

Star Union Dai-ichi Life Insurance Company Limited

Request for Proposal (RFP) For Corporate Office Shuttle Bus Service

Issue Date:- 05/01/2026

Last Date of Submission of Proposal: - 20/01/2026

Tender Sr. No:- SUDLIFE/CPD/TD/25-26/015

DISCLAIMERS

The information contained in this Request for Proposal (RFP) document or information provided subsequently to applicants whether verbally or in documentary form by or on behalf of SUD Life is provided to the applicants on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP is neither an agreement nor an offer and is only on invitation by SUD life to the interested parties for submission of proposal. The purpose of this RFP is to provide the applicants with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each applicant may require. Each applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. SUD Life makes no representation or warranty & shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. SUD Life may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. SUD Life reserves the right to accept or reject any RFP without assigning any reasons whatsoever.

1. INTRODUCTION

1.1 About

Star Union Dai-ichi Life Insurance Company Ltd. ("SUD Life"/"the Company") is a joint venture between Bank of India & Union Bank of India, India's leading public sector banks and Japan's Dai-ichi Life International Holdings LLC .

1.2 Purpose

The purpose of this RFP/proposal is to inform potential Bidders of a business opportunity and to solicit proposals for **Corporate Office Shuttle Bus Services** as currently contemplated by SUD LIFE. Based upon the review and evaluation of proposals offered in response to this RFP, SUD LIFE may at its sole discretion negotiate and enter into contracts with one or more successful Bidders. Notwithstanding any other provision herein, Bidder participation in this process is voluntary and at Bidder's sole discretion. Price will be a consideration but will not be the sole factor in SUD LIFE's decision to award a contractual relationship.

The products, volumes and historical numbers that are provided by SUD LIFE during this process are to be used and interpreted solely as a guide and are intended to provide guidance to SUD LIFE's future or projected requirements but are not a guarantee, contract or commitment to any current or future volume or orders. No volume commitment should be inferred from this process or from any of the documentation provided by SUD LIFE. SUD LIFE reserves the right to accept or reject any or all bids from a specific or multiple Bidders for any reason at any time. SUD LIFE also reserves the right at its sole discretion to select or reject any or all Bidder(s) in this process and will not be responsible for any direct or indirect costs incurred by the Bidders in this process.

2. Bid Submission

The Bid (attached formats) duly signed and super scribed **"Bid for Corporate Office Shuttle Bus Services"** should be addressed to

Executive Vice President (Finance Controller)
Star Union Dai-ichi Life Insurance Company Limited

Please note that the Technical and **Commercial bid have to submit online through email and commercial should be password protected at procurement@sudlife.in**. The Company is not responsible for non-receipt of bids by the specified date and time due to any reason including holidays. All questions / clarifications, if any, regarding this tender should be communicated **only** via email at procurement@sudlife.in.

Last date for receipt of any query is 12/01/2026. Bids received after the stipulated date/ time or incomplete in any respect are liable to be rejected.

3. Acknowledgement

Please acknowledge receipt of this document by responding via email to procurement@sudlife.in. Please include the contact information for the person who will be directly responsible for completing the RFP.

4. RFP Schedule

We are listing below the various deadlines to be met to ensure participation

1	Last date for Submission of Process compliance & Techno commercial Compliance statements (Complete RFP Set along with Technical supporting Document)	12/01/2026
2	Last date for Submission of Quotes (Annexure D and Proposal Form)	20/01/2026

5. Requirement Overview

5.a. Buyer Profile	Star Union Dai-ichi Life Insurance Company Ltd. (SUD LIFE) is a joint venture between Bank of India & Union Bank of India, India's leading public sector banks and Japan's Dai-ichi Life International Holdings LLC a.
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5.b. Services up for Quote	Corporate Office Shuttle Bus Services
5.c. Scope of Services	The service provider must clearly understand and conform to the following deliverables for the service of: Detailed scope mentioned in 'Annexure A'
5.d. Operating Days & Hours	NA
5.e. Selection Process of vendors	<ul style="list-style-type: none"> You need to sign and send your Process Compliance and Techno-Commercial statement in response to this RFP (Annexure B & C) You need to submit the quote as per the format mentioned in Annexure D SUD Life will evaluate the final quotes of all the vendors & will decide on awarding business based on the Comprehensive value proposition of each service provider.
5.f. Award Decision	<ul style="list-style-type: none"> Supplier must submit the quote by the due date in order to be considered for the contract. SUD Life will decide which vendor will be examined for awards. It is important to note that the lowest price supplier does not automatically win the business. SUD Life reserves the right to split the business amongst vendors depending on the prices achieved through this process. The contract will be awarded basis the internal criteria set by SUD Life which comprise Technical Evaluation, Commercial Evaluation & any other factors. <p>The supplier selected for award of the contract, on refusal to accept the contract would be debarred from further dealings with Star Union Dai-ichi. In the event of you being selected by SUD Life and your subsequent default on your quote, you will be required to pay SUD Life an amount equal to the final quote and the next lowest quote on total quantum of purchase (indemnity clause).</p>
5.g. Service & Penalty	To be mutually discussed before finalizing the rate contract.
5.h. Payment Term	30 days from the date of the receipt of invoice

RELATED PARTY TRANSACTION DECLARATION FORM (BY SERVICE PROVIDER)

Service Provider Name:

Registered Address:

Details of Proposed contract to be entered into:

Are you a related party or group entity of SUD Life Insurance Co (herein referred to as 'the Company') or any Insurance Intermediary registered with IRDAI (Insurance Regulatory Development Authority of India)?

☐ Yes ☐ No

Declaration by the Service Provider

I/ We hereby confirm that the involvement of any of the above mentioned persons with the Company or with any of its employees/directors will not in any manner unduly benefit us or the employee(s) of the Company and further confirm that no benefit/advantage have been exchanged between the Service Provider and the employees/directors of the Company in respect of the proposed transaction.

I/ We further confirm that the terms and conditions of the proposed contract will be at market rate and on an arm's length basis

I/ we further confirm that in case if we become group entity/ related of the Company or **any** insurance intermediary registered with IRDAI (Insurance Regulatory Development Authority of India), then we shall inform the Company regarding the same within 7 days from date such arrangements.

Name:

Signature:

Seal of the Service Provider

Date:

(Authorized Representative)

6. Terms of the RFP

6.1 Hold Harmless

In submitting a proposal, Bidder understands that SUD LIFE will determine at its sole discretion which proposal, if any, is accepted. Bidder waives any right to claim damages of any nature whatsoever based on the selection process, final selection, and any communications associated with the selection. SUD LIFE reserves the right to award the Contract to the Bidder(s) whose proposal is deemed to be the most advantageous in meeting the specifications of the RFP.

6.2 Confidentiality Provision

The terms of this RFP, the information provided by SUD LIFE herein and all other information provided by Bidder in connection with the services to be provided by the Bidder pursuant to this RFP, are to be treated by Bidder as strictly confidential and proprietary. Such materials are to be used solely for the purpose of responding to this request. Access shall not be granted to third parties except upon prior consent of SUD LIFE and upon the written agreement of the intended recipient to treat the same as confidential. SUD LIFE may request at any time that any of SUD LIFE's material be returned or destroyed. Should Bidder choose not to respond to this RFP, please return all materials and any duplicates thereof.

6.3 Sub-Contracting

The services offered to be undertaken in response to this RFP shall be undertaken to be provided by the Bidder directly employing their employees, and there shall not be any sub- contracting done by the Bidder.

6.4 Acceptance of Proposals

SUD LIFE reserves the right to modify the terms of the RFP at any time at its sole discretion. Subsequent to the submission of proposals, interviews and negotiations may be conducted with one or more Bidders, but there will be no obligation to receive further information, whether written or oral, from any Bidder or to disclose the nature of any proposal received. This RFP should not be construed as an agreement to purchase products or services. SUD LIFE is not bound to accept the lowest price or any proposal of those submitted. Proposals will be assessed in accordance with the evaluation criteria.

6.5 Liability for Errors

While SUD LIFE has used considerable efforts to ensure an accurate representation of information in this RFP as per its current understanding of the requirements under the various activities in the scope of work, the information contained in this RFP is supplied as a guideline for Bidders. The information is not guaranteed or warranted accurate by SUD LIFE, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve Bidders from forming their own opinions and conclusions with respect to the matters addressed in this RFP. In the event SUD LIFE finds that the objectives of the intended activities is better achieved by processes/procedures other than those mentioned in this document, SUD LIFE shall have the right irrespective of the fact whether it has already received proposals from intending bidders or not, to effect such changes and enter into negotiations with one or more Bidders at its sole discretion for such changed/modified processes.

6.6 Acceptance of Terms

All the terms and conditions of this RFP shall be deemed to be accepted by the Bidder and incorporated in its proposal unless specifically notified otherwise.

6.7 Order Cancellation

SUD Life reserves the right to cancel the order in the event of the vendor failing to deliver services as specified

by SUD Life as per the Service Level Agreements. SUD Life reserves full right and authority to cancel such order and will also be entitled to claim liquidated damages for the same in addition to and without prejudice to all other rights and remedies that may be available to Star Union Dai-ichi. In case of serious discrepancy in services provided, SUD Life may cancel the entire purchase order.

6.8 Force Majeure

Neither Party shall be liable for failure or delay in performance of its obligations under this RFP or any resulting contract to the extent such failure or delay is caused by a Force Majeure Event; however, the affected Party shall promptly notify the other Party in writing, use reasonable efforts to mitigate the impact of such event, and for the purposes of this RFP, a Force Majeure Event shall mean any event or circumstance beyond the reasonable control of the affected Party, including but not limited to acts of God, natural disasters, epidemics or pandemics, acts of government or regulatory authorities, war, riots, civil commotion, terrorism, fire, flood, or explosion.

6.9 Inspection and Audit

The vendor should allow SUD Life, its management, auditors, regulators and /or agents the opportunity of inspecting, examining, auditing and /or taking copies of the vendors operations and business recourse which are relevant to this RFP, Agreement and/ or for carrying out the activities as /or financial arrangements/ agreements set forth in the RFP/Agreement. SUD Life will have the right to do a Security Audit of the vendor's IT infrastructure. The vendor should make necessary changes / upgrades to the IT systems as may be necessary or as required by SUD Life from time to time to ensure data safety.

6.10 Use of Contract Documents and Information

❖ The Service Provider shall not, without SUD Life's prior written consent, disclose this RFP or the content of this RFP Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of SUD Life in connection herewith/therewith, to any third party. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

❖ The Service Provider shall not, without SUD Life prior written consent, make use of any document or information enumerated in this document except for purposes of performing the Contract.

❖ Any document, other than the Contract itself, shall remain the property of SUD Life and shall be returned (in all copies) to SUD Life on completion of the Service Provider's performance under the Contract, if so required by SUD Life.

6.11 Continuity of business

SUD Life requires a vendor to present a plan that specifically addresses what type of resources, how long and what load capacity will be available to ensure continued service in the event of a disaster.

Participant/s shall provide details of the Disaster Recovery & Business Continuity Plan (BCP).

6.12 Disposition of responses

All materials submitted in response to this RFP shall become the property of SUD Life.

6.13 Termination

SUD Life can terminate the agreement without assigning any reasons by giving one month' notice and is not liable to pay any penalty to the service provider on termination for any reasons

ANNEXURE – A

Requirements & Details

Pre-Qualification Criteria/ Eligibility Criteria:

Route	Juinagar Station ⇌ Mindspace, Belapur Station ⇌ Mindspace, Vashi Station ⇌ Mindspace
Service Days	Working days – Monday to Friday and Exceptional
Timings	Morning: 8:30 AM – 10:00 AM
	Evening: 5:00 PM – 8:00 PM
Bus Vintage	Bus Vintage: All buses (AC and Non-AC) provided under this contract will be within 3 years of age, ensuring modern, reliable, and comfortable transportation.
Seater	20 Seater / 27 Seater / 32 seater / 35 Seater
Total no of buses	
Tracking System	All employees to get the access to trace the vehicle
Chauffer	Chauffer should be professional with proper uniform
Payment Terms	Within 30 days after invoice received
Maintenance and Safety	Vehicles are regularly maintained and should meet safety standards.
CCTV	CCTV Access
Insurance	Insurance for vehicle driver and co passenger
Parking and toll	In your scope
Safety Tools	Fire Extinguisher and medical kit
Company Logo On bus	Required

Vendor Evaluation Criteria:

Details of the same

- **GST and PAN registration**
- **Financial statements**
- **Experience certificates**
- **Proposed pricing**
- **Staffing and hygiene protocol**

Vendor Evaluation Criteria:

1. Hygiene – Cleanliness and safety compliance
2. Service - Staff behavior and efficiency
3. Price -Fair rates and value for money
4. Responsiveness - Handling feedback and reporting issues
5. Operations - Inventory and vehicle upkeep

Compliance Document

1. PF Certificate
2. ESIC certificate
3. S&E Certificate
4. PF registration Certificate
5. PT Challan
6. LWF
7. GST certificates
9. CLRA license if the count is more than 50
10. TIC card's copy and form 11
11. Incorporation certificate
12. TAN and PAN cards
13. MSME Certificate.

Scope of work:

Route	Juinagar Station ⇌ Mindspace, Belapur Station ⇌ Mindspace, Vashi Station ⇌ Mindspace
Service Days	Working days – Monday to Friday and Exceptional
Timings	Morning: 8:30 AM – 10:00 AM
	Evening: 5:00 PM – 8:00 PM
Bus Vintage	Bus Vintage: All buses (AC and Non-AC) provided under this contract will be within 3 years of age, ensuring modern, reliable, and comfortable transportation.
Seater	20 Seater / 27 Seater / 32 seater / 35 Seater
Total no of buses	
Tracking System	All employees to get the access to trace the vehicle
Chauffer	Chauffer should be professional with proper uniform
Payment Terms	Within 30 days after invoice received
Maintenance and Safety	Vehicles are regularly maintained and should meet safety standards.
CCTV	CCTV Access
Insurance	Insurance for vehicle driver and co passenger
Parking and toll	In your scope
Safety Tools	Fire Extinguisher and medical kit
Company Logo On bus	Required

TECHNICAL Evaluation:-

Vendor to submit following documents for technical evaluation.

- Latest 3 year Balance sheet and P&L
- Details of Client list
- Detail of Company Profile
- Details of Geographical Coverage

- PAN Card / Aadhar Card / Company incorporation letter / Partnership deed
- Memorandum of Association
- GST detail with Certificate
- Business Continuity Policy and Plan.

Sr No	Descriptions	Seating Capacity	Qty Per Month	Per Bus Cost for AC	Total Amount INR
1	Juinagar Station to Mindspace Juinagar - Morning: 8:30 AM – 10:30 AM (4 Trip) & Mindspace Juinagar to Juinagar Station Evening: 5:30 PM – 8:00 PM (4 Trip)	35 Seater	2		
2	Belapur Station to Mindspace Juinagar - Morning: 8:30 AM – 10:30 AM (1 Trip) & Mindspace Juinagar to Belapur Station Evening: 5:30 PM – 8:00 PM (1 Trip)	35 Seater	1		
3	Vashi Station to Mindspace Juinagar - Morning: 8:30 AM – 10:30 AM (2 Trip) & Mindspace Juinagar to Vashi Station Evening: 5:30 PM – 8:00 PM (2 Trip)	35 Seater	2		

ANNEXURE – B

PROCESS COMPLIANCE STATEMENT

The following terms and conditions are deemed as accepted by you on participation.

1. You cannot change price or quantity or delivery terms (or any other terms that impact the price).
2. You cannot divulge either your Quotes or those of other suppliers to any other external party.
3. You agree to non-disclosure of trade information regarding the purchase, identity of buyer, process, documentation and other details.
4. In the event of your quote being selected by SUD Life and you subsequent default on your quote , you will be required to pay SUD Life an amount equal to the difference in your quote and the next selected by the buyer quote on one year's quantum of purchase (indemnity clause).
5. SUD Life's decision will be final and binding on you and will not necessarily be based on price. Though price is a very important factor of the decision-making.
6. Splitting of the award decision over a number of suppliers or over time (as in the case of staggered deliveries) will be at SUD Life's discretion.
7. You agree to furnish the techno-commercial compliance statement as per the enclosed format along with this statement.

I agree to have read, to understand and agree to abide by this statement. I agree to the fact that the information provided by my organization constitutes a legal, binding quotation. My quote is considered firm and reflects SUD Life's requirements stipulated in request for quotation (RFP).

Dated this day of 20....

(signature)

(In the capacity of)

Duly authorized to sign Proposal for and on behalf of

ANNEXURE- C

TECHNO-COMMERCIAL COMPLIANCE STATEMENT

Clause No	Technical specifications/ commercial terms	Compliance (Yes/No)	Please indicate reasons in case of No and counter offer
1	Scope of Services		
2	Operating Days & Hours		
3	Selection Process		
4	Award Decision		
5	Service & Penalty		
6	Payment		
7	Order Cancellation		
8	Force Majeure		
9	Inspection and Audit		
10	Use of Contract Documents and Information		
11	Confidentiality		
12	Continuity of business		
13	Disposition of responses		
14	Termination		

I understand and agree to the fact that above information constitutes a legal, binding quotation. My quote is considered firm and reflects SUD Life's requirements stipulated in request for quotation (RFP).

Dated this day of 20....

(Signature)

(In the capacity of)

Duly authorized to sign Proposal for and on behalf of

ANNEXURE –D

Cost Information

Cost information should be provided as per below

Sr No	Descriptions	Seating Capacity	Qty Per Month	Per Bus Cost for AC	Total Amount INR
1	Juinagar Station to Mindspace Juinagar - Morning: 8:30 AM – 10:30 AM (4 Trip) & Mindspace Juinagar to Juinagar Station Evening: 5:30 PM – 8:00 PM (4 Trip)	35 Seater	2		
2	Belapur Station to Mindspace Juinagar - Morning: 8:30 AM – 10:30 AM (1 Trip) & Mindspace Juinagar to Belapur Station Evening: 5:30 PM – 8:00 PM (1 Trip)	35 Seater	1		
3	Vashi Station to Mindspace Juinagar - Morning: 8:30 AM – 10:30 AM (2 Trip) & Mindspace Juinagar to Vashi Station Evening: 5:30 PM – 8:00 PM (2 Trip)	35 Seater	2		

Vendor should provide the details terms & condition along with the applicable taxes %.

- All prices quoted should be excluding applicable Taxes
- The quantity provided herewith is to ease vendors to arrive at unit cost for each slab.
- The above numbers may vary (decrease/increase) basis business requirement.
- Purchase Orders will be placed on actual business demand basis.

PROPOSAL FORM (PRICE PROPOSAL)**(To be prepared on letter head of the Bidder)**

Date:

To:

Executive Vice President (Finance Controller),
Star Union Dai-ichi Life Insurance Company Limited
11th Floor, Raghuleela Arcade,
IT Park, Sector 30A,
Opp Vashi Rly Stn., Vashi
Navi Mumbai 400703

Re: Request for Proposal for Corporate Office Shuttle Bus Services having examined the Proposal Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to render services in conformity with the said Proposal documents for the sum of..... *(Total Proposal amount in words and figures)* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Proposal.

Dear Sir.

1. ***We agree to abide by the Proposal and the rates quoted therein for the orders awarded by SUD life.***
2. Until a formal contract is prepared and executed, this Proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
3. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
4. We understand that you are not bound to accept the lowest or any Proposal you may receive.
5. We, the undersigned, have carefully examined the contents of the above referred RFP document including amendments/addendums (if any) thereof and we undertake to fully comply and abide by the terms and conditions specified there in and here by submit our Bid for the aforesaid service. Our bid for the subject RFP is unconditional and unqualified.
6. We offer to execute the work in accordance with the requirement criteria and scope of work and the Conditions of Contract of this RFP are both explicit and implied.
7. We understand that: (a) This bid, if found incomplete in any respect and/or if found any non-compliance shall be rejected. (b) If at any time, any amendments made or information furnished as part of this bid is found incorrect, then the bid will be rejected and the contract if awarded on the basis of such information shall be cancelled. (c) The company is not bound to accept any/ all Bid(s) it will receive.
8. We declare that: (a) We have not been blacklisted by a Central / State Government Institution / Public Sector Undertaking / Autonomous body and there has been no litigation (b) We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice,

coercive practice, undesirable practice or restrictive practice, in respect of any tender or request for proposal issued by or any Contract entered into with the Company or any other public sector enterprise or any government, Central or State; and We hereby certify that we have taken steps to ensure that in conformity with the provisions of the RFP document, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

9. In the event of our bid being declared as successful bid, we agree to enter into an applicable Agreement in accordance with the format as prescribed by the Company. We agree not to seek any change in the aforesaid format of the applicable Agreement as prescribed by the Company and agree to abide by the same.
10. We certify that:
 - a) I/We have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the subject work, or which relates to a grave offence that outrages the moral sense of the community.
 - b) Neither the bidder nor any of its Directors are the subject of criminal or civil proceedings that could be expected to adversely affect its business or its ability to bid in the present tender.
 - c) No investigation by a regulatory authority is pending either against us or against our CEO or any of our directors/ managers/ employees.
 - d) I / We don't have any conflict of interest in terms of eligibility criteria defined in this RFP document.
 - e) The information provided in this technical bid (including the attachments) as well as the financial bid is true, accurate and complete to the best of my knowledge and belief.
 - f) Nothing has been omitted which renders such information misleading; and all documents accompanying my/our bid are true copies of their respective originals.
 - g) I/We shall be liable for disqualification or termination of contract at any stage, if any information / declaration is found to be incorrect or false.
 - h) /We will intimate the Company promptly in case of any change in the information submitted as part of this technical bid.

I am the Authorized Signatory of the aforesaid company / firm and I am authorized to sign this bid on behalf of the firm / company. I am submitting this bid after carefully reading all the terms and conditions contained in the RFP document and its addendum/ amendment, if any, and undertake to abide by the same. It is also certified that the bid is being submitted in the prescribed formats without any addition / deviation / alteration and our bid is unconditional.

Dated this day of 20....

(Signature)

(In the capacity of)

Duly authorized to sign Proposal for and on behalf of
