

**Tender Notification No:**  
C5/541(9)/2021-DY.CM(C-2), 26.05.2021

**e-Tender ID : 427357**

**IFB No/Tender Notice No : PACS-02/2021**



# **ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION**

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**Tenders for Operation of Computerized Parcel and Courier  
Service (PACS) Project for Vizianagaram Zone  
through e-tenders**

**O/o The VC & MD,  
Operations Department,  
RTC House, PNBS  
Vijayawada - 520013**

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

## **Disclaimer**

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

The purpose of this Tender document is to provide interested parties with information that may be useful to them in eliciting their proposals pursuant to this Tender document. This Tender document may not be appropriate for all persons, and it is not possible for 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 investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this Tender document and obtain independent advice from appropriate sources.

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 or 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.

1.	Department Name	ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION
2.	Circle/ Division	Office of the VC & MD, Operations Department, RTC house, PNBS, Vijayawada
3.	Tender Number	C5/541(9)/2021-DyCM(C-2), dt 26.05.2021
4.	Tender Subject	<i>Tender for Operation of APSRTC Computerized Parcel and Courier service (PACS) project for Vizianagaram Zone.</i>
5.	Period Of Contract	Three years
6.	Form Of Contract	As per Tender Document
7.	Tender Type	Open
8.	EMD	EMD of Rs.10,00,000/- (Rupees Ten lakhs). To be paid through RTGS Account no: 62472413226, IFSC code: SBIN0020169,A/c. name: FA&CAO, APSRTC, Bank name: SBI, Gandhi Nagar Branch, Vijayawada.
9	Security Deposit (SD)	The successful bidder shall pay Security Deposit (SD) of Rs.20,00,000/- (Rupees Twenty lakhs) through RTGS to APSRTC Account no: 62472413226, IFSC code: SBIN0020169, A/c. name: FA&CAO, APSRTC, Bank name: SBI, Gandhi Nagar branch, Vijayawada Successful bidder shall pay SD, within fifteen (15) days from the date of issue of LoI or prior to signing of the Agreement whichever is earlier, for the due performance and fulfilment of the contract by the successful bidder.
10	Tender document Process Fee	Rs. 11,800/- (Rupees eleven thousand eight hundred only) shall be paid through RTGS to APSRTC Account no: 62472413226, IFSC code: SBIN0020169, A/c. Name: FA&CAO, APSRTC, Bank name: SBI, Gandhi Nagar Branch, Vijayawada
11	Contact Details of e-portal	M/s Vupadhi technologies Limited or <a href="http://tender.apecurement.gov.in">http://tender.apecurement.gov.in</a>  Land line No. 08645-246370 / 71 / 72 / 73 / 74, Mobile No. 7337318402.
12	Officer Inviting Bids	Chief Manager (Commercial), APSRTC, RTC House, Vijayawada.
13	Contact Persons	Chief Manager (Commercial), APSRTC, RTC House, Vijayawada. Dy Chief Manager (Comm-2), APSRTC, RTC House, Vijayawada.

14	Address/e-mail id	CM(Commercial), Operations Department, RTC House, PNBS, Vijayawada, ctmncap@gmail.com, dyctmc2@gmail.com
15	Contact Details: Telephone	CM(Commercial) - 9959222746 Dy.CM(Comm-2) - 9100948675
16	Procedure to Offer Submission	<p>The Bidders shall submit their response through Bid submission to the tender on e-Procurement platform at <a href="http://tender.apecurement.gov.in">http://tender.apecurement.gov.in</a> by following the procedure given below.</p> <p>The Bidders would be required to register on the e-procurement market place <a href="http://www.eprocurement.gov.in">www.eprocurement.gov.in</a> or <a href="http://tender.apecurement.gov.in">http://tender.apecurement.gov.in</a> and submit their bids online. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-Procurement platform. The Bidders shall submit the details in the online standard formats displayed in e-Procurement web site. The Bidders shall attach/upload the scanned copies the receipts for payment of EMD and application fee in the e-Procurement web site. The Bidders shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the Tender Notice and Bid Document. To submit the bids, tenderers shall have class -3 type digital key.</p> <p><b>1. Digital Certificate Authentication:</b> The Bidders shall authenticate the bid with their Digital Certificates for submitting the bid electronically on e-Procurement platform and the bids not authenticated by digital certificate of the Bidders, will not be accepted on the e-Procurement platform <a href="http://tender.apecurement.gov.in">http://tender.apecurement.gov.in</a></p> <p><b>2. Registration with e-Procurement platform:</b> For registration and online bid submission, Bidders may contact HELP DESK of M/s Vupadhi technologies Limited or <a href="http://tender.apecurement.gov.in">http://tender.apecurement.gov.in</a></p> <p><b>3. Payment Of Transaction Fee:</b> It is mandatory for all the participant Bidders from 1<sup>st</sup> January 2006 to electronically pay a Non-Refundable Transaction fee to M/s APTS(Andhra Pradesh State Technological Services), the service provider through “Payment Gateway Service on e-Procurement platform”. The Electronic Payment Gateway accepts all Master and Visa Credit Cards issued by any Bank and Direct Debit Facility/Net Banking of ICICI Bank, HDFC, Axis Bank to facilitate the transaction. This is in compliance of G.O. Ms.13 dated 07.05.2006. A GST tax of 18% + Bank Charges on the transaction amount payable to M/s APTS(Andhra Pradesh State Technological Services) shall be applicable.</p> <p><b>4. Tender Document:</b> The Bidders are requested to download the Tender Document and read all the terms and conditions mentioned in the Tender Document and seek clarification, if any, from the Tender Inviting Authority. Any offline bid submission clause in the tender document could be neglected. The Bidders have to keep track of any changes by viewing the addendum / Corrigenda issued by the Tender Inviting Authority from time-to-time, in the e-Procurement platform. The Department calling for Tenders shall not be responsible for any claims / problems arising out of this.</p>

		<p><b>5. Bid Submission Acknowledgement:</b>  The Bidders shall complete all the processes and steps required for Bid submission. The system will generate an acknowledgement with a unique bid submission number after completing all the prescribed steps and processes by the Bidders. Users may also note that the bids for which an acknowledgement is not generated by the e-Procurement system are treated as invalid or not saved in the system. Such invalid bids are not made available to the Tender Inviting Authority for processing the bids. The Government of AP, APSRTC and M/s APTS(Andhra Pradesh State Technological Services) are not responsible for incomplete bid submission by users.</p>																																						
17	General Terms & Conditions	As per Tender Document																																						
18	Documents to be uploaded	GST Certificate, Firm Registration certificate, Firm PAN card, Completely filled and Signed copy of tender document, EMD amount (payment to APSRTC account) payment receipt and EMD amount of Rs. 100/- (payment to APTS e-portal) payment receipt, Tender processing fee (Rs.11,800/-) payment receipt, Experience Certificate,.																																						
19	Bid schedule	<table border="1"> <thead> <tr> <th>Details</th> <th>Date</th> <th>Time</th> </tr> </thead> <tbody> <tr> <td>Tender Notification issue Date</td> <td>23.07.2021</td> <td></td> </tr> <tr> <td>Schedule downloading start Date/Time</td> <td>23.07.2021</td> <td>11.00 hrs</td> </tr> <tr> <td>Pre-bid physical meeting Date/Time</td> <td>27.07.2021</td> <td>15.00 hrs</td> </tr> <tr> <td>Pre-bid virtual meeting Date/Time</td> <td>28.07.2021</td> <td>11.00 hrs</td> </tr> <tr> <td>Bid submission start Date/Time</td> <td>02.08.2021</td> <td>11.00 hrs</td> </tr> <tr> <td>Bid submission last Date/Time</td> <td>16.08.2021</td> <td>14.00 hrs</td> </tr> <tr> <td>Technical bid opening Date/Time</td> <td>16.08.2021</td> <td>14.30 hrs</td> </tr> <tr> <td>Commercial bid opening Date/Time</td> <td>18.08.2021</td> <td>12.00 hrs</td> </tr> <tr> <td>Reverse auction starting Date/Time</td> <td>20.08.2021</td> <td>11.00 hrs</td> </tr> <tr> <td>Reverse auction closing Date/Time</td> <td>20.08.2021</td> <td>14.00 hrs</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>			Details	Date	Time	Tender Notification issue Date	23.07.2021		Schedule downloading start Date/Time	23.07.2021	11.00 hrs	Pre-bid physical meeting Date/Time	27.07.2021	15.00 hrs	Pre-bid virtual meeting Date/Time	28.07.2021	11.00 hrs	Bid submission start Date/Time	02.08.2021	11.00 hrs	Bid submission last Date/Time	16.08.2021	14.00 hrs	Technical bid opening Date/Time	16.08.2021	14.30 hrs	Commercial bid opening Date/Time	18.08.2021	12.00 hrs	Reverse auction starting Date/Time	20.08.2021	11.00 hrs	Reverse auction closing Date/Time	20.08.2021	14.00 hrs			
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### How to apply

- Click at <https://tender.apecurement.gov.in> download e-Procurement notification and tender document.
- Read the complete document, carefully.
- Price Bid shall be submitted online only.
- The system will generate an acknowledgement with a unique offer submission number on successful completion of the above process.

For any help or technical support on e-Procurement, Bidders may contact M/s Vupadhi Technologies Limited over phone or in person or their helpdesk at:

Vupadhi Techno Services Pvt. Ltd.
Vijayawada Office Address :
Flat No : 407, 4th Floor,
Sreeram'sSneha Avenue,
Near Aravinda School, Kunchanapalli,
Tadepalli (M), Guntur (Dist) - 522501.
Andhra Pradesh.
Phone No: +91 8645-246370 / 71 / 72 / 73 / 74
Registered Office Address :
1st Floor, Ramky Grandiose,
Sy. No: 136/2 & 4, Gachibowli,
Hyderabad - 500032.

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## About APSRTC

Public Transport is one of the most common modes of transport, especially in a developing country like India. and consequently in the State of Andhra Pradesh, where 95% of routes are Nationalized for Public Transport with a view to develop the economy of the State.

The Government of Andhra Pradesh established the Andhra Pradesh State Road Transport Corporation in pursuance of the Road Transport Corporations Act, 1950 realizing the necessity and need for efficient, adequate, economical and well-coordinated system of road transport services. Thus, APSRTC was established in 1958 and has grown into one of the largest public sector passenger transport Corporations in the world.

Some of the key factors about APSRTC include:-

➤ Number of buses	11,834
➤ Average daily earnings	Rs 1,306 lakhs
➤ Avg. daily volume of operation	41.73 lakh Kms
➤ Average bus utilization	351 Kms
➤ Average fleet utilization;	99.55 %
➤ Punctuality;	93 %
➤ Passengers transported daily	70 lakhs

Andhra Pradesh State Road Transport Corporation is organized into 4 Zones, 12 Regions and 128 Depots. It has manpower strength of over 51 thousand employees approximately.

### 1. The Trail Blazer on the Road

Andhra Pradesh State Road Transport Corporation has been leading by example. It has a number of firsts of its credit in India:

- First to nationalize Commuter Road Transport services in the country, in 1932.
- First to introduce long distance Night Express services, Deluxe services, One man services etc.
- First to introduce A/c sleeper coach, Hi-Tech, Metro liner, Metro express and Inter-city services.
- First to introduce Depot computerization in the year 1986. All the depots in the State are computerized.
- First to appoint Safety Driving Instructors for improving road safety.
- First to introduce Central Call Centre among STUs.
- First to introduce Vehicle Tracking and Passenger Information System.
- Has many awards to its credit in implementation of IT & IT Enabled Services.
- Has many awards to its credit on fuel conservation.
- *First to introduce Parcel and Courier transport service.*



## **2. APSRTC Computerized Parcel and Courier Services (PACS) Project**

APSRTC has introduced transport of unaccompanied parcels and couriers of customers through buses way back in 1985 by entrusting the contract to a private agency through tenders. APSRTC has started conducting Parcel and Courier services (PACS) transport business on its own from Aug 2017 duly establishing counters in 128 depot head quarter bus stations and other important bus stations of APSRTC. In many other locations, agents are associated in this project. Indicative net revenue for the last three financial years is filed at Annexure-1 for the information of prospective bidders.

APSRTC is operating over 10,700 buses on mofussil routes connecting 14,638 villages in all 13 districts of AP. APSRTC Logistics have 43,000 ton cargo carrying capacity in multiple trips of its fleet (11,000 tons in Spl. type buses ranging from Express to AC services and 32,000 tons in Palle Velugu buses).

APSRTC has computerized the parcel and courier services in Feb 2018 to become the first choice for customers by providing efficient, regular, reliable, fast and cost effective services in transporting and delivering parcels and couriers of customers. It also ensures proper account of counter revenues.

Computerized parcel and courier services is a Web based project that enables application Software to deliver reliable and error free service to customers. The application is developed in 3-Tier Architecture, wherein the Database will hold the data, the procedures and packages and the application tier will hold the business logic and the presentation layer will be accessed through browsers on Computers.

Software for computerized parcel and courier service (PACS) project is developed by a third party and will host the same in Cloud Data Center.

### **3. Definitions used in this document**

- **Bus depot:** Buses are attached to Bus depots. Depots maintain and operate the buses. This unit is headed by Depot Manager (DM).
- **Bus station:** A Bus station is attached to a Bus Depot. Each Bus depot can have many Bus stations attached to it. Buses operate between Bus stations and to other locations. Ticket booking (both advance and current) and Parcel and Courier services are conducted at bus stations.
- **Region:** Each revenue District is formed as a Region (exception is NEC region which consist of two revenue districts Srikakulam and Vizianagaram). Region is headed by Regional Manager (RM).
- **Zone:** Three regions are formed as a Zone. They are headed by Executive Director (ED)/Zone.
- **Corporate office:** It is the head office for APSRTC. The Vice Chairman & Managing Director (VC & MD) is the Chief Executive.

- **ATM(C):** Asst. Traffic Manager in Commercial department in APSRTC. Each region will have one ATM(C) under the administrative control of RM.(Regional Manager)
- **Dy.CM(C):** Deputy Chief Manager (Commercial) is the coordinating officer for each zone and will be under the administrative control of ED Zone.
- **CM(C):** Chief Manager (Commercial) is the head of the department of Commercial wing in head office and reports to ED(O).
- **ED(O):** Executive Director (Operations) in head office administers Operations department & Commercial department and reports to VC & MD.
- **Service:** A service is any bus operating between two places at a particular time on a route of a particular bus type. Each service has a unique number (Service number) within the APSRTC.
- **Service number:** Unique number allotted to a particular service.
- **Bus type:** Regular services operated daily with various levels of comfort such as Vennela, Amaravathi, Night Rider, Garuda plus, Garuda, Super Luxury, Ultra Deluxe, Express, Sapthagiri Express, Telugu Velugu, Metro Luxury AC, City Metro Deluxe, City Metro Express, City Ordinary.
- **Counters:** Counters established for booking and delivering parcel/couriers.
- **Booking:** Accepting consignment for transportation to the destination.
- **Parcel:** Each pack of article booked for delivery at destination locations.
- **Courier:** An envelope containing documents etc.
- **Invoice/LR:** Invoice is a receipt issued to the consigner at the time of booking of consignment.LR, known as Lorry Receipt, represents a receipt of undertaking to transport and deliver the goods to destination. In APSRTC Logistics both invoice and LR are synonymous.
- **Auxiliary Way Bill (AWB) number/Track number:** A unique number generated by the computer for reference of invoice / LR, after entering the details of consignment for booking.
- **Consignment:** Item (courier or parcel (s)) which is booked for transportation from source to destination.
- **Consignor:** Person/Organization who books the consignment (parcel/courier).
- **Consignee:** Person/Organization to whom the consignment (parcel/courier) is addressed to be delivered at destination.
- **Route:** Route course from source (starting point) to destination.
- **Packing:** Safe and secure covering for consignment.
- **Forwarding:** Preparing manifest, marking, bag preparation of consignments for loading of consignment.
- **Manifest:** Preparing document with details of consignment loaded in a particular vehicle and updating in the computer module.
- **Bag manifest:** Packing different consignments to be sent to a single destination in a bag with tamper proof seal with unique manifest. Bag manifest facilitates easy handling and safe transportation of consignments.

- **Loading:** Loading consignments in the bus and handing over the documents (manifest, invoice, e-waybill, etc.) to crew.
- **Receiving:** Scanning of consignments along with documents to receive from crew duly giving acknowledgement at counter.
- **Delivery:** Handing over of parcel to the consignee and updating in the computer module.
- **Paid parcel:** Parcels booked at booking point on payment of charges at origin (source) point.
- **To-pay parcel:** Parcels booked at origin whose charges are collected at destination from consignee before delivery.
- **Proof Of Delivery (POD) parcel:** Parcels booked at origin (source) whose charges are collected at the source point after producing Proof Of Delivery.
- **Credit customer:** Customer who is permitted for making payment after delivery within a prescribed time limit.
- **Door delivery:** Delivery of items at the door step of the consignee.
- **Counter delivery:** Delivery of items at logistics counter in destination location.
- **Mis-route:** Items received at other than specified logistics counter.
- **Transshipment point:** Intermediate connectivity point between origin (source) and destination, where consignments are received & loaded into another vehicle for onward transportation.
- **Wallet:** The exclusive account of a contractor / agent / vendor / customer, holding money for the specific purpose of making payments to the Corporation.
- **Top-up of wallet:** Depositing money in the wallet in advance for making future payments.
- **Insurance:** Assurance of the Corporation for payment of compensation to the customer in case of damage, loss or theft of consignment in storage or in transit for the acts of neglect attributable to APSRTC, adhering to rules in force. Insurance amount will form a separate account head to settle the compensation claims and is not a part of revenue. Contractor(s) / agents will not have any right on this amount.
- **Disposal:** Action or process of disposing unclaimed items.
- **ATB agent:** Authorized ticket booking agent appointed by APSRTC/Operations department to book / issue passenger tickets on commission basis. These agents are also authorized to carryout logistics business at specific location(s).
- **Agent / Business Facilitator:** Authorized agent appointed by Commercial department to conduct logistics business at specific location(s).
- **Missing of item:** Item booked which is lost / misplaced & not traced out and finally not delivered to the consignee.
- **Transaction:** Transaction made at any parcel and courier counter, enabling the Corporation to realize revenue through receipts for booking of parcel / courier.
- **Transport charges:** Revenue realized from the customer on booking parcel/courier.

- **Net revenue:** Transport charges realized by booking parcels and couriers at all the counters operated by the contractor, after deducting door pickup & door delivery charges, crew incentive, hamali charges, applicable GST and insurance amounts.
- **Crew incentive:** Amount paid to crew for transporting parcels/couriers and is 10% of the transport charges after deducting door pickup & door delivery charges, crew incentive, hamali charges, applicable GST and insurance amounts.

**4. Tender for Operation of APSRTC Computerized Parcel and Courier Services (PACS) Project on the basis of payment of commission on net revenue:**

Tenders are invited from bidders for Operation of APSRTC Computerized Parcel and Courier services (PACS) project at Depot head quarters and other important bus station locations in Vizianagaram Zone. Tenders will be evaluated on the basis of lowest commission as a percentage on net revenue realized through booking of parcel and couriers. The contract is for a period of three years.

The Regions covered in the Zone are given here under :

- **Vizianagaram:** NEC (Srikakulam Dist. & Vizianagaram Dist.), Visakhapatnam and East Godavari regions.

The number of PACS project locations and counters at locations furnished in tender document can be increased or reduced on mutual consent and with prior approval of ED(Z). Operation of any counter at any location through a franchisee is not permitted.

**5. Key events & dates**

<b>Sl. No.</b>	<b>Event</b>	<b>Date</b>
1	Last date for receipt of queries	26.07.2021
2	Pre-bid physical meeting	27.07.2021
3	Pre-bid virtual meeting	28.07.2021
3	Issue of clarifications to prospective bidders	29.07.2021
4	Last day for submission of bids	16.08.2021

**6. Pre-bid meeting**

APSRTC will conduct a pre-bid physical meeting to clarify the objectives/scope of the tender in APSRTC Conference Hall, RTC House, PNBS, Vijayawada at 15.00 hrs., on 27.07.2021. Not more than two representatives from each firm/company will be allowed to participate in the pre-bid physical meeting. In pre-bid meeting an overview of present project, software available, future plans and contractor's role in providing manpower,

computer hardware, other related equipment required for operation and customer service will be appraised to the prospective bidders.

In view of Covid-19 protocol, pre-bid virtual meeting will also be conducted at 11.00 hrs on 28.07.2021. Prospective bidders who are unable to attend for pre-bid physical meeting can participate in virtual pre-bid meeting. Virtual meeting link can be obtained from the CM(Commercial) - 9959222746; Dy.CM(Comm-2) – 9100948675.

All related queries shall be sent through e-mail to [ctmmcap@gmail.com](mailto:ctmmcap@gmail.com) & [dyctmc2@gmail.com](mailto:dyctmc2@gmail.com) or before 26.07.2021 as indicated in “Key Events & dates” clause.

## **7. Eligibility criteria for bidders**

- 7.1 A bidder can be an individual / firm / company.
- 7.2 Consortium is not permitted to participate in tender.
- 7.3 The application software provider (presently M/s Netxcell Ltd.) is not eligible to participate in the tender and also cannot be a part of any operation team of the project of the successful bidder.
- 7.4 Individual / firm / company shall have all statutory approvals and licenses required for manpower supply agency viz., Registration with Labour Department for manpower supply, PF & ESI registration etc.
- 7.5 Individual/firm/company shall have prior experience in the related business of manpower supply contracts or providing IT enabled services in the last 2 (two) financial years i.e., 2018-19 & 2019-20.
- 7.6 Individual / firm / company shall have an average turnover of not less than Rs. 1 crore per annum during the last 2 financial years i.e., 2018-19 & 2019-20.
- 7.7 Individual/firm/company having experience in similar transaction based IT projects like Logistics services, handling of mee-Seva centres, e-Seva centres, AP Online centres, Aadhar Card issue centres, Passport services providing centres, Citizen Charter Services providing centres in Municipalities/local bodies, any G2B, B2B, B2C, G2C services, Computerized Bus Pass issues in any Road Transport Corporation are also eligible.
- 7.8 Bidder shall submit documentary evidence in proof of successful handling of the projects claiming experience in.
- 7.9 Preference will be given to the bidder with experience in providing computerized logistics services in case of equal rate quoted by two or more bidders. Documentary evidence in proof of successful handling of logistics project shall be submitted along with the tender.
- 7.10 Bidders who have been either blacklisted earlier by APSRTC or who failed to execute contracts entered into with APSRTC or have legal litigations with APSRTC will not be eligible for consideration.

## **8. Amendment of Tender Document**

At any time prior to the date of submission of proposals, APSRTC may for any reason, whether at its own initiative or in response to a clarification/request by a prospective Tenderer modify the Tender Document by issuing an addendum.

Any Addendum thus issued shall become a part of the Tender Document and will be posted on the website <https://tender.approcurement.gov.in> or [www.apstrtc.ap.gov.in](http://www.apstrtc.ap.gov.in)

To provide reasonable time to the prospective tenderers to take an addendum into account while preparing their proposals, the date of submission of proposals may be extended, at the discretion of the tender committee, if required.

Note: Even though the tenderers meet the requirements, they are subject to be disqualified at any stage if they have made misleading or false representations in the forms, statements and attachments submitted in proof of the requirements.

## **9. Cost of Tender document**

Cost of the Tender document is Rs. 11,800/- (including GST @ 18%) and shall be paid through RTGS to APSRTC

Account no: 62472413226, IFSC code: SBIN0020169,  
A/c. Name: FA&CAO, APSRTC,  
Bank name: SBI, Gandhi Nagar branch, Vijayawada

A scanned copy or Screen shot of the proof of payment with the signature and attestation of the firm with stamp shall be uploaded along with technical bid documents.

## **10. Earnest Money Deposit**

A sum of Rs. 10,00,000/- (Rupees Ten lakhs only) shall be paid towards Earnest Money Deposit.

The EMD amount shall be paid through RTGS to APSRTC

Account no: 62472413226, IFSC code: SBIN0020169,  
A/c. Name: FA&CAO, APSRTC,  
Bank name: SBI, Gandhi Nagar branch, Vijayawada.

EMD amount will not carry any interest.

EMD amount will be refundable to the unsuccessful bidders, only after finalization of tenders in all respects and allotment is made to the successful bidder.

If, for any reason, the successful bidder (L1) backs out from taking up the contract, the EMD of the successful bidder will be forfeited.

If the successful bidder (L1) backs out from taking up the contract, APSRTC reserves the right to negotiate with the L2, L3, ..... bidders in the same order of preference one by one till the offer of L1 is matched. The discretion of allotment of the contract in this process solely lies with APSRTC and all the bidders shall abide by the decision of APSRTC in this regard.

Any tender application without payment of EMD amount will not be considered by the tender committee for further process of tender evaluation, irrespective of they, exempted under any mode. The decision of tender committee is final and no further correspondence will be entertained in this regard.

EMD of successful bidder will be adjusted towards Security Deposit payable.

### **11. Security Deposit**

The successful bidder shall Deposit an amount of Rs. 20,00,000/- (Rupees Twenty lakhs only) towards Security Deposit.

The Security Deposit shall be paid through RTGS to APSRTC  
Account no: 62472413226, IFSC code: SBIN0020169,  
Name: FA&CAO APSRTC,  
Bank name: SBI, Gandhi Nagar branch, Vijayawada

The EMD of the successful bidder will be adjusted towards the Security Deposit payable by the successful bidder. The successful bidder shall pay the balance amount towards the stipulated Security Deposit for each Zone.

The Security Deposit will be refunded only after successful completion of the contract period by the contractor and after adjusting the due amounts payable, if any, to the Corporation.

Security Deposit shall not carry any interest.

### **12. Bid submission and correspondence**

Bidders shall submit their response through Bid submission to the tender on e-Procurement portal at <https://tender.apecurement.gov.in>.

Address for Correspondence and contact person :

The Chief Manager (Commercial),  
Andhra Pradesh State Road Transport Corporation,  
RTC House, PNBS,

Vijayawada – 520013, Andhra Pradesh  
Tel No — 99592 22746  
E-mail:ctmmcap@gmail.com

Tender shall be submitted in accordance with the terms and conditions prescribed in the tender document and the rate of commission shall be quoted separately for each zone. Tenders received without EMD and/or cost of tender document will be summarily rejected.

The individual/Firm/Company shall furnish the IT Returns, Audited P&L accounts and balance sheets for 2018-19 & 2019-20 along with the tender form.

Bidders shall fill up the required information as prescribed in the tender form. Incomplete bids without full information are liable for rejection.

Bids submitted are not permitted to be withdrawn at any stage during the tender process and APSRTC will not be responsible for any delay in finalizing the tenders for the reasons beyond its control.

Tenders/offers shall be open for at least six months from the date of opening of the tender and for a further period of six months, if required / decided by APSRTC.

Any clarifications required regarding the Terms & Conditions shall be obtained from the Chief Manager (Commercial), APSRTC, before submission of the tenders. No clarifications will be entertained later.

APSRTC reserves the right to cancel the tendering process / tenders at any stage without assigning any reasons and all the participating tenderers shall abide by the decision of APSRTC in this regard.

### **13. Financial Proposal**

Financial Proposal shall be submitted in form T5.

The contractor will be paid commission on monthly basis as percentage on net revenue realised per month for providing manpower, computers & hardware, data network, furniture & equipment etc., for installation, establishment & operation of computerized Parcel and Courier Services (PACS) counters by connecting to central server.

The contractor shall quote commission as percentage on net revenue realized for booking of parcels / couriers at all PACS counters in the Zone for a period of three years.

Net revenue is the amount of transport charges realized by booking parcels and couriers at all the counters operated by the contractor, after deducting



door pickup & door delivery charges, crew incentive, hamali charges, applicable GST and insurance amounts.

Under any circumstances, the approved Commission (% on monthly net revenue) as recorded while entering into the agreement, will not be revised upwards, during the subsistence of the contract period.

However, the tariff rates fixed for booking / delivery of parcels / couriers through APSRTC buses, at the time of entering into the agreement as indicated in the Annexure-5, may be revised upwards at a future date depending upon the policy of the Government or any other exigencies which may result in increase of the net revenue to APSRTC. In such case, there will be proportionate reduction in the percentage of commission payable to the contractor to offset the inflationary impact of the change in the 'tariff' on the net revenue realized to the Corporation.

In addition to the above, 2% commission on net revenue will also be paid for receiving and delivery of parcels booked by other zone contractors / agents. Further, 2% commission on net revenue, subject to a ceiling of Rs. 5/- per parcel / courier, will also be paid for transshipment consignments.

#### **14. Bid evaluation**

The value of the bid will be worked out as given hereunder:

Lowest Percentage (%) of commission (without applicable taxes) to be paid on the monthly Net revenue realized for booking of parcels / couriers at all contractors counters in the Zone will be the criteria for evaluation of tenders.

Net revenue is the transport charges realized by booking parcels and couriers at all the counters operated by the contractor, after deducting door pickup & door delivery charges, crew incentive, hamali charges, applicable GST and insurance amounts.

Commercial bid will be opened at 12.00 hrs 18.08.2021. Reverse auction will commence at 11.00 hrs. on 20.08.2021 and will continue up to 14.00 hrs.. Tenderer who bids the lowest rate in reverse auction will be called for negotiations for considering as successful/preferred bidder.

#### **15. Negotiation, Tender finalization and award of contract**

- a) L1 Bidder of the zone (bidder quoting the lowest percentage commission on net revenue in reverse auction of the tender process) will be called for negotiations for finalizing the bid / preferred bidder.
- b) The preferred bidder shall enter into agreement within 15 days from the date of receipt of "Letter of Intent" with Dy. Chief Manager (Commercial)

of the zone, duly paying requisite Security Deposit and providing required hardware & manpower.

- c) Decision of APSRTC is final in allotment of contract of operation of Computerized Parcel and Courier Services (PACS) Project.

## **16.**

### **a) Agreement**

The successful bidder shall enter into agreement within 15 days from the date of receipt of "Letter of Intent" with Dy. Chief Manager (Commercial) of the zone, duly paying requisite Security Deposit and providing required hardware & manpower.

### **b) Period of contract:**

The period of contract is three years, which commences from 16<sup>th</sup> day of date of receipt of "Letter of Intent" by the successful bidder, irrespective of date of entering into agreement & commencement of business.

## **17. Scope of work**

Various works to be carried out in operation of PACS counters are furnished here under which are indicative but not exhaustive.

### **17.1 Establishment of PACS counters**

- a. The contractor shall establish computerized Parcel and Courier Services (PACS) counters at Depot head quarters and other important bus station locations of the Zone as indicated in Annexure – 2; carryout the required Civil & Electrical works and provide required furniture for establishing & operating counters, provide required computer system & hardware, software (other than application software), Anti-Virus, peripherals & other allied equipment, provide required telephone lines / broad band / wireless connections, LAN/Networking, UPS systems, weighing machines, scanners, Bar/QR code printers, Bar/QR code scanners, web cameras for each work station, CC cameras, DVR, hard disc with minimum 15 days backup, CDs for storing backup data of every fortnight and other allied equipment.
- b. (i) The contractor shall provide required properly trained manpower possessing any bachelor degree with computer skills like MS Office (Word, Excel etc.) for the operators working in 1 shift & 2 shift counters and for the operators engaged for booking & delivery activities in 3 shift counters. They shall be paid with not less than Data Entry Operator wages as prescribed and revised from time to time by the Government.

(ii) The contractor shall provide required properly trained manpower possessing Intermediate with computer skills like MS Office (Word, Excel

etc.) for the operators engaged in other activities like manifestation, loading & receiving etc. at 3 shift counters as furnished in Annexure 2. They shall be paid with not less than un skilled operator wages as prescribed and revised from time to time by the Government.

(iii) 7 days in house training to the manpower engaged is permitted at existing counters before commencement of work at the cost of successful tenderer.

- c. The contractor shall provide computers, hardware and allied equipment at PACS counters as per requirement furnished in Annexure-2. The list is only indicative and not exhaustive and any other equipment required for carrying out business activity and for improving service level to customers shall also have to be provided.

### **17.2 Handling of material**

Handling of material includes shifting the item booked from counter to specified location for loading, bag preparation wherever required, loading and handing over to crew, unloading, receiving and acknowledging items received, shifting them to delivery/loading section as per requirement, delivery to consignee or door delivery boys.

### **17.3 Booking and delivery of parcels and couriers**

- a) Receiving securely packed Parcels and couriers from the customers for booking.
- b) Scanning the item, duly verifying to confirm that the item is not explosive / inflammable or banned/ prohibited item.
- c) Printing Bar/QR code label and sticking it to the Item received.
- d) Entering details of customer, parcel etc., in the computer and capturing image or identify proof of the customer (Adhaar, Driving license etc.), invoice and parcel.
- e) Entering weight/volumetric dimensions to calculate tariff applicable.
- f) Collecting money and generating LR and issuing receipt (invoice) to the customer.
- g) Arranging to handover the parcels to forwarding section.
- h) Stocking the parcels in appropriate place for loading.
- i) Packing items to be sent to a particular location properly in a water proof bag and sealing with a tamper proof seal which is numbered and having a bar code & branding.
- j) Preparing manifest and loading the parcels in identified service buses and obtaining acknowledgements of crew.
- k) Preparing part-B of e-Waybill and capturing the image of the item valuing more than Rs. 50,000/-.
- l) Collecting copy of bill / invoice of the item valuing more than Rs. 5,000/- for enclosing to LR.

- m) Planning and organizing loading of parcels into other service buses also, in case of additional demand.
- n) Securing the Parcels and couriers loaded in the dickey of bus with lock and key.
- o) Securing the items loaded on the roof top of bus by covering them with Tarpaulin and securely tying with rope.
- p) Scanning Parcels and couriers received from other stations & agents.
- q) Sending items received to appropriate section i.e., Delivery, Door delivery or loading in case of transshipment or mis-route items.
- r) Arranging proper and safe storage of items to be delivered.
- s) Arranging door delivery of Parcels and couriers through delivery boys etc., authorized by APSRTC.
- t) Handing over Parcels and couriers to consignees duly verifying identity.
- u) Delivering items after scanning the ID proof of receiver duly taking image of the parcel delivered and the customer.
- v) Generating list of consignments not loaded/not manifested and taking corrective action to move consignments forward.
- w) Generating list of items not received and informing the concerned to take corrective action.
- x) Reporting partially received consignments.
- y) Recording cases of damaged consignments.
- z) Submitting information about the services not reported to ATM(C) and concerned officers.
- aa) Attending the complaints received from various sources.
- bb) Arranging marketing teams to improve the logistics business.
- cc) Handing over unclaimed parcels every month to ATM(C) of the Region.
- dd) Conducting physical stock verification and submitting report of variation in stock at every week end to ATM(C) of the Region.
- ee) Not to deliver the prohibited items received without the prior approval of DM/ATM(C).
- ff) Staff on duty should be in "Uniform" with ID Card.

#### **17.4 Surveillance system**

The contractor shall arrange the counters under the surveillance of CC Cameras.

Surveillance system (Cameras, DVR and all required accessories) shall be installed at the parcel counters as per the specifications given in Annexure-3. Sufficient number of cameras shall be installed to cover all activities in the scope of work at all depot head quarter bus station locations in the zone. Cameras in surveillance system shall have reasonable resolution to identify

customers at counters, other personnel involved at storage place, loading and unloading points to prevent any loss or theft. Cost of the equipment, required cables, connectors and all the expenditure for installation of the surveillance system shall be borne by the contractor.

The DVR shall be capable of storing data for a minimum period of previous fifteen days. The recording can be overwritten in first in first out basis, with previous 15 days data available at any point of time. Data back-up of all incidents of concern shall be taken on any other storage devices and shall be maintained for verification at a later date. The recorded data shall be provided to APSRTC authorities as and when required.

Access to the Surveillance System shall be provided to all concerned officers and staff of APSRTC as per the instructions of ED Zone or Corporate office.

One central monitoring cell shall be maintained at Zonal H.Q. to monitor the activities at various places of PACS counter in the zone and to coordinate with other zones or other business partners of APSRTC.

### **17.5 Android hand held machine**

The contractor shall have to provide mobile work stations (Handheld Android machines) or Android 4G mobile with Bluetooth printer, wherever required to improve operational efficiency and business at any particular location.

This device can be used for booking, manifest preparation, receiving and delivery of parcels and couriers. Printouts can be issued. This is a mobile device and operates with a 4-G data SIM. This device gets directly connected to the server for operation.

### **17.6 Regional technical centre**

Regional technical centre shall be operated by the contractor from the office of ATM(C) of the Region, manned by technical executive to attend hardware problems, man power issues, training and to sort out grievances of customers viz., missing complaints, delayed loading & non-updating of receipt of parcels / couriers at destination etc.

Such persons shall also be able to prepare / generate various information reports for submission to concerned officers, to attend review meetings with officers and thus to exercise supervision and control of all operational activities of all PACS counters in the Region.

### **17.7 Zonal communication cell**

Zonal communication cell shall be operated by the contractor from the office of Dy.CM(C) of the zone with unique telephone connection in the space allotted by APSRTC on free of cost basis, manned by executives for monitoring

&coordination between counters, Agents in the Zone & other Zones, other business partners of APSRTC for rendering supervisory and customer support services.

Such persons shall also be able to prepare / generate various information reports for submission to concerned officers, to attend review meetings with officers and thus to exercise supervision and control of all operational activities of all PACS counters in the Zone.

## **18 General Terms & Conditions of contract**

### ***Installation & Establishment of PACS counters***

- 18.1 Successful bidder shall enter into the agreement within 15 days from the date of receipt of “Letter of Intent” with Dy. Chief Manager (Commercial) of the zone on Non-Judicial Stamp Paper franked with requisite stamp duty at his / her own cost as prescribed by Government from time to time, duly paying requisite Security Deposit and providing required hardware & manpower.  
Hereinafter, the successful bidder will be called as the “Contractor” for APSRTC computerized Parcel and Courier Services (PACS) Project for establishment, operation& maintenance of Parcel and Couriers services counters on the basis of payment of commission on monthly basis as percentage (%) on net revenue realized per month through booking of parcels and couriers in all the counters of the allotted Zone.
- 18.2 The contractor shall establish computerized Parcel and Courier Services (PACS) counters at Depot head quarters and other important bus station locations of the Zone as indicated in Annexure – 2; carryout the required Civil & Electrical works and provide required furniture for establishing & operating counters, provide required computer system & hardware, software (other than application software), Anti-Virus, peripherals & other allied equipment, provide required telephone lines / broad band / wireless connections, LAN / Networking, UPS systems, weighing machines, scanners, Bar / QR code printers, Bar / QR code scanners, web cameras for each work station, CC cameras, DVR, hard disc with minimum 15 days backup, CDs for storing backup data of every fortnight and other allied equipment.
- 18.3 The contractor shall provide required properly trained manpower as mentioned in clause No. 17.1(b).
- 18.4 The contractor shall provide computers, hardware and allied equipment at PACS counters as per requirement furnished in Annexure – 2. The list is only indicative and not exhaustive and any other equipment required for carrying out business activity and for improving service level to customers shall also have to be provided.
- 18.5 APSRTC provides accommodation at all Depot Head Quarter Bus station locations of the allotted Zone to the contractor for establishing PACS counter at free of cost in “as is where is” condition. Any expenditure towards repairs & maintenance of civil & electrical works

- and for improvement of counters shall be borne by the contractor during the subsistence of the contract period.
- 18.6 Identification and allotment of accommodation/counters in the premises of APSRTC to the contractor is at the discretion of APSRTC. The decision of APSRTC authorities is final in allotment of accommodation/counters.
  - 18.7 Specifications (configuration) of computers & hardware, networking and related equipment as furnished in Annexure-3, are given for guidance only. Higher configuration equipment will have to be provided based on business requirement.
  - 18.8 Electricity service connection & sub-meters, earth pits will be provided by APSRTC at depot head quarter bus station counters. The Electricity charges are to be borne by the contractor as stipulated by the Corporation from time to time. Necessary wiring and MCBs as per site requirement shall be arranged by contractor at his cost. There shall be no loose wiring in logistics counters.
  - 18.9 Additional internet connection / Dongle shall be provided in each centre, to ensure business continuity. Monthly maintenance cost and usage charges for the internet connection / Dongle have to be borne by the contractor.
  - 18.10 Hardware, Networking and manpower problems shall be rectified & resolved by the Contractor without causing any problem for uninterrupted usage of the system and operation of PACS counters.
  - 18.11 The contractor shall make adequate security arrangements at all PACS counters to safeguard the parcels / couriers & property of the customers as well as the Corporation.
  - 18.12 The contractor shall submit the certified list of persons being engaged by him with passport size photos and details of educational qualification, ID proof such as Aadhaar Card, mobile number and bank account to the Depot Manager / ATM(C) concerned before engaging a person to work at logistics counter. The persons engaged shall not be changed without prior approval of DM / ATM(C).
  - 18.13 The Contractor shall not employ, associate with or include as business partner any person who was a Contractor of the Corporation and defaulted in payment of contract amount.
  - 18.14 The contractor shall provide a contact number to each PACS counter for co-ordination of activities with regional and zonal communication centres.

### ***Operation of PACS counters***

- 18.15 Computerized Parcel & Courier service counters shall be established and made operational from the date of agreement itself. However, manpower and hardware shall be scaled up to meet the full-fledged transactions requirement within a maximum period of 15 days from the date of agreement. From thereafter deficiency of service will attract penal provisions.

- 18.16 The contractor shall provide required properly trained manpower as mentioned in clause No. 17.1(b).
- 18.17 Sufficient manpower shall have to be provided by increasing or reducing the initially deployed manpower at the counters as per the business requirement with mutual consent and prior approval of ED(Zone) so that there will not be any interruption to conducting of business nor inconvenience to the customers. It shall be ensured that the waiting time is less than 5 min to the customer for booking / delivery of a parcel.
- 18.18 The Counters shall be operated in one or two or three shifts as indicated in the Annexure – 2 throughout the year including Sundays and National holidays. However appropriate reduction in staff will be permitted on Sundays and National holidays without affecting the work. The contractor shall arrange additional staff on days before festivals (Sankranti, Dasara, Deepawali, Christmas, etc.) when large volume of parcels are booked. The number of shifts at each location can be either increased or decreased with mutual consent with the approval of ED(Z).  
Single shift counters timings: from 08.00 am to 06.00 pm.  
Two shift counters timings: from 06.00 am to 09.00 pm  
Three shift counters timings: from 04.00 am to 11.00 pm, receiving 24 hrs.
- 18.19 All operators shall login to the system only after entering OTP sent to their mobile phone.
- 18.20 Cash realized in each shift shall be remitted at depot earning section within 4 hrs from closure of shift.
- 18.21 The contractor shall open additional counters with required manpower as per business needs on the instructions of Executive Director (Z), whenever required.
- 18.22 Additional counters can be operated during peak times with part time staff to meet the business demand & customer needs during peak hours. Suitable duty adjustments can also be made for increasing manpower availability in peak hour.
- 18.23 The number of PACS project locations allotted in the Zone can be increased or reduced at any time based on the business carried out in the Zone with mutual consent and prior approval of ED(Z).
- 18.24 The number of counters at the allotted locations can be increased or reduced at any time based on the business carried out at that location, with mutual consent and prior approval of ED(Z).
- 18.25 Required stationery for receipts, labels, manifest, registers, files, permanent markers, etc shall be borne by the contractor except pre-printed LR stationery which will be supplied by APSRTC. The Contractor is accountable for all pre-printed LR stationery supplied to contractor.
- 18.26 Necessary spares, consumables required must be assessed well in advance and kept ready at each counter. The cost of these consumables is to be borne by the contractor.



- 18.27 The contractor will be permitted to collect approved packing charges from the customer, in case of necessity for packing any unpacked item, in the computerized billing and the same will be paid to the contractor periodically, as mutually agreed.
- 18.28 No customer shall be permitted to handle the item booked till its delivery. Entry of customers in the parcel room and handing over parcel to crew directly by customers shall not be allowed.
- 18.29 The contractor shall maintain all registers specified by APSRTC, prepare prescribed MIS reports and make available for use of APSRTC Inspecting Officials. The reports shall not be disclosed to any outsider.
- 18.30 Contractor shall not disclose to any other party about the knowledge of PACS project system or pass-on the possession of material and information given to the contractor under this agreed contract or any information which has been generated during the running of the project. The contractor shall hold such material and information in strict confidence, not to make use of them other than for the performance of this contract, except release it only to the designated employees requiring such information for operation, maintenance and control & inspection of the PACS project systems. During execution of the contract and thereafter the above information shall not be released to any other parties.
- 18.31 The contractor shall attend periodical co-ordination meetings with APSRTC authorities as and when called for along with regional technical team and zonal communication cell team.
- 18.32 In the premises of PACS counters provided by APSRTC there shall not be any other business conducted by the contractor except the activity of booking and delivery of parcels/ couriers related to APSRTC.
- 18.33 Contractor can operate counters at any other bus stations duly enrolling as an Agent. If space is available, ED/Zone can allot space to the contractor for booking of Parcels and couriers, utilize the storage facility available on rental basis as per the Regional tender committee recommendations. Commission for the revenue generated at these counters will be paid on par with other Agents.
- 18.34 For setting of parcel counters at private locations, the contractor has to arrange accommodation at his cost and arrange required Computers, related equipment, infrastructure and required manpower for operating the counters. Commission for the revenue generated at these counters will be paid on par with other Agents.

### **Other terms**

- 18.35 The persons engaged by the contractor shall not have any right or claim whatsoever, for employment in APSRTC at present or at a future date.
- 18.36 The contractor has to replace any of the persons engaged by him as advised by the Corporation within one month of issuing such notice, in case of inefficiency, improper behaviour, excess amount collection over and above the tariff, improper billing or any other factor which will adversely affect the performance of Logistics business.

- 18.37 (a) The Contractor shall make his own arrangements for safe storage of consignments from adverse weather conditions. For loss or damages caused to the consignment while in contractor's custody, the contractor is liable to make good such loss caused, else the same will be recovered from the monthly commission payable duly issuing notice.
- (b) After conducting detailed enquiry on missing of parcel, shipment value shall be recovered from the responsible Contractor / Crew / Hamalies.
- 18.38 The Corporation shall not be liable for any loss incurred by the Contractor, his / her customers, bankers, financial institutions, personnel engaged by the Contractor, or any other person connected to the business of the Contractor. Throughout
- 18.39 The Contractor shall not appoint other firms / agencies / individuals as sub-contractors at designated PACS counters.
- 18.40 The business shall be carried out only in the name of the firm, as the case may be, that was specified. During the course of contract, the Contractor shall not be allowed to change the name of the Agency or to transfer the Agency.
- 18.41 In the event of death of the contractor during subsistence of the contract period, the contract shall come to an end. However, the Corporation may permit the legal heirs of the deceased contractor to carry out the contract on the same terms and conditions for the remaining period of the contract duly entering into supplementary agreement at his own cost, subject to production of proof of such legal heir, as required. Failing the same will lead to termination of the contract.
- 18.42 After expiry of the contract period, the contractor will be permitted by the Corporation to take away all computers & hardware, furniture & equipment etc., only after clearing all pending dues to APSRTC.
- 18.43 Force majeure clause: The Corporation shall not be held responsible for any loss or damage that may be suffered by the contractor due to withdrawal or cancellation of buses due to bundhs/agitations/accidents/floods/ vandalism by outsiders/riots/fire/war/strikes or any other internal or external factors, which are not under the control of the Corporation.
- 18.44 Non exclusive clause: The Corporation has the right to appoint any other Agents/Firms/Contractors for conducting the same or similar business or any other activity related to the business in the Zone allotted to the contractor anywhere in the State on "non exclusive basis" and the contractor shall not have any right to object the same.

### ***Commission payable to the contractor***

- 18.45 The approved commission as percentage on net revenue (the amount of transport charges realized by booking parcels and couriers at all the PACS counters operated by the contractor, after deducting door pickup & door delivery charges, crew incentive, hamali charges, applicable GST

and insurance amounts) will be paid on monthly basis. 2% commission on net revenue will also be paid for receiving and delivery of parcels booked by other zone contractors / agents. Further, 2% commission on net revenue, subject to a ceiling of Rs. 5/- per parcel / courier, will also be paid for transshipment consignments.

- 18.46 For booking & receiving of To-pay parcels, an amount of Rs.5/- per parcel will be paid by sharing the amount equally between the contractors of booking and delivery points. In case of transshipment items, Rs. 4/- will be equally shared between the contractors of booking and delivery points and Re.1/- will be paid to the transshipment point contractor/agent. The contractor shall maintain wallet balance for booking or receiving To-pay items.
- 18.47 Under any circumstances, the approved Commission (% on monthly net revenue) as recorded while entering into the agreement, will not be revised upwards, during the subsistence of the contract period.
- 18.48 However, the tariff rates fixed for booking / delivery of parcels / couriers through APSRTC buses, at the time of entering into the agreement as indicated in the Annexure-5, may be revised upwards at a future date depending upon the policy of the Government or any other exigencies which may result in increase of the net revenue to APSRTC. in such a case, there will be proportionate reduction in the percentage of commission payable to the contractor to offset the inflationary impact of the change in the 'tariff' on the net revenue realized to the Corporation.
- 18.49 Commission eligible for operation of all PACS counters in the Zone during the month shall be paid to the contractor at the concerned Zone. The contractor shall raise the bill to the Dy CM(C) of Zone along with necessary documentary proofs by 2<sup>nd</sup> of every month. ATMs(C) of each Region shall send certification for eligible commission to Dy CM(C) of zone along with penalties imposed if any, recoveries towards electrical consumption charges etc., before 3<sup>rd</sup> of every month. After scrutiny of the monthly bills submitted by the contractor, certification submitted by ATMs(C) along with penalties and recoveries, the Dy CM(C) of Zone shall process the case to Dy CAO/Zone for payment of eligible commission to the contractor on or before 6<sup>th</sup> of every month. Dy CAO/Zone shall release 100% eligible commission to the contractor after pre-audit duly deducting penalties and recoveries, before 10<sup>th</sup> of every month.

### ***Taxes & levies***

- 18.50 GST & all other Statutory levies, taxes etc., imposed by State & Central Governments, local bodies etc., shall be borne by the contractor for conducting the business.
- 18.51 GST paid by the contractor as per the provisions of GST Act will be reimbursed on submission of proof of payment / documentary evidence.

18.52 Tax Deduction at Source (Income Tax) as per the provisions of Income Tax Act would be made applicable to the commission payable to the contractor as per rules in force.

### ***Compliance to statutory laws & norms***

18.53 The Contractor shall comply with all the provisions of various Acts of Government relating to Labour Laws and the Rules & Regulations made there under from time to time, like payment of Minimum Wages, Provident Fund, EDLIF, ESI etc., as prescribed by the Govt., from time to time and submit the proof of compliance along with the monthly bill to the Unit Officer concerned for payment.

18.54 The contractor shall obtain individual PF & ESI code numbers for the manpower before their engagement into PACS project and make PF & ESI contributions to the respective code numbers of the individuals promptly.

18.55 The Contractor shall at all times indemnify the Corporation from all claims, damages, compensation etc., under the provisions of all Laws and Acts pertaining to the Labour engaged by the contractor. In case any such payments are made by the Corporation, the contractor shall reimburse the same to the Corporation

18.56 The Contractor shall obtain license/permission from the Labour Department by paying welfare fund for all the persons engaged.

18.57 The Contractor shall not engage child labour. The contractor shall not engage persons below the age of 18 years for any purpose.

18.58 The Contractor shall comply with all the provisions of Contract Labour (Regulation and Abolition) Act, 1970. The Corporation is not liable for any violations of the above Act by the Contractor.

18.59 The contractor is liable to bear all expenses and pay compensation in case of death or injury (simple or grievous) caused in the Corporation premises to any person engaged, authorized or directed by the Contractor during the course of conduct of PACS business. The Corporation is not liable to pay such compensation or to bear such expenses.

18.60 The weighing machines and related equipment provided by the contractor at PACS counters shall comply with norms of Legal Metrology Department. Any other equipment and operations at PACS counters shall comply with all statutory requirements.

### ***Events of default & Levy of penalties***

18.61 If the contractor fails to commence the project i.e., operation of computerized Parcel and Courier Service (PACS) in the allotted Zone(s) within 15 days from the date of entering into the agreement, the Security Deposit amount is liable for forfeiture in favour of APSRTC.

18.62 Any delay in execution of the project in any of the centres as per the schedule specified, will result in levy of penalty of an amount of Rs.500/- per day per counter by Dy.CM(C) of Zone.

- 18.63 Non-operation of counter on any day will be penalized @ Rs.3,000/- per occasion by DM/ATM(C).
- 18.64 Delayed opening or early closure of counter by one hour or more will be penalized @ Rs.50/- per counter per occasion by DM.
- 18.65 For any short supply of manpower to the requirement for hassle-free operation of PACS counter, penalty @ Rs.300/- per person per day will be levied by DM/ATM(C).
- 18.66 Failure to remit the shift cash in the depot Earnings section within 4 hrs from closure of shift by any operator will be treated as an offence. If such offence is repeated for 3 times in a month in a depot a penalty of Rs.1,000/- per occasion will be levied by DM. For each instance of cash not remitted / short remitted / not made good within 12 hrs, a penalty of Rs.1,000/- per counter per day having net revenue below Rs.10,000/- on that day or Rs.2,000/- per counter per day having net revenue equal to and above Rs.10,000/- on that day will be imposed besides recovery of the amount not remitted with interest @ 36% per annum by Dy CM(C) of Zone.
- 18.67 Premises of PACS counters including its surroundings shall be kept clean and tidy. Daily maintenance of premises is the responsibility of the contractor. In case of any lapse noticed, a penalty@ Rs. 300/- per occasion will be imposed by DM.
- 18.68 Customers entry into the parcel room or customer handling parcels after booking will be treated as offence / short coming in service to customer and will be penalized @Rs.300/- by DM.
- 18.69 Failure to enter GSTIN of customer, penalty of Rs. 100/- per transaction will be levied by DM/ ATM(C).
- 18.70 For not arranging for generation of e-waybill (part-B) for enclosing to LR for consignments valuing more than Rs. 50,000/- for full-filling statutory obligation, a penalty of Rs. 1000/- per occasion will be levied by DM / ATM(C) besides recovering the pecuniary loss caused to the customer and Corporation from the monthly commission bill by Dy CM(C) of Zone.
- 18.71 For booking and transporting Parcels/Couriers without proper documents, invoices, way bills etc., violating statutory obligations, pecuniary loss caused to the customer and Corporation stands recoverable from the monthly commission bill by Dy CM(C) of Zone.
- 18.72 For booking of parcels/couriers which are not properly packed, a penalty of Rs.50/- per item will be imposed by DM.
- 18.73 For booking prohibited items, penalty of Rs.5,000/- per occasion will be imposed by ATM(C). For repeated committing (3 or more times in a month) of such event of default, penalty of Rs.10,000/- will be imposed besides recovery of pecuniary loss caused to customers and Corporation from the contractor by Dy CM(C) of Zone and making contractor liable for consequences of any proceedings initiated by concerned Enforcement Authority.
- 18.74 For recording less weight than actual at the time of booking of a consignment, penalty @ 10 times of the difference of amount will be

- levied by DM/ATM(C). However, the variation in weight upto 5%, subject to a maximum of 25 kgs, can be ignored.
- 18.75 For non collection of volumetric charges for the applicable items, penalty @ 2 times of transportation charges will be levied by DM/ATM(C).
- 18.76 For delayed dispatch of any consignment by more than 24 hrs., penalty @ Rs. 20/- per item per day will be levied by DM /ATM(C)/Dy CM(C).
- 18.77 For dispatch of consignments to wrong locations, penalty up to an amount of Rs.500/- per occasion will be levied by DM / ATM(C).
- 18.78 For collection of excess charge than payable from customer, penalty up to 10 times of excess collected amount for each occasion will be levied by DM / ATM(C).
- 18.79 For not manifesting the consignments, penalty @ 10% of the commission amount of that item will be levied by DM/ATM(C).
- 18.80 For not receiving the consignments through system, penalty of 10% of the commission amount of that item will be levied by DM /ATM(C).
- 18.81 For un-delivered consignments that are not available in stock, penalty @ of 100% of the commission amount of that item & transport charges will be levied by the DM / ATM(C) besides recovering the shipment value of the item from the monthly commission bill.
- 18.82 For delivering consignments without up dation in software module, penalty @ of 100% of the commission amount of that item & transport charges will be levied by the DM / ATM(C) besides recovering the shipment value of the item from the monthly commission bill.
- 18.83 For non sticking of label and non marking of LR particulars on parcels, penalty @ of 100% of commission amount of that item will be levied by DM / ATM(C).
- 18.84 For non sticking of label or non marking of LR particulars on parcels, penalty @ of 10% of commission amount of that item will be levied by DM / ATM(C).
- 18.85 For loss of parcels due to negligence of the personnel engaged by the contractor, penalty up to Rs.1000/- per occasion will be levied by DM / ATM(C) besides recovering the shipment value of the item from the monthly commission bill. For repeated committing (loss of parcels for 3 or more items in a month in a Region) penalty up to Rs.5,000/- per item will be levied besides recovering the shipment value of the item from the monthly commission bill by Dy CM(C) of Zone.
- 18.86 For fraudulent activities, drunkenness on duty, improper behaviour of persons engaged by the contractor with customers or APSRTC officials, poor services to customers, ineffective handling of Parcels & Couriers, unnecessary delay in transactions at booking or delivery counters etc. penalty of Rs.1,000/- for each occasion will be levied by DM/ATM(C).
- 18.87 Non-availability of responsible Executive either at Regional technical center or at the Zonal communication cell, penalty upto Rs.1,000/- per occasion will be levied by ATM(C)/Dy.CM(C).
- 18.88 For non functioning of surveillance camera, penalty of Rs.50/- per camera per day will be levied by DM / ATM(C).

- 18.89 The contractor will be penalized for down time of any counter, system due to the reasons such as non-availability of UPS power, computers & hardware, sufficient staff, communication lines (leased/ISDN/Broadband), network etc. For down time of more than one hour and system slow down for more than 2 hours, penalty of Rs.500/- per occasion will be imposed by Dy.CM(C)/Zone. For repeated committing (3 or more times in a month) of such event of default, penalty of Rs.2,500/- per occasion at counters having average daily net revenue below Rs.10,000/- or penalty of Rs.5,000/- per occasion at counters having average daily net revenue equal to and above Rs.10,000/- will be imposed by Dy CM(C) of Zone.
- 18.90 For inability of the contractor to take up the repair work / replacement of defunct computers & hardware, printers, weighing machines and other equipment provided in the PACS counter, Corporation will take up such repair / replacement work and the amount so incurred by the Corporation will be recovered from the monthly commission bill by Dy CM(C) of Zone.
- 18.91 Electrical consumption charges, Telephone bills, Internet bills, any communication channel charges and Taxes shall be paid by the contractor without any default. For non-payment of such bills / taxes by the contractor, the amount, if paid by APSRTC, shall be recovered along with penal interest @ 36% p.a. from the monthly commission bill payable to the contractor by Dy CM(C) of Zone besides making the contractor liable for the consequences for delayed or non-payment of charges, taxes etc.
- 18.92 All the penalties levied by the concerned authorities of the Corporation are recoverable from the monthly bills payable to the contractor, subject to issue of notice and examining explanation of the contractor.
- 18.93 ED(Z) is the appellate authority for preferring appeal by the contractor for waiver of penalties levied based on any/all of the above penalty clauses.
- 18.94 VC&MD is the reviewing authority for preferring review by the contractor for waiver of penalties levied based on any/all of the above penalty clauses.

### ***Termination/Withdrawal from the contract***

- 18.95 At any point of time during subsistence of the contract, the contract can be terminated by the Corporation by giving one month advance notice without assigning any reason. In such circumstances, the deposits which may remain to the credit of the Corporation will be refunded after all the dues payable to the Corporation have been settled out of the deposits made by the Contractor. Corporation shall not be liable to pay any damages that the Contractor may suffer on account of such termination.
- 18.96 For not fulfilling the terms and conditions specified by APSRTC and for breach of any terms and conditions of agreement entered with APSRTC by the contractor, the contract is liable for termination by APSRTC by giving one month advance notice duly forfeiting Security Deposit.

- 18.97 For committing of fraudulent or malpractices such as wrong accountal of revenue, non remittance of earnings, tampering or faking or misuse of LRs or other parcel stationery, tampering of software, computers & hardware etc. by the contractor causing pecuniary loss to the Corporation or damage to the image & reputation of the Corporation, the contract is liable for termination by APSRTC by giving one month advance notice duly forfeiting Security Deposit besides confiscating computers & hardware, furniture & equipment etc.
- 18.98 The contractor will be allowed to withdraw from the contract agreement entered into, if he / she / it desires to do so, only after completion of one year period from the date of commencement of the project duly submitting three months advance notice. In such circumstances, the deposits which may remain to the credit of the Corporation will be refunded after all the dues payable to the Corporation have been settled out of the deposits made by the Contractor.
- 18.99 For poor performance, repeated complaints from customers, loss or damage to the Corporation property and parcels/couriers in their possession, improper behaviour of persons engaged by the contractor with customers/APSRTC officials, ineffective handling of Parcels/Couriers, mis-management of booking / delivery counters etc., by the contractor, the contract is liable for termination by APSRTC by giving three month advance notice.
- 18.100 For employing, associating with or including as business partner any person who was a Contractor of the Corporation and defaulted in payment of contract amount etc., in conducting of any business contract, the Corporation shall have the right to terminate the contract, by giving one month advance notice duly forfeiting Security Deposit.

***Rights reserved by APSRTC***

- 18.101 VC&MD, APSRTC reserves the right to add/modify any terms and conditions of the contract stipulated in this tender document and the successful bidder shall abide by such additions / modifications while entering into the agreement.
- 18.102 The VC&MD, APSRTC reserves the right to modify any condition/conditions of the agreement, and add any other condition/conditions during the contract period. The Contractor has to abide by the conditions modified/incorporated and has to enter into a fresh agreement with the Corporation at his/her/its cost, if required.
- 18.103 In case of unsatisfactory operation of the project by the contractor, VC&MD, APSRTC reserves the right to cancel the project contract awarded to the contractor and to award the same to any other individual/firm in order to ensure un-interrupted service to customers. In such cases, the Corporation shall not be liable to pay any damages that the Contractor may suffer on account of such cancellation.
- 18.104 APSRTC reserves the right to open additional counters for booking of Parcels & Couriers at e-Seva centres, AP ONLINE centres, Agent counter or at any other place as decided by the Corporation by engaging



necessary Staff or Business Facilitators or Agents, in case the contractor is not able to meet the demand.

***Dispute Resolution***

18.105 In case of any dispute or differences arising on the interpretation of terms and conditions of the tender or contract as the case may be, the decision of the Vice Chairman and Managing Director, APSRTC, shall be final and binding on both the parties.

***Jurisdiction of courts***

18.106 Legal disputes, if any, between the contractor and APSRTC shall have to be settled only in the Courts having jurisdiction at Vijayawada and the High Court of A.P. State.

**Bid Compliance Sheet**

Bidder shall mark page numbers on enclosures

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

S. No	Criteria (Document submitted)	Mention Enclosure Page No.	Fill Compliance (Yes/No)
1	Bidder shall provide an attested copy of –		
a)	PAN card		
b)	Company Registration Certificate (if applicable)		
c)	Valid Service Tax/ GST registration Certificate		
d)	PF & ESI Registration Certificates		
e)	Labour Department Registration certificate issued under Contract Labour (R and A) Act, 1970 (License of Contractor Establishment)		
2 (a)	Income Tax Returns for the last two financial years i.e., 2018-19 & 2019-20.		
(b)	Documentary proof of bidder having minimum average turnover of Rs. 1Cr./annum in the last 2 financial years i.e., 2018-19 & 2019-20. Certified Audited copies of Annual Accounts of last two financial years i.e., 2018-19 & 2019-20.		
3	Documentary proof of bidder having experience in the related business of manpower supply contract or providing IT enabled services in the last two financial years i.e., 2018-19 & 2019-20.		
4	Documentary proof of bidder having computerized logistics business experience (for preferential treatment).		
5	An affidavit duly attested by the Notary that the Bidder was not black listed previously by any PSU/ Corporation/ Board or State/ Central Government in India.		
6	Copy of tender document signed in all pages with seal.		
7	Tender application fee receipt.		
8	EMD Payment receipts.		

**Covering Letter for Bid**

Place:

Date:

To  
The Chief Manager (Comm),  
A.P.S.R.T.C, RTC House,  
Vijayawada -520013.

Sir,

Sub: Parcel and Courier Services Project - Tenders for Operation of APSRTC computerized parcel and courier services (PACS) Project, on the basis of Commission as percentage on net revenue for a period of three years - Reg.  
Ref: Notification in News Paper, dated.\_\_\_\_\_

With reference to the Notification cited, I hereby submit the Tender for operation of APSRTC computerized parcel and courier services (PACS) project, on the basis of Commission as percentage on net revenue for a period of three years, subject to the Terms & Conditions and other rules stipulated by APSRTC, which are indicated in the RFP.

I / We agree to abide by the Terms & Conditions laid down in the RFP. All the information submitted with the bid is true to the best of my/our knowledge. In the event of my/ our / firm's failure to abide by any of the terms & conditions, the EMD amount paid by me/us stands forfeited in favour of APSRTC.

Yours sincerely,

Signature of the bidder  
(authorised signatory with seal)

Name :

Place :

Date :

- Encl: 1) Tender Form and RFP.  
2)EMD payment receipt.  
3) Completed and filled in Forms T1, T3, T4 & T5  
4) All evidences/ documents/ certificates etc. required as per RFP  
5) Original RFP duly signed with seal.  
6) Other Documents (specify).

Note to Bidder: The original RFP only shall be utilized for submission of the bid. Separate sheets may be enclosed to the RFP for furnishing additional information.

**Tender form**

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

- 1 Full Name of the bidder(s) :  
(If the bid is submitted on behalf of firm/ company etc., furnish name and designation of the person authorized to submit the bid)
  
- 2 Particulars of the firm/ company with Registration No. on behalf of which bid is submitted :
  
- 3 If the Tender is on behalf of a firm/ company please furnish.
  - a) Whether it is a partnership firm, under the Partnership Act or a Company constituted under Indian Companies Act, 1956 or a Private Limited Company etc. :
  
  - b) Nature of business being carried out :
  
  - c) Previous experience in similar area :  
(Enclose copies of documentary evidence as proof)
  
- 4 No. of employees on rolls :
  
- 5 Whether the individual / firm/ company has branches carrying out business in the relevant fields in Andhra Pradesh and other States; if so, mention the addresses of the branches. :
  
- 6 a) Name of the full time Director / Head of the firm :
  
- b) Relationship/Designation of the authorized signatory that signed on behalf of firm.

- 7 Annual turnover of the company for the preceding two years (Rupees in lakhs)
- 2018-19 :  
2019-20 :
- 8 Address for correspondence & phone no.  
(FAX, Website, email etc.)  
(All correspondence will be made with local office only, if available)
- a) Local Office :
- b) Head Office :
- 9 a) Permanent address of the Head of the Firm with phone numbers. :
- b) Residential address of the personnel concerned :
- 10 Cost of Tender Document :  
payment details
- 11 Copies of statutory approvals
- a. Particulars of registration as man power supply agency with labour department:
- b. PF & ESI codeno.s:
- 12 Latest Board Resolution copy  
With names and signatures  
Of all Board Members.

**Costing details for \_\_\_\_\_ Zone.**

(For reference purpose only and not for bid evaluation)

**Estimated cost of hardware, equipment etc.**

(Configurations make &amp; model to be enclosed):

Sl. No.	Hardware make/ Specifications	No. of units	Total cost
---------	-------------------------------	--------------	------------

1. Personal Computers

2. Ethernet switch  
8 port (Minor centres)  
(D-Link/DAX/HP/reputed brand)

3. Laser printers (B/W)

4. On line UPS : As per site requirement for un-interrupted power supply for 3 hours.

5. Bar/QR Code Printer:

6. Bar/QR Code Readers:

7. Weighing Machines

- a) Maximum capacity : 300kg  
b) Accuracy : 100g  
c) Platter size : 500mmX500mm  
d) Interface : 232/Bluetooth

(equal to required or higher specifications are desirable).

8. Surveillance System equipment

9. Other Hardware (specify)

10. Civil &amp; Electrical works :

11. Furniture :

**Subtotal (in Rs.) :**

*Note:-The above Hardware should confirm to the specifications. Certification to this effect shall be given in the specifications sheets.*

**Man power cost:**

Estimated number of supervisors &amp; avg. salary per month :

Estimated number of operators &amp; avg. salary per month :

**Subtotal (in Rs.) :****Total estimated cost of operation (in Rs.) :**

**Financial Proposal**

The contractor will be paid commission on monthly basis as percentage on net revenue realised per month for providing manpower, computers & hardware, data network, furniture & equipment etc., for installation, establishment & operation of computerized Parcel and Courier Services (PACS) counters by connecting to central server.

The contractor shall quote commission as percentage on net revenue realized for booking of parcels / couriers at all PACS counters in the Zone for a period of three years.

Net revenue is the amount of transport charges realized by booking parcels and couriers at all the counters operated by the contractor, after deducting door pickup & door delivery charges, crew incentive, hamali charges, applicable GST and insurance amounts.

Under any circumstances, the approved Commission (% on monthly net revenue) as recorded while entering into the agreement, will not be revised upwards, during the subsistence of the contract period.

However, the tariff rates fixed for booking / delivery of parcels / couriers through APSRTC buses, at the time of entering into the agreement as indicated in the Annexure-5, may be revised upwards at a future date depending upon the policy of the Government or any other exigencies which may result in increase of the net revenue to APSRTC. In such a case, there will be proportionate reduction in the percentage of commission payable to the contractor to offset the inflationary impact of the change in the 'tariff' on the net revenue realized to the Corporation.

**Percentage of commission quoted normally includes the following costs which are indicative only and not exhaustive:**

Manpower cost; Investment cost of establishment of counters, installation of computers & hardware, data network, furniture & equipment etc.; Interest on investment; Maintenance & replacement cost of computers, hardware and other equipment; Cost of stationery; Electricity and Internet charges; Expenditure towards Compensation for loss / damage of items & property, penalties for events of default etc; Profit margin.

**Bid /Quote : The bidder has to quote the percentage of commission on the monthly net revenue to be realized on booking of parcel/couriers at all the allotted PACS counters in the following Zone (the quote shall be limited up to 2 decimals and shall be exclusive of GST):**

**Vizianagaram Zone** : \_\_\_\_\_ %

In addition to the above, 2% commission on net revenue will also be paid for receiving and delivery of parcels booked by other zone contractors / agents. Further, 2% commission on net revenue, subject to a ceiling of Rs. 5/- per parcel / courier, will also be paid for transshipment consignments.

APSRTC Logistics Net Revenue realized at PACS contractor counters:

Logistics Net Revenue (Rs. In lakhs)					
Zone	Region	2017-18	2018-19	2019-20	2020-21
Vizianagaram	NEC	158	203	186	389
	VSP	334	484	451	554
	EG	558	922	955	1003
Vijayawada	WG	208	392	383	304
	KRI	613	907	819	413
	GNT	273	467	415	341
Nellore	OGL	303	431	371	188
	NLR	238	426	384	307
	CTR	395	809	762	410
Kadapa	KDP	262	465	471	268
	KRNL	265	463	413	263
	ATP	359	714	680	492
Corporation		3966	6683	6290	4932

- Revenue is growing steadily and the Corporation is targeting Rs 150 Cr. per annum with existing fleet.
- New business plans such as first mile and last mile connectivity, increasing agent network, express delivery etc., are likely to result in better utilization of the available space and substantial improvement in logistics revenue.

Above revenue information is indicative only and the Corporation will not guarantee for the revenue during the agreement period. The tenderer is requested to make his own assessment of revenue & expenditure for running PACS counters before submitting quotation.

It may please be noted that there can be additional requirement of hardware & man power at some places over and above the requirement at counters indicated in Annexure – 2, basing on improved business conditions.



## Annexure-2

VZM Zone: Computer & Hardware Requirement													
S. No	Region	Depot	AVG per day 2019-20		No. of Shifts	P C	Printer	W/m	Web cam	UPS	Scanner	CC cam	Barcode printer
			Bookings	Net Revenue									
1	NEC	PALAKONDA	19	1695	1	1	1	1	1	1	1	4	1
2	NEC	PALASA	65	10376	2	2	2	2	2	1	1	4	1
3	NEC	SALUR	31	4194	1	1	1	1	1	1	1	4	1
4	NEC	SRIKAKULAM-I	210	13857	3	4	4	4	4	1	2	8	1
5	NEC	VIZIANAGARAM	210	17081	3	4	4	4	4	1	2	8	1
6	NEC	NARSANNAPET BS	16	1362	1	1	1	1	1	1	1	4	1
7	VSP	ANAKAPALLI	90	9315	2	2	2	2	2	1	1	4	1
8	VSP	DBSC BS	1065	97485	3	6	6	4	6	2	2	16	1
9	VSP	GAJUWAKA BS	81	10145	2	2	2	2	2	1	1	4	1
10	VSP	MADDILAPALEM	3	242	3	4	4	4	4	1	2	8	1
11	VSP	NARSIPATNAM	46	4313	1	1	1	1	1	1	1	4	1
12	EG	AMALAPURAM	154	19814	2	2	2	2	2	1	1	4	1
13	EG	KAKINADA	444	35688	3	4	4	4	4	1	2	8	1
14	EG	RAJAHMUNDRY	837	88442	3	6	6	4	6	2	2	16	1
15	EG	RAMACHANDRAPURAM	39	4565	1	1	1	1	1	1	1	4	1
16	EG	RAVULAPALEM	322	50985	3	3	3	2	3	1	2	4	1
17	EG	RAZOLE	52	10702	2	2	2	2	2	1	1	4	1
18	EG	TUNI	126	16918	3	3	3	2	3	1	2	4	1
19	EG	ANNAVARAM BS	35	6360	2	2	2	2	2	1	1	4	1
20	EG	KOTIPALLI BS	86	3904	2	2	2	2	2	1	1	4	1
21	EG	SAMARLAKOTA BS	26	2584	2	2	2	2	2	1	1	4	1
Total			3958	410027		55	55	49	55	23	29	124	21

The number of PACS project locations and counters at the allotted locations can be increased or reduced at any time on mutual consent based on the business carried out in the Zone / at that location with prior approval of ED(Z).

## Configuration of hardware

### 1. Personal Computers

(Lenovo / HP / Compaq / Dell. any other with following spec.)

- Intel i3 processor or above configuration
- 4 GB RAM Expandable up to 8 GB
- 500 GB HDD
- 1 Parallel / 1 Serial / 6 USB Ports
- USB Keyboard & USB optical Mouse
- IPV6 enabled 10/100/1000 Mbps NIC (on board / add on)
- MS Windows Operating System
- Two monitors for each booking computer system with 19 inch monitors (Dual monitor PCs)

### 2. Laser Printers (A4 size Monochrome)

(HP / Canon / Samsung / any other with following spec.)

- Print speed (Normal) : 14 ppm
- Print quality (best) : 600 x 600 dpi
- Interface : USB

### 3. UPS Systems of required capacity

- Online 2 KVA UPS Systems of reputed brand with required battery bank for providing minimum 3 hours backup (The backup has to be planned duly taking into account the power cuts imposed from time to time and availability of Generator Sets).

### 4. Surveillance camera

- 1/3" HDRIS Sensor, 700 TVL IR Dome , Day & Night with ICR, 3.6 mm fixed lens, DC 12V, IR range : 10 ~ 15 Mtrs.

### 5. DVR

- 4/8/16 Channel DVR, H.264 Compression, Real Time
- Recording @ D1 Resolution, 1 Channel Audio, 1 SATA, HDMI, No Remote Control, No Panel, no PTZ Control, No Alarm, SATA Surveillance HDD, minimum 2 night vision cameras depending on the requirement of the size.
- 15days backup HDD

### 6. Label Printers (Bar/QR Code)

- Type of Product : : Barcode Printer
- Memory: 4 MB Flash, 8 MB SDRAM Memory
- Resolution: 203 dpi
- Print Speed : 1-5 ips

## **7. Barcode label**

- 4 X 3 Inches
- Label Thickness : 43 Microns or above
- Double gum facility
- 70 GSM

## **8. Weighing machine**

- Capacity : 100 KGs/300 KGs
- Platform Size WxH(mm): 600x400
- Accuracy: 5 gm
- RS232 SUPPORT
- Battery backup 8hrs
- Approved By Weight & Measurement Department

## **9. Web cam:**

- Focus type: autofocus 2 MP camera
- Full HD
- Resolution: 1080p/30 fps - 720p/60 fps or above

## **10. Barcode**

- wireless barcode scanner
- Gun Model
- Type: Laser Scanner
- Usage: Barcode Scanner
- Interface Type: USB
- Scanning Element: Laser
- Distance: 50 m and above.

**List of Prohibited Items**

1. Petrol
2. Diesel Oil
3. Gasoline
4. Kerosene Oil
5. Methylated spirits
6. Turpentine
7. Acids
8. Sulphur
9. Coal Tar
10. Gunpowder
11. Guns (loaded) and Cartridges
12. Un-tanned Leather, Skin, Feathers and Hides
13. Raw Fish
14. Dry Fish
15. Crackers/Explosives
16. Gas Cylinders containing Compressed Gas
17. Dead Bodies of human beings and Animals
18. Contraband Articles
19. Unauthorized forest produce
20. Bones/Horns
21. Animals
22. Batteries (not crated)
23. Charcoal
24. Unpacked Cinema Films
25. Unpacked Cotton bales
26. Unpacked Dry leaves
27. Unpacked Woolen Goods
28. Opium
29. Narcotic preparations and Hemp
30. Prohibited forest produce
31. Any other item prohibited by law from time to time
32. Gutkha / Paan Masala containing tobacco / Nicotine
33. Scooters/Motor Cycles
34. Human Hair
35. Blood Worms (Salt Water Worms)
36. Sun-mica rolled sheets
37. Glass items
38. Liquids, Oils, Inks and Paints

*Note: Any other items notified by the State / Central Government from time to time.*

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## Annexure-5

<b>Tariff for parcels (in Rs.)</b>																	
	weight in kgs																
KMs	0-10	11-25	30	35	40	45	50	55	60	65	70	75	80	85	90	95	100
0-75	50	50	75	75	75	75	75	100	100	100	100	100	125	125	125	125	125
76-200	60	75	80	85	90	95	100	120	140	155	170	185	200	215	230	245	260
201-300	75	100	110	115	120	125	130	150	170	185	200	215	230	245	260	275	290
301- 400	85	100	135	145	155	165	175	195	215	230	245	260	275	290	305	320	335
401- 500	110	150	155	160	165	175	185	210	230	250	260	275	290	305	320	335	350
501- 600	120	150	155	160	165	180	195	220	240	260	270	285	300	315	330	345	360
601- 700	130	150	160	170	180	190	200	220	240	260	280	300	315	330	345	360	375
701- 800	140	200	205	210	215	220	225	240	260	280	300	320	335	350	365	380	395
801- 900	150	200	210	220	230	240	250	270	290	310	330	350	365	380	395	410	425
901- 1000	160	200	215	230	245	260	275	290	310	330	350	370	385	400	415	430	445
> 1000	170	200	215	230	245	260	275	290	310	330	350	370	385	400	415	430	445

<b>Tariff for couriers (in Rs.)</b>			
Description	Up to 250 Gms	251-500 Gms	501to 1000 Gms
Within AP	Rs. 50/-	Rs. 75/-	Rs. 100/-
Inter State	Rs. 75/-	Rs. 100/-	Rs. 125/-

<b>Tariff for perishable items (in Rs.)</b>			
KMS	0-25	26-50	51-80
0-100	40	50	60
101-200	50	60	70
201-300	60	70	80
301-400	70	80	90
401-500	80	90	100