

Comprehensive Region Urban Transport

Request for Proposal

for

Selection of Revenue Collection Agency (RCA) for Collection of Fare Box Revenue from 400 city buses under PM e-Sewa scheme Operated by CRUT, Odisha.

Tender Inviting Authority

Comprehensive Region Urban Transport

Plot No. 548/1452, Patia, Kalarahanga, Bhubaneswar,

Pin – 751024, Khordha, Odisha.

E-mail Id: crutbbsr@gmail.com

Website: <https://www.capitalregiontransport.in/>

1. Disclaimer

The information contained in this Request for Proposal document (the “tender”) or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the General Manager(P&A), Comprehensive Region Urban Transport, Odisha hereinafter called “Authority” or any of its employees is provided to Bidder(s) on the terms and conditions set out in this tender and such other terms and conditions subject to which such information is provided.

This tender is not an agreement and is neither an offer nor invitation by the Authority to the prospective Bidders or any other person. The purpose of this tender is to provide interested parties with information that may be useful to them in making their technical and financial offers pursuant to this tender (the “Bid”). This tender includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This tender may not be appropriate for all persons, and it is not possible for Authority, or its employees to consider the technical capabilities, investment objectives, financial situation and particular needs of each party who reads or uses this tender. The assumptions, assessments, statements, and information contained in this tender, may not be complete, accurate, adequate, or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements, and information contained in this tender and obtain independent advice from appropriate sources.

Information provided in this tender to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. Authority accepts no responsibility for the accuracy or otherwise of any interpretation or opinion on law expressed herein.

Authority or its employees make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this tender or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the tender and any assessment, assumption, statement or information contained therein or deemed to form part of this tender or arising in any way in this Bid Stage.

Authority also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this tender.

Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this tender.

The issue of this tender does not imply that Authority is bound to select a Bidder or to appoint the selected Bidder and Authority reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

Authority reserves all the rights to cancel, terminate, change, or modify this procurement process and/or requirements of bidding stated in the tender, at any time without assigning any reason or providing any notice and without accepting any liability for the same.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by Authority, or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

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2. Bid Datasheet

Sr. No.	Key Information	Details
1.	Tender Reference Number	RFP No.: 2455/CRUT Date: 18/09/2026
2.	Tender document available and date	Soft copy can be downloaded from the following website: https://tendersodisha.gov.in and https://capitalregiontransport.in/ on Date: 19/09/2026
3.	Name of the Assignment	Request for Proposal for Selection of Revenue Collection Agency (RCA) for Collection of Fare Box Revenue from 400 city buses under PM e-Sewa scheme Operated by CRUT, Odisha.
4.	Last date for submission of Queries for clarifications	Date: 25/09/2026 Time: Till 3:00 PM Queries to be submitted @ Email: crutbbsr@gmail.com
5.	Pre-bid meeting	Date: 28/09/2026 Time: 11:30 AM Location: Conference Hall, Comprehensive Region Urban Transport, Patia Station Road, Kalarahanga, Bhubaneswar, Odisha 751031
6.	Response to Pre-Bid Queries by uploading in website	Date: 29/09/2026 website: https://tendersodisha.gov.in
7.	Address and mode of Submission of Proposals	Mode of Submission is online through e-procurement Odisha website https://tendersodisha.gov.in And hardcopy of (Bid proposal , Original DD of EMD and Tender fee) through Registered Post, Speed post or Courier. <u>Address:</u> Comprehensive Region Urban Transport, Patia Station Road, Kalarahanga, Bhubaneswar, Odisha 751031
8.	Last date and time for submission of Proposals in online (Proposal Due Date)	Date: 12/10/2026 Time: Till 5:00 PM Through e-procurement Odisha website https://tendersodisha.gov.in
9.	Last date and time for submission of hard copy of Proposals along with Original Demand draft of Tender fee and EMD	Date: 12/10/2026 Time: Till 5:00 PM <u>Address:</u> Comprehensive Region Urban Transport, Patia Station Road, Kalarahanga, Bhubaneswar, Odisha 751031

Sr. No.	Key Information	Details
10.	Date, and time of opening of Technical Proposals	Date: 13/12/2026 Time: 11:30 AM Online through website: https://tendersodisha.gov.in
11.	Date and Time for opening of financial Proposals	website: https://tendersodisha.gov.in Date & Time will be communicated later to the technically qualified bidders at Email ID provided by bidders.
12.	Cost of the Tender Document	Rs. 11,800/- (Rupees Eleven Thousand Eight Hundred Only) inclusive of 18% GST. As Demand Draft from any scheduled commercial bank/ nationalized bank in drawn in favour of “ Comprehensive Region Urban Transport, Bhubaneswar ”, payable at Bhubaneswar.
13.	Cost of E.M.D.	Rs. 11,00,000/- (Rupees Eleven Lakhs only) As Demand Draft from any scheduled commercial bank/ nationalized bank in drawn in favour of “ Comprehensive Region Urban Transport, Bhubaneswar ”, payable at Bhubaneswar.
14.	Performance Security payable by the Preferred Bidder	The Preferred Bidder shall furnish to the Authority a Performance Security equivalent to 3% (three percent) of the Contract Value in the form of an unconditional and irrevocable Bank Guarantee or Surety Bond, valid up to the Compliance Date and for a further period of 60 (sixty) days thereafter in favour of “ Comprehensive Region Urban Transport, Bhubaneswar ”, payable at Bhubaneswar.
15.	Bid Validity Period	180 days from the Opening of the Financial Bid
16.	Method of Selection	Least Cost Base (L1) Selection
17.	Point of Contact	The General Manager (P&A), Comprehensive Region Urban Transport, Patia Station Road, Kalarahanga, Bhubaneswar, Odisha 751031 Email: crutbbsr@gmail.com
18.	Website address	https://tendersodisha.gov.in

3. Letter of Invitation

Comprehensive Region Urban Transport (CRUT) hereby invites bidder for “Request for Proposal for Selection of Revenue Collection Agency (RCA) for Collection of Fare Box Revenue from 400 city buses under PM e-Sewa scheme Operated by CRUT, Odisha.”.

Bidders will be selected under technical score-based procedure as prescribed in the tender Document in accordance with the procedures prescribed here.

1. Interested bidders having their presence in Odisha and fulfilling eligibility conditions as mentioned in this tender can submit their proposals online on <https://tendersodisha.gov.in> and Physically (Hard Copies in Properly Binded and Indexed with Page Number) addressed to **“The General Manager (P&A), Comprehensive Region Urban Transport, Patia Station Road, Kalarahanga, Bhubaneswar, Odisha 751031”** through Registered Post /Courier/speed post.
2. The hardcopy proposal submitted in two parts/ sealed envelope as follows:
 - Part 1: Qualifying Proposal- Envelope A (Tender Fee, EMD Fee, Support Documents for qualification & bid proposal of the bidder)
 - Part 2: Financial Proposal- Envelope B (Financial Proposal)
3. Evaluation of the proposals shall be made as per the evaluation criteria mentioned in the tender.
4. Bidders are required to submit quotes for the three (3) Packages. The Authority reserves the right to award one Package to a single bidder.
5. The authority may take further action as deemed necessary to ensure the completion of the work at the most favourable terms.
6. In the event, any of the instructions mentioned herein have not been adhered to, CRUT may reject the Proposal.
7. The proposal, complete in all respect as specified in the tender Document, must be accompanied with a Non-refundable Bid Tender Fee and a Refundable EMD of paid as prescribed in the tender failing which the bid will be rejected.
8. The last date and time for submission of proposal, complete in all respect, is as per the Bid Datasheet and the date of opening of the qualifying proposal is as mentioned in the Bid Datasheet, which will be done in the presence of the bidder's representative at the specified address as mentioned in the Bid Datasheet.
9. Authority reserves the right to accept/reject any/all proposals/cancel the entire selection process at any stage without assigning any reason thereof.

Sd/-

**General Manager (P&A)
Comprehensive Region Urban Transport**

5. About Comprehensive Region Urban Transport (CRUT)

Comprehensive Region Urban Transport (CRUT) is a public city bus transport provider responsible for managing and operating urban bus services in Bhubaneswar and its surrounding areas. The organization was formerly known as Bhubaneswar Puri Transport Services (BPTS), which commenced its operations on 10th October 2010. However, through a government notification dated 19th January 2018, BPTS was reconstituted as CRUT with a new board structure and an expanded jurisdiction to provide transport services in all major urban pockets of Odisha.

Currently, CRUT operates a fleet of 760 buses, comprising Standard AC buses, Standard Non-AC Buses, Non-AC midi buses, and AC Electric Midi Buses. CRUT is responsible for the planning and operation of city bus services under various Government of India and Government of Odisha initiatives, including the PM e-Sewa scheme.

In order to enhance transparency, efficiency, and accountability in fare collection operations, CRUT proposes to engage a professional Revenue Collection Agency (RCA) for collection, reconciliation, and management of fare box revenue from 400 city buses operating under CRUT.

The selected RCA shall be responsible for end-to-end fare collection services through approved electronic and/or automated systems, ensuring accurate transaction recording, real-time reporting, secure handling of revenues, and timely transfer of proceeds to CRUT, in accordance with the terms and conditions specified in this RFP.

This Request for Proposal (RFP) is issued to invite experienced and qualified agencies with proven capability in revenue collection and fare management for public transport systems to participate in the bidding process.

6. Detail information about the project:

The selected agency shall be responsible for providing farebox revenue collection services for 400 (Four Hundred) city buses operations under the PM e-Bus Sewa Scheme in Odisha. The buses are grouped into the following three packages:

Package-I: Operation of 100 buses in Cuttack

Package-II: Operation of 150 buses in Bhubaneswar and Berhampur.

Package-III: Operation of 150 buses in Rourkela and Sambalpur.

- i. Bidders shall quote a single uniform rate for all three (3) packages. Bids shall be evaluated on the basis of the lowest quoted price (L1).
- ii. The L1 bidder shall have the first choice of selecting one package. The L2 bidder shall select one of the remaining packages at the L1 rate, and the remaining package shall be offered to the L3 bidder at the L1 rate.
- iii. If any bidder declines to accept a package at the L1 rate, the package may be offered to the next eligible bidder in the order of evaluated bid prices at the L1 rate. In the event that the L2, L3, or any subsequent eligible bidder also declines, CRUT reserves the right to award more than one package to a bidder who agrees to execute the work at the L1 rate, notwithstanding anything contained herein.

- iv. In case of a tie in the lowest quoted price, the inter-se position of the tied bidders shall be determined through a lottery/draw of lots conducted by the Authority. The Authority's decision shall be final and binding.
- v. Bidders shall submit bids for all three (3) packages; however, no bidder shall be awarded more than one (1) package.

Bidders are required to submit bids for **all packages**. However, to ensure wider participation and competition, **a bidder shall be eligible for the award of only one package**.

Details of Buses and Area of Operation as mentioned below:

Sr. No	Package Details	Location	Bus Type	Nos. of Buses	Total Buses
1.	Package-I	Cuttack	Mini Buses (7 mtr)	30	100
2.		Cuttack	Midi Buses (9 mtr)	70	
3.	Package-II	Bhubaneswar	Minibuses (7 mtr)	10	150
4.		Bhubaneswar	Midi Buses (9 mtr)	40	
5.		Bhubaneswar	Standard Buses (12 mtr)	50	
6.		Berahmpur	Midi Buses (7 mtr)	10	
7.		Berahmpur	Midi Buses (9 mtr)	40	
8.	Package-III	Rourkela	Midi Buses (7 mtr)	10	150
9.		Rourkela	Midi Buses (9 mtr)	40	
10.		Rourkela	Midi Buses (12 mtr)	50	
11.		Sambalpur	Standard Buses (12 mtr)	50	

CRUT reserves the right to increase, decrease, redeploy, or reassign buses and routes during the contract period based on operational requirements, policy decisions, or service rationalization, without any financial implication beyond the terms specified in this RFP.

7. Qualification Criteria

Before opening and evaluation of the technical proposals, bidder's eligibility would be evaluated to assess their compliance to the following pre-qualification criteria. Bidders failing to meet these criteria or not submitting requisite proof for supporting pre-qualification criteria are liable to be rejected at the preliminary level. The bidder shall fulfil all the following Qualification criteria independently, as on date of submission of bid.

Sl. No.	Basic Requirement	Specific Requirement	Documents required
PQ1	Tender Document fees	Tender fee of Rs.11,800/- in shape of Demand Draft to be made from any Nationalized Bank or Scheduled Commercial Bank in favour of Comprehensive Region Urban Trasport, Bhubaneswar	Demand Draft
PQ2	EMD	EMD of Rs.11,00,000/- in shape of Demand Draft to be made from any Nationalized Bank or Scheduled Commercial Bank in favour of Comprehensive Region Urban Trasport, Bhubaneswar	Demand Draft
PQ3	Legal Entity	The Bidder should be a company registered as a Company under Companies Act, 1956/ 2013//LLP registered under LLP Act 2008/Partnership Firm or Proprietorship firm.	Copy of Certificate of Incorporation/ Registration//Partnership deed signed by Authorized Signatory of the Bidder. Copy of PAN and copy of GST Registration Certificate.
PQ4	Annual Turnover	Minimum average annual turnover of the organization must be Rs. 20 Crores from the last three (3) financial years (FY 2022-23, FY 2023-24 and FY 2024-25)	Audited Financial statement of the bidder for the FY 2022-23 & 2023-24 & 2024-25. Average Annual turnover Certificate duly signed by Statutory Auditor/CA of the Bidder in the given format. GST annual return copy of the respective financial year.
PQ5	Net worth	The Bidder should have average net worth of Rs. 5 Crores for last three (3) years. (FY 2022-23, FY 2023-24 and FY 2024-25)	Audited Financial statement of the bidder for the FY 2022-23 & 2023-24 & 2024-25. Average Net worth Certificate duly signed by Statutory Auditor/CA of the Bidder in the given format.
PQ6	Blacklisting	The Bidder should not be debarred/blacklisted by any State Government/ Central Government/PSU Organization in India for Unsatisfactory	A self-certified letter signed by the Authorized Signatory of the Bidder

Sl. No.	Basic Requirement	Specific Requirement	Documents required
		performance, corrupt or fraudulent practices or any other unethical conduct either indefinitely or for a period as on date of submission bid.	
PQ 7	Non-performance Declaration	A Bidder should, in the last 3 (three) years, have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder, as the case may be, nor has been expelled from any project or contract by any public entity nor have had any contract terminated any public entity for breach by such Bidder. The Authority reserves the right to reject, disqualify, or terminate the engagement of a Bidder at any stage of the bidding process or during the contract period if it is found that the Bidder's performance under any ongoing or completed contract with the Authority or any other organization has adversely affected the reputation, brand image, public perception, goodwill, or efficient delivery of services of such organization. Further, if at any stage it is found that the Bidder has submitted false, misleading, inaccurate, forged, or fabricated information/ documents, or has suppressed any material information relevant to the bid or contract, the Authority shall have the right to summarily reject the Bid, cancel the Letter of Award, terminate the Contract with immediate effect.	A self-certified letter signed by the Authorized Signatory of the Bidder in the stipulated format under Annexure in letterhead.

Sl. No.	Basic Requirement	Specific Requirement	Documents required
		The above actions may be taken at any stage of the procurement process or during the entire period of the Contract. The decision of the Authority in this regard shall be final and binding on the Bidder.	
TQ1	Relevant Experience	The Bidder should have experience in executed/executing Revenue Collection Services or works of similar nature for any State or Central Governments Departments/ organizations during the last three (03) years preceding the bid submission deadline. Successfully executed/executing at least one (01) similar work order with a contract value of not less than ₹8.50 Crore. OR Successfully executed/executing at least two (02) similar work orders, each having a contract value of not less than ₹5.50 Crore. OR Successfully executed/executing at least three (03) similar work orders, each having a contract value of not less than ₹4.50 Crore. "similar nature" shall mean collection of Revenue, fares, user charges, service charges, parking fees, tolls, taxes, licence fees, rents, or other	Work Order/ Contract Documents / Client Certificate/ LoA/ Agreement The document submitted by the bidder should clearly mention the scope of work and the corresponding value of the work.

Sl. No.	Basic Requirement	Specific Requirement	Documents required
		public revenues through deployed manpower using manual/ technology-based collection systems directly interfacing with the general public, on behalf of any State or Central Governments Departments/ organizations.	
TQ2	EPF, ESIC Certification	The Bidder should have registration with Employee Provident Fund Organization, Government of India and ESIC	Valid Registration Certification.
TQ3	Labour License	The Bidder should have valid Labour license certificate from Labour Department, Govt. of Odisha	Valid Labour license as on date of bid submission. If the bidder does not have a valid Labour License, they may submit an undertaking stating that, if selected they will apply for the license with Government of Odisha within one month.

Note: Any entity which has been barred or disqualified either by any State Government in India (SG) or any Union Territory Administration in India (UT) or Government of India (Gol), or any of the agencies of SG/UT/Gol from participating in any project (BOT or otherwise) and the bar subsists as on the date of Bid submission, would be disqualified. It is mandatory to submit the specified documents in support of the above Prequalification criteria and the company/firm/agency shall be disqualified should it fail to provide any of the specified documents.

Similar nature of works means, works specifically in areas related to revenue collection, financial transactions, or other comparable services.

JV/Consortium is not permitted to participate in the Selection. Only Single Applicant is/are permitted to submit applications. The Applications / Eligibility and Qualification Submission of the Applicant(s) submitting as Consortium shall be termed as non-responsive and rejected.

CRUT may seek clarification from the bidder on the Pre-qualification Criteria on the submitted documents, however no additional document cannot be produced by the bidder as pre-qualification clarification except the documents submitted in bid. Any of the clarifications by the bidder on the documents submitted against the Pre-qualification Criteria should not have any financial implications.

8. Scope of Work

The Revenue Collection Agency (RCA) shall be considered as the one of the prime stakeholders for Operating CRUT bus services, as they shall be responsible for providing Guides i.e conductors. Details of the work performed by Agency is provided below:

- a. Shall deploy sufficient number of trained Conductors on daily basis, so that service delivery doesn't get hampered due to unavailability of conductors. The number of Conductor should be minimum **2.4 times** (one conductor per bus per shift plus reserves) of the actual no of contracted buses.
- b. CRUT may at its own discretion, may decide to increase or decrease the number of Conductors by providing seven (07) days prior notice.
- c. The RCA shall ensure the punctuality of the Conductors members for managing timely operations. CRUT shall provide the daily operation schedule and duty roster to Agency based on which Agency shall deploy the Conductors at the pre-defined locations.
- d. Revenue Collection Agency (RCA) shall also be responsible for **deploying 1 person per depot/** change over point per shift to monitor and supervise the activities of Conductors at Depots/ Change over points. RCA shall hire sufficient number of other personnel including reserves to ensure the daily deployment of all the required personnel according to the duty roster provided by CRUT.
- e. All the personnel engaged by Agency shall have specific uniform. Agency must ensure that all the personnel shall be in the proper uniform including accessories such as whistle, cap, identity card etc. as approved by CRUT. All personnel, while on duty, shall wear the uniform in neat, clean, and well ironed conditioned.
- f. RCA shall provide 2 (two) sets of uniform during the time of joining and replace them with new sets of uniform every six months. Minimum specification for uniforms shall be as follows (Schedule 3):
 - i. Colour/ shade – as decided by CRUT.
 - ii. Plain / Striped Shirt and Dark Colour Pant.
 - iii. Name plate in English and affix above left pocket on the shirt.
 - iv. Fabric Quality shall be as defined by CRUT.
- g. RCA shall pay their staff including Conductors as per the market practice or industry conditions and it should never be less than the recent published basic minimum wages as per the applicable laws of Centre and State of Odisha.
- h. CRUT shall create a performance rating system to measure the performance of the Conductors and design an incentive payment mechanism. CRUT at its own discretion, on time-to-time basis, may instruct the Agency to provide the incentives as per the incentive payment mechanism to valued conductors over and above their wages paid by Agency. When instructed, Agency shall pay the additional incentives to the selected conductors from approved date and shall get the same the incentive amount reimbursed from CRUT in next billing cycle.
- i. In the end of the day the RCA is responsible to submit all financial transaction report of the day.
- j. In case of bad conduct or irresponsible behaviour with bus passenger/s by any Agency staffs, Agency shall be liable to remove the person responsible for misconduct from the duty as well as from the job under the direction of CRUT. If CRUT finds the performance

of any person unsatisfactory, then it may issue directions to Agency to recall the concerned person from duty and replace the same.

- k. Agency shall be responsible for installation of Biometric system at its own cost for maintaining the attendance of the personnel engaged by them including Conductors. CRUT shall provide requisite technical specifications for hardware and other requirements of the Biometric system including necessary software in future as per need of CRUT it may integrate the same with the Enterprise Resource Planning (ERP) system being developed by ITMS, CRUT.
- l. CRUT shall provide office arrangements, as empty cell on as is basis, in each depot and other areas (if required). Agency shall be responsible to make its own front-end arrangements in each depot, which includes furnishing, office equipment, desktops, and others. All the expenses for operation and maintenance of the office space including electricity bill, water charges and other consumables shall be borne by the Agency only. CRUT will provide back-end application for maintaining online biometric database and daily attendance.
- m. Agency must give preference in recruitment of Conductors who are already deployed as conductors in the existing bus operation in the State. Such Conductors will need to be imparted training only on account of new procedures and processes.
- n. All Conductors to be deployed by Agency must undergo training by CRUT or CRUT designated agency prior to their deployment in the project.
- o. To depute Conductors for training organized by CRUT for operation of ETM's, fare collection procedures/ processes or others. No payment shall be made by CRUT for the training period.
- p. Agency shall not replace / change the personnel without prior written approval/consent from CRUT.
- q. Agency shall ensure that the concerned personnel collect ETM with paper rolls, spare battery/ies, pre-printed tickets etc. from designated place in the depot/ terminal as per prescribed protocol.
- r. Agency shall ensure that, after finishing duty, Conductors shall deposit all the cash earned from selling of tickets, passenger balance if any and ETM etc.
- s. Agency shall be responsible for ensuring the duty-wise cash deposited by its personnel tallies with back-end record of CRUT in respect of tickets issued from ETM in addition to sale proceed through pre-printed tickets if any.
- t. In case of death of a Personnel on duty, his/her next of kind shall be paid an ex-gratia compensation as per Workmen's Compensation Act, 1923 and / or any other statute or any amendment thereof, or any liabilities arising under any Applicable Law as may be applicable as may be amended from time to time in case of death of or injury to any of the personnel deployed by Agency. However, under the extreme circumstance of any such claim resulting in money being paid by CRUT, the same shall be recovered either by way of deduction(s) from the running account bills of Agency or recourse to any other remedy as may be available to CRUT under the agreement or under law for such recovery from Agency.

Duties of Conductors:

Agency shall additionally ensure that the conductors shall undertakes the following activities are per instructions of CRUT from time to time and the summary of such activities is set out as follows:

- a. Based on boarding point and alighting point and type of passenger (adult/child/female/luggage ticket), the Conductor shall issue ETM ticket or correct pre-printed tickets (as may be required from time to time) to the passengers.
- b. Conductors shall collect the correct prescribed fare from the passengers.
- c. Conductors shall further ensure that passengers using valid electronic passes (if any, as validated by CRUT) in lieu of tickets validate the electronic pass, in accordance with method set out by CRUT.
- d. Conductors shall remain mobile inside the bus and approach the passengers to ensure issuance of tickets to all passengers.
- e. Conductors shall wear the prescribed uniform on duty.
- f. Conductors shall conduct the operation of bus as per memo / time- schedule prescribed by CRUT.
- g. Conductors shall not leave the Bus deserted during rest hour for long duration.
- h. Conductors shall ensure that all the instructions of CRUT issued through and/or under intimation to the Agency are strictly followed and there is no lapse of any kind.
- i. Conductors shall be disciplined and well behaved towards persons who travel or intend to travel by the bus.
- j. Conductors shall ensure that all willing passengers board/ alight from each designated bus stop and ensure that passengers do not board/ alight from unscheduled stops.
- k. Conductors shall be required to perform duty in shifts. A single duty shift will have normal duration of 08.00 hours (excluding rest interval) or 48 hours in a week in accordance with The Motor Transport Workers Act, 1961.
- l. Conductors shall report for duty in the depot/ terminal or assigned place at time prescribed in the duty roster.
- m. Conductors shall maintain a Passenger Complaint Book.
- n. Conductors shall maintain a first aid box provided in the bus.
- o. Conductors shall be responsible for safe handling and security of Electronic Ticketing Machine, ticket bag and other articles of CRUT.
- p. Conductors shall maintain waybill, while on duty.
- q. Conductors shall deposit cash sale proceeds from tickets and collect correct receipt in the depot or the assigned place and furnish such accounts as Conductor.
- r. Conductors shall hand over, as per prescribed procedure informed by CRUT, the ETM / pre-printed tickets and any other articles which Conductor may have been entrusted.
- s. Conductor shall inform to the Depot of CRUT about any incident, breakdown, missing of trip, accident etc.
- t. Conductor shall declare and deposit lost property of passengers, in case found in the buses, in the depot and obtain a receipt to this effect.
- u. Conductors shall inform the police in case of any suspicious person or goods noticed in the bus.
- v. Conductors shall transfer passengers to alternative bus in case of breakdown of his/ her Bus.
- w. Conductors shall announce name of approaching bus stop for convenience of passengers.
- x. Any other duty that may be assigned to him but not specifically covered herein.

Minimum Requirement for Personnel:

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

Minimum Requirements for Conductors:

Medical:

The selection by Agency shall be based on medical fitness by the Medical Board comprising M.B.B.S doctors.

- a) Age between 18-45 years (upper age limit relaxation of five years in case of experience of fare collection in any state transport / STA permit buses for at least five years).
- b) Sound physical and mental health
- c) No communicable disease
- d) No drug abuse dependency
- e) Height: Minimum 150 cms
- f) Chest: Expansion of the chest should be 5 cms
- g) Eye Vision: 6/6 with or without glasses
- h) Colour Vision: Colour blindness is a disqualification.

Blood Pressure:

- a. Age 18 to 25 years: 100 plus the age in years
- b. Age over 25 years: 110 plus half of the age in years.

Academic:

Class tenth (10th) School certificate or its equivalent from the recognized Board in India.

Language:

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

Professional Expertise and Experience:

- a. Conductor License issued by Department of Commerce and Transport, Odisha as a compliance of requirements as laid down in Chapter III of The Motor Vehicle Act, 1988 read with Odisha Motor Vehicles Rules, 1993 (As Amended).
- b. Good knowledge of routes, timetable, ticketing systems and other relevant systems.
- c. Does not discriminate amongst passengers.

General:

- a. Wears uniform on duty
- b. Courteous and helpful to passengers and other road users
- c. Does not indulge in illegal gratification.
- d. Pick up and drop passengers on all designated Stage Carriage stops and not unreasonably deny entry or exit to any passenger.
- e. Provide all necessary assistance to Persons with Special Needs.

Verification Requirements of all Personnel who provide on-site services:

A. The Agency shall deposit verification result for all Personnel:

- Driver's/Conductor's license
- Police Verification including Address Verification, Indian Criminal Record Verification and City of domicile's Court Record Check
- Education Verification

- Indian National Identity Check
 - Substance Abuse Testing
- B. Personnel cannot be deployed WITHOUT Police Verification.
- C. The aforesaid verification other than Driver's/Conductor's License shall be done within three months of deployment by an independent third party who has been involved in executing similar services in India, undertakes large say about 25,000 verifications per year and has been in this business for the past five years either in India or abroad. The cost towards such verification shall be borne by the Agency as part of the management costs.
- D. The Verification Third Party shall be selected in the following manner:
- The Agency shall provide a shortlist of five to seven names.
 - CRUT shall shortlist three names. CRUT shall have the right to add names in the list provided by Agency.
 - Agency shall select one or more parties shortlisted by CRUT.
- E. Aadhar card details of all Personnel shall be provided for all recruitment/ employee.
- F. Submission of Conductor's License is a pre-requisite for all personnel involved in fare collection.

Occupational Conduct, Health, Welfare and Safety

The Agency shall:

- Issue appointment letters to eligible personnel and furnish the same to CRUT before deployment.
- Pay wages and eligible benefits etc. to the Personnel.
- Submit an undertaking in the form of an affidavit that the agency will not be involved in any 'corrupt /undesirable/malpractice' in any form while conducting this contract. Any employee/s of the agency found involved in any way shall be dispensed with immediate effect from the activities pertaining to execution of this Agreement.
- Ensure strict compliance of all labour and other statutory requirements connected in any way to the services under this Agreement.
- Ensure due verification and certification of antecedents and credentials of personnel deployed by it under this Agreement before their deployment and shall at all times be responsible for their conduct and due performance of duty. The verification for genuineness of documents like address proof, educational qualification and licenses of Agency's personnel deployed under this Agreement shall be the responsibility of the Agency and the following documents shall be checked and provided to CRUT for purpose of records and safekeeping, while in no way making CRUT responsible got undertaking any verification or responsible for the conduct of such Personnel.
- Provide and maintain a safe and healthy work environment to Personnel.
- Make sure that Personnel in safe work practices at all times.
- Make sure that Personnel are aware of and comply with any changes to relevant legislation or policy in relation to occupational health, welfare, and safety.

- Provide occupational health, welfare, and safety training to Personnel in accordance with the requirements of labour and welfare laws; and
- Develop and maintain a management system which reports, investigates, and responds appropriately to any hazard, incident or issue relating to occupational health, welfare, and safety.
- In relation to providing services set out in this Agreement.

Process of deployment by Agency vis-a-vis daily requirement of services

- a) The supporting documents shall be verified by the agency at the time of receiving application from the applicant.
- b) The selected candidate shall be directed for medical examination.
- c) The candidate who passes the medical test shall be directed for training at the place specified by CRUT. Thereafter based on the assessment made by CRUT after training, CRUT shall inform Agency about suitability of the candidate for the Driver, ticket dispensing/ fare collection services as per the contract.
- d) Only eligible and qualified personnel accepted by CRUT shall be deployed on Buses by the Agency as per requirement determined by CRUT.
- e) The selected bidder shall provide the appointment letter and monthly salary slips to the guides appointed by the selected bidder.

8.1 Recruitment of the Manpower

The selected bidders shall preferably engage minimum **50% of women** in overall manpower across various roles and levels. This requirement applies throughout the contract period.

9. Bid Submission Instructions

9.1 Compliant proposals/Completeness of response

- i. Bidders are advised to study all instructions, forms, terms, requirements, and other information in the tender documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- ii. Failure to comply with the requirements of this paragraph may render the proposal non-compliant and the proposal may be rejected. Bidders must:
 - a) Include all documentation specified in this tender.
 - b) Follow the format of this tender and respond to each element in the order as set out in this tender.
 - c) Comply with all requirements as set out within this tender.

9.2 Deviations and Exclusions

Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the tender. No Deviations and Exclusions to the tender are allowed. In the absence of any specific provision in the agreement on any issue, the decision of CRUT shall be final.

9.3 Tender Document Fees

- i. The Bidders shall download the tender document from the website as mentioned in the Proposal Data Sheet.
- ii. The Bidders shall pay tender document fee as prescribed in data sheet.
- iii. The downloading of the tender documents shall be carried out strictly as provided on the web site.
- iv. The tender document fee is non-refundable and not exempted.

9.4 Earnest Money Deposit (EMD)

- i. Bidders shall submit, along with their bids, EMD as per the details mentioned in the Data Sheet.
- ii. EMD of all bidders would be refunded by CRUT after signing of the contract agreement with the successful bidder.
- iii. The EMD amount is interest free and will be refundable without any accrued interest on it.
- iv. In case bid is submitted without the EMD then CRUT will reject the bid without providing opportunity for any further correspondence to the bidder concerned.
- v. The EMD may be forfeited:
 - a) If a bidder withdraws its bid during the period of bid validity.
 - b) If the successful bidder fails to provide the Performance Bank Guarantee as required at the time of signing of the Agreement.
 - c) If the successful bidder fails to accept the LOA within 15 days from the issue of Letter of Award (LOA) by CRUT and sign the agreement there after.
- vi. The Bidder shall submit the original of the DD towards EMD (mentioned in the Proposal Data Sheet) at the address, time, and date mentioned in the scheduled.

9.5 Bidders Authorization

- i. The "Bidders" as used in the tender documents shall mean the one who has signed the tender Forms. The Bidders may be either the Principal Officer or his duly Authorized Representative, in either case, he/she shall submit a power of attorney. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall be furnished, and signed by the representative and the principal.
- ii. The authorization shall be indicated by written power-of-attorney accompanying the bid in the name of the signatory of the Proposal.
- iii. Any change in the Principal Officer shall be intimated to CRUT in advance.

9.6 Pre-Bid Queries

- i. Authority will host a Pre-Bid meeting as per the date mentioned in the tender NIT sheet. The representatives, limited to 2, of the interested organizations may attend the pre-bid conference at their own cost. The purpose of the conference is to provide bidders with information regarding the tender and the proposed solution requirements in reference to the tender. Pre-Bid meeting will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the tender and the project.
- ii. All Bidders shall e-mail their queries to, Comprehensive Region Urban Transport (CRUT), crutbbsr@gmail.com.

- iii. The response to the queries will be published on (<https://tendersodisha.gov.in/>). No telephonic / queries will be entertained thereafter. This response of Authority shall become integral part of tender document. Authority shall not make any warranty as to the accuracy and completeness of responses.
- iv. Authority shall endeavour to respond to the questions raised or clarifications sought by the Bidders. However, Authority reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this clause shall be taken or read as compelling or requiring Authority to respond to any question or to provide any clarification.
- v. Authority may also on its own motion, if deemed necessary, issue interpretations and clarifications to all Bidders. All clarifications and interpretations issued by Authority shall be deemed to be part of the Bidding Documents. Verbal clarifications and information given by Authority, or its employees or representatives shall not in any way or manner be binding on Authority.

Name of Bidder					
Tender name and Ref. No					
Address and contact no.					
Tender Due Date					
#	tender Page No.	tender Clause No.	Clause Title	Queries and Justification by the Bidder	Remarks
..		..	..	..	..

All Bidders shall e-mail their queries in above **(Microsoft Excel sheet)** format to crutbbsr@gmail.com.

9.7 Responses to Pre-Bid Queries and Issue of Corrigendum

- i. Authority will formally respond to the pre-bid queries after the pre-bid conference.
- ii. Authority will endeavour to provide timely response to all queries. However, Region Urban Transport (CRUT) makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does undertake to answer all the queries that have been posed by the bidders.
- iii. Any addendum / corrigendum/ cancellation of tender shall be published in the website <https://tendersodisha.gov.in/>
- iv. At any time prior to the last date for receipt of bids, Authority may, for any reason, whether at its own initiative or in response to a clarification requested by prospective Bidders, modify the tender Document by issuing a corrigendum.
- v. The Corrigendum or Addendum, if any, notifications regarding extensions, if any, and clarification to the queries from all bidders will be posted on the website mentioned in the Proposal Data Sheet or emailed to all participants of the pre-bid meeting.
- vi. Any such corrigendum shall be deemed to be incorporated into this tender.
- vii. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, Authority may, at its discretion, extend the last date for the receipt of Proposals.
- viii. Notifications regarding extensions, corrigendum, will be published on the website mentioned in the tender schedule and there shall be no paper advertisement.

- ix. Notice board and through paper publication and such notice shall form part of the bidding documents.

9.8 Preparation of Proposals

- i. The bidder shall prepare the bid based on details provided in the tender documents. It must be clearly understood that the quantities, specifications, and diagrams that are included in the tender document are intended to give the bidder an idea about the scope and magnitude of the work and are not in any way exhaustive and guaranteed by CRUT.
- ii. The Bidder shall quote monthly service charge in terms of Percentage (%) towards monthly salary of each of the deployed manpower at CRUT as specified in Annexure-IX.
- iii. The bidder shall carry out the sizing of the solution based on internal assessment and analysis, which may include the use of modelling techniques wherever necessary.
- iv. The bidder must propose a solution to meet the requirements of CRUT. If, during the sizing of the solution, any upward revisions of the specifications and/or quantity as given in this tender document, are required to be made to meet the conceptual design and/or requirements of tender, all such changes shall be included in the technical proposal and their commercial impact, thereof, shall be included in the commercial bid.
- v. If, during the sizing of the solution, any additional product that is not listed in the tender document is required to be included to meet the conceptual design, performance requirements and other requirements of tender, all such product(s) should be included by the bidder in the technical proposal and their commercial impact, thereof, included in the commercial bid.
- vi. CRUT will in no case be responsible or liable for any costs associated with the design/sizing of the proposed solution, regardless of the conduct or outcome of the Tendering process.
- vii. If at any stage during the currency of the contract, the solution proposed does not meet the functional requirements, conceptual design, performance requirements/ SLA, and other requirements of tender, the bidder shall revise the required specifications and/or quantities as proposed by the bidder in their bid in order to meet the said objectives/targets. All such provisions shall be made by the bidder within the lump sum contract price, at no extra cost and without any impact to CRUT whatsoever.
- viii. Physical Copy of complete technical proposal and Tender Fee in form of DD as specified in Bid Datasheet.
- ix. Financial Proposal as per the format provided in Annexure-IX.
- x. Bidder should sign the Bidder Details as per Annexure on company letter head stating that they have read and understood, all the Terms and Conditions stipulated for in the tender and are willing to abide by these tender terms and conditions, before submitting the bid document. Bids submitted without the Signed Bidder Details and not complete in all respect shall not be considered incomplete and will not be considered for evaluation.
- xi. The prospective bidders are required to visit website details as per bid datasheet mentioned in the Tender document.
- xii. All communications and proceedings shall be in English language only.
- xiii. Un-signed and un-sealed application shall not be accepted.
- xiv. All pages of the application and documents being submitted must be signed, stamped, and sequentially numbered by the bidder.
- xv. The bid documents are non-transferable.

Note: If a Bidder submits or participates in more than one Proposal, such a Bidder shall be disqualified.

9.9 Proposal preparation costs

- i. The bidder shall be responsible for all costs incurred in connection with participation in the tender 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 Authority to facilitate the evaluation process and in negotiating a definitive contract or all such activities related to the bid process.
- ii. CRUT shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

9.10 Address for Correspondence

The Bidders shall designate the official mailing and e-mail address to which all correspondence shall be sent.

9.11 Bid validity period.

Bid shall remain valid for the time mentioned in the Proposal Data Sheet.

9.12 Communication between parties

- i. No oral conversations or agreements with any official or employee of CRUT shall affect or modify any terms of this tender and any alleged oral agreement or arrangement made by a bidder with any agency, official or employee of CRUT shall be superseded by the definitive agreement that results from this tender process. Oral communications by CRUT to bidders shall not be considered binding nor shall any written materials have provided by any person other than CRUT.
- ii. Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against CRUT or any of its employees arising out of or relating to this tender or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- iii. All proposals and accompanying documentation of the technical proposal will become the property of CRUT and will not be returned after opening of the technical proposals.
- iv. The Bidder commits himself to take all measures necessary to prevent corrupt practices, unfair means, and illegal activities during any stage of his bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it.

9.13 Modification and Withdrawal of Bids

- i. No bid shall be altered / modified after submission of the bid to CRUT. Unsolicited correspondences in this regard from Bidders shall not be considered.
- ii. No bid shall be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Bidders in the Bid.
- iii. Withdrawal of a bid during this interval shall result in the Bidders forfeiture of its EMD.
- iv. Prices in any form or by any reason before opening the Commercial Bid should not be revealed. If price change is envisaged due to any clarification, revised financial Bid can be called from all the bidders by CRUT.

9.14 Submission of Proposal

- i. The Bidders shall download the tender document from the website as mentioned in the Proposal Data Sheet.
- ii. The bid must be submitted online only through the Government of Odisha e-Procurement portal (<https://tendersodisha.gov.in>). Interested bidders are required to enroll on the portal with a valid Digital Signature Certificate (DSC) of the authorized signatory. Bidders must carefully follow the instructions available on the website for online bid submission.
- iii. The bid shall consist of two parts: (i) Technical Bid and (ii) Financial Bid. The Technical Bid containing all required documents, certificates, and compliance details must be uploaded in the prescribed format. The Financial Bid shall be submitted separately in the designated format in the RFP. Bidders are advised to ensure that both parts are uploaded correctly and submitted before the due date and time.
- iv. A set of physical to be submitted in form of Hardcopy copy at **Comprehensive Region Urban Transport (CRUT), Plot No. 548/1452, Patia, Kalarahanga, Bhubaneswar, Pin – 751031, Dist: Khordha, Odisha** before bid due date.
- v. It is the responsibility of the bidder to ensure that the bid is submitted successfully and acknowledged by the system. For any technical assistance during the process, bidders may contact the 24x7 Help Desk of the e-Procurement portal.
- vi. In case the Technical Proposal Envelope has the financial proposal Envelope, the bid would be summarily rejected.
- vii. Evaluation of the proposals shall be made as per the evaluation criteria mentioned in the RFP prior to opening of financial proposal.
- viii. Each page should be page numbered and in confirmation to the eligibility qualifications and clearly indicated using an index page. The Comprehensive Region Urban Transport will not consider any proposal that arrives after the deadline as prescribed in the Bidder Data Sheet. Any Proposal received after the deadline will be outrightly rejected by the authority.
- ix. The documents submitted online must be identical to those submitted offline. In case of any discrepancy, the online submission will be considered as the final and binding version.

Any deviation from the prescribed procedures /information/ formats/ conditions shall result in outright rejection of the proposal. All the pages of the proposal must be sealed and signed by the authorized representative of the bidder. Bids with any conditional offer shall be outrightly rejected. Any conditional bids will be rejected.

9.15 Late Bids

- i. Bids received in online and hard copy after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained.
- ii. The bids submitted by e-mail or any other mode shall not be considered. No correspondence will be entertained on this matter.
- iii. CRUT reserves the right to modify and amend any of the above-stipulated conditions/criteria depending upon project priorities vis-à-vis urgent commitments.

9.16 Rejection Criteria

Besides other conditions and terms highlighted in the tender document, bids may be rejected under following circumstances:

- i. Bidders who have breached the contract of the Authority before the completion of the Contract period.
- ii. Bidders submitting two different financial bids, where the quoted price in the online submission does not match the physical (hard copy) submission, will be summarily rejected.
- iii. Bids not qualifying under eligibility criteria.
- iv. Bids submitted without improper EMD or tender fees.
- v. Ambiguous applications/documents/bids will be out-rightly rejected.
- vi. Applications not submitted as per the format will be rejected.
- vii. Bid with any deviation shall be liable for rejection.
- viii. Bids received through any platform other than prescribed platform as mentioned in the tender.
- ix. Bids which do not confirm to the unconditional validity of the bid as prescribed in the tender.
- x. If the information provided by the Bidders is found to be incorrect / misleading at any stage / time during the Tendering Process
- xi. Any effort on the part of a Bidders to influence the Authority's bid evaluation, bid comparison or contract award decisions.
- xii. Bids received by CRUT after the last date and time for receipt of bids prescribed in the data sheet.
- xiii. Bids without signature of person (s) duly authorized on the bid.
- xiv. Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidders.
- xv. Technical Bid containing commercial details or any such hints/ calculations /extrapolations/ records.
- xvi. Revelation of Prices in any form or by any reason before opening the Commercial Bid
- xvii. Failure to furnish all information required by the tender Document or submission of a bid not substantially responsive to the tender Document in every respect.
- xviii. Bidders not quoting for the complete scope of Work as indicated in the tender documents, addendum (if any) and any subsequent information given to the Bidders.
- xix. Bidders not complying with the General Terms and conditions as stated in the tender Documents.
- xx. The Bidders do not confirm unconditional acceptance of full responsibility of providing services in accordance with the Scope of work, General Terms & Conditions and Service Level Agreements of this tender.
- xxi. If it is found that bidders have tendered separately under different names for the same contract, all such tender(s) shall stand rejected and tender deposit of each such firm/ establishment shall be forfeited. In addition, such firms/ establishments shall be liable at the discretion of CRUT for further penal action including blacklisting.
- xxii. If after awarding the contract, it is found that the accepted bid violated any of the directions pertaining to the participation, the contract shall be liable for cancellation at any time during its validity in addition to penal action including blacklisting against the bidders.
 - a. Price Bids that do not conform to the tender's price bid format.
 - b. Total price quoted by the Bidders does not include all statutory taxes and levies applicable.
- xxiii. The bidders shall mandatorily submit the bid for all the packages otherwise the bid of the bidder shall be rejected.**

9.17 Conflict of Interest

- i. A Bidder shall not have a conflict of interest (the “Conflict of Interest”) that affects the Bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified. A Bidder may be considered to have a Conflict of Interest that affects the Bidding Process, if the relationship between two Bidders is established through common holding, either directly or through Associates, of at least 25% holding of equity/profit sharing in another company/firm, or in each other.
- ii. The Bidder, its member or Associate (or any constituent thereof) and any other Bidder, its member or Associate (or any constituent thereof) have common controlling ownership interest. Common controlling ownership interest for Company and Partnership Firm is defined as follows.
If Bidder is a Company:
 - i. In such case, the Bidder (including its member or Associate or any share holder thereof of Bidder and/or its Associates) possessing over 25% of the paid up and subscribed capital in its own company, Member or Associate as the case may be, also holds.
 - ii. More than 25% of the paid up and subscribed equity capital in the other Bidder, its member or Associate of such other Bidder, its member or Associates is Company; and/or
 - iii. More than 25% of profit sharing in other Bidder, its member or associates such other Bidder, its member or Associates.

10. Bid Opening and Evaluation Process

10.1 Opening of Bids

- i. The bids that are submitted successfully shall be opened as per date and time given in Proposal Data Sheet, as per the procedure only in the presence of bidders or their respective duly authorized representatives.
- ii. Total transparency will be observed and ensured while opening the Proposals/Bids.
- iii. CRUT reserves the right to postpone or cancel the Bid opening schedules.
- iv. Bid opening will be conducted in two stages.
 - a) In the first stage, Pre-qualification Proposals and technical proposal would be opened. The EMD of the Bidders will be opened on the same day and time, on which the Pre-qualification Proposal is opened.
 - b) In the second stage, only financial bid of technically qualified proposals, would be opened.
 - c) In the event of the specified date of Bid opening being declared as Government holiday, the bids shall be opened at the same time and location on the next working day. In addition to that, if the representative(s) of any Bidder remain(s) absent, CRUT will continue the process and open the bids of the all the other Bidders, whose representatives are present.

10.2 Preliminary Examination of Bids

- i. CRUT will examine the bids to determine whether they are complete, whether the required EMD has been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting the criteria specified in the tender, will be rejected by CRUT and shall not be included for further consideration. Any deviations in proposal response may make the bid liable for rejection. Initial Bid scrutiny will be held, and bids will be treated as non-responsive, if bids are:
 - a) Not submitted in format as specified in the tender document Received without the Letter of Authorization (Power of Attorney) Found with suppression of details.
 - b) With incomplete information, subjective, conditional offers, and partial offers submitted.
 - c) Submitted without the documents requested.
 - d) Non-compliant to any of the clauses mentioned in the tender.
 - e) With lesser validity period.

10.3 Evaluation Committee and Procedure

- i. CRUT will constitute a bid evaluation committee to evaluate the responses of the bidders.
- ii. The Bid Evaluation Committee constituted by CRUT shall evaluate the responses to the tender and all supporting documents / documentary evidence.
- iii. The Committee may seek inputs from their professional and technical experts in the evaluation process.
- iv. CRUT reserves the right to do a reference check of the past credentials stated by the Bidder. Any feedback received during the reference check shall be considered during the technical evaluation process.
- v. The Evaluation Committee may seek clarification or request any shortfall documents from the bidder during the evaluation process.
- vi. The decision of the Proposal Evaluation Committee in the evaluation of responses to the tender shall be final. No correspondence will be entertained in this regard.
- vii. The Proposal Evaluation Committee reserves the right to reject any or all proposals based on any deviations without assigning any reason thereof.
- viii. Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are considered undesirable and may be construed as an indication of the bidder's lack of cost consciousness. CRUT's interest is in the quality and responsiveness of the proposal.

10.4 Clarification on Bids

- i. During the bid evaluation, CRUT may at its discretion, ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered, or permitted. CRUT may ask for clarifications as many times as possible from the bidders to the satisfaction of the Technical Evaluation committee.
- ii. If the bidder fails to provide the clarification or any additional information sought, the information provided in the technical proposal only, will be used for evaluation. It is clearly understood that the additional information or clarification on the technical proposal provided by the bidders will not be the basis for affecting any changes in the Commercial Proposal already submitted by the bidders.

10.5 Pre-Qualification Evaluation

- i. At this stage, CRUT shall examine the Bids to determine whether the Bidders meet the minimum eligibility and qualification requirements, including but not limited to:
 - o Pre-Qualification Eligibility
 - o Technical Eligibility
 - o Presentation (A&M)
 - o Financial Eligibility
- ii. Only those Bidders who satisfy the Pre-Qualification criteria shall be considered Pre-Qualified and shall be eligible for further evaluation. Bids failing to meet the Pre-Qualification requirements shall be rejected at this stage and shall not be evaluated further.

10.6 Technical Evaluation Process

- i. The evaluation of the Bids shall be done in 3 Steps where the Bidder shall be first evaluated against the Pre-Qualification Criteria mentioned in the clause.
- ii. An actual technical mark below 70 shall disqualify the bid as technically non-responsive. A financial bid of only technically responsive bidders shall be opened.
- iii. To facilitate the evaluation of the Bid, Authority may at its sole discretion, seek clarifications from any Bidder regarding its Bid. Such clarifications shall be provided by the Bidder within the time specified by Authority for this purpose and all clarifications shall be in writing.
- iv. If any Bidder does not provide clarifications required as above, within the prescribed time, its Bid shall be liable to be rejected. In case the Bid is not rejected, Authority may proceed to evaluate the Bid by construing the requiring clarification to the best of its understanding and the Bidder shall be barred from subsequently questioning such interpretation by Authority.
- v. Any information contained in the Bid shall not in any way be construed as binding on Authority, its agents, successors or assigns, but shall be binding against the Bidder if the Project is subsequently awarded to it under the Bidding Process on the basis of such information.
- vi. The Authority reserves the right not to proceed with the Bidding Process at any time without notice or liability and to reject any Bid without assigning any reasons.

The technical evaluation proposal will be based on the following factors

Sr. No	Descriptions	Marks	Supporting Documents
TQ-1	Financial Capability: Minimum average annual turnover of the organization must be INR 20 Crores from the last three (3) financial years (FY 2022-23, FY 2023-24 and FY 2024-25) • Meets the minimum eligibility criteria: 05 Marks • Average Annual Turnover > ₹20 Crores and up to ₹30 Crores: 10 Marks	15	Audited balance Sheet and Statement of Profit & Loss of the bidder for each of the last 3 audited financial years. Certificate duly signed by Statutory Auditor/CA of the

Sr. No	Descriptions	Marks	Supporting Documents
	Average Annual Turnover > ₹30 Crores: 15 Marks		Bidder for Average Annual turnover.
TQ -2	Net Worth: The Bidder should have annual average net worth at least Rs.5 Crores for last three (3) years (FY 2022-23, FY 2023-24 and FY 2024-25) - Meets the minimum eligibility criteria: 05 Marks - Average Annual Net worth > ₹5 Crores and up to ₹ 10 Crores: 10 Marks - Average Annual Net worth > ₹10 Crores: 15 Marks	15	Certificate from the Statutory Auditor/CA clearly stating Average Net worth as defined in this RFP in the stipulated format under Annexure IV.
TQ-3	Relevant Work Experience: The bidder should have experience in executed/executing revenue collection work or similar nature of work with any State or Central Government Departments/ organizations over the last 5 years. - Meets the minimum eligibility criteria: 10 Marks - Meets the minimum eligibility criteria and has successfully executed/executing at least one (01) additional similar project of value ₹4.50 Crore or above: 20 Marks - Meets the minimum eligibility criteria and has successfully executed/executing at least two (02) additional similar projects, each of value ₹4.50 Crore or above: 30 Marks	30	Copy of Letter of Award/ Work Order/ PO/ Completion Certificate/ LoA/ Agreement
TQ-4	Transport Sector Experience: The Bidder shall have experience in executed/executing at least one transport sector project with a contract value of ₹4.50 Crore or above. - Each project shall carry 05 Marks - Maximum 10 marks	10	Copy of Letter of Award/ Work Order/ PO/ Completion Certificate/ Agreement

Sr. No	Descriptions	Marks	Supporting Documents
TQ-5	Approach and Methodology Presentation The presentation shall broadly cover, but not be limited to, the following aspects: ○ Understanding of the scope of work and key challenges associated with collection and management of Fare Box Revenue ○ Proposed operational framework, deployment strategy, and organizational structure for efficient revenue collection and management. ○ Manpower deployment plan, including recruitment, training, supervision, attendance monitoring, and replacement mechanism for revenue collection personnel ○ Standard Operating Procedures (SOPs) for fare collection, cash handling, deposit, reconciliation, reporting, and audit compliance ○ Experience in handling similar assignments and the proposed implementation plan, mobilization schedule, and service-level commitments Note: The date and time of the presentation shall be intimated to the bidders after the completion of the technical evaluation.	30	<i>A set of presentation in PDF format to be given with technical bid document.</i>
	TOTAL	100	

Note: A minimum Technical Score of **75 out of 100** is required to qualify for opening of financial Bid. Only those bids having minimum score would be considered 'Qualified' and eligible for opening of financial bids.

10.7 Commercial Bid Evaluation

The Bidder shall quote monthly management charge in terms of Percentage (%) towards monthly salary of each of the deployed manpower at CRUT.

The bidder with actual technical mark below 75 shall disqualify the bid as technically non-responsive. A financial bid of only technically responsive bidders shall be opened.

The minimum monthly management Fees should be fixed as 3.85% (3% profit plus transaction charges, which are 0.85% at present) to 7% as per the letter No.F.6/1/2023-PPD Government of India Ministry of Finance Department of Expenditure Procurement Policy Division. [chrome-extension://efaidnbmnibpcjpcglclefindmkaj/https://doe.gov.in/files/procurement-policy-division/Minimum_Floor_price_for_minimum_wage_based_Manpower_Outsourcing_Service.pdf](https://efaidnbmnibpcjpcglclefindmkaj/https://doe.gov.in/files/procurement-policy-division/Minimum_Floor_price_for_minimum_wage_based_Manpower_Outsourcing_Service.pdf)

The Bidder/s quoting the lowest financial quote (L1) shall be the Preferred Bidders. For avoidance of doubt, it is clarified that in the event of discrepancy in numeric and alphabetical manner, the lower of both shall be considered.

10.8 Selection of Bidder

- i. Bidders shall submit a single rate applicable uniformly to all three (3) packages, and no separate rate shall be quoted for any individual package. The bids shall be evaluated on the basis of the quoted rate, and bidders shall be arranged in ascending order of their evaluated bid prices.
- ii. The lowest evaluated bidder (L1) shall be given the first preference to select any one of the three (3) packages. The second lowest evaluated bidder (L2) shall be given the preference to select any one of the remaining two (2) packages. The package left unselected shall be awarded to the third lowest evaluated bidder (L3).
- iii. If any bidder declines to accept a package at the L1 rate, the package may be offered to the next eligible lowest bidder in the order of evaluated bid prices at the L1 rate. In the event that the L2, L3, or any subsequent eligible bidder also declines, CRUT reserves the right to award more than one package to a bidder who agrees to execute the work at the L1 rate, notwithstanding anything contained herein.
- iv. In the event that two or more bidders quote the same evaluated bid price, the order of preference among such bidders shall be determined through a lottery/draw of lots conducted by the Authority in a fair and transparent manner. Package allocation shall thereafter be carried out in the order of preference so determined.
- v. The decision of the Authority regarding package allocation, the conduct of the lottery/draw of lots, determination of the order of preference, and award of work shall be final and binding on all bidders, and no claim, representation, or objection in this regard shall be entertained.

11. Substitution/Default of Successful Bidder

In the event the successful bidder, after award of the Package, fails to commence the work, withdraws from the assignment, is terminated due to non-performance, or is otherwise found unable to perform its obligations under the Contract to the satisfaction of CRUT, CRUT reserves the right to cancel such award and offer the Package to the next lowest evaluated bidder(s) in order of evaluated bid prices, subject to their acceptance of the L1 rate and the terms and conditions of the bid. The decision of CRUT in this regard shall be final and binding on all bidders.

12. Issue of Letter of Award (LOA)

- i. After selection, a Letter of Award (LOA) shall be issued, in duplicate, by the Authority to the Successful Bidder and the Successful Bidder shall, within 7 (seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA, duly signed by the Successful Bidder is not received by the stipulated date, the Authority may, unless it consents to extension of time for submission thereof, appropriate the EMD of such Bidder as mutually agreed genuine

pre-estimated loss and damage suffered by the Authority on account of failure of the Successful Bidder to acknowledge the LOA.

- ii. After acknowledgement of the LOA as aforesaid by the Successful Bidder, the Contract Agreement shall be executed between Authority and the Successful Bidder within 30 days from the date of issue of LOA. The Date of execution of Contract Agreement between Authority and Successful Bidder shall be identified as Commercial Operation Date (COD).
- iii. The Successful Bidder shall not be entitled to seek any deviation, modification, or amendment in the Contract Agreement.

13. Performance Bank Guarantee

- i. The Preferred Bidder shall furnish to the Authority a Performance Security equivalent to 3% (three percent) of the Project Cost (Total Contract Value) in the form of an unconditional and irrevocable Bank Guarantee or Surety Bond, valid up to the Compliance Date and for a further period of 60 (sixty) days thereafter in favour of "Comprehensive Region Urban Transport, Bhubaneswar", payable at Bhubaneswar.
- ii. An amount equivalent of 3% of contract value shall be payable by the bidder for three years and six months. All charges whatsoever such as commission, etc. with respect to the Performance Bank guarantee shall be borne by the bidder. Post completion of Project, this bank guarantee shall be returned subject to work carried out to the satisfaction of CRUT Officers.
- iii. The Performance bank guarantee may be discharged / returned by Authority upon satisfactory completion of project as per the tender and contract. However, no interest shall be payable on the PBG. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Bank Guarantee as and when it is due on account of non-completion of the project and warranty period. In case the selected bidder fails to submit performance bank guarantee with the time stipulated, CRUT at its discretion may cancel the work order placed with the selected bidder.
- iv. CRUT shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period, or if the Authority incurs any loss due to bidder's negligence in carrying out the project implementation, as per the agreed terms & conditions. Notwithstanding and without any prejudice to any rights whatsoever of CRUT under contract, the proceeds of PBG shall be payable to CRUT as compensation, for any loss resulting from bidder's failure to complete its obligations under the Contract. CRUT shall notify the bidder in writing, of the exercise of its right, to receive such compensation within 14 days, indicating the contractual obligations for which the bidder is in default.
- v. The Authority shall also be entitled to make recoveries, from the bidder's bills, PBG, or from any other amount due to the bidder, the equivalent value of any payment made to the bidder due to inadvertence, error, collusion, misconstruction, or misstatement.

14. Signing of Contract

- i. After receiving the acceptance of the LOA and PBG from the successful bidder, Comprehensive Region Urban Transport (CRUT) shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder with the successful bidder.

15. Failure to Agree with the Terms and Conditions of the Agreement

- i. Failure of the successful bidders to agree with the terms and conditions of draft Agreement and tender shall constitute sufficient grounds for the annulment of the award, in which event CRUT may award the contract to the next Most responsive bid or call for new proposals from the interested bidders.
- ii. In such a case, CRUT shall forfeit the PBG of the successful bidder.

16. Duration of the Contract

- i. The tenure of the contract of the successful bidders shall be for 3 years ("project duration"). CRUT, at its discretion, may extend the contract for further as per the OGFR rule on the same terms & conditions and on the contract.
- ii. The extension will be on the same terms and conditions, including contract prices, as specified in the original contract. The bidder's performance will be evaluated periodically, and the decision to extend the contract will be based on their ability to meet the requirements and deliverables specified in the contract.

17. Right to Vary in Scope of Contract:

- i. CRUT may at any time, by a written order given to the bidder, make changes within the quantities, specifications, services, or scope of the Contract as specified.
- ii. The Authority reserves the right to increase or decrease the number of bus services up to 25% during the contract period. In the event of an increase in bus services, the payment for additional buses will be calculated on a pro-rata basis, based on the rates quoted in the contract.

18. Amendment of tender Document

- i. All the Corrigendum / Addendum made in the document would be published on the Portal and shall be part of tender.
- ii. The Bidders are advised to visit the portal on regular basis to check for necessary updates. Authority also reserves the right to amend the dates mentioned in this tender.

19. Supplementary Information to the tender

If Authority deems it appropriate to revise any part of this tender or to issue additional data to clarify an interpretation of provisions of this tender, it may issue supplements to this tender. Any such corrigendum shall be deemed to be incorporated by this reference into this tender.

20. Sub-Contracting

Sub-contracting is Not Allowed.

21. Right to Terminate the Process

- i. CRUT may terminate the tender process at any time and without assigning any reason before signing of the Agreement. CRUT makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- ii. This tender does not constitute an offer by CRUT

22. Establishment of Local Office and State GST Registration

- i. The successful bidder shall establish a local office within 30 (thirty) days from the date of issuance of the Letter of Award (LoA). The office address along with a valid rent/lease agreement must be submitted in writing to the CRUT office for official records. All future communications from the Authority shall be made to the address provided.
- ii. Additionally, the successful bidder must obtain Odisha State GST registration prior to submission of the first invoice. No bill shall be processed for payment by the Authority without the submission of a valid Odisha State GST number.

23. Payment Terms

- i. Payments for RCA shall be calculated from the start of operation.
- ii. Payment for RCA for a particular month, shall be calculated on the basis of deployment of personnel and after assessing the services/tasks deducting the penalty fee for that particular month.
- iii. Payments to the RCA shall be paid on monthly basis over the period of 36 months and/ or extended period as mutually agreed by Comprehensive Region Urban Transport and the Agency.
- iv. All the invoices shall be raised by RCA on monthly basis on or before the date fixed by the CRUT. So that, CRUT shall verify the invoices with reference to the stipulated job assigned as per contract, if any
- v. All the fees of the RCA shall be made only after the submitted invoices is approved by CRUT or its nominated Committee.
- vi. Price Escalation: Fees are subject to change based on change in Applicable Law and up to the extent of such change in the Applicable Law.
- vii. Advance Payments: No advance payments shall be made to the RCA. The payment of the RCA shall be processed only after the invoice is approved by CRUT or authorized representative of CRUT.
- viii. Tax Deducted at Source (TDS): The payment of the RCA shall be processed only after the invoice is approved by CRUT or authorized representative of CRUT.
- ix. Payment Periodicity: Payments shall be made monthly through account paying cheque/ DD/ RTGS/ NEFT against invoice within 45 days from the date of receipt of invoice according to the payment schedule stated in the contract document.
- x. Any new statutory requirement, levy, other than GST, contribution, compliance obligation, or regulatory requirement imposed by any Government or statutory authority during the Contract Period and applicable to the Services shall be complied with by the Agency at its own cost, and no additional claim or compensation on this account shall be entertained by the Authority.

Payment to the selected agency shall be done on a monthly basis post submission of invoice after attendance approval from CRUT by the agency. The payment to the selected agency shall be done based on the following calculations:

Reimbursement of salary of deployed personnel as specified by CRUT. Deployment of individual personnel shall be counted on per bus per shift basis (F). However, reimbursable salary amount shall be calculated month wise on the basis of their actual deployment. Payment of deployed individual person shall include all the statutory payments as defined below:

Sl. No	Description
A	Applicable Minimum Rate of Wage in Scheduled Employment under the Minimum Wages Act, 1948 in the State of Odisha for skilled person.
B	ESI contribution by the Agency @ 3.25 % of A
C	PF contribution by Agency (Weighted average value for all Personnel) including service charge @ 1% of PF. That means (12% +1%) of A
D	Minimum Statutory Bonus (Weighted average value for all Personnel) @8.33% of A
E	Annual Leave with Wages (15 days per year) @ $A/(365-52-3-15) * 15$

Notes:

- The Applicable minimum wage rate is based on notifications no. 2602 dated 01.05.2026 issued by office of the Labour Commissioner: Odisha: Bhubaneswar, Government of Odisha for Skilled employees.
(ref: <https://labourdirector.odisha.gov.in/sites/default/files/2026-05/Notification%20on%20Minimum%20Wages%20with%20VDA%20w.e.f.%2001.04.2026.pdf>)
- As on date of bidding, the latest notification is dated 01.05.2026.
- For the operation of duties spanning between 8 hours to 12 hours, please note that deployment of Conductors on such duties shall comply with Motor Transport Workers Act, 1961.
- Employees State Insurance Act, 1948 shall be applicable for ESI contribution to Agency's Personnel. Employer's contribution rate is 3.25%.
(Ref. website: <https://www.esic.nic.in/contribution>)
- Agency will be fully liable to extend benefits to agency personnel of EPF as per EPF Act 1952. The PF contribution by Employer shall be as per the provisions of EPF Act 1952.
- Minimum Statutory Bonus as per the Payment of Bonus Act, 1965. The Agency shall submit details of bonus amount due and payable along with details of eligible beneficiaries (employees) by 30th June every year to CRUT and after undertaking necessary due diligence CRUT shall make payment by 30th September every year. For the final year of the contract (1st July of the fourth year to end of the contract) the applicable bonus amount will be settled within 60 days from the date of successful completion of the Agreement.

- Fee payable to the Agency (including the Management Fee and Overheads) shall be computed after making do adjustment on account of Minimum Statutory Bonus amount payable during the month.
- Annual Leave with Wages as per the Motor Transport Workers Act, 1961.
- It is expressly set out that any payments, which are statutory in nature, shall be released in terms of reimbursements. Adequate and sufficient project specific proof to the satisfaction of CRUT should be provided to claim such payments. Specific instances which be immediately considered are EPF, ESI, Bonus, Annual leave with wages, maternity leave etc.
- Fees are subject to change based on change in Applicable Law and up to the extent of such change in the Applicable Law.
- Maternity Leave for Conductors and other personnel shall be in terms of the Maternity Benefit Act, 1961 and payment shall be made at actuals over and above the Fees subject to submission of necessary documents/proof.
- Any of the Agency's Personal engaged on overtime shall be entitled to remuneration for such overtime in terms of the Motor Transport Workers Act, 1961. Overtime payment shall not be a reimbursable component by CRUT, and it shall be borne by the Agency.
- Payments on account of provision of service on the national holidays, shall be paid at 100% additional Wages.

24. Other Conditions Payment Terms:

- a) The successful bidder shall be paid following fees:
 - Reimbursement of salary of deployed professionals as specified by CRUT. The salary of the deployed individual professional shall include all the statutory payments according to applicable norms, e.g., PF, ESIC, Bonus, leave encashment, gratuity, health insurance/ group insurance etc. In case of failure of the Agency in paying the statutory dues of any employee, CRUT will not release the payment in relation to the person/s concerned.
 - Monthly Service Charge (exclusive of GST) at a certain percentage rate (of the fixed emolument of the individual professionals) i.e., bidding parameter as his fee for providing manpower services to CRUT. No other payment shall be made to the bidder. The monthly service charge shall include all costs borne by the manpower agency like recruitment process, training, advertisements for recruitment etc.
- b) Invoices shall be raised (with supporting documents/ compliances) to CRUT for reimbursement of salaries paid and monthly service charges on or before the 15th of every successive month. The invoices for the respective month must be accompanied with resource wise joining letters, salary slips, PF and ESIC payment proof.
- c) CRUT shall be responsible for clearing all the invoices on or before 45 days from the day of receiving invoices.

25. Statutory Compliance

- a) State GST certificate is mandatory for the successful bidder.

- b) The agency must ensure that all statutory dues, including EPF, ESIC, and other applicable payments, are deposited before submitting the monthly invoices to guarantee compliance with government regulations.
- c) The agency will be responsible for accurately deducting and maintaining records of Gratuity, PF, and ESIC in accordance with government rules.
- d) The successful bidder shall ensure timely deposits for EPF and ESIC with the due date of the respective statute.
- e) Monthly invoices submitted by the agency must include resource wise joining letters, salary slips, EPF and ESIC challans to ensure full transparency.
- f) Salaries for a month must be paid not later than 5th day of succeeding month, with a maximum allowable grace period of 5 days, ensuring timely employee compensation.

26. Penalty Terms:

Performance Standards and Penalty

SI No	Performance Parameters	Penalty
1	Deficiency List of Personnel (Refer Schedule-1)	Rs. 500/- for each deficiency detected the first time, and Rs. 1000/- for each deficiency detected for any repeated deficiency during a calendar month for a specific person.
2	Under influence of alcohol/ drugs while on duty	Removal / Blacklisting of specific person besides a deduction of Rs. 5000/- per instance shall be imposed
3	Any malpractice/ cheating/ corruption detected on duty leading to loss of revenue	Removal/ Blacklisting of specific person besides deduction (up to Rs.5,000/- per instance) may be imposed upon the Agency and recovered from Fees, subject to the charges are proved in the enquiry report of CRUT.
4	Delay in deployment of Conductor and other personnel as per duty roster by the Agency	Rs.10/- per lost trip km subjected to a maximum of Rs. 5000/- per Bus Duty
5	Shortfall in cash deposited by the Agency's personnel at CRUT	A penalty of ₹500 per ETM for each instance of non-compliance, applicable for each day the amount remains undeposited by the Agency.
6	Any Conductor/ personnel is found dispensing/in possession of fake pre-printed tickets	Up to Rs. 10,000/- per instance
7	Usage/ possession of any unauthorized ETM	Up to Rs. 15,000/- per ETM

8	Loss or damage of ETM	Up to Rs. 15,000/- per ETM
8	Loss of Revenue due to Strike of Conductor's union	Up to Rs. 25,000/- per bus per day (Termination for repeated strikes)
9	Non-payment of salaries/wages to the employees within the time mentioned in RFP plus 5 days grace period i.e. within 10days of the successive month	Deduction of 5% from the bill amount for that month.
10	The successful bidder shall ensure timely deposits for EPF and ESIC by the 15th of every month, adhering strictly to statutory deadlines.	Deduction of 1% from the bill amount for that month.
11	Any difference in the actual cash deposited by its Personnel with respect to estimated revenue from the ETM & Pre-printed tickets records.	Shall be recovered from the Agency's Monthly Fee. In case, the difference is more than the amount to be paid to the Agency, then Agency has to pay the amount to CRUT, otherwise CRUT may, at its sole discretion, forfeit the whole performance security and cancel the contract.
12	At the end of each day or by the next working day, the RCA shall be responsible for submitting the complete financial transaction report for the day.	Failure to submit the report within the stipulated time shall attract a penalty of ₹500 per day per bus.

27. Integrity Pact

The Bidder agrees to maintain the highest standards of integrity and transparency during the bidding process and contract execution, refraining from offering or giving any bribe, gift, or advantage to Authority officials or employees, and not engaging in corrupt or fraudulent practices. The Bidder shall disclose any conflict of interest and maintain confidentiality of all related information. Breach of this Integrity Pact may result in contract termination and other actions as deemed fit by the Authority.

28. Force Majeure

- a) For the purposes of this contract, Force Majeure means an event beyond the control of the parties to the contract and not involving either party's fault or negligence and not foreseeable.
- b) If, at any time during the existence of the contract, either party is unable to perform in whole or in part any obligation under this contract because of an event rendering performance of obligations impossible which include acts of God, war, revolutions,

hostility, civil commotions, strikes, floods, earthquake, epidemics, quarantine restrictions, freight embargoes or explosions, then the date of fulfilment of contract shall be postponed during the period when such circumstances are operative.

- c) The party which is unable to fulfil its obligations under the present contract shall, within Fifteen (15) days of the occurrence of the Force Majeure event, inform the other party of suitable documentary evidence. The non-availability of any component etc. or any price escalation or change in any duty, tax, levy, charge etc. should not be an excuse for the Agency for not fulfilling his obligations under this clause/ contract.
- d) If such inability on account of force majeure to perform continues for a period of more than three months, each party shall have the right to be released from further performance of the contract, in which case, neither party shall have the right to claim damages from the other. All prior performance shall be subject to contract terms.
- e) The Agency shall not be liable for forfeiture of his performance security or termination if and to the extent that delay in performance or other failure to perform its obligations under the contract is the result of Force Majeure.

29. Dispute Resolution & Jurisdiction

- a) Save where expressly stated otherwise in this Agreement, any dispute, difference or controversy of whatever nature howsoever arising under, out of or in relation to this Agreement including non-completion of the Agreement between the Parties and so notified in writing by either Party to the other (the "Dispute") in the first instance shall be attempted to be resolved amicably by the Parties and failing such resolution of the same, in accordance with the procedure set forth below.
- b) Either Party may require the Dispute to be referred to the Managing Director of CRUT for amicable settlement. Upon such reference, both the Parties and the Managing Director of CRUT shall meet at the earliest mutual convenience and in any event within 15(fifteen) days of such reference to discuss and attempt to amicably resolve the dispute. If the Dispute is not amicably resolved within 15(fifteen) days of such meeting, either Party may approach the appropriate Court of Law within the jurisdiction of Bhubaneswar, for redressal of his grievance.

Schedule – 1

List of Deficiency

1. Cash

- 1.1 Failure to return passenger's balance amount in sufficient time.
- 1.2 Misappropriation of excess cash, if any
- 1.3 Failure or delay to deposit lost property and/or unauthorized disposal hereof.
- 1.4 Delay in depositing cash collection immediately on completion of duty.
- 1.5 Not endorsing passenger's balance on the waybill and on the back of the tickets, if required.
- 1.6 Fare not collected/ fare collected but ticket not issued/ reissued of tickets etc.

2. Duty

- 2.1 Leaving duty before reaching terminus and/or without proper relieving.
- 2.2 Losing attendance card.
- 2.3 Not announcing Bus stops for passenger information.
- 2.4 Not hailing passengers for tickets
- 2.5 Not reporting to supervisor (in case posted) at starting point /time.
- 2.6 Not marking closing or opening Number of Tickets in the waybill.
- 2.7 Not checking tickets issued by advance booker or passes.
- 2.8 Losing any property of CRUT entrusted to authorized personnel of agency losing any property entrusted to authorized personnel of agency by CRUT.
- 2.9 Remaining idle and not issuing tickets when required.
- 2.10 Failure to follow "Issue & Start Rule" (Issue of ticket & start the trip)

3. Conduct & Behavior

- 3.1 Disobeying the orders of CRUT.
- 3.2 Being rude or insolent to passengers.
- 3.3 Without uniform.
- 3.4 Not found mobile in the bus for ticket dispensation
- 3.5 Smoking in Bus/Depot/Public places.
- 3.6 Sleeping/leisurely sitting while on duty.
- 3.7 Delaying bus without cause.
- 3.8 Not guiding driver properly, while the vehicle is being reversed by the driver.
- 3.9 Driving the vehicle

- 3.10 Not reporting incidents, accidents and breakdowns in time.
- 3.11 Not reporting faulty display board/announcement system in the bus
- 3.12 Not providing necessary aid to persons injured by bus in case of an accident.
- 3.13 Thumping the panels of bus to give signals to driver.
- 3.14 Conductors are not allowed to form unions or any similar kind of gathering.

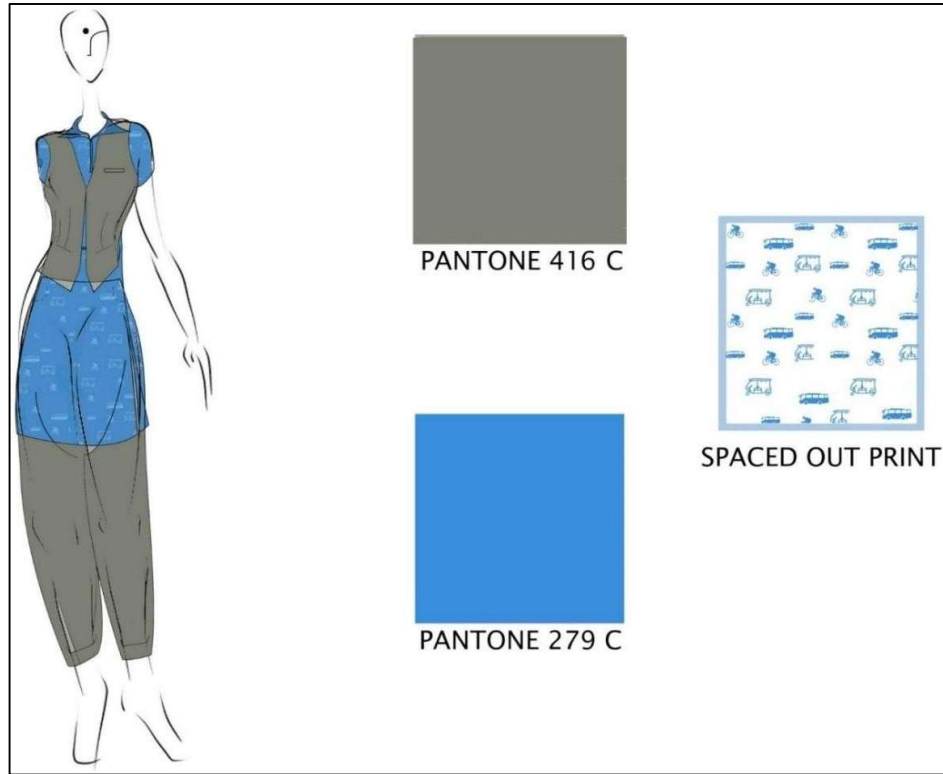
4. Tickets

- 4.1 Wrong punching of tickets, passes etc.
- 4.2 Wrong/faulty operation of ETM

5. Any additional deficiencies may be included by CRUT from time to time, upon mutual agreement of both the Authority and the Bidder.

Schedule - 2

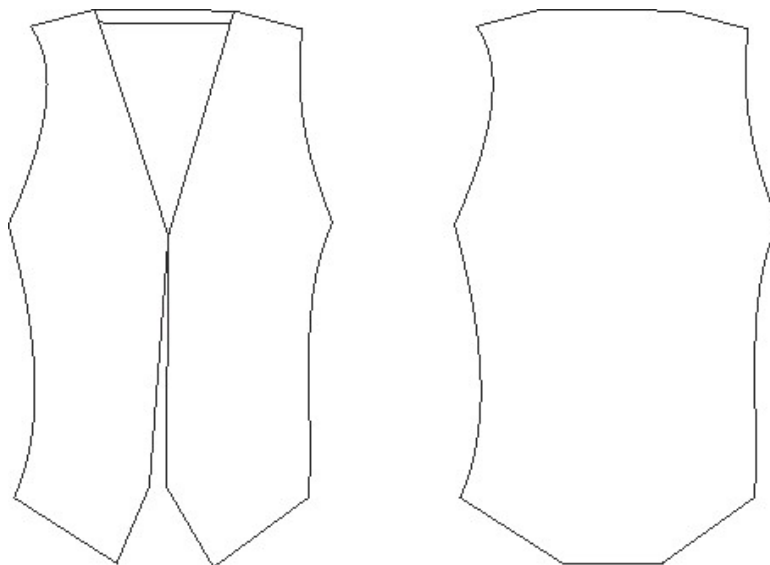
For WOMEN



Particulars	S	M	L	XL
CHEST	36	37 ½	39	40 ½
LENGTH FROM HPS	38	39	40	41
FRONT PLACKET LENGTH	7	7 ¼	7 ½	7 ¾
ACROSS SHOULDER	14 ½	15	15 ½	16
NECK GIRTH	15	15 5/8	16 ¼	16 7/8
FRONT NECK DROP	3	3 ¼	3 ½	3 ¾
ARMSCYE	21	21 ½	22	22 ½
SLEEVE LENGTH	7 ½	7 ¾	8	8 ¼
SLEEVE OPEN	13	13 ½	14	14 ½
BICEP GIRTH	13 ½	14	14 ½	15
SIDE SLIT LENGTH	11	12	13	14
WAIST	26 ½	28	29 ½	31
HIP	38	39 1/2	41	42 ½



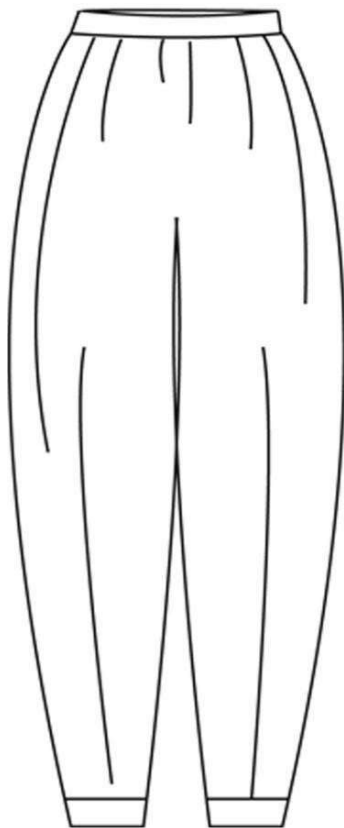
Particulars	S	M	L	XL
CHEST	36	37 ½	39	40 ½
LENGTH FROM HPS	18	19	20	21
ACROSS SHOULDER	14 ½	15	15 ½	16
FRONT NECK DROP	8	8 ¼	8 ½	8 ¾
ARMSCYE	22	22 ½	23	23 ½
WAIST	26 ½	28	29 ½	31
POCKET OPENING	4	4	4 ½	4 ½



Fabric for the Garment: 50% Polyester & 50% cotton, GSM – 170-180

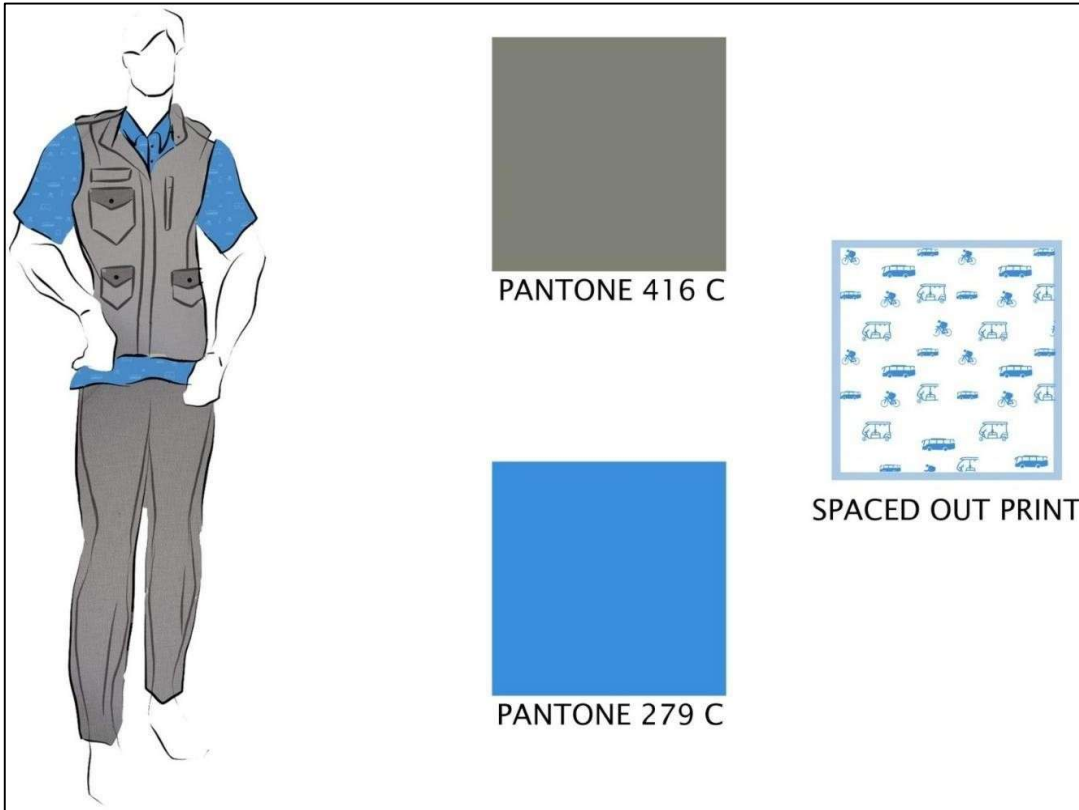
Particulars	S	M	L	XL
TOTAL LENGTH	40	40 ½	41	41 ½

WAIST STRENGTH	32	34	36	38
WAIST RELAX	26	27 ½	29	30 ½
HIP TOTAL	38	39 1/2	41	42 ½
THIGH	25	26	27	28
KNEE	21	22	23	24
BOTTOM	14	15	16	17
POCKET LENGTH	5 ½	5 ½	5 ½	5 ½
INSEAM LENGTH	29	29 ½	30	30 12
WAIST BAND WIDTH	1 ½	1 ½	1 ½	1 ½

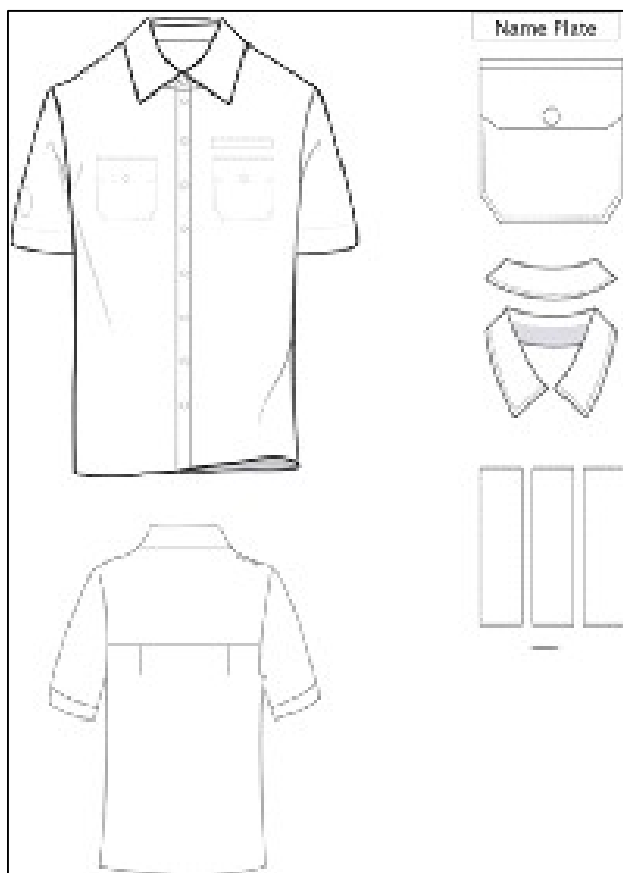


Fabric for the Garment: 50% polyester & 50% cotton
GSM - 100

For MEN

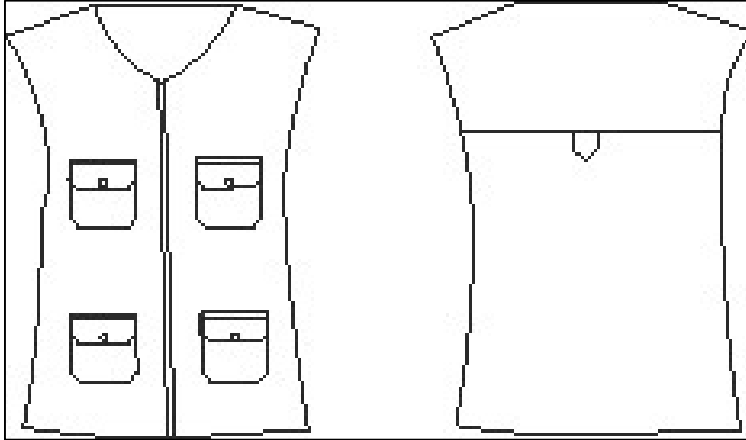


Particulars	M	L	XL
LENGTH FROM HPS	29 ½	30 ½	31 ½
HALF CHEST	22 ½	23 ½	24 ½
SLEEVE LENGTH	24 ½	24 ¾	25
SLEEVE OPENING	16	16 ½	17
ARMSCYE	22	22 ½	23
BICEP	15	15 ½	16
ACROSS SHOULDER	17	17 ½	17 ¾
ACROSS FRONT	16	16 ½	17
ACROSS BACK	17	17 ½	17 ¾
COLLLAR LENGTH	16	16 ½	17
COLLAR POINT	2 ½	2 ½	2 ½
COLLAR C.B	1 ½	1 ½	1 ½
POCKET LENGTH	5 ½	5 ½	5 ¾
FLAP- L x W	5 X 2	5 X 2	5 X 2
POCKET WIDTH	5	5	5
NECK WIDTH	5 ½	5 ¾	6
FRONT NECK DROP	3 ½	3 ½	3 ½



Fabric for the Garment: 50% polyester & 50% cotton, GSM - 100

Particulars	M	L	XL	XXL
LENGTH FROM HPS	28	29	30	31
HALF CHEST	22 ½	23 ½	24 ½	25 ½
ARMSCYE	23	23 ½	24	24 ½
YOKE HEIGHT	5	5 ½	6	6 ½
ACROSS SHOULDER	17	17 ½	17 ¾	18
ACROSS FRONT	16	16 ½	17	17 ½
ACROSS BACK	17	17 ½	17 ¾	18
COLLAR LENGTH	16	16 ½	17	17 ½
POCKET LENGTH	5 ½	5 ½	5 ¾	6
FLAP - L x W	5 X 2	5 X 2	5 X 2	5 X 2
POCKET WIDTH	5	5	5	5
PLACKET WIDTH	1	1	1	1
NECK WIDTH	5 ½	5 ¾	6	6 ¼
LENGTH FROM HPS	28	29	30	31



Fabric for the Garment: 50% polyester & 50% cotton, GSM - 100

Additional Accessories (Bags)



Annexure I: Request for Clarification

To

The General Manager (P&A),
Comprehensive Region Urban Transport (CRUT)
Plot no-548/1452, Patia, Kalarahanga,
Bhubaneswar, Odisha 751024

Sub: Submission of Tender for Selection of Revenue Collection Agency for Collection of Fare Box Revenue from 400 city buses under PM e-Sewa scheme Operated by CRUT, Odisha.

Sir,

With reference to the Notification cited, I/we hereby submit the Tender for **"Selection of Revenue Collection Agency for Collection of Fare Box Revenue from 400 city buses under PM e-Sewa scheme Operated by CRUT, Odisha."** It is to submit that I/we have gone through the terms and conditions and requirements given in the RFP and the subsequent amendments & clarifications. It is to further submit that I/we will abide by the terms and conditions stipulated by CRUT as indicated in the RFP (including amendments and clarifications, if any).

We attach hereto the bid response (Technical and Financial) as required by the RFP, which constitutes our proposal. We submit that we have the required resources and capability to successfully complete the project.

If our proposal is accepted, we undertake to adhere to the implementation plan put forward in the RFP or such adjusted plan as may subsequently be mutually agreed between us and CRUT or its appointed representatives.

If our proposal is accepted, we undertake that we will be fully responsible for successful completion of the project as per the terms and conditions and timelines prescribed in the RFP, failing which we fully understand that our contract will be terminated, EMD/Security Deposit will be forfeited and equipment installed in the buses will be confiscated.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP and also agree to abide by this bid response for a period of 9 (nine) months from the date fixed for bid (technical bid) opening and it shall remain binding upon us with full force and virtue, within this period. Until a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and CRUT.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to CRUT 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 CRUT as to any material fact. We further declare that we are fully aware that any information/documents submitted by us, if found to be incorrect, wrong or misleading will result in our bid being rejected and action being taken against us, by CRUT, as it deems fit.

We agree that CRUT is not bound to accept the lowest or any bid response it may receive. We also agree that CRUT reserves the right in absolute sense to reject all or any of the products/services specified in the bid response without assigning any reason whatsoever.

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

Dated this Day of 2026.

(Signature) (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

(Name and Address of Company)

Seal/Stamp of bidder Witness Signature:

Witness Name:

Witness Address:

Annexure II: Checklist Document

Sl. No.	Basic Requirement	Documents to be Submitted	Submitted (Yes/No)	Page No	Remarks
1.	Legal Entity	• Certification of incorporation/ Partnership Deed in case of partnership firm and Articles of Association in case of limited company. • Certificate of Registration for State GST.			
2.	Annual Turnover	• Audited Financial Statements for last 3 financial years of bidder. • Certificate from the Statutory Auditor/Chartered Accountant clearly specifying the average annual turnover of the bidder for the specified years			
3.	Experience of bidder	• Copy of relevant Work Order OR Completion Certificate from Authority • Ongoing Similar Projects with performance certificate from Authority and the project should be operational for more than two years.			
4.	Non-Blacklisted Undertaking	Self-declaration by the bidder signed by the authorized signatory			
5.	Power of Attorney	On the bidder letter head			
6.	Tender Fee	In form of DD in favour of Comprehensive Region Urban Transport, Bhubaneswar.			

Sl. No.	Basic Requirement	Documents to be Submitted	Submitted (Yes/No)	Page No	Remarks
7.	E.M.D. Fee	In form of DD in favour of Comprehensive Region Urban Transport, Bhubaneswar.			
8.	Relevant Experience	Signed Annexure with all relevant documents			
9	Schedule-1	Signed copy to be attached			
10	Schedule-2	Signed copy to be attached			
11	EPF.ESIC Certificate	Copy of the certificate to be attached			
12	Labour License	Copy of the certificate to be attached			
13	Non-Performance Declaration	Self-declared Signed annexure to be attached			

Annexure III: Details of Bidder

- 1 Name
 - 2 Country of incorporation
 - 3 Address of the corporate headquarters and its branch office(s), if any, in India
 - 4 Date of incorporation and / or commencement of business
 - 5 Brief description of the Company including details of its main lines of business and proposed role and responsibilities in this Project
 - 6 Details of individual(s) who will serve as the point of contact/ communication for the Authority.
 - Name, Designation, Company, Address, Telephone Number, E-Mail:
 - 7 Particulars of the Authorized Signatory of the Bidder
 - Name, Designation, Company, Address, Telephone Number, E-Mail:
- A statement by the Bidder disclosing material non-performance or contractual non-compliance in past projects, contractual disputes and litigation/ arbitration in the recent past (Attach extra sheets, if necessary)

Signature of the Authorized Signatory)

(Name and designation, address, email, phone no. of the Authorized Signatory)

Date:

Annexure IV: Financial Capacity of the Bidder

Format for CA Certificate

(The format should be certified by Chartered Accountant)

Name of Bidder	
----------------	--

Sl. No.	Financial Year	Annual Turnover (INR in Crore)	Net Worth (INR in Crore)
1	FY 2022-23		
2	FY 2023-24		
3	FY 2024-25		
Average			

Instructions

- i. The Bidder should provide details of its own Financial Capacity specified in the tender.
- ii. The Bidder shall attach copies of the balance sheets, financial statements and Annual Reports for 3 (three) years preceding the Bid Due Date. The financial statements shall:
 - a. Reflect the financial situation and turnover of the Bidder.
 - b. Be audited by a statutory auditor.
 - c. Be complete, including all notes to the financial statements; and
 - d. Correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted).
- iii. Net Worth shall mean (Subscribed and Paid-up Equity + Reserves) less (Revaluation reserves + miscellaneous expenditure not written off + reserves not available for distribution to equity shareholders).
- iv. The Bidder shall also provide the name and address of the Bankers to the Bidder.
- v. The Bidder shall provide an Auditor's Certificate specifying the Net Worth of the Bidder and also specifying the methodology adopted for calculating such Net Worth in accordance with the tender document.
- vi. The Bidder shall also provide an Auditor's certificate specifying the annual turnover of the Bidder.

Dated thisday of 2026.

Name of the CA:

Signature of Certifying CA:

UDIN:

Annexure V: Technical Capacity of the Bidder

The bidder shall submit technical qualification details in the below prescribed for as

Sl. No	Client Name	Year	Name of the project, Value of the WO and Total Nos. of manpower provided to the client	Agreement/Work Order/Client Certificate
1.				
2.				
3.				
Transport Sector Experience:				
4.				
5.				

Signature of the Authorized Signatory)

(Name and designation, address, email, phone no. of the Authorized Signatory)

Date:

Annexure VI: Power of Attorney for signing of Bid.

(on stamp paper of Rupees 500/-)

Know all men by these presents, we..... (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr/ Ms (name),..... son/daughter/wife of and presently residing at, who is presently employed with us and holding the position of, as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Bid for pre-qualification and submission of our Tender for **"Selection of Revenue Collection Agency for Collection of Fare Box Revenue from 400 city buses under PM e-Sewa scheme Operated by CRUT, Odisha"** including but not limited to signing and submission of all Bids, and other documents and writings, participate in Pre- bid and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts including the Contract Agreement and undertakings consequent to acceptance of our Tender, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our Tender for the said Project and/ or upon award thereof to us and/or till the entering into of the Contract Agreement with the Authority.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, [•], THE ABOVE-NAMED PRINCIPAL HAVE

EXECUTED THIS POWER OF ATTORNEY ON THIS [•] DAY OF [•], 20[•]

For

(Signature, name, designation and address) Witnesses:

1.

2. (Notarized)

Accepted

(Signature)

(Name, Title and Address of the Attorney)

Notes:

- 1. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.*
- 2. Wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.*

For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued. However, the Power of Attorney provided by Bidder from countries that have signed the Hague Legislation Convention, 1961 are not required to be legalized by the Indian Embassy if it carries a conforming apostille certificate.

Annexure VII: Affidavit

(To be furnished on the non-judicial stamp paper of appropriate value and duly notarized)

Name of Work: Tender for Selection of revenue collection agency for collection of fare box revenue from the city bus services operated by CRUT, Odisha

I, the undersigned, do hereby certify that all the statements made in the required attachments are true and correct. I also understand in case of wrongful/false information, corporation is entitled to take any civil & criminal punitive action against me/us.

- The undersigned also hereby certifies that neither our firm M/s [.....] nor any of its constituent partners have abandoned any work in India nor any contract awarded to us has been rescinded during last three years, prior to the date of this bid,
- The undersigned hereby authorize(s) and request(s) any bank, person, authorities, government or public limited institutions, firm or a corporation to furnish pertinent information deemed necessary and requested by the Authority to verify our statement or our competence and general reputation etc.
- The undersigned understands and agrees that further qualifying information may be requested and agrees to furnish any such information at the request of the Authority.
- The Authority and its authorized representatives are hereby authorized to conduct any inquiries or investigation to verify the statements, documents, and information permitted in connection with this bid and to seek clarification from our bankers and clients regarding any financial and technical aspects. The Affidavit will also serve as authorization to any individual or authorized representative to any institute referred to in the supporting information, to provide such information deemed necessary and requested by representative of Comprehensive Region Urban Transport to verify statements and information provided in the Tender or with regard to the resources, experiences and competence of the Bidder.

Signed by the Authorized
signatory Title of the

Office

Name of the firm Date

Annexure VIII: Self-Declaration of Bidder's Non-Performance, Non-Blacklisting & Information Authenticity

{Company Letter head}

I/We, _____, having our registered office at _____, and being the authorized representative of M/s _____ ("the Bidder"), hereby solemnly declare as follows:

We hereby declare that during the last three (3) years preceding the Bid Due Date:

- a. The Bidder has not failed to perform any contract resulting in the imposition of a penalty by any arbitral authority, judicial authority, court of law, or pursuant to any arbitration award or judicial pronouncement.
- b. The Bidder has not been expelled, removed, or debarred from any project or contract by any Government Department, Public Sector Undertaking, Autonomous Body, Statutory Authority, Urban Local Body, or any other public entity.
- c. No contract awarded to the Bidder by any Government Department, Public Sector Undertaking, Autonomous Body, Statutory Authority, Urban Local Body, or any other public entity has been terminated for default, breach of contract, non-performance, or any similar reason attributable to the Bidder.

Performance and Reputation Declaration:

We further declare that there are no instances, to the best of our knowledge and belief, where our performance under any ongoing or completed contract has adversely affected the reputation, brand image, public perception, goodwill, or efficient delivery of services of any client organization.

Declaration of Authenticity of Information:

We certify that all information, documents, certificates, statements, and details furnished as part of our Proposal are true, correct, complete, and authentic to the best of our knowledge and belief. No material information relevant to this Bid has been concealed, suppressed, misrepresented, or omitted.

Undertaking:

We understand and acknowledge that if, at any stage of the bidding process or during the currency of the Contract, any declaration made herein is found to be false, misleading, inaccurate, forged, fabricated, or if any material information has been suppressed, CRUT shall have the right to take the decision.

Acceptance of Authority's Decision:

We agree that the decision of CRUT regarding the interpretation of the above provisions and the action to be taken thereunder shall be final and binding upon us.

I/We hereby affirm that the contents of this declaration are true and correct and that nothing

material has been concealed therefrom.

Name of the bidder

Signature of the Authorized person

Name of the Authorized Person

Annexure IX: Format for Financial Proposal

(To be submitted on the letterhead of the bidder)

To,

**The General Manager(P&A),
Comprehensive Region Urban Transport,
Plot No-548/1452, Patia, Kalarahanga,
Bhubaneswar, Odisha, Pin- 751024.**

Ref: Tender for Selection of Revenue Collection Agency for Collection of Fare Box Revenue from 400 city buses under PM e-Sewa scheme Operated by CRUT, Odisha.

Sir

We, the undersigned, offer to provide the services as mentioned in the Scope of Work of the tender. Our financial quote is as given below,

Name of the Project and scope of work	Nos of Buses	Financial Quote in percentage (without GST)
<u>PACKAGE-I</u> For Collection of Fare Box Revenue from the City Bus Services Operated by CRUT, Odisha	100 Buses	Monthly Management Fees in terms of Percentage (%) towards deployed individuals on per bus per shift basis.
<u>PACKAGE-II</u> For Collection of Fare Box Revenue from the City Bus Services Operated by CRUT, Odisha	150 Buses	
<u>PACKAGE-III</u> For Collection of Fare Box Revenue from the City Bus Services Operated by CRUT, Odisha	150 Buses	

- This proposal would be valid up to 180 days from the opening of the financial proposal.
- The minimum monthly management Fees should be fixed as 3.85% (3% profit plus transaction charges, which are 0.85% at present) to 7% as per the letter No.F.6/1/2023-PPD Government of India Ministry of Finance Department of Expenditure Procurement Policy Division. chrome-extension://efaidnbmninnnibpcajpcgclclefindmkaj/https://doe.gov.in/files/procurement-policy-division/Minimum_Floor_price_for_minimum_wage_based_Manpower_Outsourcing_Service.pdf
- The Financial Proposal is without any condition.
 1. We / I declare that We/I have read the “tender” as set out conditions and I confirm that the above financial percentage shall be fixed for entire tenure of the project (if selected).
 2. We/I will follow all the rules and if any change with respect to applicable rules in future by Govt. of India /Govt. of Odisha /Comprehensive Region Urban Transport (If selected).
 3. Authority reserves the right to increase or decrease the manpower as per requirement.
 4. We/I will only claim the percentage over the total salary to be paid to employee (If selected).

Date this _____ day of _____ 2026.

Signature _____

In the capacity of _____

Duly authorized to sign this bid for and on behalf of-----

**Duly signed by the Authorised Signatory of the Applicant
(Name, Title and Address of the Authorised Signatory)**