



TGSRTC

**Request for Proposal
for Selection of Service Provider for Implementation of
Mobile ticketing in Telangana State Road Transport Corporation**

Tender No: SM-III(IT)/Mobile APP(01)/2024-IT

Bid Submission Date: 06-12-2024

Technical Bid Opening Date: 06-12-2024

Financial Bid Opening Date: Will be opened
after finalization of Technical Bid

TABLE OF CONTENTS

Sl. No.	Description	Page No.
	Disclaimer	2
	Invitation To Bid	4
	Data Sheet	5
	Glossary Of Terms	6
1	About TGSRTC	10
2	Instructions To Bidders	11
3	Bid Submission Instructions	14
4	Scope Of Work	27
5	Change Request Process	34
6	Rights And Obligations	35
7	Project Timelines	36
8	Bill Of Materials	
9	Commercial Terms	37
10	Payment And Settlement Terms	39
11	Service Level Agreements ('SLA')	39
12	Intellectual Property Rights ('IPR')	42
13	Data Ownership and Data Security	43
14	Confidentiality	44
15	Force Majeure	45
16	Material Breach	46
17	Termination	47
18	Exit Management	47
19	Other Conditions	48
ANNEXURES		
1	Annexure 1: Change Request Note Format	50
2	Annexure 2: Financial Bid Format	52
3	Annexure 3: Bidder Details Format	54
4	Annexure 4: Request for Clarification Format	56
5	Annexure 5: Performance Bank Guarantee Format	57
6	Annexure 6: Earnest Money Deposit Format	59
7	Annexure 7: Non-Disclosure Agreement	60
8	Annexure 8: Power of Attorney for Signing the Bid	63
9	Annexure 9: Pre-Qualification Submission Letter	64
10	Annexure 10: Pre-Qualification Checklist	68
11	Annexure 11: Anti-Blacklist Self Declaration Form	69
12	Annexure 12: Financial Capability	71
13	Annexure 13: Technical Bid Submission Letter	72
14	Annexure 14: Technical Qualification Checklist	75

Disclaimer

1. This Request for Proposal ('Tender') document is issued by the Telangana State Road Transport Corporation (TGSRTC), hereinafter referred to as the 'Corporation'.
2. The information contained in this Tender or subsequently provided to Bidders, whether verbally, or in documentary, or any other form by or on behalf of the Corporation or any of its employees or advisors, is provided to Bidders on the terms and conditions set out in this Tender.
3. This Tender is not a contract and is not an offer by the Corporation to prospective Bidders or any other person. The purpose of this Tender is to provide interested parties with information that may be useful to them in the formulation of their Bids in pursuant to this Tender. This Tender includes statements, which reflect various assumptions and assessments arrived at by the Corporation, in relation to the project. Such assumptions, assessments, and statements do not purport to contain all the information that Bidders may require. This Tender may not be appropriate for all persons, and it is not possible for the Corporation, its employees, or advisers to consider the objectives, technical expertise, and particular needs of each party who reads or uses this Tender. The assumptions, assessments, statements, and information contained in this Tender, may not be complete, accurate, adequate, or correct. Each Bidder should, therefore, conduct their own investigations and analysis and should check the accuracy, adequacy, correctness, reliability, and completeness of the assumptions, assessments, and information contained in this Tender and obtain independent advice from appropriate sources.
4. The Corporation accepts no liability of any nature, whether resulting from negligence or otherwise, however caused, arising from reliance of any applicant upon the statements contained in this Tender.
5. The Corporation may, in its absolute discretion, but without being under any obligation to do so, update, amend, or supplement the information, assessment, or assumptions contained in this Tender. The issue of this Tender does not imply that the Corporation is bound to select a Bidder or to appoint the Selected Bidder for this project and the Corporation reserves the right to reject all or any of the Bids, without assigning any reason whatsoever.
6. The Corporation or its authorized officers / representatives / advisors reserve the right, without prior notice, to change the procedure for the selection of

the Selected Bidder or terminate discussions and the delivery of information at any time before the signing of any agreement for the implementation of the project described in this Tender, without assigning reasons thereof.

7. The Tender does not address concerns relating to diverse investment objectives, financial situation, and particular needs of each party. The Tender is not intended to provide the basis for any investment decision and each Bidder must make their own independent assessment in respect of various aspects of the techno- economic feasibility of the project. No person has been authorized by the Corporation to give any information or to make any representation not contained in this Tender.
8. 0.2 The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid, including but not limited to preparation and expenses associated with any demonstrations or presentations which may be required by the Corporation, or any other costs incurred in connection with or relating to its Bid. All such costs and expenses shall remain with the Bidder and the Corporation shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder, in preparation for submission of the Bid, regardless of the conduct or outcome of the selection process.

Invitation To Bid

Tender No: SM-III(IT)/Mobile App(01)/2024-IT

Technical Bid Opening Due Date:

Price Bid Opening Due Date: Will be opened after finalization of Technical Bid

From:

Telangana State Road Transport Corporation (TGSRTC),

Bus Bhavan,

B-Block,

RTC X Road, Musheerabad, Hyderabad-500020. Telangana State.

To: All Prospective Bidders

Telangana State Road Transport Corporation (TGSRTC), invites proposals ('Bids') in response to this Request for Proposal ('Tender') documents from eligible reputed, competent, and professional Information Technology companies, who meet the minimum eligibility criteria, as specified in this Tender for implementation of an Enterprise Solution for Mobile Application for mobile ticketing inTGSRTC.

The complete Tender document shall be published on, for the purpose of downloading.

A bidder will be selected ('Selected Bidder') based on the 'Bid Evaluation Methodology' described in this Tender.

Bidders are advised to study this tender document carefully before submitting their Bids in response to this Tender notice. Submission of a Bid in response to this notice shall be deemed to have been done after careful study and examination of this Tender document with a full understanding of its terms, conditions and implications.

The time, date, and venue details related to the pre-bid conference and Bid submission are mentioned in the Data Sheet. Bids that are received after the Bid Submission Deadline shall not be considered.

To obtain first-hand information on the assignment, bidders are encouraged to attend the pre-bid meeting. However, attending the pre-bid meeting is optional.

Thanks, and Regards,

Chief Engineer (IT) TGSRTC

Data Sheet

Information	Details
1. Tender issuing authority	Telangana State Road Transport Corporation (TGSRTC)
2. Purpose of Tender	Selection of Service Provider for Design and development of Mobile APP for TGSRTC
3. Tender Issue Date	27-11-2024
4. Availability of tender documents	The tender is available and downloadable on website www.TGSRTC.telangana.gov.in . All subsequent changes to the Tender shall be published on the above-mentioned website
5. Earnest Money Deposit ('EMD')	₹ 1,00,000, in the form of a DD, drawn in favor of "Telangana State Road Transport Corporation (TGSRTC)", payable at Hyderabad, valid for 210 (Two hundred and ten) days from the Bid Submission Deadline date, as per the instructions prescribed in Annexure 6.
6. Visit to TGSRTC	Refer to website www.TGSRTC.telangana.gov.in
7. Clarification Submission Deadline	All the queries/clarification requests should be received on or before 30-11-2024 by 15:00hrs, through e-mail only, as per the format and instructions prescribed in Annexure 4. Email addresses: itsstrtc@gmail.com Subject line: Pre-Bid Clarifications - <Bidder's Name>
8. Date, time, and venue of pre-bid meeting	Time and date: 02-12-24 at 15:00 hrs Location: Main Conference Hall, B-Block, I-Floor, Bus Bhavan, RTC X Road, Musheerabad, Hyderabad-500020.
9. Bid Submission Deadline	06-12-2024 by 14:00 hrs
10. EMD Submission Deadline	06-12-2024 by 14:00 hrs
11. Date, time, and venue for Bid Submission	06-12-2024 from 11:00 to 14:00 hrs at Main Conference Hall, B-Block, I-Floor, Bus Bhavan, RTC X Road, Musheerabad, Hyderabad-500020.
12. Date, time, and venue of opening of Technical Bids	Date and time: 06-12-2024 by 15:00 Hrs Location: Main Conference Hall, B-Block, I-Floor, Bus Bhavan, RTC X Road, Musheerabad, Hyderabad-500020.

13. Date, time, and venue of opening of qualifying Financial Bids	Date and time: 10-12-2024 at 15:00 hrs. Location: Mini Conference Hall, B-Block, I-Floor, Bus Bhavan, RTC X Road, Musheerabad, Hyderabad-500020.
14. Language	Bids should be submitted in English only.
Information	Details
15. Bid Validity Period	210 (Two hundred and ten) days from the Bid Submission Deadline.

Glossary of Terms:

The definitions of various terms that have been used in this document are as follows:

1. **‘Agreement’** means the agreement to be signed between the Selected Bidder and Corporation, including all attachments, appendices, annexures, and documents incorporated by reference thereto together with any subsequent modifications, this Tender, the bid offer, the acceptance, and all related correspondences, clarifications, and presentations.
2. **‘Banking Day’** means a day on which the banks in Hyderabad are open for business.
3. **‘Bid’** means the entire proposal, including all its parts and sections, submitted by a Bidder in response to this Tender for implementation of the Project.
4. **‘Bid Submission Deadline’** means the date and time mentioned as ‘Bid Submission Deadline’ in the section titled Data Sheet.
5. **‘Bid Validity Period’** means the duration of time mentioned as ‘Bid Validity Period’ in the section titled Data Sheet.
6. **‘Bidder’** means the Single firm/Company/party who submit Bids offering their solution(s), service(s), and / or materials for implementation of the Project as described in this Tender.
7. **‘Business Day’** shall be construed as a reference to a day, other than Sunday and other gazette holidays, on which the Corporation’s office is generally open for business.
8. **‘Business Hours’** means the normal working hours of the Corporation, which means hours between 10.30 to 17.00 on all Business Days, unless otherwise communicated.

9. **'Business Support Hours'** means 24 hours on all days, excluding any hours or any day where the Corporation is not operating bus services.
10. **'Card Fees'** means the fees that the Corporation shall pay to the Selected Bidder for every smart card procured or issued, as the case may be, as defined.
11. **'Change Request'** means a communication from one Party to the other Party to make changes within the quantities, specifications, services, or Scope Of Work as described in this Tender.
12. **'Closed System PPI'** means 'Closed System PPI' as defined by the RBI vide Master Direction DPSS.CO.PD.No.1164/02.14.006/2017-18.
13. **'Commercial Terms'** means the financial terms agreed between the Selected Bidder and the Corporation, as described in clause 9.
14. **'CPI'** means the Consumer Price Index for India, as published by the CPI Authority. For the purposes of the Tender and the Agreement, the reference CPI shall be the CPI for 'General Index (All Groups)' for 'All India' region 'Urban' sector with the 'Base Year' of the CPI being the year 2012.
15. **'CPI Authority'** means the Central Statistics Office (CSO), Ministry of Statistics and Program Implementation, Government of India, or any other entity authorized to publish the CPI.
Customer Data includes but not limited to Customer name, gender, age, phone number, Card number. This will be fully detailed during the course of the project **'Digital Payments'** means the online payments and any other payments collected by Selected Bidder on behalf of the Corporation, such as but not limited to online payments for mobile tickets or passes, online recharges of smart cards, etc.
16. **'EMD'** refers to the earnest money deposit as explained in clause 3.3.3.
17. **'Failure Incident'** refers to any event or abnormality in the functioning of the Platform that may lead to a disruption in normal operations of the Platform.
18. **'Financial Bid'** means the financial proposal submitted by a Bidder in response to this Tender.
19. **'Fixes'** means Product fixes such as workarounds, patches, bug fixes, beta fixes, and beta builds, and any derivatives of the foregoing, that are either released generally (such as commercial product service packs) or that are provided when performing services.
20. **'Force Majeure'** will have the same meaning ascribed to it in clause 15.

21. **‘Go Live’** means the date of launch of the Project with all required functionalities, to the satisfaction of the Corporation.
22. **‘Implementation Phase’** means the tenure of the engagement of the Selected Bidder, including all extension periods, starting from the date of the issuance of LOA, and ending on the Go Live date.
23. **‘LOA’** means the letter of award issued by the Corporation to the Selected Bidder to confirm their selection to implement the Project under the terms of this Tender.
24. **‘Material Breach’** will have the same meaning ascribed to it in clause 16.
25. **‘Monthly Invoice Amount’** means the total amount invoiced by the Selected Bidder for the calendar month for the Project.
26. **‘MSME’** means any entity that, on the Bid Submission Deadline date, is recognized as a micro, small, or medium enterprise by the Ministry of Micro, Small, and Medium Enterprises, Government of India, and is also registered as such with the said ministry, and is able to furnish a valid proof of registration.
27. **‘NCMC’** means National Common Mobility Card
28. **‘NFC’** means ‘near field communication’.
29. **‘Open System PPI’** means ‘Open System PPI’ as defined by the RBI vide Master Direction DPSS.CO. PD. No.1164/02.14.006/2017-18.
30. **‘OTA’** means ‘over the air’.
31. **‘Party’** refers to the Corporation or the Selected Bidder individually, and **‘Parties’** refer to the Corporation and the Selected Bidder together.
32. **‘Platform’** means the entire set of software applications including the technology platform as a whole, or any of the individual software applications or components of the technology platform deployed for Project, as the context may require.
33. **‘Platform Downtime’** means accumulated time during which the Platform is totally inoperable within the Scheduled Operation Time, except under Force Majeure conditions, and is measured as the minutes elapsed from the time the Platform is detected as totally inoperable until the Platform is restored for operations.
34. **‘Platform Support Hours’** means 24 hours a day on all days.
35. **‘Pre-existing Work’** shall have the meaning ascribed to it in clause 12.3.

36. **‘Product’** means any web-based services, or materials comprising commercially released, pre-release or beta products (whether licensed or at no charge), and any derivatives thereof which are made available to the Corporation for license which is published by the Product’s rightful owner, or its affiliates, or a third party.
37. **‘Project’** means the project to implement an Mobile Application as described in this Tender along with its appendices, annexures, and any other documents provided or issued during the course of the selection process.
38. **‘Corporation’** or **‘TGSRTC’** means the Telangana State Road Transport Corporation, acting through the Chief Engineer (IT) of the TGSRTC.
39. **‘RBI’** means the Reserve Bank of India.
40. **‘Request for Proposal’** or **‘Tender’** means this request for proposal document prepared by the Corporation for the selection of Selected Bidder for implementing the Project.
41. **‘Requirements’** include all the documents prepared by the Corporation for the implementation of the Project, including the Scope Of Work, SLA, schedules, details, description, statements of technical data, performance characteristics, and standards (both Indian and International), as applicable and specified in this Tender.
42. **‘Scheduled Maintenance Time’** means the time that the Platform is not in operation due to a scheduled maintenance activity.
43. **‘Scheduled Operation Time’** means the scheduled operating hours of the Platform for the calendar month, less the Scheduled Maintenance Time for the same calendar month.
44. **‘Scope of Work’** means all the works, activities, services, and deliverables described in clause 4 of the Tender, and any other works described in the Tender, including any works that may arise out of Change Requests during Term, that the Selected Bidder must execute to successfully implement the Project.
45. **‘Selected Bidder’** means the Bidder that is selected for implementation of a Project by the Corporation.
46. **‘Semi-closed System PPI’** means ‘Semi-closed System PPI’ as defined by the RBI vide Master Direction DPSS.CO. PD. No.1164/02.14.006/2017-18.
47. **‘Settlement Account’** means the escrow / pool account set up by the Selected Bidder with the Settlement Bank for holding Digital Payments prior

to settlement.

48. **‘Settlement Bank’** means a scheduled Indian bank based in India with whom the Settlement Account is opened.

49. **‘SLA’** means Service Level Agreements, as defined in clause 11.

50. **‘Startup’** means any entity that, on the Bid Submission Deadline date, is recognised as a startup by the Ministry of Commerce and Industry, Government of India, and is also registered as such with the said ministry, and is able to furnish a valid proof of registration.

51. **‘Technical Bid’** means the technical proposal submitted by a Bidder in response to this Tender.

52. **‘Term’ or ‘Operations and Maintenance Phase’** means the tenure of the engagement of the Selected Bidder, including all extension periods, starting from one day after the Go Live date, and ending on the last day of the engagement, as per clause 2.1(2).

53. **‘Total Project Value’** means the entire sum of money estimated to be invoiced by the Selected Bidder to the Corporation during the entire Term, excluding any sums invoiced arising out of Change Requests during the Term.

54. **‘Valid Mobile Ticket’** means a mobile ticket and / or mobile pass and / or mobile travel plan:

- a) That has been issued correctly;
- b) Is valid for the route and stop combination that the passenger is attempting to validate it for;
- c) Where the smartphone of the passenger is functioning properly; and
- d) Where the passenger has provided all required permissions to the mobile app.
- e) Has not already been used or validated for a ride.

55. **‘Valid Open Loop NCMC Card’** means an open loop smart card:

- a) That has been issued correctly;
- b) Has a sufficient prepaid wallet balance or a valid pass or a valid travel plan for the route and stop combination that the passenger is attempting to validate it for; and

Has not been tampered with, mishandled, or damaged in any way, whether physically, electronically, or otherwise.

1. ABOUT TELANGANA STATE ROAD TRANSPORT CORPORATION (TGSRTC)

Public Transport is one of the most common modes of transport especially in a developing country like India. TGSRTC is currently operating bus services within Telangana State and to the neighboring States (Andhra Pradesh, Karnataka, Maharashtra, Goa, Tamil Nadu and Chhattisgarh).

Some of the key factors about TGSRTC are:

➤ Number of Vehicles	9,072
➤ Regions	11
➤ Depots	97
➤ Bus Stations	364
➤ Zonal Workshops	2
➤ Body Building Workshop	1
➤ Man power	46,100

Various branded services offered by TGSRTC include:

- Regular Services operated daily with various levels of comfort, such as Garuda Plus A/c, e- Garuda, Rajadhani A/c, e- metro express, Metro luxury A/c, Pushpak A/c, Super Luxury, Deluxe, Express, Pallevelugu, City Metro Deluxe, City Metro Express and City Ordinary.
- Contract Carriage Services and Advance Reservation Services.

2. Instructions to Bidders:

This clause specifies the procedures to be followed by Bidders in the preparation and submission of their Bids. It is important that the Bidder carefully reads and examines the Tender.

2.1 General

- a) The Corporation invites Bids for the implementation of the Project as described in this Tender.
- b) The contract period is for 5 (five) years from the date of go live. The Corporation reserves the right to extend the Term up to an additional 3 (three) years, in periods of 1 (year) years for each extension on mutually agreeable terms. All other terms and conditions of the Tender shall remain as is.
- c) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the Requirements. Bidders may wish to consult their own legal advisers in relation to this Tender.
- d) All information supplied by the Selected Bidder may be treated as contractually binding on the Bidder, after successful award of the assignment is made on the basis of this Tender.
- e) No commitment of any kind, contractual, or otherwise shall exist unless and until a formal Agreement has been executed by or on behalf of the

Corporation.

- f) The Corporation may cancel this tender at any time without assigning any reason.
- g) Bids must be received not later than the Bid Submission Deadline. Bids that are received after the Bid Submission Deadline shall not be considered in this selection process.
- h) No oral conversations or agreements with any official, agent, or employee of the Corporation shall affect or modify any terms of this tender, and any alleged oral agreement or arrangement made by a Bidder with any agency, official, or employee of the Corporation shall be superseded by the Agreement.
- i) Neither the Bidder nor any of Bidder's representatives shall have any claims whatsoever against the Corporation or any of their respective officials, agents, or employees arising out of or relating to this tender or these procedures (other than those arising under the Agreement in accordance with the terms thereof).
- j) All Bids and accompanying documentation of the Technical Bid shall become the property of the Corporation and shall not be returned.
- k) The Bidder commits itself to take all measures necessary to prevent corrupt practices, unfair means, and illegal activities during any stage of the selection process, or post-selection, in order to secure their selection or in furtherance to secure it.

2.2 Eligible Bidders

- a) The Bidder should be eligible to operate in conformity with the provisions of the laws in India and shall have a registered office within India.
- b) The Bidder should not have any conflict of interest with any parties included in the Tender process.
- c) The Bidder must submit their details in the format prescribed in Annexure 3.
- d) The Sole Bidder must have the capabilities to deliver the entire Scope of Work as mentioned in the Tender.

2.3. Contacting the Corporation

- a) No Bidders shall contact the Corporation on any matter relating to its Bid, from the time of the bid opening until the Selected Bidder is selected.
- b) If a Bidder tries to influence the Corporation or otherwise interfere in the selection process and decision, its Bid may be rejected.

2.4. Right to vary the Scope of Work

The Corporation may at any time, by a written order given to the Selected

Bidder, make changes within the quantities, specifications, services, or Scope of Work, as per the Change Request Process defined in clause 5.

2.5. Right to Terminate the Process

- a) The Corporation may terminate the selection process at any time and without assigning any reason. The Corporation makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This Tender does not constitute an offer by the Corporation. The Bidder's participation in this process may or may not result in the Corporation selecting the Bidder for implementation of the Project.

2.6. Rejection Criteria

1. Besides other conditions and terms highlighted in the Tender, Bids may be rejected under following circumstances:
 - a) Bids not qualifying under eligibility criteria;
 - b) Bids submitted without or improper EMD or Tender fees;
 - c) Bids received through any platform other than platform as mentioned in the Tender;
 - d) If the information provided by the Bidders is found to be incorrect, or misleading at any stage or time during the selection process;
 - e) Any effort on the part of a Bidder to influence the Corporation's evaluation, bid comparison or selection decisions;
 - f) Bids received by the Corporation after the last date and time for receipt of Bids as prescribed in the Data Sheet;
 - g) Bids without signature of person(s) duly authorized on the Bid;
 - h) Technical Bid containing financial details or any such hints, calculations, and / or extrapolations or records;
 - i) Revelation of prices in any form or by any reason before the opening of Financial Bids;
 - j) Failure to furnish all information required in this Tender or submission of a Bid not substantially responsive to the Tender in every respect;
 - k) Bidders not quoting for the complete Scope of Work, and any subsequent information given to the Bidders;
 - l) Bidders not complying with the general terms and conditions as stated in the Tender; or
 - m) Bidders not confirming unconditional acceptance of full responsibility of providing services in accordance with the Scope Of Work, general terms and SLA of this Tender;
2. Bidders have Bid separately under different names for the Project, all such Bids shall stand rejected and the EMD and Tender fees shall be forfeited, and such Bidders shall be liable at the discretion of the Corporation for further penal action including blacklisting.
3. If it is found that multiple Bidders have uploaded separate Bids under

different names but with common addresses, or are managed or governed by the same person/persons jointly or severally, such Bidders shall be liable for penal and legal action including blacklisting.

4. If after selection of the Selected Bidder, it is found that the accepted Bid violated any of the directions pertaining to the participation, the Agreement shall be liable for cancellation at any time during the Term in addition to penal action including blacklisting against the Selected Bidder.

3. Bid submission instructions

3.1. Tender Document Fees and Purchase

- a) 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 favor of “FA & CAO, TGSRTC, Hyderabad” drawn on a Nationalized / Scheduled Bank other than a Co-operative Bank.
- b) Cost of Tender Document will not be accepted in any form other than DD and is non-refundable.
- c) Bidders attending the demo/pre-bid meeting shall submit the DD towards the cost of Tender Document, when they attend the demo/pre-bid meeting, without fail.
- d) Only bidders who submit DD towards the cost of the tender document will be allowed to participate in the demo/pre-bid meeting.
- e) The name and address of the bidder has to be furnished on the reverse side of the DD.
- f) Bidders who do not attend the demo/pre-bid meeting have to submit the DD towards the cost of Tender Document, along with the technical bids.
- g) The Tender Documents have to be downloaded from TGSRTC website www.TGSRTC.telangana.gov.in
- h) Bidder have to submit their Technical and Financial Bids along with all relevant documents, enclosures and annexures at Bus Bhavan as mentioned in the Data Sheet.

3.2 Pre-bid Meeting and Clarifications

3.2.1 Bidder Clarifications

- a) Any clarification regarding the Tender and any other item related to the Project can be submitted to the Corporation as per the submission mode and timelines mentioned in the Data Sheet.
- b) Any requests for clarifications after the date and time indicated in the Data Sheet shall not be entertained by the Corporation. However, the Corporation reserves the right to issue clarifications even after the date and time indicated on the Data Sheet.
- c) Only those clarification requests that are sent as per the instructions

provided in the Data Sheet shall be considered.

- d) It is necessary that the pre-bid clarification requests must be submitted in the format prescribed in Annexure (4) and as per the instructions provided in the Data Sheet.
- e) In no event will the Corporation be responsible for ensuring that Bidders' enquiries have been received by the Corporation.
- f) The Corporation may at its option share the answers with all the Bidders either at the Pre-bid meeting or send the clarifications to all the designated representatives of the Bidders via email. The responses to the clarifications from any Bidder will be distributed to all the Bidders. The Corporation shall endeavor to provide responses to all clarifications. However, the Corporation makes no representation or warranty as to the completeness of any response, nor does the Corporation undertake to answer all the clarifications that have been posed by the Bidders.

3.2.2 Pre-bid Meeting

The Corporation shall hold a pre-bid meeting with the prospective Bidders as mentioned in the Data Sheet.

3.2.3 Responses to Pre-bid Clarifications

- a) The Corporation will formally respond to the pre-bid clarifications after the pre-bid meeting.
- b) The Corporation will endeavor to provide a timely response to all clarifications. However, the Corporation makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does the Corporation undertake to answer all the clarifications that have been posed by the Bidders.
- c) At any time prior to the last date for receipt of Bids, the Corporation may, for any reason, whether at its own initiative or in response to a clarification requested by prospective Bidders, modify the Tender document by issuing a corrigendum.
- d) The corrigendum (if any), notifications regarding extensions (if any), and responses to clarifications from all Bidders will be posted on the website mentioned in the Data Sheet, or emailed to all participants of the pre-bid meeting.
- e) Any such corrigendum shall be deemed to be incorporated into this Tender.
- f) In order to provide prospective Bidders reasonable time for taking the corrigendum into account, the Corporation may, at its discretion, extend the last date for the receipt of Bids.
- g) Notifications regarding extensions and the corrigendum (if any), will be published on the website mentioned in the Tender and there shall be no newspaper advertisement.

3.3 Preparation of Bid

3.3.1 Bidder preparation conditions

- a) The Bidder shall prepare the Bid based on details provided in the Tender. It must be clearly understood that the quantities, specifications, and diagrams that are included in the Tender are intended to give the Bidder an idea about the scope and magnitude of the work and are not in any way exhaustive and guaranteed by the Corporation.
- b) The Bidder shall carry out the sizing of the solution based on their own assessment and analysis, which may include the use of modelling techniques wherever necessary.
- c) The Bidder must propose a solution TGSRTC suited to meet the Requirements. If, during the sizing of the solution, any upward revisions of the specifications and/or quantity as given in this Tender are required to be made to meet the conceptual design and/or Requirements of the Tender, all such changes shall be included in the Technical Bid and their financial impact, thereof, shall be included in the Financial Bid.
- d) If, during the sizing of the solution, any additional product that is not listed in the Tender is required to be included to meet the conceptual design, performance requirements, and other requirements of tender, all such product(s) should be included by the Bidder in the Technical Bid and their financial impact included in the Financial Bid.
- e) The Corporation will in no case be responsible or liable for any costs associated with the design/sizing of the proposed solution, regardless of the conduct or outcome of the selection process.
- f) If at any stage during the Term, the solution proposed does not meet the functional requirements, conceptual design, performance requirements, service level agreements, and other requirements of Tender, the Bidder shall revise the required specifications and/or quantities as proposed by the Bidder in their Bid in order to meet the said objectives/targets. All such provisions shall be made by the Bidder within the quoted price, at no extra cost to the Corporation, and without any impact to the Corporation whatsoever.

3.3.2 Bid preparation Costs

- a) The Bidder shall be responsible for all costs incurred in connection with participation in the selection process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions / presentations, preparation of the Bid, in providing any additional information required by the Corporation to facilitate the evaluation process and in negotiating a definitive Agreement or all such activities related to the selection process.
- b) The Corporation will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the selection process.

3.3.3 Earnest Money Deposit ('EMD')

- a) A sum of Rs. 1,00,000/- (Rupees one lakh 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 favor of "Telangana State Road Transport Corporation, Hyderabad."
- b) The DD should be submitted along with the technical bid.
- c) The Name and Address of the firm submitting the bid has to be furnished on the reverse side of the DD.
- d) EMD in any form other than DD shall not be accepted.
- e) The EMD amount will not carry any interest.
- f) The EMD of bidders who are not qualified in the technical evaluation will be returned after opening of the financial bids.
- g) The EMD of the technically qualified unsuccessful bidders will be refunded only after finalization of Tenders in all respects and issue of Letter of Award to the successful bidder.
- h) No exemption of EMD is allowed for any bidder including Government Organizations / undertakings or Small-Scale Industries.

3.3.4. Security Deposit

- a) Security Deposit is Rs. 3,00,000/- (Rupees three lakhs only) i.e., Earnest Money Deposit (EMD) of Rs. 1 lakhs converted as security deposit and the balance Rs. 2 lakhs to be deposited by the successful bidder in the form of a Demand Draft.
- b) The successful bidder shall enter into agreement with TGSRTC, within the time prescribed.
- c) Any delay in entering into Agreement within the prescribed time would result in forfeiture of the EMD.
- d) The Security Deposit shall not carry any interest and will be refunded after 6 months from the completion of contract and Exit Clause.

3.3.5. Bidders Authorization

- a) The 'Bidders' as used in the Tender shall mean the one who has signed the Tender Forms. The Bidder may be either the Principal Officer or their duly Authorized Representative; in either case, s/he shall submit a power of attorney. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall be furnished, and signed by the representative or the principal.
- b) The authorization shall be indicated by written power of attorney as per the format in Annexure (8) for sole bidders, accompanying the Bid in the name of the signatory of the Bid.
- c) Any change in the Principal Officer of the Bidder shall be intimated to the Corporation in advance.

3.3.6. Address for Correspondence

The Bidders shall designate the official mailing and e-mail address to which all correspondence shall be sent.

3.3.7. Local Conditions

- a) It will be incumbent upon each Bidder to fully acquaint itself with the local conditions and other relevant factors such as legal conditions which would have any effect on the preparation of the Bid and performance of the Bidder and / or the cost. The Corporation shall not entertain any request for clarification from the Bidders regarding such conditions.
- b) Failure to obtain the information necessary for preparing the Bid and/or failure to perform activities that may be necessary for the providing services before entering into the Agreement will in no way relieve the Selected Bidder from performing any work in accordance with the Tender.
- c) Neither any change in the time schedule of the Tender nor any financial adjustments to the Tender awarded under the bidding documents shall be permitted by the Corporation on account of failure of the Bidders to apprise themselves of local laws and site conditions.

3.3.8. Site visits by the Bidder

The Bidder may visit and examine site, at a time to be agreed with the Corporation (and obtain for themselves on their own responsibility all information that may be necessary for preparing the Bid document). The visit may not be used to raise questions or seek clarification; such matters must be submitted in writing. The costs of visiting the site(s) shall be at Bidder's own expense.

3.3.9. Language

21.1 The Bid should be filled by the Bidders in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern.

3.3.10. Bid Validity Period

Bid shall remain valid for the entire Bid Validity Period mentioned in the section titled Data Sheet. The Bid Validity Period may be extended by the Bidder via a letter to the Corporation on receipt of request from the Corporation

3.3.11. Discount

The Bidders are advised not to indicate any separate discount. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purposes. However, in the event of such an offer, without considering discount, is found to be the lowest, the Corporation shall avail such discount at the time of award. For future purposes, unit prices of all individual components will be discounted accordingly (by the overall discount % in case overall discount % is given or by the individual component discount % in case of item wise discount given) to arrive at component- wise unit prices.

3.4. Bid Evaluation Process

3.4.1. Tender Committee

- a) The Tender Committee constituted by TGSRTC will evaluate the tenders.
- b) The decision of the Tender Committee in finalizing the eligibility for the tender, the evaluation of the Technical and Financial bids will be final. No correspondence will be entertained outside the process of negotiation/discussion with the Committee.

3.4.2. Bids Opening

- a) The Tender Committee will open the technical bids on the specified date and time as mentioned in KEY EVENTS & DATES clause, in the presence of bidders / their authorized 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.

3.4.3. Preliminary Examination of Bids

- a) TGSRTC will examine the bids to determine whether they are complete, 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) TGSRTC may waive any minor 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 TGSRTC will be final and binding.

3.4.4. Evaluation Process

1. Technical Bid Evaluation

- a) Only bidders who satisfy the eligibility criteria will be qualified for Technical Evaluation.
- b) TGSRTC will evaluate 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.

- c) The Technical Bid evaluation consists of two stages; (a) Eligibility evaluation (b) Technical Evaluation including Demo of prototype.
- d) The shortlisted eligible bidders must propose the architecture for the solution and shall have to give a Presentation and Demo of the prototype of the solution proposed to be provided, on the date that would be communicated.
- e) The technical evaluation will be based on the factors with their related marks indicated at 3.4.7.

2. Evaluation Key Terms and Conditions

- a) The Bidders are required to submit all the required documentation in support of the evaluation criteria specified for the pre-qualification and technical evaluation.
- b) The Bidders are required to submit:
 - a. The pre-qualification letter as per Annexure (9);
 - b. The duly completed pre-qualification checklist as per Annexure (10);
 - c. The technical bid submission letter as per Annexure (13);
 - d. The duly completed technical qualification checklist as per Annexure (14).
 - e. The Bidder should not ask to also have a 3rd party connection to sell our tickets as they will be competing with our system. Undertaking shall be submitted to this effect.
- c) At any time during the Bid evaluation process, the Corporation may seek oral or written clarifications from the Bidders. The Corporation may also seek inputs from its own professional and technical experts in the evaluation process.
- d) The Corporation reserves the right to do a reference check of the past experience stated by the Bidder. Any feedback received during the reference check shall be included during the pre-qualification evaluation process. The Corporation reserves the right to accept or reject any or all Bids without providing any reasons whatsoever.
- e) The Financial Bids of Bidders that do not qualify technically shall not be opened.
- f) The evaluation of financial bids are done as follows

Based on above calculation, bidder with lowest total cost (L1) will be called for negotiations and will be asked to match the lowest quote. During negotiations, if the bidder offers the quotes to the satisfaction of tender committee, he will be declared as successful bidder. If not, next lowest bidder will be called for negotiations and asked to match lowest quotes

3.4.5. Pre-Qualification Criteria

The pre-qualification criteria are given below:

PQ	Basic Requirement	Pre-Qualification Requirement	Documents to be submitted
----	-------------------	-------------------------------	---------------------------

1	Legal Entity	The Bidder should be registered under the Companies Act, 1956, or LLP under LLP act 2008 with registered offices in India, as on the last date of submission of the bid.	<ul style="list-style-type: none"> • Certificate of Incorporation or Registration • Copy of the list of properly constituted management or governing body of the Organization Memorandum of Association (Registration proof shall include name change/ impact of mergers or acquisitions of the organization.)
2	Turnover	The average annual turnover of the bidder for the last three (3) years should be more than INR 50cr. (FY 2021-22, FY 2022-23 and FY 2023-24). The turnover should be pertaining to Indian company only and should have positive net worth	<ul style="list-style-type: none"> • Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited financial years (FY 2021-22, FY 2022-23 and FY 2023-24). • Certificate duly signed by Statutory Auditor of the Bidder or Certified Chartered Accountant for average annual Turnover for last 3 financial years (FY 2021-22, FY 2022-23 and FY 2023-24).
3	Experience in providing Mobile app.	Minimum 2 Mobile apps	Satisfactory performance certifications from clients and Exported reports from Google Play Store, Apple App Store, or any other major app store; or Certificate / letter from the client entity
4	Certification	The Bidder should have valid minimum any one of the following 1. ISO 9001:2008 or higher 2. ISO 27001:2013 or Higher 3. CMMI Level 3 or higher	Copy of a Valid Certificate as on date which is self-attested by the authorized signatory.

5	Blacklisting / Bankruptcy or Insolvency	The Bidder should not be declared as bankrupt or shall not have any proceeding for bankruptcy or insolvency/ debarred/ blacklisted / banned/ not being under declaration of ineligibility for corrupt or fraudulent practices or non-delivered or non-performance by any State/ Central Government /TGSRTC/ APSRTC/PSU/ Autonomous Body under any Law in India or abroad for last three years.	An affidavit signed by the respective Authorized Signatory of the Bidder.
---	---	--	---

3.4.6 If the bidder does not have any local support office in Hyderabad at the time of bidding, the bidder shall give an undertaking to open a local support office at Hyderabad within one month from the date of award of contract.

3.4.7. Technical Qualification Criteria

The Technical Bid of each Bid that qualifies the Pre-Qualification Criteria shall be evaluated based on the criteria given below to calculate the 'Total Score' out of 100.

T Q	Evaluation Criteria	Points	Documents to be submitted
1	Financial criteria	30	
	The average annual turnover of the bidder for the last three (3) FYs (FY 2021-22, FY 2022-23 and FY 2023-24) should be more than 50Cr. The turnover should be pertaining to Indian company only and should have positive net worth		
	More than 100Cr	30	
	75Cr to 100Cr	20	
	50 Cr to 75 Cr	10	
2	The Bidder should have experience in Mobile APP.	25	Work Order with details of no. of downloads + Completion Certificates + Satisfactory certificate
	More than 5 projects	25	
	3 to 5 projects	15	
	Less than 3 projects	10	

			from the client;
3	The Bidder should have the following Valid Certificate as on the date of bid Submission. a) CMMi Level 3 or higher b) ISO 27001: 2016 -Information Security c) ISO 9001: 2008 - QMS Copy of relevant certificates	10	Copy of relevant certificates Bidder shall keep the certificate valid for the entire contract period.
	All three certificates	10	
	Any two certificates	7	
	Any one certificate	5	
	Total	10	
4	Demo on mobile ticketing and QR code ticketing	25	
5	Approach & Methodology	10	Approach and methodology write in detail and Demo. (Approach and Methodology write up in details should be submitted along with Technical Bid)
	1) Overall Approach & Methodology for Implementation 2) Understanding of Objectives of TGSRTC 3) Project Roll-out / Training Plan 4) Solution Architecture 5) Operation / Maintenance work plan for entire solution (To be submitted duly signed) Understanding of Scope of Work Approach, Methodology, and Project Roll-out Plan Operation and Maintenance, Quality Control and Management Plan. 6) Adherence to provision under Digital Personal Data Protection Act 2023 & Demonstration		
	Total	100	

3.4.8 The Technical Bid of each Bid that qualifies the Pre-Qualification Criteria shall be evaluated based on the criteria given below to calculate the 'Total Score' out of 100.

3.4.9 The bidders should score minimum **65** marks in the technical evaluation for being eligible for opening of their financial bids

3.5. Tender Model

The Bidders have to submit quote for implementation of the Project under the following model mentioned hereunder:

1. One Time Setup Cost

The One-Time Setup Cost encompasses all activities required for the initial configuration and customization of the mobile application, ensuring it meets the specific functional and user experience needs of TGSRTC. This includes:

- **Design and Development:** Comprehensive design, development, and configuration tailored to fulfill TGSRTC's functional requirements and user expectations, ensuring an intuitive and accessible user interface.
- **Server and Cloud Configuration:** Setup and configuration of a secure, scalable cloud environment (provided by TGSRTC) to host the application, ensuring high availability and reliability.
- **System Integration and Customization:** Seamless integration with TGSRTC's existing systems, including initial configurations for user management, route planning, transaction management, and other essential features to support TGSRTC operations.
- **Application Testing and Quality Assurance:** Rigorous testing for performance, security, and compatibility across various platforms, ensuring the application delivers a consistent experience on both Android and iOS devices.
- **App Publishing:** Preparation and submission of the app for publication on the Google Play Store and Apple App Store, with compliance to platform guidelines for smooth availability to end users.
- **Warranty:** free warranty for mobile app for a period of one year

2. Annual Maintenance Charges (AMC):

- After a one-year warranty period, an Annual Maintenance Charge (AMC) of 20% of the initial setup cost will be paid to the selected bidder. This AMC provides comprehensive support for a five-year period and includes:
- **Comprehensive Software Support:** Ongoing maintenance for all software components deployed under the project, including prompt attention to bug fixes, system optimizations, and updates to ensure reliable performance.
- **Cloud Management:** Continuous management of the cloud infrastructure provided by TGSRTC, ensuring secure, scalable, and uninterrupted service throughout the contract term.
- **Annual Licenses:** Renewal and support for all necessary software licenses to maintain uninterrupted project operations.
- **Manpower Costs:** Provision of skilled personnel for system support, troubleshooting, and performance enhancements as required, along with 100 free man-hours dedicated to additional enhancements or feature updates as requested by TGSRTC.
- **Communication Charges:** Coverage for data and network costs required for smooth and efficient project operations.
- **Other Operational Costs:** Any other costs directly related to sustaining, monitoring, and optimizing the project, ensuring its peak performance over the five-year period.

3.6. Financial Bid Opening

- a) The date of opening of the financial bids would be intimated later after completing the technical evaluation process.
- b) . Financial bids of only those bidders who are qualified in the Technical Evaluation will be opened (i.e., bids scoring minimum 65 marks in technical evaluation) for consideration and evaluated further. Financial bids of the remaining bidders will not be opened.
- c) . The Financial bid evaluation will take into account the information supplied by the Bidders in the Financial Bid, and TGSRTC will evaluate the same as per the evaluation criteria specified in this TENDER.
- d) . The Financial bids of all the technically qualified bidders would be opened and arranged in ascending order of quoted value (in INR). TGSRTC reserves the right to reject any or all bids.
- e) . **The prices once offered must remain fixed and must not be subject to escalation for any reason whatsoever during the entire period of contract.**
- f) The rates indicated in the agreement shall hold good for the entire contract period and will not be increased under any circumstances whatsoever.
- g) A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as nonresponsive.
- h) The financial proposals of only technically shortlisted Applicants (qualified bidders) will be opened and will be ranked in terms of their total evaluated cost using QCBS process with Technical Score having weightage of 70% and financial score having weightage of 30%.

Quality and Cost based Selection (QCBS) method shall be used for evaluation of the bids, as per the formula given below:

The individual bidder's financial score (SF) will be evaluated as per the formula given below:

$$SF = [F_{min} / F_b] * 100 \text{ (rounded off to 2 decimal places)}$$

Where,

SF= Normalized financial score of the bidder under consideration
 F_{min}=Minimum financial quote among the technically qualified bidders

F_b= Financial quote of the bidder under consideration

$$\text{Combined Score (S)} = ST * 0.7 + SF * 0.3$$

Where ST = Technical score secured by the bidder. Where SF = Financial score secured by the bidder.

Selection Process

The qualified bidder with the highest score based on above

mentioned QCBS Criteria shall be selected for the award of the project.

Right to accept or reject the Proposal is reserved with the Corporation without assigning any reason and without any liability.

3.7. Negotiations, Contract Finalization and Award

- a) The L1 bidder (bidder quoting the lowest rate from among the technically qualified bidders) may be called for negotiations, for awarding the contract.
- b) TGSRTC shall however reserve the right to reject all the offers of L1 bidder, negotiate with L2 and L3 bidders and to cancel the tender, after negotiations, if none of the negotiated offers are found to be financially viable.
- c) TGSRTC 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 TGSRTC regarding processing of TENDER and award of contract shall be final and binding on all the bidders.
- d) TGSRTC 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.
- e) The successful bidder has to enter into an agreement with TGSRTC on Rs. 200/- Non-Judicial Stamp Paper, as per the terms and conditions, duly submitting Security Deposit. If the bidder fails to enter into agreement within 14 days from the date of receipt of Letter of Award, the offer of award of contract through LoA issued will be cancelled and TGSRTC will forfeit his EMD without any notice and proceed further to award the contract to another bidder as TGSRTC deems fit. Clauses pertaining to Non-Disclosure and Exit Management will be included in the Agreement.

3.8. Execution of Agreement

The Corporation and Selected Bidder must execute an Agreement between them within 30 days from the issuance of the LOA, incorporating all clauses, pre-bid clarifications and the Bid of the Selected Bidder, and any other terms and conditions as may be necessary for the successful implementation of Project.

3.9. KEY EVENTS & DATES

Sl. No.	Event	Date
1	Publishing tender notice	27-11-2024

2	Last date for receipt of queries	30-11-2024
3	Pre-bid meeting (15.00 Hrs.)	02-12-2024
4	Issue of clarifications to prospective bidders	04-12-2024
5	Receiving of bids and opening of technical bids	06-12-2024
6	Technical Presentation by the successful bidder	09-12-2024
7	Opening of financial bids	10-12-2024

4. Scope of Work

4.1 Overview

- a) The Corporation envisages strengthening their bus services, promote organized public transport, reduce the use of private vehicles, and structure an integrated transport system which offers better safety, security, accessibility, affordability, quality, and reliability for users of public transport corridors.
- b) The Corporation plans to implement a modern, comprehensive mobile app to achieve the following key objectives:
 - a) Provide ease and benefits to users by providing reliable services leading to increase in ridership and adoption of public transport;
 - b) Enhance digital tickets options for passengers;
 - c) Enable the Corporation to constantly benchmark operations and maintain service quality of bus operations.
 - d) Enable the Corporation to understand travel patterns and preferences of customers, and deliver enhanced customer experience.

4.2 Scope of work

Deploy and maintain a mobile app that allows passengers to purchase mobile tickets and, among other features outlined herein.

a) User Registration and Login

- **Registration**

- **Registration Form:** A multi-step registration form designed to collect user data, such as name, email address, phone number, and password. It includes built-in validation checks for each field, ensuring the accuracy of data entered (e.g., email format, password strength). Additionally, the form allows users to leverage auto-fill capabilities to quickly fill in their details.

- **Login Options**

- **Email and Password:** A secure login method where users access the app via their registered email and a strong password. Passwords are required to meet strict security standards, such as a minimum length, inclusion of special characters, and numeric digits.
 - **Mobile Number and OTP:** Users can opt for a faster login by entering their registered mobile number and receiving a One-Time Password (OTP). This login method is enhanced with features like OTP expiry after a set time and retry options, ensuring a seamless but secure login process.
 - **Social media Login:** Users can log in using their social media accounts (Google, Facebook, etc.), simplifying access without compromising data privacy. The app will request necessary permissions and only collect essential user data.
 - **Forgot Password:** If a user forgets their password, they can securely reset it through an OTP sent to their registered email or mobile number, ensuring easy and secure account recovery.
-

b) User Profile Management

- **Profile Setup**
 - **Initial Setup:** Upon first use, users are guided through a setup process where they provide personal details such as name, profile photo, contact information (email and phone number), and preferences like preferred language and notification settings. This ensures that users' experiences are personalized from the start.
 - **Profile Editing**
 - **Profile Updates:** Users can edit their profile information at any time. Sensitive information such as email or phone number may require re-verification (e.g., a new email address may require confirmation via OTP). Users can also update their preferences, such as seat or route preferences, ensuring a personalized experience.
 - **Profile Preferences & Other Data**
 - In addition to personal details, the profile section will also capture additional user-specific information like:
 - **51.1 Subscriptions:** Active services the user subscribes to, such as monthly passes.
 - **Documents:** Any relevant documents (e.g., ID proofs, student concessions).
 - **Family Members:** Information about family members for ease of ticketing (e.g., family passes).
 - **Saved Addresses:** Frequently used pickup and drop-off locations for quicker booking.
 - **My Routes/Services:** Personalized lists of routes and services the user frequently uses.
 - **My Wallet:** A prepaid wallet for quicker in-app transactions.
 - **Auto Renewals:** Users can enable auto-renewals for tickets or passes.
-

c) Booking and Ticketing

- **Ticket and Pass Purchase**
 - Passengers can purchase various types of tickets and passes, such as single-journey tickets, monthly or quarterly passes, concession passes (e.g., for students, seniors), and new travel plans introduced by the Corporation. The app will allow seamless integration with dynamic pricing or promotional offers, enhancing the user experience.
 - **Ticket Storage and Validation**
 - Purchased tickets are securely stored within the app, allowing passengers to access their tickets even when offline. This feature ensures that users can still validate their tickets, as the system will support offline QR code validation.
 - **Route and Schedule Search**
 - **Route Search:** A dynamic search tool enables users to search for routes based on their starting and destination points, journey dates, and preferences for bus types or amenities (e.g., air-conditioned buses, sleeper buses).
 - **Service Search:** In addition to route search, users can search for available services, including bus timings, estimated travel durations, and real-time updates on delays or cancellations.
 - **Route Maps and Nearest Stops:** An interactive map shows bus routes and the nearest bus stops, making it easier for passengers to plan their journeys.
 - **Nearby Services:** The app will show buses or services available near the user's location, enabling them to book trips quickly.
 - **Ticket Booking Process**
 - The app guides users through a streamlined process, where they can select their preferred route, bus service, and seat (if applicable). Users will also enter their travel details, such as boarding and drop-off points, calculate fare, and proceed with payment.
 - **Seat Selection**
 - The app provides an interactive seat layout, displaying available and reserved seats. Passengers can select their preferred seats, and frequent travelers can set default seat preferences for quicker booking.
 - **Fare Information**
 - A detailed fare breakdown will show the ticket price, taxes, and any additional fees such as baggage charges or premium services.
 - **Rescheduling Option**
 - Passengers who miss their bus can reschedule to the next available service within a defined time window (e.g., one hour before the scheduled departure time). This feature allows a one-time reschedule per day without additional charges.
 - **Preferred Route Storage**
 - The app will save frequently used routes, source and destination stations, and other travel preferences, enabling users to quickly book tickets for regular journeys.
-

c) Mobile Passes and Other Travel Plans

- **Pass Purchase**
 - Passengers can buy various passes through the app, including daily, weekly, monthly, tourist, or student concession passes. The app will also allow for the addition of any new travel plans approved by the Corporation.
 - **Offline Pass Validation**
 - Purchased passes are securely stored in the app and can be validated offline without requiring an internet connection. This ensures that passengers are never caught without a valid pass while traveling.
-

d) Other Functionality

- **Live Bus Tracking**
 - Users can track buses in real time through the app, viewing live arrival times at their selected bus stops. The app will show any delays and updates on the bus's current location.
 - **Trip Planner**
 - Users can input their start and end points to receive all available routes, fare details, and live arrival times for their journey. The trip planner helps users to plan their travel more effectively.
 - **Emergency SOS Feature**
 - This feature enables users to send emergency alerts to selected contacts or directly to the Corporation. The app will share the user's live location and relevant details with emergency contacts.
 - **Service Updates and Notifications**
 - The app sends push notifications about important service updates, including route changes, delays, cancellations, or promotional offers. Users can customize their notification preferences based on their interests.
 - **Multilingual Support**
 - The app supports multiple languages, such as English, Hindi, Telugu, and others, ensuring accessibility for a diverse user base.
-

e) Validation and Authentication of Tickets and Passes

- **QR Code Authentication**
 - Mobile tickets and passes will be validated using dynamic, scannable QR codes that change regularly for enhanced security. Both the passenger's device and Electronic Ticketing Machines (ETIMs) used by conductors will support this functionality for seamless offline and online validation.
-

f) Security of Tickets and Passes

- **Anti-Fraud Measures**

- To prevent duplication, the app uses dynamic QR codes that refresh every second. Additionally, it disables screenshots and video recordings of tickets or passes.
 - **Activation and Expiration**
 - Mobile tickets and passes must be activated upon boarding, after which they are valid only for a specific duration or until the trip ends.
 - **Device Locking**
 - Tickets and passes are locked to the purchasing device, preventing unauthorized transfers. The app may support a secure method to transfer tickets if necessary, following approved protocols.
 - **Inspection Capability**
 - Ticket inspectors can validate tickets using ETIMs or authorized devices. If a passenger is found with an invalid or expired ticket, fines may be imposed based on Corporation policies.
-

g) Concessions and Rewards

- **Concessions:** Provide fare discounts to eligible passengers, such as students, frequent travelers or senior citizens etc., allowing them to travel affordably.
 - **Rewards:** A loyalty system where frequent travelers earn reward points based on their bookings. These points can be redeemed for discounts, free tickets, or exclusive offers, encouraging repeated use of the service.
-

h) Payment Integration

- **Payment Methods**
 - The app supports multiple payment gateways, allowing users to pay for their tickets or passes via UPI, debit/credit cards, and mobile wallets. All transactions will be processed securely, adhering to PCI DSS standards for data protection.
-

i) Ticket and Travel Information Management

- **Manage Tickets**
 - Users can view their current and upcoming trips with complete ticket details, including route, bus type, seat number, and departure timings. They can also access past booking history.
- **QR Code Generation**
 - Each booking generates a unique, scannable QR code, simplifying the check-in process for both passengers and conductors.
- **Reschedule Ticket**
 - 52.1 Passengers can modify the date or time of their existing booking, subject to availability and TGSRTC's rescheduling policy.
- **Share, Download, and Cancel Ticket Options**
 - The app allows users to share their tickets with others via messaging apps, download them as PDFs for offline access, or cancel tickets directly within the app, following TGSRTC's cancellation policy.

- **Repeat Booking**
 - A feature for frequent travelers to quickly rebook a previously completed trip with the same details (e.g., route, time, seat selection).
-

j) Notifications and Alerts

- **Booking Notifications**
 - Instant notifications are sent when tickets are booked, canceled, or refunded. Users are also alerted in case of any updates or changes to their bookings.
 - **Bus Arrival Alerts**
 - The app sends timely alerts about the arrival of the user's selected bus at their chosen stop, as well as any real-time delays.
-

k) Customer Support

- **Emergency Services**
 - An SOS feature for emergencies, providing passengers with direct communication to TGSRTC's emergency response team.
 - **Helpdesk and FAQ**
 - A dedicated helpdesk section within the app, including an FAQ section for common queries and troubleshooting. Support can be contacted via chat or ticketing system for resolution.
 - **Feedback and Complaints**
 - A built-in feedback system where users can rate services, file complaints, or make suggestions for improvements. All feedback is tracked, and users are updated on the resolution process.
-

l) Administrative Back-end

- **Admin Dashboard**
 - A centralized admin dashboard for TGSRTC, enabling route, schedule, fare, and service management. Administrators can analyze operational data, update services, and manage customer support.
 - **User Management**
 - Administrators can manage user profiles, view historical data, and handle user queries directly from the back-end.
 - **Data Analytics and Reports**
 - The app includes robust data analytics tools that provide insights into passenger behavior, revenue streams, peak travel times, and other essential metrics to optimize the service.
-

m) Security and Compliance

- **Data Security**

- Sensitive user data, such as payment details and personal information, is encrypted using advanced encryption standards. All transactions comply with industry-standard security protocols.
- **Compliance Standards**
 - The app adheres to regional data privacy regulations (e.g., GDPR, local policies), ensuring users' privacy is always maintained.

n) Marketing and Promotions

- **Discounts and Offers**
 - The app supports promotional codes, which can be used during checkout to avail discounts. Admins can set expiration dates and usage limits to manage these offers.
- **Loyalty and Rewards Program**
 - Frequent users can accumulate points, redeemable for discounts, services, or special promotions, enhancing user retention.

o) Integrations

- **Mobile Application(AFCS):** Integration with the AFCS for Master data and seamless mobile ticketing and reporting.
- **ITIM Application:** Seamless integration for validating tickets and passes via the ITIM system.
- **Payment Gateway:** Integration with secure payment gateways for diverse payment options.
- **Vehicle Tracking System:** Integration to enable live bus tracking for real-time passenger information and better service management.

4.3. Cloud Management

1. The Selected Bidder must provide Cloud management services to cloud provided by the TGSRTC for contract period of five years.
2. To provision for disaster recovery as may be necessary.

4.4. Manpower Support

1. To provide technical support manpower during the Business Support Hours for all aspects of the Project.
2. To provide centralized Platform support during the Platform Support Hours for all aspects of the Platform.
3. The selected shall provide a manpower at TGSRTC Head office for quick response and redressal of the issues

4.5. Training

1. To provide initial training and periodic refresher training on all relevant aspects of the Project to all stakeholders of the Corporation's staff.
2. A training schedule must be submitted to the Corporation upon request.
3. The Selected Bidder shall follow the 'Train the Trainer' model for all training and capacity building activity.
4. The Selected Bidder shall prepare all training content necessary. Training modules must cover all aspects of the Project e.g., functional training, technical training, safety and care of hardware, passenger assistance in using digital tickets, reporting, etc.
5. Trainings shall be conducted at the Corporation's primary office or at any depot/ offices of TGSRTC.

4.6. Maintenance

- a) The Selected Bidder shall be responsible for the maintenance of cloud and software components during the Term.
- b) For software application maintenance, the Selected Bidder shall be responsible for:
 - a) Keeping all applications and software in good working order;
 - b) Monitoring availability and performance of the Platform;
 - c) Troubleshooting, and resolution of any bugs or errors detected at no extra cost to the Corporation;
 - d) Changes such as new discounts, new travel plans and options are recurring and must be included at no cost
 - e) Major changes to the software will be as per the change request process as defined in **clause 5**;
 - f) Deploying upgrades and patches as and when they become available at no extra cost to the Corporation;
 - g) Securing all relevant software licenses for all hardware and software deployed for the Project, including operating system, database systems, and other licenses.
 - h) Coordinating with the cloud-based hosting provider to resolve any errors or service interruptions; and
 - i) Notifying the Corporation immediately of any security breaches or non-compliances, with suggestions for corrective action.

5. Change Request Process

5.1. Change Request Process Overview

- a) Any enhancements, change in business rules to application after the go live will not be taken as Change request. These shall be taken up by selected

bidder at no extra cost to Corporation. Any addition of new modules to the application after go live will be taken up as Change request and the following rules will be adhered to.

- b) Change Requests shall emanate from each Parties' designated personnel ('Project Manager') who shall be responsible for obtaining approval for the change, and act as its representative throughout the Change Request Process.
- c) The Project Manager from the initiating Party shall complete 'Part A: Initiation' of the Change Request Note ('CRN') attached in Annexure 1, and present it to the other Party's Project Manager, who will acknowledge receipt by signature of the CRN.
- d) The Selected Bidder will assess the CRN and complete 'Part B: Evaluation' of the CRN, and provide as a minimum:
 - a. A description of the change;
 - b. A list of deliverables required for implementing the change;
 - c. A time frame for implementation of the change;
 - d. An estimate of any proposed charges for implementation of the change; and
 - e. Material evidence to prove that the proposed change is not already covered within the Agreement and the Scope of Work.
- e) 52.3 If satisfied and after securing all necessary internal approvals, the Project Manager for the Corporation shall complete 'Part C: Authority to Proceed' of the CRN and submit the completed CRN to the Selected Bidder's Project Manager, subsequent to which the Selected Bidder shall be obliged to implement the proposed change within the agreed timeframe.

5.2. Other Terms and Conditions for Change Requests

1. Any Change Request with respect to the Scope Of Work that includes additional requirements that can be fulfilled by the Selected Bidder shall **not** require the Corporation to solicit fresh bids via a new tender process, unless such individual Change Request increases the Project implementation cost by more than 25% (twenty five percent) of the Total Project Value, in which case it shall be considered beyond the scope of the Change Request Process and will require the Corporation to solicit fresh bids via a new tender process.
2. The Selected Bidder shall not be obligated to initiate work on a change until the Parties agree in writing upon its scope, price and / or schedule impact.

6. Rights and Obligations

6.1. Rights of the Corporation

1. To decide any and all aspects in relation to bus operations, including the fares, routes, schedules, fleet size, and modify these from time to time.
2. To levy penalties and fines as per the SLA.
3. To supervise the performance and execution of the Project.
4. To propose Change Requests related to the Project, operations, SLA, or Scope of Work
5. To review performance reports of the system in Maintenance mode
6. To review root cause analysis for major issues and approve preventive and corrective action plans

6.2. Obligations of the Corporation

1. To ensure that TGSRTC efforts are undertaken to safeguard all hardware and other assets deployed by the Selected Bidder in the Project implementation.
2. To pay fully all undisputed invoices raised by the Selected Bidder within 30 (thirty) days of the date of such invoice.
3. To ensure availability of bus crew, key stakeholders and all resources necessary for Project implementation, training, and daily operations.
4. To ensure that all bus crew and employees adhere to protocols and processes laid out by the Selected Bidder for successful Project implementation and daily operations and processes.
5. To inform the Selected Bidder 2 (two) months in advance of new bus fleet additions to enable the Selected Bidder to arrange all necessary hardware and infrastructure as per the terms of the Tender.
6. To ensure that the Project is implemented on 100% of buses operated by the Corporation and / or operated under the umbrella brand of the Corporation during the term of the Project.

6.3. Rights of the Selected Bidder

1. To evaluate and accept, or reject, or offer an alternative suitable solution for any Change Request submitted by the Corporation.

6.4. Obligations of the Selected Bidder

1. To complete implementation of the Project as per the timelines and Scope of Work agreed with the Corporation.
2. To ensure smooth functioning and day to day operations for the Corporation.
3. To meet SLA levels agreed with the Corporation.
4. To provide root cause analysis and action plan in case of issues
5. To provide risk mitigation plans

7. Project Timelines

Milestone	Days
Implementation Phase	

1. Date of execution of Agreement	T
2. Submission of System Requirements Specifications ('SRS') document	T + 15 days
3. Approval of SRS by the Corporation	T + 20 days
4. Submission of application for UAT with master data management , integration with AFCS & ITIM, Integration with Vehicle tracking system, Payment Gateway, Dash board and reports	T + 50 days
Pilot implementation of Mobile ticketing solution in two routes	T+60
Extension Phase	
<ul style="list-style-type: none"> • Training - Functional training to crew and depot staff • Go Live 	T + 75 days
Operations And Maintenance Phase	
6. Operations and maintenance phase	Live + Term as per clause 2.1(2)
7. Extension to operations and maintenance phase	As per clause 2.1(2)

8. Payment /Commercial Terms

8.1. Payments

a) One-Time Setup Cost

50% of One-Time setup cost which includes design, development, and configuration, customization, testing & Quality assurance, Training, Documentation and Publishing required to launch the TGSRTC Mobile Application ensuring it meets all specified functional and user requirements and free one year warranty will be paid after completion of pilot and remaining 50% of payment will be made after successful run of application for a period of one month after go live.

b) Annual Maintenance Charges

After a one-year free warranty period, an Annual Maintenance Charge (AMC) which includes comprehensive software support, cloud management, Annual licences, Manpower costs including free 100 manhours and other operational cost will be paid @20% of the initial setup cost to the selected bidder at the start of each year.

8.2 Payment Cycle

The invoicing may be raised on a yearly basis and payments may be made within 30 days from the invoice submission date, based on the actual deliverables/milestones achieved in the specified timeframe.

8.3 Taxes and Statutory Payments

- a) All payments agreed to be made by TGSRTC to the bidder in accordance with the Bid shall be inclusive of all statutory levies, duties, taxes and other charges whenever levied/applicable.
- b) The bidder shall bear all personal/income taxes levied or imposed on it and its personnel, etc. on account of payment received under this Contract. The bidder shall bear all income/corporate taxes, levied or imposed on the bidder on account of payments received by it from TGSRTC for the work done under this Contract. The bidder shall bear all other taxes such as GST, Octroi, VAT, custom duty, levies, etc. if there is change in tax rate or introduction of any new tax, same shall be passed to each party i.e., if tax rate reduces, bidder will charge lower rate and if tax rate increases or new tax is introduced, bidder will be compensated for additional percentage or new tax.

Liquidated Damages

1. In the event of the Bidder's failure to submit the Guarantees and Documents and provision of the necessary deliverables as per schedule specified in this RFP, TGSRTC may at its discretion withhold any payment until the completion of the contract. TGSRTC may also deduct from the payment due to the Bidder as agreed, liquidated damages to the sum of agreed terms as specified in the SLA, subject to the maximum value of the Liquidated Damages being not more than 10% of the value of corresponding payment of the delayed/undelivered services/monthly installment. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to TGSRTC under the contract and law. Liquidated damages shall not be imposed for the period of delay solely attributable to TGSRTC, provided that TGSRTC shall accept that such delay is attributable to it.
2. In case of dispute regarding the imposition of penalty by the respective head of office, the selected bidder shall refer the matter to Vice Chairman & Managing Director, Telangana State Road Transport Corporation for resolution thereof within seven days of receipt of such notice from the concerned office. In case, the Selected Bidder fails to refer the matter as above within the specified time limits, it shall be presumed that the Bidder agrees to pay the penalty as demanded.
3. Any penalties imposed on the Selected Bidder for non-performance shall be recovered on a monthly basis. Any additional penalty due, shall also be recovered from the future payment or Security Deposit submitted by the Selected Bidder.
4. In the event of deduction of penalty from the Security Deposit, the Selected

Bidder shall promptly recoup the Security Deposit by the amount so deducted within 7 working days from the date of intimation from TGSRTC or the date of invocation of the Security Deposit whichever is later.

5. It should be noted that all the above-mentioned penalties will be exclusive to each other.
6. The decision of TGSRTC in this matter shall be final and binding on both the parties

9.14. Terms and conditions

- a) Next billing Cycle or monthly Payment will be based on the actual utilization of resources to deliver the services/milestones/applications. Total monthly Payment is linked to the compliance with the SLA metrics and the actual payment is the payment due to the Service Provider after any SLA related deductions.
- b) The payments shall be carried out on Pro-rata basis computed usage for the respective month.

9.15 Assumptions for Counting of days for all the SLA and Timelines

The TGSRTC assumes all the calendar days for the counting of SLA and timelines for deliverables. Due dates for SLA and Timelines, falling on non-working days will be extended to the next working day. This extension will not result in change in project plans.

9.16 Third Party Audits and Reviews

Cost of any third-party audit - including initial and annual audits as mentioned in this RFP shall be borne by the bidder and payment to the agency will be made by the bidder. Audit shall be done at the initial stage of contract and whenever there will be changes in device or in software specification.

10 Payment And Settlement Terms

1. Invoices shall be accurate, and the Corporation reserves the right to make adjustments (if any) to the subsequent invoice payments to correct for inaccuracies (if any).
2. The Corporation shall also be entitled to make recoveries from the Selected Bidder's invoiced amounts due, the PBG, or from any other amount due to the Selected Bidder, the equivalent value of any payment made to the Selected Bidder due to inadvertence, error, collusion, misconstruction, or misstatement.
3. Payment shall be made in Indian Rupees only.
4. All payments from the Corporation to the Selected Bidder shall be subject to tax deductions as per applicable laws of India.

11 Service Level Agreements ('SLA')

11.1 SLA during Implementation Phase

- a) The Selected Bidder shall adhere to the Project Timelines defined in clause 7.
- b) The Selected Bidder shall be penalized the 'Implementation Penalty Amount' as defined below for each full calendar week of delay beyond the Go Live date, except under Force Majeure conditions.
- c) **Implementation Penalty Amount = ₹20,000 (Rupees twenty Thousand Only) per week.**
- d) The cumulative maximum Implementation Penalty Amount levied on the Selected Bidder shall be limited to 10 (ten) full calendar weeks.

11.2 SLA during Operations and Maintenance Phase

11.2.1 Calculation of SLA

- a) The Selected Bidder shall adhere to the SLA defined below for each component.
- b) The Selected Bidder shall be penalized the 'SLA Penalty Amount' defined below for failing to meet SLA.
- c) The cumulative maximum SLA Penalty Amount levied on the Selected Bidder in any given calendar month shall be limited to 2.5% (two-point five percent) of the Monthly Invoice Amount.
- d) SLA calculations shall always exclude:
 - a. Scheduled Maintenance Time;
 - b. Any time period when Force Majeure conditions are in effect; and

11.2.2 SLA for Application response Time of Mobile app

Definition	'Application Response Time' refers to the time taken to generate ticket from submitting all information in mobile app, measured in seconds.
SLA	The Average Application Response Time should not exceed 1 (one) second.
SLA Measurement	Average Application Response Time = The average time taken across transactions in a day, in seconds, to generate ticket from submitting all information in mobile app Usually measured by automated reports. In case of dispute, TGSRTC and Service Provider's team will measure manually for a period of 30 mins.
SLA Penalty Amount	1 seconds or lesser: ₹0 (Rupees Zero) 1.1 to 3 seconds: ₹ 10,000 (Rupees ten thousand Only) per day 3.1 to 5 seconds: ₹ 20,000 (Rupees twenty thousand Only) per day More than 10 seconds: ₹30,000 (Rupees Thirty thousand Only) per day
Critical SLA	5 seconds

11.2.3 SLA for Availability of Mobile app

Definition	'Availability Of Mobile app' refers to the total time when Mobile app and its applications are available for performing operations
SLA	The Availability of Mobile application should be at least 99.99% in a calendar month.
SLA Measurement	Availability Of Mobile app = ((Mobile app Scheduled Operation Time - Mobile app Platform Downtime) / (Mobile app Scheduled Operation Time)) x 100% As measured by automated tool
SLA Penalty Amount	99.99% or more: ₹0 (Rupees Zero) 98% to 99.99%: ₹10,000 (Rupees ten thousand Only) per month 95% to 97.99%: ₹20,000 (Rupees twenty thousand Only) per month Less than 95%: ₹30,000 (Rupees Thirty thousand Only) per month
Critical SLA	94%

11.2.4 SLA for Response Time of APIs

Definition	'Response Time' shall be measured from the moment a request is received by the API server to the moment a complete response is sent back to the client, measured in seconds.
SLA	The Average Response Time across all API requests should not exceed 200 milli seconds in a month.
Measurement	As measured by a reputed web analytics solution or via automated reports, across all API requests in a month.
SLA Penalty Amount	200 milli seconds or lesser: ₹0 (Rupees Zero) 201 milli seconds to 300 milli seconds: ₹5,000 (Rupees five thousand Only) per month 301 milli seconds to 500 milli seconds: ₹10,000 (Rupees ten thousand Only) per month 501 milli seconds or more: ₹20,000 (Rupees fifty thousand Only) per month
Critical SLA	501 milli Seconds

11.2.5 SLA for Cloud Based Hosting

Definition	'Availability Of Cloud Based Hosting' refers to the total time when the hosting infrastructure is available for performing operations.
SLA	The average Availability Of Cloud Based Hosting should be at least 99.99% (ninety nine percent) in a calendar month.

SLA Measurement	Availability Of Cloud Based Hosting = ((Cloud Based Hosting Scheduled Operation Time - System Downtime) / (Cloud Based Hosting Scheduled Operation Time)) x 100% As measured by a reputed web analytics solution or via automated reports
SLA Penalty Amount	99.99% or more: ₹0 (Rupees Zero) 98% to 99.98%: ₹10,000 (Rupees ten thousand Only) per month 95% to 97.99%: ₹20,000 (Rupees twenty thousand Only) per month Less than 95%: ₹30,000 (Rupees thirty thousand Only) per month
Critical SLA	94%

12. Intellectual Property Rights ('IPR')

12.1 Products and Fixes

- a) All Products and related solutions, and Fixes provided pursuant to the Project shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such Product. The Selected Bidder shall be responsible for arranging any licenses associated with Products.
- b) All the IPR related to these Products and Fixes will be owned by the Selected Bidder.

12.2 Bespoke Development

Subject to the provisions of clauses 12.3 and 12.4, upon payment, the Corporation shall be granted a non- exclusive, perpetual, fully paid-up license for any bespoke development done during the Term. Ownership of all the IPR shall lie with the Selected Bidder.

12.3 Pre-existing Work

- a) All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a Party under this Project ('Pre-existing Work') including any enhancement or modification thereto shall remain the sole property of that Party. During the performance of the services, each Party grants to the other Party (and their sub-contractors as necessary) a non-exclusive license to use and modify any of its Pre-existing Work provided to the other Party solely for the performance of such services for duration of the Term of this Project.
- b) Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the Selected Bidder shall grant the Corporation a non- exclusive, perpetual, fully paid-up license to use the Pre- existing Work in the form delivered to the Corporation only for its internal business

operations.

- c) Under such license, either of Parties will have no right to sell the Pre-existing Work of the other Party to a third party.
- d) The Corporation's license to Pre-existing Work is conditioned upon its compliance with the terms of the Agreement and the perpetual license applies solely to the Pre-existing Work that the Selected Bidder leaves with the Corporation at the conclusion of the Term of the Project.

12.4 Residuals

- a) In no event shall the Selected Bidder be precluded from independently developing for itself, or for others, anything, whether in tangible or non-tangible form, which is competitive with, or similar to, the deliverables set- out in this Tender.
- b) In addition, subject to the confidentiality obligations, the Selected Bidder shall be free to use its general knowledge, skills and experience, and any ideas, concepts, know-how, and techniques that are acquired or used in the course of implementing the Project.

13. Data Ownership and Data Security

13.1 Data Ownership

- a) All the operational data sets as part of this Project including routes, fare charts, schedules, and crew information, etc. are owned by the Corporation.
- b) All transactional data including customer data, ticketing data, bus pass usage, smart card usage etc. belong to the Corporation. The Selected Bidder must take adequate measures to ensure its personnel do not access this data unless absolutely necessary for bug fix etc. Even then only the slice of data that is required for root cause analysis and fixing must be accessed with the permission of the Corporation. Adequate measures must be taken to these data access control measures and must be demonstrated to the Corporation
- c) The Selected Bidder shall take utmost care in maintaining security, confidentiality, and backup of this data.

13.2 Data Security

13.2.1. Data and Infrastructure Security

- a) The Selected Bidder shall ensure use of HTTPS API for exchange of data between the server and client, be it the mobile app or dashboards for the Corporation.
- b) All APIs transferring user data or any other sensitive data shall be protected using identity tokens.
- c) 55.6 The Selected Bidder should use private subnets for all servers and

components which don't interface with clients directly.

- d) Rate limiting must be deployed to mitigate certain type of attacks.

13.2.2. Application Security

- a) A centralized authentication and role-based access control system should be integrated with all systems including the mobile app, internal systems, and dashboards for the Corporation to regulate appropriate access across users.
- b) The Selected Bidder should use means to obfuscate the code on mobile applications.

13.2.3. Transaction Security

- a) All mobile tickets and mobile passes must be encrypted with at least AES-128 level encryption.
- b) The mobile app should not allow taking screenshots, video capture, or screen casting on the ticket screens.

14. Confidentiality

- a) The Corporation or its nominated agencies may allow the Bidder to review and utilise confidential information and the Bidder shall maintain the highest level of secrecy, confidentiality, and privacy with regard thereto.
- b) Additionally, the Bidder shall keep confidential all the details and information with regard to the Project, including systems, facilities, operations, management, and maintenance of the systems / facilities.
- c) The Corporation shall retain all rights to prevent, stop, and if required take the necessary punitive action against the Bidder regarding any forbidden disclosure.
- d) The Bidder shall execute a non-disclosure agreement as per the format prescribed in Annexure 7 and shall ensure that all its employees, agents, and sub-contractors involved in the project execute similar non-disclosure agreements, which have been duly approved by the Corporation with respect to this Project.
- e) For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information:
 - a. Information already available in the public domain;
 - b. Information that has been developed independently by the Bidder or any of its employees, agents, or sub-contractors;
 - c. Information that has been received from a third party who had the right to disclose the aforementioned information; and
 - d. Information which has been disclosed to the public pursuant to a court order.
- f) Notwithstanding anything to the contrary mentioned hereinabove, the Selected Bidder shall have the right to share the LOA and / or work order

and / or any subsequent letters or certificates provided to it by the Corporation in relation to the Project, solely for the purpose of and with the intent to evidence and support its work experience under this Tender.

15. Force Majeure

15.1 Definition

The Selected Bidder or the Corporation, as the case may be, shall be entitled to suspend or excuse performance of its respective obligations under the Agreement to the extent that such performance is impeded by any event of force majeure ('Force Majeure'). 'Force Majeure' shall mean any event beyond the reasonable control of the Corporation or of the Selected Bidder, as the case may be, and which is unavoidable notwithstanding the reasonable care of the Party attached.

15.2 Force Majeure Events

1. A Force Majeure shall include, without limitation, the following:
 - a) War, hostilities or warlike operations (whether a state of war be declared or not), invasion, act of foreign enemy, and civil war;
 - b) Strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage or restriction of power supply, curfew, pandemics, epidemics, quarantine, and plague;
 - c) Earthquake, landslide, volcanic activity, drought, fire, flood or inundation, tidal wave, typhoon or cyclone, hurricane storm, lightning, or other inclement weather condition, nuclear and pressure waves, or other natural or physical disaster;
 - d) Radioactive contamination or ionizing radiation or chemical contamination specifically affecting the Project or resulting from another Force Majeure event;
 - e) Any action by competent governmental instrumentality having jurisdiction over the Project, the Corporation, or the Selected Bidder, resulting in a loss of access to the resources of the Project and / or the site(s) of the Project;
 - f) An act of God; or
 - g) Any other act or event or circumstance of an analogous nature.

15.3 Effects of Force Majeure Event

1. If either Party is prevented, hindered, or delayed from or in performing any of its obligations under the Agreement by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of Force Majeure within 14 (fourteen) days after the occurrence of such event.
2. The Party who has given such notice shall be excused from the punctual

performance of its obligations under the Agreement for so long as the relevant event of Force Majeure continues and to the extent that such Party's performance is prevented, hindered, or delayed. Timelines shall be extended as required.

3. The Party or Parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure upon its or their performance of the Agreement and to fulfil its or their obligations under the Agreement, but without prejudice to either Party's right to terminate the Agreement.
4. No delay or non-performance by either Party caused by the occurrence of any event of Force Majeure shall:
 - a) Constitute a default or breach of the Agreement; or
 - b) Give rise to any claim for damages or additional cost or expense occasioned by the delay or non-performance; If, and to the extent that such delay and non-performance is caused by the occurrence of an event of Force Majeure.
5. 56.1 If the performance of the Agreement is substantially prevented, hindered, or delayed for a single period of more than 90 (ninety) consecutive days on account of one or more events of Force Majeure during the Term, the Parties shall attempt to develop a mutually satisfactory solution.
6. Under any circumstances whatsoever, Force Majeure shall not apply to any obligation of the Corporation to make payments to the Selected Bidder under this Project.
7. For the avoidance of doubt, it is expressly clarified that the failure on the part of the Selected Bidder under the Agreement or the SLA to implement any disaster contingency planning and back-up and other data safeguards in accordance with the terms of the Agreement shall not be deemed to be a Force Majeure event. For the avoidance of doubt, it is further clarified that any negligence in performance of services which directly causes any breach of security like hacking aren't the forces of nature and hence wouldn't be qualified under the definition of Force Majeure. In so far as applicable to the performance of services the Selected Bidder will be solely responsible to complete the risk assessment and ensure implementation of adequate security hygiene, TGSRTC practices, processes, and technology to prevent any breach of security and any resulting liability there from (wherever applicable).

16. Material Breach

16.1 Definition

1. Material Breach by the Selected Bidder shall include the following:
 - a) If the Selected Bidder does not adhere to the 'Go Live' as mentioned in this Tender plus another 1 (one) months beyond that;
 - b) If there is a breach on the 'Critical SLA' levels mentioned in clause 11.2

- for 2 (two) or more items for 3(three) or more consecutive weeks; or
- c) If there is a proceeding for bankruptcy, insolvency, winding up, or there is an appointment of receiver, liquidator, assignee, or similar official against or in relation to the Selected Bidder.
- d) If there is any breach of application or data security
- e) If the solution fails VAPT and other security checks/reviews

16.2 Effects of Material Breach

1. In the event that Corporation believes that the Provider has caused a Material Breach, Corporation may serve a notice to the service provider, allowing them 3 (three) months, for curing the Material Breach.
2. Any notice served pursuant to this clause shall give reasonable details of the Material Breach.
3. In case the Material Breach continues after the notice period has expired, and the TGSRTC shall have the option to terminate the Agreement as per clause 17.

17. Termination

17.1 Termination

The Corporation can resort to termination/cancellation of agreement by giving 6 month's advance notice. In case of such premature termination of Contract for no fault on the part of the successful bidder, TGSRTC will settle all the pending bills, refund the EMD/Security Deposit, after settling all the transactions under the contract. TGSRTC will also permit the successful bidder to take back the equipment installed by them in TGSRTC.

17.2 Termination due to Material Breach

In the event that TGSRTC has served a notice to the Provider for curing a Material Breach, and in case the Material Breach continues after the notice period has expired, and the Parties are unable to resolve the matter amicably, TGSRTC shall have the option to terminate the Agreement.

If the termination is due to the critical SLA and security breaches, the notice period is 3 months only.

17.3 Effects of Termination

1. In the event that the Corporation terminates the Agreement pursuant to Material Breach on the part of the Selected Bidder, the PBG furnished by the Selected Bidder will be forfeited.
2. Upon termination of this Agreement, the Parties shall comply with the Exit Management process as described herein in clause 18.

18. Exit Management

1. The Selected Bidder shall submit a detailed exit management plan 6 (six) months prior to the expiry of Term. The exit management plan shall include following, but not limited to:
 - a) Detailed inventory of all licenses, documents, manuals, etc. created under the Project;
 - b) Method of transition including roles and responsibilities of both the parties to handover and takeover the charge of project, regular activities, and support activities;
 - c) Proposal for the necessary setup or institutional structure required at the Corporation to effectively maintain the project after expiry of Term;
 - d) Training and handholding of the Corporation's staff or designated officers for maintenance of Project after expiry of Term; and
 - e) Backup of all data associated with the Project in a mutually agreed format. The Corporation shall start preparation for the transition accordingly.
 - f) Under any circumstances, Bidder has no right to exit from the project. TGSRTC reserves full rights to exit from the project at any time.

19. Other Conditions

19.1 Interpretation

1. In this Tender unless a contrary intention is evident:
 - a) Unless otherwise specified, a reference to a clause number is a reference to all of its sub-clauses;
 - b) Unless otherwise specified, a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Tender including any amendments or modifications to the same from time to time;
 - c) A word in the singular includes the plural and a word in the plural includes the singular;
 - d) A word importing a gender includes any other gender;
 - e) A reference to a person includes a partnership and a corporate body;
 - f) A reference to legislation includes legislation repealing, replacing, or amending that legislation;
 - g) Where a word or phrase is given a meaning, it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings.

19.2 Extension of Timelines

As soon as it is apparent that the Project Timelines cannot be adhered to, an application shall be sent by Selected Bidder to the Corporation. If the failure on the part of the Selected Bidder to adhere to the Project Timelines has arisen due to any reason which the Corporation may admit as reasonable

ground for an extension of the time, the Corporation may allow such additional time as it considers to be justified by the circumstances.

19.3 Trademark and Publicity

Selected bidder may not use the trademarks of the corporation without the prior written consent.

Selected bidder shall not publish or give permission to publish either along with or in conjunction with any other person any press release, information, article, photograph, illustration, or any other material of whatever kind relating to this Tender, the Agreement, the SLA, or the business of the Parties without prior reference to and approval in writing from the Corporation.

19.4 Indemnity

1. The Service Provider agree to indemnify under the Agreement in accordance with the terms and principles set out.
2. Service Provider shall indemnify the Corporation against all actions, suits, claims, damages and demands brought or made against it in respect of anything done or omitted to be done in the execution of or in the connection with the Project.
3. Service Provider shall indemnify the Corporation against loss or damage to the Corporation in consequences of any action or suit being brought against the Corporation.

19.5 Settlement of Disputes

1. A Party claiming that a dispute has arisen must give the other Party to the dispute, notice setting out details of the dispute.
2. During 14 (fourteen) days (or longer if the Parties agree in writing) after a notice is given, each Party to the dispute must use its reasonable efforts to resolve the dispute.
3. If the Parties cannot resolve the dispute within that period, then any such dispute or difference whatsoever arising between the parties to the Agreement the decision of VC & MD, TGSRTC will be the FINAL.

19.6 Jurisdiction of Courts

In case of any claim, dispute or difference arising in respect of the Agreement, the case of action thereof shall be deemed to have arisen in Hyderabad and all legal proceedings in respect of any such claim, dispute or difference shall be instituted in competent court in Hyderabad only.

Annexure 1: Change Request Note Format

Change Request Notice Number:	Date of Initiation:
Part A: Initiation	
Title:	
Originator:	Sponsor:
Details of Proposed Change: (Include reason for change and appropriate details / specifications. Identify attachments as A1, A2, A3, etc.)	
Authorized By the Corporation Signature Name Title: Date:	Received By the Selected Bidder Signature Name Title: Date:
Part B: Evaluation	
Brief Description of Solution: (Identify any attachments as B1, B2, and B3 etc.) Changes to Services, charging structure, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.	
Impact:	
Deliverables:	
Timelines:	Charges for Implementation: Include payment schedule
Authorized By the Corporation Signature Name Title: Date:	Received By the Selected Bidder Signature Name Title: Date:
Part C: Authority to Proceed	

Implementation of this CRN as submitted in Part A, in accordance with Part B is: (tick as appropriate)

Approved Rejected Requires Further Information (as follows, or as Attachment 1, etc.)

Authorized By the Corporation	Received By the Selected Bidder
Signature	Signature
Name: Title	Name: Title
:	:
Date	Date
:	:

Annexure 2: Financial Bid Format

Note: To be furnished by the bidder on their letterhead and signed by an authorized signatory.

Date:

To,
The Chief Engineer (IT),
Telangana State Road Transport Corporation (TGSRTC), Bus Bhavan, RTC X Road,
Musheerabad, Hyderabad, Telangana -500020.

Subject: Submission of Financial Bid for ‘Selection of Service Provider for Mobile Application for TGSRTC’

Dear Sir,

1. The undersigned, on behalf of, herewith submit my financial bid as under.
2. I have read the Tender documents in detail, and based on my full study of the above-mentioned document and the conditions, I undertake to complete the Scope of Work in accordance with the terms and conditions of the Tender.

Indicative Project Cost with component wise breakup

CAPEX Model)

Item Description	Amount In Figures (In Rs.)	GST Amount In Figures (In Rs.)	Gross Amount in Figures (In Rs.)
One Time setup Cost			

Note:

Financial bid shall be submitted along with BOQ. Also, bidder should quote their rates in Rupees. For Capex and Opex.

For.....,

(Signature of the authorized signatory along with company seal)

Name:

Designation:

Date:

Place:

Business Address:

Annexure 3: Bidder Details Format

Note: To be furnished by the bidder on their letterhead and signed by an authorized signatory.

Date:

To,
The Chief Engineer (IT),

Telangana State Road Transport Corporation (TGSRTC), Bus Bhavan, RTC X Road,
Musheerabad, Hyderabad, Telangana -500020.

**Subject: Submission of Bidder Details in response to Request for Proposal for
'Selection of Service Provider for Mobile Applicationfor TGSRTC'**

Dear Sir,

The undersigned, on behalf of _____, herewith submit
our details as requested for in the Tender document, as under.

Details Required	Response
1. Name of the Company/ Bidder	
2. Year of establishment of the Company/Bidder	
3. Head Office Address	
4. Telephone No. (with STD Code)	
5. Fax No. (with STD Code)	
6. E-mail Address	
Name of the key representative for this project	

As of this date the information furnished in all parts of this form is accurate and true to the TGSRTC of my knowledge.

For _____ ,

(Signature of the authorized signatory along with company seal)

Name:

Designation:

Date:

Place:

Business Address

Annexure 4: Request for Clarification Format

Note: Please submit clarifications via email in an Excel file format as per the instructions provided in the section titled Data Sheet only.

Clarification Requested By:

Details Required	Response
Name	
Designation	
Company Name	
Company Address	
Contact Number	
E-mail Address	
Date	

Clarification Request Format

	RFP Document Reference(s) Section and Page Number(s)	Content of RFP requiring Clarification(s)	Points of Clarification
1.			
2.			
3.			
4.			
5.			
6.			
7.			

Annexure 5: Performance Bank Guarantee Format

Note: To be furnished by the bank on their letterhead and signed by an authorised signatory for the bank, along with the seal of the bank, and one witness signature.

Date:

To,

The Chief Engineer (IT),

Telangana State Road Transport Corporation (TGSRTC), Bus Bhavan, RTC X Road, Musheerabad, Hyderabad, Telangana -500020.

WHEREAS, (Hereinafter referred to as the ‘Selected Bidder’) has undertaken, in pursuance of contract no. dated.....(hereinafter referred to as ‘Agreement’) to provide implementation services for ‘Selection of Service Provider for Mobile Application in TGSRTC’ to TGSRTC (hereinafter referred to as the ‘Corporation’);

AND WHEREAS it has been stipulated by in the said Agreement that the Selected Bidder shall furnish you with a bank guarantee by a recognised bank for the sum specified therein as security for compliance with its obligations in accordance with the Agreement;

AND WHEREAS we,, a banking company incorporated and having its head /Registered office at

..... and having one of its offices at have agreed to give the Selected Bidder such a bank guarantee.

NOW, therefore, we hereby affirm that we guarantors are responsible to you, on behalf of the Selected Bidder, up to a total of ₹_____ (Rupees only) and we undertake to pay you, upon your first written demand declaring the Selected Bidder to be in default under the Agreement and without cavil or argument, any sum or sums within the limits of ₹. (Rupees

..... only) as aforesaid, without your needing

to prove or to show grounds or reasons for your demand or the sum specified therein. We hereby waive the necessity of your demanding the said debt from the Selected Bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms

of the Agreement to be performed there under or of any of the Agreement documents which may be made between you and the Selected Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall be valid until

Notwithstanding anything contained herein:

- Our liability under this bank guarantee shall not exceed ₹. (Rupees only).
- This bank guarantee shall be valid until.....
- It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before failing which our liability under the guarantee will automatically cease.

As communicated by the Selected Bidder on the date of execution of this bank guarantee, there are no outstanding amounts / an amount of ₹.....

(Rupees only) is outstanding and payable to Selected Bidder related to previous contracts between the Selected Bidder and the Corporation.

Annexure 6: Earnest Money Deposit Format

Note: To be furnished by the bank on their letterhead and signed by an authorized signatory for the bank, along with the seal of the bank, and one witness signature.

Date:

Annexure 7: Non-Disclosure Agreement

Note: To be executed on non-judicial stamp paper of appropriate value, to be purchased in the name of executants' companies or as required by the jurisdiction in which executed.

This AGREEMENT (hereinafter referred to as the 'Agreement') is made on the day of

,

between, Telangana State Road Transport Corporation (hereinafter referred to as the 'Corporation') and (hereinafter referred to as the 'Bidder') having its registered office at

WHEREAS the Corporation has issued a public notice inviting various organisations for the 'Selection of Service Provider for Mobile Application for TGSRTC' (hereinafter referred to as the 'Project');

64.7 AND WHEREAS The Bidder has represented to the Corporation that it is interested in submitting a proposal (hereinafter referred to as the 'Bid') for the Project.

NOW THEREFORE, the Corporation and the Bidder agree as follows:

1. The Corporation agrees to provide to the Bidder a detailed document on the Project vide the Request for Proposal document (hereinafter referred to as the 'Tender'). The Tender contains details and information of the Corporation's operations that are considered confidential.
2. The Bidder to whom this Tender is disclosed shall:
 - a) hold such information in confidence with the same degree of care with which the Bidder protects its own confidential and proprietary information;
 - b) restrict disclosure of the information solely to its employees and other member with a need to know such information and advise those persons of their obligations hereunder with respect to such information;
 - c) use the information only as needed for the purpose of preparing its Bid for the Project;

except for the purpose of preparing its Bid for the Project, not copy or otherwise duplicate such information or knowingly allow anyone else to copy or otherwise duplicate such information; and undertake to document the number of copies it makes; and
 - d) on completion of the bidding process and in case unsuccessful, promptly return to the Corporation all information in a tangible form or destroy such information.
3. The Bidder shall have no obligation to preserve the confidential or proprietary nature of any information which:

- a) Was previously known to the Bidder free of any obligation to keep it confidential at the time of its disclosure as evidenced by the Bidder's written records prepared prior to such disclosure;
 - b) Is or becomes publicly known through no wrongful act of the Bidder; or
 - c) Is independently developed by an employee, agent, or implementation agency of the Bidder not associated with the Project and who did not have any direct or indirect access to the information.
4. The Agreement shall apply to all information relating to the Project disclosed by the Corporation to the Bidder.
 5. The Corporation will have the right to obtain an immediate injunction enjoining any breach of this Agreement, as well as the right to pursue any and all other rights and remedies available at law or in equity for such a breach.
 6. The Corporation reserves the right to share the information received from the Bidder under the ambit of the Right To Information Act, 2005.
 7. Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the Bidder, on any of the information. Notwithstanding the disclosure of any information by the Corporation to the Bidder, the Corporation shall retain title and all intellectual property and proprietary rights in the information. No license under any trademark, patent or copyright, or application for same that are now or thereafter may be obtained by the Corporation is either granted or implied by the conveying of information. The Bidder shall not alter or obliterate any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Corporation on any copy of the information, and shall reproduce any such mark or notice on all copies of such information.
 8. This Agreement shall be effective from the date of signing of this agreement and shall continue perpetually.
 9. Upon written demand of the Corporation, the Bidder shall
 - a) Cease using the information;
 - b) Return the information and all copies, notes, or extracts thereof to the Corporation forthwith after receipt of notice; and
 - c) Upon request of the Corporation, certify in writing that the Bidder has complied with the obligations set forth in this paragraph.
 10. This Agreement constitutes the entire Agreement between the Corporation and the Bidder relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the two parties. This Agreement may be amended or modified only with the mutual written consent of the parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.
 11. Confidential information is provided 'as-is'. In no event shall the Corporation be liable for the accuracy or completeness of the confidential information.
 - 12.64.8 This Agreement shall benefit and be binding upon the Corporation and the

Bidder and their respective subsidiaries, affiliate, successors, and assigns.

13. This agreement shall be governed by and construed in accordance with the laws of India, and the courts of Hyderabad shall have jurisdiction.

For ,

(Signature of the authorized signatory along with company seal)

Name:

Designation:

Date:

Business Address:

Annexure 8: Power of Attorney for Signing the Bid

Note: To be executed on non-judicial stamp paper of appropriate value, to be purchased in the name of executants' companies or as required by the jurisdiction in which executed.

Know by all men by these presents, we having registered office at do

hereby
constitute,

appoint and authorise Mr. / Ms., residing atwho is presently employed with us and holding the position of as our Attorney, to do in our name and on our behalf, all such acts, deeds, and 64.9 things necessary in connection with or incidental to our proposal (hereinafter referred to as the 'Proposal') in response to the Request for Proposal for 'Selection of Service Provider for Mobile Application for TGSRTC' (hereinafter referred to as the 'Tender')including signing and submission of all documents and providing information / responses to the Telangana State Road Transport Corporation (hereinafter referred to as the 'Corporation'), representing us in all matters before the Corporation, and generally dealing with the Corporation in all matters in connection with our Proposal for the said Tender.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this Power of Attorney and that all acts, deeds, and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

Name:
Designation:
Date:
Business Address:

For ,

(Signature of the authorized
signatory along with company seal)

Accepted,

Note:

(Signature of the Attorney)

Name:

Title:

Address

- 1. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.*
- 2. 64.10 Whenever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board of shareholders' resolution / power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.*
- 3. For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian embassy and notarised in the jurisdiction where the Power of Attorney is being issued. However, the Power of Attorney provided by the Bidder from countries that have signed the Hague Legislation Convention 1961 are not required to be legalized by the Indian embassy if it carries a conforming Apostille certificate*

Annexure 9: Pre-Qualification Submission Letter

Note: To be furnished by the bidder on their letterhead and signed by an authorized signatory.

Date:

To,

The Chief Engineer (IT),

Telangana State Road Transport Corporation (TGSRTC), Bus Bhavan, RTC X Road, Musheerabad, Hyderabad, Telangana -500020.

Subject: Pre-Qualification submission letter in response to Request for Proposal for ‘Selection of Service Provider for Mobile Application for TGSRTC’

Dear Sir,

1. We hereby request to be qualified with the TGSRTC (hereinafter referred to as the ‘Corporation’) as a bidder for your Request for Proposal for ‘Selection of Service Provider for Mobile Application for TGSRTC’ against Tender No (Hereinafter referred to as ‘Tender’). I / We declare that all the services shall be performed strictly in accordance with the Tender and we agree to all the terms and conditions in the Tender.
2. I / We confirm that I / we am / are withdrawing all the deviations, counter clauses, proposed modifications in the scope of work, terms and conditions, functional requirement specifications and technical specifications which may have been mentioned in our proposal.
3. We authorize the Corporation or their authorized representatives to conduct any 64.13 investigations to verify the statements, documents, and information submitted and to clarify the financial and technical aspects of this application. For this purpose, we hereby authorize (any public official, engineer, bank, depository, manufacturer, distributor, etc.) or any other person or firm to furnish pertinent information deemed necessary and requested by the Corporation to verify statements and information provided in this application or regarding our competence and standing.
4. The names and positions of persons who may be contacted for further information, if required, are as follows:

Name:

Designation:

Telephone:

E-mail Address:

5. We declare that the statements and the information provided in the duly completed application to TGSRTC of our knowledge, are complete, true and correct in every detail. On verification at any time in the future if it is found that information furnished with this application and statements made therein are not true, incomplete, or incorrect, we hereby authorize the Corporation to reject our application.
6. We confirm having submitted the information as required by you in clause 3.4.5 'Pre-Qualification Criteria'. In case you require any other further information / documentary proof in this regard before / during evaluation of our bid, we agree to furnish the same in time to your satisfaction.
7. We undertake, if our proposal is accepted, to provide all the services related to the Tender put forward in the bid document or such features as may subsequently be mutually agreed between us and the Corporation or its appointed representatives.
8. We agree for unconditional acceptance of all the terms and conditions set out in the Tender and agree to abide by this bid response for a period of 210 days from the date fixed for bid opening and it shall remain binding upon us with full force and virtue. Till 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 the Corporation.
9. We hereby declare that in case the contract is awarded to us, we will submit the Security Deposit as required in clause 3.3.4 of the Tender.
10. I/We understand that the Corporation reserves the right to reject any application without assigning any reason whatsoever.
11. I/We hereby undertake that I/ we have not made any payment or illegal gratification to any person/authority connected with the bid process so as to influence the bid process and have not committed any offence under the Prevention of Corruption Act, 1988 and the Prevention of Corruption (Amendment) Act, 2018 in connection with the bid.
12. All the prices mentioned in our Tender are in accordance with the terms as specified in the Tender. All the prices and other terms and conditions of this Bid are valid for a period of 210 calendar days from the date of opening of the Bid.
13. I / We understand that the actual payment shall be made as per the prevailing tax rates at the time of payment.
14. I / We further confirm that the prices stated in our bid are in accordance with your 'Instructions to Bidders' in clause 2 in the Tender.
15. We declare that our bid price is for the entire scope of the work as specified in the Tender. These prices are indicated in the financial bid submitted as part of the requirements of Tender.
16. I/We do hereby undertake that the financial bid submitted by us is inclusive of all the items in the technical proposal and is inclusive of all the clarification provided/may be provided by us on the technical proposal during the evaluation of the technical offer. We understand and agree that our financial bid is firm and final

and any clarifications sought by you and provided by us shall not have any impact on the financial bid submitted by us.

17. 64.19 Our financial bid shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the bid.
18. We hereby declare that our bid is made in good faith, without collusion or fraud, and the information contained in the bid is true and correct to the TGSRTC of our knowledge and belief.
19. I/We shall disclose any payments made or proposed to be made to any intermediaries (agents, etc.) in connection with the bid.
20. It is hereby confirmed that I/we are entitled to act on behalf of our company/ firm/ organization and are empowered to sign this document as well as such other documents, which may be required in this connection.
21. We declare that we have read through the Tender document and all related clarifications and corrigendum.

For _____ ,

(Signature of the authorized signatory along with company seal)

Name:

Designation:

Date:

Place:

Business Address:

Annexure 10: Pre-Qualification Checklist

Note: The Bidder is required to fill relevant information in the format given below. The pre-qualification bid must contain documentary evidences and supporting information to enable the Corporation to evaluate the eligibility of the Bidder without ambiguity.

	Criteria	Pre-qualification Criteria description	Supporting Document(s)	Response (Yes / No)	Reference in Response to Pre-Qualification Bid (Section and Page Number)
1.					
2.					
3.					
4.					
5.					
6.					
7.					

Annexure 11: Anti-Blacklist Self Declaration Form

Note: To be furnished by the bidder on their letterhead and signed by an authorised signatory.

Date:

To,

The Chief Engineer (IT),

Telangana State Road Transport Corporation (TGSRTC), Bus Bhavan, RTC X Road, Musheerabad, Hyderabad, Telangana -500020.

Subject: Declaration for not being under an ineligibility for any reason with any of the Government or Public Sector Units, or State or Local Governments in India

Dear Sir,

In response to your Request for Proposal 'Selection of Service Provider for Mobile Application in TGSRTC' Tender No _____ (hereinafter

referred to as 'Tender'), I / we hereby

declare that presently our company / firm _____ has an unblemished record

and has not been declared ineligible for any reason either indefinitely or for a particular period of time by any State or Central Government or autonomous body, or public sector unit.

We further declare that presently our company/ firm _____ is not blacklisted and not declared ineligible for any reasons by any State or Central Government or autonomous body, or public sector unit as on the date of bid submission.

If this declaration is found to be incorrect then, without prejudice to any other action that may be taken, our earnest money deposit amount may be forfeited in full and our bid, if any, to the extent accepted, may be cancelled.

For _____,

(Signature of the authorised signatory with company seal)

Name:

Designation: Date:

Place:

Business Address:

Annexure 12: Financial Capability

Note: To be furnished by the chartered account of the bidder on their letterhead and signed by an authorized signatory. Please attach supporting financial statements as required in clause 3.4.7.

Date:

To,
The Chief Engineer (IT),

Telangana State Road Transport Corporation (TGSRTC), Bus Bhavan, RTC X Road,
Musheerabad, Hyderabad, Telangana -500020.

Subject: Certificate of Annual Turnover and Net Worth for M/s

Dear Sir,

We have examined the books of accounts and other relevant records of M/s
..... having registered
office

at On the basis of such examination and according to the information and
explanation given to us,
and to the TGSRTC of our knowledge and belief, we hereby certify their annual
turnover and net worth as below.

Annual Turnover

Financial Year	Amount In Figures	Amount In Words	
	₹	Rupees	only
	₹	Rupees	only
	₹	Rupees	only

(Signature of the authorised signatory along with company seal) Name:

Designation: Membership Number: Date:

Place:

Business Address:

Annexure 13: Technical Bid Submission Letter

Note: To be furnished by the bidder on their letterhead and signed by an authorized signatory.

Date:

To,
The Chief Engineer (IT),

Telangana State Road Transport Corporation (TGSRTC), Bus Bhavan, RTC X Road, Musheerabad, Hyderabad, Telangana -500020.

Subject: Technical Qualification submission letter in response to Request for Proposal for ‘Selection of Service Provider for Mobile Application for TGSRTC’

Dear Sir,

1. We hereby request to be qualified with the TGSRTC (hereinafter referred to as the ‘Corporation’) as a bidder for your Request for Proposal for ‘Selection of Service Provider for Mobile Application for TGSRTC’ against Tender No (Hereinafter referred to as ‘Tender’). I / We declare that all the services shall be performed strictly in accordance with the Tender and we agree to all the terms and conditions in the Tender.
2. I / We confirm that I / we am / are withdrawing all the deviations, counter clauses, proposed modifications in the scope of work, terms and conditions, functional requirement specifications and technical specifications which may have been mentioned in our proposal.
3. We authorize the Corporation or their authorized representatives to conduct any investigations to verify the statements, documents, and information submitted and to clarify the financial and technical aspects of this application. For this purpose, we hereby authorize (any public official, engineer, bank, depository, manufacturer, distributor, etc.) or any other person or firm to furnish pertinent information deemed necessary and requested by the Corporation to verify statements and information provided in this application or regarding our competence and standing.
4. The names and positions of persons who may be contacted for further information, if required, are as follows:

Name:

Designation:

Telephone:

E-mail Address:

5. We declare that the statements and the information provided in the duly completed application to TGSRTC of our knowledge, are complete, true and correct in every

detail. On verification at any time in the future if it is found that information furnished with this application and statements made therein are not true, incomplete, or incorrect, we hereby authorise the Corporation to reject our application.

6. We confirm having submitted the information as required by you in clause 3.4.7 'Technical Qualification Criteria'. In case you require any other further information / documentary proof in this regard before / during evaluation of our bid, we agree to furnish the same in time to your satisfaction.
7. We undertake, if our proposal is accepted, to provide all the services related to the Tender put forward in the bid document or such features as may subsequently be mutually agreed between us and the Corporation or its appointed representatives.
8. We agree for unconditional acceptance of all the terms and conditions set out in the Tender and agree to abide by this bid response for a period of 210 days from the date fixed for bid opening and it shall remain binding upon us with full force and virtue. Till 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 the Corporation.
9. We hereby declare that in case the contract is awarded to us, we will submit the EMD/Security Deposit as required in clause 3.3.3 of the Tender.
10. I / We understand that the Corporation reserves the right to reject any application without assigning any reason whatsoever.
11. I / We hereby undertake that I / we have not made any payment or illegal gratification to any person / authority connected with the bid process so as to influence the bid process and have not committed any offence under the Prevention of Corruption Act, 1988 and the Prevention of Corruption (Amendment) Act, 2018 in connection with the bid.
12. All the prices mentioned in our Tender are in accordance with the terms as specified in the Tender. All the prices and other terms and conditions of this Bid are valid for a period of 210 calendar days from the date of opening of the Bid.
13. I / We understand that the actual payment shall be made as per the prevailing tax rates at the time of payment.
14. I / We further confirm that the prices stated in our bid are in accordance with your 'Instructions to Bidders' in clause 2 in the Tender.
15. We declare that our bid price is for the entire scope of the work as specified in the Tender. These prices are indicated in the financial bid submitted as part of the requirements of Tender.
16. I / We do hereby undertake that the financial bid submitted by us is inclusive of all the items in the technical proposal and is inclusive of all the clarification provided / may be provided by us on the technical proposal during the evaluation of the technical offer. We understand and agree that our financial bid is firm and final and any clarifications sought by you and provided by us shall not have any impact on the financial bid submitted by us.
17. Our financial bid shall be binding upon us subject to the modifications resulting from

- contract negotiations, up to expiration of the validity period of the bid.
18. We hereby declare that our bid is made in good faith, without collusion or fraud, and the information contained in the bid is true and correct to the TGSRTC of our knowledge and belief.
 19. I / We shall disclose any payments made or proposed to be made to any intermediaries (agents, etc.) in connection with the bid.
 20. It is hereby confirmed that I / we are entitled to act on behalf of our company / firm / organization and are empowered to sign this document as well as such other documents, which may be required in this connection.
 21. We declare that we have read through the Tender document and all related clarifications and corrigendum.

For _____ ,

(Signature of the authorized signatory along with company seal)

Name:

Designation: Date:

Place:

Business Address:

Annexure 14: Technical Qualification Checklist

Note: The Bidder is required to fill relevant information in the format given below. The technical bid must contain documentary evidences and supporting information to enable the Corporation to evaluate the eligibility of the Bidder without ambiguity.

	Criteria	Technical Criteria description	Supporting Document(s)	Response (Yes / No)	Reference in Response to Technical Qualification Bid (Section and Page Number)
1.					
2.					
3.					
4.					
5.					
6.					
7.					