

tender notification NO:M2/801(9)/2018-OPD(M&C), DT:05.09.2018



TELANGANA STATE ROAD TRANSPORT CORPORATION

**TENDER DOCUMENT FOR APPOINTMENT OF B2C
FRANCHISEES FOR PROVIDING ADVANCE
RESERVATION FACILITY ON FIRM'S PORTAL
THROUGH API IN OPRS PROJECT OF TSRTC.**

**O/o THE CHIEF TRAFFIC MANAGER(M&C) & DIR(CP),
BUS BHAVAN,
RTC X ROADS, MUSHEERABAD, HYDERABAD-500624**

Website: <http://www.tsrtc.telangana.gov.in>

DISCLAIMER

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

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

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

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

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Signature of the tenderer.

Details of tender notification no:M2/801(9)/2018-OPD(M&C), DT.05.09.2018

1. APPOINTMENT OF B2C FRANCHISEES FOR PROVIDING ADVANCE RESERVATION FACILITY ON FIRMS PORTAL THROUGH API IN OPRS PROJECT OF TSRTC.

2. TENDER SCHEDULE:

SL NO	BID DETAILS	DATE/TIME
1	Tender start date	05-09-2018
2	Last date for receipt of queries in writing / email.	10-09-2018
3	Pre-bid meeting at	17-09-2018 / 15.00 hrs
4	Issue of written clarifications to the prospective bidders	22-09-2018
5	Date of receipt and opening of bids	29-09-2018 upto 14.00 hrs & same will be opened at 15.00hrs

❖ Written queries may be addressed to CTM(M&C)&Dir(CP), 2nd floor, Bus Bhavan and

❖ emails may be sent to dyctmmnc@tsrtc.telangana.gov.in

3. **TENDER NOTIFICATION:** Tenders are called for allotting B2C franchisees for selling TSRTC bus tickets through their portals, through paper notification duly keeping the Application Form, Pre-bid selection criteria, technical evaluation criteria and Terms & Conditions in TSRTC official web site www.tsrtc.telangana.gov.in.

4. Sealed tenders are invited in Two Bid System(Technical and Commercial).

5. Tender document can be downloaded from the website www.tsrtc.telangana.gov.in. A demand draft for Rs.1180/-(incl. of GST) obtained in the favour of FA&CAO, TSRTC shall be enclosed towards tender form(downloaded), at the time of submission of tender.

6. Earnest Money Deposit for an amount of Rs 2,00,000/- (Rupees Two lakhs only) in the form of Demand Draft obtained in favour of Financial Adviser & CAO, TSRTC from any nationalized bank. The original shall be enclosed (submitted), at the time of submission of tender.

7. Completed tender forms in sealed cover shall be submitted in the office of Chief Traffic Manager(M&C), 2nd floor, Bus Bhavan from 11.00AM to 2.00 PM on 29.09.2018. The tenders will be opened on the same day of receipt at 3..PM. Tenderers or their representatives will be permitted to be present at the time of opening of the tenders.

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

9. Before submission of the tender, tenderers are required to make themselves fully conversant with the eligibility, terms and conditions, so that no ambiguity arises at a later date in this respect.

10. Corporation reserves the right to **accept any tender or reject/cancel any tender or all the tenders** received in response to this tender notification at any stage without assigning any reasons whatsoever.

A) Pre-bid selection conditions :

- 1) The company/Firm should have a minimum experience of 2 years in the business of bus ticketing. Proof of company registration should be given. The ticketing portal should be owned by the company/firm.
- 2) The company/Firm should have a minimum average annual turnover of Rs.2 Crores in the previous financial years 2016-17 & 2017-18.
- 3) The tender of the Bidders who have been black listed by any State Government / State Transport Undertakings due to any reason will not be entertained. A self-declaration on stamp paper of Rs.100/- should be given by the bidder that he or his firm has not been blacklisted by any of the State Government / Central Government / STU.
- 4) The company should have an office in Hyderabad to support the ticketing operations. Documentary proof of the registered office in Hyderabad should be produced. Physical verification of the premises and the support system available at Hyderabad may be done by TSRTC officials before finalizing the firm / company.
- 5) No consortium is allowed for this project.
- 6) Each of the successful B2C franchisees should provide their own hardware (one Web Server and one Application Server i.e., 2 Nos. HPE DL360 servers each with 2 X Quad core processor, 32GB RAM, 500GB HDD). The hardware should be hosted in CtrlS Data centre along with the existing OPRS infrastructure, duly bearing the hosting charges (about Rs.30,000/- + GST per franchise). The OPRS Vendor will install the required software in the servers and maintain the same.
- 7) The present OPRS contract is upto 31.03.2023. The successful franchisees have to integrate API with the OPRS system of TSRTC at their own cost.
- 8) Application has to be submitted for API for TSRTC.
- 9) Vendor has to pay an EMD of Rs.2 Lakhs in the form of Demand Draft drawn in favour of "Financial Advisor, TSRTC" along with the application.
- 10) The successful franchisees have to keep a Security Deposit of Rs.5 Lakhs with TSRTC. This will be refunded after successful completion of the agreement period. Security Deposit will not carry any interest.

B) Technical Evaluation criteria

Evaluation Parameters:

1. API Integration and Ticketing Experience with STUs.
2. Experience in implementing Online Ticket Reservation Software.
3. Traffic Ranking (Alexa) of the Ticketing Portal.
4. Call Center.
5. DR (should be 250 Kms away from DC in other seismic zone).
6. Data Center.

The selected B 2 C franchisee shall have to enter into agreement separately.

A minimum top-up amount of Rs. 1 Lakh for TSRTC shall be maintained at the credit of B2C Franchisee and the amount shall have to be transferred to TSRTC Corporate Office account through net banking to enable issue of tickets. Tickets will be generated only when the amount is more than Rs. 1 lakh. If the balance is equal to or less than Rs. 1 lakh, tickets will not be generated (which will be checked by the system automatically).

C) Other Conditions:

- 1) The OPRS Database Server will be able to handle requests from about 8 to 10 APIs. Each B2C franchisee will be provided with separate APIs for accessing the services of TSRTC. Hence, APIs can be provided to a maximum of 10 B2C franchisees.
- 2) The firms(up to 10) shall be selected basing on the highest marks scored by the firms in technical evaluation from among the eligible franchisees for booking tickets through their portal.
- 3) Web Server & Application Server required for providing B2C API.
 - a. The bidder shall provide the servers as indicated at clause 6 above.
 - b. The identified B2C franchisees for TSRTC will be informed the hosting charges that will have to be paid. The API will be stopped if the charges are not paid in time.
 - c. The hosting charges will have to be paid by the successful bidders, to the OPRS Vendor.
 - d. All the integration charges, as and when required, shall be borne by the respective B2C franchisees.
- 4) The firm has to enter into agreement within two weeks from the date of receipt of LOI duly paying balance Security Deposit amount after adjusting EMD amount.
- 5) From the date of agreement, the successful franchisee has to integrate API within 10 weeks. If the franchisee cannot complete the same extension period is allowed for another 2 weeks with a penalty of Rs.5000/- (for 11th week) and Rs.10000/- (for 12th week). In case, the selected firm is not able to complete API integration in 12 weeks from the date of agreement, the agreement contract will be terminated duly forfeiting the security deposit held with the Corporation.
- 6) The period of contract is for 2 years and shall be extended every year, till completion of OPRS contract, based on satisfactory performance. However, the performance will be reviewed every year, and the contract will be continued basing on the satisfactory performance only. Extension of the contract is purely at the discretion of TSRTC.

Satisfactory performance means:

- There should be a steady and sizeable increase in sale of seats. The increase in sale of seats will be measured as positive performance only if there is no deflection / reduction in RTC e-ticketing sales.

- There should be a minimum sale of 6,000 seats in Telangana state per annum.
- The B 2 C franchisee should not be involved in any type of fraudulent activity during the agreement period.
- The B 2 C franchisee should maintain a clean record with zero penalties.
- There should not be any public complaints against the franchisee during the agreement period.
- The B 2 C franchisee shall not violate the terms and conditions of the agreement.

The performance will be reviewed every year and agreement will be continued based on the above aspects and the overall growth in e-tickets and total Advance Reservation tickets in TSRTC. The decision taken by the Corporation will be final.

- 7) The existing commission rates of 5% for Non-AC tickets and 7% for AC tickets on par with ATB agents as applicable from time to time will be paid to the B2C franchisees.
- 8) B 2 C franchisee should collect the payment gateway charges at the same rate as charged by TSRTC (which is presently 2.5%). The service charge amount shall be collected along with the ticket fare and total fare amount shall be transferred to TSRTC account.
- 9) B2C Franchisee has to raise the monthly invoice for the payment gateway charges with details as per the rates applicable (Debit card/ Credit card/ Net Banking) and TSRTC will pay the gateway charges as applicable to its payment gateway vendors from time to time.

Signature of the tenderer

TERMS & CONDITIONS FOR B 2 C FRANCHISEE

- 1) The company/Firm should have a minimum experience of 2 years in the business of bus ticketing. Proof of company registration should be given. The ticketing portal should be owned by the company/firm.
- 2) The company/Firm should have a minimum average annual turnover of Rs.2 Crores in the previous two financial years 2016-17 & 2017-18. A certificate from a Chartered Accountant should be attached with the application clearly stating the year-wise turnover.
- 3) The tender of the Bidders who have been black listed by any State Government / Central Government / State Transport Undertakings Central Govt. due to any reason will not be entertained. A self-declaration on stamp paper of Rs.100/- should be given by the bidder that he or his / firm has not been blacklisted by any of the STU / State Government / Central Government.
- 4) The company should have an office in Hyderabad to support the ticketing operations. Documentary proof of the registered office in Hyderabad should be produced. Physical verification of the premises and the support system available at Hyderabad may be done by TSRTC officials before finalizing the firm / company.
- 5) No consortium is allowed for this project.
- 6) The successful franchisees shall have to integrate their portal to TSRTCs portals through separate APIs with TSRTC. The Franchisees should bear all integration charges, hosting charges etc., at their own cost.
- 7) Each of the successful B2C franchisees should provide their own hardware (one Web Server and one Application Server i.e., 2 Nos. HPE DL360 servers each with 2 X Quad core processor, 32GB RAM, 500GB HDD). The hardware should be hosted in CtrlS Data centre along with the existing OPRS infrastructure, duly bearing the hosting charges.
The OPRS Vendor will install the required software in the servers and maintain the same.
The hosting charges will have to be paid by the successful bidders, to the OPRS Vendor.
- 8) The present OPRS contract is upto 31.03.2023. The successful franchisees have to integrate API with the OPRS system of TSRTC at their own cost. The Franchisees should bear all integration charges, hosting charges etc., at their own cost.
- 9) Vendor has to pay an EMD of Rs.2 Lakh in the form of Demand Draft drawn in favour of "Financial Advisor, TSRTC" along with the application. The application without valid EMD amount for Rs.2 Lakh will be rejected.
- 10) The successful franchisees have to keep a Security Deposit of Rs.5 Lakhs with TSRTC. This will be refunded after successful completion of the agreement period. Security Deposit will not carry any interest. However the EMD paid at the time of tenders will be adjusted towards part of the Security Deposit.
- 11) The period of contract is for 2 years and will be extended every year till the completion of OPRS contract with TSRTC, based on satisfactory performance. However, the performance will be reviewed every year, and the contract will be continued basing on the satisfactory performance only. Extension of the contract is purely at the discretion of TSRTC.

Satisfactory performance means:

- There should be a steady and sizeable increase in sale of seats. The increase in sale of seats will be measured as positive performance only if there is no deflection / reduction in RTC e-ticketing sales.
- There should be a minimum sale of 6,000 seats in Telangana state per annum.
- The B 2 C franchisee should not be involved in any type of fraudulent activity during the agreement period.
- The B 2 C franchisee should maintain a clean record with zero penalties.
- There should not be any public complaints against the franchisee during the agreement period.
- The B 2 C franchisee shall not violate the terms and conditions of the agreement.

The performance will be reviewed every year and agreement will be continued basing on the above aspects and the overall growth in e-tickets and total Advance Reservation tickets in TSRTC. The decision taken by the Corporation will be final.

- 12) The contract can be terminated by giving three months notice on either side. On termination of agreement on this clause, the amount remain with the credit of Corporation will be refunded duly adjusting the dues if any.
- 13) TSRTC reserves the right to cancel the Tender Process at any point of time without assigning any reasons thereof.
- 14) TSRTC reserves the right to select or reject any application.
- 15) Daily reconciliation statement should be generated by B 2 C franchisee with the details of top-up amount, Sale of tickets, commission paid, tickets cancelled etc., before 12.00 PM on the next day.
- 16) B 2 C franchisee has to develop any other reports / soft copies sought by TSRTC Daily / Weekly / Fortnightly / Monthly and other periodical as prescribed by Computers Department of TSRTC.
- 17) TSRTC has absolute discretion to appoint any number of B 2 C Franchises.
- 18) Transfer / sale /lease of B 2 C Franchisees rights are not allowed.
- 19) The customers are directly allowed to book tickets through **B 2 C Franchisee** website. Booking through other modes like counter booking, telephone booking etc. is not allowed.

Security deposit and payment of commission:

- 20)
 - a) A minimum top-up amount of Rs. 1 Lakh shall be maintained for TSRTC account at the credit of B 2 C Franchisee and the amount shall have to be transferred to TSRTC Corporate Office account through net banking to enable issue of tickets. Tickets will be generated only when the available top up amount is more than Rs. 1 lakh. If the balance is equal or less than Rs. 1 lakh, tickets will not be generated (which will be checked by the system automatically).
 - b) Extension of contract is purely at the discretion of TSRTC.

- 21)
- a) Commission / any other amount payable to B 2 C Franchisee shall be subject to statutory levies viz. income tax etc. as applicable from time to time and shall be deducted from the commission payable to B 2 C Franchisee.
 - b) B 2 C Franchisee will be paid commission on the basic fare of tickets booked by it every day against adjustment of ticket amount to be remitted. No commission is payable on reservation fees and other levies so collected. TDS on commission will be deducted and adjusted.
- 22) The B2C Franchisee will get proportionate commission on cancelled tickets, basing on the percentage of ticket amount retained by the Corporation.
- 23) B2C Franchisee shall be provided with one User ID for all transactions.
- 24) In the event of cancellation of service by TSRTC, passengers are entitled to full refund of the fare they have paid. No commission is payable to the B 2 C Franchisee in respect of these bookings and subsequent cancellations.
- 25) The following commission rates will be paid to the Corporate Agents.

Type of Service	Rate of commission
Super Luxury, Deluxe & Express	5%
Vennela, Garuda Plus, Garuda &	7%

Commission rate can be revised as per the instructions of Corporation from time to time. The above commission rate is inclusive of all applicable taxes.

- 26) Pre-ponement/ Post-ponement of tickets will be allowed only for once as per the procedure in vogue. Such tickets are not entitled for cancellation. No commission will be paid on pre-ponement / Postponement tickets.
- 27) B 2 C franchisee should collect the payment gateway charges at the same rate as charged by TSRTC (which is presently 2.5%). The service charge amount shall be collected along with the ticket fare and total fare amount shall be transferred to TSRTC account.
- 28) B2C Franchisee has to raise the monthly invoice for the payment gateway charges with details as per the rates applicable (Debit card/ Credit card/ Net Banking) and TSRTC will pay the gateway charges as applicable to its payment gateway vendors from time to time.
- 29) TSRTC reservation website www.tsrtcconline.in will be linked to the respective B2C Franchisee through API (Application Programming Interface) through which tickets can be booked by the passengers through the portal of B 2 C Franchisee through queuing system. All the hits of passengers intended to book tickets through the portal of the B 2 C Franchisee will be piped through B 2 C Franchisee treating it as a single hit from B 2 C Franchisee.
- 30) As soon as the ticket is generated an SMS having 4 digit UID shall be forwarded to the passenger mobile automatically along with SMS ticket.
- 31) The B 2 C Franchisee has to ensure that the name of the Franchisee shall be displayed / provided on the paper tickets / SMS on its own cost.
- 32) The B 2 C Franchisee has to ensure enlightenment of the Passenger on cancellation of their tickets only on the B2C franchisee portal.
- 33) The tickets sold by the Franchisee ON THEIR PORTAL are subject to the rules in force in TSRTC. The Modifications/Additions/Deletions of any such rules will be

communicated to the franchisee and the same are to be followed from time to time.

- 34) It is the responsibility of the Franchisee to do subsidiary works like attending passenger enquiries, etc.
- 35) The following penalties shall be imposed for various irregularities committed by the B 2 C Franchisee as shown against each based on the gravity of the irregularity committed.

S.No.	Nature of irregularity	Amount of penalty proposed to be imposed		
		1 st time Offence Range	2 nd time Offence Range	3 rd time Offence Range
1	Tampering Software with / without leading to Cash irregularities and Financial loss to Corporation.	Termination of agreement forfeiting the SD and available Top up amount.		
2	Non-submission of reports sought by Corporation	Rs.1000/-	Rs.3000/-	Rs.5000/-
3	Non accepting the cancellation of tickets.	200-500	500-1000	1000-2000
4	Non-refunding of correct amount to passengers on cancellation of tkts.	500-1000	1000-2000	2000-3000
		+ short amount paid to the passenger.		
5	Bulk booking of seats and later canceling or postponing to create artificial demand	1000-2000	2000-4000	5000/-
		+25% value of the tickets blocked & later cancelled	+ 50% value of the tickets blocked & later cancelled	+ 75% value of the tickets blocked & later cancelled
6	Complaints from Passengers	200-500	500-1000	1000-2000
7	Fraudulent practices such as excess fare collection/Black marketing of tickets etc.	500-1000	1000-2000	2000-3000
		+ excess fare collected	+ excess fare collected	+ excess fare collected
8	Imposing of penalties on any other irregularities detected at a later date and penalty will be imposed as per the gravity of the offence, duly obtaining the orders of the Chief Traffic Manager(M&C)&Dir.(CP).			
9	The range indicates the minimum and maximum penalty to be levied.			
10	In case of irregularities noticed repeatedly, agreement shall be cancelled duly forfeiting the Security Deposit amount and available Top up amount for Corporate Agents.			

- 36) The penalties imposed will be recovered from the balance top-up amount of the Franchisee and Security Deposit.
- 37) TSRTC reserves the right to take action against other violation of conditions not mentioned as above viz., passenger inconvenience, loss of image to TSRTC, frauds/actions with ulterior motives, etc., which are not foreseen.
- 38) TSRTC reserves the right to take stringent action like levy of higher penalties and/or termination of the B 2 C Franchisee duly forfeiting the entire security deposit. TSRTC reserves the right to initiate legal proceedings against the B 2 C

Franchisee, if deemed necessary for recovering the loss caused or any other claims arising out of the violation of terms and conditions.

- 39) If any violations of terms and conditions are committed by the representative / employee of B 2 C Franchisee, the B 2 C Franchisee itself is responsible and accountable for such action. Appropriate action shall be taken by the B 2 C Franchisee on reports of misbehavior by its employees with the passengers, TSRTC Officials, Statutory authorities etc.
- 40) TSRTC also reserves the right to terminate the contract for any other reasons it thinks fit.
- 41) During the contract period the B2C franchisee shall have access to the API only and no other logins shall be provided.
- 42) The application server hardware shall be co-hosted in Ctrl-S data Center in Hyderabad where the existing OPRS hardware is hosted.
- 43) The hosting charges will have to be paid by the successful bidders, to the OPRS Vendor.
- 44) The API access will be stopped if any increased load is observed on TSRTC's OPRS application.
- 45) The complete expenses incurred towards software modifications/ integration at both ends - TSRTC and at B 2 C Franchisee shall be borne by the B 2 C Franchisee itself.
- 46) The B 2 C Franchisee is allowed to book tickets for passengers paying normal fare only. It is not allowed to book tickets for passengers coming under various concessions like Blind Persons, Disabled persons, Freedom Fighters, Police Warrants, Journalist passes, Duty Passes to employee etc.
- 47) Various types of concessions like Group Booking, Return Journey Discount and any other Discounts as and when introduced will be extended to the passengers based on the booking without any manual interference.
- 48) B 2 C Franchisee is allowed to book seats for all services covered under advance reservation excluding those seats, which may have been blocked for VIPs and/or Agencies working on minimum seat guarantee basis and /or for any other administrative reasons. B 2 C Franchisee will have no claim in this regard.
- 49) The Franchisee has to pay the applicable taxes if any as per the Govt rules.
- 50) The B 2 C Franchisee has to pay all rents/taxes due to the municipal/local authorities and statutory authorities as applicable & obtain permission.
- 51) TSRTC reserves the right to modify or alter any of the terms and conditions during agreement period.
- 52) The general terms and conditions applicable for advance booking and related transactions are applicable to B 2 C Franchisee and its users unless otherwise specified.
- 53) In case of any clarifications in the existing working procedure and introduction of new features, the matter may be referred to TSRTC.
- 54) General Obligations : B 2 C Franchisee shall access the website only for lawful purposes and shall be responsible for complying with all applicable laws, statutes and regulations in connection with the use of TSRTC website. B 2 C Franchisee shall not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works form, transfer or sell any information, products or service obtained from this website.
- 55) It would be obligatory on the part of B 2 C Franchisee to impose similar procedure, terms & conditions and rules on all its customers, as TSRTC would follow with its customers, on its website.

- 56) B 2 C Franchisee shall book tickets for its customers with TSRTC with clear understanding that there is no privity of contract of TSRTC with the customer of B 2 C Franchisee in the matter of booking, cancellation or other transactions, or in relation to any payment or refund for any booking of the tickets.
- 57) The customer of B 2 C Franchisee shall make all its claims of whatever nature only against B 2 C Franchisee and not against TSRTC.
- 58) There will be no additional or exceptional liability in relation to tickets sold by B 2 C Franchisee except the normal refund as per the terms and conditions applicable when tickets are sold directly by TSRTC.
- 59) **Accuracy of Information:** TSRTC shall use reasonable endeavors to check the accuracy of the information published online or through website of TSRTC. TSRTC gives no warranty as to the accuracy of such information given on website and reserve the right to amend and vary the contents of this website from time to time without notice. The TSRTC sites/ services may contain links to third party websites ("linked sites"). The linked sites are not under the control of TSRTC and TSRTC is not responsible for the contents of any linked sites, including without limitation of any link contained in a Linked site, or any changes or updates to a Linked site. TSRTC is not responsible for web casting or any other form of transmission received from any "Linked site" nor is TSRTC responsible if the Linked site is not working appropriately. TSRTC is providing these links only as a convenience, and the inclusion of any link does not imply endorsement by TSRTC of the site or any association with its operators. B 2 C Franchisee is responsible for viewing and abiding by the privacy statements and terms of use posted at the Linked sites.
- 60) Any transaction with third parties' including advertisers on the website of B 2 C Franchisee or participation in promotions, and any other terms, conditions, warranties or representations associated with such dealings or promotions, are solely between B 2 C Franchisee & advertiser or other third party. TSRTC shall not be responsible or liable for any part of any such dealings or promotions.
- 61) **Maximum Liability:** The maximum amount of TSRTC liability to B 2 C Franchisee for all loss or damage arising out of online booking through web service shall be limited to the value of the ticket purchased through use of this service under any circumstances.
- 62) **Exclusion of Liability :** TSRTC shall not be liable to B 2 C Franchisee for any of the following type of loss or damage arising out of use of website and the service whether in contract or tort (including any liability for negligence howsoever arising out of or in connection with the performance of obligations in the provision of the web service and this service):-
- i. Loss of revenue, business, anticipated savings or profits;
 - ii. Any indirect or consequential loss howsoever arising.
- 63) **TSRTC** shall not be liable to B 2 C Franchisee in respect of any delay in performance of these terms and conditions or delay in performance or breach of the terms and conditions due to any event or circumstances beyond reasonable control.
- 64) **Governing Law:** This agreement and B 2 C Franchisee use of the advance booking through TSRTC's web service is governed by Indian Law and the courts of Hyderabad, Telangana. The B 2 C Franchisee hereby irrevocably consents to the exclusive jurisdiction and venue of courts in Hyderabad, Telangana in all disputes arising out of or relating to the use of the TSRTC Sites/Services. Use of the TSRTC Sites/Services is unauthorized in any jurisdiction that does not give effect to all provisions of these terms and conditions, including without limitation of this paragraph.

- 65) If any customer of B 2 C Franchisee institute any proceedings against TSRTC, the B2C Franchisee would be liable to make good all the loss occurring to TSRTC including the cost of defending the proceedings.
- 66) On expiry of the agreement period, the access provided to B 2 C Franchisee would be deactivated unless renewed by TSRTC.
- 67) Fare fixed by TSRTC shall only be collected from the Passengers. Either increase or Decrease of fare is not permitted.
- 68) No promotional measure shall be undertaken duly giving any sort of concession to the passengers which will affect the patronage the bookings on TSRTC portals www.tsrtcconline.in.

Application form for B 2 C Franchisee
TSRTC

(To be submitted in Envelope)

Affix latest
passport size
photo with self
attestation

To
The Chief Traffic Manager(M&C) & Dir(CP),
T.S.R.T.C., Mushirabad
HYDERABAD.

Sir,

Sub :- Submission of application for appointment of B 2 C Franchisee for providing advance reservation ticketing facility on firms portal through API in OPRS project of TSRTC – Reg.

- 1) Name of the Applicant :
(In Capital letters)
- Designation :
- 2) Name of the Firm :
- 3) Status (Individual/Partnership Firm/Company/Others) with Details and proof thereof :
- 4) Address for correspondence :
Telephone No. :
Mobile No :
- 5) Permanent residential Address :
Telephone No.
- 6) e-mail address :
- 7) Website address of the Portal & for ticket booking :
- 8) a.PAN No (Xerox copy to be enclosed) :
b.GST No (Xerox copy to be enclosed) :
- 9) Earnest Money Deposit :
Amount particulars
- a) Demand Draft No. & Date :
b) Amount in Rs. :
c) Bank particulars :
(Cheques will not be accepted)

- 10) Average Annual turnover by the firm for the last Two years (in Lakhs) :
 (Proof to be enclosed as prescribed. Audited annual accounts shall be enclosed duly certified by a Chartered Accountant)

	Latest Two consecutive financial years	
Year	2016-17	2017-18
Total turnover in lakhs	Rs.	Rs.
Average Annual Turnover in Lakhs	RS.	Rs.

- 11) Experience in online ticket booking in number : _____ Years of years.
 (Proof of experience to be enclosed)
- 12) Registered Office Address in Hyderabad:
 (Proof of office has to be submitted)
- 13) API Integration in Ticketing Business with STUs through Portals – Agreement copies to be submitted.
- 14) Call Center address & strength of manpower deployed at Call center (Proof has to be submitted)
- 15) Data Center Address :
- Tier :
- (Proof of Tier Certificate has to be submitted – Bills paid in the last 3 months are to be submitted)
- 16) Disaster Recovery Center at other seismic zone – Proof of address has to be submitted.
- 17) I/We hereby submit the certified copies (by Chartered Accountant with membership number) of Income Tax returns filed for the last Two consecutive financial years as Income Tax proof.
- 18) Whether the firm is Black listed by any Government / Public Sector Organisation at any time : **Yes / No**
- 19) I/we hereby agree to be allotted B 2 C Franchisee for booking of TSRTC (Telangana State) tickets through the Portal for a period of 2 years, which will be extended every year based on satisfactory performance, till completion of OPRS contract.
- 20) I/we have perused the Pre-bid conditions for selection of the B 2 C Franchisee for booking of TSRTC (Telangana State) tickets through the portal and hereby agree to abide by them.
- 21) I/We have carefully read and understood the terms and conditions of the B 2 C Franchisee for booking of TSRTC (Telangana State) tickets through the portal and hereby confirm my / our acceptance to the Terms and Conditions stipulated.

Date :

(Signature of the applicant)

Along with seal/stamp

TELANGANA STATE ROAD TRANSPORT CORPORATION

Affix latest
pass port
size photo
with Self
Attestation

To
The C T M(M&C) & DIR(CP),
T.S.R.T.C, Bus Bhavan,
Musheerabad,
Hyderabad-624,
Telangana.

Sir,

Sub: **Tenders**: Submission of Tender for appointment of B 2 C Franchisees for providing advance reservation ticketing facility on firms portal through API in OPRS project of TSRTC – Reg.

Ref: tender Notification No.M2/801(9)/2018-OPD(M&C), dt:05.09.2018.

I hereby submit Tender for appointment of B2C Franchisee for providing advance reservation ticketing facility on our _____ portal through API in OPRS project of TSRTC, after carefully going through the Terms and Conditions and other rules stipulated by the Corporation, which are made available to me, along with the Tender Form.

I also abide by the above terms and conditions of the tender schedule and participating in the tenders.

Encl: Tender form

Place:

Date:

Yours Sincerely,

(SIGNATURE OF THE TENDERER)
along with seal

Address: