

TENDER NOTIFICATION NO. T1/122(02)/2019 -LDS, DT:13.03.2025

SI No	DETAILS OF TENDER SCHEDULE	
1	Purpose of Tender	Appointment of ATB Agent at MGBS & JBS as single unit in Hyderabad for sale of tickets of long distance services of APSRTC.
2	Date of Sale of tender application forms	On all working days from 13.03.2025 to 26.03.2025 between 10:30 hrs and 17:00 hrs.
3.	Place of sale of tender application forms	1.Office of the Dy.Chief Traffic Manager, LDS Unit, A-Block, Ground Floor, APSRTC, Bus Bhavan, Hyderabad. 2.Can be downloaded from 13.03.2025 http://apsrtc.ap.gov.in/tenders
4	Cost of Application form	Rs.1770/- (including GST).DD should be drawn in favour of Public Transport Department, Government of Andhra Pradesh from any nationalized/scheduled Bank, payable at Vijayawada. In case of downloading of application form from website, the DD should be enclosed to the tender form at the time of submission of tender on 27.03.2025.
5	EMD	Rs.1,00,000/- DD should be drawn in favour of Public Transport Department, Government of Andhra Pradesh from any nationalized/scheduled Bank, payable at Vijayawada. The DD should be enclosed to the tender application form at the time of submission of tender form on 27.03.2025.
6	Tender date	27.03.2025 from 10:30 hrs to 14:00 hrs
7	Place of submission of tenders	Office of Dy.Chief Traffic Manager, LDS Unit, A-Block, Ground Floor, APSRTC, Bus Bhavan, Hyderabad
8	Dt. of opening tenders	27.03.2025 at 16:00 hrs.
9	Contact Nos for clarification on tenders	ATM(LDS) - 9100948191 Dy.CTM(LDS)- 9959224747

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

TENDER NOTIFICATION NO: T1/122(02)/2019 -LDS, DT: 13.03.2025



O/o THE Dy.CHIEF TRAFFIC MANAGER, LDS

APSRTC, BUS BHAVAN,

RTC X ROADS, MUSHEERABAD,

HYDERABAD-500624

Website: <http://www.apsrtc.gov.in>

TENDER DOCUMENT FOR APPOINTMENT OF AUTHORIZED TICKET BOOKING AGENT TO RUN OPRS TICKET RESERVATION COUNTERS AT MAHATMA GANDHI BUS STATION & JUBILEE BUS STATION AS A SINGLE CONTRACT FOR SALE OF TICKETS FOR LONG DISTANCE SERVICES OPERATED BY APSRTC, FOR A PERIOD OF FIVE (5) YEARS.

DISCLAIMER

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

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

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

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

Information provided in this document to the Tenderer(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. APSRTC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

APSRTC, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Tenderer, under any law, statute, rules or regulations or tort, principles of restitution for unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Tender document or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the Tender document and any assessment, assumption, statement or information contained therein or deemed to form part of this Tender document or arising in any way in this Tender Stage.

Signature of the Tenderer.

TENDER NOTIFICATION NO.T1/122(02)/2019 -LDS, DT:13.03.2025

1. General:

a) The tenders are invited for appointment of common authorized ticket booking contractor for a period of five (5) years for 2 Bus stations in twin cities i.e. MGBS & JBS to carry out the activities under OPRS viz., (i) Ticket issuing & cancellation to travelling public, issue of concessional tickets to PHC persons, Senior Citizens, Journalists and Retired RTC employees, duly collecting the requisite fare and reservation charges as prescribed by APSRTC from time to time. (ii) refunds against cancellation, postponement & preponement of journey dates, (iii) generation and issue of auxiliary way bills to the service crew, attending of public enquiries, etc..

b) The contract is on payment of license fee as quoted by him in the tenders, every month by the ATB Agent to Corporation for running the agency in the premises provided. Whereas Corporation shall pay applicable commission to the ATB Agent on basic ticket fare as per the rules of Corporation from time to time on par with ATB agents.

2. Contractor's obligations:

The specified business activities as above shall be carried out in the allotted space at respective bus stations duly arraigning the following at his own cost:

- a) Personal computer
- b) Internet connection (Fixed/Mobile)
- c) Inkjet Printer/Laser Printer/Dot matrix Printer
- d) UPS
- e) Required man power: 2 persons at MGBS i.e., 1 person each in 2 shifts and 1 person at JBS in single shift
- f) Required Stationery & all related consumables
- g) Furniture required to run the counter

3. Issue of Auxiliary way bills to service drivers:

The contractor has to issue Auxiliary way bills for all the services commencing from JBS & MGBS and for the services touching JBS & MGBS.

The Corporation will not pay any amount towards issue of Auxiliary way bills to the contractor.

4. Commission to the contractor:

- 5% Commission over basic ticket amount on total sale of tickets of Non AC services
- 7% Commission over basic ticket amount on total sale of tickets of AC services

The commission rates can be revised at any time by the Corporation.

The applicable commission will be added to the login A/c of the contractor as and when tickets are issued through his login account.

Signature of the tenderer

4. Top up of money (Pre paid):

The contract has to function on regular top up of money (pre paid) basis. The contractor has to top up his login A/c by paying amount to APSRTC A/c. The top up amount will be reducing when ever ticket issues are done by the contractor through his login.

5. Timings of Tickets issuing counters:

The ticket counters shall be operated as per the following timings:

MGBS -- 2 Shifts - 1st shift from 06.00 hrs to 15.00 hrs and
2nd shift from 15.00 hrs to 00.00 hrs

JBS -- Single shift - From 11.00 hrs to 21.00 hrs

The timings are subject to change as per the requirement of Corporation.

6. Operations details:

Corporation operates 431 (352+79 Addl) buses from Hyderabad offering 15,000 seats approximately. Out of them 344 buses are operated from these 2 Bus stations daily. In addition, special buses will be operated on the festive occasions and on auspicious days. The details of average tickets sales and amount realized for 344 buses are as below:

Bus station	Avg. ticket sales/ day (approximately)	Avg. ticket amount/ day (approximately)
MGBS	137	Rs. 87,836/-
JBS	11	Rs. 6,254/-

7. Sale of tender application:

- (i) Tender document can be obtained from office of Dy.CTM (LDS), APSRTC, Ground floor, A-block, Bus Bhavan, RTC X ROADS, Hyderabad from 13.03.2025 to 26.03.2025 between 10.30 hrs to 17.00 hrs on all working days on submission of DD for Rs. 1770/- (Rs.1500/- application fee + 18% GST) obtained in favour of Public Transport Department, Government of Andhra Pradesh. Vijayawada. The tender application amount is non-refundable.

Signature of tenderer

- (ii) Tender documents can be downloaded from the website <http://apsrtc.ap.gov.in/tenders> A demand draft for Rs.1770/- shall be enclosed towards each Tender form, at the time of submission of tender.
- (iii) APSRTC reserves the right to accept any tender or reject /cancel any tender or all the tenders received in response to this tender notification at any stage without assigning any reason whatsoever.

Signature of tenderer

TERMS AND CONDITIONS OF TENDER

General:

1. Tenderer is required to read carefully the contents of this document and is expected to examine all instructions, forms, terms and conditions in the tender documents. Failure to furnish all the information required as per the tender document or submission of a tender not substantially responsive to the tender document in every respect will be at the Tenderer's risk and may result in rejection of the tender.
2. All the prospective tenderers are requested to observe regularly the website till the date of submission of tenders and also get in touch with ATM (LDS), APSRTC, Ground floor, A Block, Bus Bhavan, Hyderabad @ 9100948191, for all updates on the tender such as addendums, replies to queries, postponement of tender schedules etc.,. No claims or compensation will be entertained on account of the Tenderer having not read/noticed the updates, etc.
3. The Tender must be submitted in the prescribed Tender Form only along with DD drawn towards payment requisite EMD. In case of downloading of application form, DD drawn towards application fee of Rs.1770/- shall also be enclosed to the tender form.
4. The Tender once submitted shall not be permitted to be withdrawn. Corporation shall not be responsible for the delay in finalizing the tenders for administrative reasons or for the reasons beyond its control viz., Court directive etc.

Earnest Money Deposit:

5. Earnest Money Deposit for an amount of Rs.1,00,000/- (Rupees one lakh only) shall be paid through DD obtained in favour of Public Transport Department, Government of Andhra Pradesh payable at Vijayawada while submitting the tender form. The DD shall be enclosed to the tender document while dropping in the tender box.
6. The EMD will not carry any interest. The EMD of the unsuccessful Tenderer will be refunded only after finalization of Tenders. The EMD of successful tenderer will be adjusted towards security deposit payable to the Corporation.
7. The Corporation will not be held responsible for any delay in refund of EMD due to any reasons in finalizing tenders i.e., administrative reasons, court directive etc.
8. The EMD of the tenders will be forfeited under the following circumstances.
 - (i) When the tender form submitted by the tenderer is invalid on the following grounds
 - (a) When the EMD is not paid or less paid than what is stipulated in the tender.
 - (b) When the EMD is paid through other means i.e., in a manner other than what is stipulated in the Tender Notification.

Signature of Tenderer

- (c) When tender form with pre-conditions or additional conditions is submitted.
 - (d) When the tender is submitted in an unconcerned tender form.
 - (e) When the tender is submitted for the business other than that notified in the tender Notifications,
 - (f) When the tender form is submitted by minor. However, in case the tender is submitted on behalf of minor, necessary proof of guardianship shall be submitted, failing which tender will be rejected.
- (ii) When the successful tenderer fails to pay the security deposit within 15 days from the date of issue of allotment letter.
 - (iii) When the successful tenderer backs out from the contract, within the stipulated period, for what so ever reason.
 - (iv) When the successful tenderer fails to enter into agreement with the Corporation within 15 days from the date of issue of allotment letter for the contract.
9. Any person/agency/organization, who/which was a contractor to the Corporation in the past and was terminated due to default in payment or for any other reason and any existing contractor who defaulted in payment of contract amount equivalent to 6 months and above in the present contract on the date of submission of this tender, is disqualified from participating in this Tender. Such tender form will be rejected duly forfeiting EMD.

Submission of Tender:

10. If the tender is submitted on behalf of agency/firm, name of the person representing the agency/firm along with designation with seal of the firm shall be mentioned in the tender form below the agency name. Also proof of authorization shall be enclosed.
11. The tender form as at Annexure II in the tender schedule shall be filled in all respects and shall be signed by the Tenderer. The tenderer shall sign on all pages of the document in token of his acceptance of all terms and conditions.
12. The tenderer shall also sign on all the documents submitted along with the tender document. In the event of failure to sign on all the pages of document will render rejection of tender.
13. Incomplete tenders, tenders not fulfilling any of the tender conditions are liable to be rejected.
14. The Tenderer shall submit the filled in tender application form at office of the Dy.CTM(LDS), APSRTC, Ground floor, A Block, Bus Bhavan, Hyderabad before 14.00 hrs on 27.03.2025.

Signature of Tenderer

15. The Tenderer shall quote the license fee per month during the first year of contract, payable to Corporation by him (excluding taxes/other charges) for the space provided by the Corporation at the two bus stations (MGBS & JBS) put together . The quoted license fee should be mentioned in figures as well as in words. In case of difference in the amount recorded in figures and words, the amount recorded in words will be taken in to consideration.

The license fee shall be uniform during the first 3 years of contract and shall be enhanced by 10% during the 4th year of contract and by 15% during the 5th year of contract.

16. The Tender must be unconditional. Conditional offers will be summarily rejected.
17. The tenders shall be submitted within the stipulated time on the due date. Submission of tender after the due date and time will not be accepted.
18. Tenderer shall submit the tender in sealed **envelope** as below:

The **Envelope** marked on top as "**TENDER FORM FOR APPOINTMENT OF SINGLE ATB AGENT TO CARRY OUT ADVANCE TICKET RESERVATION FOR APSRTC BUSES AT THE COUNTERS LOCATED IN MGBS & JBS**", duly furnishing the name of the Tenderer along with contact no. on the left hand bottom side and shall contain

- (a) A demand draft for Rs.1770/- (Rs.1500/- for application cost + GST @ 18%) **(if downloaded from internet)**
- (b) Requisite DD for Rs.1,00,000/- (Rupees one lakh only) towards EMD
- (c) Application-form and Annexures duly filled & signed on all pages including the Addendum issued if any.
- (d) All the papers of tender document with terms and conditions duly signed by the Tenderer on each page as a token of acceptance of all the terms and conditions.
- (e) Self Attested copies of Tenderer's partnership deed/ proprietorship deed /Registration Documents, as applicable.
- (f) Self Attested copy of PAN/TAN card of the Tenderer.
- (g) Self attested copy of Adhar card
- (h) Power of Attorney/Authority Letter to sign the Tender Document as applicable in case of firms and companies
- (i) Any other document required as per the tender conditions

Tender Evaluation Committee

19. The Tender Evaluation Committee constituted by APRTC shall evaluate the tenders. The decision of the Tender Evaluation Committee in the evaluation of the Tenders shall be final. No correspondence will be entertained outside the process of negotiation / discussion with the Committee.

Signature of Tenderer

20. Any approach from the tender representative or his Contractor, trying to influence the decision on the tender, officially or otherwise, shall render the tender form liable to be summarily rejected. The tender committee has been empowered to take the final decision regarding the tender.

Evaluation of tenders:

21. The tender committee will open the tenders on the day of tenders at 16.00 Hrs. in the presence of the bidders. The contract will be allotted to the tenderer, whose quoted monthly license fee amount during the 1st year of contract (to be paid for running the ATB agency in the accommodation provided in the 2 Bus stations) is the highest, after negotiations and recommendations made by Tender Committee. If more than one tenderer, quotes the same amount, contract will be allotted who offers higher license fee during negotiations.

However, if the offered amount after negotiations with highest quoted bidder is not economical for the Corporation, the Corporation got right to reject the tender.

Amendment of Tender Document:

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

(ii) Any Addendum thus issued shall become a part of the Tender Document and will be notified to all the purchasers of tender document through post/mail/cell phone and also will be posted in the website.

(iii) To provide reasonable time to the prospective Tenderer to take an addendum into account while preparing their proposals, the deadline for submission of proposals may be extended, at the discretion of the tendering authority, if required.

(v) The tenderer shall attach the signed copy of addendum, to the tender document as the addendum becomes part of the tender document.

Allotment of Contract

23. As per the recommendations of the Tender Committee, the successful tenderer will be allotted the contract. The successful Tenderer shall enter into agreement with Dy.Chief Traffic Manager (LDS), Bus Bhavan, Hyderabad duly paying requisite Security Deposit within 15 days from the date of issue of allotment letter. **The stamp duty to register the agreement is to be borne by the successful bidder only.**
24. The successful Tenderer shall commence the business at the 2 Bus stations simultaneously within 15 days from the date of payment of Security deposit.

Termination of tender process

25. APSRTC may terminate the tender process at any time and without assigning any reason. APSRTC makes no commitments, express or implied, that this process will result in a business transaction with anyone.

Signature of the Tenderer.

GENERAL CONDITIONS OF CONTRACT

1. Nature of contract:

The contractor has to carry out the ATB agency activities under OPRS as a single contract at the allotted space in the premises of 2 Bus stations in twin cities i.e MGBS & JBS viz., (i) Ticket issuing & cancellation to travelling public, issue of concessional tickets to PHC persons, Senior Citizens, Journalists and Retired RTC employees, duly collecting the requisite fare and reservation charges as prescribed by APSRTC from time to time. (ii) refunds against cancellation, postponement & preponement of journey dates, (iii) generation and issue of auxiliary way bills to the service crew, attending of enquiries, etc..

2. Period of contract: The period of contract is for five (5) years.

3. Security Deposit:

- (i) The contractor has to pay an amount equivalent to 6 months license fee applicable in the final year (5th year) of contract towards Security Deposit within 15 days of issue of allotment order, through demand draft drawn in favour of Public Transport Department, Government of Andhra Pradesh payable at Vijayawada.
- (ii) The contractor shall pay the security deposit amount as above after adjusting the EMD amount of the successful bidder (paid at the time of tenders) which is retained with the Corporation.
- (iii) Security deposit will not carry any interest. The amount will be retained with APSRTC till closure of contract.
- (iv) The security deposit will be returned on completion of contract duly deducting dues if any from the contractor to the Corporation.
- (v) The security deposit amount cannot be adjusted towards license fee during the period of performance of the contract.
- (vi) Security deposit shall be forfeited in favour of Corporation in case failure of the contractor to commence business within 15 days of issue of allotment order and in case of failure to enter into agreement with the Corporation within 15 days of issue of allotment order.

4. Agreement:

The contractor has to enter into agreement with Dy.CTM(LDS) within 15 days of issue of allotment order. **The stamp duty cost has to be borne by the contractor.**

Signature of Tenderer

5. Minimum period of Business:

- i) The contractor shall carry out the business of OPRS activities viz., issuing of tickets, cancellation of tickets, refunds, postponement & preponement of journey dates, generation of way bills, attending of enquiries, etc., for a minimum period of one year.
- ii) In the event of contractor seeking premature termination of contract within the stipulated one year period, the Security Deposit paid by the contractor will be forfeited into the account of Corporation.

6. Pre closure of the business:

- i) Contractor can withdraw from the contract by giving three months advance notice duly ensuring the minimum period of business i.e. the contractor can serve pre closure notice after completion of 9 months of contract. In such circumstances the Security Deposits which may remain to the credit of the contractor will be refunded after all the dues to the Corporation have been settled out. In case of seeking pre closure of contract, agent shall continue reservation till alternative arrangements are made by the Corporation.
- ii. Corporation can pre close the contract by serving one month notice. The contractor shall not have any objection and cannot claim for any loss that may be sustained by him due to pre closure of the contract.

7. License fee:

- (i) The contractor has to make payment of license fee as per allotment letter on or before 10th of every month through DD drawn in favour of Public Transport Department, Government of Andhra Pradesh payable at Vijayawada. In case 10th of the month falls holiday, the payment shall be made on the next working day. The license fee shall be paid to the Corporation without any deductions.
- (ii) The contractor has to pay license fee without deducting TDS as Corporation is exempted from TDS.
- (iii) The contractor has to pay GST @18% on the license fee along with license fee.
- (iv) In case of delayed payment, the licensee is liable to pay the penalty from the 1st of the month till the date of payment @36% p.a.
- (v) At present the contractor need not pay electricity charges. In case of demand if made by Corporation in future, the contractor has to pay electricity charges as per the meter reading along with GST.
- (vi) **Periodical enhancement:** The license fee shall be uniform during the first 3 years of contract and shall be enhanced by 10% during the 4th year of contract and by 15% during the 5th year of contract.

Signature of Tenderer

8. Contractor's obligations:

The contractor shall provide the following equipment at the counters at their own cost.

- I. Personal computer
- II. Internet connection (Fixed/Mobile)
- III. Inkjet Printer/Laser Printer/Dot matrix Printer
- IV. UPS
- V. Required Stationery & all related consumables
- VI. Furniture required to run the counter
- VII. Replacement of electricity bulbs

VIII. Issue of Auxiliary way bills to service drivers:

The contractor has to issue Auxiliary way bills for all the services commencing from JBS & MGBS and for the services touching JBS & MGBS.

The Corporation will not pay any amount towards issue of Auxiliary way bills to the contractor.

9. Manpower at Ticket issuing counters:

Required manpower at the 2 counters should be deployed by the contractor as below:

MGBS: 2 persons at MGBS i.e. 1 person each in 2 shifts
JBS : 1 person in single shift

10. Timings of Tickets issuing counters:

The ticket counters shall be operated as per the following timings:

MGBS -- 2 Shifts - 1st shift from 06.00 hrs to 15.00 hrs and
2nd shift from 15.00 hrs to 00.00 hrs

JBS -- Single shift - From 11.00 hrs to 21.00 hrs

The contractor shall not close the counter without prior permission.

11. Money Top up:

The contract has to function on regular top up of money (pre paid) basis. The contractor has to top up his login A/C by paying amount to APSRTC A/C. The top up amount will be reducing when ever ticket issues are done by the contractor through his login. The contractor has to maintain minimum balance of Rs.2,00,000/- for MGBS, Rs.15,000/- for JBS in his login A/C for smooth functioning of the ticket issue system.

In case of Holidays and peak days top up amount more than above shall be maintained. The contractor shall ensure issue of tickets as per demand and under any circumstances ticket issues shall not be stopped for want of top up money.

Signature of tenderer

12. Commission to the contractor:

- (i) The commission @ 7% on the basic ticket amount of tickets sold for AC services and 5% in case of non AC services will be credited to the contractor's login A/C (i.e., to top up amount) as and when tickets are issued.
- (ii) The commission rates are on par with other ATB agents as per the guidelines issued by Corporation from time to time.
- (iii) As per the provision of IT act TDS would be deducted from the commission payable. Further, the contractor has to comply with the rules/guidelines to be imposed by Govt. bodies with regard to GST tax etc., and Corporation is not responsible for the said taxes.

13. The contractor shall arrange for refund of the ticket fare amount in case of cancellation of service or the service does not turn up on time duly informing the authorities, even if the passenger purchase the ticket at other counter.

14. Sales Promotion:

- i) The Contractor has to promote the sale of tickets on his own and also act as Marketing and Advertising agent for APSRTC for which the cost shall be borne by the Contractor only in connection with the promotional measures for enhancing and optimizing the sale of tickets for APSRTC buses.
- ii) The publicity matter prepared by the contractor shall be approved in writing by the Dy.Chief Traffic Manager (LDS), Hyderabad before releasing the advertisement through any means by the contractor.

15. Confinement to the space allotted:

- (i) The Contractor shall be permitted to utilize only the space available at the existing counters for display boards.
- (ii) The contractor cannot utilize the space more than the allotted. In case of encroachment, a penalty of Rs.500/- for each occasion will be imposed. In case of imposing of such penalty more than 3 occasions in a year, the contract will be terminated with 7 days notice duly forfeiting Security Deposit.

16. Termination of the Contract:

The contract can be terminated with 7 days notice duly forfeiting security deposit on the following grounds:

- (i) In case of breach of terms and conditions of the contract
- (ii) If the contractor fails to restore failed computer system or online system within 24 hours

Signature of tenderer

- (iii) If the contractor fails to open the counter more than 3 occasions in a year
- (iv) In case of stoppage of ticket issues for want of top up money.
- (v) If the contractor performs any other business other than ATB agent activities in the premises
- (vi) If the contractor is found doing or resorting to any unethical activity
- (vii) In case of misbehaviour/assault committed by the contractor or his employees against the staff of Corporation / Passengers
- (viii) In case of sub lease of contract allotted to him

17. Penalties:

- (i) Any fraudulent practices like collection of excess fare, black marketing of tickets, creation of artificial demand, misuse/abuse of software, ticket fraud, etc., either directly by the contractor or by its representative/employee shall be treated as offense and attract the following penal provision:
 - a) To impose penalty of Rs.1000-00 for first time.
 - b) To impose penalty of Rs.2000-00 for second time.
 - c) To terminate the tenderer for the third time.
- (ii) In case of closure of counter without prior permission will be subjected to penalty of Rs.1000/- per shift.
- (iii) In case of stoppage of ticket issues for total shift or part shift, due to hardware problem or manpower problem or any other issue related to contractor, an amount of Rs.1000/- per shift will be imposed as penalty on the contractor.
- (iv) contractor shall not cause delay either directly or indirectly in operation of bus and delays reported will be treated as offence and penalty of Rs.500/- will be imposed for each such complaint.
- (v) The contractor or his employee shall behave in a courteous manner with passengers to keep up the image of the organization. Any complaint on discourteous behavior of contractor or his employee towards customers, employees of APSRTC etc. will be subjected to penalty of Rs.500/- for each occasion.
- (vi) The contractor cannot utilize the space more than the allotted. In case of encroachment, a penalty of Rs.500/- for each occasion will be imposed.
- (ix) The contractor shall make payment of penalty amount within in 30 days of issue of order with 18% GST. In case of nonpayment of the same within stipulated time, penal interest @ 36% will be charged on the amount till payment. Else the amount along with interest will be deducted from Security Deposit at the time of final settlement of the contract.
- (x) In case of payment of penalty with penal interest, GST @ 18% will be charged on the interest part also.

Signature of tenderer

Other terms and conditions:

- 18.** The contractor shall issue auxiliary way bills/Reservation charts for all services starting from MGBS & JBS and touching MGBS & JBS.
- 19.** The contractor shall himself perform the contract and shall not in turn sub-lease the contract to anybody for what so ever reason. The contractor shall not sub lease the total premises or part of the premises allotted to him.
- 20.** Corporation got right to change/alter the space allotted, due to administrative reasons. The contractor shall not have any objection and expenditure related to shifting and erection of counter shall be borne by the contractor.
- 21.** The Corporation shall not be responsible for any loss or damage or theft of equipment, accessories etc., installed in the bus station/shelter by the Tenderer.
- 22.** The contractor shall collect the fares and reservation tariff as prescribed by APSRTC from time to time.
- 23.** All the existing rules with regard to issuing advance/current reservation tickets/preponement and postponement of journey/ cancellation and refund of fare/return journey tickets etc., are to be followed scrupulously by the contractor.
- 24.** The tickets sold by its representatives/employees are subject to the rules in force in APSRTC. The modifications/additions/deletions of any such rule will be communicated to the contractor and the same are to be followed from time to time.
- 25.** The contractor shall maintain requisite registers and forms as prescribed by the Corporation from time to time.
- 26.** The contractor shall keep the counter premises in neat and tidy manner. In the counter premises unnecessary items should not be kept except exhibiting the marketing banners, seating lay out etc.,
- 27.** In case of handing over of premises and other property of Corporation in damaged condition, the cost of damages/repairs shall be recovered from Security Deposit by APSRTC and also by any other legal means.
- 28.** The Corporation shall be indemnified and shall not be liable for any loss incurred by the contractor, its customers, financial institutions, personnel engaged by the contractor or any other person connected with the business of the contractor.
- 29.** The Corporation shall not correspond with the representatives engaged by contractor and for all purposes (for sale and remittance etc.,) only the contractor is responsible and accountable.

Signature of tenderer

- 30.** The contractor shall furnish information that may be required by the Corporation from time to time connected with selling bus tickets.
- 31.** The contractor shall comply with the rules and procedure in obtaining approval in the local/within the territorial limits, in which the business is being carried out and it shall pay all the taxes imposed or other penalties payable to the local authorities for the purpose of carrying on the business of advance booking tickets including Indian Telegraphic Act or any other law in force from time to time. In case the contractor fails to pay such taxes, fees or other sum payable to such local authorities from time to time and if amount is payable by the contractor, the Corporation will have the right to pay such taxes, fees, imposed or other sums out of the Security Deposit of the contractor. The contractor shall reimburse the amounts paid within 15 days of such payment.
- 32.** The contractor shall comply with the provisions of all the Acts of Government relating to Labour and the Rules and Regulations made there under, from time to time like payment of P.F., ESI, Minimum wages as prescribed by the Govt., and submit the proof of compliance. The contractor shall indemnify the Corporation all claims, damages for compensation under the provisions of all Laws and Acts pertaining to the Labour engaged by them.
- 33.** The workers employed by the contractor shall not have any right or claim whatsoever for employment in APSRTC at a future date.
- 34.** The contractor shall not engage minors/child labor for carrying out the business. The contractor must comply with all labor laws and must indemnify the Corporation from the penalties or liability arising out of the contractor's non compliance.
- 35.** The Corporation is not liable for payment of any compensation in case of death or injury, simple or grievous caused to any person engaged by the contractor while on duty.
- 36.** Contractor shall not use the computer equipment for other purpose except for issuing tickets and other allied functions prescribed by the Corporation.
- 37.** The contractor shall not mishandle the computer software by loading other information etc., other than software provided by Corporation.
- 38.** In the event of death of agency, the OPRS counter agreement shall come to an end. However, the Corporation may permit the Legal heir of the agency to run the business on the same terms and conditions for the remaining period of license on execution of fresh agreement by such legal heir on production of legal heir certificate.
- 39.** The contractor shall maintain the Computer hardware & internet connection in working condition every day and shall send all the outputs daily/monthly periodicals as per schedule to the Officers/In-charges concerned without fail.

Signature of tenderer

- 40.** The contractor shall maintain "suggestions & complaints" book at the counter which shall be made available to the public on demand, immediately to make any suggestions or complaints by the public. It is the responsibility of the contractor to bring it to the notice of the Corporation. The said book shall be produced to the inspecting officials during the inspection of the point. Failure to follow this will lead to levy of penalty and/or termination of agreement and/or forfeiture of the Security Deposit of the discretion of the corporation.
- 41.** The contractor shall be supplied with a manual of procedures to be followed, rules and regulations in vogue with regard to reservation, cancellation, pre-ponement, return journey ticket, system schemes available etc., for scrupulous adopting, failing which the contractor attracts imposition of penalty including termination of contractor for violating the guidelines under implementation.
- 42.** The contractor is liable for payment for the damage caused to the Bus stations, in the course of installation of computer system or in the course of removing the equipment/computer machinery fixtures etc., The contractor shall have to repair the damage or remit the cost of repairs assessed by the Corporation failing which the cost of repairs will be recovered from the Security Deposit.
- 43.** The Authorities of APSRTC are empowered to exercise surprise checks at any time on the Counter/Point.
- 44.** During the agreement period, the Corporation is at liberty to add/alter/modify/delete any the condition (s) of the agreement in the interest of the public
- 45.** In the event of any dispute arising over interpretation of Terms and Conditions, the decision of the VC&MD of the Corporation shall be final and binding.
- 46.** If any dispute arises between the licensee and APSRTC, the High Court of Judicature at Amaravathi for the state of Andhra Pradesh and the courts in Vijayawada will only have jurisdiction.

Signature of the Tenderer.

Annexure-I

To

The Dy.Chief Traffic Manager(LDS),
A. P. S. R. T. C.
Hyderabad

Madam,

Sub: **TENDERS** - Submission of Tender for appointment of Agency to run OPRS counters at MGBS & JBS in Hyderabad for sale of tickets for services operated by APSRTC for a period of five (5) years – Reg.

Ref: **TENDER NOTIFICATION NO. T1/122(02)/2019 - LDS, DT:13.03.2025**

I/We _____, hereby submit Tender for appointment of authorized ticket booking agent at MGBS & JBS put together as a single unit in Hyderabad for sale of tickets for services operated by APSRTC after carefully going through the Terms and Conditions and other rules stipulated by the corporation, which are made available to me/us, along with the Tender Form.

Encl: Tender form

Place:

Yours faithfully,

Date:

(SIGNATURE OF THE TENDERER)
along with seal

Address:

TENDER APPLICATION FORM

To
Dy. Chief Traffic Manager (LDS),
A. P. S. R. T. C.
Hyderabad.



Sir/Madam,

Sub:- Submission of Tender Application form for appointment of Agency to run OPRS counters at MGBS & JBS in Hyderabad as single unit for sale of tickets for services operated by APSRTC - Reg.

1. Name of the bus station : **MGBS & JBS
(as single unit)**
2. Name of the Tenderer :
(In capital letters)
Son of/daughter of/wife of :
3. Address for correspondence :

- Contact No.
4. Adhar card no :
(Self Attest Xerox copy to be submitted along with tender document)
5. GST No :
(Self Attest Xerox copy to be submitted along with tender document)
6. PAN No :
(Self Attest Xerox copy to be submitted along with tender document)
7. Tender document fee :
a) DD reference No. & Date :
b) Amount in Rs. : Rs.1770/-
c) Bank :
(Original DD to be enclosed)
8. Earnest Money Deposit :
To be paid through DD
a) Reference No. & Date :
b) Amount in Rs. : Rs.1,00,000/-
c) Bank :
(Original DD to be enclosed)

Signature of the Tenderer.

9. I/We have carefully read the terms and conditions of the tender Document and I/We hereby submit our offer as detailed below:

Description of the item	Quoted amount per month	
	In figures	In words
License fee offered per month for the 1 st year of contract for running ATB agency in the space provided at MGBS & JBS put together as single unit (Excluding GST, any other taxes/charges)		

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

11. I/we hereby agree to be appointed as Authorized ticket booking agent for a period of five (5) years.

12. I/we have carefully read and understood the terms and conditions of the tender and of the contract and hereby confirm my/our acceptance to the Terms and Conditions stipulated. In the event, of my/our failure to abide by any of the Terms and Conditions, the EMD amount paid by me/us is liable for forfeiture.

Date:

(Signature of the Tenderer)
along with seal/stamp

LETTER OF AUTHORISATION FOR ATTENDING TENDERS

Sub: Authorization for attending opening of Tenders on 27.03.2025 called for the appointment of agency to run OPRS counters at MGBS & JBS for sale of tickets for services operated by APSRTC for a period of 5 years -Reg.

* * *

Following persons are here by authorized to attend the opening of the tender mentioned above on behalf of (Tenderer). He is also authorized to negotiate on my behalf.

Name of Authorized person	Specimen Signature

Signature of Tenderer with Seal

Or

Officer authorized to sign the tender with Seal