



**ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION**

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***INVITATION FOR E-TENDERS FOR SUPPLYING MAN  
POWER FOR RUNNING 24 x 7 CENTRAL COMPLAINT  
CELL FOR ANDHRA PRADESH STATE ROAD  
TRANSPORT CORPORATION (APSRTC) FOR A  
PERIOD OF THREE YEARS.***

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**O/o THE CHIEF TRAFFIC MANAGER (O&M),  
APSRTC, RTC HOUSE,  
NTR ADMINISTRATIVE BLOCK, PNBS,  
VIJAYAWADA-520013**

**Website: <http://www.apsrtc.gov.in> ( upto 09-06-2017)**

**Website: <http://www.apsrtc.ap.gov.in> (from 10-06-2017 onwards)**

## **DISCLAIMER**

The information contained in this E-Tender document or subsequently provided to Tenderers, 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 Tenderers on the terms and conditions set out in this E-Tender document and such other terms and conditions subject to which such information is provided.

The purpose of this E-Tender document is to provide interested parties with information that may be useful to them in eliciting their proposals pursuant to this E-Tender document. This E-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 E-Tender document.

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

Information provided in this E-Tender 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 or 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 E-Tender document or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the E-Tender document and any assessment, assumption, statement or information contained therein or deemed to form part of this E-Tender document or arising in any way in this E-Tender Stage.

CHIEF TRAFFIC MANAGER (O&M)



**APSRTC**

***E-TENDER FOR SUPPLYING MAN POWER FOR  
RUNNING 24 x 7 CENTRAL COMPLAINT CELL FOR  
ANDHRA PRADESH STATE ROAD TRANSPORT  
CORPORATION (APSRTC) FOR A PERIOD OF THREE (3)  
YEARS.***

**E-TENDER DETAILS**

1	Department Name	ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION		
2	Circle/Division	Office of the VC & MD, Operational Department, RTC house, PNBS, Vijayawada		
3	E-Tender notification Number	OPD/255(07)/2017-Dy CTM(CCC), Dt.04.04.2017		
4	E-Tender Subject	Invitation for E-Tenders FOR SUPPLYING MAN POWER FOR RUNNING 24 hrs x 7 days CENTRAL COMPLAINT CELL FOR ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION (APSRTC) FOR A PERIOD OF THREE YEARS.		
5	Period Of Contract	Three years		
6	Form Of Contract	As per E-Tender Document		
7	E-Tender Type	Open		
8	EMD	EMD of <b>Rs 2,50,000/-</b> (Rs. Two Lakh fifty thousands only). Bidders should make payment of the same amount through e-portal.		
9	Security Deposit	As per E-Tender Document		
10	E-Tender document Process Fee	<b>Rs. 11,800/-</b> (Rs. Eleven Thousand Eight hundred only,including GST of 18%) Pay amount through RTGS to APSRTC Account no: 62472413226, IFSC Code:SBHY0020169,A/c. Name: FA, APSRTC, Bank name: STATE BANK OF INDIA, Gandhi Nagar branch, Vijayawada, and the scanned copy of the receipt shall be attached/uploaded at the time of Bid submission through online.		
11	Bid Details:	DETAILS		Time
		Pre Bid meeting Date/Time	28.07.2017 (Friday)	3:00 PM
		Schedule Down Loading Start Date/Time	26.07.2017 (Wednesday)	11:00AM
		Schedule Down Loading End Date/Time	06.08.2017 (Sunday)	5:00 PM
		Bid Submission Last Date/Time	07.08.2017 (Monday)	2:00 PM
		Eligibility Opening Date/Time	07.08.2017 (Monday)	3:00 PM
		Commercial Bid Opening Date/Time	10.08.2017 (Thursday)	4:00 PM
		<p>1.In the event of date, specified for the receipt and opening of the e-tender being declared as holiday for APSRTC office, the due date for submission of e-tenders and opening of e-tenders will be on the following working day.</p> <p>2.APSRTC reserves the right to cancel or postpone the date of e-tender without assigning any reasons. In case of postponement, the revised date will be notified.</p> <p>3.APSRTC reserves the right to accept any e-tender or reject/cancel any e-tender or all the e-tenders received in response to this e-tender notification at any stage without assigning any reason whatsoever.</p>		
12	Contact Person Nos. regarding e-portal	7337318402, 7337318403, (M/S APTS(Andhra Pradesh State Technological Services)) 7337318405		
13	Officer Inviting Bids	Chief Traffic Manager (O&M), APSRTC		
14	Contact Person	Chief Traffic Manager (O&M), APSRTC		
15	Address/ e-mail id	C T M(O&M), Operations Department, RTC House, PNBS, Vijayawada, <a href="mailto:ctm@apsrtc.ap.gov.in">ctm@apsrtc.ap.gov.in</a> , <a href="mailto:ctmapsrtc@gmail.com">ctmapsrtc@gmail.com</a>		
16	Contact Details: Telephone	CTM(O&M) - 9959224666 Dy.CTM(CCC) - 9515678304		

17	Procedure to Offer Submission	<p><b><u>Pre-requisites for Bidders:</u></b></p> <ul style="list-style-type: none"> <li>• Bidders would be required to register on the e-procurement portal <a href="https://tender.apecurement.gov.in">https://tender.apecurement.gov.in</a> and submit their bids online.</li> <li>• Bidders shall submit their response through Bid submission to the E-Tender on e-Procurement platform at <a href="https://tender.apecurement.gov.in">https://tender.apecurement.gov.in</a> by following the procedure given below.</li> <li>• Offline bids shall not be entertained by the Tender Inviting Authority for the E-tenders published in e-procurement platform.</li> <li>• The Bidders shall submit the details in the online standard formats displayed in e-procurement web site.</li> <li>• The Bidders shall attach/upload the scanned copies of the receipts for payment of EMD and application fee in the e-procurement web site.</li> <li>• The Bidders shall attach all the required documents for the specific E-tender after uploading the same during the bid submission as per the E-Tender Notice and Bid Document.</li> </ul> <p><b><u>1. Digital Signature Authentication:</u></b> Bidders shall authenticate the bid with their Digital Signature for submitting the bid electronically on e-procurement platform and the bids not authenticated by digital signature of the Bidders will not be accepted on the e-procurement platform <a href="https://tender.apecurement.gov.in">https://tender.apecurement.gov.in</a>.</p> <p><b><u>2. Registration with e-procurement platform:</u></b> For registration and online bid submission, Bidders may contact HELP DESK of M/s Vupadhi Technologies Limited or <a href="https://tender.apecurement.gov.in">https://tender.apecurement.gov.in</a>.</p> <p><b><u>3. Payment Of Transaction Fee:</u></b></p> <ul style="list-style-type: none"> <li>• It is mandatory for all the participant Bidders from 1st January 2006 to electronically pay a Non-Refundable Transaction fee of Rs.4490/- (Rs.Four Thousand, four hundred and ninty) to M/s APTS(Andhra Pradesh State Technological Services), the service provider through "Payment Gateway Service on e-procurement platform".</li> <li>• 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.</li> <li>• This is in compliance to G.O. Ms. No. 13 dated 07.05.2006.</li> </ul> <p><b><u>4. Tender Document:</u></b></p> <ul style="list-style-type: none"> <li>• Bidders are requested to download the E-Tender Document and read all the terms and conditions mentioned in the E-Tender Document.</li> <li>• They should seek clarification, if any, from the Tender Inviting Authority.</li> <li>• Any offline bid submission clause in the E-tender document should be neglected.</li> <li>• The Bidders have to keep track of any changes by viewing the Addenda / Corrigenda issued by the Tender Inviting Authority from time-to-time, in the e-procurement platform.</li> <li>• The Department calling for E-Tenders shall not be responsible for any claims / problems what so ever arising out of this.</li> </ul> <p><b><u>5. Bid Submission Acknowledgement:</u></b></p> <ul style="list-style-type: none"> <li>• Bidders shall complete all the processes and steps required for Bid submission.</li> <li>• The system will generate an acknowledgement with a unique bid submission number after completing all the prescribed steps and processes by the Bidders.</li> <li>• 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.</li> <li>• Such invalid bids are not made available to the Tender Inviting Authority for processing the bids.</li> </ul>
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		<ul style="list-style-type: none"> <li>The Government of AP and M/s APTS (Andhra Pradesh State Technological Services) are not responsible for incomplete bid submission by users.</li> </ul>
18	General Terms & Conditions	As per E-Tender Document

### **HOW TO APPLY**

- Click at <http://tender.apecurement.go.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**

**ABOUT ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION**  
**(APSRTC)**

The Government of Andhra Pradesh established the Andhra Pradesh State Road Transport Corporation on 11<sup>th</sup> January 1958 in pursuance of the Road Transport Corporations Act, 1950 realizing the necessity and need for efficient, adequate, economical and well-coordinated system of road transport services.

Consequent upon bifurcation of Andhra Pradesh State into Andhra Pradesh and Telangana, Andhra Pradesh State Road Transport Corporation (APSRTC) is functioning as a separate entity from 02.06.2015.

APSRTC is currently operating services within Andhra Pradesh, to Telangana and other neighbouring States.

**Some of the key factors (as on 30-04-2017) about APSRTC include:-**

- Number of Vehicles : 11,833
- Average Daily Earnings : Rs 11.37 cr
- Avg. Daily Volume of Operation : 43.87 lakh kms
- Passengers transported daily : 60 lakhs
- Depots : 128
- Bus Stations : 423
- Man power : 56,592
  
- Regular Services operated daily with various levels of comfort, such as Vennela, Amaravathi, Garuda Plus, Garuda, Indra, Super Luxury, Ultra Deluxe, Deluxe, Ghat road, Express, Teluguvelugu, Metro Luxury, City Metro Deluxe, City Metro Express, City Ordinary.
  
- Contract Carriage Services, Advance Reservation Services; Concessional Travel Schemes such as Navya CAT Card, Vanitha Family Card, Vihari Card, Silver Card and Travel As You Like etc.

**1. About the Project**

With a view to deliver a high level of customer service, APSRTC started a Central Complaint Cell w.e.f. 27.07.2011 for attending to the passenger calls, mails and SMS based grievance redressal system. The existing Central Complaint Cell is attending to the needs of APSRTC commuters with its own hardware and infrastructure.

**Definitions used in this document**

- **Terminal:** A Computer System/Station in the Central Complaint Cell used for attending to all Central Complaint Cell activities like attending to customer calls, attending to customer mails, providing information to customers through mails, call diversion/forwarding etc.
- **Agent:** A resource/person assigned to a terminal at any given point of time for attending to all the Central Complaint Cell related activities.
- **Shift:** 8 hours of continuous operation of a terminal, by a agent, for carrying

out Central Complaint Cell related activities. There shall be three shifts in a day.

- **Terminal day:** One shift of operation of a terminal, by a agent, for carrying out Central Complaint Cell related activities.

## **2. Overview for Establishment of Central Complaint Cell**

- a. APSRTC has a state of the art online e-ticketing system viz. Online Passenger Reservation System (OPRS). The current online reservation portal is based on open system with multi-tier **J2EE architecture**. The system supports high availability and is operational 24 x 7. The system uses a **Service Oriented Architecture**.
- b. E-ticketing Passengers book their seats through internet, making payment using credit/debit cards or net banking. Mobile App based bookings will also be started shortly.
- c. The Central Complaint Cell has to handle all the issues/complaints related to the e-ticketing/App based ticketing passengers, operational matters, marketing schemes etc., and take required follow up action.
- d. There are 128 Depots and 423 Bus Stations in Andhra Pradesh giving services to passengers. OPRS facility for services operated by depots in APSRTC is available in 102 Bus Stations in Andhra Pradesh and at 3 Bus Stations in Telangana State. There are 1911 ATB Agents connected to the OPRS from various places in Andhra Pradesh and surrounding States for issuing tickets to the passengers. Passengers can also book tickets for APSRTC services through the portals of B2C Franchisee.

## **3. Scope of work**

### **Scope of work, in brief, is given hereunder:**

Provision of qualified and properly trained manpower (human resources) required for the 24 x 7 Central Complaint Cell established in APSRTC.

- a) Attending to passenger calls and providing information required by them over phone.
- b) Attending to passenger mails and providing information required by them through mails.
- c) Registering the grievances / suggestions received from the passengers through phone calls and mails, and forwarding them to concerned officials for necessary action, receive action taken report from them and inform the customer about the action taken by APSRTC, whenever the customer enquires for the same. All grievances/ suggestions received from customers through calls/ mails should get a unique ID number for tracking.
- d) Arranging refund for all e-ticket failure transactions for different payment gateways (HDFC, EBS etc.), and other cases after getting certification from the APSRTC official concerned. E-wallet refunds are also to be attended as and when applicable.
- e) Liaising with Field Managers for immediate relief arrangement whenever messages related to Breakdowns/ Accidents/ untoward incidents are reported to Central Complaint Cell.
- f) Generating daily/ weekly/ fortnightly/ monthly/ yearly reports pertaining to Central Complaint Cell, as required by APSRTC.



- g) Maintaining data viz., daily call summary reports, breakdown/accidents, ticket refunds, call connections etc.

#### 4. Contract period

The contract will be for a period of three (3) years from the date of supplying the required manpower to the Central Complaint Cell and it becomes fully operational.

#### 5. Eligibility criteria for bidders

- a) The bidder/bidding entity should have at least 3 years of experience ending Financial Year 2016-17 in similar business (supplying manpower for running call centres /BPO / Helpdesk) within India and should be currently running a Call Centre with at least 10 Agents/Terminals. (Proof such as agreement copy entered into with the present organization for which call centre is being run and also a certificate to that effect from the present organization with whom the bidder is presently working to be submitted).
- b) A bidder can be an individual/firm/company.
- c) The individual/firm/company should be having all the statutory approvals and licenses required for manpower supply agency viz Registration with Labour Department for man power supply to call centre, PF & ESI registration.
- d) The successful bidder will have to setup his/her office in Vijayawada city within one month from the date of issue of Letter of Allotment of contract or before signing of contract whichever is earlier to monitor the work of the manpower supplied.
- e) Consortiums are not permitted.
- f) The average turnover on relevant business as specified at 6(a) during the last three financial years (2014-15, 2015-16 & 2016-17) should not be less than **Rs. 30,00,000/- (Rupees Thirty lakhs only)** per annum. Certification from CA to be obtained (with name and membership number) along with the Balance sheet / Profit & Loss statement.
- g) The bidder should not have been blacklisted by any Government Organization/ Department before 31.12.2016 (or later) in India. Affidavit duly attested by Notary Public stating that the bidder/bidding entity has not been blacklisted at any time by any Institution/ Organization/ Society/ Company of the Central/ State Government Ministry/ Department, or its Public Sector Organizations shall be submitted.
- h) The bidder/bidding entity should submit an undertaking that it has sufficient qualified and trained human resources to provide the required services. This shall be incorporated in the Affidavit.
- i) The Registration number of the bidding entity along with the CST/VAT/GST number allotted by the Sales Tax Authorities (if any), Service Tax registration number, PAN, TIN and copy of Income Tax Returns for the last three financial years (starting with 2014-15) should be submitted along with the bid. PF/ESI Registrations are also to be submitted.

- j) The bidder should attach documentary proofs in support of above eligibility criteria failing which the bid will be rejected.

**6. Cost of Tender Document.**

- a) Cost of the E-Tender Document is **Rs. 11,800/-**(Rs. Eleven thousand and eight hundred only)(including GST @ 18%) and has to be paid in the form of e-payment through RTGS to APSRTC **Account no: 62472413226, IFSC Code SBHY0020169,A/C. Name: FA,APSRTC, Bank name: State Bank of India, Gandhi Nagar branch, Vijayawada and the scanned copy of the receipt shall be attached /uploaded at the time of bid submission through online.**
- b) The E-Tender Document has to be downloaded from APSRTC website **www.apsrtc.gov.in**

**7. Earnest Money Deposit**

- a) The Bidder shall remit, **EMD of Rs 2,50,000/-** (Rs. Two Lakhs and fifty thousand only). Bidders should make payment of the same amount 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.
- b) The EMD of successful bidder will be converted into Security Deposit (SD),the balance security deposit of **Rs 2,50,000/-** (Rs. Two Lakhs and fifty thousand only),has to be submitted by the successful bidder in the form of a Bank Guarantee within the time stipulated by APSRTC.
- c) The Corporation will not be held responsible for any delay in refund of EMD due to any reason in finalizing tenders i.e, administrative reasons, court directive etc.
- d) EMD of the unsuccessful bidders will be returned after conclusion of the Agreement with the successful bidder.
- e) No interest will be payable by APSRTC on the EMD amount.
- f) The EMD shall be forfeited: In all cases,
- i. If a bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or
  - ii. In the case of a successful bidder, if the bidder fails to sign the contract/ agreement or to furnish Security Deposit (SD) within the specified time.

**The E-Tender form is liable to be treated as invalid:**

- i. When the EMD is not paid or less paid than what is stipulated in the E-tender.
- ii. When the EMD is paid through other means i.e., in a manner other than what is stipulated in the E-Tender Notification.
- iii. When E-tender form with pre-conditions or additional conditions is submitted.
- iv. When the E-tender is submitted in an unconcerned E-tender form.
- v. When the E-tender is submitted for the business other than that notified in the E-tender Notifications,
- vi. When the E-tender form is submitted by minor, However, in case the E-tender is submitted on behalf of minor, necessary proof of guardianship shall be submitted,

failing which E-tender will be rejected.

- f) No exemption for submitting the EMD will be given to any vendor including SSI/PSU Units.

## 8. Security Deposit

- a) The successful Tenderer should pay Security Deposit of **Rs. 5,00,000/-** (Rupees Five Lakhs only) to APSRTC, out of which **Rs.2.50 lakhs** (Rs.Two lakhs fifty thousands only) paid through e-portal as EMD will be converted to Security Deposit and the remaining **Rs.2.50 lakhs** (Rs. Two lakhs fifty thousands only) should be in the form of a Bank Guarantee.
- b) **The successful bidder shall submit the Bank Guarantee (BG)** within fifteen (15) working days from the date of issue of allotment letter of the contract or prior to signing of the Agreement whichever is earlier. An unconditional and irrevocable Performance Bank Guarantee (PBG) from a Scheduled Bank acceptable to APSRTC, payable on demand, for the due performance and fulfillment of the contract by the successful bidder should be submitted. **The Bank Guarantee should be valid for a period of 42 months.**
- c) **The Security Deposit shall not carry any interest.**
- d) Failure to submit Bank Guarantee within the stipulated time shall result in forfeiture of EMD.
- e) In case of extension of the contract period, either a fresh Bank Guarantee shall be submitted or the validity of the Bank Guarantee shall be extended, such that it covers a period of upto six(06) months after the expiry of the extended period of contract.
- f) Bank Guarantee should be in a format prescribed by APSRTC, which will be communicated to the successful bidder.
- g) The Security Deposit shall not carry any interest.
- h) The Security Deposit will be returned after the expiry of the contract period, after all the transactions under the contract are completed and after adjustment of any dues to APSRTC.

## 9. Key Dates and events

Refer to the item no.11 under bid details of e-tenders notification.

## 10. Pre-bid meeting

- a) A pre-bid meeting will be conducted to clarify the objectives/scope of the project, in the Stores Conference Hall, APSRTC, RTC House, Vijayawada on 28.07.2017 (Friday) at 15.00 hrs., on the date mentioned in “Key Dates and events”/Bid details e-tenders notification clause.
- b) Only the bidders who made e-payment towards cost of E-tender document will be allowed to participate in the Pre-bid meeting.
- c) Incomplete Tender form or Tender form received after the stipulated time and date will be rejected.

## 11. Bid Submission & Correspondence

### 1. Address for Bid Submission & Correspondence

The Chief Traffic Manager (O & M),  
Andhra Pradesh State Road Transport  
Corporation, RTC House, Vijayawada,  
PIN- 500 001, Andhra Pradesh.  
Cell No — 9959224666  
Website: <http://www.apsrtc.ap.gov.in>  
E-mail: [ctm@apsrtc.ap.gov.in](mailto:ctm@apsrtc.ap.gov.in)  
[ctm@apsrtc@gmail.com](mailto:ctm@apsrtc@gmail.com)

### Contact Person

The Chief Traffic Manager (O & M),  
Andhra Pradesh State Road Transport  
Corporation, RTC House, Vijayawada,  
PIN– 500 001, Andhra Pradesh.  
Cell No — 9959224666  
Website: <http://www.apsrtc.ap.gov.in>  
E-mail: [ctm@apsrtc.ap.gov.in](mailto:ctm@apsrtc.ap.gov.in)  
[ctmapsrtc@gmail.com](mailto:ctmapsrtc@gmail.com)

### 12. Bid Submission

- a) Only through e-tenders, bidders shall submit the bids along with all the required information, as mentioned in “Key Dates and events”/Bid details e-tenders notification clause.
- b) The financial bid should be filled in the prescribed proforma (Annexure-3) along with the other bid documents.
- c) **The financial bids of only the bidders who satisfy the eligibility criteria would be opened on the date and time specified in Bid details (item no 11 of e-tender details statement).**
- d) **The Manpower wages quoted per month shall be inclusive of all taxes (excluding Service Tax) and should be quoted in words and figures. In case of any discrepancy between the words and figures, the manpower wages quoted per month in words will be taken into consideration. The Manpower wages quoted per month at which the contract is awarded shall be valid for the entire contract period.**
- e) **APSRTC reserves the right to accept or reject any bid/all bids without assigning any reason.**
- f) The bids shall be valid for a period of six (06) months from the date of opening of the bids. If so required, APSRTC will request for extension of the bid validity.
- g) Bids once submitted cannot be withdrawn by the bidder before the expiry of the validity period.
- h) Bids received after the due date and time, without requisite EMD will be summarily rejected.
- i) Before submission of the E-tender, Tenderers are required to make themselves fully conversant with terms and conditions, so that no ambiguity arises later in this respect.
- j) If the E-tender is submitted on behalf of a Agency, name of the person representing the Agency along with designation shall be mentioned in the E-tender form below the Agency name. Also proof of authorization shall be enclosed (as in Annexure-IV).
- k) The E-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 will not be accepted.
- l) The Tenderer should invariably sign all the pages of the E-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 technical bid will be rejected.
- m) Incomplete E-tenders or E-tenders not fulfilling any of the conditions specified in E-tender document are liable to be rejected without assigning any reason.

13. **Bid opening**

E-bid opening system.

14. **Opening a financial bid:**

- a. **E-opening system.** Financial bids of the bidders who satisfy all the eligibility criteria and whose bids are in order will be opened through e-tenders on the date mentioned under Bid details. The bids will be arranged in ascending order of bid value i.e., the monthly wages quoted **for supply of 18 Agents, Team leaders (2), Quality/Business Analyst (1), and Manager (1) totaling 22 persons.**
1. The Bidders will be ranked in ascending order of bid value i.e., Bidder quoting the lowest value i.e., the monthly wages (L1) **for supply of 18 Agents, Team leaders (2), Quality/Business Analyst (1), and Manager (1) totaling 22 persons** will be ranked first and so on. The no.of Terminals are likely to increase or decrease and accordingly the requirement of agents is likely to increase or decrease. The Manpower charges per month will increase/decrease accordingly. The monthly wages payable per agent by the Corporation is Rs.16,437/- as the work is skilled work .
- b. The e-tenders will be opened online by the Tender Committee at the time and date as specified in the E-tender document. The data filled in by the Tenderer in online form shall be the sole criteria for evaluation of responses. The E-tenders will be opened in the Chamber of Chief Traffic Manager (O & M), RTC House, PNBS, 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 Tenderers or their representatives present at the time of opening.
- c. **The Tenderers must not quote less than the contract value/monthly wages. If any tenderer quotes less than the contract value/ monthly wages his/her tender will be treated as disqualified. If tenderers quote more than the contract value/ monthly wages, a successful bidder will be selected from among the lowest quoted over and above the contract value/ monthly wages. If all the tenderers quote equal amount (contract value/ monthly wages) the E-tender will be finalized on lottery basis.**
- d. The Tenderer or their authorized representative can be present at the time of opening of the E-tenders. Either the Tenderer himself or his representative with proper authorization only (as in Annexure-IV) will be allowed at the time of E-tender opening. If any tenderer is not present at the time of opening of E-tenders, the E-tender opening Authorities will, on opening of the E-tenders of the absentee Tenderer, read out and record the deficiencies, if any, which shall be binding on the Tenderer.
- e. In the event of the date specified for receipt and opening of E-tender being declared as a holiday for APSRTC's office, the due date for submission of E-tenders and opening of E-tenders will be the following working day.

### **E-Tender Evaluation Committee**

1. The E-Tender Evaluation Committee constituted by APSRTC shall evaluate the E-Tenders. The decision of the E-Tender Evaluation Committee in the evaluation of the E-Tenders shall be final. No correspondence will be entertained outside the process of negotiation / discussion with the Committee.
2. **Any approach from the tender representative or his Contractor, trying to influence the decision on the E-tender, officially or otherwise, shall render the E-tender form liable to be summarily rejected. The E-Tender Committee has been empowered to take the final decision regarding the E-tender.**

### **Amendment of E-Tender Document:**

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

Any Addendum thus issued shall become a part of the E-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 E-Tendering Authority, if required.

### **Allotment of agency**

1. As per the recommendations of the Committee, the contract for providing manpower will be allotted to the successful Tenderer. The successful Tenderer shall enter into agreement within seven (07) days from the date of issue of allotment letter for the contract. **The stamp duty to register the agreement is to be borne by the Tenderer only.**
2. Contract period starts from **the 8<sup>th</sup> day of issue of Allotment Letter** and the Tenderer shall provide the required manpower to run the Central Complaint Cell **within 15 days from the date of agreement** entered into between Tenderer and APSRTC.

### **Termination of E-tender process**

APSRTC may terminate the E-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.

## **15. Negotiations, Contract Finalization and Award**

- a) **The bidder(s) quoting the lowest bid value (not less than the contract value/monthly wages) for supply of 18 Agents, Team leaders(2), Quality/Business Analyst(1),and Manager(1) totaling 22 persons will be called for negotiations, if felt necessary, before finalization of the contract.**
- b) APSRTC shall however reserve the right to reject any/all the offers and cancel the E-tender, at any stage, without assigning any reason.

## 16. **Functional requirements:**

### **Business Requirement:**

To provide qualified and properly trained manpower to work in an pre-established Inbound/Outbound Call Center for supporting APSRTC customers in getting their service requests processed. Overall the successful bidder is required to run Call Center with professionally qualified man power for APSRTC, in PNBS, Vijayawada.

#### **A. Inbound requirement:**

- a) A single board number will be provided by APSRTC. Customers can call from their mobile/landline to the APSRTC number.
- b) Customer calls APSRTC on a single board number for APSRTC.
- c) IVR treatment will be done and call will be forwarded to the call center.
- d) IVR treatment: Welcome message for APSRTC and at least 5 sub menus which will be provided by APSRTC.
- e) Telephony service provider based on the location of the call getting originated will connect the customer calls to local call servers.
- f) Call will be routed based on the number the customer has dialed.
- g) A screen pop on Terminal screen displays based on the request by Customer for APSRTC.
- h) Call is picked up at the terminal. In case the call is not picked up, fallback rules have to be applicable.

#### **B. Out bound requirement:**

- a) Provision is made available at the Terminals to enable dialing calls to customers whenever feedback, suggestions and call backs are required.
- b) Facility is provided by APSRTC to get all calls recorded.

## 17. **Solution and architecture**

A hosted Cloud Agent inbound/outbound contact center on an Opex model. All agents training and process management shall be done by the successful bidder.

### **How it Works**

#### **Call Flow:**

- a) All agents are provided with (by APSRTC) analog/ wireless/ mobile phones from telephony service provider like RCom (Reliance)/ Tata/ Airteletc.
- b) Agents are provided with (by APSRTC) agent toolbar for screen pop and call control.
- c) All calls inbound and outbound will be done using PRI provided by the telephony service provider.
- d) PRI terminates on the Telephony Gateway on Cloud Agent servers at data center.
- e) Agent logs into the system by dialing into PRI hosted Cloud Agent server at data center.
- f) Agent at different locations will dial into respective local Cloud Agent servers.
- g) Agents are connected and placed into waiting area.
- h) Agent will log into the toolbar to start receiving the call.
- i) When a customer calls the PRI number at data center, Cloud Agent looks for the board number and displays on agents screen as per the request.
- j) Routing can be define for upto 5 levels of escalation. Agent  Team Lead  Project Manager  AVP Operations  Management.

### **Cloud Agent Dialer and Campaign Manager:**

Cloud Agent Dialer provides following modes:

- Progressive Dialer

Dialer provides following features:

- a) Thin client-based java agent and administrative interfaces, works with thin as well thick clients. Supports windows as well as Linux agent desktops.
- b) Ability to have agents operate remotely.
- c) Integrated call recording.
- d) Ability to schedule a call back with a customer as either any-agent or agent-specific.
- e) Ability for agents to be logged in remotely anywhere with just a phone and a web browser.
- f) Ability to add custom call dispositions per campaign.
- g) All calls are logged and status of calls logged as well as agent time breakdowns.
- h) Several real-time and summary reports available.
- i) Allows for agents to select a Pause Code when they are not active.
- j) Web-based simple administration.

### **Outbound Call Flow:**

- a) APSRTC will provide the customer list with one phone number per customer.
- b) Agents will call back the customer if required.

### **Call Recordings:**

Gateways were built on PRI cards that provides on board call bridging for high quality audio recording without any performance issues.

### **Reports:**

Call Center platform shall provide:

- a) Real-time dashboards and reports for proactive monitoring.
- b) Historical campaign performance, Terminal Performance and call reports.
- c) Number of rings after which calls are answered at each Terminal (Graphical option preferred)
- d) Average Handling time of calls at Terminals (Graphical preferred)
- e) Long duration calls report.

## **18. Resource management**

The successful bidder shall manage the manpower supplied by him on shifts basis based on the flow of inbound calls.

### **Solution:**

- a) **All PRI lines and other phones are owned by APSRTC. All the operational expenses for PRI line(s) shall be borne by APSRTC**
- b) APSRTC will provide web service that would be called by agent toolbar application to pop customer's data.

- 19. PRIs:** APSRTC provides the required number of PRI Lines (each capable up to 30 ports) at Data Centre and to APSRTC Central Complaint Cell. VPN shall be provided between the Central Complaint Cell and Data Centre. The monthly rent for the PRIs and VPN shall be borne by the APSRTC.



**Redundancy:** The APSRTC shall develop alternate redundancy methods like mobile login, connectivity from alternate location etc., to ensure that connectivity is available in case of break-down of service by the telephone service provider.

20. **Location & Area of Call Centre:** Central Complaint Cell is located in PNBS, Vijayawada. There shall not be any noise disturbance from one Agent to another Agent.

21. **Project timeline**

- a) The supply of qualified and trained manpower shall be done in all aspects within 15 days from the date of issue of allotment letter. Imparting of required training should also be completed within this period.
- b) The contract period commences from the date the Central Complaint Cell becomes fully operational.
- c) If the Successful bidder fails to commence the project within the time specified, the Security Deposit is liable for forfeiture in favour of APSRTC, duly cancelling the award of contract.

22. **Payment terms**

- a) The successful bidder has to claim monthly wages for running the Central Complaint Cell in **the first week of following month** by submitting claim to the Dy.CTM in charge of Central Complaint Cell, APSRTC, RTC House, Vijayawada along with all required documents. Payment will be made within **15 (Fifteen) days** after pre- audit from the date of submission of the wage bill along with the certification of the Officer concerned.
- b) The monthly wages for each month will be paid in the following month. Payments will be released on receipt of wage bill and after Audit of the same.
- c) **Statutory taxes, as applicable, like Income Tax will be deducted from the wage payments.**
- d) **All penalties as on date, if any, will be deducted from the monthly payable wage amounts.**
- e) **Only the monthly wages will be paid to the successful bidder. However, Service Tax at the rates applicable will be paid at the time of releasing monthly wage payments as per the Service Tax Invoice.**
- f) **Customer claims and Court awards, if any, due to the lapses in Central Complaint Cell operations will be deducted appropriately from the monthly wages payable amounts.**

a) **Percentage of unanswered calls:**

- a) Penalty shall be imposed for the unanswered calls if the total number of calls received per day is below 1,500.
- b) However, no penalty shall be imposed even if there are unanswered calls when the total number of calls exceeds 1,500 per day.
- c) Similarly in a particular hour of a day if the number of calls received are beyond 150, no penalty shall be imposed for the unanswered calls of that particular hour.
- d) Further, in case of Bundhs, Agitations, Strikes etc., where public transport is affected, penalty shall not be imposed.
- e) This clause will be reviewed after assessing the number of incoming calls at a later time.

f) The details of penalty to be levied per day on unanswered calls is as furnished below:

- (i) If the percentage of unanswered calls : No penalty.  
in total calls in a month is up to 5%

**Percentage of unanswered Calls  
in total calls (no. of calls answered  
+ no. of calls unanswered per day)**

**Penalty (Rs.)**

- |                     |   |  |
|---------------------|---|--|
| (1) From 6% to 10%  | : | Rs.500 per day   |
| (2) From 11% to 15% | : | Rs.1,000 per day   |
| (3) From 16% to 20% | : | Rs.1,500 per day   |
| (4) Above 20%       | : | Rs.5,000 per day duly<br>treating it as inefficiency and if 3<br>such occasions occur in a month it<br>shall be a cause for agreement to<br>be terminated. |

**(Fraction of percentage shall be rounded off to the nearest number. Penalty shall be calculated for every day as per slab applicable).**

- b) **APSRTC reserves the right to forfeit Security Deposit and invoke Bank Guarantee in case of violation of terms and conditions of the agreement.**
- c) **The penalties, if any, will be deducted from the subsequent payments.**
- d) Chief Traffic Manager (O&M) will be the authority to levy penalties and is authorized to carry out the terms and conditions of the contract. In case of any disputes with regards to penalties, Executive Director (O&M) will be the appellate authority.

**23. General terms and conditions:**

1. APSRTC is desirous of entrusting the work of supplying qualified and properly trained manpower for running 24 x 7 Central Complaint Cell to attend the passenger calls, mails, SMS, based grievance redressal system concerning bus operations, marketing schemes, ticket reservation, refunds etc., & IVRS based ticketing in Andhra Pradesh State Road Transport Corporation (APSRTC) for a period Three (03) years
2. The Central Complaint Cell would be under the control of APSRTC throughout the contract period.
3. The successful bidder has to **supply Agents (18), Team Leaders (2), Business/Quality Analyst (1) and Manager (1)** to run the Central Complaint Cell.
4. The Agents should be able to converse in minimum three languages i.e., English, Telugu and Hindi.
5. The successful bidder shall provide manpower 24 x 7 including National holidays.
6. The successful bidder shall make best efforts to ensure that sufficient no. of qualified and properly trained personnel are employed to perform the services like attending to customer calls and mails, refunds activity and to handle all the issues related to e-ticketing/non e-ticketing passengers, Operational issues, Marketing schemes, city operations etc. and such personnel shall have appropriate qualifications to perform

the services. The Contractor shall engage required persons in each shift.

7. The successful bidder shall arrange necessary training to Central Complaint Cell Agents of APSRTC and provide information of APSRTC to them for proper and courteous response to customers.
8. The Person (single point of contact) heading the Central Complaint Cell should have sufficient knowledge of the Central Complaint Cell issues and he/she should work to the satisfaction of APSRTC officials.
9. The successful bidder shall maintain all the required data/registers and MIS Reports pertaining to the Central Complaint Cell activities.
10. Sufficient copies of daily back up data dump shall be maintained for ensuring that the data would be available for APSRTC's use, as and when required.
11. Necessary Hardware equipment such as systems, printers, scanners, audio systems, head phones etc., will be provided by APSRTC.
12. The APSRTC shall make available all the consumables, stationery and any other goods or articles required from time to time for continued functional operations of Central Complaint Cell, without any interruption.
13. The successful bidder and the qualified and properly trained persons employed by him shall ensure secrecy of the information supplied to it in the process of maintenance of Central Complaint Cell. All the data is the property of APSRTC and should be treated confidentially and shall not be divulged to a third party except APSRTC. The total data shall be handed over to APSRTC at the end of the contract period.
14. The successful bidder shall be responsible for all statutory liabilities in respect of claims for personnel injury or death of any person engaged by the successful bidder/partner and arising out of such engagement.
15. The successful bidder shall pay,
  - a) All the Municipal/ Statutory levies, Taxes imposed by State and Central Govt. / Service Taxes etc. and other statutory encumbrances, if any to run the Central Complaint Cell. APSRTC will not be responsible for the same.
  - b) Tax Deduction at Source as per the provisions of Income Tax Act would be made from the amount payable.
16. In case of violation of any terms of the agreement, APSRTC reserves the right to forfeit the Security Deposit and invoke the Bank Guarantee in favour of the Corporation.
17. No conveyance/bus pass will be provided by APSRTC to any employee engaged by the successful bidder, on the project, nor any sort of compensation be paid.
18. Any interpretation of clauses of the tender shall be obtained from the Chief Traffic Manager (O & M), APSRTC.

19. The agreement entered by the successful bidder shall not be supplemented, amended or modified in any manner except by an instrument in writing signed by a duly Authorized Officer or representative of each of the parties to the agreement.
20. Any notice under the agreement that will be entered into with the successful bidder shall be in writing and shall be served by sending the same by a Registered Post with acknowledgement due, addressed to the Chief Traffic Manager (O & M), RTC House, Vijayawada.
21. **The successful bidder shall not be permitted to seek any escalation in the contract amount/monthly wages, for reasons whatsoever, under any circumstances, and such requests will be liable for summary rejection.**
22. The Contractor has to pay the wages to the persons engaged by him at the rates not less than the “**MINIMUM WAGES**” fixed by the Commissioner of Labour through cheque or crediting to the bank account of the persons engaged by him and produce acquaintance to the Unit Officer every month concerned at the time of payment of monthly remuneration payable to him. He is responsible for any objections or disputes raised either by the Labour Department or by the persons engaged by him on any payments to be made to these persons and on any penalties levied by the Government. **The Contractor has to pay the revised minimum wages to persons engaged by him, whenever there is enhancement of minimum wages by the Government/Corporation. Similarly, the statutory taxes payable are subjected to change from time to time as per Govt. orders.**
23. The contract value/monthly wages arrived at basing on the minimum wages to be paid for the staff engaged (Agents (18), Team leaders (2), Quality/Business analyst (1) and Manager (1) is **Rs.3,61,614/- (Rs. Three lakhs, sixty one thousand, six hundred and fourteen only)** for 22 persons @ **Rs.16,437/- (Rs. Sixteen thousand, four hundred and thirty seven only)** per person (Monthly wages for skilled work) as the work of Agents, Team leaders, Quality/Business analyst and Manager comes under skilled work. **This monthly wages/person includes PF, EDLIF, ESI, Service tax, profit margin, Admn. Charges.** The Tenderers must not quote less than the contract value/Monthly wages. If any tenderer quotes less than the contract value/ Monthly wages his/her tender will be treated as disqualified. If tenderers quote same/more than the contract value/ Monthly wages, a successful bidder will be selected from among the lowest quoted over and above the contract value/ Monthly wages. If all the tenderers quote equal contract value/ Monthly wages the tender will be finalized on lottery basis.
24. The Contractor is liable for any obligations arising out of this contract in respect of persons engaged by him.
25. **No compensation shall be paid by the Corporation for any injury or death of the persons engaged by the Contractor with in the premises of contract area, Contractor is liable to bear all expenses and compensations in such cases. The Contractor shall satisfy the ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION (APSRTC) about the arrangements made by him to fulfil this obligation arising out of their cause by way of an Insurance policy.**

26. The Contractor has to follow all provisions of the Acts of Government relating to Labour and rules and regulations made there under from time to time, like payment of minimum wages, provident fund, EDLIF, ESI etc., as prescribed by the State Government from time to time. The Contractor shall remit PF/EDLIF/ESI etc. amount in respect of the persons engaged by him, to the Regional Provident Fund Commissioner or concerned Authorities on the PF number obtained by him and produce proof of the same every month to the Unit Officer for office record. He has to indemnify the Corporation all the claims, damages for compensation under the provisions of all Laws and Acts pertaining to the persons.
27. The Contractor has to contact the Labour Department and to maintain the Registers as required under Labour rule and as required by the Corporation and same have to be produced for verification of the Inspecting Officials.
28. The Contractor has to obtain license from the Licensing Officer under Contract Labour (REGULATION AND ABOLITION) Act 1970, to carry out the work at Central Complaint Cell and to submit the copy of the same to the licensor.
29. The Contractor is liable to pay the damages if any caused to the premises of movable and immovable property of the Corporation by him or by his agents or his persons as determined by the licensor. The licensor has the right to recover such amount towards the damages from the remuneration amount payable to the Contractor.
30. The Contractor is liable for imposition of penalties in case of complaints from the staff/officers attending the work and the same will be deducted from the monthly payment, as the case may be and the contract is liable for termination.
- 31. The rights given under the contract are not transferable.**
- 32. The persons engaged by the Contractor shall not have any right or claim what so ever for employment in the ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION (APSRTC), at a future date.**
33. In case of mis-behaviour, assault upon employees of the ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION (APSRTC) by the Contractor or his persons/workers it will lead to imposition of penalty and termination of contract.
- 34. The Contractor should not engage persons below 18 years and above 60 years of age for the works. At any cost child labour (i.e. children below 14 years of age), should never be engaged for the contracted work.**
35. Any violation or breach of terms and conditions of the contract including unsatisfactory performance shall render the contract liable for termination.
- 36. The Contractor shall insure the lives of the persons engaged by him for any eventual risks that might crop up in the events of any accident and it shall be the sole responsibility of the Contractor to meet all the claims/compensations for disability of persons engaged by him and damage to the equipment pertaining to APSRTC, if any.**

37. **The Contractor is not permitted to sublet the contract work to any other sub-contractor.**

38. The Contractor shall not engage any person whose character credentials and integrity are doubtful in nature and those who are on the record of Police with criminal background. If any such persons are engaged, the Contractor is responsible for such engagement, and he is responsible for all the consequences that may take place during the tenure of the contract.

39. The Contractor has to submit PAN number.TDS will be effected from the contract value/monthly wages payable to the contractor as per IT rule which are applicable with effect from or as per IT rules communicated from time to time.

40. The Contractor will be bound by the conditions in addition to any other conditions prescribed by the Corporation from time to time.

41. **Obligation lies on the part of the Contractor to extend weekly off and leaves for the manpower deployed. The Contractor has to make his own arrangements to meet this obligation.**

42. **Less no. of man days (18 Agents):** In a month, the total no. of man days to be provided is 540 (30 days) and 558 (31 days) @ 18 Agents per day. Penalty shall be levied for providing less no. of man power days at the month end (once in month) as per the table given below, in addition to recovery of wages applicable to skilled manpower

a. <b><u>Man days provided in a month</u></b>	<b><u>Penalty (Rs.)</u></b>
1. Above 550 Man days	: Rs.100 per man day shortfall
2. From 550 to 500	: Rs.150 per man day shortfall
3. From 499 to 450	: Rs.200 per man day shortfall
4. From 449 to 400	: Rs.250 per man day shortfall
5. 399 and below	: Licence fee stipulated for lower slab (i.e.,15 Agents Call Center) shall be adopted in addition to a penalty of Rs.25,000 & 1st notice for termination of contract shall be issued. If 3 such notices are issued, the contract shall be terminated.

43. **In case of irresponsible and improper behaviour of the Central Complaint Cell operators while attending the calls, penalty will be levied at the rate of Rs.1,000/- on each occasion.**

44. Daily/weekly/fortnightly/monthly/yearly reports shall be generated by the persons engaged by the Contractor and to be handed over to the Dy.CTM (Central Complaint Cell), APSRTC, RTC House, Vijayawada.

45. Grievances received shall be sorted out Region wise, to send RMs concerned, to receive replies and to inform to the commuters.

46. The E-tenders are called for supply of man power (18 Agents, 2 Team Leaders,1 Business/Quality Analyst,1 Manager). The no. of Terminals are likely to increase or decrease and accordingly the requirement of agents is likely to increase or decrease. The Manpower charges per month will increase/decrease accordingly. The monthly charges payable per agent by the Corporation is Rs.16,437/- as the work is skilled work .

**47. The Corporation has every right to terminate the contract without assigning any reason during the subsistence of the contract period.**

**48. Termination / Withdrawal**

a) Corporation shall have right to terminate the contract by giving **two months notice** in case of unsatisfactory performance on the part of the successful bidder or not fulfilling the terms and conditions specified by APSRTC.

b) APSRTC shall intimate any unsatisfactory or defective services by giving 7 days written Notice to rectify all defects. APSRTC shall provide reasonable details of the particulars of the unsatisfactory services so that the successful bidder can focus on quicker identification and remedial action.

c) **The successful bidder has to run the Central Complaint Cell for a minimum period of one year.** If the successful bidder desires to withdraw from the contract, the bidder will be allowed to do so only after completion of one year period from the date of the Central Complaint Cell becoming fully operational, for which three months advance notice has to be given after completion of the said one year period. Advance notice in such case has to be given in writing to the Chief Traffic Manager (O & M), APSRTC. **If the successful bidder desires to withdraw from the contract before completion of one year period from the date of the Central Complaint Cell becoming fully operational, the Security Deposit will be forfeited.**

49. If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to, by the Parties, to **the Vice- Chairman & Managing Director, APSRTC, who will be the Sole Arbitrator of the dispute, and whose decision shall be final.**

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**ANNEXURE - I**

**COVERING LETTER FOR BID**

Place:

Date:

To  
The Chief Traffic Manager (O & M),  
A.P.S.R.T.C., RTC House,  
Vijayawada,  
PIN -500001.

Sir,

Sub: **E-TENDER** - E-Tender for supplying manpower and running a 24 x 7 Central Complaint Cell for APSRTC for a period of three years – Reg.

Ref: E-Tender notification published in News Papers dt. \_\_\_\_

With reference to the Notification cited, I hereby submit the Tender for supplying manpower and running a 24 x 7 Central Complaint Cell for APSRTC for a period of three years, subject to the Terms & Conditions and other rules stipulated by APSRTC, which are made available to me along with the Tender document.

Yours faithfully,

Signature of the bidder /  
Authorised Signatory with Seal)

Encl:

1. Tender Form.
2. Demand Draft(s)/details of e-payments
3. Financial bid in separate sealed cover.
4. RFP duly signed on all pages.
5. Other Documents (specify).



**ANNEXURE - II**

**E-TENDER FORM FOR SUPPLYING MANPOWER AND RUNNING A 24 x 7  
Central Complaint Cell FOR APSRTC FOR A PERIOD OF THREE YEARS.**

1. Full Name of the bidder submitting the bid :  
(If the Tender is submitted on behalf of Firm/Agency/  
Company etc., furnish Name and designation of  
the person authorized to submit the bid)
2. Particulars of the Firm/Agency /Company with :  
Registration No. on behalf of which bid is submitted  
(Proof to be submitted)
3. If the Tender is on behalf of a Firm/Agency/Company :  
please furnish (Proof to be submitted) :
  - (a) Whether it is a partnership Firm, under the Partnership: Act or  
a Company constituted under Indian Companies Act, 1956 or  
a Private Limited Company etc.
  - (b) Nature of business being carried out :
  - (c) Previous experience in similar area :  
(Enclose copies of documentary evidence as proof)
4. (a) Financial Status of the Firm (enclose audited profit : & loss  
account, balance sheet and Income Tax returns for the years  
(2014-15, 2015-16,2016-17)
  - (b) Number of employees on-rolls :  
(Documentary proof such as PF/ESI to be submitted)
5. Whether the Firm/Agency/Company has Branches:  
carrying out business in the relevant fields in Andhra  
Pradesh and other States –  
if so, mention the Addresses of the Branches.
6. Whether the Firm/Agency/Company has office In  
Vijayawada - if so, mention the Address
7. Whether the Firm/Agency/Company has  
a valid ISO 9001:2008 certification (enclose copy)
8. Whether the Firm/Agency/Company have  
a valid Other Service Provider (OSP) license from  
Department of Telecommunications (enclose proof)
9. Whether the Firm/Agency/Company has been ever  
blacklisted by any Institution/Organization/  
Society/Company of the Central/State Government Ministry/  
Department, or its Public Sector Organizations
10. Service Tax registration No. (enclose proof):

11. a) Name of the whole time Director / Head of the firm:  
 b) Relationship/Designation of :  
 the authorized signatory who signed on behalf  
 of the Firm.
12. Annual Turnover of the Company: ( 2014 – 15 ) :  
 (Rupees in lakhs ) for the preceding ( 2015 – 16 ) :  
 three years (in words) ( 2016 – 17 ) :  
 (Certification from CA to be submitted  
 in the Balance sheet/Profit & Loss Account)
13. Address for correspondence & Phone Nos. (both mobile & Land line) (FAX,  
 Website, email)  
 (All correspondence will be made with local office only)  
 (a) Local Office \_\_\_\_\_  
 (b) Head Office \_\_\_\_\_
14. (a) Permanent address of the Head of the Firm: with  
 phone numbers.  
 (b) Residential address of the personnel concerned
15. Earnest Money Deposit particulars: (payment  
 through e-portal, proof to be enclosed)
16. Period of supply of manpower for running the  
 Central Complaint Cell. (Maximum period of **15**  
 days from the date of Agreement entered into  
 between tenderer and Authorized Officer of  
 APSRTC)

I / WE AGREE TO ABIDE BY THE TERMS & CONDITIONS LAID DOWN  
 AND SUPPLIED ALONG WITH THE TENDER FORM. THE INFORMATION GIVEN  
 ABOVE IS TRUE TO THE BEST OF MY/OUR KNOWLEDGE. IN THE EVENT OF  
 MY/COMPANY's / FIRM's / AGENCY's FAILURE TO ABIDE BY ANY OF THE  
 TERMS & CONDITIONS, THE EMD AMOUNT PAID BY ME/US STANDS  
 FORFEITED IN FAVOUR OF APSRTC.

Signature of the Bidder/  
 Authorized person with seal

Date:  
 Place:  
 Signature:

### **ANNEXURE - III**

#### **E-TENDER FOR SUPPLYING MANPOWER AND RUNNING 24 x 7 Central Complaint Cell FOR ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION FOR A PERIOD OF THREE YEARS.**

#### **FINANCIAL BID**

The bidder shall quote the monthly fee for supplying manpower and running of a 24 x 7 Central Complaint Cell for a period of three years.

<b>Manpower to be provided for 10 terminals</b>	<b>Manpower wages quoted per Month in Rs. (in figures and in words)</b>
Supply of 18 Agents,2 Team Leaders,1 Business/Quality Analyst,1 Manager.(Total 22 persons)(requirement for 10 terminals)	

**Note:**

- 1)In case any firm has got exemption of GST, the same may be informed in writing.**
- 2)Based on the above requirement the L1 bidder will be decided taking the total manpower wages quoted per month into consideration for supply of 18 Agents+2 Team Leaders+1 Business Analyst+1 Manager.(Total 22 persons)**

Name of bidding entity

Signature of the bidder

**Annexure-IV**

**LETTER OF AUTHORISATION FOR ATTENDING E-TENDERS**

Sub: Authorisation for attending the opening of Tenders on \_\_\_\_\_ (Date), called for appointment of contractor to supply manpower to run 24 hrs X 7 days Central Complaint Cell at PNBS, Vijayawada, for APSRTC for a period of 3 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
---------------------	------	--------------------

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.