Embassy of India
Madrid

No. MAD/551/4/2022 11th May, 2026

NOTICE INVITING EXPRESSION OF INTEREST (EOI) FOR EMPANELMENT OF TRANSPORT/CAR RENTAL AGENCIES FOR HIRING OF VEHICLES

Embassy of India, Madrid intends to empanel transport/car rental agencies in Madrid, Seville & Gran Canaria for providing various types of vehicles on need basis.

The Expression of Interest (EOI), complete in all respects, should be sent to Head of Chancery, Embassy of India, Avenida Pío XII, 30-32, 28016 Madrid in a sealed cover superscribing **"Expression of Interest for Empanelment of Transport/Car Rental Agencies for hiring of vehicles"** before **1730 hrs. on 01.06.2026.**

1.0 QUALIFYING CRITERIA

1.1 **Brief history of the agency** to be attached. The agency should be in car rental business and should have been providing transport services to reputed customers like Embassies, UN Offices, and other multinational companies in Madrid, Seville & Gran Canaria etc.

1.2 The car rental agency should be registered with concerned mandatory Spanish Authorities. The travel agency should be registered with all requisite and mandatory Spanish and other authorities, concerned. **Photocopies of registration of the agency, taxation and other authorities** concerned to be attached.

1.3 The agency should have an experience of at least two (2) years for International Organizations and Corporates etc including for Diplomatic Missions etc. **Client list and proof of documents in support of possession of requisite experience by the agency to be attached**.

1.4 The agency shall submit **an undertaking on its letter head stating that the agency has** not been blacklisted by any Governmental institution in Spain or elsewhere.

1.5 **The agency must submit audited balance sheets and income statements for the last three years to demonstrate its net worth, its current financial soundness. In case the bidding entity is a joint venture, information must be provided for both the partners of the joint venture.**

1.6 **The agency to provide the details of the fleet of vehicles associated with them, including the make, model, year of manufacture, and ownership/lease status etc.**

1.7 The agency should extend credit facilities for minimum 4 weeks from the date of submission of bills.

1.8 The car rental agency should be connected by e-mail and telephone facilities for 24x7 for customer service.

1.9 Agency must have at least one physical office in Madrid, Spain.

2.0 SCOPE OF WORK

2.1 Providing various types of vehicles like Mercedes, Sedan, mini-Van, Bus etc. to the Embassy on need basis. The vehicle to be provided should be in perfect running condition and mandatorily provided with VTC license & insurance etc. as per requirement & obligation of transport authorities in Spain.

2.2 Only the driver who **can communicate in English** will be provided by the Travel Agencies and driving license of the driver must be up to date.

2.3 In case of any accident, the agency shall be responsible to settle the case.

2.4 The travel agency shall nominate an experienced dedicated staff/official(s) to liaise with Embassy on day-to-day basis. The name of the concerned person(s) and their contact number shall be provided to the Embassy.

3.0 INSTRUCTIONS TO AGENCIES

3.1 Agencies are required to fill in all the details asked in **Annexure-I** and **Annexure-II**.

3.2 All pages of the EOI document should bear the signature and seal of the authorized representative of the applicant.

3.3 Agencies are required to submit following documents as requested in QUALIFYING CRITERIA 1.0:

a) Brief history of the agency;

b) Photocopies of registration of the agency, taxation and other authorities;

c) Client list and proof of documents in support of possession of requisite experience by the agency;

d) Undertaking on its letter head stating that the agency has not been blacklisted by any Governmental institution in Spain or elsewhere;

e) Audited balance sheets and income statements for the last three years;

f) Details of the fleet of vehicles associated with them, including the make, model, year of manufacture, and ownership/lease status etc.

3.4 The applications are liable for rejection due to incorporation of any false information and furnishing fake or truncated documents.

4.0 GENERAL

4.1 **The Embassy shall empanel more than one agency. Lowest rate quoted by any agency will be the L1 for that particular category of vehicle. Agencies who shall provide services at the lowest rate fixed by the Embassy on the basis of rates quoted by the agencies shall be empanelled.**

4.2 The empanelment will be for a period of **01 (one) year** from the date of communication confirming empanelment. **There should not be any change of rate during the contract period**. The period of empanelment may be extended at the discretion of the Embassy of India, Madrid for a further period subject to satisfactory performance by the empanelled agency.

4.3 Invitation of EOI does not bind Embassy to empanel the agencies or place order for hiring of services.

4.4 Embassy of India, Madrid also reserves the right to accept or reject any or all the applications and/or withdraw or cancel or suspend this notification without showing any reason.

4.5 Charges for any last-minute cancellation would not be paid.

4.6 In case of dispute, the decision(s) of the Embassy of India, Madrid shall be final.

5.0 PAYMENT TERMS & MODE OR PAYMENT

5.1 Bills for the transportation services provided would be settled within 4 weeks time after submission of invoices **alongwith** log of utilization of the vehicle duly signed by the officer using the vehicle. The proforma on utilization of the vehicle to be signed with the officer will be sent separately after successful empanelment of the agency.

5.2 The payment will be made only after completion of the service by Bank Transfer.

6.0 TERMINATION OF CONTRACT

6.1 The contract with the successful bidder may be terminated if bidder fails to perform its obligations specified in the contract agreement or if in case the service provided is found to be unsatisfactory.

Sd/-
(Cherakung Zeliang)
Counsellor (Cons, PIC) & Head of Chancery

ANNEXURE-I

Technical Bid for Empanelment of Travel/Car Rental Agency for Hiring of Vehicles

S. No.	Particulars	Details to be filled by the Agency
1	Name of the Firm/Agency	
2	Registered office/business address of the agency (please attach a copy of your company registration/permission from Govt. to carry out business)	
3	Name of Contact Person(s)	
4	Address with telephone, Fax numbers, Email and name(s) of the contact person(s)	
5	Whether the agency is providing transport services with English speaking driver to reputed customers like Embassies, UN Offices, Multinational Companies etc. if yes, give names of institutions where the agency is empanelled/providing such services. **(If yes, attach copy of orders/proof/contracts)**	
6	Whether the agency is prepared to provide the services on Sundays/Holidays besides normal working days also.	
7	Please indicate whether the agency is prepared to offer six (04) weeks credit	

I/We _____ do hereby declare that the entries made in the above form are true to the best of my/our knowledge and also we shall be found by the acts of my/our duly constitute attorney. I/We hereby understand that the submission of application does not guarantee for empanelment as service provider of Embassy of India, Madrid.

I/We further understand that in case of any information submitted by me/us, found to be incorrect either before or even after the empanelment, Embassy of India, Madrid will have the right to summarily reject the application/cancel the empanelment at any time without assigning any reason whatsoever.

Date:
Place:

Signature of authorized signatory
Name
Company Seal

ANNEXURE-II

Bid for Empanelment of Travel/Car Rental Agency by Embassy of India, Madrid for MADRID Region

Type of the car	**Duration**	Hours & distance **to be mentioned** by the company	**Rates in Euro without IVA** (please mention IVA percentage separately)				Please indicate the time when meal charge will be added	**Remarks, if any**
			Madrid Region	Madrid-Segovia/ Toledo-Madrid	Extra hours / Kms.	Driver's meal charge, if any		
Sedan car With English speaking drivers	12 hr disposal	Hours: Kms:						
	8 hr disposal	Hours: Kms:						
	One-way Airport/City transfer							
Mercedes E class With English speaking drivers	12 hr disposal	Hours: Kms:						
	8 hr disposal	Hours: Kms:						
	One-way Airport/City transfer							
Mercedes S Class With English speaking drivers	12 hr disposal	Hours: Kms:						
	8 hr disposal	Hours: Kms:						
	One-way Airport/City transfer							
Van / 7 seaters With English speaking drivers	12 hr disposal	Hours: Kms:						
	8 hr disposal	Hours: Kms:						
	One-way Airport/City transfer							

Percentage of IVA:

The above rates will be valid for one year from the date of empanelment.

Name & signature of bidder :_____

Date:_____

Company seal

ANNEXURE-II

Bid for Empanelment of Travel/Car Rental Agency by Embassy of India, Madrid for Seville Region

Type of the car	**Duration**	Hours & distance **to be mentioned** by the company	**Rates in Euro without IVA** (please mention IVA percentage separately)			Please indicate the time when meal charge will be added	**Remarks, if any**
			Seville Region	Extra hours / Kms.	Driver's meal charge, if any		
Sedan car With English speaking drivers	12 hr disposal	Hours: Kms:					
	8 hr disposal	Hours: Kms:					
	One-way Airport/City transfer						
Mercedes E class With English speaking drivers	12 hr disposal	Hours: Kms:					
	8 hr disposal	Hours: Kms:					
	One-way Airport/City transfer						
Mercedes S Class With English speaking drivers	12 hr disposal	Hours: Kms:					
	8 hr disposal	Hours: Kms:					
	One-way Airport/City transfer						
Van / 7 seaters With English speaking drivers	12 hr disposal	Hours: Kms:					
	8 hr disposal	Hours: Kms:					
	One-way Airport/City transfer						

Percentage of IVA:

The above rates will be valid for one year from the date of empanelment.

Name & signature of bidder :_____

Date:_____

Company seal

ANNEXURE-II

Bid for Empanelment of Travel/Car Rental Agency by Embassy of India, Madrid for Gran Canaria

Type of the car	**Duration**	Hours & distance **to be mentioned** by the company	**Rates in Euro without IVA** (please mention IVA percentage separately)			Please indicate the time when meal charge will be added	**Remarks, if any**
			Gran Canaria Region	Extra hours/Kms.	Driver's meal charge, if any		
Sedan car With English speaking drivers	12 hr disposal	Hours: Kms:					
	8 hr disposal	Hours: Kms:					
	One-way Airport/City transfer						
Mercedes E class With English speaking drivers	12 hr disposal	Hours: Kms:					
	8 hr disposal	Hours: Kms:					
	One-way Airport/City transfer						
Mercedes S Class With English speaking drivers	12 hr disposal	Hours: Kms:					
	8 hr disposal	Hours: Kms:					
	One-way Airport/City transfer						
Van / 7 seaters With English speaking drivers	12 hr disposal	Hours: Kms:					
	8 hr disposal	Hours: Kms:					
	One-way Airport/City transfer						

Percentage of IVA:

The above rates will be valid for one year from the date of empanelment.

Name & signature of bidder :_____

Date:_____

Company seal