

**Response to the queries for Selection of Revenue Collection Agency under Odisha State Road Transport Corporation  
RFP No. 1337 Date: 06/05/2023**

**No. 1437/ OSRTC/ IMTR-12/2023**

**Date: 06/06/2023**

SI.No	RFP Reference	Content of RFP	Clarification Sought	Response
1	PQ-4 Annual Turnover	Minimum <b>average annual turnover</b> of the organization must be <b>INR 20 Crores</b> from the last three (3) financial years (FY 20-21, FY 21-22, FY 22-23)	Minimum <b>average annual turnover</b> of the organization must be <b>INR 50 Crores</b> from the last three (3) financial years (FY20-21, FY 21-22, FY 22-23)	Refer Corrigendum
2	PQ-7 Relevant Experience	The Bidder should have experience regarding execution of the Revenue Collection Agency or similar nature of work. Work orders issued by Government Department (ULBs, Municipal Corporation, Banks, State /Central Departments) for last 5 years. Minimum 1 Crores work order/2 work orders of 50lakhs should be provided.	The Bidder should have experience regarding execution of the Revenue Collection Agency or similar nature of work. Work orders issued by Government Department (ULBs, Municipal Corporation, Banks, State /Central Departments/Joint venture with Government.) for last 3 years. Minimum 1 Crores work order/2 work orders of 50lakhs should be provided	Refer Corrigendum
3	PQ-11 Valid ISO 27001 Certification	The Bidder should have valid ISO certification from the Indian Certification Bureau	ISO 9001:2008 is applicable as this is related to Quality Management System. Hence, ISO 9001:2008 should be included instead of ISO 27001 which is related to Confidentiality of information.	Refer Corrigendum
4	TQ-1	Number of years of operations as Revenue Collection Agency 3 years or lower – 5 marks 4 years – 7 marks 5 years or more –10 marks	2 years or lower – 5 marks 3 years – 7 marks 4 years or more –10 marks	Refer Corrigendum
5	TQ-2	The bidder shall have minimum INR 20 Crores Annual Turnover from RCA/Bus Crew services from business operations in India for each of the last 3 Financial Years For INR 20 – 35 crore – 5 marks For INR 36 – 60 crores – 10 marks More than INR 60 crores – 15 marks	For Annual Turnover INR 20 – 30 crore – 5 marks For Annual Turnover INR more than 30 crores-10 marks If Cumulative total Turnover for last 3 years is more than 100 Cr- additional 5 marks. Max Score -15 Mark.	Refer Corrigendum

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6	TQ-3	<p>Experience of Government./ PSU projects in the India with Experience in handing RCA or similar projects. Work order date/agreementdate on last 5 years.</p> <p>Project citation along with Client supporting document (Work order/Agreement/Client Certificate copy to be submitted.</p>	<p>Experience of Government/ joint venture with Government/ PSU projects in the India with Experience in handling RCA or similar projects. Work order date / agreement with above entities during last 3 years as on date of submission of tender will be considered. For each full year of experience in handling RCA Projects -5 marks. Max marks -20 marks <b>Experience with similar projects may please be included rather than projects.</b></p>	As per RFP
7	TQ-4	<p>At least 100 skilled professionals/manpower on the ESI roll of the bidding firm for last three financial year. ESI copy to be submitted.</p> <ul style="list-style-type: none"> <li>• 100 – 200 nos. of resources - <b>10Marks</b></li> <li>• 200 – 400 nos. of resources - <b>12Marks</b></li> <li>• 400 or more nos. of Resources – 15 Marks</li> </ul>	<p>A copy of the ESICstatement 300-500nos. of resources - <b>5Marks</b> 500– 700 nos. of resources - <b>7Marks</b> 700 or more nos. of Resources – <b>10Marks</b></p>	Refer Corrigendum
8	TQ-5	<p>Experience of Public transportSector. Work order date/agreement date on last 5 years. Project citation along with Client supporting document (Work order/Agreement/Client Certificate copy to be submitted.</p> <ul style="list-style-type: none"> <li>• For each project <b>2marks</b></li> <li>• Maximum score -<b>10 marks</b></li> </ul>	<p><b>Options 2</b> For each project-5 mark Max 10 marks <b>Option 1</b></p> <ul style="list-style-type: none"> <li>• For project value of more than 10- cr Annual- <b>2marks</b></li> <li>• For each additional value of 5 cr annual- 02 marks</li> </ul> <p><b>Max Score-10 marks</b></p>	Refer Corrigendum

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9	TQ 6	Approach and Methodology	Technical Proposal	
10	-		Weightage criteria should be included wherein 80% weightage to be given to Technical Score and 20 % to commercial bid.	As per RFP
11			Management fee (Service Charges) should be fixed @5%	As per RFP
12			Supervisors should be part of billed manpower.	As per RFP
13			For 500 manpower, one Assignment manager to be provided by Revenue collection Agency.	As per RFP
14	Sec.4.7. Clause - Language, Format and Signing of Bid Page No.: 12	The Financial bid is to be submitted as per the format given in Annexure	Annexure XI	Refer Corrigendum
15	Sec.6.5.2 Clause - Penalty Terms Page No.: 34	Any difference in the actual cash deposited by its Personnel with respect to estimated revenue from the ETM & Pre-printed tickets records shall be recovered from the Agency's Monthly Fee. In case, the difference is more than the amount to be paid to the Agency, then Agency has to pay the amount to OSRTC, otherwise OSRTC may, at its sole discretion, forfeit the whole performance security and	Is there any targeted revenue for the assign route which will be achieved by service provider	As per RFP

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		cancel the contract.		
16	Sec.6.5.3 Clause - Penalty Terms Page No.: 34	The Agency shall be solely and completely responsible for any damage to or theft from any act or negligence of Agency's personnel, and such costs shall be recoverable from the Agency's Monthly Fee and in case of ETM or Pre- printed tickets, such costs shall be payable directly to OSRTC by the Agency upon such claim.	Please clarify amount of Transit Insurance	As per RFP
17	Sec.6. Clause – Scope of Project Page No.: 26	In case of death of a Personnel on duty, his/her next of kind shall be paid an ex-gratia compensation as per Workmen's Compensation Act, 1923 and / or any other statute or any amendment thereof, or any liabilities arising under any Applicable Law as may be applicable as may be amended from time to time in case of death of or injury to any of the personnel deployed by Agency.	Please clarify amount of fidelity Insurance	As per RFP

**-Sd-  
General Manager(A),  
OSRTC, Bhubaneswar**