

EXPRESSION OF INTEREST
FOR HIRING OF VEHICLES

**EOI No.:01/2025-26/(EOI)/India Audit Office/High Commission of
India (Nairobi)/Hiring of Vehicles**

INDIA AUDIT OFFICE

High Commission of India, UN Crescent, Gigiri, Nairobi,
PO Box-30074

Time schedule for bid process:

Date of publication of EOI Notification	24.03.2026
Last date and Time for submission of duly filled EOI	15.04.2026
Date and Time of the opening of Bids	16.04.2026 at 1500 hrs India Audit Office, Conference Room, High Commission of India, UN Gigiri Road

1. INTRODUCTION:

The India Audit Office, under the High Commission of India, Nairobi, invites sealed single stage bids from reputed, eligible, and experienced service providers for hiring a Land Cruiser Prado (Chauffeur-driven) for official use.

The contract will initially be for a period of one year, extendable up to two additional years based on satisfactory performance and mutual agreement.

2. GENERAL INFORMATION

- **Description of Service:** Hiring of chauffeur-driven Land Cruiser Prado
- **Type of Contract:** Monthly hire basis through Rate Contract
- **Bid Validity:** Bid submitted should be valid for a period of 180 days from the date of financial bid opening.
- **Correspondence Address:**
O/o Director of Audit, India Audit Office, High Commission of India, UN Crescent, Gigiri, Nairobi, PO Box-30074
- Bid must be submitted in a separate sealed envelopes:
- Envelopes should be clearly marked and placed in a larger sealed cover superscribed as: ***India Audit Office "Bid for Hiring Vehicle Service – Land Cruiser Prado"***
- Bids must be submitted at reception of High Commission of India, Nairobi.
- For queries, contact:
 - Sh. Sadhashiv B Ranade, Sr. Audit Officer- +254 726705561, doanairobi@cag.gov.in

3. SCOPE OF WORK

- Provision of a well-maintained Land Cruiser Prado (commercially registered) with a qualified chauffeur.
- Usage includes:
 - Up to 10 hours/day
 - Monthly cap of 1,500 km
 - If in any month the limit of 1500 Km is not exhausted, the balance will be carried forward to the remaining months.
 - The chauffer shall be willing to work off-duty hours as the work involves frequent airport pick-up and drop-off services during off-duty hours (06:00 PM – 06:00 AM), as and when required.
 - At times, there may be travels outside Nairobi city as well.

4. ELIGIBILITY CRITERIA

4.1 General

- Registered company or firm operating vehicle rental services. The Office must be setup in Nairobi, Kenya and possession of minimum 5 years of experience in providing vehicle services.

5. TERMS & CONDITIONS

1. The vehicle must be roadworthy, clean, and comply with Kenyan transport laws (including valid insurance, registration, and permits).
2. The quoted price must be inclusive of fuel, driver, maintenance etc.
3. No advance payments shall be made. Payments will be processed monthly, based on:
 1. Submission of invoice in duplicate
 2. Logbook/record verification
 3. Satisfactory service certificate
4. India Audit Office, under High Commission of India is VAT-exempt. All invoices must be submitted excluding VAT, along with a declaration confirming no VAT inclusion.
5. The car is for use of senior Diplomatic Officers. Chauffeur should be well mannered, polite and experienced in engaging with senior officers.
6. There will be security review of the chauffeur assigned. He should be free of any police case. No Driving violations should have been noted against him.
7. It is expected that the same Chauffeur will be available throughout. In case of any emergency due to which he is unable to attend, he should inform the Office and the service provider, who should in turn make prompt alternative arrangements.
8. The bidder shall provide a replacement vehicle in case of breakdown. No payment will be made for mileage from garage to breakdown point.
9. Late bids will not be accepted.
10. Bidders are required to submit Bid securing certificate along with Technical bid.
11. The Vendor/service provider is required to execute a service level agreement with the client i.e. India Audit Office (copy attached with the tender)

6. EVALUATION & AWARD CRITERIA

- The contract will be awarded to the lowest qualified bidder (L1) meeting and eligibility requirements.
- For financial bid calculations only the Sl no 1 under Annexure II (i.e rate for 10 hours per day and 1500 KM per month) will be considered.

- Other rates asked for in the Annexure II like overtime charges and additional KM charges are for contract purposes only and won't be taken into account for evaluating the financial bid. However, the lowest prices given for items mentioned viz. overtime charges , per kilometer charges beyond 1500 Km cap, any other charge will have to be accepted by the successful bidder (L-1) determined based on the lowest bid quoted under Sr. no 1 (i.e. the financial bid parameter).
- Bids not conforming to specifications or missing required documents will be rejected without evaluation.
- After Award of contract, a service level agreement (*SLA*) will be signed between the parties. (Annexure III).

7. IMPORTANT DATES

<i>Event</i>	<i>Date & Time</i>
<i>Last date for submission</i>	<i>15.04.2026 – 3:00 PM</i>
<i>Date of bid opening</i>	<i>16.04.2026 – 3:00 PM</i>
<i>Bid validity</i>	<i>180 days</i>
<i>Contract duration</i>	<i>1 year from signing of contract (extendable upto two years)</i>

8. ANNEXURES WITH THE BID

- Annexure I: Vehicle details. Bid-Bidder's Profile Format along with all supporting documents
- Annexure II: Financial Bid Format (To be issued separately)
- Annexure III: Bid Securing Certificate
- Annexure IV: Service level agreement

9. DISCLAIMER

India Audit Office reserves the right to:

- Modify, cancel or postpone the tender process at any stage
- Accept or reject any part of the bid without assigning any reason
- Disqualify bids found to be misleading, fraudulent, or incomplete

[Letter head of the Bidder]

Annexure 1

(The documents should be arranged serially as per the order mentioned below)

1	Name of the Organization	
2	Address of the Organization with telephone no.	
3	Email ID of the Organization	
4	Name of the authorized signatory	
5	Telephone number of authorized signatory	
6	Submission of Bid Securing Certificate	Attach as per Annexure III
7	Registration Certificate of the Firm(Patnership Firm/Company	
8	VAT Registration	
9	KRA PIN	
10	No of years' experience in the field of providing vehicles on hire	
11	Model of the car proposed	
12	Year and Make of the car	

(Signature of authorized person with Seal)

Name:.....

.....

Date:.....

[Letter head of the Bidder]
Annexure II (Financial Bid)

Table A: Financial Bid will be evaluated based on this.

Sl. No.	Type of Vehicle	Hours	Km	Monthly Rate (in Ksh) Excluding VAT
(A)	(B)	(C)	(D)	(E)
1	Land Cruiser PRADO	10 hrs/day	1500 monthly	

Table B: Will not be part of bid evaluation but will be taken into account for rate fixing

Sl. No.	Type of Vehicle	Rate (in Ksh) Excluding VAT
(A)	(B)	(E)
1.	Overtime charges (for every extra hour beyond 10 hrs)	
2.	Per KM charges beyond 1500 KM	
3.	Overnight allowance to chauffer for outside Nairobi trips, if any.	
4.	Any other charges	

It is informed that Time and KM will be counted from the reporting place only and not garage.

(Signature of authorized person with Seal)

Name:.....

Date:.....

Seal of Company

[Letter head of the Bidder]

Bids Securing Declaration

I/we accept that if I/we withdraw or modify Bids during the period of validity or if I/we are awarded the contract and I/we fail to sign the contract before the deadline defined in the request for bids document, I/we will be suspended for the period of one year from being eligible to submit Bids for contracts with the entity that invited the Bids.

Date _____

)

Signatures _____

Name:- (

Email id:

Mobile No(s).

Seal of Company

Service Level Agreement (SLA) for Hiring of Chauffeur-Driven Vehicles on Monthly Basis

1. Parties to the Agreement

This Service Level Agreement (hereinafter referred to as the “Agreement”) is entered into on this ___ day of ___, 20, by and between:

India Audit Office, having its office at High Commission of India, UN Crescent, Gigiri, Nairobi, PO Box-30074 (hereinafter referred to as “the Client”)

AND

[Name of the Service Provider], a registered firm/company having its registered office at [Service Provider’s Address] (hereinafter referred to as “the Contractor”).

2. Objective of the Agreement

This SLA, along with the tender/bid document defines the service levels, performance indicators, roles and responsibilities, and terms of engagement for the hiring of chauffeur-driven vehicles for official use.

The contract will initially be for a period of one year from the date of signing of contract, extendable up to two additional years based on satisfactory performance and mutual agreement.

3. Scope of Services

The Contractor shall provide chauffeur-driven vehicles (model) to the Client, as per the following:

- Deployment of vehicles on a monthly rental basis.
- Each vehicle shall be provided for:
 - **10 hours per day**
 - **1500 kilometres per month**
 - **If 1500 Km is not exhausted in a month, the balance will be carried forward and Office is at discretion to use it later within contract period.**
- Additional usage shall be compensated as per agreed rates.
- Vehicles to be used for local journeys, as per instructions.
- Night duty charges applicable for service rendered between **2300 hrs to 0600 hrs**.

4. Vehicle Specifications

- Vehicles must be:
 - Land Cruiser Prado
 - In fit condition and complying to all local government laws and regulations
 - Registered under commercial category with valid permits.
 - Fully insured, pollution-tested, and in excellent mechanical and aesthetic condition.
 - Air-conditioned, clean, and regularly serviced.
 - Basic amenities such as water bottles, napkins, umbrella etc. should be available in the car.

5. Driver Requirements

- Drivers must:
 - Possess a valid commercial driving license.
 - Be English speaking, medically fit, well-groomed, and in uniform.
 - Have a minimum of 3 year experience driving similar category vehicles.
 - Be courteous, and maintain a professional decorum.
 - Should report on duty sharp at the given time/ date.
 - Carry a working mobile phone with adequate recharge.
 - No police records or driving violations tickets should be against him.

6. Performance Metrics and Service Levels

- Vehicles must report within 15 minutes of the scheduled time.
- Vehicles must be clean, roadworthy, insured, and well-maintained at all times.
- Drivers must be courteous, in uniform, well-behaved, and not receive any complaints.
- A replacement vehicle must be provided within 1 hour in case of breakdown.
- Bills and supporting documents must be submitted within 7 days after month-end.
- All service-related complaints must be responded to within 2 hours.

7. Reporting and Monitoring

- Contractor shall maintain daily logbooks, trip sheets, and kilometre records.
- The designated officer of the Client shall validate logs and verify invoices.

- Monthly performance review meetings may be conducted at the discretion of the Client.

8. Escalation Matrix

Issue Level	Person Responsible	Contact Details
Level 1: Driver / Vehicle issues	Supervisor, Contractor	[Mobile/Email]
Level 2: Operational issues	Manager, Contractor	[Mobile/Email]
Level 3: Contractual / Payment	Director / MD, Contractor	[Mobile/Email]

9. Dispute Settlement, Force Majeure and penalty clause

9.1 Dispute Settlement

If any dispute or difference arises between the parties hereto as to the representatives, interpretation, effect and implication of any provision of this agreement including the rights or liabilities or any claim or demand of any party against other or in regard to any other matter under these presents but excluding any matters, decisions or determination of which is expressly provided for in this tender, shall within 15 days (or such longer period as may be mutually agreed upon) from the date one party informs the other in writing that such dispute or disputes or disagreement exists, be referred to arbitration in accordance with the Rules of Arbitration and Conciliation Act 1996 and the rules framed there under for the time being in force. The award made in pursuance thereof shall be binding on the parties. □ □ sion. □ □ The sole arbitrator shall be appointed by the mutual consent of both parties. The venue of the Arbitration shall be at Delhi or Moscow, as per discretion of MisThe language of arbitration proceedings will be English only. Each party shall bear and pay its own cost of the arbitration proceedings unless the Arbitrator otherwise decides in the Award. □ The provision of this clause shall not be frustrated, abrogated or become inoperative, notwithstanding this tender/agreement expires or ceases to exist or is terminated or revoked or declared unlawful. □ The Courts at New Delhi shall have exclusive jurisdiction in all matters concerning this Agreement/tender including any matter related to or arising out of the arbitration proceedings or any Award made therein.

9.2 Force Majeure

(a) Notwithstanding the provisions of contract, the Service Provider shall not be liable for forfeiture of its performance security, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. (b) For purpose of this clause, “Force Majeure” means an event beyond

the control of the Service Provider and not involving the Service Provider's fault of negligence and not foreseeable. Such events may include but are not restricted to acts of the Mission either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. (c) If a Force Majeure situation arises, the Service Provider shall promptly notify the authority in writing of such conditions and the cause thereof. Unless otherwise directed by the Ministry in writing the Service Provider shall continue to perform its obligations under the Agreement as far as is reasonably practical and shall seek all reasonable alternative means not prevented by the Force Majeure event.

9.3 Penalty

(a). The work assigned to the agency should be carried out in the time bound manner as per the guidelines stipulated by the Mission from time to time keeping in view the local practices and regulations. If any of the assigned work incurs additional charges on part of Mission, then the amount so incurred by the Mission will be recovered from the service provider.

(b) Persistent failure to adhere to SLA shall attract a notice. Three such notices may result in termination of contract. Recovery of penalties shall be made from monthly invoices.

(c) If the vehicle does not report on duty, does not report on time, the driver wears shabby dress, or the car is not clean or is not maintaining the articles as mentioned in Section-4 & 5 of this SLA, then a penalty of Ksh 3,000 will be levied on the service provider for each such instance.

(d) The amount of penalty would be recovered by way of adjustment in the pending bills of the service provider or future bills.

(e) The decision of the competent authority of the Mission with regard to levying of penalty would be final and binding.

10. Diplomatic Break Clause

The lease can be terminated at a notice of one month in the event of breach of diplomatic relations with this country.

11. Term and Termination

- This Agreement shall remain valid for the contract period as defined in the Rate Contract, unless terminated earlier due to breach of SLA.
- Either party may terminate the SLA by giving **30 days' written notice**, subject to applicable conditions.

12. Amendments

No amendment to this SLA shall be valid unless made in writing and duly signed by both parties.

13. Acceptance

IN WITNESS WHEREOF, the parties have executed this Agreement as of the day, month, and year first above written.

For the Client

(Authorized Signature)

Name:

Designation:

Department/Office:

Date:

For the Contractor

(Authorized Signature)

Name:

Designation:

Company Name:Date: