



TSRTC

Request for Proposal
for Selection of Service Provider
for Implementation of
Automatic Fare Collection System in
Telangana State Road Transport Corporation

Tender No: AME(IE)/ITS(01)/2022-IT

Bid Submission Date: 22-12-2022

Technical Bid Opening Date: 22-12-2022

Financial Bid Opening Date: Will be opened
after finalisation of Technical Bid

AMENDMENTS

AS PER RFP:

3.4.7.Pre-Qualification Criteria

The pre-qualification criteria is given below:

Qualifying Criteria	Supporting Documents
Bidder's Competency	
PQ1: Bidder/ all members of consortium shall be a registered company / partnership firm / LLPs.	Company: Certificate of incorporation, MOA, AOA LLP: Certificate of incorporation, LLP Agreement Partnership firm: Partnership deed, credentials of partners Consortium: MoU signed by all parties, and power of attorney to the authorised person of the Lead Bidder (as per the format provided)
PQ2: Bidder/ any member of consortium should not have been blacklisted by any Indian Central or State government organisation, or department, or local body as on the Bid Submission Deadline date.	Declaration by the Bidder / all consortium members (as per the format provided in Annexure 20)
Financial Stability	
PQ3: The Bidder / Lead Bidder must have an average annual turnover of at least ₹25(Twenty five) Crores for the last 3 financial years.	Audited financial statements for last three financial years by a statutory auditor. Turn over certificate from a statutory auditor specifying the annual turnover of the Bidder for last three financial years as per the format provided in Annexure 21.

	<p>GST returns copy for the specified years. GST certificate.</p> <p>Certified copies of valid PAN.</p>
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3.4.9. Technical Qualification Criteria

1. The Technical Bid of each Bid that qualifies the Pre-Qualification Criteria shall be evaluated based on the criteria given below to calculate the 'Total Score' out of 100.

Qualifying Criteria	Scoring Criteria	Max Score
<p>TQ1: Experience in issuing stored value smart cards for stage carriage buses for any Indian government transport body (STUs or SPVs) that have a pre-paid wallet and can store either a pass or travel plan.</p> <p>Documents needed:</p> <p>Certificate or letter from the client entity or banking partner(s).</p>	<p>Pan-India smart card sales in the 3 (three) years prior to the Bid Submission Deadline date:</p> <p>50,000 to 75,000: 5 marks</p> <p>75,001 to 1,00,000: 10 marks</p> <p>1,00,001 or more: 20 marks</p>	20 marks
<p>TQ2: Experience in mobile passes with offline validation for stage carriage buses for any Indian government transport body (STUs or SPVs).</p> <p>Documents needed:</p> <p>Certificate or letter from the client entity.</p>	<p>Mobile pass sales in the 3 (three) years prior to the Bid Submission Deadline date:</p> <p>1,00,000 to 3,00,000: 5 marks</p> <p>3,00,001 to 5,00,000: 10 marks</p> <p>5,00,001 or more: 20 marks</p>	20 marks

<p>Q3:Experience in providing a mobile app for stage carriage buses for any Indian government transport body (STUs or SPVs), with functionality for:</p> <ol style="list-style-type: none"> 1. Mobile tickets; 2. Mobile passes; 3. Live tracking of buses; 4. Live arrival times at bus stops; 5. Trip planner; and 6. Support for Telugu, Hindi, and English. <p>Documents needed:</p> <ul style="list-style-type: none"> • Exported reports from Google Play Store, Apple App Store, or any other major app store; or • Certificate / letter from the client entity. 	<p>Mobile app downloads in the 3 (three)years prior to the Bid Submission Deadline date:</p> <p>10,00,000 to 30,00,000: 5 marks</p> <p>30,00,001 to 50,00,000: 10 marks</p> <p>50,00,001 or more: 20 marks</p>	<p>20 marks</p>			
<table border="0" style="width: 100%; background-color: black; color: white;"> <tr> <td style="width: 33%; text-align: center;">Qualifying Criteria</td> <td style="width: 33%; text-align: center;">Scoring Criteria</td> <td style="width: 33%; text-align: center;">Max Score</td> </tr> </table>			Qualifying Criteria	Scoring Criteria	Max Score
Qualifying Criteria	Scoring Criteria	Max Score			
<p>TQ4: Project implementation for deployment of ETIM, AFCS, and mobile tickets for any Indian government transport body (STUs or SPVs).</p> <p>Documents needed: Certificate or letter from the client entity.</p>	<p>Number of projects in the 3 (three)years prior to the Bid Submission Deadline date:</p> <p>1 project: 5 marks</p> <p>2 projects: 10 marks</p> <p>3 or more projects: 20 marks</p>	<p>20 marks</p>			
<p>TQ5: Presentation on Project implementation approach.</p>	<p>Bidder will be rated by the Purchaser on the ability to execute the Project.</p>	<p>20 marks</p>			

Documents needed: 1. Presentation, and 2. Project plan	Understanding of scope: 5 marks Project plan and delivery: 5 marks Solution design and methodology: 10 marks	
	Total Score	100 marks

3.4.10. The bidders should score minimum 75 marks in the technical evaluation for being eligible for opening of their Financial bids.

AMENDED AS:

Amendment No.1

3.4.7. Pre-Qualification Criteria (PQ)

PQ	Basic Requirement	Pre - Qualification Requirement	Documents to be submitted
1	Legal Entity	The Bidder (All members in case of Consortium) should be registered under the Companies Act, 1956, or LLP under LLP act 2008 with registered offices in India, as on last date of submission of the bid. (Maximum three companies/organization shall be allowed in Consortium including the Lead Bidder and each of which will be jointly & severally responsible for execution and monitoring the project during project tenure)	<ul style="list-style-type: none"> • Certificate of Incorporation or Registration • Copy of the list of properly constituted management or governing body of the Organization Memorandum of Association • In case of Consortium, Consortium Agreement, clearly specifying the roles and responsibilities and stake percentage of each of the members in the consortium should be provided. All members of the consortium will be jointly and severally responsible in the project. (Registration proof shall include name change/ impact of mergers or acquisitions of the organization.)

2	Turnover	<p>The average turnover of the bidder or average turnover of Lead Bidder in case of consortium of last three (3) years should be more than INR 25 cr. (FY 2019-20, FY 2020-21 and FY 2021-22).</p>	<ul style="list-style-type: none"> • Audited Balance sheet and Profit & Loss account statement of the Lead Bidder for each of the last 3 audited financial years (FY 2019-20, FY 2020-21 and FY 2021-22). • Certificate duly signed by Statutory Auditor of the Lead Bidder or Certified Chartered Accountant for average annual Turnover for last 3 financial years (FY 2019-20, FY 2020-21 and FY 2021-22).
3	Experience in ETIM	<p>The Bidder (Lead Bidder or any member of the consortium) should have experience at least One Project involving Supply & Installation of ETIMS(Android basis) (Machines/Devices) with BOOT / BOT / DBOT / BOO / BO / Turnkey basis in any Government Transport Organization (State/Central Government, ULB) in India in the last 5 years (as on the last date of submission of the bid).</p> <p>The Bidder or any member of Consortium should have experience of supply or design or implementation and go-live of one AFCS (Automatic Fare Collection System) project in last Five (5) years consisting of a Backend Central Software Application for Fare Collection in public transit, integrated with NCMC card based ticketing or with RFID based Close-loop Smart card based ticketing with use of Electronic Ticket Machines (ETM) in buses.</p>	<p>Work Order + Completion Certificates from the client;</p> <p>OR</p> <p>Work Order + Phase Completion Certificate (for ongoing projects) from the client</p>

4	Experience in ORS / E-Ticketing	<p>The Lead Bidder or any member of the consortium should have experience in providing, implementing and operating E- Ticketing / Mobile Ticketing / Online Reservation System (ORS) project during last 5 years (as on the last date of submission of the bid).</p> <p>(E-Ticketing / Mobile Ticketing / Online Reservation System project will be defined as a project for Government transport Organization (State/Central Government, ULB) in India including E-ticketing / Mobile Ticketing / Online Reservation System (ORS) Software application for Fare Collection, Supporting Card/Cash transactions / e-wallets.</p>	<p>Work Order + Completion Certificates from the client;</p> <p>OR</p> <p>Work Order + Phase Completion Certificate (for ongoing projects) from the client</p>
5	Certification	<p>The Bidder (Lead Bidder or any bidder in case of a consortium) should have valid minimum any one of the following</p> <ol style="list-style-type: none"> 1. ISO 9001:2008 or higher 2. ISO 27001:2013 or Higher 3. CMMI Level 3 or higher 	Copy of a Valid Certificate which is self-attested by the authorized signatory.
6	OEM Authorization	<p>The Lead Bidder should have direct authorization from the Original Equipment Manufacturers (OEM) for supporting the components offered under this project. The Lead Bidder will have the responsibility of all kind of maintenance and support of application software, hardware and networking component etc. specified in this project.</p>	<p>Manufacturers Authorization letter in favor of lead bidder from the manufacturers of the items.</p> <p>(OEM and Lead bidder will submit a registered agreement between them to TSRTC stating both are committed to provide support and services for the contractual period)</p>
7	Cloud Service Provider for Hosting	<p>The Lead bidder should enclose a Letter of consent obtained from Cloud Service</p>	<p>Authorised letter of Cloud Service Provider /Managed Service Provider</p>

	Services	Provider to participate in the Bid.	
8	Blacklisting / Bankruptcy or Insolvency	The Bidder (Lead Bidder and including all consortium members) should not be declared as bankrupt or shall not have any proceeding for bankruptcy or insolvency/ debarred/ blacklisted / banned/ not being under declaration of ineligibility for corrupt or fraudulent practices or Non-delivered or non-performance by any State/ Central Government /MSRTC/ PSU/ Autonomous Body under any Law in India for last three years.	A self-certified letter signed by the respective Authorized Signatory of the Bidder for both lead and consortium members
9	General/Other Criteria	<ol style="list-style-type: none"> 1. Bidders who were earlier awarded project(s) by TSRTC/APSRTC (independently or as a part of any consortium) and could not implement and / or maintain the project(s)/whose award of contracts were cancelled / terminated, though not blacklisted, are not eligible to participate in the tender. 2. Bidders, independently or as a part of any consortium, who failed to satisfactorily execute contracts entered with TSRTC/APSRTC, failed to deliver the project within the agreed timelines or within reasonable extra period of time will not be eligible for consideration/participating in the tender. 	A self-certified letter signed by the respective Authorized Signatory of the Bidder for both lead and consortium members

		3. Bidders who have earlier implemented projects in TSRTC/APSRTC (independently or as a part of any consortium or as an agency to the contractor) and have abruptly left the project without completing the exit management process/required closure formalities are not eligible to participate in the tender.	
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Amendment No.2

3.4.9. Technical Qualification (TQ)

#	Evaluation Criteria	Points	Documents to be submitted
TQ 1.0	Financial Capability	10	
1	The average turnover of the bidder or combined average turnover of all consortium's members of last three (3) years should be more than INR 25 cr. (FY 2019-20, FY 2020-21 and FY 2021-22).		Audited Financial Statements and Certificate duly signed by Statutory Auditor of the Bidder
	Above Rs. 75 Crore	10	
	Greater than Rs. 51 Crore and upto 75 Crore	7	
	Rs. 25 Crore to Rs. 50 Crore	5	
TQ 2.0	Relevant Experience	75	
2	The Bidder (Lead Bidder or any member of the consortium) should have experience at least One Project involving supply & installation (S&I) of ETIMS (Machines/Devices) with BOOT / BOT / DBOT / BOO / BO / Turnkey basis in any Government Transport Organization (State/Central Government, ULB) in India in the last 5 years. (as on the last date of submission of the bid) (Experience for multiple projects will be considered) - WO + Completion Certificates.		Work Order + Completion Certificates from the client; or Work Order + Phase Completion Certificate (for ongoing projects) from the client
	Greater than 5,001 Devices	20	
	Greater than 3,001 and upto 5,000 Devices	10	
	Upto 3,000 Devices	5	

3	The Bidder (Lead Bidder or any member of the consortium) should have experience in providing, implementing and operating E- Ticketing / Mobile Ticketing / Online Reservation System (ORS) project during last 5 years (as on the last date of submission of the bid). (E-Ticketing / Mobile Ticketing / Online Reservation System project will be defined as a project for Government transport Organization (State/Central Government, ULB or smart city) in India including E-ticketing / Mobile Ticketing / Online Reservation System (ORS) Software application for Fare Collection, Multiple Payment Gateways, Supporting Card/UPI/ Cash transactions / e-wallets. - WO + Completion Certificates.		Work Order + Completion Certificates from the client; or Work Order + Phase Completion Certificate (for ongoing projects) from the client
	No. of Projects		
	More than Three Projects	20	
	Two to Three Projects	10	
	Single Project	5	
	Projects with experience of NCMC Card, Smartcard & e-Wallet Transaction Implementation of project for E-Ticketing / Online Reservation System (ORS) for Government transport Organization (State/Central Government, ULB or Smart City) in India.		
	NCMC or Smartcard based implementation project	10	
	e-Wallet Transaction based implementation project	5	
4	The Bidder (Lead Bidder or any member of the consortium) should have experience in project for development of a Mobile App for Transit Ticket Booking including payment gateway integration and customer complaints on both iOS and android platform. - WO + Completion Certificates.		Work Order + Completion Certificates from the client; or Work Order + Phase Completion Certificate (for ongoing projects) from the client
	Number of Projects		
	3 or more Projects	5	
	Less than 3 Project	3	
5	Technology Platform		
	Mobile App on both iOS and Android Platform	5	
	Mobile App only on Android Platform	3	
	Mobile App only on iOS Platform	2	
6	Bidder should have experience in projects with all following major components for a Government Bus Transport for Intracity/Intercity in India in last 5 years.		Work Order + Completion Certificates from the client;

	<ul style="list-style-type: none"> • Electronic Ticket Issuing Machines (Android) for conductors • Vehicle Tracking System • Passenger Online Reservation System • Mobile Bus Pass • Mobile Ticketing • Smartcard Transactions • Data Center-Disaster Recovery Center 		or Work Order + Phase Completion Certificate (for ongoing projects) from the client
	5 and above components in single project	5	
	Below 5 components in single project (1 Mark for each Component)	1	
7	The Bidder (Lead Bidder or any member of the consortium) should have following Valid Certificate as on the date of bid Submission. a) CMMi Level 3 or higher b) ISO 27001: 2016 -Information Security c) ISO 9001: 2016 - QMS Copy of relevant certificates		Copy of relevant certificates Bidder shall keep the certificate valid for entire contract period.
	All three certificates	5	
	1 Mark for each certificate	1	
8	API Integration Capability	5	
	Total	85	
TQ 3.0	Approach & Methodology and Demo	15	Approach and methodology write up in detail and Demo.
9	1) Overall Approach & Methodology for Implementation 2) Understanding of Objectives of TSRTC 3) Project Roll-out / Training Plan 4) Solution Architecture 5) Operation / Maintenance work plan for entire solution (To be submitted duly signed) Understanding of Scope of Work Approach, Methodology, and Project Roll-out Plan Operation and Maintenance, Quality Control and Management Plan.	15	(Approach and Methodology write up in details should be submitted along with Technical Bid)
	Total	100	

3.4.10. The bidders should score minimum 70 marks in the technical evaluation for being eligible for opening of their Financial bids.

Amendment No.3

3.4. Bid Evaluation Process

The following points are included in the Bid Evaluation Process;

1. Bidder has to quote separate Transaction Charges/Rates for Non Chargeable Tickets. Bus Passes and Free Tickets etc. are comes under this Non Chargeable Tickets. TSRTC will pay the Non Chargeable Tickets validated through ETIMs. As of now, in GHZ Depots 7.50 lakhs Bus passes (for Phase-I) and in Rural Depots 5.00 lakhs Bus passes(for Phase-II) are issued. TSRTC does not have the exact travel pattern (no. of times/trips/days travelled) of Bus Pass Holders. However, Bus Pass Holders may travel an average of 2 to 3 trips per day. Bidders have to consider the same and quote accordingly. An average of 2 transactions for each Bus pass will be considered for evaluation purpose.
2. The Average number of transactions are indicative and the actual transactions may slightly vary.
3. Minimum Guarantee will be the 70 % of Avg. transactions for entire agreement period of 5 years.
4. Agreement will be extended for a period of one year (if required) to meet the minimum indicative transactions.
5. Bidders have to quote the OPEX Transaction rates separately for Both Chargeable Transactions and Non Chargeable Transactions.
6. Financial Bids should be submitted in both the covers (Separately for both the models).
7. Manpower is not mandatory. Bidders have to plan their own manpower to meet the SLA.

Illustration - I

Illustration of Financial Bid Evaluation - CAPEX & OPEX Model											
Sl.No.	For GHZ/Rural	CAPEX			Chargeable Transactions			Non Chargeable Transactions			Total Cost
		No. of ETIMS	Cost of each ETIM Device (To be Quoted by the Bidder)	CAPEX	Avg. No. of Transactions per Month (Apr-22 to Oct-22)	Transaction cost (To be Quoted by the Bidder)	OPEX cost for 5 years	Avg. No. of Transactions per Month (Indicative)	Transaction cost (To be Quoted by the Bidder)	OPEX cost for 5 years	
		A	B	C=AxB	D	E	F=DxEx60	G	H	I=GxHx60	J=C+F+I
1	GHZ(city)	3396	15000	5.09 Cr	2.32 Cr	0.05	6.96 Cr	4.50 Cr	0.025	6.75 Cr	18.80 Cr
2	Rural/District	7120	15000	10.68 Cr	3.68 Cr	0.05	11.04 Cr	3.00 Cr	0.025	4.50 Cr	26.22 Cr

Illustration - II

Illustration of Financial Bid Evaluation - OPEX Model								
Sl.No.	For GHZ/Rural	Chargeable Transactions			Non Chargeable Transactions			Total Cost
		Avg. No. of Transactions per Month (Apr-22 to Oct-22)	Transaction cost (To be Quoted by the Bidder)	Total OPEX cost for 5 years	Avg. No. of Transactions per Month (Indicative)	Transaction cost (To be Quoted by the Bidder)	OPEX cost for 5 years	
		A	B	C=AxBx60	D	E	F=DxEx60	G=C+F
1	GHZ(city)	2.32 Cr	0.1	13.92 Cr	4.50 Cr	0.025	6.75 Cr	20.67 Cr
2	Rural/District	3.68 Cr	0.1	22.08 Cr	3.00 Cr	0.025	4.50 Cr	26.58 Cr

The Bidder who quotes lowest total cost of the Project will be treated as L1 Bidder.

Amendment no. 4.

ETIM Specifications

ETIM Specifications		
RFP Document Reference	Content as per RFP	Amended as
Page No. 75 & 76, Annexure -	Android 10.0	Android 7.0 and above
	5.5" IPS Colour Display	5.0" IPS Colour Display

2 ETIM Specification	1 Head Phone	This Feature is dropped
	1 X SAM Slot	2 X SAM Slots
	Li-ion Battery 5000 mAh	7.4 V - 3000 mAh Li-ion Battery or 22 Wh or Higher
	Weight 450 grams or lesser	Weight 500 grams or lesser

Amendment no. 5.

4.7 Smart Card Platform

ETIM Specifications		
RFP Document Reference	Content as per RFP	Amended as
Page No. 38, Annexure -7	Smart Cards	NCMC
SMART Card Specification	Smart Card Specifications	Standard NCMC Complied Specifications

Amendment no. 6.

Annexure 9: Financial Bid Format

As per RFP:

Part- A

(CAPEX and OPEX Model)

Item Description	Amount In Figures (In Rs.)	GST Amount In Figures (In Rs.)	Gross Amount in Figures (In Rs.)
ETIM Cost Per Device			
OPEX- Per Transaction Charges			
Cost of the Man Power			

Note : Financial bid shall be submitted along with BOQ. Also bidder should quote their rates in Rs.

Part - B(only OPEX Model)

Item Description	Amount In Figures (In Paise)	GST Amount In Figures (In Paise)	Gross Amount in Figures (In Paise)
Per Transaction Charges			

Amended as:

Part- A

(CAPEX and OPEX Model)

Item Description	Amount In Figures (In Rs.)	GST Amount In Figures (In Rs.)	Gross Amount in Figures (In Rs.)
ETIM Cost Per Device			
OPEX- Per Transaction Charges			
a) For Chargeable Transaction			
b) For non-Chargeable Transaction			

Note : Financial bid shall be submitted along with BOQ. Also bidder should quote their rates in Rs.

Part - B(only OPEX Model)

Item Description	Amount In Figures (In Paise)	GST Amount In Figures (In Paise)	Gross Amount in Figures (In Paise)
Per Transaction Charges			
c) For Chargeable Transaction			
d) For non-Chargeable Transaction			

Please note that GST is extra as applicable.

Note : Bidder should quote their rates in paise.

Part-A and Part-B of Annexure-9 are considered for Financial Evaluation.

For,

(Signature of the authorised signatory along with company seal) Name:

Designation:
Date:

Place:

Business Address:

Amendment no. 7.

3.9 KEY EVENTS & DATES

Sl. No.	Event	Date (As per RFP)	Date (Amended as)
1	Publishing of Tender Document	02.11.2022	02.11.2022
2	Last date for receipt of queries	12.11.2022	12.11.2022
3	Pre-bid meeting (15.00 Hrs.)	16.11.2022	16.11.2022
4	Issue of clarifications to prospective bidders	22.11.2022	01.12.2022
5	Receiving of bids and opening of technical bids	02.12.2022	22.12.2022
6	Opening of financial bids	Will be intimated to the technically qualified bidders	Will be intimated to the technically qualified bidders

Date, time and venue for Bid Submission	22.12.2022, at 11.00 to 14.00 Hrs. at Main Conference Hall, B-Block, I-Floor, Bus Bhavan, RTC X Road, Musheerabad, Hyderabad-500020.
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