

TENDER NOTIFICATION NO:--OPD-01/2017
TENDER ID : 112616



ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

O/o THE CHIEF TRAFFIC MANAGER (O&M),
RTC HOUSE,
PNBS, VIJAYAWADA.

Website: <http://www.apsrtc.gov.in>

E-TENDER DOCUMENT FOR APPOINTMENT OF AUTHORIZED
TICKET BOOKING TENDERER TO RUN OPRS COUNTERS FOR
SALE OF TICKETS FOR SERVICES OPERATED BY APSRTC AT
MAHATMA GANDHI BUS STATION, JUBILEE BUS STATION &
DILSUKHNAGAR BUS STATION IN TWIN CITIES OF HYDERABAD
FOR A PERIOD OF FIVE YEARS

DISCLAIMER

The information contained in this Tender document or subsequently provided to Tenderer, whether in document or verbal or any other form by or on behalf of Andhra Pradesh State Road Transport Corporation (APSRTC) by any of its employees or advisors, is provided to Tenderer on the terms and conditions set out in this Tender document and such other terms and conditions subject to which such information is provided.

The purpose of this Tender document is to provide interested parties with information that may be useful to them in eliciting their proposals pursuant to this Tender document. This Tender document may not be appropriate for all persons, and it is not possible for APSRTC, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this Tender document.

This Tender document includes statements, which reflect various assumptions and assessments made by APSRTC in relation to the Contract. Such assumptions, assessments and statements do not purport to contain all the information that each Tenderer may require.

The assumptions, assessments, statements and information contained in this Tender document, may not be complete, accurate, adequate or correct. Each Tenderer should, therefore, conduct his/its own investigation and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this Tender document and obtain independent advice from appropriate sources.

Information provided in this document to the Tenderer(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. APSRTC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

APSRTC, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Tenderer, under any law, statute, rules or regulations or tort, principles of restitution for unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Tender document or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the Tender document and any assessment, assumption, statement or information contained therein or deemed to form part of this Tender document or arising in any way in this Tender Stage.

Signature of the Tenderer.

e - TENDER DETAILS

1.	Department Name	ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION
2.	Circle/Division	OFFICE OF THE VC & MD, CTM(O&M) WING, RTC HOUSE, PNBS, VIJAYAWADA
3.	Tender Number	Adv: OPD- 01/2017.
4.	Tender Subject	Appointment of authorized ticket booking agent to run OPRS counters for sale of tickets at MGBS, JBS & Dilsukhnagar bus stations in twin cities of Hyderabad.
5.	Period Of Contract	Five years
6.	Form Of Contract	As per Tender Document
7.	Tender Type	Open
8.	EMD	EMD of Rs 10,000/- (Ten thousand). Bidders should make payment through e-portal only.
9.	Tender document Application Fee	Rs. 2290/- (Two Thousand two hundred ninety only)
10.	Tender document Application Fee Payable To	Rs. 2290/- should be paid through RTGS to APSRTC account no: 060611100003165, IFSC Code ANDB0000606, Acc. in Name: APSRTC, Bank name: Andhra Bank.
11.	Tender document downloading start date.	29.03.2017 at 10.00 Hrs
12.	Tender document downloading End date.	05.04.2017 at 17.00 Hrs
13.	Bids Submission Closing Date	06.04.2017 at 14.00 Hrs
14.	PQ Stage Evaluation Date	06.04.2017 at 14.30 Hrs
15.	Price Bid Evaluation Date	06.04.2017 at 15.30 Hrs
16.	Contact Details regarding e-portal	7337318402, 7337318403, 7337318405.
17.	Officer Inviting Bids	Chief Traffic Manager (O&M), APSRTC
18.	Contact Person	Chief Traffic Manager (O&M)

19	Address/E-mail id	C T M(O&M), Marketing Section, RTC House, PNBS, Vijayawada, dyctmmktgap@gmail.com
20	Contact Details	9959224666, 9100918813
21	Procedure to Offer Submission	<p>The Bidders shall submit their response through Bid submission to the tender on e-Procurement platform at http://tender.apecurement.gov.in by following the procedure given below.</p> <p>The Bidders would be required to register on the e-procurement market place www.eprocurement.gov.in or http://tender.apecurement.gov.in/ and submit their bids online. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-Procurement platform. The Bidders shall submit the details in the online standard formats displayed in e-Procurement web site. The Bidders shall attach/upload the scanned copies the receipts for payment of EMD and application fee in the e Procurement web site. The Bidders shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the Tender Notice and Bid Document.</p> <p>1. Digital Certificate Authentication:</p> <p>The Bidders shall authenticate the bid with their Digital Certificates for submitting the bid electronically on e-Procurement platform and the bids not authenticated by digital certificate of the Bidders will not be accepted on the e-Procurement platform http://tender.apecurement.gov.in/</p> <p>2. Registration with e-Procurement platform:</p> <p>For registration and online bid submission, Bidders may contact HELP DESK of M/s Vupadhi technologies Limited, eprocsupport@vupadhi.com, or http://tender.apecurement.gov.in/.</p> <p>3. Payment Of Transaction Fee:</p> <p>It is mandatory for all the participant Bidders from 1st</p>

January 2006 to electronically pay a Non-Refundable Transaction fee to M/s APTS(Andhra Pradesh State Technological Services), the service provider through "Payment Gateway Service on E-Procurement platform". The Electronic Payment Gateway accepts all Master and Visa Credit Cards issued by any Bank and Direct Debit Facility/Net Banking of ICICI Bank, HDFC, Axis Bank to facilitate the transaction. This is in compliance of G.O. Ms.13 dated 07.05.2006. A service tax of 15% + Bank Charges on the transaction amount payable to M/s APTS (Andhra Pradesh State Technological Services) shall be applicable.

4. Tender Document:

The Bidders are requested to download the Tender Document and read all the terms and conditions mentioned in the Tender Document and seek clarification, if any, from the Tender Inviting Authority. Any offline bid submission clause in the tender document could be neglected. The Bidders have to keep track of any changes by viewing the Addendums/dedundums/corrigendums issued by the Tender Inviting Authority from time-to-time, in the e-Procurement platform. The Department calling for Tenders shall not be responsible for any claims / problems arising out of this.

5. Bid Submission Acknowledgement:

The Bidders shall complete all the processes and steps required for Bid submission. The system will generate an acknowledgement with a unique bid submission number after completing all the prescribed steps and processes by the Bidders. Users may also note that the bids for which an acknowledgement is not generated by the e-Procurement system are treated as invalid or not saved in the system. Such invalid bids are not made available to the Tender Inviting Authority for processing the bids. The Government of AP and M/s APTS (Andhra Pradesh State Technological Services) are not responsible for incomplete bid submission by users.

HOW TO APPLY

- Click at <http://tender.apecurement.gov.in/> to download e-Procurement notification and Tender document
- Read the complete document, carefully
- Price Bid shall be submitted online only
- The system will generate an acknowledgement with a unique offer submission number on successful completion of the above process.

For any help or technical support on e-Procurement, Bidders may contact M/s Vupadhi Technologies Limited over phone or in person or their helpdesk at:

e-Procurement Help Desk
Vupadhi Technologies Limited
1st Floor, Ramky Grandiose,
Sy. No: 136/2&4, Gachibowli,
Hyderabad - 500032.
Telangana State.
Phone : +91 40-39999700, 39999701
Fax : +91 40-39999702
eMail ID: contact@vupadhi.com
Zippr Code: **VTSL6105**

DETAILS OF E-TENDER NOTICE NO: OPD-01/2017

1. The e-tender is for appointment of authorized ticket booking Agent to run OPRS counters for sale of tickets for services operated by APSRTC at Mahatma Gandhi Bus Station, Jubilee Bus Station & Dilsukhnagar bus stations in twin cities of Hyderabad for a period of five years.
2. Tenders are invited in single bid system *through e-procurement* platform of AP ATB Agent to run OPRS counters for sale of tickets for services operated by APSRTC at the above bus stations in twin cities of Hyderabad.
3. Tender document can be downloaded from the e- procurement platform of Government of Andhra Pradesh. i.e., <https://tender.apecurement.gov.in>.
4. Completed tender forms shall be submitted online through e-procurement system in <https://tender.apecurement.gov.in> duly paying the applicable transaction fee to APTS.
5. Earnest Money Deposit of **Rs. 10,000/- (Ten thousand only)** shall be paid through e-procurement platform of AP.
6. The details of tender submission and opening dates:

Bid Details:	Date	Time
Schedule Down Loading Start Date/Time	29-03-2017	10:00 Hrs
Schedule Down Loading End Date/Time	05-04-2017	17:00 Hrs
Bid Submission Last Date/Time	06-04-2017	14:00 Hrs
Pre Qualification bid opening date/Time	06.04.2017	14.30 Hrs
Bid Evaluation Date/Time	06-04-2017	15:30 Hrs

7. In the event of date, specified for the receipt and opening of the tender being declared as holiday for APSRTC office, the due date for submission of tenders and opening of tenders will be on the following working day.
8. APSRTC reserves the right to accept any tender or reject /cancel any tender or all the tenders received in response to this tender notification at any stage without assigning any reason whatsoever.
9. APSRTC reserves the right to cancel or postpone the date of tender without assigning any reasons. In case of postponement, the revised date will be notified.

Signature of the Tenderer.

TERMS AND CONDITIONS OF THE TENDER

General

1. All the Tenderer who have downloaded the Tender Document are requested to monitor the e-procurement website for all updates such as addendums/dedundums/corrigendum of tender schedules. No claims or compensation will be entertained because the Tenderer having not read/noticed the updates, etc.
2. Tender document application fee of Rs. 2290/- shall be paid through RTGS to APSRTC account No: 060611100003165, account Name: APSRTC, IFSC Code: ANDB0000606, Branch: Vijayawada, Bank: Andhra Bank and the scanned copy of the receipt shall be attached/ uploaded at the time of bid submission through online.
3. Tenderer is required to read carefully the contents of this document and is expected to examine all instructions, forms, terms and conditions in the tender documents. Failure to furnish all the information required as per the tender document or submission of a tender not substantially responsive to the tender document in every respect will be at the Tenderer's risk and may result in rejection of the tender.
4. The Tender must be submitted in the prescribed E-Tendering platform only.
5. The Tender once submitted shall not be permitted to be withdrawn. The Corporation shall not be responsible for the delay in finalizing the tenders for administrative reasons or for the reasons beyond its control viz., Court directive etc.
6. Earnest Money Deposit for an amount of Rs.10,000/- for above three bus stations shall be paid through e-portal while submitting the tender form and the scanned copy of the receipt shall be attached/ uploaded at the time of tender submission through online.
7. The Corporation will not be held responsible for any delay in refund of EMD due to any reasons in finalizing tenders i.e., administrative reasons, court directive etc. The EMD of successful tenderer will be adjusted towards security deposit payable to the Corporation.
8. The EMD will not carry any interest. The EMD of the unsuccessful Tenderer will be refunded only after finalization of Tenders.
9. Incomplete Tender form or Tender form received after the stipulated time and date will be rejected.

Submission of Tender:

10. Before submission of the tender, Tenderers are required to make themselves fully conversant with terms and conditions, so that no ambiguity arises later in this respect.
11. If the tender is submitted on behalf of a agency, name of the person representing the agency along with designation shall be mentioned in the tender form below the agency name. Also proof of authorization shall be enclosed.

Signature of the Tenderer.

12. The tender form as at Annexure II in the tender schedule shall be filled in all respects and shall be signed by the Tenderer. The Tenderer should ensure that their offer is submitted on the due date and time. Offers received after due date and time shall not be accepted.
13. The Tenderer should invariably sign all the pages of the tender schedule along with terms and conditions in token of his acceptance of all terms and conditions. In the event of failure to sign on all pages of the document, the bid will be rejected.
14. Incomplete tenders or tenders not fulfilling any of the conditions specified above are liable to be rejected without assigning any reason.
15. Any person/agency/organization, who/which was a contractor to the Corporation in the past and was terminated due to default in payment or for any other reason and any existing contractor who defaulted in payment of contract amount equivalent to 6 months and above in the present contract on the date of submission of this tender, is disqualified from participating in this Tender.
16. The Tenderer shall submit the filled tender application form in e-Procurement web site before 14.00 Hrs on 06.04.2017.
17. The Tenderer shall quote monthly license fee offered for the space provided at all three bus stations put together to operate OPRS counters. The amount should be mentioned in figures as well as words. In case of difference in the amount recorded in figures and words, the amount recorded in words will be taken in to consideration.
18. The Tender must be unconditional. Conditional offers will be summarily rejected.
19. The EMD of the tenders will be forfeited under the following circumstances.

The Tender form is liable to be treated as invalid:

- (a) When the EMD is not paid or less paid than what is stipulated in the tender.
- (b) When the EMD is paid through other means i.e., in a manner other than what is stipulated in the Tender Notification.
- (c) When tender form with pre-conditions or additional conditions is submitted.
- (d) When the tender is submitted in an unconcerned tender form.
- (e) When the tender is submitted for the business other than that notified in the tender Notifications,
- (f) When the tender form is submitted by minor, However, in case the tender is submitted on behalf of minor, necessary proof of guardianship shall be submitted, failing which tender will be rejected.
- (g) When the Tender form is submitted by the person as stated vide clause 15 above.

Signature of the Tenderer.

Opening and Evaluation of Tender:

20. The e-tenders will be opened online by the tender committee at the time and date as specified in the tender document. The data filled in by the Tenderer in online form shall be the sole criteria for evaluation of responses.

The tenders will be opened in the Chamber of Chief Traffic Manager (O & M), RTC House, PNBS and Vijayawada.

The e-Procurement software automatically evaluates the tender solely based on the data furnished by the Tenderer in the online tender submission. [However, the offers of the Tenderer shall be read out to all the Tenderer or their representatives present at the time of opening].

21. The Tenders will be evaluated and allotted to the Tenderer who quotes highest monthly license fee to be paid for the space provided at MGBS, JBS & DSNR Bus stations put together.

If the fee quoted is same by more than one Tenderer, then the tender will be finalized on lottery basis.

22. The Tenderer or their authorized representative can be present at the time of opening of the tenders. Either the Tenderer himself or his representative with proper authorization only will be allowed at the time of tender opening. If any of tenderer is not present at the time of opening of tenders, the tender opening authorities will, on opening of the tenders of the absentee Tenderer, reads out and records the deficiencies, if any, which shall be binding on the Tenderer.

23. In the event of the date specified for receipt and opening of tender being declared as a holiday for APSRTC's office, the due date for submission of tenders and opening of tenders will be the following working day.

Tender Evaluation Committee

24. The Tender Evaluation Committee constituted by APSRTC shall evaluate the tenders. The decision of the Tender Evaluation Committee in the evaluation of the Tenders shall be final. No correspondence will be entertained outside the process of negotiation / discussion with the Committee.

25. Any approach from the tender representative or his Contractor, trying to influence the decision on the tender, officially or otherwise, shall render the tender form liable to be summarily rejected. The tender committee has been empowered to take the final decision regarding the tender.

Amendment of Tender Document:

26. At any time prior to the deadline for submission of tenders, APSRTC may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Tenderer modify the Tender Document by issuing an addendum.

Any Addendum thus issued shall become a part of the Tender Document and will be notified in e-procurement web site.

To provide reasonable time to the prospective Tenderer to take an addendum into account while preparing their proposals, the deadline for submission of proposals may be extended, at the discretion of the tendering authority, if required.

Signature of the Tenderer.

Allotment of agency

27. As per the recommendations of the Committee, the agency will be allotted to the successful Tenderer. The successful Tenderer shall enter into agreement within 07 days from the date of issue of allotment letter for the agency duly paying the requisite security deposit amount. The stamp duty to register the agreement is to be borne by the Tenderer only.
28. Contract period starts from the 8th day of issue of allotment letter and the Tenderer shall start the OPRS counters within 15 days from the date of agreement entered in to between Tenderer and APSRTC.

Termination of tender process

29. APSRTC may terminate the tender process at any time and without assigning any reason. APSRTC makes no commitments, express or implied, that this process will result in a business transaction with anyone.

TERMS AND CONDITIONS

- 1) The tenderer will be allotted to carry out the activities under OPRS at MGBS, JBS & DSNR bus stations viz., issuing of tickets, cancellation of tickets including concessional tickets for customers (possessing Navya cat card, Vanitha Family card, Vihari card, PHC Card, Senior Citizen ID card, Journalist pass & Retired employee ID cards) for customers, refunds against cancellation, postponement & preponement of journey dates, generation of auxiliary way bills, attending of enquiries, etc., at the commission rates applicable for OPRS ATB Agents.
- 2) The successful tenderer has to function on regular top up of money (pre paid) basis. The tenderer has to maintain minimum cash balance of Rs.50,000/-

3) Commission payable at present is

- @ 5% commission over basic ticket amount to Non AC services**
@ 7% commission over basic ticket amount to AC Services

Note: Commission rates can be revised at any time as per the instructions of Corporation from time to time.

- 4) The Tenderer shall provide the following equipment at the counters at their own cost.
- a) Personal computer
 - b) Internet connection (Fixed/Mobile)
 - c) Inkjet Printer/Laser Printer/Dot matrix Printer
 - d) UPS
 - e) Required man power
 - f) Required Stationery & all related consumables

LICENSE FEE:

- 5) The amount quoted in the tenders is considered as the license fee amount per month for the space provided for carrying out OPRS activity at all the 3 Bus stations put together for the first three years. Monthly license fee for fourth year will be enhanced by 10% over previous year and for 5th year it will be enhanced by 15% over the 4th year.
- 6) The license fee per month for the space provided for carrying out OPRS activity at all the 3 Bus stations put together is exclusive of electricity bill and the same shall be paid in advance on or before 10th day of current month. If 10th day happens to be a holiday, the payment shall be made on the next working day.

Signature of the Tenderer.

- 7) The licensee shall pay the license fee to the Corporation, without any deductions. In other words, the amount agreed to be paid to the Corporation towards the contract shall be paid in toto.
- 8) The licensee is liable to pay the penalty for each day of delay @ 36% per annum in case of belated payment of monthly license fee, electricity charges on the amount payable, in addition to payment of license fee.
- 9) An amount which is equivalent to six months license fee pertaining to first year shall be paid towards security deposit.
- 10) The security deposit shall not carry any interest. The security deposit shall remain with the Corporation till the agreement period is over.
- 11) The Corporation can terminate the contract at any time by giving one month advance to the Tenderer. In such case the Security Deposit of the tenderer will be refunded after clearing all dues.
- 12) The Corporation shall not be held responsible for any loss or damage or theft of equipment, accessories etc., installed in the bus station/shelter by the Tenderer.
- 13) The Tenderer shall be permitted to utilize only the space available at the existing counters for display of boards.
- 14) The DyCTM (LDS)/HYDERABAD is authorized to collect license fee, electricity charges and recommend for imposing penalties (on behalf of the licensor) to CTM(O&M) on the licensee for breach of Terms and conditions of the agreement.
- 15) The Digital Electrical Sub-meter and other required equipment shall be procured by the licensee at its own cost. The licensee shall bear the expenses of electrical wiring from the power point to the working place. If the meter is not working, the licensee has to get it repaired immediately at its own cost.
- 16) The tenderer shall collect the fares and reservation tariff as prescribed by APSRTC from time to time.
- 17) All the existing rules with regard to issuing advance/current reservation tickets/pre-ponement and post-ponement of journey/ cancellation and refund of fare/return journey tickets etc., are to be followed scrupulously by the tenderer. The tickets sold by its representatives/employees are subject to the rules in force in APSRTC. The modifications/additions/deletions of any such rule will be communicated to the tenderer and the same are to be followed from time to time.
- 18) The Tenderer shall maintain requisite registers and forms as prescribed by the Corporation from time to time.
- 19) Any fraudulent practices like collection of excess fare, black marketing of tickets, creation of artificial demand, misuse/abuse of software, ticket fraud, etc., either directly by the tenderer or by its representative/employee shall be treated as offense and attract the following penal provision:
 - i. To impose penalty of Rs.1000-00 for first time.
 - ii. To impose penalty of Rs.2000-00 for second time.
 - iii. To terminate the tenderer for the third time.

Signature of the Tenderer.

- 20)The Tenderer shall carry out the business of OPRS activities viz., issuing of tickets, cancellation of tickets, refunds, postponement &preponement of journey dates, generation of way bills, attending of enquiries, etc., for a minimum period of six months, before seeking termination of contract.
- 21)In the event of tenderer seeking premature termination of contract within the stipulated six months period, the Security Deposit paid by the tenderer will be forfeited to the Corporation.
- 22)After completing a minimum period of (six months) the tenderer can withdraw from the contract by giving three months notice. In such circumstances the Security Deposit which may remain to the credit of the tenderer will be refunded after all the dues to the Corporation have been settled out of the Security Deposit of the tenderer. In case of seeking termination, agent shall continue reservation till alternative arrangements are made by the Corporation.
- 23)The Tenderer shall keep the counters opened 24 hours x 7 days of week and the Tenderer shall not keep the counter closed even for one day without prior permission. The Tenderer can keep the counter closed only after obtaining prior permission in writing from the DY.CTM(LDS). If the counter is found closed without prior permission from the concerned officials of APSRTC, the contract is liable for imposition of penalty besides termination of the contract.
- 24)The Tenderer has to promote the sale of tickets on its own and also act as Marketing and Advertising agent for APSRTC for which the cost shall be borne by the Tenderer alone in connection with the promotional measures for enhancing and optimizing the sale of tickets for APSRTC buses.
- 25)The publicity matter prepared by the Tenderer shall be approved in writing by the Chief Traffic Manager(O&M), Vijayawada before releasing the advertisement through any means by the Tenderer.
- 26)The Tenderer shall arrange for refund of the ticket fare amount in case of cancellation of service or the service does not turn up on time duly informing the ATM(LDS) at MGBS, JBS & DSNR BS, Hyderabad, even if the passenger purchases the ticket at other counter.
- 27)The Tenderer shall keep the counter premises in neat and tidy manner. In the counter premises, he should not keep unnecessary items except exhibiting the marketing banners, seating lay out etc.,
- 28)The Corporation shall not be indemnified and shall not be liable for any loss incurred by the Tenderer, its customers, financial institutions, personnel engaged by the Tenderer or any other person connected with the business of the Tenderer.
- 29)The Corporation shall not correspond with the representatives engaged by tenderer and for all purposes (for sale and remittance etc.,) only the tenderer is responsible and accountable.
- 30)The tenderer shall furnish information that may be required by the Corporation from time to time connected with selling of bus tickets.
- 31)In the event of any dispute arising over interpretation of Terms and Conditions, the decision of the VC&MD of the Corporation shall be final and binding.

Signature of the Tenderer.

- 32)The Tenderer shall comply with the rules and procedure in obtaining approval in the local/within the territorial limits, in which the business is being carried out and it shall pay all the taxes imposed or other penalties payable to the local authorities for the purpose of carrying on the business of advance booking tickets including Indian Telegraphic Act or any other law in force from time to time. In case the tenderer fails to pay such taxes, fees or other sum payable to such local authorities from time to time and if amount is payable by the tenderer, the Corporation will have the right to pay the such taxes, fees, imposed or other sums out of the Security Deposit of the Tenderer. The tenderer shall reimburse the amounts paid within 15 days of such payment.
- 33)The tenderer shall not engage minors/child labor for carrying out the business. The tenderer must comply with all labor laws and must indemnify the Corporation from the penalties or liability arising out of the tenderer's non compliance.
- 34)The Corporation is not liable for payment of any compensation in case of death or injury, simple or grievous caused to any person engaged by the Tenderer while on duty.
- 35)Tenderer shall not use the computer equipment for other purpose except for issuing tickets and other allied functions prescribed by the Corporation.
- 36)The Tenderer shall not mishandle the computer software by loading other information etc., other than software provided by Corporation.
- 37)The tenderer or its employee shall behave in a courteous manner with passengers to keep up the image of the organization. Any complaint against tenderer or its employee over their discourteous behavior will be treated as an offence and appropriate penalty will be imposed by CTM(O&M).
- 38)The workers employed by the Tenderer shall not have any right or claim whatsoever for employment in APSRTC at a future date.
- 39)Tenderer shall not cause delay either directly or indirectly in operation of bus and delays reported will be treated as offence and penalty will be imposed by CTM(O&M).
- 40)In the event of death of Licensee, the OPRS counter agreement shall come to an end. However, the Corporation may permit the Legal heir of the Licensee to run the business on the same terms and conditions for the remaining period of license on execution of fresh agreement by such legal heir.
- 41)If the Tenderer's computer system or online system fails, the tenderer shall get it rectified and Online system of tickets issues shall be restored within 24 hours, otherwise the tenderer will be terminated without any notice and the Corporation will make alternate arrangements for issuing tickets from the particular point.
- 42)The tenderer shall maintain the Computer hardware & internet connection in working condition every day and shall send all the outputs daily/monthly periodicals as per schedule to the Officers/In charges concerned without fail.
- 43)The Tenderer shall maintain "suggestions & complaints" book at the counter which shall be made available to the public on demand, immediately to make any suggestions or complaints by the public. It is the responsibility of the Tenderer to bring it to the notice of the Corporation. The said book shall be produced to the inspecting officials during the inspection of the point. Failure to follow this will lead to levy of penalty and/or termination of agreement and/or forfeiture of the Security Deposit at the discretion of the corporation.

Signature of the Tenderer.

- 44) The Tenderer shall be supplied with a manual of procedure to be followed, rules and regulations in vogue with regard to reservation, cancellation, preponement, postponement, return journey ticket etc., for scrupulous adopting, failing which the tenderer attracts imposition of penalty including termination of Tender for violating the guidelines under implementation.
- 45) The Tenderer is liable for payment for the damage caused to the Bus stations, in the course of installation of computer system or in the course of removing the equipment/computer machinery fixtures etc., The tenderer shall have to repair the damage or remit the cost of repairs assessed by the Corporation failing which the cost of repairs will be recovered from the Security Deposit.
- 46) The Tenderer shall issue auxiliary way bills/Reservation charts for all services touching MGBS/JBS/DSNR Bus Stations.
- 47) TDS as per the provision of IT act would be deducted from the commission payable. Further, the tenderer has to comply with the rules/guidelines to be imposed by Govt. bodies with regard to Service Tax, VAT tax etc., and Corporation is not responsible for the said items.
- 48) When the successful tenderer fails to pay the Security Deposit within 07 days from the date of issue of allotment letter for the agency, the Corporation is empowered to cancel the allotment letter besides forfeiting the EMD.
- 49) The Authorities of APSRTC are empowered to exercise surprise checks at any time on the Counter/Point.
- 50) During the agreement period, the Corporation is at liberty to add/alter/modify/delete any the condition (s) of the agreement in the interest of the public.

Signature of the Tenderer.

Annexure - I

To
The CHIEF TRAFFIC MANAGER (O&M),
A. P. S. R. T. C.
RTC House, Vijayawada.

Sir,

Sub: **TENDERS** - Submission of Tender for appointment of Agency to run
OPRS counters at MGBS, JBS & Dilsukhnagar Bus stations in twin cities
of HYDERABAD for sale of tickets for services operated by APSRTC for a
period of 5 years – Reg.

Ref: Tender Notification No:OPD-01/2017.

I/We _____, hereby submit Tender for appointment of authorized ticket booking
agent at MGBS, JBS & Dilsukhnagar bus stations in twin cities of Hyderabad for sale
of tickets for services operated by APSRTC after carefully going through the Terms and
Conditions and other rules stipulated by the corporation, which are made available to
me/us, along with the Tender Form.

Encl: Tender form

Place:

Yours faithfully,

Date:

(SIGNATURE OF THE TENDERER)
along with seal

Address:

Tender application form

To
The Chief Traffic Manager (O&M),
APSRTC,
RTC HOUSE, PNBS,
VIJAYAWADA.

Sir,Sub:- Submission of Tender Application form for evaluation of the offer/quote submitted – Reg.

I/We have carefully read the terms and conditions of the tender document and I/We hereby submit our offer as detailed below:

Description of the item	Monthly license fee offered	
	Rs in figures	Rs in words
For the space provided at all the three bus stations i.e. at MGBS, JBS and Dilsukhnagar		

1)It is hereby confirmed that I/We are entitled to act on behalf of ourcorporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

2) I/we hereby agree to be appointed as Authorized ticket booking agent for for a period of Five years.

3) I/we have carefully read and understood the terms andconditions of the tender and of the contract and herebyconfirm my/ouracceptance to the Terms and Conditions stipulated.In the event, of my/our failure to abide by any of the Terms and Conditions, the EMD amount paid by me/us is liable for forfeiture.

Date:

(Signature of the tenderer)

along with seal/stamp

NAME OF THE APPLICANT :

ADDRESS FOR COMMUNICATION :

CONTACT NO :

e-mail address :

LETTER OF AUTHORISATION FOR ATTENDING TENDERS

Sub: Authorization for attending the opening of Tenders on _____ (Date), called for appointment of agency to run OPRS counters at MGBS, JBS & Dilsukhnagar Bus stations in twin cities of HYDERABAD for sale of tickets for services operated by APSRTC for a period of 5 years -Reg.

Following persons are here by authorized to attend the opening of the tender mentioned above on behalf of (Tenderer) in the order of preference given below.

Order of preference	Name	Specimen signature
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I

II

Signature of Tenderer with Seal

Or

Officer authorized to sign the tender with Seal

Note:

The persons authorized by the Tenderer above shall have decision making power.