

Tender Notice for hiring bus services on contract basis for use of iCISA, A-52, sector 62, institutional area, Phase-II, Noida-201309, Uttar Pradesh.

Ref:- Estate / 6 / 2022 - Hostel / 113243 / 130

Date: 05-08-2025

Sealed lump sum tenders are hereby invited on behalf of Director General, iCISA, Noida from experienced firms:

Name of the work	Issue of Blank Tender Document	Last Date of Tender Submission
Supply of bus services on contract basis for use of iCISA, Noida for Outside NCR.	From 05-08-2025 to 10-08-2025 up to 03.00 PM	10-08-2025 up to 5.00 PM

1. Blank tender documents (non-transferable) for above work shall be issued from 05-08-2025 to 10-08-2025 on working days from the office of the Director General, ICISA, A-52, sector 62, Institutional area, Phase - II, Noida-201309, Uttar Pradesh. The intending tenderers can also download the complete tender document available on the web site: www.icisa.cag.gov.in and submit the same along with the supporting documents, on or before the due date and time of submission.

2. Intending tenderers should have valid registration with appropriate authorities for statutory taxes as applicable.

3. The tender documents duly completed may be submitted at the office of the Director General, ICISA, A-52, sector 62, institutional area, Phase - II, Noida-201309, Uttar Pradesh till 10-08-2025 up to 5.00 PM. Technical bid of the parties shall be opened on 11-08-2025 at 11.00 AM

4 Two bid system would be followed. Sealed bid containing two separate envelope for Technical and Financial bid may be submitted. The envelope may be **super-scribed** as **Technical bid** and **Financial bid** (**Technical and Financial Bid proforma attached as Form 1 & 2 below**).

5. The opening of the price bids of technically qualified parties shall be informed in due course.

6. Canvassing, whether directly or indirectly in connection with tender is strictly prohibited and the tender submitted by the contractors who resort canvassing will be liable to be summarily rejected.

7. iCISA reserves the right to reject any or all the tenders without assigning any reason thereof. Tenders in which any of the prescribed conditions are not fulfilled or found incomplete in any respect are liable to be rejected.

Yours Sincerely,



Sr. Administrative officer (Procurement)

iCISA, A-52, Sector 62,
Institutional Area, Phase II,
Noida-201309, Uttar Pradesh.

Terms & Conditions for Hiring of Bus Service

INTRODUCTION

iCISA, the buyer, intends to hire Bus services as per defined scope of work in this document. The services can be hired as and when required in each month during April 2025 to March 2026

SCOPE

Service provider shall render the services under the scope defined in this section. Accordingly, transport services on hiring basis are required for the following basis:

All inclusive rates for:

AGRA VISIT

Bus to be hired	Basic Service Particulars
Requirement of 45 seater AC bus (2*2 deluxe) (Volvo, Mercedes Benz, Scania) without toilet facility for outside NCR	All inclusive rates for AGRA Visit (same day return)

iCISA'S OBLIGATIONS

1. iCISA, the Buyer, shall notify service provider of any change in schedule of hired Bus. The notification shall be provided 12 hours prior to change.
2. iCISA shall either accept or reject or modify the bill within a maximum of 15 days after submission by service provider.

SERVICE PROVIDER OBLIGATIONS

1. Service provider agrees to provide quality services as mentioned in this document.
2. Service provider shall ensure that assigned vehicle and driver report as per schedule provided by iCISA in an event of delay in arrival beyond 15 minutes, iCISA shall have right to hire other Bus services (which may or may not be of similar hired Bus category). The fare charges paid to the other service provider in excess of the contract amount, if any, shall be charged to service provider.
3. Service provider agrees to terms and conditions of the contract and shall ensure full compliance to them.
4. Service provider to ensure that vehicle deployed shall arrive at designated location on time and with full tank of fuel.
5. Service provider should obtain all mandatory permission regulating the entry into city or cities, as the case may be.
6. In the event of any break down, servicing and repairs of vehicles, the service provider at his own cost shall make alternate arrangement by providing similar or higher class of vehicle(s) for which agreement is entered into. Failure to do so will result in deduction of proportionate amount from the final bill as per the penalty clause.

7. The Service Provider shall not be allowed to sub-let the Contract. The Service Provider can act as an aggregator of vehicles/ individual drivers. However, it is the Service Provider who shall be responsible to the Buyer for the Contract being signed.
8. The Service Provider shall only provide vehicles which have the comprehensive insurance.
9. Valid pollution certificate should be obtained by the service provider from time to time.
10. Police verifications for deployed staff shall be ensured by service provider.
11. Service provider shall update the logbook immediately and submit the bill within 7 days of hiring of the vehicle.
12. All attempts shall be made to provide quality services.

SERVICE SPECIFIC TERMS AND CONDITIONS

Hiring of Transport Services on Daily Basis

1. Service provider selected by iCISA shall accept the order within 3 hours of the request for booking
2. All distances shall be calculated from the reporting point. **No payment shall be made for journey from garage to reporting point.**
- 3 Cancellation at a day's notice will not invite any charges payable to the service provider.
- 4 Service provider understands that rates quoted by them are all inclusive rates encompassing all consumables and any other charges required to render services.
5. The vehicle(s) provided by the service provider shall have valid Registration Certificate, full comprehensive insurance to cover third party and occupants, fitness certificate, PU permit etc. and any other relevant permits/licenses essentially required by the RTO and any other statutory bodies for commercial operations, and must be revalidated before the expiry of the due date during the tenure of the contract period
6. Penalties: The service provider shall ensure the quality of the service provided. To ensure the quality of the service provide, a feedback in the following format will be provided to the service provider at the end of every journey. iCISA can impose a penalty of 5% to 10% depending upon the nature of the failed agreed-upon service levels. There shall be no penalty in case the feedback score is above 60, there will be a deduction of 5% of the invoice value in case score is between 45-60, there will be a deduction of 10% of the invoice value in case score is between 30-45. In case the score in the feedback for is below 30, the performance of the service provider shall be reviewed and contract can be terminated as per the discretion of the iCISA.

Bus Feedback Form

Travel Date : _____

Journey From: _____ to _____

Bus No.: _____

Please give feedback out of 10 and remarks:-

1. Rate the timings of the bus: _____
2. Rate the interior cleanliness of the bus: _____
3. Rate the exterior cleanliness of the bus: _____
4. Rate the interior light of the us: _____
5. Rate the AC/Heater of the bus: _____
6. Rate the comfort of the seats: _____
7. Rate the behaviour of the driver/staff: _____
8. Rate the quality of the driving: _____

Total ratings ____/80

Any other comments.

Sign: _____

Name: _____

Designation: _____

Place: _____

VEHICLE

Sl. No	Technical Criteria	Requirement
1	Vehicle seating capacity	45+
2	Comfort Category	AC (including cooler and heater)
3	Year of Model	2020 Onward
4	Make of Bus	Volvo, Mercedes Benz, Ashok Leyland, Scania etc.
5	Any other requirement	Bus should be having working CCTV. The service provider should provide with the whole footage, as and when desired by the iCISA.
	Desirable criteria	
1	Bus should be GPS enabled and capable of being traced in real time manner	-

DRIVER/STAFF DEPLOYED

The service provider shall be responsible for the acts and deeds of drivers of the vehicles including following

1. The driver in no case shall report to duty in an inebriated state or consume alcohol while on duty. Such instances will be informed to law enforcement agencies and the agreement is liable to be terminated.
2. The drivers/staff of the vehicles deployed for user department duties maintain polite & courteous behavior towards department users as well as to other departmental staff.
3. Driver must be provided a working mobile phone and contact number be provided to user department.
4. In an event that for any reasons the driver changes his contact number during the tenure of the contract then service provider will immediately notify the user department of the above change.
- 5 The driver shall always be reachable during duty hours.
7. Only drivers that possess a valid commercial driving license for heavy vehicles shall be deployed by service provider.
8. Driver should be properly dressed in a neat and clean attire.
9. Any complaint from the users/staff of the user department with respect to their behaviour/uniform/vehicle will be viewed seriously and it will be brought to the notice of the service provider, who shall take suitable action
10. The driver should be familiar with the routes.
11. One helper/conductor must be deployed along with the driver.
12. Both the driver and conductor must have a valid photo identity proof like Aadhaar Card, Voter ID, Driving License etc.

STATUTORY LAW & REGULATIONS

1. **The bidder is required to quote the base rental amount and GST element separately. The base amount should be all inclusive only exception being the toll and parking charges.**
2. The service provider shall take comprehensive insurance cover with third party unlimited liability risk of the vehicles detailed for the user department requirement. User shall not be liable for any damages whatsoever to public property and /or any third person due to any accident arising out of and in the course of deployment of service provider's vehicle.
3. The service provider shall be solely responsible for any claims by any third party and/or employees of user department traveling in the vehicle for any injuries caused by the driver of the vehicle whether by accident or otherwise.
4. The user department will in no way be responsible for violation of traffic rules and /or infringement of any other law for the time being in force, either by the driver of the vehicle or by the service provider. The driver as well as service provider shall comply with relevant rules and regulations of Motor Vehicles Act and Rules applicable at present or in future during the tenure of the contract and as may be enforced from time

to time for which user departments would not be held liable/responsible in any manner whatsoever. Onus of compliance of all the applicable Laws/ Acts/Rules including those under Motor Vehicle Acts/Rules shall rest with the service provider only and user/user departments will not be liable in any manner.

5. The service provider shall be responsible for ensuring compliance with the provisions related to Labour Law (Central/State] and specially Minimum Wages Act, Payment of Wages Act, PF, ESI Act, Payment of Bonus Act, Contract Labour (R&A) Act, Workmen Compensation Act etc., as applicable from time to time. The employees of the service provider shall not be deemed to be employees of the user department hence the compliance of the applicable acts/laws will be the sole responsibility of the service provider.

6. The service provider shall be personally responsible for any theft, misconduct and/or disobedience on the part of drivers so provided by him.

7. During the contract period, if the vehicle is seized or detained or requisitioned by Police/Motor Vehicle Authority or any other authorities for whatsoever reasons that will be at the service provider's risk. Also, alternate vehicle of similar or higher category will be provided by Service provider without any extra charges

8. The Buses deployed for duty for the user department shall at no point of time carry any person other than personnel authorized by user department. The service provider has to ensure the safety of passengers by avoiding negligent driving by their drivers such as over speeding, rash driving, and driving vehicle without brakes/defective brakes.

9. Separate duty slip will be maintained for each vehicle, which will be signed by the authorized signatory of the user department. Before each Bus is allotted for duty, the odometer reading shall be noted down by the driver and subsequent entries for starting time/closing time, places visited etc. for each duty during office hours and after completion of duty, the driver shall again note down the odometer reading and get it checked and signed by the user of the vehicle deployed by the administration of the user department. Based on each vehicle's duty slip, the service provider shall prepare monthly bills enclosing therewith a consolidated statement of each vehicle's monthly running and original copies of duty slip.

10. The service provider shall provide at his own cost proper uniform and badges as per DELHI MOTOR VEHICLES RULES, 1993 (amended up to date) and photo identity cards to the drivers.

11. The mileage count will start from the location of pickup and no extra kilometers from the garage to the pickup point will be provided.

12. The service provider shall submit his bills in triplicate towards the service rendered on the previous month to the user. Payment shall be affected by credit into the bank account of the service provider through ECS/RTGS. The service provider will have to intimate the bank account number, and other details of the bank to enable the user department to credit the payments directly into the account. User department shall pay the vendor all amounts on an invoice that are not the subject of a bona fide dispute and that complies in all material respects in terms of this Agreement, the payment shall be subject to any deductions such as penalties, statutory deduction etc.

EXPENSES DURING JOURNEY

The toll charges and parking fee shall be reimbursed by iCISA on actual basis over and above the base rental amount.

TERMINATION OF SERVICES FOR CONVENIENCE

1. Termination of services for convenience of either parties will not attract any penalties or shall not be liable for any extra payments other than payment of invoices raised till the time of termination including notice period.

PAYMENTS TERMS

1. The payment shall be generally made to vendor within 30 working days of receipt of the bill subject to the availability of funds.

2. The service provider understands that the rate quoted by him/her are inclusive of

- a) Fuel costs
- b) Night charges, in case of night services
- c) GST
- d) Service charges

Further, the following incidents will be considered as the breach of contract and will result in immediate termination of services

- a) Invalid registration papers of vehicles deployed.
- b) Operating vehicles without or expired comprehensive insurance coverage with unlimited liability of risk.
- c) Tampering with odometer
- d) Any attempt to forge service-related documentation

End of Document

FORM-1**TECHNICAL BID****Bidder profile for providing services of Bus.**

Sl. No.	Detail of Travel Agency	
1.	Name of Travel Agency	
2.	Registration Number	
3.	PAN Number	
4.	GST Registration Number:	
5.	Address of the Traveler Agency at Noida (along with phone/mobile number/email)	
6.	List of Clients (present and previous) i.e. experience of the services in years given to Govt./Semi Govt/PSU's	
7.	Annual turnover of the Agency (Rs. in Lakh)	
8.	Vehicle seating capacity	
9.	Comfort category	
10	Year of Model	
11	Make of Bus	
12	GPS Enabled	
13	CCTV Enabled	

Note- Hard copy of Sl. no.1 to 7 should be enclosed.

Declaration:

This is to certify that I/We before signing this letter have read and fully understood the terms and conditions contained herein and undertake myself/ourselves to abide by them

Date:

Place:

**Name and Address
(with seal)**

**Signature
of the Bidder**

FORM-2**FINANCIAL BID****Tender Form for services of Bus**

Hiring of Bus for Office of the Director General, iCISA, UP.Noida.

Manufacturing Company	
Model	
Year of manufacture	
Class of Vehicle [with AC with both cooler and heater] (45 seater AC Bus 2*2) (Volvo, Mercedes Benz, Ashok Leyland, Scania etc.)	
Rate for Agra visit in Rs.	

Date:

Place:

**Name and Address
(with seal)**

**Signature
of the Bidder**