknow be forfeited in the event of the contractor's failure to fulfil any of the obligations under the contract / agreement. The security deposit shall be refunded by IIM Lucknow to the contractor after 60 days of the expiry or completion of the contract. The security deposit shall not carry any interest. It is distinctly understood that the IIM Lucknow shall be entitled to appropriate all dues and/or expenses that will be due and payable by the contractor to IIM Lucknow under the items hereof, and/or result of IIM Lucknow suffering or incurring any damages and/or extra expenses by employing any services to IIM Lucknow consequent to the failure of the contractor to discharge the said services and/or any part or parts thereof to the satisfaction of IIM Lucknow without prejudice to its right against the contractor for damages under the Law, and that shall be recovered from contractor's monthly bill and/or security deposits.

The Security Deposit of the tenderer may be forfeited by IIML without prejudice to any other rights or remedies under the following circumstances: -

- (a) If, after acceptance of the tender, the tenderer fails to take up the job
- (b) If, the successful tenderer fails to sign the contract in accordance with terms and conditions of the contract.
- (c) If, after acceptance of this tenderer the successful tenderer fails to commence the work within the specified time.

**11. General terms & conditions:**

- i. The Indian Institute of Management, Lucknow shall have the right to issue addendum to tender documents to clarify, amend, modify, supplement or delete any of the conditions clauses or items stated. Addendum so issued shall form part of original invitation to bid.
- ii. The bidders should be well versed with the local routes and places.
- iii. The successful bidder has to provide the name of driver, contact details with police verification, if necessary.

- iv. The successful bidder has to keep a feedback form/register from the user/guest after the journey, for which IIML will provide a prescribed proforma along with the duty slip. On the basis of entries on the log feedback and duty slip, IIML shall release the payment.
- v. The successful bidder should abide by all the instructions given by the institute or its representative.
- vi. The successful bidder shall be responsible for the drivers' food etc. while on Institute's duty.
- vii. The bidder should have valid Tourist Permit issued by the Transport Authority
- viii. The Bus of the successful bidder should have valid commercial license with yellow number plate. Drivers on duty should possess valid Indian driving license
- ix. The successful bidder should bear all the legal and other cost in case of any accident.
- x. In case of break down an alternative arrangement shall be made by the bidder immediately and the vehicle shall report for duty at the given time and place.
- xi. Toll, parking and Ferry charges etc. will be paid extra on actual by IIM Lucknow against documentary proof/bills only.
- xii. The driver should be available in his vehicle all the time and should leave his vehicle only after obtaining specific permission from the user, if required.
- xiii. Compensation & connected expenses, whatsoever, in case of any casualty (unforeseen) shall be borne/paid by the contractor.
- xiv. Night halt charges will be applicable from 10 PM to 6 AM.
- xv. The bidder shall have no right to issue addendum to bid documents to clarify, amend, supplement or delete any of the conditions, clause or items stated therein.
- xvi. In case offer is not accepted, the bidder shall not be entitled to claim any cost charges, expenses incidental to or incurred by the bidder through or in connection with the submission of the offer. This shall also apply, even though IIML withdraws or cancels the NIT and IIML shall have the right to do so at any time.
- xvii. It shall be the CONTRACTOR's/ Successful Bidder's responsibility to ensure that all the statutory obligations, such as those obtaining and prevailing from time to time, under the various statutory enactments, such as Minimum Wages Act, industrial Disputes Act, Workman's compensation act, Provident Fund act, ESI Scheme, contract labour (Regulation & Abolition) Act, Gratuity Act, Bonus, Child Labour Act, Trade Tax, GST are all complied with by them in full and none of their employed or any person hired by them shall have any privy with Institute.
- xviii. The contractor should have No Objection Certificate (NOC) from the RTO, Lucknow or Lucknow District Administration for carrying out the business.
- xix. All disputes will be subject to Lucknow Jurisdiction only.

## **12. Penalty:**

- i. In case of any violation/proved complaint against you, a penalty amounting to Rs.2500/- will be imposed on you and deducted from the monthly bill.
- ii. In case, the vendor is not able to provide the requisite type of bus to the IIML, IIML will be free to hire the requisite bus from the open market at the **RISK & COST** of the successful bidder/ contractor. In addition to this, a penalty of Rs.5000/- will be levied by the IIM Lucknow.

**13. Debarred/Blacklisting of bidder:**

- a. The bidder shall be debarred from the bidding if he has been debarred by any procurement entity on the grounds convicted of an offence, under the prevention of corruption act 1988 or the IPC or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.
- b. In case the bidder hides the fact of his debarments and found it later stage during the evaluation, the bidder shall be disqualified for further evaluation or the contract shall be terminated, if awarded. More over the bidder shall be debarred for two years for hiding the fact of debarment. In this case earnest money/Performance Security (whatever is applicable) will be forfeited
- c. Breaching of Integrity pact 1975 or whatsoever provisions exists in this regards.
- d. In case the bidder withdraws his bid after last date for submission of bid or does not accept the work order on award of work, the bidder (s) may be debarred / blacklisted.
- e. In case the bidder provides false or misleading information in the bid or encloses forged / fake documents with the bid, the bidder (s) will be debarred / blacklisted.
- f. Any attempt to cheat or hiding of material facts related to the information sought in the Technical bid will lead to disqualification and the bidder will be debarred/blacklisted.

**14. DISPUTE SETTLEMENT & APPOINTMENT OF ARBITRATOR:** "All disputes or differences whatsoever arising between the parties out of or relating to the construction, meaning and operation or effect of the Tender and the resulting agreement or the breach thereof that cannot be settled by good faith and negotiations between the parties within 60 days of the commencement of negotiations shall be settled by referring the dispute to the Director, IIM Lucknow, who may either himself decide the dispute as Arbitrator or appoint some other person as Arbitrator to adjudicate the same, who shall be unconnected with IIM Lucknow. The proceedings will be governed by the provisions of the Arbitration & Conciliation Act 1996.

By consent of parties the jurisdiction of all other courts are excluded and the courts at Lucknow alone shall have jurisdiction. The language of the Arbitration shall be English.

**15. Force Majeure**

Force majeure is hereby defined as any cause which is beyond the control of the contracted bidder or IIML as the case may, which they could not foresee with a reasonable amount of diligence and which could substantially affect the performance of the contract, such as natural phenomena (including but not limited to floods,

droughts, earthquakes, epidemics, etc.), acts / directions of any Government (including but not limited to war, declared or undeclared, priorities quarantines, embargos, etc.); provided that either party shall within 15 days from the occurrence of such a cause notify the other party in writing of such causes. Bidder to note that rains, droughts and monsoons are not part of force majeure and bidder is required to provide all its facility as per the stipulated minimum requirements.

The bidder or IIML shall not be liable for delays in performing their obligations resulting from any force majeure cause as referred to the defined above. Hence during the period of force majeure, as indicated and covered above, during which the services are not provided by the contracted bidder or not availed by IIML, both parties will not be liable for their obligations under the contract. Thus the Force Majeure will free both parties from contractual obligations / liability when prevented by such events from fulfilling obligations as the same will be suspended for the period of Force Majeure. However, if the performance in whole or part or any obligation under this contract is prevented or delayed for period exceeding 120 days, either party may at its option terminate the contract without any financial repercussions on either party by giving at least 15 days' notice.



**SELF DECLARATION OF BIDDER**  
**(On letter head of the bidder)**  
**(To be enclosed with Technical Bid)**

I/We have fully understood the 'TERMS & CONDITIONS' containing paras/points as well as Terms and Conditions specified at PART 'A' (Technical Bid) & PART 'B' (Financial Bid) with the bid documents, which are submitted herewith duly signed by me/us on all pages in token of having accepted the same in TOTO and I/We have made my/our offer keeping in view of the terms and conditions.

Further we declare that I/we have never been blacklisted / debarred by any government / PSU / Autonomous Organization.

Signature of bidder/representative  
With complete address

Place:

Dated:

**PART-A**  
**TECHNICAL BID**

**NIT NO.** \_\_\_\_\_

<b>A. General Information</b>		
1	Name and address of Supplier/Vendor	
2	Email & Mobile No.	
3	GSTIN & PAN (Enclose Copy)	GSTN No. _____ PAN No. _____
<b>B. Eligibility Criteria Details</b>		
1	Year of registration of firm(s) name as a travel agency for bus services	
2	The bidder shall upload RC (Registration Certificate) of at least 2 buses (not more than 3 years old) either owned by the bidder or any other third party. In case, the buses are owned by any third party, the RCs shall be submitted with valid agreement between the bidder and Bus Owner along with the technical bid.	Bus Seating capacity: Registration No. Date of Registration: Is it with a valid commercial license: Yes / No.
		Bus Seating capacity: Registration No. Date of Registration: Is it with a valid commercial license: Yes / No.
		Bus Seating capacity: Registration No. Date of Registration: Is it with a valid commercial license: <b>Yes / No.</b>
3	The average annual turnover of the company/firm during last 3 financial years (2021-22, 2022-23 & 2023-24) should be minimum 10 lakhs. Copy of Balance-sheet/ CA Certificate should be enclosed along with tender.	Financial Year      Annual Turn Over 2021-22:            Rs. _____ 2022-23:            Rs. _____ 2023-24:            Rs. _____
4	The bidder shall have at least one running contract for providing bus services to any institute /Organization of repute. (Enclose work order/ agreement / experience certificate).	Number of Running contract for providing similar services: _____  (Enclose documentary evidence for one such contract)
5	Detail of EMD (Enclose screenshot showing deposit of EMD or copy of valid MSME/NSIC cert.)	UTR NO. _____ dt. _____ OR MSME/NSIC Cert. No. _____
6	Please enclose duly filled, signed & stamped 'Self Declaration of Bidder (Annexure-I)'	Yes / NO
7	Address of the garage of the bidder	

It is hereby declared that the information provided above is true and the attached documents in support of the above details are genuine.

Signature of bidder/representative  
With complete address

Place:

Dated:

**PART-B**

**(Financial Bid- Format)**

**This format is only for reference. The format available on CPP (excel format of BOQ) must be used for uploading.**

**DO NOT DISCLOSE RATES WITH TECHNICAL BID**

S. No.	Particulars	GROUP	Rate excluding GST
1.01	25 Seater AC-Bus services for 4 Hours & 40 KMS	A	
1.02	35 Seater AC-Bus services for 4 Hours & 40 KMS	A	
1.03	42 Seater AC-Bus services for 4 Hours & 40 KMS	A	
1.04	25 Seater AC-Bus services for 8 hrs. and 80 KMs	A	
1.05	35 Seater AC-Bus services for 8 hrs. and 80 KMs	A	
1.06	42 Seater AC-Bus services for 8 hrs. and 80 KMs	A	
1.07	25 Seater AC-Bus Outstation charges. Quote rate for 200 KMs/Day (24 hours from the time of requirement. Night charges,if any, will be extra)	A	
1.08	35 Seater AC Bus-Outstation charges. Quote rate for 200 KMs/Day (24 hours from the time of requirement. Night charges,if any, will be extra)	A	
1.09	42 Seater AC-Bus; Outstation charges. Quote rate for 200 KMs/Day (24 hours from the time of requirement. Night charges,if any, will be extra)	A	
1.1	Rate for per extra KM (25 Seater AC-Bus)	A	
1.11	Rate for per extra KM (35 Seater AC-Bus)	A	
1.12	Rate for per extra KM (42 Seater AC-Bus)	A	
1.13	Rate for per extra Hour (25 Seater AC-Bus)	A	
1.14	Rate for per extra Hour (35 Seater AC-Bus)	A	
1.15	Rate for per extra Hour (42 Seater AC-Bus)	A	

Not to be filled. This is only

1.16	Night halt charges	A	
	<b><u>Total Category - A</u></b>		
2.07	Airport Pickup / Drop by 25 Seater AC-Bus	B	
2.08	Airport Pickup / Drop by 35 Seater AC-Bus	B	
2.09	Airport Pickup / Drop by 42 Seater AC-Bus	B	
2.1	Railway Station Pickup / Drop by 25 Seater AC-Bus	B	
2.11	Railway Station Pickup / Drop by 35 Seater AC-Bus	B	
2.12	Railway Station Pickup / Drop by 42 Seater AC-Bus	B	
	Total Category - B		

- The Lowest Bidder (L1) will be decided group-wise i.e. Group-A & B separately. There may be two bidders empaneled for 2 groups ie. A & B. GroupWise rate in totality will be compared.
- Rates should be quoted treating IIM Lucknow as starting & end point.
- Time will be counted from IIML campus or desired pick-up point.
- GST will be extra as applicable.
- Toll tax, parking and other state taxes will be borne by IIM after producing original receipt as per tender documents.
- Garage to Garage will be calculated as 20 Kms or actual distance between garage & pick up/drop point, whichever is lesser.
- Night will be charges from 10 PM to 6 AM

Place:.....

Dated :.....

Signature of bidder/representative

With complete address