

Invitation for Expression of Interest (EOI)

To Empanel Services providers as Travel Service Agency (TSA) to provide services related to Travelling (Taxi / Cab) for Local and Inter-City (in any State)

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Author:	I Hub Foundation for Cobotics (IHFC)



**I-Hub Foundation for Cobotics
Indian Institute of Technology
Hauz Khas, New Delhi-110 016
Contact: 70426 54553**

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A. ABOUT EOI

I-Hub Foundation for Cobotics (IHFC), Technology Innovation Hub (TIH) of Indian Institute of Technology Delhi (IIT Delhi) invites online Expression of Interest (EOI) from Vendors, Service Providers, Aggregators, and Suppliers providing services related to **“Travelling (Taxi / Cab) for Local and Inter-City (in any State)”**.

B. OBJECTIVE OF EOI

The objective of this EOI is to avail the services of key service providers who offer Taxi Services

- a. Local services (includes Delhi-NCR and locally in other cities of India)
- b. Inter-state travel services.

We seek to empanel at least three (3) service providers with proven expertise and capability to deliver comprehensive services. The provider must possess the necessary competencies, as well as relevant registrations and licenses in the applicable domains.

C. COMPANY PROFILE

IHFC is a Section 8 company, registered under The Companies Act, 2013, having a registered office at MZ-122 IIT Delhi, Hauz Khas, Delhi, India-110016, established under the mandate of the Govt. of India through the Department of Science and Technology (Ministry of Science and Technology), under its NM-ICPS (National Mission on Interdisciplinary Cyber-Physical Systems) mission for promoting research and development, incubating/promoting individuals/start-ups, entrepreneurs, organizations and corporations individually or in collaboration with faculty and other parties for harnessing the new wave of technological innovation in India.

D. SCOPE OF WORK

IHFC invites applications from companies/ partnership firms / sole proprietorship firms to provide **TAXI/CAB services for**

- a. Local
 - i. Within Delhi-NCR (Noida/ Greater Noida/ Gurugram/ Ghaziabad/ Faridabad) will be treated as local travel
 - ii. Locally in other cities of India e.g. Bengaluru, Lucknow, etc.
- b. Inter-City travel services (within same or different states in India)
 - i. Covers travel between one city to another
 - ii. From & To City can be in same state or different

E. DEFINITIONS

“Bidder/ Participant/ Service Provider/ Vendors/ Aggregators” are hereby referred to as **“PARTICIPANT”** is an organization that has expressed its interest in providing the services mentioned above as per the scope of work

“BID” is the proposal submitted by the Participant/ Contractor with commercial rates and terms and conditions.

F. QUALIFICATION CRITERIA

- a. INCORPORATION DOCUMENTS OF PARTICIPANT(S)
 - i) It should be registered under the Indian Companies Act 2013 / Partnership firm / Sole Proprietorship.
 - ii) Copy of Certificate of Incorporation (COI) and / or registration certificate with GST Authorities (GSTIN).
 - iii) Should be in active business in a related field for at least from last three years.
 - iv) Startups recognized by DPIIT (Department for Promotion of Industry and Internal Trade) and MSMEs (Micro, Small, and Medium Enterprises) aligned to Atma Nirbhar Bharat are encouraged to participate.
- b. EXPERIENCE OF PARTICIPANT
 - i) Should have relevant experience of minimum 3 years and expertise in the said domain and services.
 - ii) Should have a demonstrable history of successful execution of similar services in India.
 - iii) All the relevant evidence of the completed engagement must be submitted to demonstrate that the company has actively worked in the said domain and services.
- c. FINANCIAL CAPACITY
 - i) Only Financial details are to be put in this section.
 - ii) The information should include the service descriptions, values of the services, duration, and experience certificate.
 - iii) The pre-qualification of the PARTICIPANT will be based on the documents submitted to meet the qualification criteria mentioned in this section.

G. SCHEDULE

Name of Organization	I-Hub Foundation for Cobotics
Tender Type (Open/Limited/EOI/Auction/Single/Global)	EOI
Tender Category (Services/Goods/works)	Services
Type/Form of Contract (Work/Supply/ Auction/ Service/ Buy/ Empanelment/ Sell)	Services
Service Category	Local & Inter-State Travel
Date of Issue/Publishing	18/09/2024 (23:00 Hrs.)
Document Download Start Date	19/09/2024 (10:00 Hrs.)
Document Download End Date	07/10/2024 (23:00 Hrs.)
Last Date and Time for Uploading technical Bids	16/10/2024 (15:00 Hrs.)
Date and Time of Opening of Technical Bid	22/10/2024(15:00 Hrs.)
Bid Validity days	15 days (from the date of opening of bids)
Address for Communication	I-Hub Foundation for Cobotics, 2A-1A, 2nd Floor, R&I Park, IIT Delhi, Hauz Khas, New Delhi 110016, India Or I-Hub Foundation for Cobotics, Room No. MZ-122, IIT Delhi, Hauz Khas, New Delhi 110016, India
Contact No.	(91)-70426 54553
EOI offer availability for download	www.ihfc.co.in
Email Address	contact@ihfc.co.in

Note:

IHFC advises PARTICIPANT(S) to seek clarifications over the email at <contact@ihfc.co.in> within Two (2) days after issuance of the Invitation for EOI with the subject line “**EOI for Travel Services Agency (TSA)**”.

- All the queries will be clarified over email or in an online meeting with the PARTICIPANT.
- All valid questions received, and their responses will become part of the Invitation for the EOI document.
- After reviewing all the EOI responses, shortlisted PARTICIPANTS will be informed to make presentations on their offers within the next 3 days.

H. EOI SUBMISSION AND OPENING

Important dates are summarized as:

- | | |
|--|-----------------------------|
| a. Issue of EOI | : T0 |
| b. Availability of EOI for download | : T0 + 1 day |
| c. Closing of EOI | : T0 + 15 days |
| d. Submission of written queries | : T0 + 17 days |
| e. Email/Online meeting for clarifying questions | : T0 + 19 days |
| f. Submission of EOI – Technical Bid | : T0 + 22 days |
| g. Calling for Financial Bid for selected Participants | : T0 + 27 days |
| h. Submission of EOI – Financial Bid | : T0 + 30 days |
| i. Presentation of EOI Proposal | : After shortlisting |
| j. Selective Subsequent Interactions if required | : During further evaluation |
| k. Completion of Evaluation | : As required |

I. CONTACT DETAILS

- a. Any clarification on the EOI process:
Position: Mr. Kamla Prasad, Deputy Manager-Admin, IHFC
Email: contact@ihfc.co.in
Phone: (91)- 70426 54553 (*Not for EOI clarification*)
All queries should be sent by email only.
- b. All **PARTICIPANT(S)** should mention the contact details of their representatives.

J. EVALUATION CRITERIA

- a. Screening of EOIs will be conducted as per eligibility conditions mentioned in this document and based on verification of testimonials submitted.
EOI will be further evaluated based on the submitted response on following aspects:
- Relevant competency and experience of the PARTICIPANT.
 - Relevant compliance of requirements in the services offered in EOI by the PARTICIPANT.
 - Related service being delivered with client-wise details.
 - Degree of interest shown in submitting a response on various aspects defined under section scope of work.
- b. All **PARTICIPANT(S)** will be asked to present their offer immediately after the EOI closure date.
- c. Subsequent interactions with select **PARTICIPANT(S)** to get further clarification on their offer may be required.
- d. Qualified **PARTICIPANT(S)** will be allowed to participate in the financial bid.
- e. The EOI exercise will be terminated if none of the EOI responses are found suitable.

K. CONFLICT OF INTEREST

- a. Where there is any indication that a conflict of interest exists or may arise, it will be the responsibility of the **PARTICIPANT** to inform the designated IHFC contact point by email. The details of the visualized conflict should be attached to the EOI response as per format **Appendix B**.
- b. IHFC will be the final arbitrator in case of potential conflict of interest. Failure to notify IHFC of any potential conflict of interest will invalidate any verbal or written agreement.
- c. A conflict of interest is where a person who engages in the procurement has or may be perceived to have a personal interest in ensuring that a particular **PARTICIPANT** is successful. Actual and potential conflicts of interest must be declared by a person involved in an EOI process.

L. TERMS & CONDITIONS

- a. The service provider (TSA) will work dedicatedly as per the conditions specified in Appendix A.
- b. The service provider (TSA) will provide a Single Point of Contact (SPOC) to IHFC for the engagement, management, and resolution of the requirements in Format – 4.
- c. The required competency and experience of the TSA are mentioned in Format – 5.
- d. An organization should be compliant with the prescribed norms of the Government of India.
- e. Appropriate penalty clauses will be imposed to ensure that the claimed objectives are executed in time without compromising on quality.
- f. This EOI is being issued with no financial commitment, and the IHFC reserves the right to change or vary any part thereof at any stage. The IHFC also reserves the right to withdraw/cancelled/re-tender the EOI, should it become necessary at any stage, without assigning the reasons whatsoever.
- g. Late offers will not be considered. No responsibility will be taken for non-delivery and non-receipt of EOI Response documents.
- h. A pointwise compliance statement addressing every functional requirement/ specification mentioned will be submitted. Non-compliance, if any will be clearly marked with reasons.
- i. PARTICIPANT is required to furnish the complete details for both technical as well as commercial aspects.
- j. Incomplete, ambiguous, conditional submissions are liable to be rejected by the IHFC. Also, a Bidder's nonresponse at the EOI evaluation stage will make the Bidder non-compliant.
- k. The offer should remain valid for 15 days from the opening date of EOI.

APPENDIX A

Terms of Engagement of TSA-Taxi Service

<p>Responsibilities of TSA include, but are not limited to, the following activities:</p>	<ul style="list-style-type: none"> • Passenger vehicle based on category <ul style="list-style-type: none"> ○ Standard (4 seaters e.g. Dzire, Aura, etc.) ○ Premium (6-seaters e.g. Innova, Maruti XL, etc.) • Vehicle Specification <ul style="list-style-type: none"> ○ Hygiene <ul style="list-style-type: none"> ▪ Washed cars with clean seat covers ▪ Working Air Conditioner ▪ Clean Luggage space ○ Safety & Security <ul style="list-style-type: none"> ▪ GPS tracking ▪ Fire Extinguisher & First Aid Box ▪ Seat belt for all passengers ▪ Updated CNG usage certification ▪ No unauthorized pickup during a trip ▪ Over speeding tracking and alarm ▪ No vehicles with >80000 kms will be provided ○ Regulations compliant <ul style="list-style-type: none"> ▪ Commercial Registration only ▪ Valid Driver License ▪ Updated Insurance & PC ▪ Valid Fast Tag with balance ▪ Vehicle and driver should be compliant with RTO / Motor vehicle rules ▪ Traffic challan / violations will be borne by TSA ○ Driver specification <ul style="list-style-type: none"> ▪ Properly dressed ▪ Non-Smoking / non-Tobacco ▪ Trained drivers only with no criminal record ▪ Rash driving and / or improper language will not be acceptable ▪ TSA needs to submit copy of DL & Aadhaar details of their Drivers on duty. ○ Conditions for in-transit related payments <ul style="list-style-type: none"> ▪ No spot payments for toll, fuel, oil, overtime, on road breakdown maintenance, etc.
<p>Payment Terms</p>	<ul style="list-style-type: none"> ○ IHFC shall pay 100% of the bill amount to the CONTRACTOR. ○ This payment shall be released within thirty days (30) from the date of application for payment from CONTRACTOR ○ For disputes on any issues CONTRACTOR will be notified by IHFC Travel SPOC on receipt of the bill ○ Penalties will be charged for non-compliance of responsibilities



APPENDIX B
Conflict of Interest

From:

Conflict of interest Identified: Yes/No If Yes, Conflict Description:

APPENDIX C
FORMATS FOR SUBMISSION – 1/2/3/4/5/6

FORMAT-1: PARTICIPANT's EOI SUBMISSION

To,

Sub: Submission of Expression of Interest to undertake work as specified in Invitation of EOI

Dear

In response to the Invitation for Expressions of Interest (EOI) published 19-Sep-2024 for the above purpose, we would like to express interest in carrying out the above-proposed task. As instructed, we are submitting the following documents as our response:

S. No.	Required Document	Submitted (Yes/No)
1.	Incorporation Certificate / Partnership Deed	
2.	GST Registration Certificate	
3.	Organization details as per Format-2	
4.	Experience of the Organization as per Format-3	
5.	Profile of the SPOC proposed to manage our account. as per Format-4.	
6.	Related services successfully delivered to other companies by the PARTICIPANT as per Format-5.	
7.	Compliance of EOI Document as per Format-6.	

Authorized signatory on behalf of Company

Name:

Company:

Signature:

Stamp and date:

Note: This is to be furnished on the letterhead of the organization.

FORMAT-2: ORGANISATION DETAILS:

Contact Information	
<i>Contact details of all Directors' / Partners / Proprietor are to be furnished here</i>	
Director / Partner / Proprietor	
Name	
Designation	
Phone	
Email	
Director / Partner *	
Name	
Designation	
Phone	
Email	
Authorized signatory (s)	
Signature	
Name	
Company	
Stamp & Date	

* Note: Names of Dir/ Partners to be added where applicable.

FORMAT-3: EXPERIENCE OF THE PARTICIPANT ORGANIZATION

Relevant experience of the **PARTICIPANT** organization is to be submitted in any format but clearly addressing all the requirements mentioned in the experience part of qualification criteria and the specific requirements as mentioned in the Scope of Work section of the document., to be signed by the authorized signatory of the company.

Further, the Bidder also needs to submit the details of the Fleet incl. Type of Cars / Travelers / Buses, along with the application separately as a part of Annexure.

FORMAT-4: PROFILE OF THE SPOC PROPOSED TO LEAD THE EXECUTION (MINIMUM 1 PERSON):

Name		
Relevant Experiences of Minimum 3 / Services – in last 2 year		
S. No.	Experience Description	
1	Services Description	
	SPOC Specific Contribution in the Project	
	Engagement Duration	
2	Services Description	
	SPOC Specific Contribution in the Project	
	Engagement Duration	

To be signed by the authorized signatory of the company

FORMAT-5 - RELEVANT SERVICES SUCCESSFULLY EXECUTED BY PARTICIPANT:

Description of projects already executed by Company (individual or collectively) in last 2 years.

Details of Successfully Executed Best 2 Deliverables in last 2 years		
S. No.	Project Details	
1	Description	
	Value (INR)	
	Size (Man Months)	
	Client Company	
	Service Delivered Company	
	Proof of Completion	
	Duration of Empanelment	
2	Description	
	Value (INR)	
	Size (Man Months)	
	Client Company	
	Service Delivered Company	
	Proof of Completion	
	Duration of Empanelment	

To be signed by an authorized signatory of the company

FORMAT-6 - Pointwise Compliance of EOI Documents:

Section	Clause No.	Requirement Description	Compliance	Explanatory Remark

To be signed by an authorized signatory of the company

CHECKLIST FOR SUBMISSION OF BID

The bids (complete in all respect) must be uploaded online as explained below: -

S. No.	Details	File Types
1.	Commitment as per Terms of Engagement in Appendix A	.PDF
2.	Conflict of Interest as per Appendix B	.PDF
3.	Formats of submission are in Appendix C Participant EOI submission as per Format-1	.PDF
4.	Organizational details as per Format-2	.PDF
5.	Experience of the organization as per Format-3	.PDF
6.	Profile of SPOC Format-4	.PDF
7.	Related Services Successful provided as per Format-5	.PDF
8.	Pointwise compliance as per Format-6	.PDF