

# Expression of Interest (EoI) for empanelment of Payment Aggregators for Public Online Reservation System & Mobile App

NIB No.: 207  
Date: 04/06/2026

Rajasthan State Road Transport Corporation  
IT Cell Head Office, Jaipur

**CONTENTS**

1. ABOUT RSRTC .....4

2. PURPOSE OF THE EOI .....4

3. EoI ISSUER .....4

4. PRICE OF EoI .....4

5. BID SUBMISSION .....5

6. CORRESPONDENCE AND SUBMISSION DETAILS .....5

7. KEY EVENTS.....6

8. ELIGIBILITY CRITERIA.....7

9. BID SECURITY DEPOSIT .....9

10. PERFORMANCE SECURITY DEPOSIT.....10

11. INSTRUCTION TO BIDDER.....10

11.1 Prevailing of Law.....10

11.2 Authorized Signatory .....11

11.3 Period of Validity of EoI .....11

11.4 Evaluation of EoI.....11

    1. Phase 1 – Technical Evaluation.....11

    2. Phase 2 – Financial Evaluation .....11

11.5 RSRTC Right to accept any bid or Reject any or all bids .....11

12. SCOPE OF WORK .....12

12.1 Definitions .....12

12.2 Payment Services .....14

12.3 Integration.....15

12.4 Authorization and Authentication .....15

12.5 Card holder Data and Security .....15

13. INTEGRATION PLAN .....16

14. CONTRACT PERIOD.....16

15. LIQUIDATED DAMAGE .....16

16. SERVICE LEVEL AGREEMENT/PENALTIES .....18

17. TERMINATION.....18

18. DISPUTE RESOLUTION .....18

19. FIRST APPELLATE AUTHORITY .....18

20. FINANCIAL BID .....19

21. DRAFT AGREEMENT .....20

22. ANNEXURES .....23

    Bidder’s Profile .....23

Annexure-2 .....24

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<b>Black Listed/Debar Certificate</b> .....	<b>24</b>
<b>Annexure-A</b> .....	<b>25</b>
<b>Compliance with the Code of Integrity and No Conflict of Interest:</b> .....	<b>25</b>
<b>Annexure-B</b> .....	<b>27</b>
<b>Declaration by the Bidder</b> .....	<b>27</b>
<b>Annexure-C</b> .....	<b>28</b>
<b>Grievance Redressal during Procurement Process:</b> .....	<b>28</b>
<b>Annexure-D</b> .....	<b>31</b>

## 1. ABOUT RSRTC

Rajasthan State Road Transport Corporation is the Rajasthan State Government establishment for providing interstate and intercity bus services. Currently, RSRTC is the largest intercity bus transport service provider in Rajasthan.

It was established on 1st October 1964 under Road Transport Act 1950, with headquarter in Jaipur. Initially it was started with 421 buses, running forty five thousand kilometers among 8 Depots and carries twenty nine thousand passengers daily. Right now RSRTC have 3500 buses and 56 depots which runs thirteen lakh kilometer and carry 10 lakh passengers daily. Currently, RSRTC provide services in Rajasthan, Gujarat, Haryana, Uttar Pradesh, Delhi, Punjab, Himachal Pradesh, Uttrakhand, Madhya Pradesh, Jammu & Kashmir, Chandigarh and Maharashtra.

At present, RSRTC have ordinary, express, deluxe, semi deluxe, Air Condition, Luxury Services (Volvo, Scania) and Sleeper buses in his fleet.

## 2. PURPOSE OF THE EOI

Rajasthan State Road Transport Corporation (RSRTC) intends to invites the EoI from suitable and experienced payment aggregator firms for providing the integrated payment facility and other payment options i.e. UPI/Wallet/Cards for Online Reservation Portal and Mobile Apps of RSRTC. Bid document can also be downloaded from websites:

- a. <https://transport.rajasthan.gov.in/rsrtc>
- b. <https://sppp.rajasthan.gov.in>
- c. <https://eproc.rajasthan.gov.in>

## 3. EoI ISSUER

EoI Issuer Rajasthan State Road Transport Corporation (RSRTC), Head Office, Parivahan Marg, Chomu House, Jaipur - 302001, Rajasthan.

## 4. PRICE OF EoI

The price of this EOI document is Rs. 1000/- (Rupee One Thousand Only) inclusive of all taxes. This amount will be Non-Refundable. Bidders have to pay the cost of the EOI in the form of Cash/DD/Bankers Cheque which should be in favour of "Financial Advisor, RSRTC" payable at Jaipur. EoI Document should be downloaded from RSRTC website

- a. <http://transport.rajasthan.gov.in/rsrtc>
- b. <https://sppp.rajasthan.gov.in>
- c. <https://eproc.rajasthan.gov.in>

## 5. BID SUBMISSION

The bidders are expected to submit their offers in two parts namely, “Technical Bid” and “Financial Bid” in the format given in this document.

**Note:**

**All desired fees, such as the tender document, bid security in terms of Cash/DD/bank guarantee, should be reached physically at the concerned office before the time mentioned in the key events; otherwise, the bid is liable to be rejected due to non-compliance with the RTPP Act 2012 Rules 2013 terms and conditions.**

## 6. CORRESPONDENCE AND SUBMISSION DETAILS

**Bid Inviting Authority:**

The Executive Director (Traffic)  
Rajasthan State Road Transport Corporation,  
Head Office, ParivahanMarg, Chomu House,  
Jaipur - 302001, Rajasthan

**Contact for EOI related issues:**

Dy. General Manager (IT)  
Rajasthan State Road Transport Corporation  
Head Office, ParivahanMarg, Chomu House,  
Jaipur - 302001, Rajasthan  
Tel No — 0141-2360254/  
E-mail: [dgmit.rsrtc@rajasthan.gov.in](mailto:dgmit.rsrtc@rajasthan.gov.in)

**7. KEY EVENTS**

<b>S. No.</b>	<b>Activity</b>	<b>Date &amp; Time</b>
1	Publication of NIB on RSRTC Website/SPPP/e-Procurement Portal	<b>04.06.2026 (04:00 PM)</b>
2	Downloading of EoI Document	<b>04.06.2026 (04:00 PM)</b>
3	Pre-Bid Queries (if applicable)	<b>10.06.2026 up to 06:00 PM</b>
4	Clarifications/Corrigendum Upload	<b>15.06.2026</b>
5	Last Date & Time for Submission of Bids	<b>25.06.2026 up to 03:00 PM</b>
6	Submission of Bid Security & Tender Fee (Physical)	<b>25.06.2026 up to 03:00 PM</b>
7	Opening of Technical Bids	<b>25.06.2026 at 04:00 PM</b>
8	Technical Evaluation & Document Verification	As per schedule notified by RSRTC
9	Opening of Financial Bids of Technically Qualified Bidders	To be intimated separately
10	Issue of Letter of Intent (LoI)	After approval of competent authority

**Note:-**

- All above events will be held at Head Office Rajasthan Road State Transport Corporation, Jaipur
- In the event of the date specified above being declared as a holiday for Corporation the due date will be the following working day.

**8. ELIGIBILITY CRITERIA**

S. No.	Eligibility Criteria	Quantifiable Requirement	Documentary Evidence Required
1	RBI Authorization	Bidder must be authorized by Reserve Bank of India (RBI) as a Payment Aggregator/Payment Gateway service provider and possess a valid authorization as on bid submission date.	Copy of RBI Authorization/License/Approval Letter.
2	Legal Entity Status	Bidder must be a company registered under the Companies Act, 2013/1956 and should have been in operation in India for at least <b>5 years</b> as on the bid submission date. Consortiums and individual banks shall not be eligible.	Certificate of Incorporation, PAN, GST Registration, and relevant statutory registrations.
3	Average Annual Turnover	Average annual turnover from operations should be at least <b>₹50 Crore</b> during the last three audited financial years (FY 2023-24, FY 2024-25 and FY 2025-26).	Audited Balance Sheets and CA Certificate indicating annual turnover. <i>(Note: In case Audited Balance Sheet is not prepared for FY 2025-26, then un-audited balance sheet will also be accepted for the same)</i>
4	Net Worth	Bidder should have a <b>positive net worth</b> in each of the last three audited financial years (FY 2023-24, FY 2024-25 and FY 2025-26).	Financial Statements and CA Certificate. <i>(Note: In case Audited Financial Statement is not available for FY 2025-26, then un-audited Financial Statement will also be accepted for the same)</i>
5	Information Security Certifications	Bidder should possess valid <b>PCI DSS Version 4.0 or higher Certification</b> and <b>ISO/IEC 27001:2022 Certification</b> as on bid submission date.	Copies of valid certificates issued by accredited certification agencies.
6	Additional Security Accreditation	Bidder should possess at least one internationally recognized trust/security certification such as DigiCert, VeriSign, WebTrust, SOC 2 Type-II, ISO 27701 or equivalent.	Valid certificate/document issued by the concerned authority.
7	Security & Compliance Standards	The payment platform shall support: (i) TLS 1.2 or above, (ii) AES-256 encryption or higher, (iii) PCI DSS v4.0.x compliance, (iv) Tokenization as per RBI	Compliance certificate, Security Architecture Document, and Self-Certification from authorized signatory.

		guidelines, and (v) End-to-End encryption of payment data.	
8	Experience in Payment Gateway Services	Bidder should have successfully provided payment gateway services to at least <b>25 organizations</b> in India during the last 5 years, out of which at least <b>5 shall be Government Departments/PSUs/State Corporations/Smart Cities/Autonomous Bodies.</b>	Self-declaration mentioning the name of the organizations on company letter head.
9	Transaction Processing Capacity	Bidder should have processed a minimum of <b>50 lakhs successful online transactions</b> during FY 2025-26.	CA Certificate and/or audited transaction report.
10	Government References	Bidder should submit satisfactory performance certificates from at least <b>10 clients</b> , including a minimum of <b>5 Government organizations/PSUs</b> where payment gateway services are operational.	Client Performance Certificates/Completion Certificates.
11	Payment Acceptance Coverage	Bidder should support all major payment instruments including: Visa, MasterCard, RuPay, American Express, UPI, Net Banking, Debit Cards, Credit Cards, Wallets and EMI facilities.	Self-certified list of supported payment modes.
12	Banking Network Coverage	Bidder should have integration with at least <b>100 banks</b> , including at least <b>12 Public Sector Banks</b> and all major private sector banks operating in India.	List of integrated banks certified by authorized signatory.
13	Uptime Requirement	Payment gateway platform should have achieved a minimum <b>99.9% uptime</b> during the preceding 12 months excluding scheduled maintenance.	Certified uptime report issued by authorized signatory/independent auditor.
14	Customer Support Infrastructure	Bidder should provide 24x7x365 support through Helpdesk, Email, Telephone and Escalation Matrix with response time not exceeding <b>30 minutes</b> for critical incidents.	Support Structure and Escalation Matrix.
15	Blacklisting Declaration	Bidder should not have been blacklisted or debarred for non-	Notarized Affidavit on ₹100 Stamp Paper.

		performance by any Central Government, State Government, PSU, Statutory Body, or Court of Law during the last <b>three (3) years</b> .	
16	Tax Registration	Bidder must possess valid PAN, GST Registration and should have filed Income Tax Returns for the last three assessment years.	Self-attested copies of PAN, GST registration certificate.
17	Data Localization Compliance	All payment and customer transaction data shall be stored and processed within India in compliance with RBI data localization guidelines.	Undertaking and architecture document.
18	Consortium Restriction	Consortiums, Joint Ventures, and individual banks acting independently shall not be eligible to participate in this bid.	Declaration by authorized signatory.

#### 9. BID SECURITY DEPOSIT

The Bidder shall furnish the BSD as part of this bid;

- The BSD is required to protect RSRTC against the risk of Bidder's conduct which would warrant the BSD's forfeiture.
- The Bid Security deposit shall be Rs. 1,00,000/- (Rs. One Lakh Only) in Indian Rupees, and shall be submitted in the form of a Banker's cheque/DD/bank guarantee issued by a Nationalized / Scheduled Bank before opening of the technical bid otherwise bid is liable to rejected.
- No interest amount payable on the Bid security and it shall be valid till 90 days from opening of the technical bid.
- Unsuccessful Bidder's BSD will be discharged / returned after signing of the contract with the successful Bidder. No interest will be paid by RSRTC on the BSD amount.

**The BSD may be forfeited:**

- When the bidder withdraws or modifies its bid after opening of bids;
- when the bidder does not execute the agreement, if any, after placement of Lol/Work Order within the specified time;
- when the bidder fails to commence the services or execute work as per work order within the time specified;

- when the bidder does not deposit the performance security deposit within specified period after the Lol/work order is placed; and
- if the bidder breaches any provisions of code of integrity prescribed specified in the act and chapter VI of these rules.

#### **10. PERFORMANCE SECURITY DEPOSIT**

The Successful bidder will pay a security deposit of 10 lakh in the form of a demand draft (DD)/BG drawn on a Nationalized/Scheduled Bank (Jaipur branch) in favour of “Financial Adviser, RSRTC” payable at Jaipur with RSRTC as per following:

- Performance Security Deposit can be in the form of DD/BG in favour of “Financial Advisor, RSRTC” payable at Jaipur as per the guidelines of RTPP Act, 2012 and RTPP Rules, 2013.
- PSD is valid for entire project tenure and plus 6 months extra in accordance with the terms and conditions of Contract.
- No interest amount payable on the Performance Security Deposit.
- If the successful bidder may deposit the fresh PSD then the BSD of the respective bidder may be returned or successful bidder may request to adjust the BSD amount in Performance Security amount and the difference shall be paid.
- Performance security can be forfeited if the successful bidder fails to;
  - In the event of the successful Bidder being in default of the due, faithful and punctual performance of its obligations under the Contract, in the event of there being any claims or demands whatsoever whether liquidated or which may at any time be made or have been made on behalf of the RSRTC for or against the successful Bidder under this Contract or against the RSRTC in respect of this Contract which remain unpaid by the successful Bidder the RSRTC shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to call in, encash and appropriate the relevant amounts from the Performance Security as damages for such default, or loss suffered on account of failure to perform its obligations or non-payment of dues, any demands or claims.

#### **11. INSTRUCTION TO BIDDER**

##### **11.1 Prevailing of Law**

The Law relating to procurement “The Rajasthan Transparency in Public Procurement Act, 2012” [hereinafter called the Act] and the “Rajasthan Transparency in Public Procurement Rules, 2013” [hereinafter called the Rules] under the said Act have come into force with effect from 26 January, 2013 which are available on the website of State Public Procurement Portal <http://sppp.rajasthan.gov.in> Therefore, the Applicant /

Bidders are advised to acquaint themselves with the provisions of the Act and the Rules before participating in the Bidding process. If there is any discrepancy between the provisions of the Act and the Rules and this Bidding Document, the provisions of the Act and the Rules shall prevail.

### **11.2 Authorized Signatory**

- For the purpose of submission of the bid, the Bidder may be represented by either the Principal Officer (MD/CEO/Company Secretary) or his duly Authorized Representative, in which case he/she shall submit a certificate of authority (Power of Attorney or Board Resolution). All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the authorized representative or the Principal Officer.

### **11.3 Period of Validity of EoI**

EoI shall remain valid for period of 90 days from opening of technical bid. A bid valid for a shorter period shall be rejected by RSRTC as non- responsive and shall not be taken up for evaluation purposes.

- RSRTC may request the Bidder(s) for an extension of the period of validity of the bids.
- The request and the responses thereto shall be made in writing (by letter or by e-mail). The validity of BSD shall also be duly extended in accordance to mutual consent of the bidders.
- A bidder granting the request will not be permitted to modify its bid.

### **11.4 Evaluation of EoI**

#### **Evaluation Methodology**

RSRTC will examine the bids in two phases.

#### **1. Phase 1 – Technical Evaluation**

All bids will go through an evaluation against the Eligibility Criteria as mentioned in this bid. Only those bidders who meet the Eligibility Criteria would be considered for Phase 2 of the evaluation process.

#### **2. Phase 2 – Financial Evaluation**

- The financial bids of the bidders qualifying Phase 1 of evaluation shall be opened in the presence of the representatives of the qualified bidders and award the bid on the basis of Lowest Quoted Price (L1).
- The RSRTC may offer to the other participants (only one) at the lowest rate offered by the L1 bidder for empanelment of the said services.

### **11.5 RSRTC Right to accept any bid or Reject any or all bids**

- RSRTC reserves the right to accept any bid, and to annul the Bid process and reject all bids at any time prior to award of Contract, without thereby incurring

any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for RSRTC action.

## 12. SCOPE OF WORK

### 12.1 Definitions

In this Agreement, the following expressions shall, unless the context requires otherwise, have the following meanings:

1.1	Agreement	Shall mean all schedules, appendices, annexure and exhibits attached to it and includes any addition, modification or deletion thereof agreed to in writing by the RSRTC and this agreement, and any and all schedules, appendices, annexure and exhibits attached to it and includes any addition, modification or deletion thereof agreed to in writing by the Parties;
1.2	Authentication	Shall mean the process by which Customer identification is authenticated by the Payment Gateway Providers';
1.3	Authorization	Shall mean the process by which the availability of requisite balances / limit (to conduct the transaction requested) on the Customer's Card / Bank Account, is established by the Payment Gateway Providers";
1.4	Bank Account	Shall mean a banking account maintained by the Customer;
1.5	Card	Shall mean a Credit, Debit or any other Card issued by an Issuer and includes cards of card Associations like Visa, MasterCard, American Express, Rupay, and Maestro card offering credit, debit card programmes to Issuer(s) or any card added in future with the mutual consent of Parties;
1.6	Card Association(s)	Card Association(s) shall mean Visa, MasterCard, Visa Electron, Maestro, Diners, American Express, RuPay or any other card association as may be specified by aggregators from time to time.
1.7	Card Association Rules	"Card Association Rules" shall mean the written rules, regulations, release, guidelines, processes, interpretations and other requirements (whether contractual or otherwise imposed or adopted by any Card Association
1.8	Chargeback	"Chargeback" shall mean the approved and settled card or net banking Transactions which are at any time refused, debited or reversed from RSRTC Bank Account or from RSRTC's Settlement Amount in the Nodal Bank account (shall also include similar debits to aggregators bank accounts, if any) by the Payment Gateway Provider for any reason whatsoever, together with the bank fees, penalties and other charges incidental thereto.
1.9	Customer	Shall mean any person / entity who directly or on behalf of another person /entity, desires to pay for Services offered by RSRTC.
1.10	Customer Order or	Shall mean an order by the Customer for making payments towards

	Order	any Service, provided by RSRTC and which Customer Order shall be specifically designated by a transaction number, mention or use details of the order could be obtained by the Customer from RSRTC, Including without limitation details of the status of the order;
1.11	Customer Payment Amount	Shall mean the total amount paid by the Customer towards e Ticket booking charges which will include, Inter alla, charges and other taxes, duties, costs, charges and expenses in respect of such Service;
1.12	Delivery	Shall mean in respect of a Service, delivery/performance of the Service;
1.13	TDR	Shall mean such amount or percentage of the Customer Payment Amount(s) that has been agreed between the Parties: as the transaction fee payable by RSRTC to aggregators for services rendered by aggregators, and as detailed in Annexure I of the Agreement;
1.14	Issuer	Shall mean any bank/entity that has issued a Card to a Customer;
1.15	RSRTC Nodal Bank Account	"RSRTC Nodal Bank Account shall mean the bank account maintained by RSRTC which it nominates for settlement of its Settlement Amount and the details of which are provided in Annexure-3.
1.16	Prepaid Wallet	Shall mean the PPI wallet maintained by the aggregators as per guideline of RBI.
1.17	Payment Gateway	Shall mean the protocol that may be stipulated by aggregators to enable the Authentication of Customers and the Authorization of payments on Valid Cards and Bank Accounts in accordance with the Processing Mechanism;
1.18	Aggregators Site	Shall mean the websites provided by aggregators Name by means of which xxxxx.com provides aggregative Internet Payment Gateway services/ Payment Services to RSRTC and the Customers;
1.19	Processing Mechanism	Shall mean the mechanism utilizing the Payment Gateway Facility or electronic commerce facilities of the Payment Service Providers, through the Internet, ATMs, telephone, mobiles and/ or through such other modes and mechanisms of payment and delivery, as may be notified by aggregators from time to time and agreed to by RSRTC;
1.20	Proof of Delivery	shall mean sufficient records evidencing Delivery of the e Ticket to the Customer;
1.21	Service	Shall mean service that RSRTC provides to Customers, for purchase of tickets in online mode for the buses operated by RSRTC, the remittance/payment towards which is to be made through the Customer's Valid Card / Bank account;
1.22	Valid Bank Account	Shall mean a valid operating Bank Account maintained with the

		designated set of banks covered under specific payments service being offered by aggregators;
1.23	Valid Card	Shall mean a Visa, MasterCard, Maestro Cards, Rupay or any other card added in future with the mutual consent of parties, acceptance facility provided by Indialdeas.com Limited or the Payment Gateway Providers and which is not listed in Visa/MasterCard and other current warning bulletins;
1.24	RSRTC Website/Mobile App	Shall mean the website with the domain name <a href="http://www.rsrtconline.rajasthan.gov.in">www.rsrtconline.rajasthan.gov.in</a> and RSRTC Reservation App established by RSRTC for the purposes providing e-Ticket services to its Customers and the content of which is controlled and owned by RSRTC any other app run by RSRTC thereto;
1.25	Settlement Amount	Settlement Amount shall mean Customer Payment Amount minus the TDR and any other charges/fees payable by RSRTC to aggregators under this Agreement.

### 12.2 Payment Services

- a) The aggregator can offer all the services, such as online payment gateway integration with an e-ticketing website, and integration of mobile apps of RSRTC through Credit/Debit/UPI/Wallet/Internet Banking
- b) The aggregator will act as an intermediary by creating a link between RSRTC ticketing site and the respective Payment Gateway Providers by means of a Software Application developed by aggregators, for enabling the Customers to make payment of Customer Payment Amount on RSRTC Website for Transactions carried through the Processing Mechanisms using the Payment Gateway Facilities.
- c) In order to serve in this role, the aggregators has entered into agreements with various Payment Gateway Providers to enable use of internet payment gateways/Payment Mechanisms developed by them and process payments using Payment Gateway Facilities.
- d) Once the payment instruction is Authenticated and Authorized by the respective Payment Gateway Provider in respect of a Transaction, the Payment Gateway Provider will transfer such approved Customer Payment Amount from the Customer Bank Account to the RSRTC Bank account.
- e) RSRTC hereby directs and authorizes aggregators to receive, hold, disburse and settle the Customer Payment Amount in accordance with and subject to the provisions of this Agreement.
- f) Any cost/Penalty/Charges or any kind of payment liabilities arising on RSRTC by any law or legal attractions due to fault on part of aggregator or due to non-fulfillment of terms of agreement completely or partially should be completely borne by the aggregator.

### **12.3 Integration**

- a) To enable the rendering of the Payments Services under this Agreement, the aggregators would require to integrating and/ or Processing Mechanism with RSRTC's site and/or with RSRTC's e-Ticket system including mobile apps, which may require the installation of certain software and hardware solutions and enabling the site for the use of the Processing Mechanism. RSRTC shall satisfy itself with the quality of the integration and the connectivity prior to the installation of the same and any Orders being placed through the Processing Mechanism. Both Parties shall cooperate with the each other and render assistance for connecting the respective software systems of the Parties.
- b) Further, in order to enable the offering of the Payments Services, RSRTC shall make available to the aggregators the data required for providing these services. This data will be made available at such frequency, in such format and through such media/method as may be mutually agreed between the Parties from time to time.
- c) The offered services provider's aggregators are responsible for RSRTC website/Mobile App.

### **12.4 Authorization and Authentication**

- a) RSRTC understands that the Payment Gateway Providers and/or Card Association may reject authorization of transaction and/or limit or restrict transaction size/amount/volume placed by the Consumer for any reason including but not limited to risk management, suspicion of fraudulent, illegal or doubtful transactions, use of compromised Valid Cards, use of blacklisted/banned cards or in accordance with the RBI, Payment Gateway Providers, Issuer and/or Card Association rules, guidelines, regulations, etc and any other laws, rules, regulations, guidelines in force in India, etc.
- b) In addition, RSRTC acknowledges that as a security measure, the aggregators may at its sole discretion block any card number, account numbers, group of cards or transactions from any specific blocked or blacklisted Consumer cards / accounts, specific, group of IP addresses, devices, geographic locations and / or any such risk mitigation measures It wishes to undertake.

### **12.5 Card holder Data and Security**

- a) Disclosure. Neither Party shall without the prior written consent of the Payment Service Provider, disclose the identity of any cardholder/account holder or any information whatsoever relating to any transactions to any other person or otherwise use any information acquired by it in respect of the payment-transactions and in relation to the cardholders other than for the purposes of this Agreement. Provided however that any information required to be disclosed by any order of a court or regulatory authority of competent

jurisdiction may be disclosed to such court or regulatory authority to the extent specified in the order.

- b) Security. RSRTC and the aggregators shall ensure that there are proper encryption and security measures at their respective Websites to prevent any hacking into the information pertaining to transactions contemplated under this Agreement.
- c) Security Requirements. RSRTC further agrees to take all such precautions and measures to ensure that there is no breach of security and the integrity of the link between the Website, and the Payment Gateway ("Hotlink"). RSRTC shall ensure that all Customers upon accessing the links are properly directed to the Payment Gateway. RSRTC shall ensure that there are proper encryption and proper security measures to prevent any hacking into the information of the Customers and other data.

### 13. INTEGRATION PLAN

- a) The aggregators should finish the integration work with the e-ticketing system and mobile app of RSRTC within a month from the date of signing of the agreement.

**Note:** - The timeline to complete thirty days from the signing of the agreement. However, the bidder may complete the entire work before the stated timelines.

### 14. CONTRACT PERIOD

The contract period shall be three years from the date of work order. Contract period can be extended further up to 1.5 years with mutual consent (bidder and RSRTC) and/or as per RPPP Act 2012 and Rules 2013.

### 15. LIQUIDATED DAMAGE

- If the Bidder fails to complete the entire works before the scheduled completion date or the extended date, the RSRTC may without prejudice to any other right or remedy available to the RSRTC as under the Contract;
  - (i) Recover from the Bidder, as liquidated damages and not by the way of penalty for a delay of Rs. 1000/-per week beyond the Scheduled completion date or extended date. For the purpose of liquidated damages, the scheduled completion date will be taken as the date of completion and acceptance of all the activities till Live of successful operations of the integrated solution completion given to Bidder by RSRTC and/or

- (ii) Terminate the contract or a portion or part of the work thereof; The RSRTC shall give 30 days' notice to the Bidder of its intention to terminate the Contract and shall so terminate the Contract unless during the 30 days' notice period, the Bidder initiates remedial action acceptable to the RSRTC.

## 16. SERVICE LEVEL AGREEMENT/PENALTIES

If the aggregator fails to deliver the services within stipulated time, RSRTC shall impose a penalty of 10% of average collection of seven days for the late delivered items or part thereof, of the late delivered services. In case of delay exceeds eight weeks, RSRTC reserves the right to cancel the order and in such case security deposit received from the aggregator shall be forfeited.

If aggregator fails to refund the cancellation/failure transaction amount to the RSRTC customers within stipulated time seven days, RSRTC will impose a penalty of 10% of transaction amount for the late delivered services or part of thereof.

## 17. TERMINATION

Default is said to have occurred:

- i) If the Successful bidder fails to deliver any or all services as per service standards specified in the agreement;
- ii) If the Successful bidder in the judgment of the RSRTC has engaged in corrupt or fraudulent practices in competing or executing the agreement;
- iii) If the Successful bidder, in either of the above circumstances, does not take remedial steps within a period of fifteen days after receipt of the default notice from the RSRTC (or takes longer period in spite of what the RSRTC may authorize in writing), the RSRTC may terminate the agreement in whole or in part. In addition to above, the RSRTC may at its discretion also take the subsequent actions;
- iv) Performance Security deposit shall be forfeited in the case of termination as a whole or part thereof; without prejudice.

## 18. DISPUTE RESOLUTION

**Dispute Resolution:** Any dispute or differences whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof, shall, in the first instance, be resolved by referring such dispute or differences to the Standing Committee constituted vide Rajasthan State Road Transport office order No HO/Law/Gen/17/781 dated 3<sup>rd</sup> Oct 2017. The Standing Committee so constituted shall ensure full compliance with the office order referred above.

## 19. FIRST APPELLATE AUTHORITY

Any dispute related to this bidding process arises between the bidder and RSRTC, shall first be settled by the concerned HoD, Procurement Entity.

- First Appellate Authority – Managing Director, RSRTC
- Second Appellate Authority – Chairman, RSRTC

## 20. FINANCIAL BID

### Financial Evaluation

The financial bids of the bidders qualifying Phase 1 and Phase 2 of evaluation shall be opened in the presence of the representatives of the qualified bidders. The bidder quoting the lowest price shall be treated as L1.

S.No.	Items	%age	Rate of the items excluding all taxes
1.	Debit Card <=2K Debit Card >2K	%age of Transaction amount	
2.	Credit Card (Master/Visa/Rupay)	%age of Transaction amount	
3.	Internet Banking	Rs. Per transaction	
4.	UPI transactions <= 2K > 2K	%age of Transaction amount %age of Transaction amount	
5.	Wallet/CashCard	% of transaction Amount	

### Note:

- The rates are to be quoted by the aggregator in figure and words.
- The rates shall be quoted unconditionally and Conditional bid shall be rejected.
- Above rates will be exclusive of all taxes such as GST.
- All rates shall remain valid for the entire contract period. There shall be no increase in rates during the contract period.

**21. DRAFT AGREEMENT**

*(to be performed on INR 500/- Non-Judicial Stamp paper)*

This agreement is made and executed on this \_\_\_\_\_ day of \_\_\_\_\_, 2026

**BETWEEN**

Executive Director (Traffic), Rajasthan State Road Transport Corporation (RSRTC), Head Office, Parivahan Marg, Chomu House, Jaipur – 302 001 (hereinafter referred to as “RSRTC”, which expression shall, unless repugnant to the context hereof or excluded specifically, mean and include its successors, assigns and administrators) of the FIRST PART

**AND**

M/s <Name>.,<Address>, Phone :<Phone Number>, Fax :<Fax No> (hereinafter referred to as <‘NAME’>), which expression shall, unless repugnant to the context hereof or excluded specifically, mean and include its successors, assigns and administrators) of the SECOND PART

Both the RSRTC and <‘NAME’>), shall hereinafter be referred to individually as ‘Party’ and collectively as ‘Parties’ in this Contract.

**WHEREAS**

- a) The RSRTC, party to the FIRST PART invited EOI vide no. .... Dated .....2026 and subsequent corrigendum (hereinafter called as “EOI”).
- b) The <NAME OF BIDDER>, party to the SECOND PART has submitted its offer for such services in accordance with all the terms and conditions stipulated in the EOI.
- c) The FIRST PART has placed work order to SECOND PART vide order no. .... dated ..... for the aforesaid works for a period of three years as per terms and conditions mentioned in the EOI and this Agreement and whereas the SECOND PART has deposited a sum of Rs. ..../- as a Performance Security Deposit as per Rajasthan Transparency in Public Procurement Act, 2012 and Rules, 2013.
- d) The SECOND PART has agreed to provide services as per terms and condition of the EOI, including the terms of this Agreement, and subsequent corrigendum would be treated as a part of this Agreement.
- e) The terms and conditions laid down in the NIB/EOI documents, work order of contract; Bid Submission Sheet and the Price Schedule submitted by the bidder; and all other relevant documents attached with NIB/EOI shall be deemed to form and be read and constructed as part of this Agreement.

f) In consideration of the foregoing and the mutual covenants and promises contained herein and other good and valuable consideration the receipt and adequacy of which is hereby acknowledged, the parties intending to be bound legally, agree as follows:

NOW THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

In this Agreement unless the context otherwise requires:

- “Agreement” means this Agreement, the Schedules attached hereto and the agreed terms as set out in the EOI including any amendments and modifications to the above from time to time.
- “Confidential Information” means any information disclosed to or by any Party to this Agreement and includes any information in relation to the Parties, including any such information that may come to the knowledge of the Parties hereto by virtue of this Agreement that is :
  - by its nature confidential or by the circumstances in which it is disclosed confidential; or
  - designated by the disclosing Party as confidential or identified in terms connoting its confidentiality;
  - But does not include information which is or becomes public knowledge other than by a breach of this Agreement;
- “Document” means any embodiment in any text or image however recorded and includes any data, text, images, sound, voice, codes or/and databases or microfilm or computer generated micro fiche’
- “Contract period” shall refer clause-14.
- “Services” means all such services that are set out in the Scope of work as per EOI and includes any amendment, modification, clarification and addition to such Scope of work, as the RSRTC may deem fit and mutually decide upon by both the parties during the Term of this Agreement in order to enable the performance of the System, as set out in this Agreement;
- Bidding Authority refers to Executive Director (Traffic), RSRTC, Jaipur.

INTERPRETATION:

- In this Agreement unless a contrary intention is evident
- The clause headings are for purposes of convenience of reference only and do not form part of this Agreement
- unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses

- Unless otherwise specified a reference to a clause, sub-clause or Schedule is a reference to a clause, sub-clause or Schedule of this Agreement including any amendments or modifications to the same from time to time.
- A word in the singular includes the plural and a word in the plural includes the singular.
- A word importing a gender includes any other gender,
- A reference to a person includes a partnership and a body corporate;
- A reference to legislation includes legislation repealing, replacing or amending that legislation;
- Where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings.
- In the event of an inconsistency between the terms of this Agreement and the EOI, the terms hereof shall prevail.

IN WITNESS WHERE OF the Parties here to have  
hereunto set their hands and seal the day and  
year first above written.

\_\_\_\_\_  
\_\_\_\_\_  
Executive Director (Traffic),  
Rajasthan State Road Transport Corporation,  
Head Office, Jaipur

Witnesses :

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Authorized Signatory,  
SECOND PART  
ADDRESS

Witnesses :

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**22. ANNEXURES**

**Annexure-1**

**Bidder's Profile**

(to be submitted on company letter head)

<b>Bidders Profile</b>		
1.	Name of the Firm	
2.	Correspondent Address	
3.	Telephone No. /Fax No.	
4.	Email	
5.	Name of the Authorized Signatory	
6.	Designation	
7.	Mobile	
8.	Email	
9.	Remarks	

**Annexure-2**

**Black Listed/Debar Certificate**

{To be submitted on Rs. 100/- Non-judicial stamp paper}

Executive Director (Traffic)  
RSRTC Head Office,  
Parivahan Marg, C-Scheme  
Jaipur- 302001

Sir,

Having examined the EOI Document the receipt of which is hereby duly acknowledged, I/we, the undersigned, offer to "Bid No....." under the project 'Project Name.....' in RSRTC as required and outlined in the EOI.

- I/ We undertake, we (with all consortium partners) should not be declared as bankrupt or shall not have any proceeding for bankruptcy or insolvency/ debarred/ blacklisted / banned/ not being under declaration of ineligibility for corrupt or fraudulent practices or Non-delivered or non-performance by any Government/RSRTC/PSU/Autonomous Body under any Law in India as on date of submission of this Bid.
- I/ We agree to reject out rightly my bid if anything found bogus, misleading or incorrect information.
- We agree to all the terms & conditions mentioned in the EOI document.

Dated this \_\_\_\_\_ day of \_\_\_\_\_

Signature (in the capacity of)  
Duly authorized to sign Bid for and on behalf of

Seal of the Company

**Annexure-A**

**Compliance with the Code of Integrity and No Conflict of Interest:**

Any person participating in a procurement process shall-

- (a) not offer any bribe, reward or gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process or to otherwise influence the procurement process;
- (b) not misrepresent or omit that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
- (c) not indulge in any collusion, Bid rigging or anti-competitive behavior to impair the transparency, fairness and progress of the procurement process;
- (d) not misuse any information shared between the procuring Entity and the Bidders with an intent to gain unfair advantage in the procurement process;
- (e) not indulge in any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
- (f) not obstruct any investigation or audit of a procurement process;
- (g) disclose conflict of interest, if any; and
- (h) Disclose any previous transgressions with any Entity in India or any other country during the last three years or any debarment by any other procuring entity.

**Conflict of Interest:-**

The bidder participating in a bidding process must not have a Conflict of Interest.

- A Conflict of Interest is considered to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations.
- B Bidder may be considered to be in Conflict of Interest with one or more parties in a bidding process if, including but not limited to:
  - a. Have controlling partners/ shareholders in common; or
  - b. receive or have received any direct or indirect subsidy from any of them; or
  - c. have the same legal representative for purposes of the Bid; or
  - d. have a relationship with each other, directly or through common third parties, that puts them in position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Procuring Entity regarding the bidding process; or
  - e. the Bidder participates in more than one Bid in a bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the Bidder is involved. However, this does not limit the inclusion of the same subcontractor, not otherwise participating as a Bidder, in more than one Bid; or

- f. the Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the Goods, Works or Services that are the subject of the Bid; or
- g. Bidder or any of its affiliates has been hired (or is proposed to be hired) by the Procuring Entity as engineer-in-charge/ consultant for the contract.

**Annexure-B**

**Declaration by the Bidder**

In relation to my/our Bid submitted to .....for procurement of .....in response to their Notice Inviting Bids No.....Dated.....I/we hereby declare under Section 7 of Rajasthan Transparency in Public Procurement Act, 2012 & Rules 2013 that:

1. I/we possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
2. I/we have fulfilled my/our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
3. I/we are not insolvent, in receivership, bankrupt or being wound up, not have my/our affairs administered by a court or a judicial officer, not have my/our business activities suspended and not the subject of legal proceedings for any of the foregoing reasons;
4. I/we do not have, and our directors and officers not have, been convicted of a criminal offense related to my/our professional conduct or the making of false statements or misrepresentations as to my/our qualifications to enter into a procurement contract within a period of three years preceding the commencement of this procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
5. I/we do not have a conflict of interest as specified in the RTPP-Act, Rules and the Bidding Document, which materially affects fair competition;
6. I/We hereby declare that the in the preparation and submission of proposal, I/We have not acted in collusion with any other bidder and not done any act, deed or thing which is or could be regarded as anti-competitive.
7. I/We hereby further declare that I/we have not offered nor will offer any illegal gratification in cash or any other kind to any person or agency in connection with the instant proposal.
8. If any information is found to be wrong in any way, then the corporation shall have the right to cancel my bid without prejudice.

Date: \_\_\_\_\_ Signature of the Bidder  
Place: \_\_\_\_\_ Name:  
Designation:

Address: \_\_\_\_\_ Seal of the Company

**Annexure-C**

**Grievance Redressal during Procurement Process:**

The designation and address of the First Appellate Authority is – MD, RSRTC

The designation and address of the Second Appellate Authority is Chairman, RSRTC

**(1) Filing an appeal**

If any Bidder or prospective bidder is aggrieved that any decision, action or omission of the Procuring Entity is in contravention to the provisions of the Act or the Rules or the Guidelines issued thereunder, he may file an appeal to First Appellate Authority, as specified in the Bidding Document within a period of ten days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:

Provided that after the declaration of a Bidder as successful the appeal may be filed only by a Bidder who has participated in procurement proceedings:

Provided further that in case a Procuring Entity evaluates the Technical Bids before the opening of the Financial Bids, an appeal related to the matter of financial Bids may be filed only by a Bidder whose Technical Bid is found to be acceptable.

(2) The officer to whom an appeal is filed under para (1) shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within thirty days from the date of appeal.

(3) If the Officer designated under para (1) fails to dispose of the appeal filed within the period specified in para (3), or if the Bidder or prospective bidder or the Procuring Entity is aggrieved by the order passed by the First Appellate Authority, the Bidder or prospective bidder or the procuring Entity, as the case may be, may file a second appeal to Second Appellate Authority specified in the Bidding Document in this behalf within fifteen days from the expiry of the period specified in para (2) or of the date of receipt of the order passed by the First Appellate Authority, as the case may be.

**(4) Appeal not to lie in certain cases**

No appeal shall lie against any decision of the Procuring Entity relating to the following matters, namely:-

- (a) determination of need of procurement;
- (b) provisions limiting participation of Bidders in the Bid Process;
- (c) the decision of whether or not to enter into negotiations;
- (d) cancellation of a procurement process;
- (e) applicability of the provisions of confidentiality.

**(5) Form of Appeal**

(a) An appeal under para (1) or (3) above shall be in the annexed Form along with as many copies as there are respondents in the appeal.

- (b) Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
- (c) Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorized representative.
- (6) Fee for filling appeal
- (a) Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.
- (b) The fee shall be paid in the form of bank demand draft or banker's cheque of Scheduled Bank in India payable in the name of Appellate Authority concerned.
- (7) Procedure for disposal of appeal
- (a) The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
- (b) On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,-
- (i) hear all the parties to appeal present before him; and
- (j) peruse or inspect documents, relevant records or copies thereof relating to the matter.
- (c) After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
- (d) The order passed under sub-clause (c) above shall also be placed on the State Public Procurement Portal.

**[See Rule 83]**

Memorandum of Appeal under the Rajasthan Transparency in Public Procurement Act, 2012

Appeal No. .... of .....

Before the ..... (First/Second Appellate Authority)

1. Particulars of appellant:

(i) Name of the appellant:

(ii) Official address, if any:

(iii) Residential address:

2. Name and address of the respondent(s):

(i) \*

(ii)

(iii)

3. Number and date of the order appealed against And name and designation of the officer/authority who passed the order (enclose copy), or a statement of a decision, action or omission of the Procuring Entity in contravention to the provisions of the Act by which the appellant is aggrieved:

4.If the Appellant proposes to be represented By a representative, the name and postal address

of the representative:

5.Number of affidavits and documents enclosed with the appeal:

6.Grounds of appeal: .....

.....

.....

..... (Supported by an affidavit)

7.Prayer:

.....

.....

.....

Place .....

Date .....

Appellant's Signature

**Annexure-D**

Additional Conditions of the Contract

**1. Correction of arithmetic errors:**

Provided that the Financial Bid is substantially responsive, the Procuring Entity will correct arithmetic errors during evolution financial bid on the following basis:

- i) if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the bid evaluation committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- ii) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- iii) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to clause (a) and (b) above

**2. Procuring Entity's Right to Vary Quantity :**

- i) At the time of award of contract, the quantity of goods, works or services originally specified in the bidding documents may be increased, but such increase shall not exceed 20% of the quantity specified in the bidding documents. It shall be without any change in the unit prices or other terms and conditions of the Bid and the bidding documents.
- ii) If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation except otherwise provided in the Conditions of Contract.
- iii) In case of procurement of Goods or services, additional quantity may be procured by placing a repeat order on the rates and conditions of the original order. However, the additional quantity shall not be more than 25% of the value of Goods of the original contract and shall be within one month from the date of expiry of last supply. If the Supplier fails to do so, the Procuring Entity shall be free to arrange for the balance supply by limited Bidding or other-wise and the extra cost incurred shall be recovered from the Supplier.

**3. Dividing quantities among more than one bidder at the time of award:**

As a general rule all the quantities of the subject matter of procurement shall be procured from the bidder, whose bid is accepted. However, when it is considered that the quantity of the subject matter of procurement to be procured is very large and it may not be in the capacity of the bidder, whose bid is accepted, to deliver the entire quantity or when it is considered that the subject matter of procurement to be procured is of critical and vital nature, in such cases, the quantity may be divided between the bidder, whose bid is accepted and the second lowest bidder or even more bidders in that order, in a fair, transparent and equitable manner at the rates of the bidder, whose bid is accepted.

**Annexure-3**

**Nodal Bank Detail**

- a) The aggregators must deposit the transaction amount into the nodal bank of RSRTC on a T+1 basis.
- b) The nodal bank details are as below:

Name of Bank	State Bank of India
A/c Type	Current – Collection A/c
A/c No.	00000061140791122
Branch Address	Jaipur, Tilak Marg
IFSC Code	SBIN0031510
MICR Code	302002121