



कर्मचारी राज्य बीमा निगम
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)
EMPLOYEES' STATE INSURANCE CORPORATION
(Ministry of Labour & Employment, Govt. of India)



मुख्यालय/HEADQUARTERS

पंचदीप भवन, सीआईजी मार्ग, नई दिल्ली-110002
Panchdeep Bhawan, CIG Marg, N.D.- 02
Phone: 011-23604714, VOIP: 10011070
Email: general-hq@esic.nic.in
Website: www.esic.gov.in

File No. D-27020/1/2021-Genl.

Dated:-24-12-2025

TENDER NOTICE

Open Tender in two bid system is invited for Hiring of Taxies from reputed Transport Agencies on as & when required basis. Tender document is available on line from 24-12-2025 (<https://eprocure.gov.in>). Bidders have to deposit the Earnest Money Deposit (EMD) of Rs. 4,80,000/- in the form of DD/FDR/BG drawn in favour of "ESIC Fund A/c No. 1" payable at New Delhi.

The interested tenderers should upload the technical bid & financial bid along with scanned duly signed copies of all the relevant certificates, documents, etc. in support of their technical & price bids on the <https://eprocure.gov.in> in latest by 13-01-2026 upto 12.00 PM. The technical bids will be opened online on 14 -01-2026 at 12.00 PM.

Tender document is also available for viewing on the website of Employees' State Insurance Corporation i.e. www.esic.nic.in.

Joint Director(Genl.)

Type of tender	Double bid system The Bids shall be submitted on-line through www.eprocure.gov.in/eprocure/app
Nominated persons / Authority to receive tenders	The Jt. Director (Genl.) ESIC Headquarters, Panchdeep Bhawan, CIG Marg, New Delhi-110002
Dates of issue of tender document	24/12/2025 Tender document may be downloaded from website www.esic.nic.in up to 13/01/2026 by 12.00 Hours
Date and time of pre-bid meeting (If, requested)	06/01/2025 at 15.00 Hours
Place of pre-bid meeting	Room no. 225 ESIC Headquarters, Panchdeep Bhawan, CIG Marg, New Delhi-110002
Closing date and time for receipt of tenders	13/01/2026 at 12.00 Hours
Date, time and place for opening of tenders	14/01/2026 at 12.00 Hours ESIC Headquarters, Panchdeep Bhawan, CIG Marg, New Delhi-110002

Note: - * In case the said date/s, happen to be a holiday for any reason, the activity will be held on the immediate next working day at the same time, place and as a consequence any change/s in the date/s of the subsequent activities will be informed through suitable media to all concerned.

Selection of the firm/agency will be at the sole discretion of the competent authority of the ESIC who reserves its right to accept or reject any or all the proposals.

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ANNEXURE-I

TECHNICAL BID
PARTICULARS TO BE SUBMITTED BY THE AGENCIES IN THE FOLLOWING
FORMAT

Sr. No.	Particulars	Detail to be furnished by Bidder	Documents to be uploaded
1.	Name/Address/Particulars of the Agency with Tel. Nos. & E-Mail		
2.	Name of Contact Persons, Address, Tel No. & E-Mail		
3.	Registered Branch Office in Delhi/NCR		(Supporting proof to be uploaded)
4.	PAN/TAN No.		(Copy to be uploaded)
5.	GST No.		(Copy to be uploaded)
6.	The bidder should not have been blacklisted by Govt/PSUs/Autonomous Body in the past three years		Upload undertaking
7.	Average Annual Turnover (2022-23, 2023-24, 2024-25)		(CA Certificate/Balance sheet/Profit and Loss account to be uploaded)
8.	Work experience during last Three years with Govt/PSUs/Autonomous Body		(copy of Satisfactory Performance Certificates to be uploaded).
9.	Documents showing ownership registration of 06 cars (with at least two (02) cars in each segment as specified in Annexure-II)		Copy to be uploaded

(Signature of Owner/Managing Partner/Director/Authorized Representative)



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ANNEXURE-II

(FINANCIAL BID)

I- Hiring charges {In Rs. (Exclusive GST)} for taxis (for Delhi/NCR) (Vehicles provided should not be more than five years old)

Sr. No.	Period	Rate of Sedan (Honda Amaze/Maruti Dzire/Tata Tigor/Hyundai Xcent/Aspire/Ameo/Zest/Sunny)	Rate of Premium Sedan/SUV/MPV (Ertiga, Maruti XL6, Ciaz)	Rate of Premium SUV/MPV (Innova Crysta, Kia Carnival, MG Gloster, Hyundai Alcazar)	Weighted Value (to be considered in case of Sr. No. 1 only)
		(A1)	(A2)	(A3)	A=(A1*0.2+A2*0.2+A3*.6)*450
1	Full Day for Minimum (10 Hrs/100 Km)				
2	Rate of extra per KM (above approved on full day vehicle)				
3	Rate of extra per hour (above approved on full day vehicle)				
4	Night charges 11 PM to 5.00 AM				

II- Hiring Charges for taxis {in Rs. (Exclusive GST)} (for outside Delhi-NCR) (Vehicles provided should not be more than five years old)

Sr. No.	Period	Rate of Sedan (Honda Amaze/Maruti Dzire/Tata Tigor/Hyundai Xcent/Aspire/Ameo/Zest/Sunny)	Rate of Premium Sedan/SUV/MPV (Ertiga, Maruti XL6, Ciaz)	Rate of Premium SUV/MPV (Innova Crysta, Kia Carnival, MG Gloster, Hyundai Alcazar)	Weighted Value (to be considered in case of Sr. No. 1 only)
		B1	B2	B3	B=(B1*0.2+B2*0.2+B3*0.6)*150
1.	Full Day (Minimum 250 KMs)				
2.	Rate of extra per KM				
3.	Night charges 11 PM to 5.00 AM				

III- C=A+B (to be considered for deciding L1 for Technically Qualified Bidders)

(Signature of Owner/Managing Partner/Director/Authorized Representative)

1. INSTRUCTIONS TO THE BIDDERS:

- (i) Estimated cost of this bid is Rs. 120 Lakh.
- (ii) ESIC reserves the right to accept/ reject any bid and to cancel the bidding process at any time and reject all bids, at any time prior to placement of order, without thereby incurring any liability.

2. ELIGIBILITY CONDITIONS FOR TENDERER:

- (i) The tenderer must have a Registered Branch Office in Delhi with a functional telephone for round the clock for booking of the requirements.
- (ii) The bidder should be a well-established taxi agency/firm having a fleet of latest models of taxis/cars.
- (iii) The bidder should have at least Three years of experience of providing such services to Govt./PSUs/Autonomous Body (copy of Satisfactory Performance Certificates to be uploaded).
- (iv) The bidder must have successfully executed/completed similar over the last seven financial years previous to the current financial year: -
 - a. Three similar completed services with annualized value not less than the amount equal to 40% (forty percent) of the estimated annualized cost; or
 - b. Two similar completed services with annualized value not less than the amount equal to 50% (fifty percent) of the estimated annualized cost; or
 - c. One similar completed service with annualized value not less than the amount equal to 80% (eighty percent) of the estimated annualized cost.
- (v) The bidder should have not been blacklisted by any Central State Govt. agency in the past three years (Undertaking to be uploaded).
- (vi) The bidder should have Average Annual turnover of Rs.180 Lakh during Last Three Financial Years i.e. 2022-23, 2023-24, 2024-25 (CA Certificate/Balance sheet/Profit and Loss account to be uploaded).

3. TERMS & CONDITIONS:

- (i) This agreement will be effective for a period of two years and may be extended for one year on mutually agreed terms and conditions subject to satisfactory performance.
- (ii) The successful bidder shall have to submit a Bank Guarantee of Rs. 4,80,000/- with the validity beyond two months of the contract period which will be retained as security towards Contract Performance Guarantee (CPG) and no interest thereon shall be payable.
- (iii) Exemption for EMD shall be applicable to Micro and Small Enterprises as defined in MSE procurement policy issued by Department of Micro, Small and Medium Enterprises(MSME).
- (iv) The empaneled Agency has to provide Taxi at the desired location within Delhi on telephonic intimation from the authorized person of ESIC Hqrs. Office within 02 hours. The taxis may be requisitioned at any time of the day and night. Billing will start from the location of service.
- (v) It shall be the responsibility of the Service Provider to get meter reading of vehicle noted by the user, before proceeding on the trip and after completion of journey.
- (vi) Log Book should be maintained duly signed by the user of the vehicle on the same day/immediately after availing service. It will be the responsibility of the Service Provider to get the log book signed by the user on completion of the journey.
- (vii) In case of any delay/non-execution of the order beyond stipulated date & time, including any extension permitted in writing or verbally, a penalty Rs.300/- per complaint may be imposed. In case the taxi is not made available at the appointed time and desired location, the ESIC is at liberty to make arrangement at its cost and risk and

the charges may be deducted from pending bills or by invoking the Security Deposit or by raising claims.

- (viii) While performing the duty, if a vehicle is rendered out of order, Agency shall send the replacement within 60 minutes failing which ESIC shall be free to make alternate arrangement at the cost and risk of empaneled Agency
- (ix) In order to provide better service to ESIC, vehicles provided shall not be more than 5 years old at any point of time during the tenure of contract.
- (x) The Antecedents of the Drivers deployed should be properly verified and their details including Name, Address, Telephone No., Photograph, Copy of Driving License, Aadhaar Card, etc. must be kept in records.
- (xi) Vehicles provided should be fitted with neat, clean and well-maintained upholstery and accessories including Fire Extinguisher, GPS System and emergency SOS button.
- (xii) Parking and Toll Tax will be reimbursed by ESIC whenever incurred during the usage of vehicles by ESIC.
- (xiii) The Drivers of the Vehicles shall follow all the traffic rules and other regulations prescribed by the Govt. from time to time and ESIC will not be responsible for penalties imposed by authorities in case of any violation. The Drivers should be conversant with all the important places and roads in Delhi/NCR. All Drivers should wear proper uniform of preferably similar color & cloth.
- (xiv) All liabilities arising out of any legal dispute, accident, break down etc. shall be borne/paid by the Service Provider.
- (xv) No compromise will be made by ESIC Authority in matter of punctuality, cleanliness, obedience, promptness in behavior etc. on the part of the Drivers. If the service provider at any point of time during official duty fails to perform its duty as directed by the ESIC Authority, the Performance Security Deposit may be forfeited and the contract may be liable to be cancelled without further notice by the competent authority.
- (xvi) Penalty may be charged in case of default of any clause of this agreement.
- (xvii) Any misconduct/misbehavior on the part of Driver deployed by the Service provider may be attributable to the service provider with all the consequences appurtenant thereto and the concerned Driver should be replaced immediately by the Service Provider.
- (xviii) The ESIC reserves the right to terminate the contract at any time by giving one month written notice, on the ground of unsatisfactory services or breach of any of the terms of the contract, and reserves the right to forfeit the security retained towards performance guarantee.
- (xix) Payment will be released normally within 15 days (working days) after receipt of bill complete in all aspects. Toll tax & parking charges will be reimbursed only on the production of original slips.
- (xx) All dispute, both substantive and procedural shall be governed by the Indian Law for the time being in force and shall be subject to exclusive jurisdiction of Indian Judiciary in Delhi.
- (xxi) The food and lodging, in required cases of drivers will be the responsibility of service provider.
- (xxii) The vendor shall possess a minimum of six (06) cars, with at least two (02) cars in each segment as specified in Annexure-II.

AGREEMENT

This agreement is executed at New Delhi on __th day of _____ 2026.

Between

M/s _____ (herein after called the Service Provider whose term includes its successors and assignees) whose registered office is at _____ and is registered under Department of Tourism through license No.....through its authorized official Mr.....

AND

Jt. Director (General), Employees' State Insurance Corporation, Hqrs. Office (herein after called the ESIC whose term includes the successors and assignees) whose registered office is situated at CIG Marg, New Delhi- 110002.

Whereas, the Service Provider will provide Cab and Taxi Services to ESIC on as and when required basis on the terms and conditions herein contained, and rates as quoted in the Financial Bid.

And whereas the "Service Provider" has to by submit Rs. 4,80,000/- as interest free Performance Security valid for the period beyond 2 month of contract period.

Now these present witnesses and it is hereby agreed and declared by and between the parties to these present as followings.

Terms and Conditions

1. The Service provider shall provide the vehicle hiring services in accordance with offer of award of work No. _____. Dated _____ as detailed under: -

CATEGORY-I Hiring charges for taxies on As and When required Basis Delhi NCR (in Rs.)

S.No.	Description	Rate quoted (In Rs.)
1	Rate for full day (10 Hrs./100 KM)	
	Rate of Sedan (Honda Amaze/Maruti Dzire/Tata Tigor/Hyundai Xcent/Aspire/Ameo/Zest/Sunny)	
	Rate of Premium Sedan/SUV/MPV (Ertiga, Maruti XL6, Ciaz)	
	Rate of Premium SUV/MPV (Innova Crysta, Kia Carnival, MG Gloster, Hyundai Alcazar)	
2	Rate of Extra per KM	
	Rate of Sedan (Honda Amaze/Maruti Dzire/Tata Tigor/Hyundai Xcent/Aspire/Ameo/Zest/Sunny)	
	Rate of Premium Sedan/SUV/MPV (Ertiga, Maruti XL6, Ciaz)	
	Rate of Premium SUV/MPV (Innova Crysta, Kia Carnival, MG Gloster, Hyundai Alcazar)	
3	Rate of Extra per Hour	
	Rate of Sedan (Honda Amaze/Maruti Dzire/Tata Tigor/Hyundai Xcent/Aspire/Ameo/Zest/Sunny)	
	Rate of Premium Sedan/SUV/MPV (Ertiga, Maruti XL6, Ciaz)	
	Rate of Premium SUV/MPV (Innova Crysta, Kia Carnival, MG Gloster, Hyundai Alcazar)	
4	Local Night Charge from 11.00 PM to 5.00 AM	
	Rate of Sedan (Honda Amaze/Maruti Dezire/Tata	

	Tigor/Hyundai Xcent/Aspire/Ameo/Zest/Sunny)	
	Rate of Premium Sedan/SUV/MPV (Ertiga, Maruti XL6, Ciaz)	
	Rate of Premium SUV/MPV (Innova Crysta, Kia Carnival, MG Gloster, Hyundai Alcazar)	

CATEGORY-II Hiring charges for taxies on As and When required Basis (Outstation) (in Rs.)

S.No.	Description	Rate quoted (In Rs.)
1	Rate for full day (Minimum 250 KM)	
	Rate of Sedan (Honda Amaze/Maruti Dzire/Tata Tigor/Hyundai Xcent/Aspire/Ameo/Zest/Sunny)	
	Rate of Premium Sedan/SUV/MPV (Ertiga, Maruti XL6, Ciaz)	
	Rate of Premium SUV/MPV (Innova Crysta, Kia Carnival, MG Gloster, Hyundai Alcazar)	
2	Rate of Extra per KM	
	Rate of Sedan (Honda Amaze/Maruti Dzire/Tata Tigor/Hyundai Xcent/Aspire/Ameo/Zest/Sunny)	
	Rate of Premium Sedan/SUV/MPV (Ertiga, Maruti XL6, Ciaz)	
	Rate of Premium SUV/MPV (Innova Crysta, Kia Carnival, MG Gloster, Hyundai Alcazar)	
3	Local Night Charge from 11.00 PM to 5.00 AM	
	Rate of Sedan (Honda Amaze/Maruti Dzire/Tata Tigor/Hyundai Xcent/Aspire/Ameo/Zest/Sunny)	
	Rate of Premium Sedan/SUV/MPV (Ertiga, Maruti XL6, Ciaz)	
	Rate of Premium SUV/MPV (Innova Crysta, Kia Carnival, MG Gloster, Hyundai Alcazar)	

2. This agreement will be effective for a period of two-year w.e.f. ____-____-2026 to ____-____-2028.
3. All vehicles should be fitted with neat, clean and well-maintained upholstery and accessories including Fire Extinguisher, GPS System and emergency SOS button.
4. Parking and Toll Tax will be reimbursed by ESIC whenever incurred during the usage of vehicle by ESIC.
5. The Drivers of the Vehicles should follow all the traffic rules and other regulations prescribed by the Govt. from time to time and ESIC will not be responsible for penalties imposed by authorities in case of any violation. The Drivers should be conversant with all the important places and road in Delhi/NCR.
6. All liabilities arising out of any legal dispute, accident, break down etc. shall be borne/paid by the firm.
7. No compromise will be made by ESIC Authority in matter of punctuality, cleanliness, obedience, promptness, behavior etc. on the part of the Drivers. If the agency at any point of time during official duty fails to perform its duty as directed by the ESIC Authority, the Performance Security Deposit will be forfeited and the contract will be liable to be cancelled without any notice by the competent authority.
8. Billing will start from the location of pick up and end with the location of Drop. It shall be the responsibility of the agency to get meter reading of vehicle noted by the user, before proceeding the journey and after completion of journey.
9. Penalty @ Rs.300/- per complaint will be imposed. In case the taxi is not made available at the appointed time and desired location, the ESIC will make arrangement at its cost and risk and the charges will be deducted from pending bills or by invoking the Security Deposit or by raising claims.

10. All dispute, both substantive and procedural shall be governed by the Indian Law of the time being in force and shall be subject to exclusive jurisdiction of Indian Court in Delhi.
11. In order provide better service to ESIC, vehicles provided shall not be more than 5 years old at any point of time during the tenure of contract.
12. The food and lodging, in required cases of drivers will be the responsibility of service provider.
13. The vendor shall possess a minimum of six (06) cars, with at least two (02) cars in each segment as specified in Annexure-II.

PENALTY CLAUSE

1. The contractor is bound to provide the vehicle on requisition by the officer-in-charge/ dealing officer vehicle of ESIC Hqrs. within 02 hours. In case of any delay/non-execution of the order beyond stipulated date & time including any extension permitted in writing or verbally, a penalty @ Rs. 300/- per complaint will be imposed. In case the taxi is not available at the appointed time and desired location, the ESIC will make arrangement at its cost and risk and the charges will be deducted from pending bills or by invoking the Security Deposit or by raising claims.
2. Any misconduct/misbehavior on the part of Driver deployed by the Agency will not be tolerated and concerned Driver will be replaced immediately by the Agency.
3. The ESIC reserves the right to terminate the contract at any time by giving one month written notice, on the ground of unsatisfactory services or breach of any of the terms of the contract, and reserves the right to forfeit the security retained towards performance guarantee.