

**TELANGANA STATE ROAD TRANSPORT CORPORATION
GREATER HYDERABAD ZONE
(TENDER FORM NOT TRANSFERABLE)**

[Handwritten Signature]
**DY. CHIEF PERSONNEL MANAGER
T.S.R.T.C.
GREATER HYDERABAD ZONE**

TENDER FORM PURCHASED BY : _____

To
The **Executive Director** (GHZ)
TSRTC,
JBS, Picket,
Secunderabad.

PASS PORT SIZE
PHOTOGRAPH TO BE
AFFIXED WITH
SIGNATURE

Sir,

Sub: CONTRACTS – Awarding of contract of providing Data Entry Operators in the Bus Pass Centres of GHZ – Submission of Tender Form – Reg.

Ref: Tender Notification No.E3/122(04)/2023-GHZ, Dated 08.05.2023 published in Times of India and Namaste Telangana News Papers on 10.05.2023.

I/We hereby submit my/our Tender in the prescribed form. I/We read thoroughly the job description, terms and conditions supplied together with the tender form and understood the full contents.

Further, I/We hereby submit my/ our tender in the prescribed Tender form.

I/We hereby further agree to abide by the terms and conditions stipulated by the Corporation from time to time, during the period of contract on being awarded the same.

Yours faithfully,

SIGNATURE OF THE TENDERER

DATE :
FULL NAME :
PERMANENT ADDRESS :
OF THE TENDERER
PHONE NO & CELL NO :
(IN BLOCK LETTERS)

SIGNATURE OF THE TENDERER

**TENDER APPLICATION FOR OUTSOURCING THE WORK PERTAINING
TO DATA ENTRY OPERATORS IN THE BUS PASS CENTRES
OF GREATER HYDERABAD ZONE.**

- 1) Name of the Tenderer : _____
(In capital letters)
- 2) Father's Name : _____
- 3) Full Address for Communication : _____
Contact No. /Cell No.
- 4) Date of Birth & _____
Age of the Tenderer
- 5) Mention Full address & details _____
of Firm / Agency
- 6) Nature of Work: OUTSOURCING OF WORKS OF DATA ENTRY
OPERATORS IN THE BUS PASS CENTRES OF
GREATER HYDERABAD ZONE.
- Note: The criteria for allotment of this contract will be based on the lowest amount offered (but not less than the minimum value) and in accordance with terms and conditions.
- 7) a. Minimum No. of persons to be deployed :
for the above work.
b. Minimum value of the work with PF code _____ per month.
(including PF & ESI Statutory, 7% Profit
Margin and 1/6th Off Reliever Wages)
- 8) Total Amount as per Annexure 'C' for
which quoted Rs. _____
- 9) a) Labour licence No.& validity (if any) :
Under contract labour (R&A Act,1970)
(Copy to be enclosed)
b) Certification of Registration of Firm :
(Copy to be enclosed)
c) Details of PF code No. & ESI code Nos. :
(Copies to be enclosed)

SIGNATURE OF THE TENDERER

- d) PAN Number :
(Copy to be enclosed)
- e) GST Registration Number & Date :
(Copy to be enclosed)
- 10) Previous Experience (if any) :
(Details to be furnished with proof)
No. of years in similar field
- 11) Details of Earnest Money Deposit (EMD) drawn in favour of **Dy. Chief Accounts Officer, TSRTC, Secunderabad Region** (DD to be enclosed)
- a) Amount paid towards EMD : Rs.
- b) DD/Banker's Cheque No & Date :
- c) Name of the Bank/ Branch :
- 12) Details of Cost of Tender Form drawn in favour of **Dy. Chief Accounts Officer, TSRTC, Secunderabad Region** (DD to be enclosed)
- a) Amount paid towards Cost of Tender Form Rs. **1,180/-** (including GST)
- b) DD/Banker's Cheque No & Date :
- c) Name of the Bank/ Branch :
- 13) Date and Time of submission of tender :

I/We confirm my/our acceptance to the Terms and conditions stipulated by TSRTC. In the event of my/our failure to abide by any of the Terms and Conditions, the EMD amount paid by me/us is liable for forfeiture.

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Note: All the above columns should be filled up compulsorily.
please read all clauses of Terms and conditions and sign on each page
as Acknowledgement of acceptance.

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TERMS AND CONDITIONS**TERMS AND CONDITIONS OF THE OUTSOURCING OF THE WORK TO BE CARRIED OUT BY DATA ENTRY OPERATORS BY ENGAGING PERSONS TO WORK AS DATA ENTRY OPERATORS IN THE BUS PASS CENTRES OF GREATER HYDERABAD ZONE****I. REQUIRED QUALIFICATIONS:**

1) The Persons to be deployed by the contractor shall invariably possess the following qualifications to attend to the contracted works of Data Entry Operator in the Bus Pass Centres of Greater Hyderabad Zone.

a) DATA ENTRY OPERATOR:

- i) Must have passed 10+2 or Diploma after 10th class or its equivalent examination;
- ii) Must be above 18 years and below 35 years of age as on date of filing Tender.
- iii) Must have knowledge in computer applications Windows Operating System, MS office (Word, Excel & Power Point), Internet Usage & Browsing, Sending and Receiving of Mails is essential.

b) SUPERVISOR:

- i) Must have passed Degree.
- ii) Must have knowledge in computer applications Windows Operating System, MS office (Word, Excel & Power Point), Internet Usage & Browsing, Sending and Receiving of Mails is essential.
- c) The age group for Supervisor shall be between 21 to 35 years.

2) a) The Successful bidder has to undertake the job of Outsourcing of Data Entry Operators by engaging persons to work as Data Entry Operator & Supervisor as per Job Description mentioned at Annexure 'A' at the contract work spot specified in the Tender/Application at any Bus Pass Centre in Greater Hyderabad Zone mentioned at Annexure 'B'. Data Entry Operators 101 & Supervisors 9 with Semi-skilled wages, their wage particulars and Minimum Contract Value is enclosed at Annexure C

b) The actual place of work and the No. of Data Entry Operators to be deployed at each Bus Pass Centres as mentioned in Annexure-B, will be specified in the Allotment Order.

3) The period of contract is Three Years from the date of agreement; and extendable for one more year on similar terms and conditions and satisfactory performance of the Contractor.

4) Earnest Money Deposit to be paid is Rs. _____

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II- GENERAL

1. (a) The Tender Forms can be downloaded from the website (<http://www.tsrtc.telangana.gov.in>) from **11.05.2023 to 19.05.2023**. The Cost of each Tender Form is **Rs.1180/- (cost Rs.1000/- + Rs.180/-(GST))**, for which a Demand Draft can be "**drawn in favour of Dy. Chief Accounts Officer, TSRTC, Secunderabad Region** to be enclosed with EMD amount payable and along with the Tender application at the time of submission of Tender Form.

b) The sealed cover should be drop in the sealed tender box, kept in the Office of the Executive Director, Greater Hyderabad Zone, JBS, 2nd Floor, Picket, Secunderabad from **10.30 Hrs to 14:00 Hrs on 20.05.2023**, the tenders received after the stipulated date and time will not be accepted. Tenders will be opened at **15.00 Hrs** on the same day by the Tender Committee.
2. The Successful bidder has to deploy **Data Entry Operators on outsourcing basis in the Bus Pass Centres of GHZ** daily at the work spot (i.e., Centres as furnished in **Annexure – B**) to undertake the above said work contract as specified in the Tender Notification. This specified number of persons has to be deployed by the successful bidder at the work-spot daily, irrespective of his liability to extend weekly rest to his employees which he has to meet on his own arrangement. The DEOs deployed by the contractor have to follow the timings allotted to them. The Unit Officer / Supervisor in charge is authorized to change the timings based on the day to day requirements.
3. Tenders in the name of minor or on behalf of minors will be rejected. Tenders once made shall not be permitted to be withdrawn.
4. In case of Firms/Companies/Corporations etc., the authorized representatives can submit the tender application along with authorization letter.
5. Tender forms not accompanied by the demand draft in original towards the requisite EMD, incompletely filled in, not having signature on each and every page including the enclosed terms and conditions, will be rejected.
6. Tender forms with any pre-conditions or additional conditions other than those prescribed by TSRTC will summarily be rejected.
7. The successful tenderer shall enter into an agreement for undertaking the work on prescribed terms and conditions.

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8. a) **No contractor can quote value less than the minimum value of work** specified in the tender notification for outsourcing of Data Entry Operators in the Bus Pass Centres of Greater Hyderabad Zone. If any contractor quotes less than the minimum value notified such quotations shall automatically be disqualified.
- b) The interested parties shall submit their tender form/application quoting the "monthly remuneration" expected which includes minimum wage payable (DEOs as per Circular No.PD-17/2022 Dt.27.12.2022) PF, EDLIF, ESI, Administration and Inspection Charges wherever applicable in addition to the minimum profit margin of 7%.
- c) The contractor should quote clearly the rate per month for providing No. of DEOs for the above work as stipulated in the Annexure 'C'.
- d) During the contract period no enhancement will be allowed on the finalized tender rates except increase in the minimum wages as communicated by Government from time to time. "The Corporation will meet the total additional expenditure that arises due to increase in minimum wages and the corresponding increase in Employer's contributions towards PF, EDLIF and ESI and **no enhancement of profit margin will be allowed on the corresponding increase in minimum wages, as and when the minimum wages are enhanced during the contract period**".
9. The minimum value of the contract has been assessed based on the following three components :
- a. The minimum wage is as fixed and communicated by TSRTC per month to Data Entry Operators as per the rates communicated by the Head office, TSRTC (which is Rs. 11,885/- For DEOs and Rs.12872/- for semi skilled Supervisor at present)
- b. The Statutory employee's contribution payable in the respect of the workers towards PF, EDLIF and ESI etc., along with the administrative and inspection charges, wherever applicable.
- c. Over and above the value of the aforesaid two components a minimum profit margin of 7% is allowed for the contractor.
10. In the event of death of contractor, the contract shall come to an end. However, the Corporation may permit the Legal Heir of the contractor to run the contract on the same terms and conditions for the remaining period of contract on execution of a fresh deed of agreement by such heir.

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11. Management reserves the right to reject any or all tenders without assigning any reason. Management also reserves the right to allot the contract to any person of its choice through negotiations with the tenderers after justifying their ability to comply with the Labour Laws viz., Payment of Minimum wages, recovery and remittance of contributions towards PF/EDLIF/ESI etc.,
12. The Tender Committee reserves the right to alter/modify the period of contract mentioned in the Tender Notice at the time of finalization of Tender.
13. The corporation is not responsible if the tenders are held up due to litigations in Courts or for any other administrative reasons.
14. Any clarification required regarding the terms and conditions shall be obtained from the office of the Executive Director, Greater Hyderabad Zone, Jubilee Bus Station, IInd floor, Picket, Secunderabad **before submission of the tender form. Later no clarification will be entertained.**
15. In all disputes, in case of doubts or interpretation of clauses, conditions and applications of this contract or otherwise, the decision of the VC & MD, TSRTC shall be final.
16. a) The allotment of contract shall be on Non Exclusive basis.
b) The Corporation shall have the right to grant licence to more than one licensee to do the same type of contract in the same premises.
17. The Corporation reserves its right to reduce / increase the man power requirement and Bus Pass Centres by giving one month notice to the Contractor / Agency as and when needed.
18. Interested parties may inspect the premises of contract before submitting the tender form
19. The contractor and the Data Entry Operators engaged by him for the work are subjected to security check both at the time of entry into and exit out of the premises
20. The Corporation reserves the right to modify any condition/conditions of the Agreement during the period of agreement and the successful tenderer has to abide by the conditions of the Corporation and has to enter into a fresh agreement with the Corporation at his own cost.
21. The Contractor should arrange ID Card and issue uniform to the DEOs deployed as suggested by TSRTC.

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22. The DEOs employed by the contractor shall not have any right or claim whatsoever for employment in TSRTC at a future date.
23. Tenders shall invariably be REJECTED:-
 - a. When incomplete tender form is submitted or tender form with pre-conditions or additional conditions is submitted.
 - b. When the tender is submitted in an irrelevant tender form.
 - c. When the tender is submitted for the business other than the one notified in the tender.
 - d. When the tender form is not enclosed with the original DD towards EMD.
 - e. When the required Xerox copies are not enclosed with the Tender form.
 - f. The demand draft in original towards the requisite EMD & cost of Tender form not having signature of Bankers.
24. All the above terms and conditions will form part of the agreement of the license and the Contractor will be bound by the conditions in addition to any other conditions prescribed by the Corporation.
25. In case the Contractor/Agency deploys any of his family members who are covered under the term "Family Members" as defined under Sub-Section 3 of Section 26 of the Minimum Wages Act, 1948, an Affidavit explaining the relationship and dependency shall be submitted.
26. The contractor shall pay the remuneration by crediting to the Bank account of the respective personnel engaged by him, simultaneously enclosing copies as proof for records.
27. The DEOs should contact the supervisor on duty at Depot before and after spell of his duty and furnish the position from time to time. The contractor shall not change the DEOs without prior approval of the Depot Manager / Unit Officer.
28. On the expiry of the period of licence or on its termination, as the case may be the contractor shall hand over the equipments, if any, to the ATM(Bus Pass):GHZ duly handing over the contract.

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29. Non remittance of employee and employer contribution towards PF, EDLIF, ESI. Etc., and submitting fake/tampered receipts of contributions in this regard entails the Corporation to terminate the agreement without any notice besides forfeiting the Security deposit.
30. The monthly bills of the agency has to be processed only after verifying the original receipts of payment of statutory remittances pertaining to PF, EDLIF, ESI etc., of previous month.
31. It is the responsibility of the agency to implement applicable labour laws in respect of DEOs engaged in this contract.
32. It is the responsibility of the agency to make arrangements for proper prosecution of proceedings before Commissioner for Workmen Compensation or any other statutory body.

III) CRITERIA FOR ALLOTMENT OF TENDERS:

1. The criteria for allotment of this contract will be based on the lowest amount offered which shall not be less than the minimum value and in accordance with terms and conditions specified.
2. The rate quoted shall not be less than the minimum wage payable to Data Entry Operator Rs.11,885/-, for Semi-skilled supervisor Rs.12,872/ plus contributions towards PF, EDLIF, ESI., administrative and Inspection charges and minimum 7% profit margin of the contractor.
3. Other things being equal, preference will be given to the following in the order of priority.
 - a) The tenderer who is holding PF & ESI Code Nos. issued by Competent Authority concerned.
 - b) The Tenderer who holds a valid labour licence under Contract Labour (Regulation and Obligation Act, 1970).
 - c) The Tenderer with at least Two (2) years of registration in force under Shops and Establishments Act 1988 only and with experience for the same / similar nature of work (like man power supply) with the appropriate authority.
4. Other things being equal, if more than one Tenderer quotes the lowest minimum amount and is found suitable by Tender Committee, and meets all the other criteria specified above the Contract shall be allotted to one of them on the basis of **Lottery**.

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5. Finalization of Tenders will be by way of negotiation by the Tender Committee. The decision of the Tender Committee in that regard shall be final.
6. **The persons who are black listed or who have bad track record with the Corporation or against whom business complaints are pending will not be considered for allotment of the contract even if they fulfill all the other conditions.**
7. More participation in Tenders does not confirm any right to the Bidder.

IV. EMD:-

1. Earnest Money Deposit is to be paid as specified in Tender Notification/Tender terms and conditions.
2. a) The EMD prescribed should be paid through crossed Demand Draft drawn in favour of Dy. Chief Accounts Officer, TSRTC, (Secunderabad Region), payable at Nationalized Bank only, and in case of failure to enclose the Demand Draft, as specified above in original to the Application, such applications will be rejected.

b) The EMD amount shall not carry any interest.
3. a. The tender form duly filled in, along with the Demand Draft in original towards the EMD amount should be enclosed along with the terms and conditions duly signed on each page. Amount quoted by Tenderer should be written in both figures and words clearly and other supporting certificates shall be kept in cover and sealed. In case of any corrections on the rates quoted or any other corrections in the tender form, they should be attested by the tenderer otherwise the tender will be rejected.

b. In case of any discrepancy in words and figures, the rate whichever is lower will be reckoned as quoted rate.

c. On the sealed cover, the nature of business, name and address of the tenderer shall be indicated.
4. EMD is not exempted to any society/voluntary organization/institution /communities etc.
5. In case EMD paid by the tenderer is less than what is stipulated in the tender Notification or the EMD is not paid in the form of DD, the tender will be rejected besides forfeiting the EMD.

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6. The EMD amount of unsuccessful bidders will be refunded after finalization of Tenders, without any interest.
7. If the successful tenderer fails to take up the work and provide Data Entry Operators with prescribed experience/qualification within the period specified.
8. The tenders once submitted are not permitted to be withdrawn at any stage of process and the Corporation is not responsible for any delay in finalizing the orders etc., Any such withdrawal of tender would result in forfeiture of EMD.
9. If the successful tenderer fails to pay Security Deposit within 15 days from the date of communication, the EMD will be forfeited.

V). SECURITY DEPOSIT:

1. The successful tenderer (allotted) has to pay Security Deposit which is equivalent to ONE MONTH remuneration through DD in favour of Dy.CAO/SR within stipulated time and enter into an agreement with the corporation failing which allotment is liable for cancellation and the EMD paid by him/her shall be/forfeited to the corporation without any further notice/ intimation. Security Deposit will not carry any interest. In case of increase in statutory wages during the period of contract, proportionately additional SD has to be paid.
2. **BANK GUARANTEE** : Bank Guarantee for **Rs.10.00 Lakhs** shall be furnished by Agency in favour of Dy.CAO, TSRTC Secunderabad Region before entering into agreement. Bank Guarantee Amount will not carry any interest
3. The Security Deposit is refundable on the expiry of the period of licence without interest and subject to the satisfactory performance and fulfillment of agreement conditions.
4. **Forfeiting of Security Deposit & Bank Guarantee** : - **Security Deposit & Bank Guarantee submitted by the contractor is liable to be forfeited in the event of:**
 - a) Non commencement of work / service contract after depositing SD within the stipulated time as per the allotment order or breach of any of the terms and conditions of the Tender Form besides termination of contract.
 - b) Non-submission of Deed of Licence after payment of the Security Deposit amount, within the stipulated time.
 - c) Failure of the contractor to execute the contract for the Minimum period agreed to under the contract.
 - d) **The Security Deposit is refundable subject to claiming any arrears within 3 months before expiry of the period of licence without interest.**

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VI: TERMINATION

1. The Corporation shall have the right to terminate the contract with one month notice, if in its opinion the work of contractor is not satisfactory or if there is no further need for this contract and the decision of Corporation in this regard shall be final.
2. The contract is liable for termination in the event of contractor failing to do the contract for which the licence is granted for a continuous period of 15 days which shall also carry necessary penalties and forfeiture of Security Deposit.
3. Any violation or breach of terms and conditions of the contract including unsatisfactory Maintenance of contract area shall render the contract liable to be terminated duly forfeiting the Security Deposit.
4. Misbehavior or assault on the commuters or the employees of the Telangana State Road Transport Corporation by the contractor or his DEOs will lead to imposition of penalty or and termination of contract duly, forfeiting the Security Deposit beside register a criminal case against the concerned.

VII) RESPONSIBILITIES OF THE AGENCY**A) PERSONNEL MANAGEMENT:**

The agency has to ensure the following regularly with regard to manpower.

1. The successful bidder has to deploy personnel to carryout the bus pass issuing activity in the bus pass centres located in Greater Hyderabad Zone.
2. The Successful bidder has to deploy the Data entry operators daily at the bus pass centres to undertake the bus pass issuing activity. The required manpower should always be deployed by the successful bidder at the centres daily irrespective of his liability to extend weekly off/Leave/Sick/Absent to his personnel, which he has to meet on his own arrangement for uninterrupted functioning of the centers.
3. The Data Entry Operators herein called as DEOs engaged by the Contractor must have 10+2 or Diploma after 10th class qualification and having knowledge in windows operation system, Internet Usage and having proficiency in data entry of the details of commuters with accuracy.
4. The Successful Contractor/Agency has to furnish the passport size photographs of the persons deployed by him for the bus pass issuing activity with the details such as Name, Qualification, experience, age, father name, residential address of each person along with Aadhar Cards. The Contractor shall not change the person without prior approval of ATM(Bus Pass):GHZ/Supervisor Incharge.

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5. The Contractor shall not engage any persons whose character and credentials and integrity are to be doubtful in nature and those who are on the record of Police with criminal background. If any such persons are engaged, the contractor is solely responsible for such engagement and he is responsible for all the consequences that may take place during the tenure of his contract.
6. The personnel engaged by the agency shall work from 06.00 hrs to 14.00 hrs in 1st shift and 13.00 hrs to 21.00 hrs in 2nd shift. The agency shall arrange reliever in place of weekly off availed by employee weekly off on seventh day i.e after 6 working days to the employees. Agency shall arrange relievers in place of weekly off availed by the operator.
7. The agency shall ensure the operators attend their duties as per their shifts.
8. The Workmen have to strictly follow the office timings allotted to them.They should not leave the centers during the business hours i.e., from 06.00 AM to 09.00 PM.
9. The Unit Officer/Supervisor Incharge is authorized to change the workmen Office timings, location of the bus pass centre based on the day to day requirement.
- 10.If any person of Contractor/outsourcing Agency absents on a particular day,the corresponding wages has to be deducted from the contractor in monthly remuneration bill.
- 11.The agency shall engage a supervisor with a minimum qualification of degree in any discipline to monitor the manpower deployed by him for smooth functioning of bus pass issuing activity in GHZ.
- 12.The workmen shall carry out any other work entrusted by the Unit Officer/ Supervisor In-charge.
- 13.The Contractor is liable for any obligation arises out of his contract in respect of workmen engaged by him.
- 14.The persons employed by the contractor shall not have any right or claim whatsoever for permanent / regular employment in the corporation TSRTC at a future date.
- 15.No compensation shall be paid by the Corporation for any injury or death of the workers engaged by the Contractor within the premises of the contract area. The Contractor is liable to bear all expenses and compensation in such cases. The contractor shall satisfy the TSRTC and arrangements made by him to fulfill his obligations arising out of this clause by way of as Insurance policy.
- 16.In case of misbehavior, assault on commuters or on employees of TSRTC, by the Contractor or DEOs will lead to imposition of penalty of termination of contract duly forfeiting Security Deposit.
- 17.The Contractor is liable to pay the amount towards cost of damages, if any caused to the premises movable and immovable property of the Corporation by him or by his agents or representatives as determined by the Licensor.
18. The Contractor is not permitted to sublet the contract work to any other sub-contractor.

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19. No conveyance or bus pass shall be provided to any of the employee engaged by the agency.
20. The personnel engaged by the agency should not attend Office under the influence of liquor or Intoxicated conditions.
21. In all disputes in case of doubts or interpretations of clause of conditions and applications of this contract or otherwise the decision of the Managing Director, TSRTC shall be final.
22. The authorized persons from the agency shall submit the attendance sheets of the data entry operator engaged at the centre for the calendar month by 3rd of every month to **ATM(Bus Pass)** and to claim the remuneration for the month. All the statutory encumbrances for employing the man power has to be borne by the Agency.
23. The contractor/Agency shall ensure deduction of PF amount contributions from the wages of the persons engaged by him together with the matching contribution of the employer (Contractor) along with administrative and inspection charges at the rates prescribed by the Government from time to time and remit to the Regional Provident Fund Commissioner. He shall submit the PF Challans along with the remuneration claim to the ATM(Bus Pass)/GHZ enable TSRTC to verify the challans online. The Contractor / Agency shall be in position of the Code Number allotted by the Regional Provident Fund Commissioner and shall share to TSRTC for verification of the genuinity of PF challans. Similarly, the contractor should remit the ESI contributions to the concerned authorities under intimation to the Corporation and shall submit the challans paid to the ESI along with the claims for monthly remuneration.
24. Dy.CAO/SR, TSRTC shall arrange payment duly ensuring statutory payments by the agency like PF, ESI/EDLIF related to data entry operators/ persons engaged by him and ensuring genuinity of claims through online verification and as per procedure in vogue along with monthly claims.
25. Any violation or breach of terms and conditions of the contract including unsatisfactory performance in operation of centers shall render the contract liable to be terminated duly forfeiting the security deposit.
26. The corporation shall have the right to terminate the contract with a months' notice if in it's opinion the work of the contractor is not satisfactory and it's decision in this regard shall be final.

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B) STOCK MANAGEMENT:

The agency has to instruct the operators engaged by him for proper stock handling.

1. ID & TKT Stock shall be maintained carefully by the workmen.
2. Shall instruct to ensure sufficient ID Stock and Ticket/Pass Stock in the centre.
3. Without proper reasons and without notice of Data centre, Invalidations shall not be done.
4. Permitted for Invalidation of IDs/Tickets in case of Printer/ Data Entry problems with prior notice of the Data Centre.
5. Skipping of IDs/ Tickets in case of Damage of stock/Printer/ Improper Printing of Serial No.Problems.
6. Shall issue the SUBSEQUENT PASS to the commuter after invalidation.
7. Every operator shall handover the invalidated/ skipped ID/TKTs and Submission of Invalidated and Skipped IDs and Tickets to the DC daily.
8. Maintain stock register for Operator wise "Opening and Closing"
9. Operator at centre shall hand over the application submitted by the candidates who availed concessional buspass such as NGO's,PHC along with the relevant certificate. The number of applications shall be tallied for the concessional passes issued to the buspass commuters as per the windows scroll report.
- 10.The operators shall not indulge in malpractices such as issue of concessional bus passes to ineligible persons. If any operators found to be involved in issue of concessional bus passes to the ineligible persons, criminal proceedings will be initiated besides terminating the agency duly recovering the loss incurred to the TSRTC.

C) CASH MANAGEMENT:

1. The data entry operators engaged by the agency shall remit the cash realized at bus pass counters in toto at attached depots after completion of duty hours without fail as per the Window Scroll Report.
2. Instruct the operators to maintain operator wise Cash register.
3. Short remittance of cash will not be allowed.
4. Safety and security measures shall be taken by the workmen for remittance of bus pass cash at allotted depots.

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D) PENALTIES:

1. No invalidation of the Tickets/IDs will be accepted, under normal circumstances. In case of exigencies subject to satisfying the official concerned, invalidation of ID or ticket is acceptable, subject to issue of subsequent ticket/ID. The failure of issue of subsequent ID/Ticket attracts penalties as follows:

Linvalidations for month ^{1.}	Penalty
1 to 10	Face Value of the ticket
11 to 20	1.5 times of Face Value of the ticket
Above 21	Highest ticket value of Pushpak monthly Bus pass

2. Invalidated IDs/tickets shall be submitted on the same day to the centre incharge. In case of non-submission of Invalidated IDs/tickets the highest value of the Pushpak monthly Bus pass amount will be imposed. Delay in submission of Invalidated IDs/tickets attracts penalty of Rs.100/- per day.
3. The agency shall be penalized in case of malpractices done by the workmen for an amount of Rs.5,000/- for the first occasion and Rs.10,000/- for the second occasion and Rs.20,000/- for the third occasion and subsequent occasions besides recovery of financial loss to the corporation i.e., face value of the Bus Pass and also criminal proceedings will be initiated against the operator besides terminating the agency.
4. Any complaint from the commuters on collection of excess amount, misbehavior, fraudulent activities of personal engaged by the agency, discourteous behavior, poor services unnecessary delay in transactions etc., shall be viewed seriously and attracts penalty up to Rs.2,500/- for each occasion by the ATM Bus pass.
5. Any failure in remit the cash in the designated depots as prescribed, by the stipulated time, workmen, results in recovery of the amount along with penal interest @ 36% per annum besides forfeiture of Security Deposit.
6. In case of non-functioning of bus pass centre due to absence and delay in opening of bus pass counter, leaving of bus pass centre by the workmen engaged by the agency shall attract penalty of Rs.5,000/- per each occasion.
7. The penalties will be recovered from the monthly remuneration

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VIII PAYMENTS TO THE AGENCY:

- a. The payments to the Agency shall be on monthly basis.
- b. The cycle for payment for the month would be 26th of previous month to 25th of current month.
- c. The payment of monthly remuneration to the Agency shall commence from the date of taking the DEOs on duty after their successful completion of training.
- d. For the additional manpower provided by the Agency as requisitioned by ATM(Bus Pass):GHZ concerned, the corporation shall pay them wages on par with the existing DEOs duly revising the agreement on existing terms and conditions and collecting the difference of security deposit.
- e. The Agency shall be liable for all the penalties imposed by the corporation as shown at VII (D) that are solely attributable to the Agency.

1.1 Payment Terms

- a) Monthly billing Period
The Agency shall submit the bill for the month payable, by 2nd of succeeding month along with proof of wages paid and proof of statutory remittances of previous month (Ex. The February 2023 bill has to be submitted by 2nd March 2023 along with proof of wages paid and proof of statutory remittances of January 2023).
- b) Certifying Mechanism:
Certification for payment shall be done by the corporation with reference to number of days and actual utilization of DEOs as per the corporation records and it shall be certified by Supervisor Incharge by 4th of the succeeding month.
- c) The claims shall be sent to Accounts Office for pre-audit by 6th of the succeeding month.
- d) The claims shall be returned by Accounts Office by 10th of the succeeding month after pre-audit.
- e) The payment shall be made to the Agency by 15th of the succeeding month, subject to verification of the monthly bill and after making applicable tax deductions at source, discounts and fines/penalties imposed on the Agency, if any.

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2 TAXES AND STATUTORY LEVIES:

- a. The Agency shall have individual Provident Fund and ESI codes from the authorities concerned. The Agency shall ensure deduction of PF contributions from the wages of the DEOs every month and remit the same to the RPF commissioner by 15th of every month together with matching contributions of the employer (Agency) along with the administrative and inspection charges at the rates prescribed by the Government from time to time to avoid any penalties.
- b. The Agency shall remit the EDLIF contribution on the wages at the applicable rates and remit the same to the RPF Commissioner.
- c. The Agency shall ensure recovery of ESI contributions from the wages of the DEOs and remit the same to the ESI authorities along with employer (Agency) contribution and ensure that all the benefits under ESI scheme are extended to the DEOs under the ESI Act.
- d. The Agency is liable for all statutory or any other obligations arising out of this contract work in respect of DEOs engaged by it. The Corporation has no liability in this regard.
- e. The Agency has to obtain license from the Licensing officer under "Work Contract Labour (R&A) Act, 1970 to carry out the work and submit a copy of the same to the Unit Officer concerned before commencement of the contract.
- f. The Agency has to contact the Labour Department and to maintain the registers as required under Law and as required by the Corporation and the same have to be produced for verification of the authorities concerned.
- g. The Agency shall pay all the taxes including GST under the Central and State Acts/Rules made there under, applicable to this work contract. The Corporation is not liable for the penalties in view of non-payment of taxes or default thereon. Any non-payment of taxes or default to statutory authorities is liable for termination of work contract.
- h. The Agency has to register its Firm under GST. The Agency shall submit all the GST invoice(s) in the GST format along with the bills every month. On submission of GST invoice(s) by the Agency, Corporation shall release the GST amount paid.
- i. In the event of any statutory authority imposing any punishment like fines etc., and if the Corporation is made a party in such penal action, the Corporation has got the authority to withhold Security Deposit, monthly bill amount etc, until it is proved to the satisfaction of the Corporation that such penal actions have been settled. Such actions may also become the reason for termination of contract.

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- j. The Agency should adhere to all Acts and Laws applicable to its work contract and for any violation, the sole responsibility lies with the Agency.
- k. Income Tax as per the provisions of I.T Act and other taxes, if any, shall be recovered from the monthly payment and the Agency has to obtain the PAN Number from the Income Tax Department and the same has to be produced to the Corporation.

3 OPERATIONS & MAINTENANCE OF STANDARDS:

- a. In the event the DEOs arranged by the Agency fails to maintain the security of the Centres and there is any theft or damage of component/ spare parts/ hardware/ software/ instrument/ goods in Centres, then the Agency shall reinstall/re-instate such component/spare parts/hardware/software/ instrument of the same or equivalent quality and specification after giving prior written information to Corporation.
- b. In the event of such breach in security as explained in the above clause, the Agency shall extend complete co-operation to the Corporation in filing complaints with the Police and or any other investigation undertaken in relation thereof.

4. TERMINATION OF AGREEMENT:

- a. This Agreement shall be valid for a period of 3 years and extendable by one more year based on the satisfactory performance.
- b. Any prior obligations arising for any of the Parties during the validity of this Agreement shall continue to survive after the end of the term or termination of this Agreement.
- c. Any violation or breach of Terms and Conditions of the Contract including unsatisfactory performance shall render the contract liable to be terminated duly giving one month's notice.
- d. The Corporation reserves the right to terminate the Agreement on its own, without default of the agency at any time during the contract period, by giving one month's advance notice to the Agency.
- e. In such circumstances, the security deposit (bank guarantee) available at the credit of the Corporation will be refunded after all the dues payable to the corporation have been settled. Corporation shall not be liable to pay any damages that the Agency may suffer on account of such termination.
- f. The Agency will not be permitted to discontinue the Agreement before completion of one year agreement period.

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5. MISCELLANEOUS:

1. The Agreement shall be governed and interpreted in accordance with the laws of India;
2. The Courts of Hyderabad alone shall have exclusive jurisdiction over all matters arising out of or in respect of the Agreement.
3. The VC&MD, TSRTC reserves the right to modify any condition / conditions of the agreement, and add any other condition/conditions during the agreement period. In case of any dispute or differences arising on the interpretation of terms and conditions of the agreement and the decision of the VC&MD, TSRTC, shall be final and binding on both the parties
4. Notices: Unless otherwise stated, notices to be given under this Agreement shall be in writing and shall be given by hand delivery/recognized international courier, mail, telex or facsimile and delivered or transmitted to the Parties at their respective addresses
5. Nothing herein contained shall be construed to constitute a partnership between the Corporation and the Agency, or to constitute either party as the agent of the other and neither party shall hold itself out as such.
6. If any provision of this Agreement is declared illegal, void or unenforceable, the same shall not affect the other provisions herein which shall be considered severable from such provision and shall remain in full force and effect.

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ANNEXURE-A**DUTIES OF THE DATA ENTRY OPERATORS ENGAGED BY THE AGENCY****A) CENTER/SHIFT MANAGEMENT:**

1. Shall work from 06.00 hrs to 14.00 hrs in 1st shift and 13.00 hrs to 21.00 hrs in 2nd shift.
2. Attend to their duties as per their shifts.
3. Should not leave the bus pass counter during the business hours.
4. Remain open the center continuously during the business hours Shall wear Uniform and ID card.
5. Shall ensure Systems, Printers with Ink, Lamination Machine, Web camera, Internet are working properly.
6. Shall ensure cleanliness of the counter & equipment and premises.
7. Be polite with all commuters. Address the grievances of pass commuters.
8. Shift shall be assigned in system by the operator himself.
9. Shall display QR Code allotted to him for UPI (Paytm) transactions.
10. Encourage cashless transactions like UPI and Online transactions.
11. Shall not allow outsiders into the bus pass counters cabin.
12. Ensure that all systems/ switches shut down properly before closing the counter/centre. It is instructed to not to switch off power switches directly the system or printer. Shut down the system and switch off the green light on the printer and then switch off power. Never switch off power supply to UPS.
13. Ensure that all systems/ switches shut down properly before closing the counter/centre.
14. Close the center after last commuter leaves the centre.
15. During the rainy season necessary preventive measures shall be taken to keep away from wetting of System Monitors, CPUs, Printers and Lamination Machines etc., to avoid damage of infrastructure in rainy water. Besides this take care of Electricity fuse boxes, switches and cut wires to avoid short circuits and electric shocks.
16. Occurrence of damage of infrastructure due to negligent act of the operators will be viewed seriously and damage cost shall be recovered.
17. Shall maintain all the registers such as Attendance, Stock, Cash, LOG, Hardware, Inspection, OPRS Ticket issue registers properly.
18. If any problem occurs inform to the AM(T) of Rathifile, System Supervisors, Technicians or centre in-charges.

B) STOCK MANAGEMENT:

1. ID & TKT Stock shall be maintained carefully without giving a scope to theft.

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2. Shall ensure sufficient ID Stock and Ticket/Pass Stock in the centre.
3. Placing of indent for ID and Ticket stock to DC/Rathifile.
4. Shall cross verify the physical stock Number with that of stock number shown on the monitor screen after login before starting the bus pass issuing activity.
5. While issuing fresh pass, first collect the cash and issue pass to the commuter after Lamination of the IDCARD.
6. While renewing pass, first collect the old ticket along with ID card for verification and collect the cash and issue pass and return the ID to the commuter.
7. Without proper reasons and without notice of Data centre, Invalidations shall not be done.
8. Permitted for Invalidation of IDs/Tickets in case of Printer/ Data Entry problems with prior notice of the Data Centre.
9. Skipping of IDs/ Tickets in case of Damage of stock/Printer/ Improper Printing of Serial No. Problems.
10. Shall issue the SUBSEQUENT PASS to the commuter after invalidation.
11. Maintain stock register for Operator wise "Opening and Closing"
12. Preserving the remaining stock/ invalidation and skipping of IDs and Tickets at the end of the day transactions etc.,
13. Preserving of pass applications, old tickets and in turn submission of the same to the DC regularly.
14. Every operator shall handover the invalidated/ skipped ID/TKTs and application forms of Students, Emp-Child, NGOs, PHC along with the statements at ATM(Bus Pass)/GHZ office to the concerned once in a week

C) CASH MANAGEMENT:

1. On completion of duty operator shall take 2 copies of TR-13 window scroll reports, remit cash to the ADC/DC of allotted depot without fail and obtain the ADC Sign & Staff No. on the Office copy.
2. The Employee shall remit the accurate cash realized at bus pass counters at attached depots after completion of duty hours without fail as per the Window Scroll Report.
3. Instruct the operators to maintain operator wise Cash register.
4. Short remittance of cash shall not be entertained.
5. Safety and security measures shall be taken by the workmen for remittance of bus pass cash at allotted depots.
6. Maintain Cash register for Operator wise amount to be remitted and actual amount remitted with date and time.
7. Shall file the Acknowledged (ADC/DC of the Allotted Depot) copy of window scroll reports in the centre.
8. Shall file all other reports like Centre wise, Type wise, Operator wise reports.

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DUTIES & RESPONSIBILITIES OF OUTSOURCING SUPERVISORS:

1. Monitoring of allotted centres.
2. Shall maintain the musters of employees.
3. Shall ensure the employees are attending for duties at their schedule timings with uniform.
4. In the absence of regular data entry operator, Supervisor shall arrange another substitute in place of him without any interruption of operation of bus pass counters.
5. Shall Monthly submission of musters to the contractor/ Agency for preparation of salary bills with due certification from RTC authorities.
6. Shall ensure maintenance of sufficient ID & TKT Stock.
7. Shall submit invalidated, Skipped ID & TKTs to RTC officials on the next day.
8. Shall ensure the operators are politely dealing with commuters.
9. In case of occurrence of technical problems, he shall intimate immediately to the RTC Technical Team & RTC officials.
10. Shall ensure the proper maintenance of systems, printers, Networking cables, Lamination Machines furniture and other infrastructure without any damages.
11. **DEOs and Supervisors shall remit the bus pass cash at designated depots on the same day in addition to the above duties.**

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ANNEXURE-B**List of Bus Pass Centres in Greater Hyderabad Zone**

S.No.	CENTRE
1	RATHIFILE
2	DILSUKHNAGAR
3	MEHDIPATNAM
4	ECIL
5	UPPAL
6	AFZALGUNG
7	CBS
8	HAYATHNAGAR
9	KPHB
10	MEDCHAL
11	MIDHANI
12	PATANCHERU
13	S R Nagar
14	SHAMSHABAD
15	SHAPURNAGAR
16	UPPAL X ROADS
17	LINGAMPALLY
18	IBRAHIMPATNAM
19	KACHIGUDA
20	ABIDS
21	CHARMINAR
22	FARUKNAGAR
23	LOTHUKUNTA
24	RISALA BAZAR
25	ALWAL
26	L B NAGAR
27	NGOS COLONY
28	VANASTHALIPURAM
29	KOTI TERMINAL
30	WOMENS COLLEGE/ POCHAMPALLY
31	KUKATPALLY
32	SANATHNAGAR
33	BORABANDA
34	SUCHITRA
35	BALANAGAR
36	THUKKUGUDA
37	MOINABAD
38	ARAMGHAR
39	RGIA
40	GHMC
41	JBS
42	TARNAKA
43	GHATKESAR
44	CHERLAPALLY

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ANNEXURE-C**OUT SOURCING OF WORKS TO BE CARRIED OUT BY DATA ENTRY OPERATORS & SUPERVISORS IN THE BUS PASS CENTRES IN GREATER HYDERABAD ZONE**

Nature of Work	No. of DEOs required	Monthly wages (Minimum Wages + PF, Admn Charges, EDLIF, ESI + 7% Profit Margin)	1/6th Off Reliever Wages	Total Contract Value for Month	EMD (Rs.) Round off
(1)	(2)	(3)	(4)	(5)	(6)
Data Entry Operators	101	Rs.14,93,083.00	Rs.2,48,847.00	Rs.19,10,046.00	Rs.17,20,000.00
Supervisor	9	Rs.1,44,099.00	Rs.24,017.00		

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