

TENDER NOTIFICATION NO:C4/PCS(3-A)/2020-SO(CPCS) Dt:01.12.2020



TELANGANA STATE ROAD TRANSPORT CORPORATION

TENDER DOCUMENT FOR APPOINTMENT OF
INTERSTATE AGENT FOR OPERATION OF CARGO
& PARCEL SERVICES COUNTER IN ANANTHAPUR
DISTRICT

O/o THE SPECIAL OFFICER,
BUS BHAVAN,
RTC X ROADS, MUSHEERABAD, HYDERABAD-500624

Website: <http://www.tsrtc.telangana.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 Telangana State Road Transport Corporation (TSRTC) 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 the Corporation, 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 the Corporation 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/her 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. The Corporation accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

Corporation, 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.

Signature of the tenderer.

DETAILS OF NOTIFICATION NO.C/PCS(3-A)/20-SO(CPCS) Dt.01.12.2020.

a. The Tender is for Appointment of Inter state Agent for operation of Cargo and Parcel counter in Ananthapur District for a period of two years.

b. The successful tenderer shall subsequently appoint sub-agencies in the district for carrying the business covering the entire district. However the period of use of such sub-license shall be co-terminus with the license made by the agreement. The District Agent is responsible for all the activities under this system and he should monitor the performance of his sub-agents regularly in terms of volume of business. TSRTC has no responsibility in sub-letting of agency by the selected district head quarters agents.

c. Sealed Tenders in single bid system are invited from reputed Logistics Agents / firms with a minimum of two (2) years relevant experience in Parcel / Cargo transport or any other trade/business.

d. Tender documents can be down loaded from the web site www.tsrtc.telangana.gov.in.

e. Tender document process fee @ **Rs 5900/-** inclusive of GST shall be paid in the form of Demand Draft obtained in favour of **"F A & CAO, TSRTC, " payable at Hyderabad** and the original DD shall be enclosed (submitted) to the tender form.

f. Earnest Money Deposit (EMD) for an amount of Rs.30,000/- (i.e., 10% of indicated Security Deposit (Annexure-II)) shall be obtained" in favour of FA & CAO, TSRTC". The original DD shall be enclosed (submitted), at the time of submission of Tender Form which will be adjusted against the security deposit payable.

g. In the event of the date, specified for receipt and opening of tender, being declared as a holiday for TSRTC's office, the due date for submission of hardcopies of the documents, original DD for EMD & tender processing fee and opening of tenders will be the following working day.

h. Before submission of the sealed tender, tenderers are required to make themselves fully conversant with **the eligibility, terms and conditions**, so that no ambiguity arises at a later date in this respect.

i. Corporation reserves the right to **accept any tender or reject/cancel any tender or all the tenders** received in response to this tender notification at any stage without assigning any reasons whatsoever.

j) The Details of Tender submission and opening dates:

Submission of Tenders: **10.12.2020 before 14.00 hrs (2PM)**

Opening of Tenders Date / Time : 10.12.2020 at 15.00 hrs(3PM)

Signature of the tenderer

TERMS AND CONDITIONS OF THE TENDER

- 1) All the Tenderers who have downloaded the Tender Document are requested to get in touch with Cargo & Parcels Department/TSRTC for all updates on the tender such as addendums, replies to queries, postponement of tender schedules etc., or monitor the website for the same. No claims or compensation will be entertained on account of the Tenderer having not read/noticed the updates, etc.
- 2) Tenderer is required to read carefully the contents of this document and is expected to examine all instructions, forms, terms and conditions in the tender documents. Failure to furnish all the information required as per the tender document or submission of a tender not substantially responsive to the tender documents in every respect will be at the Tenderer's risk and may result in rejection of the tender.
- 3) **The Tender must be submitted in the prescribed Tender Form along with requisite EMD and Tender document processfee.**
- 4) The Tender form must be signed by the Tenderer only.
- 5) The Tender once submitted shall not be permitted to be withdrawn. The Corporation shall not be responsible for the delay in finalizing the tenders for administrative reasons or for the reasons beyond its control viz., Court directive etc.
- 6) Incomplete Tenders, Tenders not accompanied by Demand Draft for requisite EMD and DD for Tender document process fee will be rejected. Cheques in lieu of Demand Drafts will not be accepted.
- 7) The EMD is **Rs.30,000/-** (i.e., 10% of indicated Security Deposit (Annexure-II)). Tender Form shall be accompanied by a Demand Draft obtained from any Nationalized Bank/Scheduled Bank for the stipulated amount towards EMD. No exemption of EMD is allowed to any Government Organization /SSIs etc. **The Demand Draft should be obtained in favour of FA & CAO, TSRTC, payable at Hyderabad.** EMD in any other form other than Demand draft will not be accepted.
- 8) The EMD will not carry any interest. The EMD of the unsuccessful tenderers will be refunded only after finalization of Tenders. The Corporation shall not be responsible for any delay in refund of EMD due to any reason in finalizing Tenders i.e. Administrative reasons / Court directive etc. **The EMD of the successful tenderer will be adjusted towards security deposit payable to the Corporation.**
- 9) The EMD of the tenderer will be forfeited and the tender is liable to be rejected under the following circumstances.
 - a) When the EMD is not paid or less paid than what is stipulated in the tender.

Signature of the tenderer

- b) When the EMD is paid through other means i.e., in a manner other than what is stipulated in the Tende Notification.
- c) When Tender form with pre-conditions or additional conditions is submitted.
- d) When the tender is submitted in an unconcerned tender form.
- e) When the tender is submitted for the business other than that notified in the tender Notification.
- f) When the tender form is submitted by a minor. However, in case the tender is submitted **on behalf of a minor**, necessary proof of guardianship shall be submitted, failing which tender will berejected.
- g) When the successful tenderer fails to pay the Security deposit within 15 days from the date of issue of letter of allotment of the contract.
- h) When the successful tenderer backs out from taking up of the contract within the stipulated period, for whatsoever reason.
- i) When the successful tenderer fails to enter into an agreement with the Corporation within 15 days from the date of issue of allotment letter for the contract.
- j) Non enclosure of requisite documents.

10.ELIGIBILITY CRITERIA

Only those tenderers who possess the following eligibility criteria shall apply. Tenderers shall submit documentary proof of eligibility criteria. Tenders which are not meeting the eligibility criteria will be summarily rejected.

The eligible tenderer can be an Individual/ Partnership firm/ Firm/ Company/ Corporation and shall fulfill the following criteria:

- a) Average Annual Turnover: The average annual turnover, in any business of the tenderer shall be equal to or more than **Rs 10.00 lakhs.****

Proof of which shall be submitted by way of Audited Balance Sheets certified by authorized Chartered Accountant or Auditor's Certificate.

Signature of Tenderer

- b) **Experience:** should have minimum of two (2) years experience in the field of transportation of goods & Parcels or any other trade/business.
- c) The tenderer shall submit the proof of experience in the form of certificate (with details of period of experience and nature of work) and shall be supported by copies of agreements.
- d) **Income tax:** The tenderer shall submit income tax proof in the form of certified copies of Income Tax Returns filed for the recent two consecutive financial years.

SUBMISSION OF TENDER:

11. Before submission of the tender, tenderers are required to make themselves fully conversant with the eligibility/qualification criteria and terms and conditions, so that no ambiguity arises at a later date in this respect.
12. If the tenderer finds discrepancies in tender document and its conditions or if he is in doubt as to their meaning he should at once intimate and obtain clarification prior to submission of the tender.
13. If the tender is submitted on behalf of a firm, name of the person representing the firm along with designation shall be mentioned in the tender form below the firm name. **Also proof of authorization shall be enclosed.**
14. If the tender is submitted on behalf of a firm, the experience in the relevant field shall be furnished only in the name of the firm with which the tender is submitted.
15. The tenderer shall quote Security Deposit to be paid to the Corporation (indicated security deposit against Ananthapur District (Annexure-II)).

Note: The Minimum Security Deposit is Rs.3 Lakhs (Rupees Three Lakhs). Tender with an amount quoted less than the Minimum Security Deposit will be rejected duly forfeiting the EMD paid.

16. **The Contract will be awarded to the highest Security Deposit quoted tenderer as against the indicated minimum security deposit shown against Ananthapur District (including all taxes) indicated in the list vide Annexure-II. The bids will be evaluated mainly basing on the highest Security Deposit offered.** The Security Deposit is refundable on conclusion of the contract.
17. The tender must be unconditional. Conditional offers will be summarily rejected.
18. The tender shall be filled in all respects and shall be signed by the Tenderer. The Tenderers should ensure that their offer is submitted on the **due date and time**. Offers received after due date and time, shall not be accepted.
19. The tenderer shall submit the following documents in an **Envelope** marked on top as **"Tender for appointment of Agent at Ananthapur District"** for operation of Cargo and Parcel (C&PS project) counter, duly furnishing the name of the Tenderer along with Telephone No. on the left hand bottom side and district name.

Signature of Tenderer

- 1) A DD for **Rs.5900/-** inclusive of GST towards tender application fee
- 2) A DD for **Rs.30,000/-** towards EMD.
- 3) Application form duly filled and signed as indicated at **ANNEXURE -I**.
- 4) All the papers of tender document with terms and conditions duly signed by the Tenderer on each page as a token of acceptance of all the terms and conditions.
- 5) Documentary proof of experience in the field of transportation of goods & Parcels or any other trade/business.
- 6) Self Attested copies of Tenderer's partnership deed/if firm, ROC certificate / proprietorship deed /registration documents and trade license, as applicable.
- 7) Self Attested copy of PAN/TAN card of theTenderer.
- 8) Power of Attorney/Authorisation Letter to sign the Tender Document as applicable.

20. Incomplete tenders are liable to be rejected without assigning any reason.

21. The Tender documents must be submitted in the Tender Box exclusively kept at the office of "**Special Officer (C&PS), 4th floor, TSRTC, Bus Bhavan, Mushirabad, Hyderabad -500 624,**" before 02.00 PM **ON 10.12.2020** or any Amendments issued thereon.

OPENING AND EVALUATION OF TENDERS:

22. The Sealed Tenders will be opened in the office of Special Officer (C&PS),4TH FLOOR, Corporate Office,TSRTC, Mushirabad, Hyderabad, at 3.00 P.M., on 10.12.2020 (Thursday). The Tenderer or any of his/her authorized representative holding authorization letter as at **ANNEXURE-III**, who wish to be present at the time of opening of tenders, shall attend the tenders.

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

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

25. **Sealed envelope** will be opened to verify its contents and if the documents are incomplete or not in the prescribed formats or substantially insufficient to evaluate the Tender on the basis of the information contained in it, the tender is liable to be treated as invalid.

Signature of Tenderer

26. The tender will be **evaluated based on the highest security deposit** amount quoted as against the indicated security deposit amount. Contract will be allotted to the tenderer who quotes highest Security deposit amount against the indicated security deposit of Ananthapur District.

If the security deposit quoted is same by more than one Tenderer, then the tender will be finalized on lottery basis provided other things being equal.

AMENDMENT OF TENDER DOCUMENT:

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

28. Any Addendum thus issued shall become a part of the Tender Document and same will be posted on the website of the Corporation..

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

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

ALLOTMENT OF CONTRACT

31. As per the recommendations of the Committee, the contract for operation of Cargo, Parcel and Courier booking counter will be allotted to the successful tenderer for a period of two years and it is extendable by three more years i.e., 3rd, 4th and 5th year based on the satisfactory performance. The list of district wise locations is at ANNEXURE-II.

Satisfactory performance means:

- There should be a steady and sizeable increase in business from month to month.
- There should be booking of parcels/business every month.
- The tenderer should not be involved in any type of fraudulent activity during the agreement period.
- The tenderer should maintain a clean record with zero penalties.
- There should not be any public complaints against the tenderer during the agreement period.
- The tenderer shall not violate the terms and conditions of the agreement.

Extension of agreement will be decided by reviewing the above aspects and the overall growth in business in the Corporation and the decision taken by the Corporation will be final.

Signature of Tenderer

32. The successful bidder shall have to pay the bid amount towards Security Deposit within 15 days from the date of issue of allotment letter for the contract and enter into an agreement for the location for which he/she has emerged as successful tenderer. The bid amount shall be paid through Demand Draft obtained from any Nationalized Bank/Scheduled Bank located in Telangana in favour of FA&CAO, T.S.R.T.C., Musheerabad, HYD, payable at Hyderabad.

33. The successful tenderer shall take up the contract for the allotted location within 15 days from the date of agreement. Failure to take up the contract of the allotted district will be treated as backing out from taking up the contract and the **EMD paid will be forfeited**. Further, if successful tenderer gets more than one district location for carrying out business and taken up business activity at only 1 counter and left other counters, in such a case the EMD paid will be forfeited for the counters which he has not taken up business.

34. OPERATION OF PARCELSERVICES:

- a) The Agents / Sub-Agents shall operate computerized counters for booking Parcels with the software provided by TSRTC. Till such time the software is developed and supplied to the Agent, **the management has prerogative to start the business manually duly prescribing the procedure in case there is a delay in supply of software by TSRTC.**
- b) **The Agent should establish sufficient Godown facility on the main road connecting bus routes, for stocking the parcels etc** for its subsequent transshipment. The sub-agents of the district agent also shall have the suitable establishments on the main road connecting the routes.
- c) The commission will be paid through online to the Agent immediately after completion of transaction (**after computerization**). The Agent shall top up their account through on-line payment. Whenever, a parcel transaction is performed, the Agent collects the amount from the customer and the total amount payable to Corporation is deducted from the top up amount. The applicable Agent Commission amounts minus TDS amount as applicable will be added to the top-up amount of the Agent.
- d) The Agent shall start operating the counter within 15 days from the date of agreement.
- e) The Agent shall install the computers and other hardware/networking for establishment of counter within 15 days of the intimation given by TSRTC on the supply of software.

Signature of Tenderer

- f) The Agent shall provide all infrastructure required at the allotted counters i.e., Computer and related Hardware equipment and software (except the application software which will be provided by TSRTC), for operation of Parcel and Courier Services such as a Printer, Weighing machine, Web camera, Barcode printers/reader along with uninterrupted internet connection with min 1 Mbps speed, UPS, furniture etc at the location. The cost of equipment, installations and operations is to be borne by the successful tenderer. Specification of the equipment will be given by TSRTC.
 - g) The agents shall make their own arrangement of vehicle/transport to handover the parcels/couriers to the bus stations and also to arrange for door delivery if required.
 - h) The agents shall do exclusive business for TSRTC only and shall not take up any other similar activity with other transporters.
 - i) The Agents shall be responsible in keeping the parcels in safe custody till handing over of the consignments.
 - j) The agents shall be responsible for any shortages or damages to the goods in his/her/their custody or while transporting to the bus station or in door delivery.
 - k) The agent is liable to pay lost consignment value in case of shortage / damage and total consignment value in case of total consignment lost / damage to the parcels or couriers in his custody or while in loading or unloading / transit to bus stations or arranging for door delivery.
 - l) The agents if necessary shall have to visit nearest bus station for loading of Parcels etc., in the buses.
- 35) The Agent shall carry out the following works in connection with the booking, forwarding, receiving and delivery of Parcels and Couriers:
- a) Checking and Receiving securely packed Parcels and Couriers from customers.
 - b)** Scan the item for explosives detection or request the customer to open for inspection of parcel to ensure that the parcel is not explosive/inflammable/banned/prohibited item as mentioned at **ANNEXURE -III**
 - c) Print barcode label and affix it to the Parcel / Courier received for booking.
 - d) Enter consignee, consignor and item details of the Parcel / Courier received into the computer system.

Signature of Tenderer

- e) Enter correct shipment value of the consignment declared by customer at the time of booking. For shipment value more than Rs.5000/- the counter staff shall collect the Invoice/Bills as proof. If the shipment value is more than Rs.50,000/- the counter staff shall collect part-A of e-Waybill from the customer and update part-B of e-Waybill before manifesting the consignment.
 - f) Collect the pre-printed LR stationary from concerned Depot. Proper accountal and safe custody are the responsibility of the contractor.
 - g) Generate LR(now it is consignment note when which is done manually) and handover LR copy to the Consignor duly obtaining signature as having accepted the terms and conditions applicable printed overleaf.
 - h) Plan and organize loading of Parcels / Couriers in the identified services (buses) duly following the queue generated by System.
 - i) Arrange to keep the Parcels and Couriers in safe custody.
 - j) Ensuring that the item is being delivered to correct person (consignee) duly updating the system with image of ID proof of the consignee etc., before handing over the item.
 - k) Arrange doordelivery of Parcels/Couriers through business facilitators / delivery boys etc., authorized by Corporation.
 - l) Generation of reports required as prescribed by Corporation and to submit to TSRTC, from time to time.
- 36) The Agent should provide manpower at each counter to operate parcel counters as per the requirement. Any person(s) engaged to carry out logistic work shall be paid minimum wages as fixed by the Commissioner of Labour from time to time. Part time staff can also be utilized. All statutory obligations has to be borne by the Agent in case of manpower deployed. Corporation is not responsible for the same.

OPERATION OF CARGO SERVICES:

The agents shall also arrange to book Cargo services for bulk transportation of goods. For transportation of bulk goods, 150 Cargo Transport Vehicles (CTV) which can carry up to 9 tonnes and also 50 MINI Cargo Vehicles whose carrying capacity is 3 tonnes are made available. The rates for CTVs will be informed to the successful tenderer and the bookings shall be made accordingly.

The Cargo Transport Vehicles are basically stationed at Depots of TSRTC across Telangana state. Whenever, these CTVs are booked for transportation of bulk goods to other states, the respective agents will be informed in advance. The agents can procure orders for transportation of bulk goods through CTVs in their return journey.

Signature of Tenderer

Commission @ 10% on the transport charges will be given to the agents for booking of CTVs (details will be provided later).

The agent shall carry out the Cargo business as per the terms and condition stipulated by the Corporation.

PAYMENT OF BUSINESS CHARGES TO RTC & PAYABLE COMMISSION CHARGES (Till Computerisation):

37) The agents shall collect the base price, handling charges (hamali charges), clerical charges, insurance charges and transshipment charges. The amounts generated on business shall be remitted to the concerned Regional Managers office accounts department through RTGS duly deducting the commission amount.

38) A **commission of 15% of the base price** of the Parcel or Courier booked shall be paid as commission to the agent and no delivery charges.

39) However, Parcel, Courier agent are permitted to pickup parcels and also to arrange door delivery by collecting the following requisite amount from customers in addition to the tariff fixed by the Corporation. This amount can be revised by the Corporation from time to time.

<u>FOR PARCEL</u>	Upto 10 kgs	From 11 to 50 kgs	Above 50 kgs	For Urban Limits
a) Pickup from door	Rs.20/-	Rs.40/-	Rs.50/-	
b) Door delivery	Rs.20/-	Rs.40/-	Rs.50/-	
<u>FOR COURIER</u>	All Covers			
a) Pickup from door	Rs.5/-			
b) Door delivery	Rs.5/-			

40. The Transshipment of the parcels through the facility of **"To-pay"** basis is not allowed.

41. The Corporation has the right to revise the commission rates at any time and will be intimated to Agent from time to time.

42) The Corporation shall not be held responsible for any loss or damage that may be suffered by the Agent due to withdrawal or cancellation of buses due to bundhs/ agitations/ accidents/ floods/ vandalism by outsiders/riots/war/fire/strikers or any other internal or external factors, which are not under the control of the Corporation.

Signature of Tenderer

43) STATUTORY:

- a) All the Municipal/Statutory levies, taxes etc., imposed by State and Central Government/GST etc., should be borne by the Agent to carry out the business.
- b) Tax would be deducted from the commission payable to the Agent as per the provisions of Income Tax Act
- c) The Agent shall comply with the provisions of all the Acts of Government relating to Labour Laws and the rules and Regulations made there under from time to time like contract Labour regulation act 1976, payment of P.F.,ESI, Minimum wages as prescribed by the Government.
- d) The Agent shall at all times indemnify the Corporation from all claims /damages /compensation under the provisions of all Laws and Acts pertaining to the Labour engaged by them.
- e) The weighing machines and other equipment should be complying with the norms of Legal Metrology Department.
- f) The counter operation and equipment utilized should comply with all statutory requirements.
- g) The Agent shall not engage persons below the age of 18 years for any purpose.
- h) In case Agent employs contract labour, he 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 Agent.
- i) The Agent shall make his own arrangements for the safety and protection of consignments from all weather conditions.
- j) Corporation is not liable to pay any compensation in case of death or injury (simple or grievous) caused to any person engaged, authorized or directed by the Agent in the course of transportation of parcels and goods.
- k) The Corporation shall not be liable for any loss incurred by the Agent, his/her customers, bankers, financial institutions, personnel engaged by the agent or any other person connected to the business of the Agent.
- l) The Agent shall indemnify the Corporation from any claims made by any authority and reimburse the same in case any payments are made by the Corporation.

Signature of Tenderer

- 44) **NON DISCLOSURE:** Agent shall not disclose to any outsider, the knowledge of system or pass-on the possession of material and information given to the Agent under this agreed contract or any information which has been generated during operation of the project. The Agent should hold such material and information in strict confidence, not to make use of them for other than the performance of this agreement, except release it only to designated employees requiring such information for operation, maintenance, control and inspection of the systems.
- 45) Identification and allotment of counters is the discretion of TSRTC. The decision of TSRTC authorities is final in allotment of accommodation/counters. In respect of any disputes that arise out of this contract, the courts at Hyderabad will have the jurisdiction

46) **PENALTIES:**

The agent is liable to be imposed penalties as specified in Annexure-VI for non operation of the counter, improper recording of weight of the parcel, wrong dispatch of consignment, non delivery of consignment, loss of parcel, booking parcels without proper documents and labels etc.,.(Annexure-VI)

47) **TERMINATION:**

The contract can be terminated with a notice period of one month duly forfeiting the security deposit under following conditions:

- I. If the Agent does not fulfill the terms and conditions specified by the Corporation and for any breach of terms and conditions of agreement entered with the Corporation.
- II. In case of any malpractices such as wrong accountal, non-remittance of earnings, misuse of Parcel stationery, tampering of software, hardware, noncompliance of laws and instructions issued by Government and corporation etc.
- III. Repeated complaints from customers, loss or damage to the Corporation property, parcels/couriers in their possession, misbehavior of Agent or his staff with customers / Corporation officials, ineffective handling/documentation of Parcels/Couriers, for booking of contraband goods, inflammable, explosive material etc, which are prohibited by the order of Govt. or in the list of banned items, mis-management of booking counters etc., by the Agent.

Signature of Tenderer

48) The contract can be terminated by the corporation without assigning any reasons after giving a notice of two months. The Agent has to run the business for a minimum period of one year. After completion of one year, the Agent can terminate the Agreement after issuing two months notice.

49) **TARIFE**: Corporation will provide a tariff card to the agent and he shall abide by the charges prescribed by the corporation, corporation has the right to change the tariffs and the same will be communicated to the Agent to implement the same.(Annexure-VII)

GENERAL:

- i) No parcel (in single pack) shall weigh more than 50 KGs (1 Unit).The size of the parcel shall not exceed 100cm X 60cm X60cms.
- ii) The Agent has to replace any person engaged by him as suggested by the Corporation in case of inefficiency, improper behavior, excess amount collection over and above tariff, improper billing or any other factor which will be affecting the performance of logistics business.
- iii) No customer should be allowed to handle the item booked till its delivery. Entry of customers in the parcel room and handing over parcel to crew directly by any customer under any circumstances is not acceptable. Such practice will attract penalty. In case of repeated offences agreement will be terminated duly forfeiting Security deposit.
- iv) Agent should provide name, Aadhar card copy, PAN number, GSTIN, email address and phone number. The agent shall login to the system only after entering the OTP number sent to the mobile phone(After computerization takes place).
- v) Any operator has to login with OTP sent to his/her registered mobile. Operator wise performance will be monitored through software module(After Computerisation takes place).

50) Counters shall be operated throughout the year including Sundays and National holidays.

51) The Agent should make adequate security arrangements at all centers to safeguard the property of the Customers as well as Corporation.

52) In the same location, the agent shall not carry out any other business which is conflicting with the interest of the Corporation. In case of violation of this clause, the agreement can be terminated immediately, **duly forfeiting the Security Deposit.**

53) Premises shall be painted and branded as specified by TSRTC and shall be kept clean and tidy. Daily maintenance of premises is the responsibility of the Agent. In case of any lapse noticed, a penalty as decided by the competent authority will be imposed.

Signature of Tenderer

- 54) The Agent shall maintain all the registers specified by Corporation, prepare the MIS reports and make them available for use of TSRTC Officials. Reports should not be disclosed / shared to any outsider. Corporation Officers/Supervisors/Marketing Executives will be supervising Parcel and Courier activities. Agent shall maintain all necessary information and records and make them readily available for the inspecting officials.
- 55) The Managing Director, TSRTC reserves the right to modify any condition / conditions of the agreement, and add any other condition/conditions during the agreement period. In case of any dispute or differences arising on the interpretation of terms and conditions of the agreement and the decision of the Managing Director, TSRTC, shall be final and binding on both the parties.
- 56) The Agent should abide by the conditions modified /incorporated and has to enter into a fresh agreement with the Corporation at his / her /its cost.
- 57) In case of any unresolved dispute between Agent and the TSRTC, only the Courts in Hyderabad shall have jurisdiction.

Signature of Tenderer

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TELANGANA STATE ROAD TRANSPORT CORPORATION

To
The Special Officer,
Cargo, Parcel & Courier Services
T.S.R.T.C, 4th floor, Bus Bhavan,
Mushirabad,Hyderabad-624,
Telangana.

Sir,

Sub: Tenders: Submission of Tender application form for evaluation of the offer submitted for appointment of Agent for operation of Cargo and Parcel counter in **Ananthapur district** for a period of two years and extendable by three more year based on the satisfactory performance – Reg.

Ref:Tender Notification No.C/PCS(3-A)/20-SO(CPS) dated:01.12.2020.

I hereby submit Tender for appointment of Interstate Agent for operation of Cargo and Parcel counters in **Ananthapur district** for a period of two years and extendable by three more years i.e., 3rd, 4th and 5thyear based on the satisfactory performance., after carefully going through the Terms and Conditions and other rules stipulated by the Corporation, which are made available to me, along with the Tender Form.

I also abide by the above terms and conditions of the tender schedule and participating in the tenders.

Encl: Tender form

Place:

Yours Sincerely,

Date:

(SIGNATURE OF THE TENDERER)

Address:

TENDER APPLICATION FORM

Affix latest passport size photo with self attestation

To
The SPECIAL OFFICER(CPCS),
T S. R. T. C. 4th Floor, Bus Bhavan,
Mushirabad,
H Y D E R A B A D.

Sir,

Sub:-Submission of Tender form for evaluation of the offer submitted for appointment of Interstate Agent for operation of Cargo and Parcel counter in **Ananthapur district** for a period of two years and extendable by three more years i.e., 3rd, 4th and 5th years based on the satisfactory performance- Reg.

- 1) Name of the Tenderer :
(In capital letters)
- 2) Status (individual/Partnership Firm/ :
Company/Others) with details and proof
thereof
- 3) Address for correspondence :
Telephone No.
- 4) Permanent residential address :
Telephone No.
- 5) Email/Website address
- 6) PAN No. :
(Copy to be enclosed)
- TAN No. :
(Copy to be enclosed)
- GST No. :
(Copy to be enclosed)
- 7) Tender document fee :
(if downloaded)
 - a. Demand Draft no. & Date :
 - b. Amount in Rs. :Rs.5900/-
 - c. Bank Particulars :
 (Cheques will not be accepted)
- 8) Name of the location Applied for Tender :**
- 9) Security Deposit Amount to be Quoted**
- 10) Earnest Money Deposit amount :
Particulars @ 10% of Security Deposit(In words)
- (a) Demand Draft No. and Date : Rs.
Amount in Rs. :
- (b) Bank Particulars :
(cheques will not be accepted) :

I / We hereby agree to be appointed as Interstate Agent for operation of Cargo, Parcel and Courier **booking counter in Ananthapur district point** for a period of two years and extendable by three more years i.e., 3rd, 4th and 5th year based on the satisfactory performance.

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

I / We hereby agree to pay all Taxes wherever applicable to the concerned authorities and reimburse the amount to TSRTC in case TSRTC is required to pay the same or has paid.

I/ We confirm my/our acceptance to the terms and conditions stipulated by the Corporation along with the e-tender schedule after having read and fully understood them. In the event of my/our failure to abide by any of the terms and conditions, the EMD amount paid by me/us is liable for forfeiture.

PLACE:

SIGNATURE OF THE TENDERER

DATE:

NAME:

ANNEXURE-II

List of Locations with number of buses under operation at present including the buses passes through. Minimum security deposit amount is given for each location. Tenderer should quote security deposit above this amount while submitting Tender form for finalization of successful tenderer.

Sl.No	Districts and number of buses under operation (Details at Annexure VII)	Minimum Security Deposit	EMD @ 10% of Minimum Security Deposit	No of Agents to be selected
1	Ananthapur -40 buses	Rs.3,00,000	Rs.30,000	1

NOTE: The number of buses can be increased (or) decreased depending on the inter state agreements with respective states.

LETTER OF AUTHORISATION FOR ATTENDING TENDERS

Subject: Authorization for attending opening of sealed Tender on.....
 (Date)/for negotiations with the tender committee in the tender of

Following persons are here by authorized to attend the opening of sealed Tender opening on (Date) / for negotiations with the tender committee mentioned above on behalf of (Tenderer), in order of preference given below.

Order of preference	Name	Specimen signature
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I

II

ANNEXURE-IV**STANDARD OPERATING PROCEDURE (SOP):for agents with manual booking**

1. The ATB Agents / Parcel Agents shall book the consignments at the respective places and shall bring the Parcels, Courier & Cargo to the nearest booking personnel and handover the consignments with an acknowledgement.
2. No parcel (in single pack) shall weigh more than 50 KGs (1Unit).
3. The size of the parcel shall not exceed 100cm X 60cm X60cms.
4. Agent shall ensure that the parcels, couriers shall be packed by consignor in good conditions either in dead wood/steel boxes, card board boxes or in gunny bags depending on nature of parcel for safe transportation.
5. The Agent while receiving the item shall inform the consignor to enter the value and description of the item and note down Consignment note and obtain a declaration from the customer as item booked are not banned / hazardous. This shall be shown at the TSRTC booking counter.
6. The parcels whose value is more than Rs.50,000 will have to be personally checked and a clear photograph of the item shall be taken through mobile and the same shall be stored in the Agents computer/Mobile for future reference for any complaints at a later date.
7. The Agent shall collect the photo copies of the Invoice / bills for the consignments whose value is more thanRs.50,000.
8. The Agent shall weigh the consignment and shall prepare the consignment bill in quadruplicate which shall be as follows:
 - 1st copy – to be pasted on the Parcel.
 - 2nd copy – shall be submitted to Depot Accounts by agent.
 - 3rd copy – to be given to consignor.
 - 4th copy – agents copy.
9. The Agent shall invariably send the 1st copy along with the consignment.
10. If the agent is directly handing over the consignments to the bus then the Agent shall prepare the goods forwarding note with the list of consignments and handover the consignments to the service driver/conductor duly obtaining the signature.
11. The driver shall handover the consignments to the booking personnel/Agent at the destination point.
12. The unloading report at receiving end has to be recorded / noted by the booking clerk/agent. The booking personnel/agent shall maintain a register with the details of Parcels booked. The booking personnel/agent shall

maintain a register for receipt of consignment and handing over the Parcel .
The agent shall maintain a register for claiming of commission.

13. The booking personnel/agent at the delivery point shall handover the consignment to the consignee duly obtaining the acknowledgement in the register.
14. In case of less number of consignments delivered at the receiving point the booking personnel/agent shall clearly endorse on the unloading report and the same shall be sent to booking origin point with the signature of the service driver and shall intimate the same to the concerned supervisor for further action on loss of consignments.
15. If the consignment is not claimed by the consignee within three days at the destination point the same shall be treated as lost-property and handed over to the nearest TSRTC counter.
16. The CTVs shall be utilized for bulk transportation of Goods of Govt. as well as Private establishments.
17. No consignee / consignor shall be allowed to handle the items booked till it's delivered at the delivery point at the destination.

ANNEXURE- V**LIST OF ITEMS PROHIBITED FROM
CARRIAGE UNDER PARCEL TRANSPORT**

S.No	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	Un authorised 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/Govt from time to time
32	Gutkha/ Paan Masala containing tobacco/Nicotine
33	Jaggery

ANNEXURE-VI**PENALTIES:**

- i) Any delay in starting business beyond the permitted 15 days after signing agreement, a penalty of Rs.50/- per week per counter shall be imposed.
- ii) Non-operation of counter on any day Rs.50/- per occasion.
- iii) For booking parcels which are not properly packed a penalty of Rs.25/- will be imposed per parcel besides returning the parcel.
- iv) If less weight is recorded at the time of booking penalty @ 10 times of the difference of amount will be levied. Up to 5% of variation in weight will be ignored subject to a maximum of 2.5Kgs.
- v) A penalty up to an amount of Rs.300/- per occasion for wrong dispatch of consignments will be levied.
- vi) For consignments not manifested and not received within 2 hrs of unloading, 100% of the commission of that item will be deducted.
- vii) For consignments not delivered and not available in stock, 100% of the commission of that item, shipment value and transport charges will be deducted from the total commission payable.
- viii) Parcels received without label and marking, 100% of commission of that item will be deducted from the total commission payable.
- ix) If Parcels/Couriers are booked without proper documents, invoices and Non-updation of e-waybill is a violation of statutory obligation. For parcels transported without updation and checked by officials of Commercial Tax Department, the loss to the customer and Corporation shall be collected from the contractor besides imposing penalty of Rs.1,000/- per occasion.
- x) If parcels are lost due to negligence of Agent or his staff, a penalty @ Rs.500/- will be imposed per occasion besides recovery of shipment value of the consignment. Such occurrences repeatedly would be liable for termination of agreement duly forfeiting Security Deposit.

ANNEXURE – VII

DETAILS OF BUSES UNDER OPERATION TO ANANTHAPUR				
SL.NO	FROM	TO	TIME	TYPE OF BUS
1	MGBS	DHARMAVARAM	5.30	SUP.LUX
2	MGBS	DHARMAVARAM	6.30	SUP.LUX
3	MGBS	TADIPATHRI	11.30	SUP.LUX
4	MGBS	TADIPATHRI	20.00	SUP.LUX
5	KHAMMAM	BANGALORE	14.15	GARUDA PLUS
6	KHAMMAM	BANGALORE	15.15	GARUDA PLUS
7	KARIMNAGAR	BANGALORE	18.00	GARUDA PLUS
8	KARIMNAGAR	BANGALORE	17.30	GARUDA PLUS
9	KARIMNAGAR	BANGALORE	7.30	SUP.LUX
10	GODAVARIKHANI	BANGALORE	17.30	GARUDA PLUS
11	ACHHAMPET	PUTTAPARTY	10.00	EXPRESS
12	ZAHEERABAD	BANGALORE	15.00	SUP.LUX
13	SANGAREDDY	BANGALORE	18.00	SUP.LUX
14	KODAD	BANGALORE	15.00	RAJADHANI
15	NIZAMABAD	BANGALORE	14.15	GARUDA PLUS
16	NIZAMABAD	BANGALORE	15.30	GARUDA PLUS
17	MGBS	BANGALORE	10.15	SUP.LUX
18	MGBS	BANGALORE	11.00	SUP.LUX
19	DSNR	BANGALORE	14.30	SUP.LUX
20	DSNR	BANGALORE	15.15	SUP.LUX
21	DSNR	BANGALORE	17.45	SUP.LUX
22	MGBS	BANGALORE	6.00	GARUDA PLUS
23	MGBS	BANGALORE	8.00	GARUDA PLUS
24	MGBS	BANGALORE	21.00	GARUDA PLUS
25	JBS	BANGALORE	21.30	GARUDA PLUS
26	MGBS	BANGALORE	19.45	GARUDA PLUS
27	MGBS	BANGALORE	23.15	GARUDA PLUS
28	JBS	BANGALORE	16.15	SUP.LUX
29	BHEL	BANGALORE	17.45	GARUDA PLUS
30	BHEL	BANGALORE	20.55	GARUDA PLUS
31	KP	ANANTHAPUR	5.00	SUP.LUX
32	KP	ANANTHAPUR	11.00	SUP.LUX
33	MIYAPUR	BANGALORE	15.30	GARUDA PLUS
34	MIYAPUR	BANGALORE	17.15	GARUDA PLUS
35	MIYAPUR	BANGALORE	17.45	GARUDA PLUS
36	HANUMAKONDA	BANGALORE	16.00	GARUDA PLUS
37	HANUMAKONDA	BANGALORE	18.30	GARUDA PLUS
38	HANUMAKONDA	BANGALORE	15.00	RAJADHANI
39	HANUMAKONDA	BANGALORE	13.00	SUP.LUX
40	BHUPALAPALLY	PUTTAPARTY	12.00	SUP.LUX