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**ODISHA STATE ROAD TRANSPORT CORPORATION,
BHUBANESWAR**

No. 378 /OSRTC/ MIS- 967/23

Date: 29 /11/23

Request For Proposal (RFP)

The Chairman-Cum-Managing Director, Odisha State Road Transport Corporation (OSRTC), Bhubaneswar has invited a Request for Proposal (RFP) for Pre-Paid Ticket Booking Agency for OSRTC through the transparent bidding process.

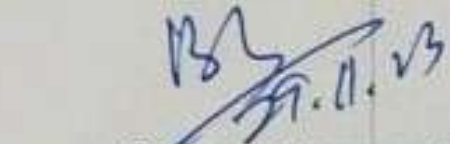
The interested firms/ agencies should submit their proposals from Dt. 29.11.2023 to Dt. 05.12.2023 up to 02:00 PM and the same will be opened on Dt. 05.12.2023 at 4:00 PM at OSRTC conference hall.

For any doubt, agencies/ firms may contact Mr. Rashmi Pani on 9937567240 to address the issue during office hours.

The details of the terms & conditions are available on the web site www.osrtc.in.

The Authority reserves the right to accept or reject any or all proposals without assigning any reason thereof.

By order of the Chairman-cum-Managing Director,


General Manager(A),
OSRTC, Bhubaneswar



**ODISHA STATE ROAD TRANSPORT CORPORATION
BHUBANESWAR**

NOTICE FOR INVITATION

No.378/OSRTC/MIS-967/23

Date: 29.11.2023

Open Tender

The Chairman-Cum-Managing Director, Odisha State Road Transport Corporation (OSRTC), Bhubaneswar has invited an open Tender on Pre-Paid Franchisee Ticket Booking Agency for Odisha State Road Transport Corporation, Bhubaneswar through the transparent bidding process.

The interested firms/ agencies should submit their proposals from Dt. 29.11.2023 to Dt 05.12.2023 up to 02:00 PM and the same will be opened on Dt. 05.12.2023 at 04:00 PM at OSRTC conference hall.

For any doubt, agencies/ firms may contact Mr. Rashmi Pani on 9937567240 to address the issue during office hours.

The details of the terms & conditions are available on the web site www.osrtc.in.

The Authority reserves the right to accept or reject any or all proposals without assigning any reason thereof.

By order of the Chairman-cum-Managing Director,

General Manager(A)

OSRTC, Bhubaneswar

1. Project Framework

1.1 General Scope of Work

- This contract is for the sole right of Booking online passenger ticket services on / in buses of OSRTC for entire State of Odisha and inter-state services of OSRTC for the purpose of above business. The bidder will sole responsible for arrangement of offices or spaces, but OSRTC would suggest the places where to open the Pre-paid Franchisee Ticket booking Counter.
- The bidder may inspect the suggested places to open the booking offices mentioned in Annexure- 'A'. This contract is operative for a period of **one year and extendable Upto 3 Years** from the date of commencement of the contract. The OSRTC reserves the right to amend / modify/ cancel the terms and conditions before executing the agreement for contractual period.
- The selected bidder shall have to enter into a written agreement with the OSRTC 21 days from the date of receipt of LoA by OSRTC for the proper fulfilment of the contract on the lines similar to the terms provided herein, failing which, it shall be construed as if the bidder has entered into a binding agreement with the Corporation.
- The Franchisee Ticket Booking Agency shall be considered as the one of the prime stakeholders for Operating OSRTC bus services, as they shall be responsible for providing Manpower/ Counter Operators. Details of the work performed by Agency is provided below:
- Shall deploy adequate number of trained Counter operators, so that service delivery doesn't get hampered due to unavailability of the Counter operator. The number of Counter operator should be **minimum 2** in each place mentioned in the Annexure- 'A'.
- OSRTC may at its own discretion, may decide to increase or decrease the number of Counter operator by providing seven (07) days prior notice.
- The Agency shall ensure the punctuality of the Counter Operator for managing timely service. OSRTC shall provide the daily operation schedule and duty roster to Agency based on which Agency shall deploy the Counter operators at the locations mentioned in the Annexure- 'A'.
- It shall be the responsibility of the selected bidder to bring all essential equipment for booking Ticket service etc. such as Computer, Laptop, Printers, Extra cartridge, Internet connection, Paper etc., wherever such facilities do not exist at present.
- The Booking of ticket service accepted by the selected bidder to places where there are no offices will be at the risk of the selected bidder itself. Corporation will not be held responsible, if such Ticket are misplaced or lost.
- The suggested places mentioned in Annexure–A would not be made available to the bidder on "As is where is basis" The bidder would not be liberty to carry out requisite internal changes / improvement without changing original structure at his own cost. The infrastructure of the kiosk/ counter should be uniform. The decision of the Chairman-cum-Managing Director shall be final. It should be the responsibility of the bidder to maintain and up-keep the Ticket Booking office premises / open spaces provided to the bidder at his own cost. The bidder shall not use the accommodation / space provided for any other purpose, other than Ticket Booking services business.
- The bidder shall be instructed to open a Ticket Booking counter whenever new bus station are made or a new route added for its scheduled service in future.
- Whenever for any reason, the local public or the Local Administration failed to provide any

RFP for Pre-Paid Franchisee Ticket Booking Agency for Odisha State Road Transport Corporation

covered / uncovered space at any of the suggested places mentioned at Annexure-‘A’, bidder is liable to make its own arrangement and Corporation cannot be held liable for expenditure incurred by the bidder on this account.

Annexure- ‘A’

S. N	District	Location
1	Khordha	New Bus Stand
2	Khordha	Bus Stand (Baghamari)
3	Khordha	Bus Stand (Begunia)
4	Khordha	Balugaon
5	Bhadrak	Bonth Chowk
6	Bhadrak	Charampa
7	Bhadrak	Barapada
8	Bhadrak	Basudevpur
9	Bhadrak	Sasan
10	Bhadrak	Chandabali
11	Bhadrak	Dhamara
12	Bhadrak	Dhamnagar
13	Bhadrak	Aradi
14	Bhadrak	Tihidi
15	Mayurbhanj	Bangiriposi
16	Mayurbhanj	Jashipur
17	Mayurbhanj	Karanjia
18	Mayurbhanj	Rairangpur
19	Mayurbhanj	Baripada
20	Mayurbhanj	Golapbag
21	Rayagada	Chandrapur Square
22	Rayagada	Kasipur Square
23	Rayagada	Bisaamcuttack Square
24	Rayagada	Gudari Square
25	Rayagada	Muniguda
26	Rayagada	Gunupur Square
27	Angul	Boinda
28	Angul	TALCHER BUS STAND
30	Balangir	New Bus Stand
31	Balangir	Kantabanji
32	Balangir	Patnagarh Bus Stand
33	Balangir	Loisingha
34	Balangir	Titlagarh Old Bus Stand
35	Balangir	Bangomunda
36	Balangir	Existing Bus Stand/Market
37	Balangir	Market Area
38	Bargarh	Attabira Chowk
39	Bargarh	Sohela Chowk
40	Bargarh	Barpali Chowk

S.N	District	Location
44	Deogarh	Chatabar
45	Deogarh	Barkote
46	Deogarh	Tileibani
47	Cuttack	Salipur
48	Cuttack	Badamba
49	Cuttack	Narsinghpur
50	Cuttack	Banki
51	Cuttack	Choudwar
52	Cuttack	Cuttack Railway Station
53	Cuttack	Tulasipur/CDA
54	Cuttack	Naraj
55	Cuttack	Manguli
56	Cuttack	Jagatpur
57	Cuttack	Tigiria
58	Boudh	Baunsuni
59	Boudh	Purunakatak
60	Boudh	Harbhanga
61	Jagatsinghpur	Jagatsinghpur Bus Stand
62	Puri	Near Gundicha Temple
63	Sundargarh	Rourkela Bus Stand
64	Sundargarh	Bonai Bus Stand
65	Sundargarh	Panposh Chhak
66	Sundargarh	Ranchi
67	Ganjam	Bellaguntha
68	Ganjam	Jagannathprasad
69	Ganjam	Digapahandi
70	Ganjam	Chattrapur
71	Ganjam	Rambha
72	Gajapati	R.Udayagiri
73	Gajapati	Mohana
74	Sambalpur	Burla
75	Sambalpur	Hirakud Bus Stand
76	Sambalpur	Jamankira Bus Stand
77	Sambalpur	Rengali Bus Stand
78	Sambalpur	Rairakhol
79	Nuapda	Komna
80	Nuapda	Rajkhariar
81	Nuapda	Khariar Road
82	Nuapda	Boden

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S. N	District	Location
41	Bargarh	Paikmal Chowk
42	Deogarh	Deogarh
43	Deogarh	Reamal
86	Nabarangpur	Umerkote
87	Nabarangpur	Kosagumuda
88	Nabarangpur	Kodinga
90	Nabarangpur	Tentulikhunti
91	Nabarangpur	Dangarbheja/Dahana
92	Nabarangpur	Raighar
93	Nabarangpur	Chandahandi
94	Nabarangpur	Jharigaon
95	Kalahandi	Near OSRTC Depot
96	Kalahandi	Rampur
97	Kalahandi	M.Rampur
98	Kalahandi	Koksara
99	Kalahandi	Jaipatna
100	Kalahandi	Golamunda
101	Kalahandi	Junagarh
102	Kalahandi	Dharamgarh
103	Kalahandi	Kesinga
104	Kalahandi	Lanjigarh
105	Jajpur	Kuakhia
106	Jajpur	Jajpur Road
107	Jajpur	Jajpur Town
108	Jajpur	Panikoili
109	Jajpur	Chandikhola
110	Kendrapara	Duhuria

S.N	District	Location
83	Nuapda	Sinapalli
84	Nabarangpur	Papadahandi
85	Nabarangpur	Maidalpur
111	Kendrapara	Suniti
112	Keonjhar	Ghasipura (Anandpur)
113	Keonjhar	Joda
114	Keonjhar	Barbil
115	Keonjhar	Ghatagaon
116	Dhenkanal	Dhenkanal
117	Dhenkanal	Kamakhyanagar
118	Dhenkanal	Parjang
119	Balasore	Jaleswar Bus Stand
120	Balasore	Soro
121	Koraput	Koraput
122	Koraput	Kotpad
123	Koraput	Borigumma
124	Koraput	Boipariguda
125	Koraput	Semiliguda
126	Koraput	Damamjodi
127	Koraput	Laxmipur
128	Koraput	Sunabeda
129	Malkangiri	Malkangiri
130	Malkangiri	Mathili
131	Malkangiri	Govindpalli
132	Malkangiri	Kalimela Bus Stand
133	Malkangiri	Chitrakonda Bus Stand
134	Malkangiri	Podia
135	Malkangiri	Korukonda

1.2 Mandates for each Pre-paid Franchisee Ticket Booking Counter

- Tickets should be booked only when the customer approaches the Ticket Counter.
- The Ticket Counter must ensure that the transaction (Booking or cancellation) is done with the complete knowledge and acceptance of the customer.
- It is mandatory for all Ticket Counter to maintain the written/ electronic requests of the customer and also keep a copy of the ID proof from the customers for both booking & cancellation of the tickets at the Ticket Counter outlet for a period of six months. These requests are to be preserved for a period of six months. The details of the customer should be provided to OSRTC as and when required. The Original ticket of the customer is to be produced at the time of refund on cancellation. In the absence of written request and/or ID proof, a penalty of Rs. 5,000/- + Taxes per case will be imposed.
- Mobile number of the customer / passenger(s) while booking the ticket is mandatory. Mobile number of the passenger(s) must be indicated correctly on the ORS. Ticket Counter should ensure that mobile number of passenger(s) has been correctly filled in. In case of violation of the same a penalty of Rs. 10,000/- + Taxes per case will be imposed.
- Ticket stocks will be issued by the Corporation to the franchise holder on payment basis INR 20.00 paisa per ticket.
- The bidder/Agency Should deposit Security Amount INR 20,000/- per ticket counter after winning the bid.
- Agency should ensure complete sharing of information with OSRTC and keep it up to date without backlog.
- All mails / references made by OSRTC in the Franchisee Ticket Booking counter's matter should be replied within 5 (five) working days.

1.3 Mandates for the Agency

- Ticket Counter should cancel the ticket, only on request of the customer.
- When Ticket Counter cancels the ticket, refund will be processed, and the cancellation amount will be credited to the same account through which the ticket was booked.
- No advertisement in any form whether in print or press media is to be issued without prior permission from OSRTC in writing.
- Collection of extra charges in any form whether for cancellation of the ticket or checking the availability status from the customers forbidden.
- Sharing of access credentials to web services and engagement with any other third party in any manner whatsoever to sell tickets by any mode or manner including an e-commerce platform operating through a website or Smartphone application or tablet application is strictly prohibited. Transfer/Sharing of credentials given to OSRTC is prohibited and OSRTC will initiate action against the agent group if found guilty in such matters.
- OSRTC's logo should not be used in Visiting Cards, Letterheads, and Pamphlets or in any other forms unless approved by OSRTC.
- Booking of benami tickets is strictly prohibited (anybody doing so will be prosecuted)
- Cancellation of the tickets without the knowledge and request of the customer is prohibited and

penalty can be imposed/prompt action can be taken.

- The tickets are not booked through personal IDs for commercial purpose in any manner, whatsoever.

1.4 Minimum Requirement for Counter Operators:

- The Agency is responsible for ensuring that Personnel meet the following requirements:

Academic

Higher Secondary (12th) School certificate or its equivalent from the recognized Board in India.

Language

- All the personnel involved in fields particularly Conductors shall be proficient in Odia language.

Professional Expertise and Experience

- Good knowledge of routes, timetable, ticketing systems and other relevant systems.
- Does not discriminate amongst passengers.

General

- Courteous and helpful to passengers and other road users
- Does not indulge in illegal gratification.
- Pick up and drop passengers on all designated Stage Carriage stops and not unreasonably deny entry or exit to any passenger.

1.5 Payment:

Payment to the selected agency shall be done on a monthly basis post submission of invoice after the approval from OSRTC by the agency. Commission will be paid to the booking agent / agency as per the structure mentioned below in premium and non-premium services considering the number of monthly seats booked by the agent per ticket **flat-Rs 5.00 only**. The commission amount will be paid into the agent's account through ECS/RTGS/NEFT.

Annexure: Eligibility Criteria

Sl. No.	Basic Requirement	Specific Requirement	Documents required
EC1	Empanelment fees(5000 + GST)	Empanelment fee in shape of Banker's Cheque / Demand Draft to be made from any Nationalized Bank or Scheduled Commercial Bank in favour of Accounts Officer OSRTC, Bhubaneswar	Bank/Demand Draft
EC2	Security Charge/ EMD (20,000 /-)	EMD in shape of Banker's Cheque / Demand Draft to be made from any Nationalized Bank or Scheduled Commercial Bank in favour of Accounts Officer OSRTC, Bhubaneswar	Bank/Demand Draft

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Sl. No.	Basic Requirement	Specific Requirement	Documents required
EC3	Legal Entity	The Bidder should be a company registered as a Company/ Proprietorship/ Partnership/ LLP under Companies Act, 1956/2013	<ul style="list-style-type: none">• Copy of Certificate of Incorporation/ Registration/ /Partnership deed signed by Authorized Signatory of the Bidder.• Copy of PAN/ TIN/ TAN• Valid GSTIN and copy of GST Registration Certificate.
EC4	Local Residence	The bidder shall have Office in Odisha and the hired individuals from the agency shall be Local Residents of Odisha	Residential Certificate
EC5	Blacklisting	The Bidder should not be debarred/blacklisted by any State Government/ Central Government/PSU Organization in India for Unsatisfactory performance, corrupt or fraudulent practices or any other unethical conduct either indefinitely or for a period as on date of submission bid.	A self-certified letter signed by the Authorized Signatory of the Bidder

Annexure I: Covering Letter (On the Letterhead of the applicant)

To

Date: _____

The General Manager (Admin.)
Odisha State Road Transport Corporation (OSRTC)
Paribahan Bhavan, Sachivalaya Marg, Unit-II,
Bhubaneswar-751001, Odisha

Ref: **“RFP for Pre-Paid Franchisee Ticket Booking Agency for OSRTC**

Being duly authorized to represent and act on behalf of.....(hereinafter referred to as “the Applicant”) and having reviewed and fully understood all the Proposal requirements and information provided and collected, the undersigned hereby submits the Proposal on behalf of.....(*Name of Applicant*) for the captioned Project with the details as per the requirements of the RFE, for your evaluation. We confirm that our Proposal is valid for a period of 180 days from the last date of submission of proposal.

We also hereby agree and undertake as under

Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Proposal we hereby represent and confirm that our Proposal is unconditional in all respects, and we agree to the terms and conditions of the Request for Proposal .

We hereby certify and confirm that in the preparation and submission of our Proposal, we have not acted in concert or in collusion with any other applicant or other person(s) and also not done any act, deed or thing which is or could be regarded as anti-competitive.

Yours faithfully

For and on behalf of
(*Name of Applicant*)

Duly signed by the Authorised Signatory of the Applicant

(Name, Title, and Address of the Authorised Signatory

Annexure II: Details of Bidder

- 1 Name :
- 2 Residence:
- 3 Address of the bidder and its office(s), if any, in India
- 4 Date of incorporation and / or commencement of business
- 5 Brief description of the Company including details of its main lines of business and proposed role and responsibilities in this Project.
- 6 Details of individual(s) who will serve as the point of contact/ communication.
 - Name, Designation, Company, Address, Telephone Number, E-Mail Address, Fax Number
- 7 Of the Authorized Signatory of the Bidder
 - Name, Designation, Company, Address, Telephone Number, E-Mail Address, Fax Number

A statement by the Bidder disclosing material non-performance or contractual non-compliance in past projects, contractual disputes and litigation/ arbitration in the recent past (Attach extra sheets, if necessary)

Annexure III: Non-Blacklisting declaration

{Company Letter head}

Format of self-certificate stating that the Entity/Promoter/s / Director/s of Entity are not blacklisted.
Anti-Blacklisting Certificate

M/s..... (Name of the bidder), (the names and addresses of the registered office) hereby certify and confirm that we or any of our promoter(s)/ director(s) are not barred by State Government / any other Government entity or blacklisted by any state government or central government / department / Local Government / agency in India or from abroad from participating in Project/s, either individually or as member of a Consortium/JV as on the____(Last date of submission of bid).

We further confirm that we are aware that our application for the **“RFP for Pre-Paid Franchisee Ticket Booking Agency for OSRTC”** would be liable for rejection in case any material misrepresentation is made or discovered with regard to the requirements of this RFP at any stage of the bidding process or thereafter during the agreement period. Dated this Day of..... 2023.

Name of the bidder

Signature of the Authorized person

Name of the Authorized Person