

**Karnataka State Road Transport Corporation**  
**Traffic (Commercial) Department**  
**Central Office: BENGALURU**

#	Particulars	Details
(a)	Name and address of the procuring entity	Karnataka State Road Transport Corporation, KH Road, Bengaluru – 560027.
(b)	Designation and address of the Tender Inviting Authority	Chief Traffic Manager (Commercial), KSRTC, Central Offices, K.H. Road, Bengaluru – 560027.
(c)	Name of the Service	Selection of Licensee for Public Announcement System at KSRTC bus stations
(d)	Date up to which and place from where the bid documents can be obtained	<a href="http://eproc.karnataka.gov.in">http://eproc.karnataka.gov.in</a> Date: 28-02-2019, 1800 hrs.
(e)	Pre-bid meeting	Date: 13-02-2019, 1500 hrs. Place: Conference Hall, KSRTC, Central Office, K.H. Road, Bengaluru - 560027
(f)	Earnest Money Deposit payable at the time of submitting the Bid response documents	Total Rs.10,00,000/- [Ten Lakh only] a) Rs.500/- through e-portal by e-payment b) Rs.9,99,500/- through DD in favour of CAOFA, KSRTC, Bengaluru-27 (to be submitted along with the original document)
(g)	a) Due time and date for receipt of the bid through e-portal b) Due time and date for submission of hard copies of tender documents	a) 28-02-2019 upto 1800 hours b) 01-03-2019 upto 1700 hours
(h)	Time, Date and Place of opening the Bid document	Technical bid on 05-03-2019 at 1500 hrs Financial Bid on 08-03-2019 at 1500 hrs Place: Traffic (Commercial) Department, KSRTC, Central Office, K.H. Road, Bengaluru - 560027
(i)	Tender Document / Application Charges in the form of DD in favour of CAOFA, KSRTC, Bengaluru-27 (to be submitted along with the original documents)	Rs.5,000/- + 18% GST, totally Rs.5900/-.
(j)	Tender processing fee through e-portal	Rs.550/- or fee as applicable through e-portal by e-payment
(h)	KSRTC Contact Information	<b>Chief Traffic Manager (Commercial), Karnataka State Road Transport Corporation (KSRTC) Transport House, K.H. Road, Bengaluru – 560027</b> Telephone: 7760990010 / 7760992737 Email: <a href="mailto:ctmcom@ksrtc.org">ctmcom@ksrtc.org</a> Landline: 080-2222 1321 Extn: 211, 302, 332 Fax: 080-22237465

## Requirement for Proposal (RFP)

**Subject: Selection of licensee for Public Announcement System at  
KSRTC bus stations.**

### **1. Organization Profile:**

Karnataka State Road Transport Corporation (KSRTC) was established in August 1961 under the provisions of the Road Transport Corporation Act 1950 with the objective of providing adequate, efficient, economic and properly coordinated road transport services.

Some key statistics relating to KSRTC are as follows:

	Description	KSRTC
1	Depots	84
2	Divisions	17
3	Bus stations	167
4	Vehicles	8684
5	Schedules	8164
6	Schedule Kms per day	30.39 lakhs
7	Average traffic revenue per day	854.34 lakhs
8	Average passengers travelled per day	29.05 lakhs
9	Staff	38665
10	Staff ratio per schedule	4.73

The facilities at Bus Stations include all transport facilities under one roof, Drinking Water, Seating Arrangements, Toilets, Canteen Facilities, Reservation Counters, ATM facilities, Two Wheelers and Four Wheelers Parking Facility, Digital Display and Intelligent Transport System, Public Addressing System, Commercial Establishments and Offices, Tourist Information System, Crew Rest Room, Cloak Rooms etc.

### **2. Project Profile & Background Information**

The Karnataka State Road Transport Corporation, Bengaluru was set-up under the provisions of the Road Transport Corporation Act with a view to provide efficient, adequate, economic and properly co-ordinated system of Road Transport Services in the Karnataka State. At present, the KSRTC has 3054 Ordinary Buses, 3827 Express buses, 255 Rajahamsa, 216 Airavat / Club Class, 109 Non AC sleeper and 69 AC Sleeper buses covering 30.39 lakh KMs daily and 167 Bus stations.

There are at present 84 depots in the KSRTC, located at Bengaluru Urban, Bengaluru Rural, Ramanagara, Tumakuru, Kolar, Chikkaballapura, Mysuru, Kodagu, Chamarajanagar, Mandya, Hassan, Chikkamagaluru, Dakshina Kannada, Udupi, Davanagere, Shivamogga and Chitradurga Districts.

KSRTC has set various objectives for improvement of passenger services. Setting up of Computerized Public Announcement System at its bus stations is one of the objectives. This system will facilitate announcement of departure of the buses at bus stations. Along with these announcements, KSRTC's important passenger welfare schemes will also be publicised.

KSRTC intends to continue revenue generation of its infrastructure to get additional commercial revenue. The KSRTC's role in this business will be strictly confined in providing suitable space at bus stations for installing & operating Computerized Audio Announcement System without any financial liability whatsoever during the license period.

KSRTC invites tenders from the software development companies / service providers to install and operate the Public Audio Announcement system along with hardware setup in its 111 bus stations. The successful bidder will have to install all the requisite software & hardware and operate the system at his own cost. KSRTC will assign the rights for commercial audio advertisements on the public announcement system for generating the income for the successful bidder for meeting the operational cost and sharing surplus with the KSRTC.

### **3. SCOPE OF WORK**

#### **3.1 General requirements:**

1. The software shall have web based interface for easy accessibility of data.
2. The software shall have easy interface for operation by less computer literate persons.
3. The software architecture shall be structured to sustain 24 x 7 working.
4. The software shall allow time table and route changes at the bus station level.
5. Facility to record the late running buses with reasons and late bus announcement shall be made automatically.
6. Facility to record cancelled buses and announcement of the cancelled bus shall be made automatically.
7. Contents of announcement shall be customised as per KSRTC requirements.
8. Facility to change the platform shall be available.
9. System shall announce time table of buses scheduled to depart in the next 30 minutes.
10. The announcement shall be repeated every 5 minutes till the bus departs.
11. The software shall generate Control Chart, Late buses report, Cancelled buses report, depot wise reporting.
12. Bus departure information and occupancy details shall be made available on the website and authority shall be provided to the KSRTC officials to access this information.
13. Facility to capture arrival of buses, as and when integrated with VTMS application.
14. Information about probable arrival of the buses along with occupancy of seats shall be made available at the en-route bus stations, if integrated with VTMS and AWATAR application.

15. Provision for adhoc manual announcement through microphone shall be made. System shall not mix automatic announcements, commercial advertisement audio with manual announcement.
16. Provision to automatically change audio level at bus stations through software as per KSRTC requirements / passenger traffic during different hours of the day.
17. Early morning and late evening only passenger hall speakers shall function. Speakers whose sound reaches to surrounding areas shall be switched-off.
18. Priority shall be given to Bus departure announcements over other content.
19. While controller is speaking on microphone, announcement and other content shall not play.
20. Content published / announced shall be stored / retained for a period of 3 months.
21. The system should power on/off at pre-determined times.
22. No personnel should be required to either switch on, switch off, power off, log in or log out. All the above functions should function automatically as scheduled.
23. System shall provide facility to calibrate sound level. Bidder along with the depot manager will calibrate the sound level and the same shall be monitored 4 times a day by system. In case of variations, bidder shall take corrective action immediately.
24. Contents provided by KSRTC shall be announced between departure announcements to create awareness in the traveling public.
25. Announcement system shall allow use of emergency/one-time announcement which will be done by the Traffic Controller at the bus station through a microphone.
26. Announcement system shall have facility to calibrate sound level as permitted within prescribed sound level by pollution control law and monitor the variation.
27. Audio output shall be measured and any deviation shall be monitored and corrective action shall be taken within 48 hours.
28. Time table on SMS functionality shall be added: Bidder shall provide facility to enquire time table on SMS based on the time table information available for announcement system. Bidder shall provide 5 digit short code with agreed keyword. Passenger shall be able to enquire the available bus timings by sending Departing station and destination station.
29. RFID tag card for each schedule shall be provided by the Licensee (for KSRTC Schedules), for all the depots along with RFID reader at bus stations and RFID writers at depots during the entire period of contract, to avoid manual entry of departures at the bus station (schedule no., vehicle no., schedule departure time etc.). The cost of RFID cards /reader/writer shall be borne by the Licensee. In case of premature failure of RFID cards (below one lakh transaction) Licensee have to replace them free of cost. The quantity of RFID cards to be provided to each depot depends upon no. of schedules in operation along with about five percent extra to cater extra operations / introduction of new schedules.
30. The Licensee has to install the RFID reader at his own cost at the bus stations wherever the information is obtained from ETM machines. However, if no RFID document is available then manual data can be obtained from the licensor.

31. RFID tag cards / RFID readers / RFID writers have to be provided depending upon requirement based on the number of schedules / arrivals / departures at depots / bus stands.
32. Announcement should be in Kannada and English Languages.
33. Integration with KSRTC's other applications for Time table enquiry.
34. Any other inclusions required by KSRTC from time to time.

### **3.2 Integration with other IT systems of KSRTC:**

Public Announcement System shall integrate with other IT applications of KSRTC. Existing applications are listed below;

- i) Radio frequency Identification (RFID) based ETM system:
  - a) ETM system uses RFID based technology.
  - b) Conductor will carry RFID based ETM with service identification recorded on the same.
  - c) PA system shall read schedule information from RFID enabled ETM and automatic announcement of the service shall be made.
  - d) RFID readers at Bus Station/Control points will be provided by PA bidder as part of the supply term.
- ii) Vehicle Tracking and Monitoring System (VTMS):
  - a) PA system shall interface with VTMS to get Expected time arrival (ETA) information of the scheduled services.
  - b) ETA shall be announced at pre-defined frequency.
- iii) Passenger Information System (PIS):
  - a) PA system shall provide information to PIS system of VTMS to make it a complete audio experience.
  - b) PIS system shall be able to display information of the departing buses.
- iv) AWATAR: To enable bus announcements based on advance booking tripcodes and bus number.
- v) It will be the responsibility of the Bidder to interact with these bidders and build required interfaces without any additional cost to KSRTC.
- vi) Integration shall also be provided for new applications developed during the license period.

### **3.3 Hardware:**

- a. The successful bidder shall install necessary hardware like computers, printers, stabilizers, UPS / Power backup and sound system for audio announcements system.
- b. KSRTC will provide electricity connection from the existing power supply including generator backup where available. However, the availability depends on Escoms. Hence, the bidder is advised to arrange adequate UPS backup for operating audio announcement system.

- c. Adequate number of speakers shall be installed as per Bus station size (Installation as per instruction of KSRTC officer in charge).
- d. The No. of Speakers, Desktops and printers to be installed in each bus station is to be decided in consultation with the KSRTC officials depending upon the volume of operations and other aspects.

#### **3.4 Commercial Audio Advertisements:**

- a. Maximum 4 minutes for every 15 minutes will be allowed for audio commercial advertisements.
- b. Advertisement of prohibited products/services and that affect the business of KSRTC are not allowed. In case of any complaints regarding advertisements, the KSRTC has every right to disallow such advertisements for which the licensee shall not object.

#### **3.5 Responsibilities of KSRTC:**

- a. The KSRTC will make available space at bus stations, free of cost for installation of hardware necessary for Public Announcement System along with power outlet and furniture.
- b. The KSRTC will allow installation of speakers, cables etc. in platforms and bus station premises for Public Announcement System.
- c. The KSRTC will ensure that its staff will use the computerized audio announcement system fully and system shall be kept operational during working hours (In the Bus stations where schedules operate 24x7).
- d. The KSRTC shall provide any change in time table and other details to the licensee whenever there is a change and the licensee shall update the information without delay.
- e. Licensor has to update bus schedules on RFID tag regularly to ensure accuracy of timetable.
- f. At depots, the existing Internet facility of the Licensor will be extended to Licensee for RFID card reading / writing.
- g. The officers/supervisors of the KSRTC shall have the rights to visit, inspect and supervise licensee's performance.
- h. The KSRTC shall have the right either to reject the advertisement or to ask for modification, if in its opinion, the advertisement would be detrimental to the policy / interest of the KSRTC / Government / Public interest.
- i. The KSRTC shall provide authorisation letters necessary to establish the infrastructure and operate the PAS including procurement of commercial advertisements by the licensee.

#### **3.6 Responsibilities of licensee:**

- a. Licensee has to obtain at his own cost third party insurance for the equipment installed in the bus stations from reputed insurance agencies to cover incidents of damage, theft etc. KSRTC will not be responsible for any damage / loss to infrastructure / equipment of the licensee.
- b. The licensee or any person working with or under him shall enter into the Bus Station premises only with prior permission of the Bus station Incharge, to take up the work of installations, repairs etc.

- c. If the KSRTC has to conduct any repairs, the licensee shall remove their instruments temporarily and may re-install after completion of repairs.
- d. Database/ application access has to be provided by the licensee to monitor the service in terms of number of announcements etc. on daily / monthly basis after the go-live.
- e. Licensee shall have to advertise the KSRTC's various passenger initiatives, welfare schemes, safety measures etc. as directed by KSRTC from time to time on Computerized Audio Announcement System on receiving relevant content from the KSRTC.
- f. The licensee has to bear the cost of the RJ for recording of audio announcements.
- g. The licensee shall make necessary security arrangements in the hardware / software / network connection / internet connection to ensure that the system is not tampered or misused by others including staff of the licensor.
- h. The licensee shall maintain adequate hardware components as standby for replacement in case of failure to avoid downtime.
- i. The licensee shall provide information regarding advertisements played in the PAS to the concerned bus stand incharge and Divisional Traffic Officer of the Division on a monthly basis.
- j. The licensee shall furnish information that may be required by the KSRTC from time to time connected with the Passenger announcement system.
- k. The licensee shall not damage any property or infrastructure at bus stations.
- l. Responsibility towards compliance to applicable laws / Acts and all legal matters that shall arise from infrastructure as well customer service lies with the licensee. KSRTC shall not be liable for any such legal matters.
- m. The licensee shall obtain a certificate or permission or license as may be necessary or required from the concerned authorities of Central Government / State Government / Local body for audio announcement of advertisements.
- n. The Licensee alone shall be responsible for and shall forthwith discharge directly all payments of property tax, fees levied and / or charged by Municipal or other public authorities on account of the advertisements thereon.
- o. The licensee shall be liable for all laws of land including labour law, company's act, tax deduction liability ESI, PF Act, Goods & Service Tax, etc. and all types of other relevant fees/taxes to be paid by the Licensee to Govt. of India or Govt. of Karnataka as applicable.
- p. The licensee shall not undertake any advertisement in PAS, which may offend decency, good morals or may promote ill-will or hatred amongst any class or classes of the public. KSRTC shall have the right to prohibit / reject such audio advertisements and the licensee shall not have the right to claim for any loss or damages that he may suffer on account of such rejection or restriction. The licensee shall not play advertisements concerning tobacco, Liquor / alcoholic products, Narcotics, Obscene material etc., and other advertisements, which are prohibited under any law.

### **3.7 Economic License Fee:**

- a. Economic license fee for bus stations is fixed as below;  
Bengaluru City / District headquarters – Rs.4000/-, Taluka / Town / Hobli / other places – Rs.2500/- each.
- b. Economic Licensee Fee of Rs.318,000/- is fixed for Bus Stations listed at **Annexure 1**. The bidder has to quote an amount exceeding this amount as monthly license fee.

	No. of locations	ELF per location	Total ELF
Bengaluru City / Districts	27	4000	108,000
Taluka / Town / Hobli / other places	84	2500	210,000
<b>Total</b>	111		318,000

- c. Monthly Licensee Fee for a particular bus station including new locations will be fixed on pro-rata basis based on the final license fee agreed by the licensee.

$\text{License fee} = \frac{\text{ELF based on location} \times \text{Monthly license fee agreed in tender}}{318,000}$
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### 3.8 Payment of License Fee:

- a. Payment of license fee shall be as indicated in the Implementation schedule.
- b. Monthly license fee is payable in advance on or before 10<sup>th</sup> of every month through DD / NEFT/ RTGS. License fee is exclusive of all present and future taxes, duties, cess, fees, electricity charges etc.
- c. Presently, Goods and Service Tax @18 % on total license fee payable.
- d. The accrual of license fee shall start from the date of commencement of the license.
- e. If license fee is not paid for two consecutive months, the KSRTC may terminate the agreement and forfeit the entire security deposit.
- f. In case of delays in payment of license fee and any other dues to KSRTC, interest shall be levied at **18 % per annum**.
- g. The license fee will increase by 10% every year on the existing license fee.
- h. The licensee shall pay electricity charges at Rs.300/- per month per bus station at current electricity tariff. This charge will increase based on the revision of tariff by ESCOMs.
- i. The licensee shall comply with all rules and procedures in the local territorial limits, in which the business is carried out and shall pay Goods & service tax and all other taxes, fees or other sums payable on actuals to the local bodies or any authorities for the purpose of carrying out display of advertisement.

### 3.9 Service Level Metrics:

The purpose of **SERVICE LEVEL METRICS** (hereinafter referred to as SLM) is to clearly define the levels of service to be provided by the licensee to KSRTC for the duration of this license. SLM defines the terms of the licensee's responsibility in ensuring the timely delivery of the services and the correctness of the same based on the agreed Performance Indicators as detailed in the Agreement.

The licensee has to comply with all the terms of SLMs defined below to ensure adherence to service timelines, quality and availability of services.



Description	Damages (Penalty)
Licensee should ensure that the service is in working condition for 24 hrs. In case of any defects in the system, it should be set right within 48 hours after receipt of reports. If the system remains in non-working status beyond 48 hours, penalty will be applicable.	Penalty of Rs.500/- per day for Bengaluru / District BS and Rs.250/- per day for other bus stations.
Licensee shall maintain the announcement and display system with bus-stand-wise minimum uptime of 98% calculated on monthly basis.	For system uptime below 98%, penalty of Rs.500/- per month for Bengaluru / District BS and Rs.250/- per month for other bus stations.
Any change in the Timetable with the announcement recording shall be incorporated within 48 hours.	Penalty of Rs.100/- per day.
Before levy of penalty, a notice will be issued to the licensee indicating the deficiency and proposed penalties. Final decision on penalties shall be taken after considering the written reply of the licensee.	Total penalty is limited to 25 % of the monthly license fee.

Penalties shall not be levied on the licensee in the following cases:

- i) Non-compliance to the SLM which has been solely due to the reasons beyond the control of the licensee.
- ii) There is a force majeure event affecting the SLM which is beyond the control of the licensee.

### 3.10 Training to KSRTC employees:

- a. Training shall be provided to the staff manning bus stations free of cost.
- b. Training shall be conducted at interval of every 6 months or on request.

### 3.11 Implementation schedule:

- a. **Lead period:** The successful bidder will be given one month time, free of license fee for all the bus stations from the date of commencement of agreement. This license-fee free period is allowed even if the licensee completes installation and commences audio announcements at bus stations.
- b. For 2<sup>nd</sup> month, the licensee fee is payable for all bus stations located at State Capital and District Headquarters. For other bus stations, license fee is payable for bus stations where the licensee completes installation and commences audio announcements during the first month.
- c. For 3<sup>rd</sup> month, licensee fee is payable for all bus stations located at State Capital, District Headquarters, Taluk and Town places. For remaining bus stations, license fee is payable for bus stations where the licensee completes installation and commences audio announcements during the first and second months.
- d. From 4<sup>th</sup> month, licensee fee is payable for all bus stations.
- e. The successful bidder shall install PAS in new bus stations / additional bus stations as per the instructions of the KSRTC on payment on prorata basis within 30 days from the date of communication.

## 4. BID PROCESS

### 4.1 General

The Scope of Work and Functional & Technical Specifications of the Service covered by this Request for Proposal (RFP) have been detailed.

The Bidder must fully understand the scope of work and functional specifications as outlined in this RFP. This provides the instructions together with terms and conditions of the bid process for the purpose of this RFP.

Technical bid and financial bid needs to be submitted separately.

### 4.2 Timelines

Date up to which and place from where the bid documents can be obtained	<a href="http://eproc.karnataka.gov.in">http://eproc.karnataka.gov.in</a> Date: 28-02-2019, 1800 hrs.
Pre-bid meeting	Date: 13-02-2019, 1500 hrs. Place: Conference Hall, KSRTC, Central Office, K.H. Road, Bengaluru-27
a) Due time and date for receipt of the bid through e-portal b) Last date and time for submission of hard copies of tender documents	a) 28-02-2019 upto 1800 hours b) 01-03-2019 upto 1700 hours
Time, Date, and Place of opening the Bid document	Technical bid on 05-03-2019 at 1500 hrs Financial Bid on 08-03-2019 at 1500 hrs Place: Traffic (Commercial) Department, KSRTC, Central Office, K.H. Road, Bengaluru-27

### 4.3 General Instructions for Bid Process

- a) Submission of tender documents (Pre-qualification and Financial responses of the bidder) through e-Procurement system and submission requirements.
- b) This tender is invited as per the provisions of Karnataka Transparency in Public Procurement Act-1999 in two cover system i.e. Pre-Qualification (Technical) and Financial offers separately. The Following Documents are available in the Tender document.

**Annexure 1 - List of Bus Stations** for Installation and Operation of Public Announcement System

**Annexure A- Format for Covering letter**

**Annexure B1 - Profile and Pre-qualification details of Bidder**

**Annexure B2 - Certificate of verification from chartered accountant**

- c) **Submission of Pre-Qualification offers through e-Procurement Portal.**

- i. In the first cover, Pre-qualification details as specified in **Annexures B1 & B2** shall be filled and uploaded.

- ii. The Bidder shall pay the Bid processing fee and EMD through any of the e-payment modes.
  - iii. The Bidder shall ensure credit of Bid Processing Fee and EMD into the respective bank accounts of e-Procurement on or before the last date of the bid submission.
  - iv. The necessary pre-qualification documents self-attested by the concerned shall be scanned and attached along with **Annexures A, B1 & B2**. The pre-qualification offer without attachment of scanned documents will be disqualified.
- d) **Submission of Financial offer through e-procurement portal:** In the second cover, Financial details as specified in the **e-procurement website** shall be filled and uploaded in the same format, which shall be encrypted using the Digital Signature Certificate of the Bidder. Single amount covering all bus stations shall be quoted. Financial offer submitted through e-procurement portal will only be considered for evaluation.
- Financial offer shall not be submitted in hard copy.** The uploading of financial offer along with the pre-qualification offer and documents will lead to the disqualification of the firm.
- e) **Submission of original Tender documents (hard copies):** Only the pre-qualification Tender form (**Annexures A, B1 & B2**) in original (hard copies) duly signed along with seal of the firm including Bid Form Fee and EMD in the form of DD, Statements attested by the concerned authorities shall be submitted in the office of the undersigned or can be sent by post in sealed envelope so as to reach this office on or before the due date.
- f) The Bid inviting authority reserves the right to extend the last date for receipt of the Bid which would be available in the e-procurement portal.
- g) The bidders are expected to examine all instructions, forms, terms, Service requirements and other information in the RFP documents. Failure to furnish all the information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of its Proposal and forfeiture of the Bid Security.

#### 4.4 Pre-Qualification Criteria

The following criteria must be strictly fulfilled by the Bidder. The Bidder must submit documentary evidences in support of their claim for fulfilling the criteria. The bids received without the documentary evidences shall be rejected summarily. The conditions mentioned below are mandatory to qualify the bid. Non-compliance of any condition shall lead to disqualification of the Bid.

Sl. No.	Basic Requirement	Specific Requirements	Documents Required
1	General Requirement	The bidder should be a registered company under Companies Act, 1956 of India.	Certificate of incorporation OR Registration Certificate
2	General Requirement	The bidder should have successfully executed minimum two software development projects each of worth Rs. Five Lakhs for two consecutive years, 2016-17 and 2017-18.	Work Orders / Client Certificates confirming year and area of activity should be enclosed.
3	General Requirement	The bidder should have minimum five years experience in the software	Work Orders / Client Certificates confirming

		development business as on 31.03.2018.	year and area of activity should be enclosed.
4	Turnover	The Bidder must have minimum annual turnover of Rs.5.00 crores (Rupees five crores) for preceding three years i.e. 2015-16, 2016-2017 and 2017-2018.	Audited and Certified Balance Sheet and Profit / Loss Account for the last Three Financial Years should be enclosed. and The certificate of verification issued by the Chartered Accountant in proof of turnover.
5	Turnover	The bidder should have minimum annual turnover of Rs. One crore from the business of software development and software consultancy for preceding three years i.e. 2015-16, 2016-2017 and 2017-2018.	Audited and Certified Balance Sheet and Profit / Loss Account for the last Three Financial Years should be enclosed. OR CA Certificate should be enclosed.
6	Net Worth	The Bidder must have positive net worth in each of the last two financial years as on 31.03.2018.	CA Certificate mentioning net worth should be enclosed.
7	Tax Registration	The Bidder should have a registered number of GST and Income Tax PAN	Copies of relevant Certificates of Registration.
8	Technical Capability	The bidder should have implemented audio announcement system for minimum two State Transport Undertakings in India for minimum 3 years' experience.	Copies of work order or license agreement and the client certificates / Project Sign-off Certificate from the client for satisfactory completion of project showing order value and cost.
9	Certification	The Bidder should possess ISO 9001:2015 Certification at the time of bidding.	The Bidder is required to furnish the copy of valid certification.
10	Other	Identity and address proof of applicant or authorised signatory (scanned copy of Aadhaar, Voters ID card, Passport, Driving Licence)	Copies to be enclosed with self-attestation.

- i) The Bidder should enclose a certificate from the Chartered Accountant stating that the turnover details furnished in the audited statement accounts have been verified by him and that they are found correct (As per **Annexure-B2**).
- ii) The Bidder must fulfil all the statutory requirements.
- iii) Bidders who have been blacklisted by any of the Government Organisation / Public Sector undertaking for breach of license are not eligible.

#### 4.5 Earnest Money Deposit (EMD):

A) The EMD amount is Rs.10,00,000/- (Rupees Ten Lakh Only).

The bidders shall remit;

a) Rs.500/- through e-portal by e-payment and

b) Rs.9,99,500/- through DD in favour of CAOFA, KSRTC, Bengaluru-27.

(to be submitted along with the pre-qualification original document).

B) The EMD will not carry any interest. The EMD of the unsuccessful bidders will be refunded only after execution of agreement by the successful bidder. The KSRTC shall not be responsible for any delay in refund of EMD due to reasons beyond its control in finalizing the tenders.

C) In case, the successful bidder fails to pay the security deposit and execute the agreement within the stipulated time, the entire EMD shall be forfeited and allotment shall be cancelled by duly black-listing the concerned bidder for a period of three years.

D) The EMD shall also be forfeited on the following occasions, in case the bidder;

- i. Withdraws the tender after opening of the tender during the period of tender validity i.e. from the date of notifying of the tender till the date of awarding the license.
- ii. Makes false representations with regard to Pre-Qualification criteria.
- iii. Fails to keep up to the commitments made in the bid.
- iv. Submits multiple proposals / bids or if common interests are found in two or more bidders, the bidders are likely to be disqualified and liable to be black listed by the KSRTC, unless additional proposals / bidders are withdrawn upon notice immediately.
- v. Fails to furnish the required security deposit within the specified time limit.
- vi. Fails to execute the agreement within the specified time limit.
- vii. Withdraws or amends its tender or derogates the tender in any aspect.
- viii. If the successful Bidder backs out from taking up of the license for any reasons.

#### **4.6 Bid processing fee**

Interested bidder shall pay bid processing fee of Rs.550/- through e-payment mode only.

#### **4.7 Application Fee**

The interested bidder shall submit tender application fee of Rs.5900/- (Rs.5000/- + 18% GST) through Demand Draft drawn from any Nationalized / Scheduled bank in favour of CAO-FA, KSRTC, Bengaluru and the same shall be submitted along with hard copy of tender documents. Scanned copy of DD shall be uploaded along with tender documents.

#### **4.8 Supplemental Information to the RFP**

If KSRTC deems it appropriate to revise any part of this RFP or to issue additional data to clarify any provisions of this RFP, it may issue supplements to RFP. The amendments / supplements shall be published on the website [www.eproc.karnataka.gov.in](http://www.eproc.karnataka.gov.in). Prospective bidders are advised to periodically browse this website to find out any further corrigendum / addendum / notice published with respect to this RFP. All such supplements shall be part of the RFP and the bidders shall submit their bids on that basis. KSRTC makes no representation or warranty

as to the completeness or accuracy of any response nor does the KSRTC undertake to answer all the queries that have been posed by the bidders.

#### **4.9 Bid Preparation Cost**

The bidder will be responsible for all costs incurred in connection with the participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings / discussions / presentations, preparation of proposal, in providing any additional information required by KSRTC to facilitate the evaluation process, and in negotiating a definitive Service Level Metrics and all such activities related to the bid process. Further, no reimbursable cost may be incurred in anticipation of award of license.

#### **4.10 Bidder Inquiries and Responses**

The mode of delivering written questions to the above-mentioned tender is through email only with subject line as "Selection of Licensee for Public Announcement System at KSRTC bus stations".

The bidders shall send their queries at the following email address: [ctmcom@ksrtc.org](mailto:ctmcom@ksrtc.org)

#### **4.11 Bid submission guidelines:**

Tender application shall be enclosed with the following;

- a) DD for EMD and payment in e-portal as prescribed above,
- b) DD for Application fee,
- c) Bid processing fee of Rs.550/- through e-payment mode only.
- d) **Annexure-A** scanned copy,
- e) **Annexure-B1** scanned copy,
- f) The Certification of verification issued by the Chartered Accountant in proof of turnover, **Annexure-B2**,
- g) Certificate of Incorporation / certificate of Registration (for companies),
- h) Audited Statement of Accounts for the year 2015-16, 2016-17 and 2017-18 duly signed by the CA and Authorized Signatory (Balance sheet and Profit & Loss Statement),
- i) PAN copy,
- j) GST Registration Certificate,
- k) Identity and address proof of applicant or authorized signatory (scanned copy of Aadhaar, Voters ID card, Passport, Driving licence),
- l) The applicant shall produce documents regarding nature of work he has carried out and copy of the certificate issued by any STU's.
- m) Any other documents to meet pre-qualification criteria.

#### **4.12 Validity of Bids**

- i) The pre-qualification and financial bids shall be valid for a period of six months from the closing date of submission of the proposals.

- ii) A proposal valid for a shorter period may be rejected as non-responsive. On completion of the validity period, unless the bidder withdraws his proposal in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws his proposal.
- iii) KSRTC may solicit the bidder's consent for an extension of the validity period for the bids. The request and the responses thereto shall be made in writing to KSRTC. However, KSRTC reserves the right to take any decision in this regard.

#### **4.13 Clarification of Offer**

All the Bid forms will be opened and scrutinized on the basis of documents and information furnished by the Bidder along with the tender document. The KSRTC may obtain clarifications wherever required and the Bidder will abide to clarify the same within the stipulated time.

#### **4.14 Language of Bids**

The proposal and all correspondence and documents shall be written in English. All proposals and accompanying documentation will become the property of the KSRTC and will not be returned. The hardcopy version will be considered as the official proposal.

If any documents are issued in a language other than English, official translations of them to English languages are required. Also, officially notarized certified copies of the primary document, the translation and the certificate of accuracy have to be submitted.

#### **4.15 Rejection:**

- a. Incomplete offer / tender received after the stipulated time and date, financial offer through internet and not accompanied by EMD (DD or Online payment), Supporting documents (Hard copy or online attachments) will be rejected.
- b. Any person / agency / organization, who / which was an agent to the KSRTC in the past and defaulted in payment of license fee amount, is disqualified from participating in this tender.
- c. The bids / offers made under this tender shall be valid for a period of six months from the tender closing date. The bidder shall not withdraw or revise the tender during this period. In case of bidder revises or withdraws his tender during this period, the EMD / security deposit remitted by him shall be forfeited in addition to other remedies open to the KSRTC in respect of loss which may be caused due to such withdrawal of alteration.
- d. All communications to the successful bidders / licensees through email / fax / letter / SMS to their contact details given in the tender form and agreement shall be deemed as valid for any purpose under this tender.

#### **4.16 Bid Evaluation:**

##### **4.16.1 Evaluation of Bid**

A Two-part Bid System shall be followed for the bid evaluation. The first part would be pre-qualification criteria and technical evaluation. Second part would be financial evaluation.

The details of evaluation have been explained below.

i) **Evaluation against pre-qualification criteria:** The first stage of evaluation would involve examination of the bid documents of each of the bidders against the pre-qualification criteria set out. This is to ensure that the technical skill base, experience and financial capacity and other bidder attributes claimed therein are consistent with the needs of this service. These

conditions have been listed under the section “Pre-Qualification Criteria”. KSRTC may ask bidders for additional information, visit to bidder’s site and / or arrange discussions with their professional / technical faculty to verify claims made in the bid documentation.

**The technical proposal must NOT contain any pricing information.**

ii) **Financial evaluation:** The financial bids of only such bidders that meet each of the pre-qualification criteria mentioned would be opened for financial evaluation. The financial evaluation will take into account the information supplied by the Bidders in the financial proposal and the same shall be evaluated in accordance with the evaluation criteria specified in this RFP. The financial evaluation would be based on H1 as described in this RFP i.e. the bidder with the highest financial quote shall be eligible for award of license.

**The financial bid should not be conditional and no technical information should be provided along with the financial proposal.**

- A substantially responsive Bid is one, which conforms to the requirements, terms, conditions and specifications of the Request for Proposals without material deviation. A material deviation is one which affects in any substantial way the functionality, scope, quality, or performance of the Deliverables, or which limits in any substantial way, inconsistent with the Request for Proposals, department’s rights or the Bidder’s obligations for, performance of the Service and the rectification of which deviation would affect unfairly the competitive position of other Bidders presenting substantially responsive Bids.
- KSRTC may waive any minor informity or non-conformity or irregularity in a Bid, which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.

#### **4.16.2 Method for Evaluation H1 bidder**

- a. The methodology used for evaluating bidders (who qualify in technical proposal) based on the rates quoted by them in their financial bid shall be as follows, which is final and binding to all bidders. KSRTC shall not entertain any queries on its evaluation methodology for H1 bidder.
- b. The licensee shall be decided based on the highest monthly license fee payable for all the bus stations of KSRTC subject to fulfilling the Pre-Qualification criteria. In the event of cancellation of any successful bidder / licensee for any reasons, KSRTC reserves the right to select the next highest bidder.
- c. Negotiations with the H1 bidder could be done for finalizing the monthly license fee at which the license would be awarded to the Bidder.
- d. The bid should be comprehensive and inclusive for all the services to be provided by the bidder as per scope of work.
- e. The commercial offer is exclusive of GST, which is 18% at present. Once the prices have been quoted to KSRTC, no change / modification will be entertained for any cause whatsoever (including changes in regulation, tax and duty structure etc.). The prices once quoted by the bidder will be valid for the entire period of validity of the bid as defined in the bid document.
- f. Any revision (increase or decrease) in the rates of GST, taxes, duties, charges and levies at a later date and during the tenure of the bid will be to the account of the bidder.



- g. The bidder shall be responsible for the costs towards travel / stay, daily allowance or any other allowances with respect to their staff deployed with respect to the execution of this service before or after the award of the license.
- h. In case of a tie for H1, negotiations will be conducted with both the bidders and the bidder quoting highest license fee will be selected as licensee.

#### **4.17 Advice to Bidders**

Bidders are advised to study this RFP document carefully before participating. It shall be deemed that submission of Bid by the bidder has been done after their careful study and examination of the RFP document with full understanding to its implications.

#### **4.18 Right to Cancel the Process**

- i) The KSRTC may cancel the bidding process at any time without assigning any reason. The KSRTC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- ii) KSRTC reserves the right to accept or reject any proposal, and to annul the bidding process and reject all proposals at any time prior to award of license, without thereby incurring any financial or other liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for KSRTC's action.
- iii) This RFP does not constitute an offer by KSRTC. The KSRTC may invite the bidder for further discussions and negotiation towards the process of selection. The commencement of such negotiations does not, however, signify a commitment by KSRTC to execute a license. The KSRTC may cancel negotiations at any time without assigning any reason.

### **5. AWARD OF LICENSE**

#### **5.1 Notification of Award**

KSRTC will notify the successful bidder in writing by way of Letter of Award that its proposal has been accepted as per Bid evaluation of this RFP.

#### **5.2 License Period**

The license or contract or agreement period will be five years and it will commence from 31<sup>st</sup> day from the date of Letter of Award or date of agreement, whichever is earlier.

The term of existing license is upto 22-5-2019. The new bidder is required to commence audio announcements from bus stations seamlessly from 23-5-2019 to facilitate passenger convenience.

#### **5.3 Security Deposit**

- i) The successful bidder shall remit eight times the monthly license fee as Security deposit after adjusting EMD, in the form of Demand Draft payable in favour of Chief Accounts Officer cum Financial Advisor, KSRTC, Bengaluru.
- ii) The successful bidder shall remit security deposit within seven days and enter into agreement within fifteen days of his selection as the licensee. Any failure to remit such security deposit and enter into agreement shall lead to forfeiture of the EMD.

- iii) Security deposit will not carry any interest.
- iv) Security deposit is refundable after completion of the agreement period adjusting amounts due to KSRTC, if any.
- v) Security deposit is liable to be forfeited either in full or part, if the service provider fails to complete the service as per the terms and conditions of the assignment orders or in case of non-settlement of claims.
- vi) In the event, bidder commits a breach of any of the terms and condition of the agreement or fails to observe or comply with any of the requirements under this license, the KSRTC shall be entitled to forfeit the security deposit either in whole or part at its discretion without prejudice to other rights and remedies open to the KSRTC and it shall be binding on bidder.

#### **5.4 Signing of Agreement**

The successful Bidder shall execute the Agreement within 15 (fifteen) days from the receipt of the Letter of Award. The successful bidder will have to bear the cost of Stamp Duty, Registration Charges, any other charges / Fees payable for execution of the agreement in duplicate as per Karnataka Stamp Act 1957.

This license shall be on the basis of RFP document, proposals of the Bidder, applicable guidelines of Competent Authorities, and other terms and conditions as may be mutually determined to be necessary for due performance of the work.

#### **5.5 Failure to agree with the Terms & Conditions of the RFP**

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event KSRTC may award the license to the next best value bidder (H2) or call for new proposals and / or forfeit Security Deposit.

### **6. Exit clauses**

- a. The licensee shall be at liberty to terminate the agreement, after expiry of **two years** by giving advance notice of six months.
- b. The licensee shall not terminate the license prematurely within the first 2 years of license. In case the licensee proposes to terminate the license within 2 years of license, the entire security deposit will be forfeited.
- c. KSRTC may, terminate the license at any time with a notice of two months in compliance with orders / directions of any authority competent to issue such direction to KSRTC.
- d. KSRTC will be at liberty to terminate the agreement with a notice of six months for any other reasons it thinks fit.
- e. The licensee shall not be entitled to claim any compensation, relief, damages from KSRTC, except the right to remove infrastructure / equipment installed by him and refund of security deposit, advance license fee paid by him.

## **7. OTHER TERMS & CONDITIONS**

### **7.1 General Terms & Conditions**

- a. This license is for installing and running of Public Announcement system and hardware setup at KSRTC's bus stations given in **Annexure-1** annexed hereto. The license is the sole right of booking commercial audio advertisements through the system and revenue sharing with the KSRTC.
- b. The workers of the licensee shall not be treated as employees of KSRTC in any case and the licensee will be solely responsible for their affairs and will be under obligation to comply with the statutory obligation. These workers will have no claim whatsoever, to be treated as employees of the KSRTC.
- c. The licensee is liable to bear all expenses and for payment of compensation in case of death or injury (simple / grievous) caused to any person engaged by the licensee for installing and running of Public Announcement system.
- d. The licensee shall perform the services and carry out its obligations under the License with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and training / consulting standards recognized by national / international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. The licensee shall always act, in respect of any matter relating to this License, as faithful advisors to KSRTC and shall, at all times, support and safeguard KSRTC's legitimate interests in any dealings with Third parties, Upgrade of technology, certifications from time to time.
- e. KSRTC reserves the right to assess the performance of the licensee prior to commencement or in between the work progress. The assessment may cover all areas related to the agreement, especially methodology, manpower, infrastructure etc.
- f. The KSRTC reserves the right to disallow entry of any persons engaged or authorised by the licensee to enter into any Bus Station or premises.
- g. The KSRTC shall not be responsible for any loss and / or damage to wear and tear of the equipment of the licensee, if any, for any reason whatsoever, during the license period.
- h. The KSRTC shall have the right to have Bus stations demolished, shifted or removed at any time during the period of this license with one month notice to the Licensee for any reasons whatsoever and the Licensee shall not raise any disputes thereto. However, new location/alternate site on new bus station may be allotted to the Licensee at the discretion of the KSRTC.
- i. If any new bus station is constructed during the period of license, Licensee may be permitted to install and run Audio Announcement system as per this license by making additional payment on pro-rata basis at the discretion of the KSRTC within fifteen days from the bus station is commissioned.
- j. The licensee shall indemnify the KSRTC against all third party claims of infringement of patent, trademark / copyright or industrial design rights arising from the use of the supplied software / hardware / manpower etc. and related services or any part thereof and against all losses, claims or damages on account of non-performance under this license.
- k. If the licensee is not able to fulfil its obligations under the license, which includes non-completion of the services, the KSRTC reserves the right to select another bidder to

accomplish the services. Any costs, damages etc. resulting out of the same shall have to be borne by the licensee.

- l. The Licensee shall not assign / transfer / outsource / sub-license / sub-let the entire license to any other party under any circumstances. This violation will attract forfeiture of EMD / Security deposit and cancellation of agreement / License. The cost incurred on executing the agreement / license through alternate sources will also be recovered from the outstanding bills or by raising claims. However, the Licensee may avail specialized services from 3rd party for installations, operations and maintenance to fulfil the scope of work of this license, under intimation to KSRTC.
- m. The original documents / photographs or any other material given to bidder for digitization or any other requirement should be handled with utmost care. The originals given to bidder should be returned without any damage. Protecting the sanity of originals is complete responsibility of the bidder. Any damages to the originals will invite penalties as decided by KSRTC and recoverable from the negligent bidder.
- n. After the expiry of the license period, the Licensee will have to remove all equipment relating to Public Announcement System at bus stations within a week from the date of expiry of the license period, failing which KSRTC will remove the equipments at its cost and recover the same from Licensee's security deposit.
- o. If at any time during the continuance of the license, it shall become impossible by reason of strike, lockout, war, fire, flood or any Government enactment or regulations or such other cause, beyond the control of the KSRTC to fulfil the deed in accordance with the terms thereof, the Licensee shall have no claim whatsoever against the KSRTC in respect of any liability or incapacity to fulfil the deed.

## **7.2 Termination for Default:**

Default is said to have occurred:

- i) If the licensee fails to deliver any or all licensed services as per service standards specified in the License.
- ii) If the licensee in the judgment of the KSRTC has engaged in corrupt or fraudulent practices in competing or executing the License.
- iii) If the licensee, in either of the above circumstances, does not take remedial steps within a period of fifteen days after receipt of the default notice from the KSRTC (or takes longer period in spite of what the KSRTC may authorize in writing), the KSRTC may terminate the license in whole or in part. In addition to above, the KSRTC may at its discretion also take the subsequent actions.
- iv) **Risk Purchase:** In the event the KSRTC terminates the License in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the licensee shall be liable to the KSRTC for any excess costs for such similar services. However, the licensee shall continue performance of the License to the extent not terminated.

## **7.3 Termination for Insolvency**

The KSRTC may at any time terminate the license by giving 30 days written notice to the licensee if the latter becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the licensee provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the KSRTC.

#### **7.4 Force Majeure**

- a. The licensee shall not be liable for forfeiture of its Security Deposit, Liquidated Damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the License is the result of an event of Force Majeure.
- b. For purposes of this clause, "Force Majeure" means an event beyond the control of the licensee and not involving the licensee's fault or negligence, and not foreseeable. Such events may include, but are not restricted to acts of the State in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- c. The Party seeking to rely on Force Majeure shall promptly, within two days, notify the other Party of the occurrence of a Force Majeure event as a condition precedent to the availability of this defense with particulars detailed in writing to the other Party and shall demonstrate that it has taken and is taking all reasonable measures to mitigate the events of Force Majeure.
- d. Notwithstanding the terms of this Article, the failure on the part of the Service Provider under the Agreement to implement any disaster contingency planning and back-up and other data safeguards against natural disaster, fire, sabotage or other similar occurrence shall not be an event of Force Majeure.

#### **7.5 Resolution of Disputes**

- a. KSRTC and the licensee shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them in connection with the License.
- b. In case of any disputes regarding interpretation of terms and conditions of the license, the same shall be referred to the Managing Director, KSRTC and decision of Managing Director, KSRTC in this regard shall be final and binding on both the parties.

#### **7.6 Notices**

Any notice given by one party to the other pursuant to this License shall be sent to the other party in writing or by telex, cable or facsimile and confirmed in writing to the party's address. The term "in writing" means communicated in written form with proof of receipt. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered post, telex, email or facsimile to such Party's address.

Notice will be deemed to be effective as follows:

- (a) in the case of personal delivery or registered mail, on delivery;
- (b) in the case of facsimiles, twenty-four (24) hours following confirmed transmission.

A party may change its address for notice hereunder by giving the other party notice of such change.

#### **7.7 Confidentiality**

The licensee shall not, without KSRTC's prior written consent, disclose the License, or any provision thereof, or any specification, plan, drawing, pattern, sample of information furnished by or on behalf of KSRTC in connection therewith, to any person other than a person employed by the licensee in the Performance of the License. Disclosure to any such employed

person shall be made in confidence and shall extend only, so far as may be necessary for purposes of such performance.

**7.8 Governing Law and Jurisdiction:**

This tender shall be construed and interpreted in accordance with and governed by the laws of India and the Courts at Bengaluru, Karnataka, India.

**Annexure-1****List of KSRTC Bus stations for implementation of Public Announcement System**

<b>Sl No</b>	<b>Name of the Division</b>	<b>District</b>	<b>Name of the Bus station</b>	<b>District/ Taluk / Hobli</b>	<b>Number of Departures</b>
1	Bengaluru Central	Bengaluru Rural	Nelamangala	Taluk	359
2	Bengaluru Central	Bengaluru Urban	Shanthingara BS	State Capital	159
3	Chamarajanagar	Chamarajanagar	Begur	Hobli	342
4	Chamarajanagar	Chamarajanagar	Chamarajanagar	District	493
5	Chamarajanagar	Chamarajanagar	Gundlupete	Taluk	553
6	Chamarajanagar	Chamarajanagar	Hanuru	Taluk	176
7	Chamarajanagar	Chamarajanagar	M M Hills	Town	63
8	Chamarajanagar	Chamarajanagar	T Narasipura	Taluk	329
9	Chamarajanagar	Mysuru	Nanjanagud New	Taluk	245
10	Chamarajanagar	Mysuru	Nanjanagud Old	Taluk	359
11	Chikkaballapur	Bengaluru Rural	Doddaballapur	Taluk	346
12	Chikkaballapur	Chikkaballapur	Bagepalli	Taluk	349
13	Chikkaballapur	Chikkaballapur	Chikkaballapur	District	841
14	Chikkaballapur	Chikkaballapur	Chintamani	Taluk	592
15	Chikkaballapur	Chikkaballapur	Gowribidanur	Taluk	366
16	Chikkaballapur	Chikkaballapur	Gudibande	Taluk	101
17	Chikkaballapur	Chikkaballapur	Shidlaghatta	Taluk	525
18	Chikkamagaluru	Chikkamagaluru	Biruru	Town	285
19	Chikkamagaluru	Chikkamagaluru	Chikkamagaluru	District	982
20	Chikkamagaluru	Chikkamagaluru	Kadur	Taluk	684
21	Chikkamagaluru	Chikkamagaluru	Kottigehara	Hobli	178
22	Chikkamagaluru	Chikkamagaluru	Mudigere	Taluk	343
23	Chikkamagaluru	Chikkamagaluru	Tarikere	Taluk	481
24	Chikkamagaluru	Hassan	Arasikere	Taluk	713
25	Chikkamagaluru	Hassan	Belur	Taluk	516
26	Chikkamagaluru	Hassan	Sakaleshapur	Taluk	566
27	Chitradurga	Chitradurga	Challakere	Taluk	410
28	Chitradurga	Chitradurga	Chitradurga	District	975
29	Chitradurga	Chitradurga	Hosadurga	Taluk	195
30	Chitradurga	Tumakuru	Sira	Taluk	430
31	Chitradurga	Chitradurga	Hiriyur	Taluk	387

32	Davanagere	Davanagere	Davanagere	District	1209
33	Davanagere	Davanagere	Harihara	Taluk	1327
34	Davanagere	Davanagere	Jagaluru	Taluk	104
35	Davanagere	Bellary	Harapanahalli	Taluk	508
36	Hassan	Hassan	Alur	Taluk	288
37	Hassan	Hassan	Arakalagudu	Taluk	482
38	Hassan	Hassan	Channarayapatna	Taluk	880
39	Hassan	Hassan	Hassan City	District	817
40	Hassan	Hassan	Hassan Rural	District	2095
41	Hassan	Hassan	Holenarasipura	Taluk	657
42	Hassan	Hassan	Konanuru	Hobli	312
43	Hassan	Hassan	Shravanabelagola	Town	101
44	Kempegowda Bus Station	Bengaluru Urban	Basaveshwara BS (Peenya)	State Capital	965
45	Kempegowda Bus Station	Bengaluru Urban	KBS – Terminal : 1	State Capital	515
46	Kempegowda Bus Station	Bengaluru Urban	KBS – Terminal : 2	State Capital	704
47	Kempegowda Bus Station	Bengaluru Urban	KBS – Terminal : 2A	State Capital	477
48	Kempegowda Bus Station	Bengaluru Urban	KBS – Terminal : 3	State Capital	725
49	Kempegowda Bus Station	Bengaluru Urban	Mysuru Road BS	State Capital	979
50	Kolar	Kolar	Bangarpet	Taluk	451
51	Kolar	Kolar	Kolar	District	1470
52	Kolar	Kolar	Kolar Gold Fields	Town	140
53	Kolar	Kolar	Mulbagal	Taluk	109
54	Kolar	Kolar	Srinivasapura New	Taluk	430
55	Kolar	Kolar	Srinivasapura Old	Taluk	320
56	Mandya	Mandya	Adichunchanagiri	Hobli	125
57	Mandya	Mandya	Bannuru	Hobli	358
58	Mandya	Mandya	Chinakurali	Hobli	219
59	Mandya	Mandya	Halaguru	Hobli	305
60	Mandya	Mandya	K.R.Pet	Taluk	507
61	Mandya	Mandya	Maddur	Taluk	1172
62	Mandya	Mandya	Malavalli	Taluk	874
63	Mandya	Mandya	Mandya	District	1776
64	Mandya	Mandya	Nagamangala	Taluk	293



65	Mandya	Mandya	Pandavapura	Taluk	498
66	Mandya	Mandya	Srirangapatna	Taluk	1534
67	Mangaluru	Dakshina Kannada	Dharmasthala	Town	313
68	Mangaluru	Dakshina Kannada	Mangalore	District	523
69	Mangaluru	Udupi	Kundapura	Taluk	189
70	Mangaluru	Udupi	Udupi	District	218
71	Mysuru City Division	Mysuru	Chamundi Hills	Town	138
72	Mysuru City Division	Mysuru	Kuvempunagara	District	335
73	Mysuru City Division	Mysuru	Mysuru City BS	District	3094
74	Mysuru City Division	Mysuru	Sathagalli	District	215
75	Mysuru City Division	Mysuru	R.S. Naidu Nagar	District	187
76	Mysuru Rural Division	Mysuru	H.D.Kote	Taluk	269
77	Mysuru Rural Division	Mysuru	Hunsur	Taluk	852
78	Mysuru Rural Division	Mysuru	K.R. Nagara	Taluk	588
79	Mysuru Rural Division	Mysuru	Mysuru Rural BS	District	2356
80	Mysuru Rural Division	Mysuru	Piriyapatna	Taluk	560
81	Mysuru Rural Division	Mysuru	Saligrama	Hobli	218
82	Mysuru Rural Division	Mysuru	Saraguru	Hobli	184
83	Puttur	Dakshina Kannada	B C Road	Town	650
84	Puttur	Dakshina Kannada	Kukke Subramanya	Town	218
85	Puttur	Dakshina Kannada	Puttur	Taluk	648
86	Puttur	Dakshina Kannada	Sullya	Taluk	337
87	Puttur	Kodagu	Kushalanagara	Town	450
88	Puttur	Kodagu	Madikeri	District	354
89	Puttur	Kodagu	Somavarapete	Taluk	78
90	Puttur	Kodagu	Virajpet	Taluk	145
91	Ramanagara	Bengaluru Urban	Anekal	Taluk	358
92	Ramanagara	Ramanagara	Channapatna	Taluk	550
93	Ramanagara	Ramanagara	Harohalli	Hobli	373
94	Ramanagara	Ramanagara	Kanakapura	Taluk	859
95	Ramanagara	Ramanagara	Magadi	Taluk	211

96	Ramanagara	Ramanagara	Ramanagara	District	704
97	Ramanagara	Ramanagara	Sathanuru	Hobli	246
98	Shivamogga	Davanagere	Honnali	Taluk	375
99	Shivamogga	Shivamogga	Bhadravati	Taluk	947
100	Shivamogga	Shivamogga	Sagara	Taluk	202
101	Shivamogga	Shivamogga	Shikaripura	Taluk	93
102	Shivamogga	Shivamogga	Shivamogga	District	1034
103	Shivamogga	Shivamogga	Soraba	Taluk	74
104	Tumakuru	Tumakuru	Chikkanayakanahalli	Taluk	196
105	Tumakuru	Tumakuru	Gubbi	Taluk	304
106	Tumakuru	Tumakuru	Koratagere	Taluk	346
107	Tumakuru	Tumakuru	Kunigal	Taluk	755
108	Tumakuru	Tumakuru	Madhugiri	Taluk	375
109	Tumakuru	Tumakuru	Tiptur	Taluk	527
110	Tumakuru	Tumakuru	Tumakuru	District	2989
111	Tumakuru	Tumakuru	Turuvekere	Taluk	360

**Annexure– A****Format for Covering Letter**

To,  
The Chief Traffic Manager (Commercial),  
KSRTC, Central Offices,  
K. H. Road, Shantinagar,  
Bengaluru – 560027.

Dear Sir,

Subject: License for Public Announcement System at KSRTC bus stations.  
Reference: Tender No. 13 /KSRTC/TRF/COM/7080/2018-19 Dt.28-01-2019.

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I / We, the undersigned, having examined the terms and conditions of the tender, the receipt of which is hereby duly acknowledged, offer to Install and Operate Public Announcement System at the Bus Stations of KSRTC. I / We undertake that if our proposal is accepted, we will adhere to the implementation plan and provide the stipulated security deposit, through Demand Draft to KSRTC.

I / We agree for unconditional acceptance of all the terms and conditions set out in the tender document and also agree to abide for a period of SIX MONTHS from the date fixed for bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal license is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding license between us and KSRTC.

I / We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents delivered or to be delivered to KSRTC is true, accurate and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead KSRTC as to any material fact.

I / We agree that you are not bound to accept any tender response you may receive. I / We also agree that you reserve the right in absolute sense to reject all or any of the bids specified in the tender.

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

Date:

(Signature)

(Name)

(In the capacity of \_\_\_\_\_)

[Seal / Stamp of bidder]

**Annexure – B1**

To,  
The Chief Traffic Manager (Commercial),  
KSRTC, Central Offices,  
K. H. Road, Shantinagar,  
Bengaluru – 560027.

Dear Sir,

Subject: License for Public Announcement System at KSRTC bus stations.

Reference: Tender No. 13 /KSRTC/TRF/COM/7080/2018-19 Dt.28-01-2019.

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We hereby furnish the following details as under:-

<b>1</b>	<b>Name and Address of the Bidder</b>		
a	Name of the firm		
	Office Address:		
	Telephone and Fax Number		
b	Works Address:		
	Telephone and Fax Number		
c	Name of the Authorized Signatory		
	Phone & Mobile Phone No. with valid e-mail address		
d	Name of the Contact person		
	Phone & Mobile Phone No. with valid e-mail address		
<b>2</b>	Pre-qualification Information		
	We are registered company under Companies Act, 1956 of India.		<b>Yes or No</b>
<b>3</b>	<b>Turnover Details</b> (shall be furnished for 3 continuous years)	<b>Turnover in Rs. Lakh</b>	<b>Profit in Rs. lakh</b>
	For the year 2015-16		
	For the year 2016-17		
	For the year 2017-18		
<b>4</b>	<b>UNDERTAKING</b>		
a	We undertake the Installation and Operation of Public Announcement System at the Bus Stations of KSRTC		Yes or No
b	We are not joint venture / joint bidding company.		Yes or No
c	We have valid PAN and GST Number.		Yes or No

5	<b>DOCUMENTS ATTACHED (SCANNED) FOR PRE-QUALIFICATION</b>	
	We have attached the following documents in Electronic Mode (Scanned) for Pre-qualification.	
a	Demand draft / bankers cheque towards tender form fee	Yes or No
b	Demand draft / bankers cheque towards EMD	Yes or No
c	Certificate of Incorporation / certificate of Registration	Yes or No
d	Audited Statement of Accounts for the year 2015-16 duly signed by the CA and Authorised Signatory (Balance sheet and Profit & Loss Statement)	Yes or No
e	Audited Statement of Accounts for the year 2016-17 duly signed by the CA and Authorised Signatory (Balance sheet and Profit & Loss Statement)	Yes or No
f	Audited Statement of Accounts for the year 2017-18 duly signed by the CA and Authorised Signatory (Balance sheet and Profit & Loss Statement)	Yes or No
g	Declaration form ( <b>Annexure A</b> ).	Yes or No
h	CA certificate duly filled by the chartered accounts in the prescribed format ( <b>Annexure B2</b> ).	Yes or No
i	Work Orders / Agreement / Satisfactory Certificate / Purchase orders for Clients including Government / public undertakings	Yes or No
j	PAN Registration Certificate	Yes or No
K	GST Registration Certificate	Yes or No
l	Identity and address proof of applicant or authorized signatory (scanned copy of Aadhaar, Voters ID card, Passport, Driving licence),	Yes or No
m	Experience certificate from minimum two STUs for the last three completed financial years	Yes or No
n	Experience certificate for the last five completed financial years for software development	Yes or No
o	Rs.100/- Notarized certificate submitted reg. Non-black listing in any State / Central / PSU / Agencies or Autonomous Bodies	Yes or No
p	Other Supporting Documents	Yes or No
<b>6</b>	Tender Processing Fee to be paid through e-payment mode only	
a	Mode of Payment	
b	Amount Rs:	Rs.550/-
c	Bank Transaction No. (for NEFT/OTC)	
<b>7</b>	Bid Form Fee Details: To be paid in the form of DD in favour of "The CAOFA, KSRTC, Bengaluru" and should be enclosed along with the original (Hard Copies) Documents.	
a	Demand Draft No.	
b	Amount Rs: (Bid fee Rs.5000/- + GST 18% Rs.900/-)	Rs.5900/-
c	Bank details	

<b>8</b>	EMD Details- to be paid through e-payment mode only	
a	Mode of Payment	
b	Amount Rs:	Rs.500/-
c	Bank Transaction No. (for NEFT/OTC)	
<b>9</b>	EMD Details - to be paid in the form of DD in favour of "The CAOFA, KSRTC, Bengaluru" and should be enclosed along with the original (Hard Copies) Documents	
a	Demand Draft No.	
b	Amount Rs:	Rs.999,500/-
c	Bank details	
<b>10</b>	We are aware of the fact that the Tender submitted by us through electronic portal is valid offer. Any variation committed / observed compared to original documents submitted subsequently will lead to disqualification of our offer and also the KSRTC reserves the right to Black-list us apart from initiating any other legal action.	

Date:

(Signature)

(Name)

(In the capacity of \_\_\_\_\_)

[Seal / Stamp of bidder]

**Annexure – B2****CERTIFICATE OF VERIFICATION FROM CHARTERED ACCOUNTANT**

Subject: Grant of license for Public Announcement System at KSRTC bus stations.

Reference: Tender No. 13 /KSRTC/TRF/COM/7080/2018-19 Dt.28-01-2019.

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We hereby certify that the annual average turnover and profit furnished by M/s.

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during the years 2015-16, 2016-17 and 2017-18 is as detailed below and as furnished in the enclosed statement of accounts, is verified by us and found correct.

Year	Turnover in Rs. in lakh	Profit in Rs. in lakh
2015-16		
2016-17		
2017-18		

**Chartered Accountant**

[Signature with seal]

My membership No.....

Address.....

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