



# **TSRTC**

***TENDER FOR IMPLEMENTATION OF  
ONLINE PASSENGER RESERVATION SYSTEM (OPRS)  
ON TRANSACTION CHARGES BASIS ON NET SEATS SOLD,  
FOR A PERIOD OF FIVE YEARS***

**VOLUME - 1**

**GENERAL TERMS & CONDITIONS AND TENDER FORMS**

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## 1. ABOUT TELANGANA STATE ROAD TRANSPORT CORPORATION (TSRTC)

Public Transport is one of the most common modes of transport especially in a developing country like India. RTC in Telangana State was first established as NSR-RTD (Nizam State Rail & Road Transport Department), a wing of Nizam State Railway in the erstwhile Hyderabad State, in 1932, with 27 buses and 166 employees.

Andhra Pradesh State Road Transport Corporation (APSRTC) was established on 11th January 1958 in pursuance of the Road Transport Corporations Act 1950.

Consequent upon bifurcation of Andhra Pradesh state into Telangana and residual Andhra Pradesh, TSRTC is operating as a separate entity from 02.06.2014.

The Government of Telangana has subsequently established Telangana State Road Transport Corporation (TSRTC), on 27.04.2016, under the Road Transport Corporation Act, 1950.

TSRTC is currently operating services within Telangana State, and to Andhra Pradesh and the neighbouring States.

Some of the key factors about TSRTC are:

➤ Number of Vehicles	10,479
➤ Average Daily Earnings	Rs. 9.54 Crores
➤ Avg. Daily Volume of Operation	34.61 Lakhs KMs
➤ <b>Carries 95.51 lakh commuters daily</b>	
➤ Regions	11
➤ Depots	97
➤ Bus Stations	357
➤ Zonal Workshops	2
➤ Body Building Worksop	1
➤ Man power	54,575

Various branded services offered by TSRTC include:-

- Regular Services operated daily with various levels of comfort, such as Vennela, Garuda Plus, Garuda, Rajadhani, Super Luxury, Deluxe, Express, Pallevelugu, Metro Luxury, Pushpak, City Vestibule, 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.

## 2. ONLINE PASSENGER RESERVATION SYSTEM (OPRS)

As part of its philosophy to provide various facilities to benefit the esteemed passengers, OPRS was introduced in the year 2008. Introduction of OPRS enabled the passengers to book tickets from anywhere to anywhere, in advance. The passengers are given the facility to book tickets from the comfort of their homes, or from TSRTC operated counters or at counters operated by Authorized Ticket Booking (ATB) Agents.

Average daily sales through OPRS, during the past one year period are given hereunder:

Gross tickets	7,781
Net tickets	7,292
Gross seats	11,719
Net seats	11,028
Net seats sold by TSRTC operators	1,996
Net seats sold through Authorized Ticket Booking (ATB) agents and B2C franchisee	3,973
Net seats sold online (through TSRTC portal <a href="http://www.tsrtcconline.in">www.tsrtcconline.in</a> )	4,971
Gross revenue (Rs.)	Rs. 55,94,720/-
Net Revenue (Rs.)	Rs. 52,44,079/-

The above details are furnished only for indicative purpose.

## 3. TENDER FOR IMPLEMENTATION OF ONLINE PASSENGER RESERVATION SYSTEM (OPRS) ON TRANSACTION CHARGES BASIS ON NET SEATS SOLD

Sealed tenders are invited from bidders for implementation of OPRS for TSRTC on transaction charges basis on net seats sold, for a period of five years from the date of “go live”.

The period of contract is five years from the date of go live. The contract can be extended for further period, on the same terms and conditions at the discretion of TSRTC.

## 4. SCOPE OF THE PROJECT

The scope of the OPRS Project includes the following in brief:

- a) Design, Development, operation & Implementation of Online Passenger Reservation System (OPRS) application as per the functional and technical requirements given in Volume-2 of the RFP.
- b) Migration of data from the existing OPRS application to the new application.
- c) Providing all the required hardware (Servers, Storage, Networking equipment etc.), Software licenses, hosting the hardware and application in a tier 3+ (tier

- 3 or higher) data centre, duly bearing all the costs including connectivity and hosting charges etc.
- d) Providing all the required hardware (Servers, Storage, Networking equipment etc.), Software licenses, for Disaster Recovery Centre, duly bearing all the costs including connectivity and hosting charges. The DR equipment should be hosted in a tier 3+ data centre.
  - e) The contract involves both capital (hardware, software license costs etc.) and operational expenses (development & maintenance, hosting charges, connectivity charges etc.) which will have to be borne entirely by the successful bidder.
  - f) The hardware sizing, connectivity, and application should be so designed to support 5,000 concurrent users.
  - g) Hardware, networking equipment for Data Center and Disaster Recovery Center should have at least 20% headroom for future expansion.
  - h) Maintaining the hardware and application software, during the entire contract period.
  - i) Solutions can be offered on secured, reliable & scalable Cloud Architecture (Private cloud only) also. In case the solution is offered on cloud architecture, the successful bidder will have to submit the relevant agreement for cloud facility/third party, with full details of all the hardware, software & other resources that will be made available and SLAs. The agreement shall be for the total contract period.
  - j) Imparting thorough training on the usage of the application to the personnel of TSRTC, ATB Agents and others identified by TSRTC.
  - k) Operation and Maintenance of the systems and equipment in the Data Center and Disaster Recovery Center to conform to the Service Level requirements on a continuous basis, during the entire contract period of **FIVE** years.
  - l) Providing 24x7 support for the application.
  - m) Integration of the application with various users and agencies as specified in the RFP.

## 5. KEY EVENTS & DATES

Sl. No.	Event	Date
1	Last date for receipt of queries	09.11.2017
2	Demo of the current OPRS Project (11.00 to 13.30 hrs.)	09.11.2017
3	Pre-bid meeting (15.00 hrs.)	13.11.2017
4	Issue of clarifications to prospective bidders	15.11.2017
5	Receiving of bids and opening of technical bids	17.11.2017
6	Opening of financial bids	Will be intimated to the technically qualified bidders

## 6. PRE-BID MEETING

TSRTC will conduct a pre-bid meeting to clarify the objectives/scope of the tender in Main Conference Hall, Bus Bhavan, Mushirabad, Hyderabad at 15.00 hrs., on the date mentioned in “Key Events & dates” clause. Only two representatives from each firm/company will be allowed to participate in the pre-bid meeting.

All related queries should be sent through e-mail on or before last date for receipt of queries as indicated in “Key Events & dates” clause. The queries shall be sent to the mail ids [oprs@tsrtc.telangana.gov.in](mailto:oprs@tsrtc.telangana.gov.in) and [ame3it@gmail.com](mailto:ame3it@gmail.com).

Clarifications, if any, may be obtained from the Chief Engineer(IT & IE), TSRTC, Bus Bhavan, Hyderabad.

## 7. ELIGIBILITY CRITERIA FOR BIDDERS

- a) The Bidder should be an Indian Company registered under the Indian Companies Act, and/or any other legal entity registered in Indian Law..
- b) Consortiums are not permitted.
- c) The bidder must have legal entity certificate, for example : **In case of Company** - Certificate of Incorporation by Registrar of Companies, **In case of unregistered partnership firm** - Partnership duly notarized by Notary Public along with Certificate of Registration under Shop & Commercial Act, **In case of registered partnership firm** - Registered deed of Partnership with the Registrar of Firms and **In case of Sole Proprietorship Concern** - Certificate of Registration under Shop and Commercial Act. Entity should also be registered under relevant labour laws, Contract Act etc.
- d) The bidder should be in the business of IT services for a minimum period of 5 years.
- e) The bidder should have an average turnover of Rs.20 Crores in the last three years. Audited Financial Statements have to be submitted for the last three financial years (2014-15, 2015-16 & 2016-17) along with the tender.
- f) The bidder should have had an average annual turnover of Rs. 5 crores over the last three financial years in software consultancy, software development, its implementation and maintenance, besides system integration.
- g) The bidder should have developed and implemented a web based application with online transactions and payment gateway integration in the last three years. Documentary evidence as having developed and implemented the project along with satisfactory implementation certificate from the client shall be submitted.
- h) The bidder who has implemented Online Reservation Systems related to transport industries or passenger transport would be preferred.
- i) A CA certificate in support of meeting the turnover criteria shall be submitted with the Technical bid, along with certified audited copies of Balance Sheets, Profit & Loss Account and Annual Reports of the last three financial years (2014-15, 2015-16 & 2016-17)

- j) The bidder should have ISO 9001:2008 Certification in Software Development and maintenance. The bidder must provide copy of relevant certificate issued to Bidder by the issuing authority. Also, bidder has to confirm (self-attest) that the certificate is valid as on date of bid submission.
- k) Documentary evidence in support of meeting the eligibility criteria shall be submitted along with the tender, duly self-attested. The bidder must submit an undertaking on their letter head to the fairness of these documents in support of their claim while submitting the Bids. The Bids received without documentary evidence will be rejected outright.
- l) The bidder should not have been Black listed by any PUC/Corporation/Board or State/Central Government as on 31.10.2017 (or later) in India. In this regard an affidavit must be submitted duly attested by a notary, by the bidder.
- m) Bidders who have been either blacklisted earlier by TSRTC/APSRTC or who failed to execute contracts entered with TSRTC/APSRTC or had legal litigations will not be eligible for consideration.
- n) The bidder shall give an undertaking for successful completion of the project.
- o) Bidders who were earlier awarded project(s) by TSRTC/APSRTC and could not implement the project(s)/whose award of project(s) were cancelled are not eligible to participate in the tender.
- p) Bidders who have earlier implemented projects in TSRTC/APSRTC and have abruptly left the project without completing the exit management process/required closure formalities are not eligible to participate in the tender.

## 8. COST OF TENDER DOCUMENT

Cost of the Tender Document is Rs. 11,800/- (including GST) and has to be paid in the form of a Demand Draft (DD) drawn in favour of “FA & CAO, TSRTC, Hyderabad” drawn on a Nationalized / Scheduled Bank other than a Co-operative Bank. Cost of Tender Document will not be accepted in any form other than DD and is non-refundable. **Bidders attending the demo/pre-bid meeting shall submit the DD towards cost of Tender Document, when they attend the demo/pre-bid meeting, without fail. Only bidders who submit DD towards cost of tender document will be allowed to participate in the demo/pre-bid meeting. The name and address of the bidder has to be furnished on the reverse side of the DD.**

Bidders who have not attended the demo have to submit the DD towards cost of tender document when attending the pre-bid meeting.

Bidders who do not attend the demo/pre-bid meeting have to submit the DD towards cost of Tender Document, along with the technical bids.

The Tender Documents (Volume-1 and Volume-2) have to be downloaded from TSRTC website [www.tsrtc.telangana.gov.in](http://www.tsrtc.telangana.gov.in).

## 9. EARNEST MONEY DEPOSIT

A sum of Rs. 50,00,000/- (Rupees fifty lakhs only) shall be paid towards Earnest Money Deposit in the form of Demand Draft from any Nationalized Bank or Scheduled Bank other than a Co-operative Bank, drawn in favour of “FA & CAO, TSRTC, Hyderabad.”

The DD should be submitted along with the technical bid. The Name and Address of the firm submitting the bid has to be furnished on the reverse side of the DD.

EMD in any form other than DD shall not be accepted.

The EMD amount will not carry any interest.

The EMD of bidders who are not qualified in the technical evaluation will be returned after opening of the financial bids.

The EMD of the technically qualified unsuccessful bidders will be refundable only after finalization of Tenders in all respects and issue of Letter of Intent to the successful bidder.

The EMD of successful bidders will be returned only after completion of all transactions under the Agreement to be entered into, are completed.

No exemption of EMD is allowed for any bidder including Government Organisations / undertakings or Small Scale Industries.

## 10. SECURITY DEPOSIT

The Earnest Money Deposit (Rupees fifty lakhs only) of the successful bidder will be converted as Security Deposit. The successful bidder shall enter into agreement with TSRTC. Any delay in entering into Agreement within prescribed time would result in forfeiture of the EMD.

The Security Deposit shall not carry any interest.

## 11. BID SUBMISSION AND CORRESPONDENCE

Address for Bid Submission & Correspondence

The Chief Engineer (IT & IE),  
Telangana State Road Transport Corporation,  
Bus Bhavan, Mushirabad,  
Hyderabad - 500 020, Telangana  
Tel No – 040-27684242  
Website: <http://www.tsrtc.telangana.gov.in>



## Contact Person

The Chief Engineer (IT & IE),  
Telangana State Road Transport Corporation,  
Bus Bhavan, Mushirabad,  
Hyderabad - 500 020, Telangana  
Tel No – 040-27684242  
Website: <http://www.tsrtc.telangana.gov.in>  
E-mail: [ceit@tsrtc.telangana.gov.in](mailto:ceit@tsrtc.telangana.gov.in)

- 12.1 Any clarifications required regarding the Terms & Conditions shall be obtained from the Chief Engineer (IT & IE), TSRTC, before submission of the tenders. No clarifications will be entertained later.
- 12.2 The bidders will have to submit their bids/offers in two parts namely, “Technical Bid” and “Financial Bid”, in separate sealed covers. The two separate sealed covers containing the “Technical Bid” and “Financial Bid” shall be enclosed in an outer sealed cover.
- 12.3 The contents of the covers i.e., “Technical Bid” / “Financial Bid”, and the name and address of the bidder shall be indicated clearly on the covers.
- 12.4 The outer envelope/cover shall indicate the name and address of the bidder. Both inner and outer envelopes/covers shall be addressed to TSRTC at the address indicated above.
- 12.5 DDs towards EMD and cost of Tender Document (in case of bidders who have not attended the pre-bid meeting) shall be enclosed along with the Technical bid, in the relevant cover.
- 12.6 The financial bid consists of only the duly filled in “Annexure - 10” along with the financial proposal in the format given in Annexure - 9. Rate (excluding taxes) shall be clearly indicated in figures and words, in Indian Rupees. In case of any discrepancy, the rates quoted in words shall be considered. The taxes applicable along with existing rate of tax shall be clearly indicated.
- 12.7 Rates/prices should not be indicated anywhere in the Technical Bids.
- 12.8 All the forms and formats shall be duly, properly and exhaustively filled in.
- 12.9 Hard copy of TENDER/BID shall be submitted in person. Any other form of submission of hard copy shall be summarily rejected.
- 12.10 The bids should be submitted in the designated tender box that will be provided in Mini-Conference Hall, TSRTC, Bus Bhavan, 1st floor “B” block, Mushirabad, Hyderabad on the date mentioned in “Key Events & dates” clause from 10.30 hrs. to 14.00 hrs.
- 12.11 Only the technical bids will be opened on the same day, at 15.00 hrs. in the Main Conference Hall, TSRTC, Bus Bhavan, 1st floor “B” block, Mushirabad, Hyderabad.
- 12.12 Bidders or their Authorized Representatives (not more than two persons) may be present at the time of opening of Tenders.
- 12.13 Financial bids of only the bidders who are found to be technically qualified in the technical bid evaluation will be opened. The date, time and venue of

opening the financial bids will be intimated to the technically qualified bidders at the appropriate time. Representatives of the technically qualified bidders are permitted to be present at the time of opening of the financial bids.

- 12.14 Tenders received after the due date and time, bids submitted without DDs towards EMD and cost of Tender Document (if applicable), incomplete tenders, bidders not fulfilling the eligibility criteria etc., shall be summarily rejected.
- 12.15 The Tender has to be submitted in accordance with the terms and conditions prescribed.
- 12.16 Conditional bids are liable for rejection.
- 12.17 TSRTC reserves the right to accept or reject any bid without assigning any reason, and to annul the bidding process and reject all proposals at any time prior to award of contract. TSRTC will not be responsible for any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders the grounds for TSRTC's action.
- 12.18 The bids shall be valid for a period of 9 (nine) months from the date of opening of the Technical bids.
- 12.19 The tenders are liable to be cancelled at any stage without assigning any reason(s).

### **13 BID EVALUATION PROCESS**

#### **A. General**

- a. TSRTC will evaluate and compare the bids determined to be substantially responsive. It is TSRTC's intent to select the bid that is most advantageous to TSRTC and each bid will be evaluated using the criteria and process outlined in this section.
- b. Evaluation of the Technical Part of Bid will be carried out using eligibility criteria and technical evaluation. Bidders who satisfy the eligibility criteria will only be qualified for technical evaluation. Financial bids of only those bidders who are qualified in the technical evaluation will be opened and evaluated further. The criteria for pre-qualification are provided in 'Technical Bid Evaluation' section.
- c. The technical evaluation of Bids will be carried out as per the qualification criteria mentioned in 'Technical Bid Evaluation' section.
- d. The shortlisted firms shall give a Demo of the prototype of the solution proposed to be provided, on the date that would be communicated.
- e. The Financial bids of all the technically qualified bidders would be opened and arranged in ascending order of quoted value (in INR). TSRTC reserves the right to reject any or all bids and to waive informalities and minor irregularities in bids received if deemed in the best interest of TSRTC to do so.

## **B. Tender Evaluation Committee**

- a. The Tender Evaluation Committee constituted by TSRTC shall evaluate the tenders.
- b. The decision of the Tender Evaluation Committee in the evaluation of the Technical and Financial bids shall be final. No correspondence will be entertained outside the process of negotiation/discussion with the Committee.

## **C. Preliminary Examinations of Bids**

- a. TSRTC will examine the bids to determine whether they are complete, whether required sureties have been furnished, whether all the required documents have been submitted and properly signed, and whether the bids are generally in order.
- b. Bids submitted by agents shall have proper authorization from the bidder.
- c. In case of bids received without the required supporting documents, TSRTC reserves the right to reject the bids.
- d. TSRTC may waive any minor informality, nonconformity or irregularity in a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder. The decision of TSRTC will be final and binding.

## **D. Clarifications of Bids and Review of Bidders' Proposed Deviations**

To assist in the examination, evaluation and comparison of bids, TSRTC may, at its discretion, ask the Bidders for a clarification of its Bid. The request for clarification and the response shall be in writing and no change in the price or substance of the Bid shall be sought, offered or permitted.

## **E. Evaluation of Bids**

- a. TSRTC will carry out a detailed evaluation of the Technical Bids received by it, in order to determine whether they are substantially responsive to the requirements set forth in the Tender. In order to reach such a determination, TSRTC will examine the information supplied by the Bidders, review their demonstration of services offered and shall evaluate the same as per the evaluation criteria specified in this TENDER.
- b. The Financial Bids of only the technically qualified bidders shall be opened by TSRTC. The Financial evaluation will take into account the information supplied by the Bidders in the Financial Bid, and TSRTC shall evaluate the same as per the evaluation criteria specified in this TENDER

## F. Evaluation & Comparison of Bids

- a. The Tendering Authority will open the Technical bids in the presence of bidders' representatives who choose to attend the same.
- b. The Bids received without required Earnest money and cost of tender document (wherever applicable) will be rejected.
- c. The Bids received without required documentary evidence will be rejected outright.
- d. Financial bids of only the technically short listed bidders would be opened on the date that would be intimated later.

## G. Technical Bid Evaluation

TSRTC will examine and compare the technical aspects of the proposals on the basis of the information supplied by the bidders, taking into account overall completeness and compliance with the requirements specified. The proposal that does not meet minimum acceptable standards of completeness, consistency and details will be rejected taking it as non-responsiveness.

The technical/quality evaluation parameters and scoring scheme are as given in this section.

The bidders' technical solutions proposed in the bid document are evaluated as per the requirements specified below. The demo given by the bidders will also be taken into consideration for evaluation.

The technical evaluation will be based on the major factors with their related marks indicated alongside.

Sl. No.	Technical evaluation	100
1	Demonstrated level of understanding of OPRS	35
2	Design of the proposed OPRS	15
3	Hardware and Software proposed	15
4	Security	10
5	Project Planning & implementation within stipulated time frame	15
6	Having development centre in Hyderabad	3
7	Having past experience of successfully developing and implementing online reservation system	7
	<b>Total :</b>	<b>100</b>

S.NO.	Technical Evaluation - Factors of assessment	Marks
1	<p data-bbox="423 270 1224 338"><b>Live / Prototype demonstration comprising of following features</b></p> <ol style="list-style-type: none"> <li data-bbox="423 344 1224 961">1. The system should be conceptualized and architected in such a way that the passenger can book their tickets from “Any Where to Any Where at Any Time Point of Time” keeping in mind the short term and long term goals of TSRTC. The solution must provide a robust and customizable security solution that meets the application requirements of Anytime Anywhere Booking including e-ticketing. It is hard to anticipate all present and future requirements. An open, extensible architecture and documented application programming interfaces (APIs) enable site developers to customize an access control system to their specific requirements. A platform that will grow with additional application deployment and scales as user traffic grows, while providing the highest level of reliability is required.</li> <li data-bbox="423 968 1224 1339">2. The administration module in the application should provide TSRTC stake holders the power to manage the entire traffic and operations through the system. The application should be designed in such a way that administration of all Categories of Users, e-ticket users, Rate and Fare, Flexi fares, Combi-tickets, Routes, Services, Seasons, Franchises, Bus Stations, Depots, Regions, Zones, Divisions etc., can be efficiently managed to provide the end user with a foolproof system.</li> <li data-bbox="423 1346 1224 1598">3. The system should have the web / browser based facility for Advance Booking, Current Booking, Cancellation (full/partial), Pre/postponement, Blocking/releasing seats, levies, concessions, TIM, Mobile, ITZ cash, e-wallet etc., based ticketing. The application shall be available on mobile phones for Android &amp; iOS etc.</li> <li data-bbox="423 1604 1224 1709">4. Integration with Vehicle Tracking &amp; Passenger Information System module to enable the users to see ETA &amp; position of buses.</li> <li data-bbox="423 1715 1224 1814">5. The system should support booking of luggage and parcel at Bus Stations and franchisee counters in respect of accompanied or unaccompanied baggage.</li> </ol>	35

	6. Integration and accessibility to various service delivery points such as ATB agents, Sub agents, e-Seva/Mee seva, RAJiv kiosks, TS/AP Online portal & other G2C portals, B2C franchisees and the necessary account of tickets and revenues.	
	7. Integration with other departments like Tourism, other STUs, Railways etc., for providing a composite/ combined ticket.	
	8. The system should provide facility to enquire about the availability of services, departure / arrival timings, booking counters, franchisees, service driver phone number etc.	
	9. Facility to print various Operational, Revenue, Commission, and MIS reports for a specific period (daily, weekly, fortnightly, monthly, quarterly, half yearly, and annually) and option to generate the reports based on various criteria like Bus Station-wise, Service-wise, Operator-wise, Franchisee-wise, Depot-wise, Region-wise, Zone-wise, Route-wise, Sector-wise etc. Should provide reconciliation of amounts realized and amounts for tickets sold.	
	10. The system should support display and printing in English, Telugu and Hindi.	
	11. Facility to earmark the seats in special colour for Ladies, Senior Citizens, PHC, MLAs/MPs, Conductor, etc. and facility for blocking these seats.	
	12. Facility to capture Passenger information such as name, gender, age, GST No. etc., and to deduce patterns on travels related to frequency and branded services.	
	13. Centralized control of Fares, Concessions, Cancellation Slabs, etc. and access based on the role defined in the system for these functionalities and provision for multiple type of concessions like seat-wise concession, group concession, seasonal concession, etc.	

	<p>14. The solution must provide scalable access services to the System / Solution, including scalability in terms of number of users, user groups, concurrent users, resources, and access control policies. In addition, it must be scalable to legacy and future applications / resources that are attached to the portal. The ability to transport this solution for all future web-enabled services with minimal effort reduces future implementation costs and ensures a structured / proven security environment. Multi-level user authorization and authentication with appropriate User Profiles, Rules, and Roles.</p>	
	<p>15. The security solution must be capable of comprehensive logging of the traffic through the network and applications under its control. It should be capable of logging unauthorized access attempts to the network and the System internal resources, and attempts to login that fail. It should also be capable of notifying appropriate parties including the organization users/department users/ System Security Administrators etc. of suspicious activity, Prevention of DoS and DDoS attacks.</p>	
	<p>16. Provision shall be made for display of status notification on Arrival, Departure of Buses, availability of seats on a Service, wait list of seats on TSRTC Portal. Such alerts must be capable of being delivered on any user devices such as mobile phones / PDA (Voice calls &amp; SMS alerts), web notification, emails, broadcast to franchisees, call centers and IVR enabled information dissemination facilities.</p>	
	<p>17. Facility of payment through Credit/debit cards, Net Banking, online payment through third party Payment Gateway services, Wallets etc.</p>	
	<p>18. Facility for wait listing and allotment against cancellations.</p>	
	<p>19. Facility for providing configurable bus station-wise/Agent-wise quota seats for services.</p>	
	<p>20. Comprehensive audit trail, logging and reporting.</p>	
	<p>21. Data Warehousing and Data Mining facility for Dynamic and effective decision making.</p>	
	<p>22. Accommodation and other value added services to be incorporated in the web portal where applicable.</p>	
	<p>23. The system should support remote management. It shall be possible to monitor and tune the system remotely.</p>	

	<p>24. The OPRS system administration shall facilitate generation of various kinds of reports - HTML/Excel/Text and graphical. The reports will be of use to various stakeholders such as the Corporation, Identified Management Officials, Service Access, network, payment gateway, authentication, back office and other service providers. While some such reports could be planned in advance, the system should provide for creation of additional reports online.</p>	
	<p>25. The solution must enhance the overall management of security, by providing the officials concerned of TSRTC an easy way to manage users and their corresponding profile information; while also maintaining the ability to manage at the application level. The centralized control should allow for web-based maintenance of organizational level controls such as user management, role management and overall administration control.</p>	
	<p>26. There shall be provision for implementing EQ / any quota system.</p>	
	<p>27. System shall facilitate booking entire bus for use of group of passengers' tourist / Corporate or any other citizens. The information like vehicle type, hire charges and other terms and conditions shall be provided online and the system shall facilitate online booking of entire bus.</p>	
	<p>28. The provision to enter the number of passengers traveled stage-wise in the bus should be made available at the destination / origin bus station.</p>	
	<p>29. System should facilitate payment for ticket booked through Credit Card, Debit Card, Net banking, Cash deposits, Bulk payments in cash / cheque / Demand Draft in authorized Banks, ITZ Cash, NG Pay etc., and inputting data from such receipts / challans into the system, Special coupons or any other payment mechanism as and when introduced. The system shall have necessary interfaces in conformance with the standards and protocols specified by such third party payment gateway service providers. Such payments received will provide appropriate interfaces for the backend accounting and financial systems to access the payment collection data.</p>	
	<p>30. Integration with intelligent TIMs to issue tickets online in the bus</p>	



	<p>31. In case of high demand for tickets, TSRTC as part of its business development policy may offer reservation facility on mobile transport. The access to the reservation will have to support wireless interface to the system through an ISP.</p> <p>32. The system should support printing using any printer - dot matrix, laser, inkjet and on type numbered pre-printed or plain paper.</p> <p>33. Pre-printed tickets may be made available to the franchisees and other travel agents including ISPs as per policies of TSRTC, who will have to maintain inventory and submit requests online for replenishments from TSRTC.</p> <p>34. The system shall facilitate capturing feedback from users of TSRTC services and provide an option for TSRTC management to get alerts on feedback posted on the site for immediate attention and action.</p> <p>35. The system shall provide user management services and service enrolment features to enable the user to register with the portal. It should also provide secured mechanism for user identification, transaction integrity, security and non-repudiation.</p>	
2	<p><b>Design of the proposed OPRS solution. The system will be essentially characterized by the following features</b></p> <p><b>Flexibility:</b> The system should be adaptable to changing commercial practices, reduce the total cost of ownership.</p> <p><b>Open Architecture:</b> The system should be open to allow interoperability with general-purpose software and have facility to Export/Import data files from other applications and interact with other applications as mentioned earlier.</p> <p><b>Object Oriented:</b> The system design should be based on object -oriented approach.</p> <p><b>Integrated:</b> The system should be fully integrated across departments and functional areas and also across geographical location of sites.</p> <p><b>Workflow integration approach:</b> The system should adapt workflow management techniques.</p> <p><b>Distributed application:</b> The system should support functionally distributed computing, allowing distributed applications across different locations.</p>	15

	<p><b>Simplicity:</b> The overall application should be developed keeping in mind simplicity as the key, so as to enable easy maintenance and operation of the application by the end user.</p> <p><b>Manageability:</b> The OPRS application should cater for easy manageability by the system administrator.</p> <p><b>Back up &amp; recovery</b></p> <p><b>General &amp; Adhoc queries</b></p> <p><b>Scalability:</b> OPRS will be deployed across all the Bus Stations of the Corporation. As the Bus Stations vary in size and functionality it is a mandate requirement that the OPRS should be scalable at modular level.</p>	
3	<p><b>Hardware, Software and Technology proposed:</b> The vendor should provide the list of Hardware to be hosted in the Data Center and Disaster Recovery Center. Also they should provide the details of the network proposed to be provided; they should give in detail the provision for redundancy at all levels. Similarly, they should also detail the system Software, Application Software, Database proposed and merits of the same. The details of utilization of Hardware should also be specified such as for Database, Application, HTTP Servers, Edge Servers, mail servers, load balancers, LDAP server, SAN if any etc.,</p> <p>Solutions can be offered on secured, reliable &amp; scalable Cloud Architecture (Private Cloud only) also.</p>	15
4	<p><b>Security</b></p> <ul style="list-style-type: none"> <li>➤ Whether technical security requirements have been addressed adequately.</li> <li>➤ Perimeter Security (e.g., Firewall, IDS)</li> <li>➤ Host Security (Platform Hardening)</li> <li>➤ Portal Security through VeriSign etc., to be provided.</li> <li>➤ Application &amp; Interface Security.</li> <li>➤ Certification commitment (BS7799 or equivalent).</li> <li>➤ Whether people &amp; people-education security requirements have been addressed adequately.</li> <li>➤ Whether physical security requirements have been addressed adequately.</li> </ul>	10

	<ul style="list-style-type: none"> <li>➤ Whether the proposal includes formulation of security policy &amp; procedures as per requirements.</li> <li>➤ The security overlay for the access to the server must be provided centrally with suitable authentication and profiling engine. Suitable encryption mechanism must be used at the application layer. The functions shown in this document will be applicable to various users based on Role, which will be specified during Requirement analysis phase. Audit trail is must for all data updates/amendments and deletions for security audit. Encryption mechanism wherever required must be built in. Size of log file, number of entries, time sensitivity etc will be discussed and finalized during SRS stage.</li> </ul>	
5	<p><b>Project Planning &amp; implementation within stipulated time frame</b></p> <ol style="list-style-type: none"> <li>1. Is the overall plan in conformance with the schedule requirements?</li> <li>2. All the risks of schedule overruns mitigated properly?</li> <li>3. Software Engineering tools for Integrated Design &amp; development (round trip engineering) <ul style="list-style-type: none"> <li>Integrated Configuration Management</li> <li>Integrated Defect Management Functional, Performance and Regression Testing.</li> </ul> </li> <li>4. Reporting &amp; Management Tools <ul style="list-style-type: none"> <li>Status reporting</li> <li>SLA management</li> </ul> </li> <li>5. Data Migration - Approach and Plan for Data migration from existing OPRS: <ol style="list-style-type: none"> <li>a. Assessment</li> <li>b. Requirements Definition</li> <li>c. Data Migration Strategy</li> <li>d. Processes to be employed and Deployment Plan</li> <li>e. Validation procedures</li> <li>f. Timelines</li> <li>g. Detailed methodology proposed to be adopted for this activity.</li> <li>h. Details of tools proposed for this activity</li> <li>i. Procedures proposed to be adopted</li> <li>j. Data verification</li> <li>k. Risk mitigation involved in data migration activity.</li> </ol> </li> </ol>	15

The Tender evaluation committee may obtain oral clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Oral clarifications provide the opportunity for the committee to state its requirements clearly and for the Bidder to more clearly state its proposal. The committee may seek inputs from their professional, technical faculties in the evaluation process.

**The bidders should score minimum 75 marks in the technical evaluation for being eligible for opening of their Financial bids.**

#### **14 Financial Bid Opening**

The Financial bids of only the technically qualified bidders (i.e., bids scoring minimum 75 marks in technical evaluation) will be opened for consideration. Financial bids of the remaining bidders will not be opened.

The prices once offered must remain fixed and firm and must not be subject to escalation for any reason whatsoever within the period of agreement for the OPRS project.

A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.

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

The L1 bidder (bidder quoting the lowest rate from among the technically qualified bidders) will be called for negotiations, for awarding the contract.

**TSRTC shall however reserve the right to reject all the offers and cancel the tender, after negotiations, if none of the negotiated offers are found to be financially viable.**

**The successful bidder will have to enter into an agreement on Rs.100/- Non-Judicial Stamp Paper, as per the terms and conditions, within 15 days from the date of receipt of Letter of Intent, failing which the EMD will be forfeited.**

**The rate (transaction charges per net seat sold) indicated in the agreement shall hold good for the entire contract period and will not be increased under any circumstances whatsoever.**

## 16 General terms and conditions

- 16.1 To enable the firms to arrive at the exact requirements, a demo will be arranged on the existing OPRS project at Bus Bhavan (Main Conference Hall, First Floor, B-Block) to the Bidders as indicated in “Key Events & dates” clause.
- 16.2 Only bidders who submit DD towards cost of tender document will be permitted to attend the Demo.
- 16.3 The specifications/requirements are subject to revision as and when required.
- 16.4 The bidder should submit a certification from the Hardware, Networking and Allied equipment vendors that they will support and maintain the system for a period of five years.
- 16.5 The bidder shall provide a softcopy of the technical proposals and annexures (**excluding the financial bid**) on CDs/DVDs.
- 16.6 Price variation clause shall not be allowed for any reasons whatsoever.
- 16.7 Bids received after the specified time for receipt of the same will not be considered under any circumstances.
- 16.8 Bids once submitted are not permitted to be withdrawn at any stage of process and the Corporation will not be responsible for any delays in finalizing the tenders for reasons beyond its control.
- 16.9 The proposals shall be valid for a period of nine (9) months from the date of opening of the technical bids. A proposal valid for a shorter period may be rejected as non-responsive. On completion of the validity period, unless the bidder withdraws his proposal in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws his proposal. In exceptional circumstances, at its discretion, TSRTC may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing (or by fax or email).
- 16.10 The bidders shall enclose with the bids a document giving the details of main features of the Software, Hardware, Networking etc., according to the specifications. The bidder shall enclose a detailed Bill of Materials for the project.
- 16.11 The Bidder should have a local support office at Hyderabad and provide the supporting documents in technical bid. If the bidder does not have any local support office at the time of bidding then he must submit an undertaking on his letter head that if selected then he shall open a local support office at Hyderabad within one month from the date of award of contract.  
  
The successful bidder shall deploy the required technical team in Hyderabad, preferably in Bus Bhavan, during development, testing & implementation phase, for regular interaction.
- 16.12 Bidders shall fill up the required information as prescribed in the tender forms. Incomplete bids/bids without full information are liable for rejection.
- 17 **Non-Confirming proposals:** Any proposal may be construed as a non-conforming proposal and ineligible for consideration if it does not comply with the

requirements of this RFP. The failure to comply with the technical requirements, and acknowledgment of receipt of amendments, are common causes for holding proposals nonconforming.

- 18 **Amendment of RFP:** At any time prior to the deadline for submission of proposals, TSRTC, for any reason, may modify the RFP by amendment notified by publishing in its official website and such amendment shall be binding on the bidders. TSRTC, at its discretion, may extend the deadline for the submission of proposals subsequent to issue of Amendment and or Supplemental Information.
- 19 **Language of proposals:** The proposal and all correspondence and documents shall be written in English. All proposals and accompanying documentation will become the property of TSRTC and will not be returned. The hardcopy version will be considered as the official proposal.
- 20 **Bid Currency:** The rates should be quoted in Indian Rupees only.
- 21 The prices, once offered, must remain fixed and firm and must not be subject to escalation for any reason whatsoever within the contract period for OPRS Project. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.
- 22 **Correction of errors:** Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted rate will be entertained after the bids are opened. All corrections, if any, should be initialed by the person signing the proposal form before submission, failing which the figures for such items may not be considered.
- 23 **Disqualification:** The proposal is liable to be disqualified in the following cases:
  - Proposal not submitted in accordance with the RFP.
  - During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices.
  - The bidder qualifies (express or implied) the proposal with his own conditions.
  - Proposal is received in incomplete form.
  - Proposal is received after due date and time.
  - Proposal is not accompanied by all requisite supporting documents.
  - Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
  - Commercial proposal is enclosed in the same envelope as technical proposal.
  - In case any one party submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional proposals/bidders are withdrawn immediately upon notice.
  - The successful bidder fails to enter into a contract within prescribed time after receiving notice of award of contract or within such extended period, as fixed by TSRTC.

- Awardee of the contract has given the letter of acceptance of the contract with his conditions.
  - Non-fulfilling of any condition(s)/term(s) by bidder.
- 24 Bidders may specifically note that while evaluating the proposals, if it comes to TSRTC's knowledge expressly or implied, that some bidders may have compounded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal, then the bidders so involved are liable to be disqualified for this contract as well as for a further period of two years from participation in any of the bids floated by TSRTC. It is also clarified that if need arises TSRTC would go in for appointment of outside party(s) to undertake the work under the captioned bid.
- 25 **Modification and Withdrawal of Proposals:** No proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the validity period. Modification or Withdrawal of proposal during validity may lead to forfeiture of EMD amount paid against this TENDER.
- 26 **Conflict of Interest:** Bidder shall furnish an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the bidder or any prospective subcontractor due to prior, current contracts, engagements, or affiliations with TSRTC. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as given in the RFP.
- 27 **Acknowledgement of Understanding of Terms:** By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all parts of this RFP, including all forms, schedules and annexures hereto, and has fully informed itself as to all existing conditions and limitations and is fully agreeable to it.
- 28 **Conditions:** The following terms are applicable to this RFP and the bidder's proposal:
- This RFP does not commit TSRTC to enter into a service agreement or similar undertaking with the bidder or any other organization and TSRTC shall have the right to reject or accept any proposal or offer, or any part thereof (e.g., any component of any proposed solution) for any reason whatsoever. TSRTC reserves the right to enter into relationships with more than one bidder; can choose not to proceed with any bidder with respect to one or more categories of services/requirements outlined in this RFP; and can choose to suspend the OPRS Project tender or to issue a new RFP for this OPRS Project that would supersede and replace this one.
  - Each bidder shall make the following representations and warranty in its proposal covering letter, the falsity of which might result in rejection of its proposal: "The information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to TSRTC, is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead TSRTC as to any material fact."

- TSRTC is not restricted in its rights to use or disclose any or all of the information contained in the proposal, and can do so without compensation to the bidder. TSRTC shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.
- Any work product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP shall be the sole property of TSRTC unless stated otherwise in the definitive service agreement.
- Timing and sequence of events resulting from this RFP shall ultimately be determined by TSRTC.
- No oral conversations or agreements with any official, agent, or employee of TSRTC shall affect or modify any terms of this TENDER, and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of TSRTC shall be superseded by the definitive service agreement that results from this TENDER process. Oral communications by TSRTC to bidders shall not be considered binding on TSRTC, nor shall any written materials provided by any person other than TSRTC.
- Proposals are subject to rejection if the bidder limits or modifies any of the terms and conditions or specifications of this TENDER.

## 29 Corrupt or fraudulent or unethical practices

TSRTC requires that bidder under this TENDER, observes the highest standards of ethics during the Tender process and execution of such contract. In pursuance to this policy, TSRTC Defines for the purposes of this provision, the terms set forth as follows:

**“Corrupt practice”** means the offering, giving, receiving or soliciting of anything of value to influence the public officials in the Tender process or in contract execution;

**“Fraudulent Practice”** means a misrepresentation of facts in order to influence a Tender process or execution of contract to the detriment of TSRTC, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive TSRTC of the benefits of free and open competition;

**“Unethical practice”** means any activity on the part of bidder, which try to circumvent tender process in any way. Unsolicited offering of discounts, reduction in financial bid amount, upward revision of quality of goods etc., after opening of first bid will be treated as unethical practice.

TSRTC will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;



TSRTC will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or executing a contract.

The past performance of the bidder will be crosschecked if necessary. If the facts are proven to be dubious the bidders TENDER will be ineligible for further processing.

- 30 Legal disputes if any should be settled only within the Jurisdiction of Hyderabad and Secunderabad courts.
- 31 The Managing Director of TSRTC, Hyderabad, reserves the right to cancel the tenders at any stage and can invite fresh tenders without assigning any reason(s).
- 32 The decision of TSRTC is final in allotment of the contract.
- 33 Any interpretation of clauses shall be obtained from the Managing Director through Executive Director in charge of IT Department.
- 34 In case of any disputes regarding interpretation of Terms and Conditions, decision of Managing Director, TSRTC, Hyderabad is final.
- 35 In case of any ambiguity in the interpretation of any of the clauses in the RFP or contract document, TSRTC's interpretation of the clauses shall be final and binding on all the parties.

### **36 USE OF DOCUMENTS AND INFORMATION**

- a. The bidder shall not, without prior written consent from TSRTC, disclose/ share/use the bid document, contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of TSRTC in connection therewith, to any person other than a person employed by the bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- b. The Successful Bidder shall not, without prior written consent of TSRTC, make use of any document or information made available for the project, except for purposes of performing the Contract.
- c. All project related documents (including this bid document) issued by TSRTC, other than the contract itself, shall remain the property of TSRTC and shall be returned (in all copies) to TSRTC on completion of the Vendor's performance under the contract if so required by TSRTC.

### **37 AWARD CRITERIA**

TSRTC will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the best value proposal. All decisions taken by TSRTC regarding processing of TENDER and award of contract shall be final and binding on all bidders.

**38 NOTIFICATION OF AWARD**

TSRTC will notify the successful bidder in writing or by fax or e-mail, to be confirmed in writing by letter, that its proposal has been accepted. The notification of award will constitute the formation of the contract. The successful bidder has enter into an agreement with TSRTC. If the bidder fails to enter into agreement within the prescribed time, TSRTC will forfeit his EMD and proceed further to award the contract to another bidder. The name of the defaulting bidder will be blacklisted.

39. The successful bidder has to enter into a Service Level Agreement (SLA). TSRTC reserves the right to add, delete or / and modify any terms & conditions while entering into an agreement with the successful bidder.

**40. Signing of Contract**

The successful bidder will have to execute following agreements on a Non-Judicial Stamp of appropriate value within prescribed time, after receipt of order:

- Service Level Agreement
- Non-Disclosure Agreement

41. The agreement entered by the successful vender shall not be supplemented, amended or modified in any manner except by an instrument in writing signed by a duly authorised officer or representative of each of the parties hereto.

**42. PROJECT IMPLEMENTATION SCHEDULE**

Bidder shall complete the implementation of the OPRS Project as per the RFP within 3 months from the date of award of contract as per the timetable provided below:

	<b>MILESTONE / ACTIVITY</b>	<b>PERIOD</b>
1	Date of award of Contract	T1
2	Application Development	T1 + 8 weeks
3	System Integration	T1 + 10 weeks
4	Acceptance Testing	T1 + 10 weeks
5	Trial Run	T1 + 11 weeks
6	Submission of manuals and O&M plan	T1 + 11 weeks
7	Commercial Deployment	T1 + 12 weeks
8	Training	T1 + 15 weeks

43. The OPRS application should be made live and operational within 3 months from the date of issue of Letter of Intent.

44. The EMD amount is liable to be forfeited in favour of TSRTC, in case the successful bidder fails to accept or complete the project within the time as agreed in the Tender. TSRTC reserves the right to cancel the project assigned to the successful bidder and allot the same to any individual/firm in case of unsatisfactory progress of the project. In such event, the vendor shall not have any claim for damages.
45. The firm shall prepare the entire documentation including Error Log/installation procedures/System Design/Flow Charts/Data Flow Diagrams etc., User manuals, Training manuals, Technical manuals, Operational manuals etc., and submit three sets of above mentioned documentation along with softcopy in CD/DVDs to the Chief Engineer (IT & IE), TSRTC.
46. The firm shall train the Core Group and user group Supervisors as nominated by TSRTC in all modules of Application Software and source code, for a period not less than 30 days. The training should be of such standard that the group trained should be able to take over the operation and maintenance of the Project independently.
47. The firm shall arrange training to the identified TSRTC personnel in application tools and Application Software out of which selected personnel will be associated in development of application software, in all phases. The training imparted to TSRTC personnel should be of such standard as to enable them to independently handle application maintenance.
48. Thorough and in depth training shall be provided to identified TSRTC personnel on RDBMS and application at source level (page level). The training should be for a minimum period of one month.
49. The successful bidder shall ensure availability of required man power for successful design, development, maintenance, attending to software modifications, rectification of issues/bugs etc.
50. In case of loss that would occur to TSRTC due to non-providing of Technical and Development team, TSRTC reserves the right to recover the estimated value of loss from the successful bidder. Such repeated occurrences will attract forfeiture of Security Deposit in favour of TSRTC and cancellation of award.
51. The successful bidder shall use its best efforts to ensure that sufficient personnel are employed to perform the Services and such personnel have appropriate qualifications to perform the Services.
52. 24x7 support shall be given from the office in Hyderabad which will be the single point of contact for all technical issues. Personnel who have requisite knowledge on the project should be available 24x7 in the Hyderabad office for giving necessary assistance in case of issues with the OPRS application/application access etc., and arranging for/carrying out required software modifications from time to time.
53. The firm shall hand over two sets of source code of OPRS, Data structures, Application Software along with soft copies of complete documentation and flow diagrams to the Chief Engineer (IT & IE), TSRTC. The firm shall also provide printed copies/Soft copy of source code listing with input/output formats and two sets of the above in CDs. This may be handed over not later

than **15 days** from the date of commercial deployment, and subsequently as and when required by TSRTC.

54. The successful bidder shall not disclose to any other party about the knowledge of system or pass on the possession of material and information given to the successful vendor under this agreed contract or any information which has been generated during the running of the project. The successful vendor should hold such material and information in strict confidence, not to make use of them other than for the performance of this contract, except release it only to designated employees requiring such information for operation, maintenance and control and inspection of the systems. During execution of the contract and thereafter the above information should not be released to any other parties.
55. The firm shall deliver five copies of system manuals, operating manuals and user manuals for Application software to TSRTC, with 15 days from the date of commercial deployment.
56. The firm shall ensure secrecy of the software, source and object code. The information shall not be disclosed to others except TSRTC.
57. Unfinished or partially completed software shall not be accepted and the order will be cancelled, besides forfeiture of Security Deposit.
58. The successful bidder shall carry out all modifications as specified from time to time by TSRTC to update the application to suit the passenger/Operator requirements, meeting the statutory obligations based on the instructions given by the State/Central Government, and also for strengthening the Security System, shall rectify the bugs/problems identified during the implementation, at no extra charge, failing which the Security Deposit shall be forfeited to the Corporation.
59. The firm shall not have any right on the Application Software. TSRTC is the sole owner and can use the same software at any location.
60. The application developed along with source code shall be the property of TSRTC. TSRTC shall have all Intellectual Property Rights over the software. The source code and application data shall be handed over to TSRTC at the end of the contract period and periodically when major changes are carried out, or whenever demanded by TSRTC.
61. TSRTC shall be the absolute owner of this software and it should not be used by, sold to or handled by any individual, outside Agency, Firm, Organization, State Transport undertaking except TSRTC. Any violation or breach of this condition will entitle the Corporation to claim damages.
62. **Non Exclusivity, License Fee, IPR**

The Intellectual Property Rights of the Application Software developed/customized for TSRTC shall be vested in TSRTC who shall have absolute right to use, license or sell the system without any payment to or permission from the Bidder. The application software along with source code shall be the property of TSRTC under the provision of IPR.

**63. Software ownership rights**

The Bidder shall relinquish to TSRTC the source code along with adequate detailed documents (from the testing phase onwards) and the rights to the programs and software developed as part of the contract. The source code with version control system should be submitted both in a DVD & external HDD to TSRTC.

**64. Patent rights**

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the software / hardware / database / peripherals or any part thereof, the Bidder shall expeditiously extinguish such claim. If the Bidder fails to comply and TSRTC is required to pay compensation to a third party resulting from such infringement, the Bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. TSRTC will give notice to the Bidder of such claim, if it is made, without delay.

**65. Bidder's integrity**

The bidder is responsible to oblige to conduct all contracted activities as defined in the scope of work in accordance with contract.

**66. Bidder's obligation**

The bidder is obliged to work closely with TSRTC's staff, act within its own authority and abide by directives issued by TSRTC.

The bidder will abide by the job safety measures prevalent in India and will free TSRTC from all demands or responsibilities arising from accidents or loss of life the calls of which is the bidder's negligence. The bidder will pay all indemnities arising from such incidents and will not hold TSRTC responsible or obligated.

The bidder is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanor.

The bidder will treat as confidential all data and information about TSRTC, obtained in the execution of his responsibilities in strict confidence and will not reveal such information to any other party without the prior written approval of TSRTC.

The bidder is responsible for all deliveries unpacking, assemblies, wiring, installation, cabling between hardware units and connecting to power supplies. The bidder will test all hardware operation and accomplish all adjustments

necessary for successful and continuous operation of the hardware at all installation sites.

## **67. WARRANTY & MAINTENANCE**

The successful bidder shall provide comprehensive warranty for entire contract period, commencing from the date when the system becomes commercially operational.

The successful bidder shall also provide complete maintenance support for all the OPRS project components as outlined in this RFP for the entire contract period from the Date of Commercial Deployment.

During the warranty period, the bidder warrants that the goods provided under the contract are new, unused, of the most recent version/ models and incorporate all recent improvements in design and materials unless provided otherwise in the contract. The bidder further warrants that the goods supplied under this contract shall have no defects arising from design, materials or workmanship.

TSRTC shall promptly notify successful bidder in writing of any claims arising under this warranty. Upon receipt of such notice, the bidder shall, within the warranty period and with all reasonable speed, repair or replace the defective systems, without costs to TSRTC and within time specified and acceptable to TSRTC.

If the successful bidder, having been notified, fails to remedy the defect(s) within the period specified in the contract, TSRTC may proceed to take such reasonable remedial action as may be necessary, at the successful bidder's risk and expense and without prejudice to any other rights, which TSRTC may have against the bidder under the contract.

During the entire contract period, the successful bidder will provide all product(s) and documentation updates, patches/ fixes, and version upgrades within 15 days of their availability and should carry out installation and make operational the same at no additional cost to TSRTC.

**The successful bidder shall ensure that:**

- a) The implemented OPRS solution represents a complete, integrated solution meeting all the requirements as outlined in the RFP and further amendments if any, and provides the functionality and performance, as per the terms and conditions specified in the contract.

- b) The implemented OPRS solution will achieve parameters delineated in the technical specification/ requirement and shall be appropriately integrated to meet OPRS requirements.
68. The successful bidder will be responsible for warranty services from subcontracted third party producers or licensors of products included in the systems.
69. The successful bidder shall ensure the maintenance of the acceptance criterion/standards in respect of the systems during the warranty period.
70. The successful vendor shall pay,
- a) All the applicable statutory levies, Taxes imposed by State and Central Govt. / GST etc., if any for implementation of the project shall be paid by the successful bidder.
- b) Tax Deduction at Source as per the provisions of Income Tax Act would be made from the amount payable.

## **71. INSURANCE**

The successful bidder shall take the following insurance coverage's:

- Third Party insurance
- All risk policy for all equipment
- Fire and theft Policy
- Policy for loss or damage to assets due to Force Majeure events like earthquake, rioting, etc., of value equal to the cost of replacement of assets.
- Policy of insurance in respect of claims for personnel injury to or death of any person employed by the partner or sub-contractors and arising out of such employment.

## **72. Payment terms**

- a. Transaction charges will be paid on a monthly basis after the end of the month.
- b. The successful bidder shall raise GST invoice duly giving breakup of Transaction charges and GST separately and indicating HSN/SAC, for monthly payment of transaction charges, after the end of the month. Proof of having uploaded the previous month's GST invoice shall invariably be submitted.
- c. Payment will be arranged after pre-audit.
- d. Tax Deduction at Source (Income Tax) as per the provisions of Income Tax Act would be made from the transaction charges payable.
- e. GST as applicable will be paid extra.

### 73. Penalties

- a) As a measure of penalty, TSRTC reserves the right to forfeit the Security Deposit in case of indulgence in malpractices such as wrong accountal, misuse or tampering of software, hardware and network equipment etc., by the successful bidder and in case of violation of terms and conditions of the agreement.
- b) If the successful bidder, under exceptional circumstances, is unable to complete the task within the prescribed time of three months, a penalty of Rs.10,000/- per week of delay shall be imposed on the successful bidder. Penalties will not be levied for delays which are not due to lapse on the part of the successful bidder.
- c) The successful bidder shall be penalized to an extent of Rs. 10,000/- per hour or part thereof for the non-availability of the system for carrying out the ticketing and related activities. CE(IT & IE), is the final authority on the quantum of penalty.
- d) In case of inability to find, identify and fix any software problem in the application having operational & financial implications, the value of loss will recovered and if not rectified within 24 hrs. of intimation will result in penalty to the extent of Rs.5,000/- plus loss of actual amount for each problem.
- e) Any Ticket or waybill without full details, causing inconvenience to passenger will be penalized to the extent of double the ticket value plus Rs.2,000/- for each occasion.
- f) Deployment of application without proper testing attracts recovery of manpower cost of TSRTC's involvement plus Rs.5,000/- penalty for each item identified and reported by TSRTC.
- g) A penalty of Rs.5,000/- will be imposed for each occasion, if any wrong or unauthorized information is communicated through home page/website.
- h) Any Data loss will be recovered at the rate of **double the loss** or as per the amount assessed by TSRTC.
- i) The successful vendor shall pay the hosting charges, connectivity charges, all licensing charges along with all applicable taxes etc., promptly without default. **In case of non-payment** of such bills, the amount, if paid by TSRTC, will be recovered from the successful bidder **with 36% penalty**. This would be deducted from the monthly transaction charges payable. Such three occurrences in a year would be liable for forfeiture of the Security Deposit.
- j) Genuine customer claims and court awards, if any, due to lapses/bugs/errors in the application will be deducted appropriately from the monthly payments.
- k) All penalty amounts as on date will be recovered from the monthly payable transaction charges amounts.



#### 74. TERMINATION/WITHDRAWAL

- a. If the successful bidder does not fulfill the terms and conditions specified by TSRTC, the contract shall be cancelled by TSRTC duly giving three months' notice.
- b. Malpractices in implementation of the project such as manipulation of data results in **termination** of the contract, forfeiture of the Security Deposit.
- c. If the successful bidder desires to **withdraw** from the agreement entered into, he will be allowed to do so only after completion of three **years period** from the date of commencement of the project for which six months advance notice has to be given in writing to the Chief Engineer(IT&IE), TSRTC.
- d. The Corporation can resort to cancellation of agreement after completion of 3 years, by giving 6 month's advance notice.

#### 75. Termination for Default

TSRTC may, without prejudice to any other remedy for breach of contract by written notice of default sent to the bidder, terminate the contract in whole or in part:

a) If the bidder fails to provide satisfactory services at the desired level of contract within the time period(s) specified in the contract, or any extension thereof granted by TSRTC

OR

b) If the bidder fails to perform any other obligation(s) under the contract

OR

c) If the bidder, in the judgment of TSRTC has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

In Circumstances mentioned in a, b, c above TSRTC may exercise the following option:-

Withhold all the pending payments and forfeit the Security Deposit.

In case of premature termination of Contract for no fault of bidder, TSRTC will settle all the pending bills, refund the EMD, after settling all the transactions under the contract.

#### 76. Termination for Insolvency

TSRTC may at any time terminate the contract by giving written notice to the bidder, without compensation to the bidder, if the bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to TSRTC.

## **77. Force Majeure**

The bidder shall not be liable for penalty, liquidated damages or termination for default, if and to the extent that, his delay in performance or other failure to perform his obligations under the contract is the result of an event of Force Majeure.

For purposes of this clause, “Force Majeure” means an event beyond the control of the bidder and not involving the bidder and not involving the bidder’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, instances of wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes which would have an impact on TSRTC.

If a Force Majeure situation arises, the bidder shall promptly notify TSRTC in writing of such conditions and the cause thereof. Unless otherwise directed by TSRTC, the bidder shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

## **78. Force Majeure Events**

The Force Majeure circumstances and events shall include the following events to the extent that such events or their consequences (it being understood that if a causing event is within the reasonable control of the affected party, the direct consequences shall also be deemed to be within such party's reasonable control) satisfy the appropriate definition as per this agreement. Without limitation to the generality of the foregoing, Force Majeure Event shall include the following classes of events and circumstances and their effects:

Natural events (“Natural Events”) to the extent they satisfy the foregoing requirements including:

- Any material effect on the natural elements, including lightning, fire, earthquake, cyclone, flood, storm, tornado, or typhoon;
- Explosion or chemical contamination (other than resulting from an act of war);
- Epidemic such as plague;
- Any event or circumstance of a nature analogous to any of the foregoing.
- Other Events (“Political Events”) to the extent that they satisfy the foregoing requirements including:
  - Act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, revolution, riot, insurrection, civil commotion, act of terrorism or sabotage;

- Strikes, work to rules, go-slows which are widespread, nationwide, or Statewide and are of political nature;
- Any event or circumstance of a nature analogous to any of the foregoing.

## 79. NOTICES

- a. Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing through RPAD or by telex, e-mail, cable or facsimile to the other party's address, and confirmed in writing by the other party.
- b. A notice shall be effective when delivered or tendered to other party whichever is earlier.

## 80. RESOLUTION OF DISPUTES

- a. TSRTC and the Successful Bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract and settle them at the level of **Executive Director of TSRTC who is in charge of the IT Wing.**
- b. If, after thirty (30) days from the commencement of such informal negotiations, TSRTC and the Successful Bidder have been unable to resolve amicably then the decision of MD of TSRTC will be final.
- c. If during the subsistence of the contractual period or thereafter, any dispute between the Parties hereto arising out of or in connection with the validity, interpretation, implementation, material breach or any alleged material breach of any provision of this contract or regarding any question, including as to whether the termination of this contract by one Party hereto has been legitimate, the Parties hereto shall endeavor to settle such dispute amicably and/or by Conciliation to be governed by the Arbitration and Conciliation Act, 1996 or as may be agreed to between the Parties.
- d. In case of failure of amicable settlement as is referred to in sub-section above, the dispute shall be referred to the arbitration of the MD, TSRTC who shall act as the sole arbitrator for settlement of such dispute(s) between the Parties, and whose decision will be final and binding on all the parties. The Arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996.
- e. The Disputes, differences arising out of this project if any, should be referred to the Managing Director of TSRTC who will be the sole Arbitrator and whose decision shall be final and binding on all parties.

81. All statutory encumbrances for employing the manpower have to be borne by the successful vendor. TSRTC is not responsible for the same.

82. No conveyance/bus pass shall be provided to any employee engaged by the successful bidder nor any sort of compensation be paid by the Corporation.
83. The Corporation is not liable to pay any compensation in case of death or injury (simple or grievous) caused to any personnel engaged by the successful bidder while he/she is carrying out any activities related to the project or otherwise.
84. The successful bidder shall be responsible for all statutory liabilities in respect of claims for personal injury to or death of any person employed by the partner or sub-contractors and arising out of such employment.

**Bid Compliance Sheet**  
**Bidder Should Mark Page No. on Enclosures**

(Bidder should ensure that all documents enclosed are neat and legible)

#	Criteria (Document submitted)	Mention Enclosure Page No.	Fill Compliance (Yes/No)
1	Bidder shall provide an attested copy of -		
a)	Copy of PAN card		
b)	Company Registration Certificate		
c)	Valid GST registration Certificate		
d)	Income Tax Returns for the last three years (2014-15, 2015-16 & 2016-17).		
2	Certified Audited copies of Balance Sheets, Profit & Loss Accounts, Annual Reports of last three financial years (2014-15, 2015-16 & 2016-17) from bidder		
3	Valid ISO 9001:2008 certification in Software Development and Maintenance		
4	Documentary proof from bidder regarding having prescribed minimum average turnover in the last three financial years		
5	An affidavit duly attested by the notary that the Bidder was not Black listed by any PUC/Corporation/Board or State/Central Government in India		

**Annexure - 2 (Covering letter for bid)**

PLACE:

DATE:

To  
The Chief Engineer (IT & IE),  
T.S.R.T.C, Bus Bhavan,  
HYDERABAD - 500 020.

Sir,

Sub: **OPRS** - Submission of Tender for implementation of Online Passenger Reservation System (OPRS) project for TSRTC for a period of five years, on transaction charges basis on net seats sold - Reg.

Ref: Your Notification No. AME(Comp.)/OPRS(3)/2017-IT, dt. 06.11.2017, in News Paper dated 06.11.2017

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With reference to the Notification cited, I/we hereby submit the Tender for implementation of Online Passenger Reservation System (OPRS) project for TSRTC for a period of five years, on transaction charges basis on net seats sold. It is to submit that I/we have gone through the terms and conditions and requirements given in the RFP. It is to further submit that I/we will abide by the terms and conditions stipulated by TSRTC as indicated in the RFP.

Yours sincerely,

Signature of the tenderer  
(Authorised Signatory with Seal)

Encl: 1) Tender form  
2) Technical bid  
3) Demand Draft(s)  
4) Synopsis/ copy of the project plan  
5) Other Documents (specify)

**Annexure - 3 (Tender form)**

**Tender for design, development, implementation, operation and maintenance of Online Passenger Reservation System (OPRS) project for TSRTC for a period of five years, on transaction charges basis on net seats sold, as per the terms and conditions stipulated in the RFP**

1.	Name of the Firm/ Agency/ Company etc. along with registration number	
2.	Full Name and designation of the authorized person submitting the Tender	
3.	Particulars of the firm:	
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. (copy of relevant document to be submitted)	
b)	Nature of business being carried out (copies of supporting document(s) to be submitted).	
c)	Previous experience in similar area (Enclose documentary evidence as proof)	
4.	Financial Status of the Firm (enclose audited profit & loss account, balance sheet for the years 2014-15, 2015-16 & 2016-17)	
a)	Annual turnover in 2014-15	
b)	Annual turnover in 2015-16	
c)	Annual turnover in 2016-17	
5.	No. of employees on rolls	

6.	Whether the Firm/ Agency/ Company has Branches carrying out business in the relevant fields in TELANGANA and other States - if so, mention the Addresses of the Branches.	
7 a)	Name of the whole time Director (Head of the firm)	
b)	Relationship/Designation of authorized signatory signing on behalf of the Firm.	
8	Address for correspondence & Phone Nos. (FAX, Website, email) (All correspondence will be made with local office only)	
a)	Local Office	
b)	Head Office	
9 a)	Permanent address of the Head of the Firm with phone numbers	
b)	Residential address of the personnel concerned	
10	Earnest Money Deposit particulars (drawn in favour of FA & CAO, TSRTC, Hyderabad)	
a)	Demand Draft number and date	
b)	Amount (Rs.)	
c)	Drawn on Bank	
11	Particulars of DD towards cost of Tender Document, if applicable (drawn in favour of FA & CAO, TSRTC, Hyderabad)	



a)	Demand Draft number and date	
b)	Amount (Rs.)	
c)	Drawn on Bank	

I / We agree to abide by the terms and conditions laid down in the RFP. The information furnished above is true to the best of my/our knowledge. I/we fully understand that in the event of the Company's/Firm's/Agency's failure to abide by any of the terms & conditions or if the information furnished is found to be false, the EMD amount paid stands forfeited in favour of TSRTC.

Signature of the Tenderer  
AUTHORISED PERSON WITH SEAL

Name :

Place :

Date :

**Technical Bid Compliance Sheet (with respect to Technical Evaluation)**  
**Bidder Should Mark Page No. on Enclosures Submitted in Evidence of Eligibility**  
**Criteria**

(Bidder should ensure that all documents enclosed here should be neat & clean and easily readable):

#	Criteria (Document submitted)	Mention Enclosure Page No.	Fill Compliance (Yes/No)
1	Bid Authorization Letter (The letter of authorization shall be indicated by written Power of attorney accompanying the bid).		
2	The Bidder should deposit Earnest Money Deposit (EMD) of Rs. 50,00,000/- (Rupees fifty lakhs Only) in the form of Demand Draft as mentioned in bid document/TENDER. The Address of the bidder submitting the TENDER has to be furnished on the reverse of the EMD		
3	The bidder should submit DD for an amount Rs. 11,800/- towards cost of tender documents (if not already submitted)		
4	Bidder shall provide an attested copy of -		
	PAN card		
	Company Registration Certificate		
	Valid GST registration Certificate		
	Income Tax Returns for the last three years.		
5	Certified Audited copies of Balance Sheets/ Profit & Loss Accounts/ Annual Reports of last three financial years (2014-15, 2015-16 & 2016-17) from bidder		
6	Documentary proof regarding the bidder being in business of IT Services for a minimum of 5 years		

7	Copy of valid ISO 9001:2008 certification complying with the requirement given in the RFP		
8	Documentary proofs from bidder regarding having minimum average turnover of Rs. 20 Crores in last three financial years		
	Turnover for the year 2014-15		
	Turnover for the year 2015-16		
	Turnover for the year 2016-17		
9	Documentary proof regarding the bidder having an average turnover of Rs. 5 crores in software consultancy, software development & its implementation and maintenance besides system integration		
	Turnover for the year 2014-15		
	Turnover for the year 2015-16		
	Turnover for the year 2016-17		
10	In case the bidder has a development centre in Hyderabad, the following documents have to be submitted as proof a) Rental agreement in case the development centre is in a rented premises. b) Sale agreement, telephone/ electricity bills for last three months, in case the development centre is in an premises owned by the bidding entity c) Details of personnel on rolls and equipment available.		
11	In case the bidding entity has past experience of successfully developing and implementing online reservation system, the following documents & details shall be submitted a) Copy of award of the project b) Details of Client along with address and contact numbers of authorized personnel of the client with their designations c) Project completion certificate, if any d) Project cost		

12	Documentary proofs regarding Bidder having an experience of execution of similar projects. Work orders and a certificate regarding 'Project has been successfully & satisfactorily executed' from client		
13	An affidavit duly attested by the notary that the Bidder has not been Black listed by any PUC/Corporation/Board or State/Central Government in India		
14	An undertaking from the Bidder on company letterhead to the fairness of these documents in support of their claim while submitting the Bids		
15	An undertaking from bidder that he would be fully responsible for successful completion of the project.		
16	The Bidder should submit the affidavit stating that the bidder or employees should not ask for employment in Corporation.		
17	Bidder has a local support office at Hyderabad. If the bidder does not have any local support office at the time of bidding then he must submit an undertaking on his letter head that if selected then he shall open a local support office at Hyderabad within one month from the date of award of contract.		
18	Bill of Material (BoM) with Make, Model, Specifications etc.		
19	OEM Authorization, Warranty and Support Letter		
20	Team Deployment Details		
21	Technical Compliance Sheet		

<b>Bidder Profile</b>		
1	Name & Address of The Bidder	
2	Location of Corporate Head Quarters	
3	Date & Country of Incorporation	
4	Details of Contact person (Name, designation, address etc.) Telephone Number, Fax Number, e-mail	
5	Is the firm a registered company? If yes, submit documentary proof. Year and Place of the establishment of the Company.	
6	Is the firm registered with sales tax department? If Yes, submit valid sales tax registration certificate.	
7	Number of offices in Telangana and in India	
8	PAN Details	
9	Details of court litigations, including (but not limited to) – Have you filed any claim against any Company / Institutions for similar type of project? If so, give details like case no., court dispute involved	

<p>and present status. Has any Company/Institution filed any claim/case against you, if so, furnish full details. Has any of your customer or clients filed any case against you in a court? If so, furnish details.</p>	
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Authorized Signatory

<Name>  
Seal

Please Note that providing inadequate or incorrect information could lead to disqualification of the bid.

**Annexure - 6 : Bidder's Authorization Certificate (Technical bid)**

To,  
The Chief Engineer (IT & IE),  
Telangana State Road Transport Corporation,  
Bus Bhavan, Mushirabad,  
Hyderabad - 500 020.

<Bidder's Name>, < Designation>, is hereby authorized to sign relevant documents on behalf of the Company in dealing with Tender pertaining to **“Implementation of Online Passenger Reservation System (OPRS) project for TSRTC for a period of five years, on transaction charges basis on net seats sold”** dt. \_\_\_\_\_. He/she is also authorized to attend meetings and submit Technical bid/information as may be required by you in the course of processing above said Tender.

Thanking you,

Authorized Signatory (Name)  
Name & Signature of Authorized Person

Company's Seal.

TECHNICAL PROPOSAL FORM

Date:

To  
The Chief Engineer (IT & IE),  
TSRTC, Hyderabad.

Dear Sir,

Sub: **RFP** - Design, Development, Implementation, Operation and Maintenance of OPRS Project for TSRTC - Submission of Technical bid - Reg.

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Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer the proposal to **design, develop, implement, operate and maintain the Online Passenger Reservation System (OPRS) project for TSRTC for a period of five years, on transaction charges basis on net seats sold, as per the terms and conditions stipulated in the RFP as an “End to End solution services”** as required and outlined in the RFP.

We attach hereto the bid technical response as required by the RFP, which constitutes our proposal.

If our proposal is accepted, we undertake to adhere to the implementation plan (the software design, development and deployment, migration, providing and hosting Hardware, Networking and allied equipment in the DC & DRC as an “End to End solution”) put forward in RFP or such adjusted plan as may subsequently be mutually agreed between us and TSRTC or its appointed representatives.

If our proposal is accepted, we undertake to complete the task within the prescribed time, failing which we fully understand that our EMD will be forfeited.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP and also agree to abide by this bid response for a period of 9 (nine) months from the date fixed for bid (technical bid) opening and it shall remain binding upon us with full force and virtue, within this period. Until a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and TSRTC.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to TSRTC is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead TSRTC as to any material fact.



We agree that TSRTC is not bound to accept the lowest or any bid response it may receive. We also agree that TSRTC reserves the right in absolute sense to reject all or any of the products/ services specified in the bid response without assigning any reason whatsoever.

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

Dated this                      Day of                      2017.

(Signature) (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

(Name and Address of Company)

Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:

**Annexure - 8 : Bidder's Authorization Certificate (Financial bid)**

To,  
The Chief Engineer (IT & IE),  
Telangana State Road Transport Corporation,  
Bus Bhavan, Mushirabad,  
Hyderabad - 500 020.

<Bidder's Name>, < Designation>, is hereby authorized to sign relevant documents on behalf of the Company in dealing with Tender pertaining to **“Implementation of Online Passenger Reservation System (OPRS) project for TSRTC for a period of five years, on transaction charges basis on net seats sold”** dt. \_\_\_\_\_. He/she is also authorized to attend meetings and submit Financial bid/information as may be required by you in the course of processing above said Tender.

Thanking you,

Authorized Signatory (Name)  
Name & Signature of Authorized Person

Company's Seal.

COMMERCIAL PROPOSAL FORM

To  
The Chief Engineer (IT & IE),  
TSRTC, Hyderabad.

Date:

Dear Sir,

Sub: **RFP** - Design, Development, Implementation, Operation and Maintenance of OPRS Project for TSRTC - Submission of Commercial bid - Reg.

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer the proposal to **design, develop, implement, operate and maintain the Online Passenger Reservation System (OPRS) project for TSRTC for a period of five years, on transaction charges basis on net seats sold, as per the terms and conditions stipulated in the RFP as an “End to End solution services”** as required and outlined in the RFP.

We attach hereto the commercial proposal as required by the Bid document, which constitutes our proposal.

If our proposal is accepted, we undertake to adhere to the implementation plan (the software design, development and deployment, migration, providing and hosting Hardware, Networking and allied equipment in the DC & DRC as an “End to End solution”) put forward in RFP or such adjusted plan as may subsequently be mutually agreed between us and TSRTC or its appointed representatives.

If our proposal is accepted, we undertake to complete the task within the prescribed time, failing which we fully understand that our EMD will be forfeited.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP and also agree to abide by this bid response for a period of 9 (nine) months from the date fixed for bid (technical bid) opening and it shall remain binding upon us with full force and virtue, within this period. Until a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and TSRTC.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to TSRTC is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead TSRTC as to any material fact.

We agree that TSRTC is not bound to accept the lowest or any bid response it may receive. We also agree that TSRTC reserves the right in absolute sense to reject all or any of the products/ services specified in the bid response without assigning any reason whatsoever.

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

Dated this        Day of                    2017

(Signature) (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

(Name and Address of Company)

Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:

Annexure - 10 (Financial proposal)

**FINANCIAL BID**

Financial bid for design, development, implementation, operation and maintenance of Online Passenger Reservation System (OPRS) project for TSRTC for a period of five years, on transaction charges basis on net seats sold, as per the terms and conditions stipulated in the RFP

Description	Rate in Rs. (excluding taxes) in figures and words
Transaction charges to be paid for each net seat sold per day, up to 20,000 net seats	

Details of taxes applicable along with existing rate of tax:

**Note:**

- Net seats sold between 20,001 and 25,000 will be paid at 50% of the **base rate** i.e, the rate quoted for up to 20,000 net seats sold.
- Net seats sold between 25,001 and 30,000 will be paid at 40% of the base rate and;
- Net seats sold above 30,000 will be paid at 30% of the base rate

Signature:

Name:

Designation:

Name of firm:

Seal:

**FORMAT FOR REQUEST FOR CLARIFICATIONS (RFC)**

Bidders requiring specific points of clarification may communicate with TSRTC during the specified period using the following format.

<b>Telangana State Road Transport Corporation</b>			
<b>Bidders' Request for Clarification</b>			
<b>Name of the bidder submitting the request</b>		<b>Full formal address of the bidder including contact details</b>	
<b>Sl. No</b>	<b>RFP Reference Volume/Section/Page</b>	<b>Content of RFP requiring clarification</b>	<b>Point of clarification required</b>
1			
2			
3			
4			
5			

**FORMAT FOR STATEMENT OF DEVIATIONS FROM SCHEDULED REQUIREMENTS**

<b>S.No</b>	<b>Reference of Clause No. &amp; Page No.</b>	<b>Deviation in the proposal</b>	<b>Brief Reasons</b>
1			
2			
3			
4			

**FORMAT FOR PROVIDING REFERENCES**

<b>S. No</b>	<b>Detail</b>	<b>Project 1</b>	<b>Project 2</b>
1	Name of Customer Organization		
2	Country		
3	Government/Non-Government		
4	Geographical Coverage - number of locations, Cities etc		
5	Contact Details		

**FORMAT FOR PROVIDING CITATIONS FOR SIMILAR PROJECTS**

S.No.	Item	Guideline	Attach Ref. No. for details
1	Type of Project. Portal/ other applications	Provide scope of the OPRS Project, highlight Key Result Areas expected and achieved	
2	Solution architecture employed & core Components	Describe the architecture in detail covering overall framework as well as various building blocks	
3	Security architecture. Scope of work	Describe the security architecture employed to address security at various levels viz. system, application, document, physical etc., highlighting unique aspects.	
4	Payment gateway integration	Describe how payment processes were implemented with specific reference to integration with payment gateway of Banks.	
5	Scope of System Integration	Provide details on integration of various kinds of hardware, software and network systems / solution components covered by OPRS Project scope.	
6	Scope of managed services. <b>Data migration</b> , document conversion, data entry, front office functions handled, non - technical support functions	List the various services with a brief description of each highlighting the nature, complexity, uniqueness and the like.	
7	Start date of steady state operations & contract tenure	If there have been sub milestones as part of the contract (Such as Pilot, Rollout etc.) highlight the same.	

8	Development, rollout & steady state phases. Effort in person months in each phase, number of average / peak people in each phase.	Provide details in a tabular form.	
9	Number of concurrent users	This should correlate to actual users of the solution. Non portal visitors. Give a brief description of the kind of services and transactions.	
10	Contract value	Provide particulars on contract value assigned to each major phase and milestone. Also give details on transaction based payment if any.	
11	Tools deployed. Modeling, design, development, testing, OPRS Project management, EMS	Give names of the tools employed and provide highlights regarding the efficacy of the tools.	
12	List of Risks identified & how they were addressed.	Provide Top five risks identified, the impact of the risks, proactive plans put in place, how the risks were contained if they had occurred.	

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