

2025

REQUEST FOR PROPOSAL (RFP)

for

UNIFIED Ticketing SYSTEM (UTS)

using National Common Mobility Card (NCMC)

on

BUILD, OWN, OPERATE & TRANSFER

(BOOT) MODEL

NIB No. 2025/393

Date: 14/10/2025



RAJASTHAN STATE ROAD TRANSPORT CORPORATION

**2025****RSRTC****RFP FOR UNIFIED TICKETING SYSTEM (UTS) USING NATIONAL
COMMON MOBILITY CARD(NCMC) ON BUILD, OWN, OPERATE &
TRANSFER(BOOT) MODEL AS ON 14th OCT. 2025**

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DISCLAIMER

This Request for Proposal (RFP) for “Unified Ticketing System (UTS) using national Common Mobility Card on BOOT Model in RSRTC” is prepared by Rajasthan State Road Transport Corporation (RSRTC).

Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither RSRTC, nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in this RFP, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed project, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of RSRTC. It does not purport to contain all the information a recipient may require to participate in this bidding process. Nothing in this RFP is intended to relieve bidders from forming their own opinions and conclusions with respect to the matters addressed in this RFP. Each party must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own diligence into the proposed RSRTC project, the regulatory regime which applies thereto and by and all matters pertinent to the RSRTC project and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to the RSRTC project. RSRTC shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the RFP in any manner whatsoever.

**2025****RSRTC****RFP FOR UNIFIED TICKETING SYSTEM (UTS) USING NATIONAL COMMON MOBILITY CARD(NCMC) ON BUILD, OWN, OPERATE & TRANSFER(BOOT) MODEL AS ON 14th OCT. 2025****Draft RFP for Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on Build, Own, Operate & Transfer (BOOT) Model**

Mode of Bid Submission	Online through e-Procurement/ e-Tendering system at http://eproc.rajasthan.gov.in
Procuring Authority	The Executive Director (Traffic), Rajasthan State Road Transport Corporation, Head Office, Parivahan Marg, Chomu House, Jaipur - 302001, Rajasthan Tel No — 0141-2374644 Website: https://www.transport.rajasthan.gov.in/rsrtc
Last Date & Time of Submission of Bid	13-11-2025 by 1500 hrs
Date & Time of Opening of Technical Bid	13-11-2025 by 1600 hrs

Bidding Document Fees (non-refundable): Rs. 10,000/- (Rupees Ten Thousand only)

Name of the Bidding Company/ Firm:	
Contact Person(Authorized Bid Signatory):	
Correspondence Address:	
Mobile No.	Telephone & Fax Nos.:
Website & E-Mail:	

Rajasthan State Road Transport Corporation (RSRTC)

Head Office, Parivahan Marg, Chomu House,
Jaipur - 302001, Rajasthan, Tel No — 0141-2374644
Web: <http://www.transport.rajasthan.gov.in/rsrtc>,
Email: dgmit.rsrtc@rajasthan.gov.in

Note:

1. All above events will be held at Rajasthan State Road Transport Corporation, Head Office, Parivahan Marg, Chomu House, Jaipur - 302001, Rajasthan.
2. In the event of the date specified above being declared as a holiday for the Corporation, the due date will be the following working day.



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ABBREVIATIONS & DEFINITIONS

Act	The Rajasthan Transparency in Public Procurement Act, 2012 (Act No. 21 of 2012) and Rules thereto
Authorized Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
BG	Bank Guarantee
Bid Security Deposit	A security provided to the procuring entity by a bidder for securing the fulfillment of any obligation in terms of the provisions of the bidding documents.
Bid/ eBid	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format
Bidder/Supplier/Contractor	Any firm participating in the procurement/ bidding process with the procurement entity. In case of sole bidder, sole bidder should qualify all terms and conditions of RFP and in case of Sub-Contractor/consortium, the consortium partners should jointly qualify all the terms and conditions of RFP.
Bidding Document	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid.
BoM	Bill of Material
BoQ	Bill of Quantity
NOC	Network Operations Centre
Contract/ Procurement Contract	A contract entered into between the procuring entity and a successful bidder concerning the subject matter of procurement
Contract/ Project Period	The Contract/ Project Period shall commence from the date of signing of agreement
CAPEX	Capital Expenditure
CST	Central Sales Tax
Day	A calendar day as per IST
DeitY, GoI	Department of Electronics and Information Technology, Government of India
DoIT&C	Department of Information Technology and Communication, Government of Rajasthan



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DLP	Defect Liability Period
GoI/ GoR	Govt. of India/ Govt. of Rajasthan
Goods	All articles, material, commodities, electricity, livestock, furniture, fixtures, raw material, spares, instruments, software, machinery, equipment, industrial plant, vehicles, aircraft, ships, railway rolling stock and any other category of goods, whether in solid, liquid or gaseous form, purchased or otherwise acquired for the use of a procuring entity as well as services or works incidental to the supply of the goods if the value of services or works or both does not exceed that of the goods themselves
ICT	Information and Communication Technology.
IFB	Invitation for Bids (A document published by the procuring entity inviting Bids relating to the subject matter of procurement and any amendment thereto and includes notice inviting Bid and request for proposal)
INR	Indian Rupee
ISI	Indian Standards Institution
ISO	International Organization for Standardization
IT	Information Technology
ITB	Instruction to Bidders
LD	Liquidated Damages
LoI	Letter of Intent
NCB	A bidding process in which qualified bidders only from within India are allowed to participate
NIB	Notice Inviting Bid
Notification	A notification published in the Official Gazette
OEM	Original Equipment Manufacturer
OPEX	Operational Expenditure
PAN	Permanent Account Number
PBG	Performance Bank Guarantee
PC	Procurement/ Purchase Committee
PQ	Pre-Qualification
Procurement Process	The process of procurement extending from the issue of invitation to Bid till the award of the procurement contract or cancellation of the procurement process, as the case may be
Procurement/ Public	The acquisition by purchase, lease, license or otherwise of works,



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Procurement	goods or services, including award of Public Private Partnership projects, by a procuring entity whether directly or through an bidder with which a contract for procurement services is entered into, but does not include any acquisition without consideration, and “procure” or “procured” shall be construed accordingly
Project Site	Wherever applicable, means the designated place or places.
PSD	Performance Security Deposit
Procuring Authority / Purchase Officer / Procuring Entity / Competent Authority	The Executive Director (Traffic), RSRTC
RISL	RajCOMP Info Services Limited
RSDC	Rajasthan State Data Centre, New IT Building, Jaipur
GST	Goods and Services Tax
Services	Any subject matter of procurement other than goods or works and includes physical, maintenance, professional, intellectual, consultancy and advisory services or any service classified or declared as such by a procuring entity and does not include appointment of any person made by any procuring entity
SLA	Service Level Agreement is a negotiated agreement between two parties wherein one is the customer and the other is the bidder. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
State Government	Government of Rajasthan (GoR)
State Public Procurement Portal	http://sppp.raj.nic.in
Subject Matter of Procurement	Any item of procurement whether in the form of goods, services or works
TIN	Tax Identification Number
TPA	Third Party Auditors
UASL	Unified Access Service License
VAT	Value Added Tax
VSAT	Very Small Aperture Terminal for satellite communication for data, voice and video services
WO/ PO	Work Order/ Purchase Order



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ORS	Online Reservation System
Public ORS	Public Online Reservation System
RFID Card	Radio Frequency Identity Card
VTs	Vehicle Tracking System
PIS	Passenger Information System
PAAS	Passenger Audio Announcement System
UTS	Unified Ticketing System
PG	Payment Gateway
MIS	Management Information System
API	Application Programming Interface
CCTV	CCTV Closed Circuit Television
DD	Demand Draft
ETIM	Electronic Ticketing Issuing Machine
PIP	Project Implementation Plan
O&M	Operation and Maintenance
GIS	Geographical Information Systems
GPS	Global Positioning System
HOD	Head of Department
SI	System Integrator
TQ	Technical Qualification



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1. NOTICE INVITING BID (NIB)

Ref No.: F3/HO/IT/UTS/2025/393

Date: 14/10/2025

Name of the Project	Selection of the bidder for implementing "Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on-Build, Own, Operate and Transfer (BOOT) Model"
Name & Address of the Procuring Entity (PE)	- Name: Executive Director (Traffic) - Address: RSRTC Head Office, Parivahan Marg Jaipur – 302001 - Ph.: 0141-2374644, E-mail: edt.rsrtc@rajasthan.gov.in
Designation & Address of the Project Officer.In-charge (POIC)	- Designation: Dy. General Manager (IT) - Address: RSRTC Head Office, Parivahan Marg Jaipur – 302001 - Ph.: 0141-2373051, Ext. 319, E-mail: dgmit.rsrtc@rajasthan.gov.in
Bid Procedure	Single-stage: Two part open competitive e-Bid process at http://eproc.rajasthan.gov.in
Bid Evaluation Criteria (Selection Method)	Least Cost Based Selection (L1)
Websites for downloading Bidding Document, Corrigendum's, Addendums etc.	Websites: 1. http://sppp.rajasthan.gov.in , 2. http://eproc.rajasthan.gov.in , 3. http://transport.rajasthan.gov.in/rsrtc
Estimated Project Cost	INR 65 Crs.
Bid Document Fee	INR 10,000/- (INR Ten Thousand Only) in favour of "Financial Advisor, RSRTC" payable at Jaipur, Rajasthan
Bid Security Deposit (BSD)	INR 1,30,00,000/- (INR One Crore Thirty Lakh Only) in favour of "Executive Director (Traffic), RSRTC" payable at Jaipur Rajasthan.
Bid Processing Fee	INR 2500/- (INR Two Thousand Five Hundred Only) in favour of "Managing Director, RajCOMP Info-Services Limited (RISL)" payable at Jaipur, Rajasthan
Download of Bidding Document	Manner: Online at eProc website (http://eproc.rajasthan.gov.in) Date: 14/10/2025 from 1100 Hrs onwards.
Submission of Technical Bid	Date: 13/11/2025 till 1500 Hrs
Date/Time/Place for Pre-bid Queries	- Queries can be submitted through e-mail only on e-mail id: dgmit.rsrtc@rajasthan.gov.in - Last Date of submitting clarification request (through .xls & e-mail only) by the bidder: 26/10/2025 till 1800 hrs - Pre bid Meeting: 28/10/2025 at 1500 hrs - Address: Conference Hall, RSRTC Office, Jaipur- 302001
Submission of Bid Document Fee, Bid Security Deposit, and Bid Processing Fee (offline mode)	Till: Technical bid opening date and time
Technical Bid Opening Date	Date: 13/11/2025 , 1600 Hrs
Financial Bid Opening Date	Will be intimated later to the technically qualified bidders
Bid Validity	90 days from the last date of bid submission

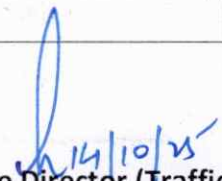


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Note:

- 1) Bidder (authorized signatory) shall submit their offer on-line in Electronic formats both for technical and financial proposal. The bidder may deposit bid document fee, processing fee and Bid Security Deposit to RSRTC physically at the office of tender inviting authority before timelines mentioned in NIB. However, scanned copy of Bid Document Fee, RISL processing fee and Bid Security, even if submitted physically should also be uploaded along with the technical bid/cover.
- 2) In case, any of the bidders fails to submit the Bid Document Fee, Bid Security, and RISL Processing Fee physically up to the prescribed time period, its Bid shall not be accepted. The Banker's Cheque/ Demand Draft/ Bank Guarantee/e-BG for Bidding document fee and Bid Security should be drawn in favour of "Financial Advisor, RSRTC" payable at "Jaipur" and RISL Processing Fee should be drawn in favour of "Managing Director, RISL" payable at "Jaipur" from any Scheduled/Commercial Bank.
- 3) To participate in online bidding process, Bidders must procure a Digital Signature Certificate (Type III) as per Information Technology Act-2000 using which they can digitally sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC. Also, bidders must register on <http://eproc.rajasthan.gov.in>.
- 4) RSRTC will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid well advance in time so as to avoid 11th hour issues like slow speed, choking of web site due to heavy load or any other unforeseen problems.
- 5) Bidders are also advised to refer "Bidders Manual Kit" available at e-Procurement website for further details about the e-Tendering process.
- 6) Training for the bidders on the usage of e-Tendering System (e-Procurement) is also being arranged by DoIT&C, GoR on a regular basis. Bidders interested for training may contact e-Procurement Cell, DoIT&C for booking the training slot.
Contact No: 0141-4022688 (Help desk 10 am to 6 pm on all working days)
e-mail: eproc@rajasthan.gov.in
Address : e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur.
- 7) The Procuring Entity (PE) reserves the complete right to cancel the bid process and reject any or all of the bids without citing any reason.
- 8) The bidders belonging to or with beneficial ownership from countries sharing land border with India, for participation in any public procurement in the State, shall only be allowed after prior registration with the Industries Department of the Government of Rajasthan as per Rule 13 of RTPP Rules and Government of Rajasthan Notification No. F.2(1)FD/G&T-SPFC/2017 dated 01.01.2021, 15.01.2021 and 30.03.2021.
- 9) No contractual obligation whatsoever shall arise from the bidding document/ bidding process unless and until a formal contract is signed and executed between the Procuring Entity and the successful bidder.
- 10) Procurement entity disclaims any factual/ or other errors in the bidding document (the onus is purely on the individual bidders to verify such information) and the information provided therein are intended only to help the bidders to prepare a logical bid-proposal.
- 11) The provisions of RTPP Act 2012 and RTPP Rules 2013 shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the provisions of this bidding document with the RTPP Act 2012 and Rules thereto, the later shall prevail.


Executive Director (Traffic)



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RSRTC

**RFP FOR UNIFIED TICKETING SYSTEM (UTS) USING NATIONAL
COMMON MOBILITY CARD(NCMC) ON BUILD, OWN, OPERATE &
TRANSFER(BOOT) MODEL AS ON 14th OCT. 2025**

2. INTRODUCTION

Rajasthan State Road Transport Corporation has entered its 61st year of business, since its inception on 1st October 1964. The corporation had been established under the Road Transport Corporation Act, 1950 with the objective of providing economic, adequate, punctual and efficient services to the traveling public in the state with 8 Depots and 421 Buses plying 45000 kilometers, carrying 29000 passengers per day. Currently, 4000 buses across 52 depots are plying more than 12.5 lakh kilometers and carrying more than 8 lakh passengers per day.

RSRTC is committed to provide high quality services by consistently and constantly improving the services for the satisfaction of the passengers. To fulfill the commitment, RSRTC has incorporated Ordinary, Express, Deluxe, AC Gandhi Rath, A.C. Sleeper, Volvo-Scania bus services in fleet for all category of passengers.

RSRTC AT A GLANCE		
1.	Head Office, Jaipur	01
2.	Zonal Office	08
3.	Depots (Operational & CBS)	56
4.	Central Workshops	03
5.	Tyre Plant	02
6.	Central Purchase Store	01
7.	No. of Bus Stands	96
8.	No. of Buses	4000
9.	Kms. Operated (Per Day)	Approx. 12.31 lakh
10.	Revenue (Per Day)	Approx. 5.5 Crore
11.	No. of Passengers (Per Day)	Approx. 8 lakh
12.	No. of Tickets (Per Day)	Approx. 7.5 lakh

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3. PROFILE & BACKGROUND INFORMATION

RSRTC was one of the first STU to start issuance of passenger tickets through Electronic Ticket issuing Machines (ETIM) and implement Online Reservation System (ORS). The implementation of this project was started in May 2011. For this, RSRTC had partnered with an external System Integrator (SI), which was selected through open tender. Following this, RSRTC has implemented the project with well over 99% of tickets being issued using ETIMs and Online Reservation System (ORS) including the introduction of RFID Smart Card.

The existing SI is partnering with RSRTC since 2018. The responsibilities of the existing SI include supply and maintenance of the hardware, network components and ETIMs to all locations; and managing Electronic Ticketing System and Online Reservation System on BOO model. For supporting operations, the existing SI also provides required technical support across all the locations.

As the term of current SI is approaching closure, RSRTC is publishing this RFP, incorporating enhancements, underlying needs and leveraging on technological advances that have taken place in the course of time. The requirements have been detailed out in further sections of this RFP.

RSRTC TICKETING AT A GLANCE

S.No.	Mode of Issuing Tickets/Description	Numbers in FY 2024-25
1.	Online Reservation System (ORS)	1,78,48,751
2.	Public Online Reservation System(PORS)	11,11,944
3.	Electronic Ticketing Issuing Machine (ETIM)	20,55,07,908
4.	No. of Agents and Booking Counters	685
6.	No. of Booking Agents (Private)	400
7.	API Channel Partners (For Ticketing)	6
8.	No. of Payment Gateways	4

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4. ELIGIBILITY CRITERIA AND EVALUATION OF BIDS

4.1 PRE-QUALIFICATION /ELIGIBILITY CRITERIA

A bidder participating in the procurement process shall possess the following minimum pre-qualification/ eligibility criteria.

S. No.	Eligibility Criteria	Supporting Documents to be Submitted
1.	Bid Authorization Letter (The letter of authorization shall be indicated by written power-of-attorney accompanying the bid).	As per Annexure-5
2.	The Bidder should deposit Bid Document fee of Rs. 10,000/- (Rupee Ten Thousand only) in the form of Demand Draft/Cash as mentioned in NIB.	The scanned copy is to be uploaded on the E-Proc Portal and the physical copy should be submitted by the bidder at RSRTC HO, Jaipur.
3.	The Bidder should deposit Bid Security Deposit (BSD) of Rs. 1,20,00,000/- (Rupee One Crs. Twenty Lakh only) in the form of Demand Draft / Bank Guarantee/ Bankers Cheque as mentioned in NIB.	The scanned copy is to be uploaded on the E-Proc Portal and the physical copy should be submitted by the bidder at RSRTC HO, Jaipur.
4.	The Bidder should deposit Bid Processing Fee of Rs. 2,500/- (Rupee Two Thousand Five Hundred only) in the form of Demand Draft / Cash as mentioned in NIB.	The scanned copy is to be uploaded on the E-Proc Portal and the physical copy should be submitted by the bidder at RSRTC HO, Jaipur.
5.	The Prime bidder (and its consortium partner) should be a company registered under Companies Act, 1956 or Companies Act 2013 /Partnership Firms Registered under Limited Liability Partnership Act 2008 and subsequent amendments thereto; <u>Financial Institution/Bank:</u> The FI/Bank/PPI (For NCMC purpose) must be a Nationalized Bank or Scheduled Bank (included in the Second Schedule of Reserve Bank of India (RBI) Act, 1934) or Pre-paid Payment Instrument (PPI)	Copy of Certificate of Incorporation/ Registration of prime bidder (and its consortium partner) and registration certificate/declaration on letter head for FI/Bank/PPI

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	under RBI, Payment and Settlement Act, 2005 and subsequent amendments thereto;	
6.	The Prime Bidder (and its consortium partner) shall provide an attested copy of– A. PAN Card B. GSTIN C. Certified Audited copies of Balance Sheets/ Profit & Loss Accounts/ Annual Reports of last three financial years (FY 2022-23, 2023-24 and 2024-25)*.	Relevant documents attested by the bidder
7.	The Prime Bidder and its consortium partner should submit documentary proof regarding being an Information Technology Company as on bid submission date.	Copy of Memorandum & Articles of Association should be attached, with area of activity clearly mentioned.
8.	The Prime Bidder and its consortium member should submit documentary proof(s) having positive net worth as on 31 st March, 2025**.	Copy of Certificate duly signed by Statutory Auditor
9.	The Bidder should have a minimum average annual turnover of Rs. 20 Crores in last three financial years (FY 2022-23, 2023-24 and 2024-25)*. In case of consortium, the Prime bidder must have an average annual turnover of minimum Rs. 12 Crores in last three financial years (FY- 2022-23, 2023-24 and 2024-25)*; and the other consortium member must have an average annual turnover of minimum Rs. 8 Crores in last three financial years (FY 2022-23, 2023-24 and 2024-25) *.	Copy of Certificate duly signed by Statutory Auditor as per Annexure-12
10.	The Bidder should submit certificate from HR of the company stating that the company has on its payroll at least 75 technically qualified professionals in Software Development, Networking, System Integration etc. as on bid submission date.	The ESIC/PF proof of last 3 months is to be submitted along with certificate from HR on company letter head
11.	The Bidder should possess experience of at least 5 years of implementing and maintaining Intelligent Transport System (ITS)/E-Ticketing Project(s). Only the project fulfilling following criteria will be considered for	The copy of Purchase Order/Work Order and go-live/operational Certificate from the

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	the project experience: (i) Minimum project value: Rs. 10 Crs. (ii) Implementation in Central/State Government / Public Sector Undertaking/State Transport Undertaking/ City Transport (iii) Issuing of tickets for commuters from ETIMs (iv) Minimum number of operational ETIM's in the project: 500 At least one of the above projects should be currently operational (after Go-Live) for the minimum period of one year.	client as per Annexure- 13
12.	The Prime Bidder and its consortium partner should submit an undertaking duly attested by the notary that the bidder has not been blacklisted / debarred by any Central/State Government/any PSU/ Legal entity in India in last 3 years.	Undertaking as per the Annexure-16
13.	The Prime Bidder and its consortium partner should submit an undertaking on its letter head to the fairness of these documents in support of its claim while submitting the Bid.	Undertaking as per Annexure-9
14.	The Prime Bidder and its consortium partner should submit the affidavit stating that the bidder or employees of bidder should not ask for employment in Corporation.	Declared on Bidder's Letter Head by HR
15.	The Prime Bidder should submit the documentary proof regarding having a local support office at Jaipur. If the bidder does not have any local support office at the time of bidding then he must submit an undertaking on his letter head that if selected then he shall open a local support office at Jaipur within one month from the date of award of contract.	1. Documentary Proof if bidder has office in Jaipur – Electricity Bill or Copy of rental agreement - OR 2. Declaration by the bidder on letter head
16.	The Bidder should submit the Original Equipment Manufacture Authorization Form/ Certificate (MAF) from the proposed OEMs	MAF as per Annexure-10
17.	Only one consortium/ JV partner is allowed for participating in the bid to jointly fulfil the eligibility criteria. (Note: Partnership with Bank/FI/PPI for NCMC implementation is not being referred as consortium)	Consortium agreement on Rs. 500/- Non-judicial stamp for stating the roles and responsibility as per Annexure-25
18.	The Bidder and its consortium partner should have following valid certificates: 1. ISO 9001-2015 or higher 2. ISO 27001-2022 or higher	All certificates should be valid as on bid submission date.

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19.	The bidders with beneficial ownership from countries sharing land border with India, for participation in any public procurement in the State, shall only be allowed after prior registration with the Industries Department of the Government of Rajasthan as per Rule 13 of RTPP Rules and Government of Rajasthan Notification No. F.2(1)FD/G&T-SPFC/2017 dated 01.01.2021,15.01.2021 and 30.03.2021.	Registration Copy of competent authority, GoR/Gol, if applicable
20.	Eligible IT Equipment and Related Services: (i) All IT Equipment and related services to be supplied under the Contract shall have either India as their country of origin or a country which has not been declared ineligible by Government of India. (ii) The supply of finished goods from countries sharing land border with India, shall only be allowed after prior registration with the Industries Department of the Government of Rajasthan as per Rule 13 of RTPP Rules and Government of Rajasthan Notification / Order No. F.2(1)FD/G&TSPFC/2017 dated 01.01.2021,15.01.2021 and 30.03.2021.	Annexure- 8 Land Border Country Declaration on company letter head
* In case certified audited copies for FY 2024-25 are not available, last three financial years may be taken as FY 2021-22, 2022-23 and 2023-24. ** In case documentary proof of net worth is not available for 31st March, 2025; it may be provided for 31st March 2024. Note: 1. All the documents/ forms, as mentioned above, need to be submitted by the bidder as per the formats given in the RFP on their letter head with proper sign and stamp by the authorized person. The criteria mentioned above will constitute the preliminary scrutiny and only those bidders complying with them will be eligible for technical evaluation. 2. In case, the Bid is applied by a single firm, i.e., not in consortium, then the meaning of Prime Bidder and Bidder is the same.		



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4.2 EVALUATION OF BIDS

Evaluation Methodology: RSRTC will examine the bids in two phases.

a. Phase 1 – Technical Evaluation

Each bid will go through a technical evaluation against the Eligibility Criteria as mentioned at 4.1 above. Only those bidders who meet the Eligibility Criteria would be considered for Phase 2 (Financial Evaluation) of the evaluation process.

b. Phase 2 – Financial Evaluation

The financial bids of the bidders qualifying Phase 1 of the evaluation process shall be opened in the presence of the representatives of the qualified bidders and the bid will be awarded on the basis of lowest quoted price (L1).

4.3 POST QUALIFICATION AND AWARD CRITERIA

- a. This determination will take into account the Bidder's technical and financial strengths and capabilities. It will also include examination of the documentary evidence submitted by the Bidder as part of the bid as well as such other information as RSRTC deems necessary and appropriate.
- b. RSRTC is not bound to accept the lowest bid, or any bid, and reserves the right to reject any bid without assigning any reason thereof.

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5. SCOPE OF WORK (SoW)

The main tasks to be performed by the successful bidder are (but not limited to):

5.1 AUTOMATIC FARE COLLECTION SYSTEM (AFCS)

The scope of work for the Automatic Fare Collection System (AFCS) covers the development, deployment, integration, and maintenance of a centralized automated fare management solution for RSRTC. The key objectives are to simplify fare collection, improve revenue assurance, increase passenger convenience, and deliver data analytics for enhanced operating insights. The successful bidder must create a new Automatic Fare Collection System and other related apps for RSRTC and should not use existing ticketing application of RSRTC in any case.

The major requirements (but not limited to) are as follows:

- a. The successful bidder should deploy a centralized web based Automatic Fare Collection System (AFCS) for creating, updating and managing all types of bus operations, i.e., bus stops, schedules, services management, time-table operations, contractual services, fare management, concessions, reports and other activities related to bus operations.
- b. The AFCS and its associated software applications are to be developed on the latest technology for faster processing at various cross interoperable platforms.

5.1.1 Admin and Management Controls

- a. Role-Based Access Control: Define roles (e.g. admin, zonal, depot) with specific access rights and permissions.
- b. Create master data for stops, buses, contractual buses, routes, conductors, bus sarthi/civil defence, drivers, hired drivers, inspectors, booking clerks etc. for creating, updating and managing the data as and when required.
- c. The successful bidder should manage each user's profile along with personal details, i.e., name, date of birth, contact details, joining date, retirement date, etc. and log information for access control at various levels.
- d. The profile management should have block, unblock, and user transfer facilities at the depot/admin level. All transaction data should remain with the current depot when users are transferred.
- e. All the users should have a password reset facility through registered mobile as per the guidelines of IT Policy, 2008.

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- f. Account Balances and Top-Up: Enable ETIM Agents and other bus operation related users to check balances and top-up using various payment methods (UPI/credit/debit cards, mobile wallets, bank transfers) along with proper reconciliation facility.
- g. Manage the LIVE dashboard parameters and update as and when required.

5.1.2 System Configurations

- a. The successful bidder should provide centralized web based interface for System Configuration to the user for creating, updating and controlling the operations parameters.
- b. Creating/updating/managing bus stops along with necessary parameters.
- c. Creating/updating/managing the routes along with all necessary parameters.
- d. Creating/updating/managing the trips/service management along with all necessary parameters with up and down up to 7-digits unique numbers.

All the trips/services must have unique service number containing up and down route name i.e. 0700 hrs Jaipur to Delhi via Kotputli will be shown on ticket as JD-0700 and in case of reverse of the same route, i.e., 0830 hrs Delhi to Jaipur via Kotputli will be shown as DJ-0830.

- e. All tickets issued from any mode should uniquely assign the PNR up to 18 digits including the route name, bus type and current date. PNR should be unique and incremental.
- f. Creating/updating/managing fixed or calculated fare rules for state/interstate bus operations including base fare, kilometers, various surcharges, i.e., ACS, HR, IT, TT, etc. in the correct rounded form. Easy and hassle free process for entering fare and its associated components in to the system in a single go.
- g. Facility to create/update/manage new concession name, code, rate, and applied for, effective from and expiry date.
- h. Configuration of ETIM for booking agents, e.g., boarding point, allotment of ETIM, maintaining the transactions history, balance and top up history, calculation of commission (fixed/percentage) and block/un-block the user.
- i. Manage bus contract services, including kilometers, fare rates, fare calculation based on distance, and display them on PORS for easy booking.
- j. Ability to implement the promotional, discount or any ride miles scheme seamlessly.
- k. Audit Logging: Record and monitor all administrative actions within the system for security and compliance purposes.

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- I. The successful bidder will additionally provide a waybill audit facility at the level of Revenue In-Charge or Manager Finance.
- p. Seat preference should be available for the passengers travelling for over 50% of the total route distance.

5.1.3 User Management

- a. Passenger Registration and Profile Management: Allow passengers to register, create profile, and manage their information including reset password with OTP.
- b. Account Balances and Top-Up: Enable users to check balances and top-up using various payment methods (upi/credit/debit card, mobile wallet, and bank transfer).
- c. User Types: Distinguish between passenger, operator, cashier and admin roles, with tailored access levels and permissions.

5.1.4 Fare Validations

- a. Ticket Purchase and Validation: Passengers should be able to purchase and validate tickets through contact/contactless media (NCMC, Smart cards, QR codes, NFC, mobile app).
- b. Fare Calculation and Deduction: Automatically calculate fares based on travel distance, zones, or time-based rules and deduct from the user's account.
- c. Multi-Mode and Transfer Capability: Allows for fare calculation across several mode of transportation, including seamless transfers and capping for multiple rides, in case of integration of other transport undertaking.
- d. The bidder shall create a passenger mobile ticket booking app for all types of bus services. The tickets issued from that app should include a QR code that can be scanned and confirmed by the bus conductor while boarding.

5.1.5 Cashier Module

- a. The successful bidder will create a cashier module to validate and collect cash from ETIM operators, booking clerks, contractual services, private booking agents, etc.
- b. The bidder should also provide the option to deposit cash in non-operational heads such as Canteen, Parking, Rent, Contract, Penalty, Recovery, etc. All cash deposits and collections in the depot should be done online, with no manual receipts produced.
- c. The shift wise cash deposit, collection and cash handover process should be there.

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- d. After depositing the cash in bank, the receipt upload facility against the cash should be provided.
- e. Manager Finance should be able to examine cash deposits using the maker-checker model.
- f. Cashiers should be able to accept digital payments with/without QR codes.
- g. MIS report facility should be available for all types of user cashier and transactions.
- h. Bifurcation of operational and non-operational cash deposits and collections should be available in MIS reports.

5.1.6 Module for Manager Operation

- a. The successful bidder will prepare the bus master. Depending on the make and type of the buses, a facility for adding/modifying/transferring the buses will be provided.
- b. There will be option to manage/maintain the record of off-road, breakdown, push start, tyre, stepony, condemned & diesel average etc. of the buses of corporation as well as hired.
- c. Assign Vehicles to Routes: Allocate vehicles to routes based on route demand, distance, and vehicle capacity.
- d. Vehicle and Driver Pairing: Pair drivers and buses to maximize driver familiarity with specific routes and vehicles with QR code.

5.1.7 Payment Gateways and DQR Payment Processing

- a. Payment Gateway Integration: Integrate with multiple payment gateways to support UPI, credit cards, debit cards, mobile payments, and digital wallets.
- b. Secure Transaction Processing: Process transactions in real-time and ensure compliance with PCI-DSS standards and 128 bit or higher encryption method.
- c. Refunds and Adjustments: Provide mechanisms for automatic server-to-server (S2S) and manual refunds in case of unsuccessful transactions or disputes.
- d. Ensure accurate reconciliation of bookings, refunds, and unsuccessful transactions at the end of the day.

5.1.8 Time Table Management

- a. The successful bidder will have to provide a dynamic timetable and dispatch system module to create a centralized timetable for the entire fleet of RSRTC.

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- b. The depot-specific time table should be created by the respective depot and approved/modified by the time table section of the headquarter.
- c. Route-Based Scheduling: Generate route-specific schedules, listing departure and arrival times for each stop.
- d. Timetable Integration: Integrate the schedules for all routes, ensuring that vehicles are not double-booked and are efficiently distributed.
- e. Cross-Checking: Cross-check schedules to ensure that no overlapping or conflicting times exist, especially at key hubs or interchanges.
- f. First and Last Trips: Define the start and end times of service for each route.
- g. Timetable module should be able to display Depot, zone, service, bus type wise timetable.
- h. Ability to create/modify Bus stops, routes, services, and trips.
- i. Define the time interval frequency between the routes and trips.
- j. All cancelled/discontinued routes/services should be shown on the ORS and no depot can make any change in it without the approval of the time table section of the headquarters.
- k. There should also be a provision for the depot personnel to enter the bus timetable of other STUs for the internal purpose/convenience.
- l. Once a time is allotted to a bus service, the same time cannot be allotted to any other bus service of the same route.

5.1.9 Reporting and Analytics

- a. Transaction Reports: Generate real-time and historical transaction reports by user-type, date-wise, route-wise, and transport mode.
- b. Revenue Reports: Provide daily, weekly, monthly, and quarterly revenue data.
- c. Operational Reports: Generate reports on peak hours, passenger flow, route performance, concession and other operational data.
- d. Dashboard: Admin dashboard with real-time KPIs, alerts, and analytics visualizations for monitoring system performance.
- e. All reports shall have the capability of Business Intelligence and displaying the data as required by the Corporation.



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5.1.10 Performance Requirements

- a. Transaction Speed: The system should be fast enough to provide seamless user experience.
- b. Scalability: Support concurrent transactions, with the ability to scale during peak hours.

5.1.11 Reliability and Availability

- a. System Uptime: Ensure 99 % uptime to handle concurrent transactions reliably.
- b. Redundancy: Maintain redundancy to avoid data loss and downtime.

5.1.12 Security Requirement

- a. Data Encryption: Use 128 bit or higher encryption for data storage, transmission, and payment information.
- b. Authentication: Implement multi-factor authentication (MFA) for admin and critical user functions.
- c. Compliance: Ensure PCI-DSS compliance for all payment transactions and General Data Protection Regulation (GDPR) compliance for personal data.

5.1.13 Usability Requirement

- a. User-Friendly Interface: Ensure intuitive and responsive interfaces for passengers, operators, agents and admins across devices.
- b. Language Support: Multi-language (English and Hindi) support for the passenger tickets to cater to diverse demographics.

5.1.14 Maintainability Requirement

- a. Modular Architecture: Use a modular design preferably agile model to allow future feature extensions and upgrades.
- b. Logging and Monitoring: Implement logging for tracking issues and system audit trails for proactive maintenance.

5.1.15 Integration Requirement

- a. Third-Party Integration: Ensure compatibility with third-party transit apps, payment gateways, ONDC, NCMC and existing VTS, RFID Smart Card management system and body worn camera of RSRTC.

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- b. API Development: Provide APIs for external integrations (e.g., real-time location ETIM duty, time-table and route data).
- c. Ability to integrate the Passengers head count data from an external API.

5.1.16 Testing Requirement

- a. Unit Testing: Verify each module independently for expected functionality.
- b. Integration Testing: Ensure proper interaction among modules, particularly fare calculations, payments, and validations.
- c. Load Testing: Assess system behaviour under peak load conditions.
- d. Security Testing: Test for vulnerabilities, including payment security and data protection.
- e. User Acceptance Testing (UAT): Conduct UAT with stakeholders to ensure the system meets all specified requirements.

5.2 ONLINE RESERVATION SYSTEM (ORS)

Online Reservation System — Although, RSRTC has implemented their own Web based Online Reservation System developed in the open source platform for current reservation as per the RSRTC business rules/policy. The existing ORS application has also implemented all the reservation/cancellation/concessional rules. The Successful bidder should develop a centralized web ORS application as per the RSRTC business rules.

The major requirements (but not limited to) are as follows:

- a. The Online Reservation System interface will be intuitive, responsive with mobile devices, web-enabled and compatible with latest versions of internet browsers (such as Chrome, Edge, Firefox, Safari, etc.).
- b. The Home page of the web portal should have a prominent banner area which would display high-quality images of popular routes, promotions, or featured tickets. The home page should also include search facility to search bus services filtered by source and destination, journey date, service type, etc.
- c. All routes, bus stops and trips received from Automated Fare Collection System (AFCS) should be properly displayed at the reservation counters with service type, date, time, fare and associated concessions, etc.
- d. The booking clerk/ETIM Booking agent will allot seat number to the passenger with name, age, gender, mobile number and concession (if any) as per the respective route/schedule.

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- e. After booking the bus as per the respective schedule, the booking clerk/ETIM Booking agent should transfer all the booked data along with passenger details to the conductor's handheld device through NFC/Bluetooth/Wireless communication.
- f. ORS counter/Booking Agents are to be integrated with all major payment options like DQR/Credit/Debit Card, etc. Although, the payment options are the existing partners of RSRTC, the successful bidder has to integrate to provide the digital payment facility.
- g. After departure of bus services from the counter, booking clerk will be able to print details of the issued ticket in the form of DSA (Daily Sales Account) properly mentioning ticket no., PNR no., From, To, Passenger name, Mobile no., Amount, GST payment mode and mode of issuance of ticket etc. as per RSRTC business rules.
- h. The booked ticket value from ORS counter/Booking Agent represents the revenue of the respective depot (to which the bus belongs) and should be displayed on the relevant route/bus when reconciling.
- i. The ticket booking amount for the ORS counters/booking Agents shall be automatically displayed at the cashier level.
- j. A proper cashier module shall be developed by the successful bidder for depositing the amounts collected by ORS counters/ Booking Agents, which shall work shift-wise as per industry standards for proper amount reconciliation.
- k. The system should allow one-way/round trip booking through ORS/PORS.
- l. Online reservation booking facility should be accessible to authorized ticket booking agents and online travel agents with all security checks, access permissions and restricting agents not to cross permissible financial ceiling.
- m. Automatic locking of booking facility provided to authorized booking agents, if the limit exceeds the permissible limit.
- n. Enhance the security features like encryption of the data, prevention the virus/hackers attack.
- o. System should be able to cater to business rules regarding ticket reservation/cancellation.
- p. Advanced booking, round-trip booking and Full/Partial Cancellation of tickets shall be allowed to the passenger through the system.
- q. All ORS booking users should be able to change their password periodically as per IT Policy 2008. Option to reset password which is to be done after authentication with OTP.
- r. Enabling blocking of seats or issuing ticket for reserved quota.
- s. Applying concessions applicable for ORS/ETIM Booking agents as per the rules of RSRTC.

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- t. The ORS facility will be extended to RSRTC Authorized Booking Counters/Agents with proper commission charges (Fixed/Percentage) on the basis of prepaid model. Reports are to be provided for depot-specific revenue collection, commission, cancellation, and balance amount.
- u. Comprehensive audit trail, logging and reporting.
- v. System should send SMS alert to the passenger on successful reservation, cancellation and bus details before starting the journey.
- w. ETIM operators should be able to monitor all the information regarding the booking agents cash deposit and other related information with proper check.

5.3 PUBLIC ONLINE RESERVATION SYSTEM (PORS)

RSRTC, has its own Public Online Reservation System (PORS), i.e., <https://rsrtconline.rajasthan.gov.in> through which a passenger can book online bus ticket for which payment is also accepted online through payment gateway. Currently, PORS application is used by approximately 10,000 passengers per day, with an average session time of 5:52 minutes. The PORS application has great potential to convert online users into regular RSRTC commuters by providing a great flexibility in terms of dynamic searching of buses, maintaining history, auto-filling of passenger data, guest login facility, etc. The Successful bidder is to develop a new centralized web-based PORS application for RSRTC.

The major requirements (but not limited to) of Public Online Reservation System (PORS) are as follows:

- a. PORS interface should be intuitive and responsive with both desktop and mobile devices. It should be web-enabled and compatible with latest versions of widely used internet browsers (such as Chrome, Edge, Firefox, Safari, etc.).
- b. The Home page of the web portal should have a prominent banner area which would display high-quality images of popular routes, promotions, or featured tickets. The home page should also include search facility to search bus services filtered by source and destination, journey date, service type, etc.
- c. A carousel or grid displaying top-selling or trending routes with eye-catching images and "Book Now" or "Learn More" buttons.
- d. Promotions & Discounts: Highlight deals or offers on specific tickets, such as "Early Bird Discounts" or "Group Deals", as and when RSRTC permits.

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- e. The user should be able to search source and destination with proper nomenclature of Bus Stop Names (Taluka, District, State). No duplicity/ambiguity in the bus stop names should be found. The successful bidder shall ensure to create all the bus stops at their own level.
- f. Search criteria for the bus stops shall be FROM, TO and vice-versa along with Date of Journey.
- g. Filters by journey date, time, Source, Destination, price range, etc. This can work like e-commerce filters for narrowing down to desired items.
- h. The user should find all the bus services based on the search criteria along with proper Date & Time, Route, via, Service ID, vacant seats and fare information.
- i. The successful bidder should provide an option to the user to select the seat layout, boarding, dropping points.
- j. After choosing the seat layout, the passenger should be able to enter personal details such as name, age, gender, mobile number and email. There should be an add passenger option to add more passengers to the ticket.
- k. The successful bidder should provide the facility to display amenities, bus photos, cancellation policy and review of the bus.
- l. If the passenger belongs to concession category, then the bidder should give the option to validate the RFID smart card number through API after proper integration of the existing RFID Smart Card/NCMC card project.
- m. For making the online payment, the successful bidder shall have integration with existing payment gateway partners for taking online payment through Debit/Credit/INB and QR code and settle the amount to the nodal bank of RSRTC.
- n. After successful transaction, PNR will be issued to the passenger and booking details will be shared through email, SMS and WhatsApp (if available).
- o. Unsuccessful transactions shall promptly return to the payment gateway partners through Server to Server integration and the passenger should be notified regarding the same.
- p. The successful bidder should provide the complete payment gateway reconciliation along with successful, cancelled and failed transaction details.
- q. All the tickets booked through mobile app, online reservation system, booking agents, e-mitra and any other third-party; should be displayed on the conductor's ETIM machine as a Reservation Chart containing ticket and passenger information.

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- r. All the tickets purchased in whatever manner must include a QR code, which the conductor must scan and validate with his ETIM at boarding time. Only after the validation at the conductor level, it will be counted as conductor revenue and included in the MIS report.
- s. The system should have provision to implement ride miles facility (similar to bonus points) to passengers, as and when required by RSRTC. Provision should also be there for the passengers to maintain their ticket history and avail ride miles point redemption as and when convenient. RSRTC will decide on allocation and redemption rules later. The RSRTC will determine later whether or not to offer this service to passengers.
- t. Passenger should also have the facility to book tickets using guest login based on the verified mobile OTP.
- u. Passengers should also have the facility to reset password through OTP as per Password and IT Policy 2008.
- v. The user should have the facility to Print / SMS / E – mail / WhatsApp the ticket. OTP, Booking, Cancellation, Bus No. Allotment & Tracking and any other emergency service SMS need to be sent to the passengers, as per requirement of RSRTC from time to time. Charges towards sending SMS and WhatsApp integration are to be borne by the SI.
 - a. The user should be able to track their refund status via PNR/Mobile number.
 - b. Web enquiry for seats availability, fare, routes, en-route stops, arrival and departure time etc.
 - c. The security for the access to the application must be provided centrally with suitable authentication/architecture. Audit trail must be maintained for all data updates/ amendments/ deletions for security audit.
 - d. Prevention of the unauthorized virus/hackers.
 - e. Admin console report of passengers i.e. city wise, country wise, amount wise, device and other related queries for preparation of route/schedule in future.
 - f. All the reservation tickets should be issued after proper validation of Wallet/Ride Miles Points/RFID Smart Card.
 - g. The PORS portal may have additional E-Commerce features like WhatsApp booking/helpdesk, Review and Rating of the buses.
 - h. The bidder will make the ticketing portal intuitive, engaging, and easy to navigate, closely resembling a modern e-commerce experience while tailored specifically for ticketing needs.
 - i. The successful bidder should provide the safe-to-host facility of the PORS to the BSDC at its own cost.

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- j. Responsive Design: Adapted UI to ensure all features are mobile-friendly, with easy navigation and quick loading times.
- k. The successful bidder should provide an option for admin of PORS to change the dynamic content of the portal, change images, change theme, show & hide the payment gateway options, enable promotions and discounts if any.

5.4 ELECTRONIC TICKET ISSUING MACHINE (ETIM)

The successful bidder should develop the centralized web based automatic fare collection interface for data flow between the ETIMs with ORS. The interface developed should be capable of performing the functions like uploading and downloading of data, like capture advance booking details from the ORS and pass it on to the ETIMs which will help conductor to know advance booking details, route details, current tickets issued details and the seat vacancy position in buses. Proposed application should support the integration of 4G/5G/LTE network base ETIM machine. The system should then allow auto compilation of tickets and its details, revenue reconciliation, daily income reports, online MIS and decision support system as per requirements of RSRTC.

The major requirements (but not limited to) of ETIM are as follows:

- a. RSRTC intends to give 7000 ETIMs to its conductor. The conductor would be responsible for his ETIM, if any damage/theft/ and any other serious issue found, repair amount for the same would be recovered.
- b. The conductor should be able to login to the ETIM via a combination of username + password (ID + PIN), or via any other secure means.
- c. Easy to use and user friendly interface of the conductor app.
- d. All the routes and its details should display on the landing page.
- e. The conductor should be able to issue ticket after selecting the seat according to relevant category of the passengers.
- f. The conductor app is integrated with RFID/NCMC smart data for validating and issuing the free/concessional/Prepaid tickets.
- g. The system should be able to extend the expiry date and top-up the RFID/NCMC smart card.
- h. The ETIM will support secure transfer of financial data from ETIM through 4G/5G/LTE network to a central server at preconfigured intervals.
- i. Fare and other real time information should be updated Over The Air (OTA).

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- j. Capability of transfer booking/agent data via NFC/Bluetooth or any other secure communication protocol into conductor ETIM.
- k. All tickets, payment transactions, vehicles check and stage change data will be automatically sent to central server for live monitoring of the revenue and other parameters.
- l. ETIM will have the capability of booking ticket online and assign seat number to the passenger.
- m. User ID's are to be created for Ticket inspectors also, who will be able to login in the conductor's ETIM at the time of inspection, and create and print the inspection report.
- n. All the tickets issued except by conductors shall be scanned through a QR code to validate the ticket authenticity.
- o. The conductor should be able to select any depot routes Over The Air (OTA) on demand and issue tickets.
- p. The ETIMs should have an integrated display that can be easily read under all conditions of ambient light throughout the day and night.
- q. The ETIMs must have multiple means of transferring data to the cloud in case of lack of mobile network data connectivity such that there is no loss of data for RSRTC.
- r. Other roles may be required to login to the device based on varying operational needs.
- s. Facility to scan the bus number QR code for assigning the bus on the route.
- t. The ETIM shall store all required transaction data on-board, including: Date and time of transaction, Device ID, Employee ID of conductor, Ticket serial number, Ticket's source station, Ticket's destination station, Transaction Value, Trip code, Smart card serial number (if applicable), Transmission status (i.e. successfully transmitted to AFCS or not), Vehicle number, any additional data that may be deemed necessary to the transaction.
- u. The system shall issue tickets in multi-language i.e. Hindi, English.
- v. ETIMs shall be connected to the AFCS through mobile network data connection, and have the capability to transmit real-time ticket transactions, battery status, count of tickets, etc. to the AFCS.
- w. All tickets functions must work in offline mode in the case of loss of data connection and then be settled by batch mode as required.
- x. The ETIM must be able to record and print various types of tickets and travel receipts – general ticket, combination ticket (adult + child + concession), other concession tickets, differential fare ticket, various schemes tickets, luggage ticket, parcel ticket etc.

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- y. The successful bidder should provide the complete private booking agents management on prepaid balance/commission model and issue and transfer the tickets' data through secure communication connection like QR/NFC/Bluetooth.

5.5 NATIONAL COMMON MOBILITY CARD (NCMC)

National Common Mobility Card (NCMC) for a bus transport system encompasses the setup, integration, and management of a unified, contact or contactless fare collection system. This system will enable passengers to use a single card for seamless travel across multiple public transportation modes and cities. System Integrator must arrange with FI/Bank for the quick deployment of the NCMC Open Loop Ticketing System at their own level as described below.

The tentative scope of work for implementing the NCMC is as below:

5.5.1 NCMC Card Issuance

- a. FI/Bank shall be responsible for instant issuance of NCMC Cards at online/depot level and carry out related activities to meet the objective of open loop ticketing system. Besides, the NCMC Debit cards issued by any banks will be used by customers for fare payment.
- b. This includes both personalized as well as non- personalized cards. FI/Bank Shall provide the personalized cards for concession pass holders and employee/staffs based on department's requirements with required details of photo, name, age printed on the card.
- c. RSRTC will approve the card design before proceeding for printing by FI/Bank.
- d. RSRTC facilitate issuance of FI's prepaid /Concessional NCMC Cards from depot counters through RSRTC personnel. However, the issuance from counters by RSRTC personnel shall in general be limited to only instant issuance requiring minimum KYC. FI/Bank shall make its own arrangement for converting to Full KYC.
- e. FI/Bank to take necessary measures to minimize the card issuance time and transaction time.
- f. FI/Bank shall have the option to issue the NCMC cards as per the payment scheme of their choice in mutual consent with the RSRTC, but system should support acceptance of all the three payment scheme cards (MasterCard, Visa and RuPay).
- g. RSRTC may appoint 3rd party agency to certify the data formats and standards used by bidder for terminal interface.
- h. The NCMC card issuance charges will be borne by the user. The charges shall be decided as per prevalent market rates and with mutual consent between RSRTC and the bidder.

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- i. FI/Bank shall define the process and guideline for issuance of different NCMC card type such as pre-paid, credit and debit cards.
- j. FI/Bank shall provide an easy to use website and Mobile app service, which can also be their exiting net-banking and mobile banking application, to enable commuters for requesting the cards for RSRTC. Commuters should be able to fill the required minimum details including KYC and collect the smart card kit at the depot with ease by showing a code for the registration form confirmation. FI/Bank shall also provide the APIs for the same as per request from RSRTC to enable this service through RSRTC Mobile app/website & other third-party apps as approved by RSRTC for requesting the RSRTC NCMC cards.
- k. FI/Bank shall be responsible for all compliances and business-related aspects of the card and department shall not have any liability for the same.
- l. FI/Bank to propose and set up process to enable conversion of min-KYC cardholders to full-KYC.
- m. Design, development and maintenance of an Interoperable NCMC Smart Card Application and Card data format;
 - i. FI/Bank shall define the interoperable data format and standards of smart cards and terminal interfaces as per NCMC specifications for KEY and SAM management etc.
 - ii. The smart card should be compliant with all EMV & NCMC regulations and should be a dual interface card (Contact & Contactless) capable of performing EMV and transit transactions on the relevant terminals.
 - iii. The Smart Card to be used with the Back-Office System for Open loop shall be ISO 14443/ISO18092 compliant.
 - iv. The Smart Card shall have an operating frequency of 13.56 MHz.
 - v. The dimensions of the smart card shall comply with ISO 7810.
 - vi. The resistance of the Smart Card to mechanical stress and chemicals shall comply with ISO 10373.
- n. FI/Bank shall maintain entire life cycle indicative activities of NCMC card such as:
 - i. Issuance of Smart card
 - ii. Activation of Smart card
 - iii. Deactivation of Smart card
 - iv. Blacklisting of Smart card

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- v. Re-loading/ Re-use of Smart card
- vi. Loss of Smart card and
- vii. Replacement of Smart card etc.

5.5.2 Transaction Acquiring

The customer will use the NCMC cards for digital payment. The selected bidder will be responsible for acquiring of these transactions done using NCMC cards issued by any FI/Bank certified as per NCMC specification.

5.5.3 Transaction Settlement

The bidder should support the transactions settlements across multiple Issuer Banks through Central Clearing House (NPCI). The key points to be noted are as follows:

- a. The customer will be able to use the NCMC cards, issued by any FI/Bank, for the fare payment.
- b. Partner Bank will integrate with the AFC System for seamless acceptance of payments on ETIMs through NCMC cards.
- c. Bank will be responsible for cash management, reconciliation and settlement activities.

5.5.4 Card Top-up

Bidder shall provide various payment channels for the Card Top-up on the web/mobile interface provided by the Authority/its vendor.

- a. FI/Bank shall be responsible for setup process and enabling the Top-up of all NCMC Cards at department's service points issued by any Bank under any payment scheme, based on commuters' request. The FI/Bank shall not charge any additional fee for such services from the Customer and the Department unless otherwise specified in the agreement.
- b. FI/Bank shall provide acquiring interfaces for top-up channel of the NCMC cards.
- c. FI/Bank shall enable online top-up of NCMC cards through departmental mobile app and website (inter-operability for top-up of other bank cards to be enabled as and when permitted by RBI).
- d. FI/Bank should provide the required APIs and documentation for enabling such top-up through departmental mobile app/website & other third-party apps on approval from department.



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- e. Commuters shall be able to check balance/transaction statement of the FI/Bank issued NCMC cards via SMS, or web-based channels, mobile apps etc.
- f. This should support standard Internet security including, but not limited to Digital Certificates, Various levels of encryption, Secure Socket Layers (SSL), Secure Hypertext Transfer Protocol (HTTPS). FI/Bank shall be responsible for the Top-up of NCMC Cards, issued by any Bank, based on customers' request. The Bidder shall not charge any additional amount from the Customer and the RSRTC unless otherwise agreed in the agreement.

5.5.5 Hardware Provisioning

- a. Provide necessary hardware for all required applications as per the mentioned Scope of the Services to be provided by the bidder.
- b. Certify Acquiring Host as per EMV, PCI-DSS and NCMC standards.

5.5.6 Service Points Management

- a. Bidders to provide support /services at their service point to NCMC cards commuters.
- b. Bidder to ensure that the Service Points display the NCMC Card Issuance activity prominently.

5.5.7 Bidder will facilitate following through Service Points:

- a. Instant card issuance and card top-up as per given process (in case of general cards).
- b. Bidder to maintain inventory of prepaid general cards.
- c. Help end users / customers about use of cards.

5.5.8 Fraud and Risk Management

Provide risk, fraud and dispute/chargeback capabilities including KEY management.

5.5.9 Helpdesk and Dispute Management

- a. Provide central toll-free helpdesk/ IVRS to handle NCMC card transaction related issues
- b. Provide NCMC Card dedicated support to Issuer Bank with reference to transaction dispute, refunds, chargeback and merchant account management as per RBI requirements.

5.5.10 Certifications and Compliances



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The bidder will be responsible for necessary certifications and compliances required for transactions acquiring of NCMC cards. The table below provides an overview of the certifications required for an Acquirer Bank, issuer bank, ETIM certification requirement.

5.5.11 Issuer Bank Certification Requirements

S. No	Product/System	Role in Payment Eco- system	Certification Type	Followed Guidelines
1	Card	Issuance	Physical Card	EMVCo
			NCMC Application	NCMC
			White plastic Certification	NCMC
2	Issuer Host	Transaction processing by Issuer Bank	Issue Host Certification	NCMC
3	Central Clearing House Certification (CCH)	Clearing and Settlement	CCH Certification	NCMC

5.5.12 Acquiring Bank Certification Requirements

S. No	Product/System	Role in Payment Eco- system	Certification Type	Followed Guidelines
1	Acquirer Host	Transaction processing by Acquirer Bank	Acquirer Host Certification	NCMC
2	Central Clearing House Certification (CCH)	Clearing and Settlement	CCH Certification	NCMC

5.5.13 ETIMs Certification Requirements for NCMC

S. No	Product/System	Role in Payment Eco- system	Certification Type	Followed Guidelines
			Hardware Level Requirement (L1)	EMVCo



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1	Terminal	Acceptance	Terminal Kernel-(Contact L2)	EMVCo
			Terminal Kernel-(Contactless L2)	NCMC
			Terminal Application(L3)	NCMC

5.5.14 Back-End Integration

Integrate the NCMC with existing ticketing systems and central databases for seamless communication, authentication, and transaction processing.

5.5.15 Fare Collection System

Implement a fare collection system that supports contactless NCMC transactions, allowing passengers to tap and pay at ETIM machines or card validators.

5.5.16 Interoperability Across Systems

Ensure compatibility with other public transport networks, enabling the same card to be used across different transportation modes (e.g., buses, metros, trains).

5.5.17 Hardware and Software Implementation

- ETIMs/Card Readers: Enable ETIMs and install contactless card readers on buses to support NCMC payments and fare deductions. A proper certification can be taken from respective validation agency like NCPI.
- Mobile and Web Applications: Develop mobile and web interfaces to enable passengers to recharge cards, view transaction history, and access other account management features.
- Real-Time Transaction Processing: Enable instant transactions and fare deductions in real-time, integrated with a back-office system for transaction reconciliation and reporting.

5.5.18 Security and Compliance

- Data Security: Implement encryption and data protection measures to safeguard sensitive passenger information and transaction data.
- PCI-DSS Compliance: Ensure that payment transactions comply with PCI-DSS standards to protect card data.
- Fraud Prevention and Risk Management: Set up monitoring systems to detect and prevent fraud, including unauthorized access and transaction anomalies.

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5.5.19 Testing and Quality Assurance

- a. System Testing: Conduct testing to verify that the NCMC works seamlessly across all buses, ticketing devices, and backend systems.
- b. Interoperability Testing: Ensure compatibility of the NCMC with other city and national transport systems, confirming the card's functionality across multiple operators and regions.
- c. Pilot Programs: Run pilot implementations in select areas before full-scale rollout to identify and resolve potential issues.

5.5.20 Training and Support

- a. Staff Training: Train bus conductors, customer support teams, and technical staff on the use of the NCMC system, including troubleshooting and transaction management.
- b. Passenger Awareness Campaigns: Educate the public on the benefits of the NCMC, how to use it, recharge options, and customer support channels.
- c. Ongoing Support and Maintenance: Provide regular system updates, maintenance, and support services to ensure continuous, smooth operation of the NCMC system.

5.5.21 Reporting and Analytics

- a. Transaction and Usage Reports: Generate reports on transaction volume, usage patterns, revenue, and other key metrics.
- b. System Performance Metrics: Monitor system uptime, transaction success rates, and hardware/software performance for continuous improvement.
- c. Feedback and Improvement Mechanisms: Collect passenger feedback and use it to enhance system features and performance.

5.6 MOBILE APPS

Bidder should develop mobile application (Android, iOS) for RSRTC passengers, which would have the ticketing facility and also show real time bus location, schedule and ETA details after successful integration of the Vehicle Tracking System. Mobile Application proposed by bidder must be compatible with tablets and smart phones and its Operating System viz Android and iOS.

- a. It should have a user friendly interface and should need minimum human touch points to access required content.
- b. Mobile Application must cater to screen sizes and resolutions of all tablets, smart phones.

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- c. Mobile Applications must be approved and available on play store / app store for respective platforms. For example, Google play store for Android, App Store for iOS.
- d. Application should work with most mobile phones and tablet devices, which are not more than three years old as on date.
- e. The successful bidder should develop an android mobile app for RSRTC admin containing features like being able to see the waybill info i.e. sign in & out waybill, pending waybill, cancel bus service, initiate a refund to the passengers through a ticket number and also able to see the revenue status of the current date tickets issuing from all modes. Also, conductor login facility for crew scheduling and duty sign-in/sign-out.
- f. Mobile Applications shall have following features (but not limited to):
 - i. Mobile application should cater all the Public Online Reservation facility.
 - ii. Mobile application should be able to integrate all the payment option i.e. Payment Gateway, Wallet and QR Code integration with RFID/NCMC Smart Card (E-Purse) payment facility.
 - iii. Scheduled and Expected time of arrival at each stop along with bus route/service number and route name.
 - iv. Stops names for each route name and route number.
 - v. Running information of buses and live tracking of buses.
 - vi. For passengers traveling in bus, mobile app must show in-app mobile notification for next bus stops in the route as well as important message or broadcasts provided by RSRTC control center.

5.7 VEHICLE TRACKING SYSTEM (VTS)

- a. The successful bidder should integrate the ticketing system to the existing Vehicle Tracking System of RSRTC through API for displaying the ETA/D, Live tracking of the buses, route track and time table.
- b. The successful bidder should share the waybill information, route, bus, conductor and driver and number of passenger details through API.

5.8 RFID SMART CARD SYSTEM

- a. RSRTC has an RFID Smart Card technical partner to issue the Free/Concessional RFID Smart Cards.

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- b. The successful bidder should integrate the existing RFID Smart cards data for issuing and validating the cards of the passengers while journey.
- c. The successful bidder shall also provide a facility on ETIM for validating the RFID/NCM Cards, recharge or top ups and extending the validity of the cards through conductors.

5.9 API INTEGRATION

RSRTC has various API Channel Partners for ticketing on prepaid model and intends to spread it on wide level; thus need to develop the following API:

- a. Ticketing API (All the destination points, boarding address, departure/arrival time, fare, seat layout, concession information etc.).
- b. Location API (All the vehicle location with vehicle no., ETA/ETD, Time and Route Information).
- c. Time Table API (Time table information with vehicle no, ETA/ETD, Destination, Boarding, Departure and alighting time.
- d. The successful bidder will have to integrate live stream/feed of Body Worn Camera (BWC) with the ticketing system to improve the checking experience and prevent pilferage.
- e. The successful bidder will also have to integrate the ticketing machines with Automatic Passenger Count (APC) system likely to be installed in buses by RSRTC in future.

5.10 SEARCH ENGINE OPTIMIZATION ACTIVITY (SEO)

5.10.1 Objective

- a. Improve organic search visibility for targeted keywords related to RSRTC ticketing (e.g., "buy bus tickets," "roadways tickets near me", "super luxury bus tickets", etc.).
- b. Increase website traffic from search engines.
- c. Enhance user engagement metrics (e.g., bounce rate, time on site, click-through rate).
- d. Drive conversions (ticket sales) through organic traffic.

5.10.2 SEO Audit

- a. Comprehensive analysis of the website's current SEO performance.
- b. Review of technical SEO (site speed, mobile responsiveness, crawlability, etc.).
- c. Identification of on-page and off-page SEO issues.
- d. Competitive analysis of top-performing ticketing websites.

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5.10.3 Keyword Research

- a. Identification of primary and secondary keywords.
- b. Analysis of long-tail keywords and location-specific search terms.
- c. Mapping keywords to relevant landing pages.

5.10.4 Technical SEO

- a. Optimizing website structure and URLs.
- b. Ensuring proper use of robots.txt and XML sitemaps.
- c. Implementing schema markup for events.
- d. Addressing site speed and Core Web Vitals improvements.

5.10.5 On-Page Optimization

- a. Meta tags (title, description, headers) optimization.
- b. Content optimization for target keywords.
- c. Internal linking structure improvements.
- d. Image optimization (alt tags, size compression, etc.).

5.10.6 Content Strategy

- a. Creation of SEO-optimized landing pages for major events.
- b. Development of blog posts or resource guides related to ticketing trends.
- c. Regular updates to the site's content to keep it fresh and relevant.
- d. Link Building
- e. Acquisition of high-quality backlinks from relevant websites (e.g., event organizers, review sites, industry blogs).
- f. Monitoring and disavowing toxic backlinks.

5.10.7 Tools to Be Used

- a. Google Analytics and Google Search Console.
- b. SEO tools like SEMrush, Ahrefs, or Moz.
- c. Speed testing tools like PageSpeed Insights or GTmetrix.

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- d. Schema markup tools (e.g., JSON-LD generators).

5.10.8 Evaluation Metrics

- a. Increase in organic traffic.
- b. Improvement in keyword rankings.
- c. Enhanced click-through rates (CTR) from search results.
- d. Higher ticket sales attributed to organic traffic.

5.11 BODY WORN CAMERA (BWC)

The body-worn camera (BWC) system monitors and records interactions during squad checks. The system aims to enhance transparency, accountability, and safety for officers and the passengers. The BWC system will capture video and audio recordings, store data securely, and provide features for playback, retrieval, and analysis.

5.11.1 Product Perspective

The BWC system will be a standalone device along with portable charging facility integrated with a cloud-based storage solution and ticketing system. It will have an associated desktop application for data management and review.

5.11.2 Product Features

- a. Continuous video and audio recording
- b. Secure data storage and retrieval
- c. GPS location tagging
- d. User authentication and access control
- e. Video playback with timestamp and location overlays
- f. Incident tagging and categorization
- g. Integration with ticketing system

5.11.3 User Classes and Characteristics

- a. Enforcement Officers: Primary users for recording and reviewing footage
- b. Supervisors: Users with access to review and analyze footage
- c. System Administrators: Users responsible for system maintenance and data management



Operating Environment

- a. The BWC will operate in various weather conditions.
- b. The software will be compatible with Windows platforms.

5.11.4 Functional Requirements

Recording

- a. The system shall start recording automatically when activated.
- b. The system shall record audio and video continuously.
- c. The system shall tag GPS coordinates to each recording.

Data Storage

- a. The system shall securely upload recorded data to the cloud storage.
- b. The cloud storage shall be provided by the System Integrator for storing at least 90 days' recording data.
- c. The system shall support offline data storage with automatic synchronization when connected to the depot network.

Playback and Review

- a. The system shall allow authorized users to playback recorded videos.
- b. The system shall display timestamp and GPS data during playback.
- c. The system shall provide search and filter options based on date, time, and location.

User Authentication

- a. The system shall require user authentication for access.
- b. The system shall support role-based access control.

System Integration

- a. The system shall integrate with ticketing system for incident logging.
- b. The system shall support API for third-party application integration.

5.11.5 Process Flow

Recording Process

- a. Activation: Officer activates the BWC.



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- b. Continuous Recording: The BWC records audio and video.
- c. GPS Tagging: Each recording is tagged with GPS data.
- d. Incident Tagging: Officer tags incidents in real-time.

Data Upload Process

- a. Connection: BWC connects to the depot network.
- b. Data Encryption: Recorded data is encrypted.
- c. Data Upload: Data is uploaded to the cloud storage.
- d. Confirmation: Successful upload confirmation is sent to the BWC.

5.12 HELPDESK MANAGEMENT SYSTEM (HMS)

5.12.1 Helpdesk Setup and Infrastructure

- a. Establish Communication Channels: Set up multiple support channels i.e. call center, email and IVRS to make it easy for passengers to reach support 24x7 (365 Days).
- b. SLA Tools: Implement a ticket management system to log, prioritize, and track issues until resolution. SLA Monitoring Tools or knowledge base software should also be implemented for efficient management of ETIM inventory, ticket generation and track maintenance activity in a date and time stamp manner.
- c. Self-Service Portal: Create an online knowledge base or FAQ section where passengers can access answers to common questions about ticketing, refunds, recharges, and general usage.
- d. The bidder is also required to set up ETIM Service Centres in each Zonal Office (8) under CCTV surveillance on network. Every repair activity will be covered under CCTV. CCTV recordings should be maintained for at least 30 days.

5.12.2 Support Level and Responsibilities

- a. Tier 1 Support: Initial point of contact to handle general inquiries and minor issues (e.g., account setup, ticket booking assistance, failed transactions, booking enquiries, basic troubleshooting).



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- b. Tier 2 Support: Advanced support and escalation to technical teams or backend system administrators for critical, unresolved issues impacting multiple users or involving system downtime.

5.12.3 Incident and Problem Management

- a. Issue Logging and Tracking: Implement a process to log each issue, assign a ticket number, and track it through to resolution, ensuring full transparency and accountability.
- b. Response and Resolution Times: Define and maintain standard response and resolution times based on issue severity (e.g., high-priority issues within 30 min., medium within 2 hours).
- c. Escalation Process: Establish a clear escalation matrix for issues that cannot be resolved at lower support levels or within defined timelines.

5.12.4 Knowledge Management and Document

- a. Knowledge Base Development: Regularly update a centralized knowledge base with solutions for common issues, procedures, and best practices.
- b. Standard Operating Procedures (SOPs): Document SOPs for handling recurring issues, ticket management, customer interactions, and escalation processes.
- c. Training and Updates: Train helpdesk staff on new ticketing features, system updates, and troubleshooting techniques to ensure effective support.

5.12.5 Customer Education and Assistance

- a. Guidance on Ticketing Processes: Provide information and assist passengers with using the ticketing system, recharges, ticket refunds, balance checks, and other common tasks.
- b. User Onboarding Support: Offer assistance to new users to help them understand how to navigate the ticketing system, including registration, payment methods, and mobile app usage.
- c. Communication of System Updates: Notify passengers about updates, maintenance schedules, or temporary system downtimes through multiple channels.

5.12.6 Feedback and Continuous Improvement

- a. Feedback Collection: Regularly collect customer feedback on the support experience and use this data to identify areas of improvement.

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- b. Performance Metrics and Reporting: Track and analyze metrics such as ticket resolution time, customer satisfaction, and first-contact resolution rate to improve service quality.
- c. System Improvements: Collaborate with technical teams to identify and address frequent issues, reduce ticket volume, and streamline user experience based on support data and customer feedback.

5.12.7 Deliverable for the Helpdesk/Support Scope

- a. 24/7 Helpdesk Availability: Support accessible round-the-clock or during specified operating hours.
- b. Customer Support Portal: A fully functional web or mobile portal for self-service and ticketing-related support.
- c. Knowledge Base and FAQs: An up-to-date repository of resources to assist passengers with common issues.
- d. Monthly Support Reports: Reports summarizing ticket volume, issue trends, and resolution times, along with suggestions for system improvement.
- e. User Education Materials: Guides, tutorials, or digital content to help passengers understand and navigate the ticketing system.

5.13 MANAGEMENT INFORMATION SYSTEM (MIS)

Management Information System will broadly consist of the following (but not limited to):

- a. 100% error free system with auto generation of Online MIS for effective monitoring, decision-making, deciding new policies and implementation thereof. The MIS should include tickets issued through ORS/PORS as well as through ETIMs and any other mode.
- b. Automation of the ticket issue and revenue reconciliation.
- c. Require admin console for 3D Charts with analytical tool.
- d. Developed Business Intelligence for future analysis and other management decision.
- e. Daily, Weekly, Fort-nightly and Monthly Reports as per RSRTC designated official and as & when required.
- f. These MIS reports must be available for efficient monitoring of the system. Following samples of MIS reports have been provided for the convenience.



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Daily Operation Reports:

SR NO	DEPOT NAME	KILOMETER(Lacs)			%Variance From		INCOME(Lacs)			%Variance From		EPKM (Paisa)			Variance From		LOAD FACTOR			Variance From		NO. OF PASSANGER	
		Tar	Act	L.Yr	Tar	L.Yr	Tar	Act	L.Yr	Tar	L.Yr	Tar	Act	L.Yr	Tar	L.Yr	Tar	Act	L.Yr	Tar	L.Yr	Act	L.Yr
1	AJMER	0.27	0.24	0.23	-10.18	3.44	11.58	11.7	9.58	1	22.05	4,284	4,817	4,082	533	735	100	112	94	12	18	15,439	13,835

Progressive Report:

SR NO	DEPOT NAME	KILOMETER(Lacs)			%Variance From		INCOME(Lacs)			%Variance From		EPKM (Paisa)			Variance From		LOAD FACTOR			Variance From		NO. OF PASSANGER	
		Tar	Act	L.Yr	Tar	L.Yr	Tar	Act	L.Yr	Tar	L.Yr	Tar	Act	L.Yr	Tar	L.Yr	Tar	Act	L.Yr	Tar	L.Yr	Act	L.Yr
1	AJMER	1.89	1.36	1.52	-28.12	-10.58	81.07	67.13	58.72	-17.19	14.33	4,284	4,935	3,860	651	1,075	100	115	89	15	26	81,811	95,545

Daily Corporation Revenue Report:

DATE	KILOMETER(Lacs)			% Variance from		INCOME(Lacs)			% Variance from		EPKM (Paisa)			Variance from		LOAD FACTOR			Variance from	
	Tar.	C. Yr	L. Yr	Tar.	L. Yr	Tar.	C. Yr	L. Yr	Tar.	L. Yr	Tar.	C. Yr	L. Yr	Tar.	L. Yr	Tar.	C. Yr	L. Yr	Tar.	L. Yr
01-11-2024	14.1	4.9	12.98	-65.27	-62.29	602.07	172.85	461.74	-71.29	-62.56	4,271	3,531	3,556	-740	-26	99	82	83	-17	-1

Schedule and Vehicle Statement:

SR NO	DEPOT NAME	SCHEDULE			AVERAGE PROGRESSIVE SCHEDULE			VEHICLE											
								HELD		Send On Road		Off Road							
		To Be Optd	Optd	Extra	To Be Optd	Optd	Extra	Corp.	Pvt.	Corp.	Pvt.	Spr	Depot	Zone	Condemn pro by H.O.	Total	Var	Push Start	
1	AJMER	59	58	0	59	48	0	63	12	56	12	0	5	0	2	7	2	0	

Vehicle Performance Report:

KMPL		VARIANCE FRAOM	PROGRESSIVE	Top - Up	Diesel Intake (in Ltrs)	TYRE POSITION			NUMBER OF				
SR NO	DEPOT NAME	TARGET	ACTUAL	TARGET	ACTUAL KMPL			Req.	Alot	Sh/Ex	No. of Stephny	B/D	ACC.
1	AJMER	5.29	5.05	-0.24	5.12	18,739	3,711	491	572	81	59	2	0

Depot wise Revenue Report:

NO	DATE	DEPOT	BASE FARE			ACS	TT	IT	OCTROI	FINANCIAL BURDEN	COMPETITION EXAM	Total	Total	HRS	GRAND Total
			CB	SB	TOTAL										
			1	2	3(1+2)	4	5	6	7	8	9	10(8+9)	11(4+5+6+7+10)	12	13(3+11+12)
1	01-11-2024	ABU ROAD	31,353	16,187	47,540	1,925	3,225	406	0	8,448	0	8,448	14,004	1,713	63,257

Schedule and Trip-wise Revenue Report:

SR. NO	SCHEDULE NO	WAYBILL NO	BUS No.	CONDUCTOR	TRIP NO	ROUTE	TRIP START TIME	KM	INCOME (SB+CB)	EPKM	LF
1	b32	284057	RJ01PA4385	BANWARI LAL KUMAWAT	180561	SALASAR to AJMER via DEEDWANA	13:30:00	220	1,385	630	13

Daily Vehicle Report (DVR):

Name & Signature of the Bidder along with Seal

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SR. NO.	DEPOT CODE	WAYBILL NO.	ETIM NO.	CONDUCTOR	SCHEDULE NO.	ROUTE	TRIP NO.	TRIP START TIME	KM	SB	CB	SB+CB	ACS	TT	OCT	IT	GST	TOTAL COLLECTI ON	CH AMT	CONC AMT	PASS AMT	PCA	TOTAL	EPKM (Paisa)	HR	GRAND TOTAL	FB AMT	LUGG AMT	ADULT PAS.	CHILD PAS.
1	AJM	284029	AJM10367	SATYA NARAYAN MEWARA	ISH56	KANPUR to AJMER via BHARATP UR	E0000001	00:00:00	613	631	12,632	13,263	355	712	90	108	0	13,263	0	784	195	0	14,202	23.17	411	14,613	939	0	109	2
1	AJM	284029	AJM10367	SATYA NARAYAN MEWARA	ISH56	AJMER to KANPUR via BHARATP UR	T0000001	00:00:00	676	23,114	9,198	32,312	288	1,664	0	38	0	32,312	0	664	226	0	33,202	49.12	342	33,544	890	0	70	1
Total									1,289	23,745	21,830	45,575	643	2,376	90	146	0	45,575	0	1,408	421	0	47,404	36.78	753	48,157	1,829	0	179	3

Off Road Vehicle Report:

S.NO	DEPOT	VEHICLE REG. NO.	MODEL	MAKE	CLASS	DATE OF OFF ROUTE	PLACE OF OFF ROUTE	REASON & REQUIREMENT								REMARKS	
							ENGINE	F.I.PUMP	INJECTOR	GEAR BOX	CASE ASSEMBLY	TYRE	LEAF SPRING	CONDEMN PROPOSED BY H.O.(C. 1st. OR.)	OTHERS		
1	BARAN	RJ06-PA-4106	2013	Leyland	Blue Line	01-11-2024	Depot								Y	R/C SURRENDER	

Summary of Diesel Monitoring Report:

SR NO.	DATE	DEPOT CODE	VEHICLE NUMBER	MODEL	KMPL	DRIVER NAME	ROUTE	ACTION TAKEN
1	01-11-2024	ABR	RJ20PB0432	2017	4.82	MO.FIROZ KHAN	MOUNT ABU-UDAIPUR	HILL

Daily Trip-wise P&L Report:

SR. NO	DEPOT CODE	WAYBILL NO.	WAYBILL START DATE	WAYBILL END DATE	CONDUCTOR	ROUTE	Vehicle No	TRIP START TIME	KM	ExP OPTD INCOME	OPTD INCOME	Var INCOME	TOTAL PAS.	ONLINE PAS.
1	AJM	284029	29-10-2024	01-11-2024	SATYA NARAYAN MEWARA	AJMER to KANPUR via BHARATP UR	RJ01PA6879	00:00:00	676	22,308	32,312	10,004	71	0
1	AJM	284029	29-10-2024	01-11-2024	SATYA NARAYAN MEWARA	KANPUR to AJMER via BHARATP UR	RJ01PA6879	00:00:00	613	20,229	13,263	-6,966	111	0
Total									1,289	42,537	45,575	3,038	184	0

Vehicle Inspection Report:

SR NO	ETIM No	Vehicle No	Inspector Depot Name	Conductor Name	Inspector Name	Inspection Date Time	No of WT Case	No of Red Mark Case
1	AJM10243	RJ01PA2598	AJAYMERU	PRADEEP SINGH	Ravi Sharma(8334)	07-11-2024 07:42	3	1

Trip Wise Register:



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SR NO	DATE	Conductor	SCHED ULE	ROUTE	TRIP NO	TRIP START TIME	TRIP COUNT	KM	SB INCOME	CB INCOME	TOTAL (SB+CB)	EPKM	LF	SB PASS.	CB PASS.	TOTAL (SB+CB)
1	01-11-2024	MANISH KUMAR SHARMA	A17	AJMER to FIROZABAD via BHARATPUR	183722	07:25:00	2	387	6,382	6,429	12,811	3310	74	70	97	167
Total							2	387	6,382	6,429	12,811	3310	74	70	97	167
2	01-11-2024	MANISH KUMAR SHARMA	A17	FIROZABAD to AJMER via BHARATPUR	183724	07:00:00	2	387	4,209	10,523	14,732	3807	85	48	147	195
Total							2	387	4,209	10,523	14,732	3807	85	48	147	195

Concession Wise Report:

SR. NO.	Date.	Category Name	CB Passenger	SB Passenger	Total Pass. (CB+SB)	Fare Amt. (CB)	Fare Amt. (SB)	Total Fare	Charged Amt. (CB)	Charged Amt. (SB)	Total Charged (CB+SB)	Rebate Amt. (CB)	Rebate Amt. (SB)	Total Rebate (CB+SB)
1	01-01-2024	IMMUNOC OMPROMISED	29	0	29	2,113	0	2,113	739	0	739	1,374	0	1,374

Daily Cash Collection Report:

SR. NO.	WAYBILL NO	WAYBILL START DATE	CONDUCTOR	ROUTE NAME	CB AMNT	SB AMNT	DSA AMNT	UPI AMNT	LUGG AMNT	SLPR AMNT	GST AMNT	TOTAL AMNT	TOLL	RFND	NGHT	BFEF	TOTAL EXP.	REMIT AMNT
1	284029	01-01-2024 05:30:00	SATYA NARAYAN MEWARA	KANPUR to AJMER via BHARATPUR	25,042	20,036	20,036	2,522	422	120	135	48,277	170	190	495	1,534	2,389	45,888

Summary of Cash Collection Report:

SR. NO.	WAYBILL NO	CONDUCTOR	ROUTE NAME	BASE FARE	LUGG	ACS	TT	OCT	IT	SLPR.	UPI AMT.	TOTAL AMT.	HR	GST	TOTAL AMT (WITH HR+GST)	MLA	PW / JK	ABW	TOLL	RFND	NGHT	BFEF	TOTAL EXP.	REMIT (AMT-EXP)
1	284106	SURENDRA SINGH	AJMER to KUCHAMAN via PARBATSAR	2,808	20	176	190	24	50	0	0	3,268	166	0	3,434	0	0	0	0	0	135	0	135	3,299

RFID Card Validate Report:

Sr.No.	DEPOT CODE	No. Of RFID Card Swap			
1	ABR	<u>73</u>			
Sr.No.	Conductor Name	Waybill Number	Machine Number	Route / Trip Wise	No. Of RFID Card Swap
1	VIKASH BISHNOI	116381	ABR10111	ABU ROAD to JODHPUR via SIROHI	<u>3</u>
Sr.No.	Card Number	Category Name	Issue Date/Time	Actual Fare Amount	Charges Amount
1	25130000171786	VARISTH NAGRIK	10:56:06	108	76

Work Shop side MIS Report and Entry Register:

1. Vehicle wise monthly Depot Statement
2. Model wise summary



3. Engine Type wise summary
4. Daily Vehicle wise HSD Issue Report
5. Vehicle Wise Monthly Report
6. Diesel Entry Register
7. Bus Master Register
8. Battery Master Register
9. Control Param Register
10. Assembly Unit Register
11. Dead KMS Register
12. Vehicle Target Register
13. Date Wise Cum Vehicle Wise HSD KMPL
14. Vehicle Wise Monthly Summary
15. Docking Vehicle Wise Summary
16. List of Oil Top Up
17. Daily Shift Wise HSD Issue Register
18. Driver Wise Compare Target with KMPL
19. Vehicle Wise Driver Wise KMPL Information

5.14 INTEGRATED LIVE DASHBOARD

A live dashboard in a ticketing system provides real-time data that helps depots, dispatchers, and administrators monitor and manage operations efficiently. The dashboard should display parameters that offer insight into vehicle locations, ticket sales, passenger demand, and overall system health. The successful bidder must integrate all the legacy system of RSRTC for displaying the integrated information on dashboard. Here are key parameters to consider:

5.14.1 Ticketing and Revenue Data

- a. Ticket Sales Volume: Total tickets sold in real-time,
- b. Categorized by: Ticket Type: Single-trip, multi-trip, day pass, weekly/monthly pass.
- c. Sales Channel: In-person, mobile app, online portal, kiosk.



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- d. Payment Method: Cash, card, mobile payment, smart card and UPI/QR
- e. Revenue by Route: Real-time revenue collection for each route, allowing for quick analysis of high- and low-performing routes.
- f. Average Fare: The average fare per ticket, showing trends in ticketing behavior.
- g. Passenger Load Factor: Number of tickets sold vs. vehicle capacity, helping gauge occupancy and overcrowding levels.

5.14.2 Passenger Flow and Demand

- a. Passenger Count Per Route/Stop: Number of passengers boarding and alighting at each stop.
- b. Peak Demand Indicators: Real-time data showing passenger demand spikes on specific routes or stops.
- c. Passenger Waiting Times: Average waiting times per stop, highlighting potential delays or demand exceeding vehicle capacity.
- d. Passenger Load Distribution: Visuals showing where demand is highest and lowest across the network, allowing for resource reallocation if necessary.

5.14.3 Key Performance Indicators (KPIs)

- a. Total Revenue Collected: Aggregated revenue from all sources and routes.
- b. Total Tickets Sold: Total ticket count, useful for tracking daily or seasonal usage trends.
- c. Top Routes by Revenue/Passenger Volume: Display of the most profitable and highest-demand routes.
- d. Average Passenger Satisfaction Score: Real-time passenger feedback score on a scale to quickly assess satisfaction levels.

5.14.4 Customer Service and Feedback

- a. Passenger Feedback: Aggregated feedback or ratings from passengers on different routes, services, and staff.
- b. Service Alerts and Notifications: Alerts for delays, route diversions, or service disruptions that impact passengers.

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- c. Customer Support Tickets: Number and status of customer support requests or complaints, sorted by type and urgency.

5.15 DATA CENTRE SITE

- a. The successful bidder must deploy the application software at Bhamashah Data Center, Jaipur as per hosted policy of Government of Rajasthan.
- b. The application software and its associated database server must be on cloud. The cloud facility shall be given by the BSDC, Jaipur as per the predefined charges.
- c. Primary and secondary internet connectivity should be installed by the bidder inside the Mug of DC.
- d. Primary and secondary internet connectivity shall also be provided by the bidder between DC and DR site
- e. The successful bidder shall be discuss with DoIT&Calong with RSRTC officials about cloud infrastructure, storage plan and other deployment.
- f. The selected bidder would be required to pay FMS/O&M charges of the cloud/hardware/software and internet connectivity installed in the BSDC, Jaipur to DoIT&C/RISL.

Note:

- a. The bidder may not be penalized for failure of infrastructural items of BhamashahState Data center being used under this project on shared basis on confirmation of the same from RSDC.
- b. The Bidder shall be plan with DoIT&C / RISL regarding Raw Storage Size of SAN Storage and Tape Library. The Raw size of said items should be submitted in Technical Bid.

5.16 DISASTER RECOVERY AND BUSINESS CONTINUITY GUIDELINES

With such a strategic priority given to the IT, it is essential to review and address all the issues and risks surrounding the IT and to plan for the continuity of the services in case of unforeseen events. The bidder will hire space for Disaster Recovery (DR) setup at the DR site finalized by bidder with consent of RSRTC including managing its activities in case of a disaster. The place for Disaster Recovery (DR) siteis equivlent teir 3 or above approved form MeITY can be suggested by the successful bidder and it should be in different location/seismic zone at own cost.

- a. The DR site should comply tier 3 or above standard of the data center.

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- b. The selected bidder shall also prepare a Business Continuity Plan (BCP) (A plan that sets out the processes that are to be followed for an organization to continue to function and deliver essential services in the event of a significant disruption) for smooth functioning of its operations in case of any emergency or disruption. The BCP should be reviewed and updated at regular intervals (at every 6 months).
- c. Guidelines for Designing and Implementing the Business Continuity (BC) and Disaster Recovery Plan (DRP)
- i. Organize and Manage the BC & DRP Project
 - ii. Establish a dedicated contingency planning team
 - iii. Develop the detailed work plan and schedule for development of BC & DRP
 - iv. Perform impact analysis
 - v. Develop a process/service evaluation criterion identifying the individual processes and the activities, criticality and uptime or availability requirement of the services and potential impact to the process and/or service in case of failure in the Information System or related enablers
 - vi. Perform the impact analysis based on the evaluation criteria developed and shall prioritize the critical processes/services.
 - vii. Determine minimum processing requirements and Recovery Point and Recovery Time Objectives (RPO and RTO)
 - viii. Define the normal operating requirements for each critical process/service and application(s) identified in the previous step.
 - ix. Define the minimum operating requirements for each critical process / application.
 - x. Define Recovery Point Objectives (RPO) i.e. the point in time to which systems and data must be recovered after an outage as determined by RSRTC and Recovery Time Objectives (RTO) for each service and the enabling Infrastructure i.e. Timelines within which the information systems need to be recovered.
 - xi. Identify and analyze risks.
 - xii. Analyze the risk associated with IT and other resources enabling the service delivery shall prioritize the resource needs
 - xiii. Identify the scenarios of resource loss situations, which might have impact on the service delivery Analyze alternatives and select strategy.

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- xiv. It is absolutely imperative that none of the transactions are ever lost due to an IT system failure (or any other type of failure). The bidder has to ensure operations for zero data loss while having high availability and performance in mind.
- xv. For the identified critical resources enabling the key services and processes, the selected bidder shall identify the recovery alternatives available.
- xvi. The selected bidder shall evaluate each recovery alternative identified for the critical resources and based on the minimum processing requirements and RPO/RTOs appropriate recovery strategy shall be defined.
- xvii. The selected bidder shall develop the appropriate test scenarios for verifying the effectiveness of the recovery plan and based on the test results, the recovery plan shall be updated on regular interval of every 6 months.

5.17 SUPPLY OF THERMAL PAPER ROLLS

- a. The bidder shall procure and supply the thermal paper rolls required for issuance of tickets through ETIMs as per requirement of RSRTC at depot locations to ensure smooth operation of the ticketing.
- b. Bidder shall supply thermal paper rolls to RSRTC for issuing tickets through ETIMs. The supply of thermal paper rolls directly to the depot.
- c. The bidder should maintain an adequate inventory (Approx. 2 months requirements) of the thermal papers rolls to ensure smooth functioning at all depot locations. However, the supplying of thermal paper roll shall start from the date of issuing of work order.
- d. There will be no separate payment to the bidder towards the supply of paper rolls. Payment of paper rolls included in the per ticket charges.
- e. Currently, RSRTC issue tickets to commuters using thermal paper rolls that meet the following specifications. The minimal specifications for the thermal paper rolls for ETIMs are below:

S.No.	Nomenclature	Qty. (Approx. Per Annum)
1.	Thermal Paper Rolls suitable for Hand held Electronic Ticketing machine as per following dimension / specification:-	20,00,000 Rolls
2	GSM:- 50 to 60 GSM (less carbon)	
3	Length:- as standard.	
4	Width:-55 mm (including core length)	
5	Core :- Plastic	
6	CoreID:- 12.5MM	
7	Paper: Milky white and dust free	

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8	One side (Front) single color printing RSRTC with logo and brand/ make of the supplier.	
9	Printing of "roll end " red mark for the last half meter	

- f. The rolls should be packed in a good quality box/cartons. Each roll should be packed to avoid sort of loss or damage to the rolls, including safety from weather effects etc. standard cartons.
- g. The name of roll manufacturer make shall be mentioned on each Roll.
- h. TRANSPORTATION: The thermal paper rolls shall be supplied directly to the depot. All transportation charges, loading/unloading, local taxes etc. shall be borne by the successful bidder. No other charges will be paid to the successful bidder except per ticket charges quoted in BoQ.
- i. DELIVERY: The successful bidder will be required to supply the thermal paper rolls to the storekeeper of the depot and maintain the log register containing the details of the thermal paper rolls supplied, which will be sealed and signed by the storekeeper of the depot.
- j. RISK PURCHASE CLAUSE: In case acceptable supplies are not made by the Successful Bidder as per the delivery schedule, RSRTC reserves the right to purchase thermal paper rolls from alternate source without giving any notice to the Successful Bidder and in that event, purchase cost as applicable at the time of purchase, will be recovered from the Successful Bidder.
- k. DATA RETENTION: Paper should retain print for minimum 30 days after printing.
- l. PENALTY: If the successful bidder is failed to supply and maintain sufficient inventory as mentioned above, then the penalty of Rs. 2000 per day per depot shall be imposed and the same shall be deducted from the invoice amount.

5.18 ESTABLISHMENT OF OPERATION CENTER

The successful bidder is responsible for establishment and maintenance of 30 seater (approx. area 1000 sqft) operation center for handling passenger queries and day-to-day depot operations such as networking, hardware and software issues of depots etc.. The bidder shall equip the operation center with standard false ceiling, A/c, fans, LAN, electric work, power backup, required furniture and chairs along with safety infrastructure such as CCTV camera, fire extinguisher within a month from the issuing of work order at their own cost. RSRTC is responsible only for providing the space and electricity.

5.19 USER ACCEPTANCE TEST (UAT)

The primary goal of Acceptance Testing is to ensure that the Project (including all the project components and software's & Applications module as discussed in the scope of work) meets

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requirements, standards, specifications and performance, by ensuring that the following are associated with clear, quantifiable metrics for accountability:

- Infrastructure Compliance
 - Performance
 - Integration
 - Project Documentation
- a. The successful Bidder is required to intimate the RSRTC one week prior to the commencement of UAT activities.
 - b. RSRTC may associate authorized personnel for above test.
 - c. The successful bidder is required to prepare acceptance test plan and procedure, format of acceptance testing reports etc. and submit to RSRTC before UAT for approvals.
 - d. The successful bidder shall co-ordinate and carry out test for working of individual software & Applications module and hardware components as a whole as desired by RSRTC.
 - e. The successful bidder shall bring all the testing reports of applications module as required under the procedure to carry out testing at no extra cost.
 - f. The roll-out has been planned in phased manner as specified in Project Deliverables and Time Schedule. Each phase of UAT shall be offered by the bidder simultaneously. The UAT of Software and Applications modules to be carried independently.
 - g. The bidder is required to rectify the Hardware, Software, configuration and deployed solution issues/ bugs reported, if any, during the testing. The selected bidder shall make the required changes to the application/solution deployed at no extra cost.

5.19.1 Supply of following documents

- a. Detailed FRS and SRS design (architecture diagram, functionality etc.),
- b. Details of inventory deployed including hardware and software location-wise.
- c. Location-wise hardware material delivery & installation report of all equipment/ software supplied duly signed by RSRTCs authorized person.
- d. Compliance certificate's for specifications of hardware and software supplied.
- e. Installation, configuration and integration settings of all the installed hardware components with IP address details etc.
- f. OEM Warranty documents,



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- g. Original S/w/ CDs/ DVDs and licenses, wherever applicable,
- h. User Manuals, Administrator Manual and datasheets, wherever applicable,
- i. UAT reports,
- j. Service Operation Procedure (SOP)

5.19.2 Licensing

- a. The successful bidder shall provide the required licenses for Database, Application and other application etc. being used at all levels without cost.
- b. All software licenses, documents and any other as applicable. The licenses should be valid over a period of five years except otherwise specified in this RFP.
- c. In case of licenses which require annual renewal, an undertaking for timely renewal by the successful bidder should be submitted.

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5.19.3 Commissioning

- a. The commissioning for Hardware Components, Connectivity and Software Module shall be given separately. For Application and Software modules phase wise commissioning shall be permitted.
- b. Final approval/ user acceptance of the deployed solution shall be given by RSRTC after successful implementation, testing and receipt of documents. It is the responsibility of the bidder to submit test reports and obtain the UAT approval from the RSRTC. On successful UAT of the respective components of the particular phase, the same shall be declared commissioned and date of commission shall be given for that particular phase with effective from date of submission of UAT report. Due to delay of signoff the project regarding UAT activities of various application & software modules and hardware deployment & installation, No payment shall be started to the selected bidder for the delay period of signoff the entire project, however it is also attract to LD.
- c. It is to be noted that the RSRTC may get the complete/part solution audited through a cert-in approved Third Party, before date of commission and periodically after date of commission, in order to ensure the compliance to the RFP. Such third-party auditing for carrying out the acceptance testing and certification of the entire solution will be nominated by the RSRTC. All expenses towards hiring of TPA shall be borne by successful bidder. The bidder shall be required to extend co-ordination to such TPA for testing/auditing etc.

5.19.4 Training

The successful bidder would be required to provide adequate training to various users as essential for the successful implementation of the project. Training needs to be provided to people from the Senior Management, Supervisory Staff, Clerical Staff, Operational Staff such as Traffic Manager etc. of RSRTC at the depots as per details given below:

S. No.	Stakeholders	Type of Training	Training Duration	Total Emp.
1	General Office Staff (5 people per depot) [(56*5) + 20 H.O.]	Computer Appreciation Training + ORS + GPRS based ETIM	3 Days	380
2	Booking Clerks	ORS operations & reports + GPRS based ETIM	3 Days	725

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3	Conductors	Operations of the GPRS based ETIMs for issuing online tickets	3days	5000
4	Flying and Audit Staff of H.O. & Depots	ETIM and ORS operations & reports	5 Days	150

Note– It is entirely the responsibility of the successful bidder to adequately train the employees of RSRTC time to time and submitted training certificate. So, that they are able to use the new system comfortably and with ease.

5.20 OPERATION AND MAINTENANCE (O&M) PHASE

The successful bidder is required to operate & maintain the complete solution for a period of 5 years from signoff the entire project. It is required that bidder should deploy the minimum manpower as defined in RFP or as given in work order. The bidder shall provision sufficient manpower for fault repair, maintenance and management of hardware and software as required.

5.20.1 Preventive Maintenance Services

- a.** Conduct preventive maintenance (including inspection, testing, satisfactory execution of diagnostics and necessary repairing of the equipment and software) in quarterly basis.
- b.** Preventive Maintenance Activities of components as per their manufacture's recommendation/ advice.
- c.** The Preventive Maintenance shall be carried out by bidder in Non-Prime Hours only under intimation to RSRTC and bidder can carry out maintenance in prime hours without disturbing official activities in consultation with concern authorities at site.
- d.** The bidder needs to be ensure to keep record of such activities.

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5.20.2 Corrective Maintenance Services

- a. Warranty and maintenance/troubleshooting of supplied hardware/software and support infrastructure problem including active and passive equipment, security and rectification of the same.
- b. Documentation of problems, isolation, cause and rectification procedures for building knowledge base for the known problems.

5.20.3 OEM Support Services

Bidder should have direct back-to-back service support agreement with the respective OEMs for the project duration of 5 years as per RFP from signoff the project. Though the projects shall be handed over to RSRTC after 5 years from date of signoff of project, all the equipment's shall become assets of RSRTC from day one. RSRTC must be able to log a support ticket directly to OEM helpdesk to get telephonic/ remote support directly from OEM as required. Undertaking from OEM (Annexure-8) for above support services should be submitted by the Bidder along with the bid.

5.20.4 Project Handover

After successful completion of the Project/Contract (i.e. 5 years from signoff the project), it shall be handed-over to RSRTC. It shall include the following:

1. Submission of documents as defined in RFP,
2. Handover of inventory (hardware/software/applications/licenses) as per BoM to RSRTC/ Authorized representative or bidder in working condition.
3. Submit the Exit Project Management Plan and Procedure 6 months before the expiry of the project tenure.

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6. INSTRUCTION TO BIDDERS (ITB)

6.1 SALE OF BIDDING/ TENDER DOCUMENTS

- a. The sale of bidding documents shall commence from the publication date of Notice Inviting Bids (NIB). The complete bidding document shall also be placed on the e-procurement portal. The prospective bidders shall be permitted to download the bidding document from the e-procurement or RSRTC websites and pay its price while submitting the Bid to the procuring entity.
- b. The bidding documents shall be made available to any prospective bidder who pays the price for it in cash or by bank demand draft/banker's cheque.

6.2 PRE-BID MEETING/ CLARIFICATIONS

- a. Any prospective bidder may, in writing, seek clarifications from the procuring entity in respect of the bidding documents.
- b. A pre-bid conference is also scheduled by the procuring entity as per the details mentioned in the NIB and to clarify doubts of potential bidders in respect of the procurement and the records of such conference shall be intimated to all bidders and where applicable, shall be published on the respective websites.
- c. The period within which the bidders may seek clarifications under (a) above would be till last date of submitting clarification requests by the bidder, as mentioned in NIB.
- d. Queries would only be accepted from those bidders who would submit Bid document fee before pre-bid meeting.

6.3 CHANGES IN THE BIDDING DOCUMENT

- a. At any time, prior to the deadline for submission of Bids, the procuring entity may for any reason, whether on its own initiative or as a result of a request for clarification by a bidder, modify the bidding documents by issuing an addendum in accordance with the provisions below.
- b. In case, any modification is made to the bidding document or any clarification is issued which materially affects the terms contained in the bidding document, the procuring entity shall publish such modification or clarification in the same manner as the publication of the initial bidding document.
- c. In case, a clarification or modification is issued to the bidding document, the procuring entity may, prior to the last date for submission of Bids, extend such time limit in order to allow the



bidders sufficient time to take into account the clarification or modification, as the case may be, while submitting their Bids.

- d. Any bidder, who has submitted his Bid in response to the original invitation, shall have the opportunity to modify or re-submit it, as the case may be, within the period of time originally allotted or such extended time as may be allowed for submission of Bids, when changes are made to the bidding document by the procuring entity:
- e. Provided that the Bid last submitted or the Bid as modified by the bidder shall be considered for evaluation.

6.4 PERIOD OF VALIDITY OF BIDS

- a. Bids submitted by the bidders shall remain valid as per NIB. A Bid valid for a shorter period shall be rejected by the procuring entity as non-responsive Bid.
- b. Prior to the expiry of the period of validity of Bids, the procuring entity, in exceptional circumstances, may request the bidders to extend the bid validity period for an additional specified period of time. A bidder may refuse the request and such refusal shall be treated as withdrawal of Bid and in such circumstances bid security shall not be forfeited.
- c. Bidders that agree to an extension of the period of validity of their Bids shall extend or get extended the period of validity of bid securities submitted by them or submit new bid securities to cover the extended period of validity of their bids. A bidder whose bid security is not extended, or that has not submitted a new bid security, is considered to have refused the request to extend the period of validity of its Bid.

6.5 FORMAT AND SIGNING OF BIDS

- a. Bidders must submit their bids online at e-Procurement portal i.e. <http://eproc.rajasthan.gov.in>.
- b. All the documents uploaded should be digitally signed with the DSC of authorized signatory.
- c. A Two Cover system shall be followed for the Bid: -
 - i. Cover 1- Technical Bid, including fee details, eligibility & technical documents
 - ii. Cover 2- Financial Bid
- d. The bidder should ensure that all the required documents, as mentioned in this bidding document, are submitted along with the Bid and in the prescribed format only. Non-submission of the required documents or submission of the documents in a different format/ contents may lead to the rejections of the Bid submitted by the bidder.

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6.6 COST & LANGUAGE OF BIDDING

- a. The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the procuring entity shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- b. The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the procuring entity, shall be written only in English Language. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English/ Hindi language, in which case, for purposes of interpretation of the Bid, such translation shall govern.

6.7 ALTERNATIVE/ MULTIPLE BIDS

Alternative/ Multiple Bids shall not be considered at all. Also, the bidder shall not quote for multiple brands/ make/ models but only one in the technical Bid and should also mention the details of the quoted make/ model in the “As per Annexure-14 Components Offered - BoM”.

6.8 BID SECURITY

Every bidder participating in the procurement process will be required to furnish the bid security as specified in the NIB.

- a. In open competitive bidding, two-stage bidding, rate contract, electronic reverse auction, bid security shall be 2% or as specified by the state government of the estimated value of subject matter of procurement put to bid. In case of small scale of industries of Rajasthan, it shall be 0.5% of the quantity offered for supply and in case of sick industries, other than small scale industries, whose cases are pending with Board of Industrial and Finance Reconstruction, it shall be 1% of the value of bid. Concessional bid security may be taken from registered bidders as specified by the State Government. Every bidder, if not exempted, participating in the procurement process shall be required to furnish the bid security as specified in the NIB.
- b. The bid security may be given in the form of a banker's cheque or demand draft or bank guarantee, in specified format, of a nationalized/scheduled bank. The bid security deposit must remain valid 90 days from the last date of bid submission.
- c. In lieu of bid security, a bid securing declaration shall be taken from Departments of the State Government, Undertakings, Corporations, Autonomous bodies, Registered Societies and Cooperative Societies which are owned or controlled or managed by the State Government and Government Undertakings of the Central Government.

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- d. Bid security instrument or cash receipt of bid security or a bid securing declaration shall necessarily accompany the technical bid.
- e. Bid security of a bidder lying with the procuring entity in respect of other bids awaiting decision shall not be adjusted towards bid security for the fresh bids. The bid security originally deposited may, however, be taken into consideration in case bids are re-invited.
- f. Prior to presenting a submission, a bidder may request the procuring entity to confirm the acceptability of proposed issuer of a bid security or of a proposed confirmer, if required. The procuring entity shall respond promptly to such a request.
- g. The bank guarantee presented as bid security shall be got confirmed from the concerned issuing bank. However, the confirmation of the acceptability of a proposed issuer or of any proposed confirmer does not preclude the procuring entity from rejecting the bid security on the ground that the issuer or the confirmer, as the case may be, has become insolvent or has otherwise ceased to be creditworthy.
- h. The bid security of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting performance security.
- i. The Bid security taken from a bidder shall be forfeited, including the interest, if any, in the following cases, namely: -
 - i. when the bidder withdraws or modifies its bid after opening of bids;
 - ii. when the bidder does not execute the agreement;
 - iii. when the bidder does not deposit the performance security within specified period after the work order is placed; and
 - iv. if the bidder breaches any provision of code of Integrity, prescribed for bidders, specified in the bidding document.
- j. No interest shall be payable on the bid security.
- k. In case of the successful bidder, the amount of bid security may be adjusted in arriving at the amount of the Performance Security, or refunded if the successful bidder furnishes the full amount of performance security.
- l. The procuring entity shall promptly return the bid security at the earliest of the following events, namely: -
 - i. The expiry of validity of bid security and if no agreement is made;
 - ii. The execution of agreement for procurement and performance security is furnished by the successful bidder;

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- iii. The cancellation of the procurement process; or
- iv. The withdrawal of bid prior to the deadline for presenting bids, unless the bidding documents stipulate that no such withdrawal is permitted.

6.9 DEADLINE FOR THE SUBMISSION OF BIDS

- a. Bids shall be received online at e-Procurement portal and up to the time and date specified in the NIB.
- b. Normally, the date of submission and opening of Bids would not be extended. In exceptional circumstances or when the bidding document are required to be substantially modified as a result of discussions in pre-bid meeting/ conference or otherwise and the time with the prospective bidders for preparation of Bids appears insufficient, the date may be extended by the procuring entity. In such case the publicity of extended time and date shall be given in the manner, as was given at the time of issuing the original NIB and shall also be placed on the State Public Procurement Portal, if applicable. It would be ensured that after issue of corrigendum, reasonable time is available to the bidders for preparation and submission of their Bids. The procuring entity shall also publish such modifications in the bidding document in the same manner as the publication of initial bidding document. If, in the office of the Bids receiving and opening authority, the last date of submission or opening of Bids is a non-working day, the Bids shall be received or opened on the next working day.

6.10 WITHDRAWAL, SUBSTITUTION, AND MODIFICATION OF BIDS

- a. If permitted on e-Procurement portal, a Bidder may withdraw its Bid or re-submit its Bid (technical and/ or financial cover) as per the instructions/ procedure mentioned at e-Procurement website under the section "Bidder's Manual Kit".
- b. Bids withdrawn shall not be opened and processes further.

6.11 OPENING OF BIDS

- a. The Bids shall be opened by the bid opening & evaluation committee on the date and time mentioned in the NIB in the presence of the bidders or their authorized representatives who choose to be present.
- b. The committee may co-opt experienced persons in the committee to conduct the process of Bid opening.
- c. The committee shall prepare a list of the bidders or their representatives attending the opening of Bids and obtain their signatures on the same. The list shall also contain the

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representative's name and telephone number and corresponding bidders' names and addresses. The authority letters, if any, brought by the representatives shall be attached to the list. The list shall be signed by all the members of Bid opening committee with date and time of opening of the Bids.

- d. All the documents comprising of technical Bid/ cover shall be opened & downloaded from the e-Procurement website (only for the bidders who have submitted the prescribed fee(s) to tendering authority).
- e. The committee shall conduct a preliminary scrutiny of the opened technical Bids to assess the prima-facie responsiveness and ensure that the: -
 - i. Bid is accompanied by bidding document fee, bid security or bid securing declaration, and processing fee (if applicable);
 - ii. Bid is valid for the period, specified in the bidding document;
 - iii. Bid is unconditional and the bidder has agreed to give the required performance security; and
 - iv. Other conditions, as specified in the bidding document are fulfilled.
 - v. Any other information which the committee may consider appropriate.
- f. No Bid shall be rejected at the time of Bid opening except the Bids not accompanied with the proof of payment or instrument of the required price of bidding document, processing fee and bid security.
- g. The Financial Bid cover shall be kept unopened and shall be opened later on the date and time intimated to the bidders who qualify in the evaluation of technical Bids.

6.12 SELECTION METHOD

- a. The selection method is Least Cost based selection (LCBS-L1).

6.13 CLARIFICATION OF BIDS

- a. To assist in the examination, evaluation, comparison and qualification of the Bids, the bid evaluation committee may, at its discretion, ask any bidder for a clarification regarding its Bid. The committee's request for clarification and the response of the bidder shall be through the e-Procurement portal.
- b. Any clarification submitted by a bidder with regard to its Bid that is not in response to a request by the committee shall not be considered.

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- c. No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the committee in the evaluation of the financial Bids.
- d. No substantive change to qualification information or to a submission, including changes aimed at making an unqualified bidder, qualified or an unresponsive submission, responsive shall be sought, offered or permitted.
- e. During clarifications stage any shortfall document submitted by the bidder should not belong to a date later than the last date of bid submission.

6.14 EVALUATION OF TECHNICAL BIDS

6.14.1 Determination of Responsiveness

- a. The bid evaluation committee shall determine the responsiveness of a Bid on the basis of bidding document and the provisions of pre-qualification/ eligibility criteria of the bidding document.
- b. A responsive Bid is one that meets the requirements of the bidding document without any material deviation, reservation, or omission where: -
 - i. “deviation” is a departure from the requirements specified in the bidding document;
 - ii. “reservation” is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
 - iii. “Omission” is the failure to submit part or all of the information or documentation required in the bidding document.
- c. A material deviation, reservation, or omission is one that,
 - i. if accepted, shall:-
 - (A) affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or
 - (B) limits in any substantial way, inconsistent with the bidding documents, the procuring entity’s rights or the bidder’s obligations under the proposed contract; or
 - ii. If rectified, shall unfairly affect the competitive position of other bidders presenting responsive Bids.

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- d. The bid evaluation committee shall examine the technical aspects of the Bid in particular, to confirm that all requirements of bidding document have been met without any material deviation, reservation or omission.
- e. The procuring entity shall regard a Bid as responsive if it conforms to all requirements set out in the bidding document, or it contains minor deviations that do not materially alter or depart from the characteristics, terms, conditions and other requirements set out in the bidding document, or if it contains errors or oversights that can be corrected without touching on the substance of the Bid.
- f. For the bids submitted by the MSME firm registered in Rajasthan, inspection of the premises of the bidder firm will invariably be done by technical evaluation committee during the technical evaluation of the bids. If any discrepancies found, the bid shall be liable to be rejected during the technical evaluation.

6.14.2 Non-material Non-conformities in Bids

- a. The bid evaluation committee may waive any non-conformities in the Bid that do not constitute a material deviation, reservation or omission, the Bid shall be deemed to be substantially responsive.
- b. The bid evaluation committee may request the bidder to submit the necessary information or document like audited statement of accounts/ CA Certificate, Registration Certificate, GST clearance certificate, ISO/ CMMi Certificates, etc. within a reasonable period of time. Failure of the bidder to comply with the request may result in the rejection of its Bid.
- c. The bid evaluation committee may rectify non-material nonconformities or omissions on the basis of the information or documentation received from the bidder under (b) above.
- d. During clarifications stage any shortfall document submitted by the bidder should not belong to a date later than the last date of bid submission.

6.14.3 Tabulation of Technical Bids

- a. If Technical Bids have been invited, they shall be tabulated by the bid evaluation committee in the form of a comparative statement to evaluate the qualification of the bidders against the criteria for qualification set out in the bidding document.
- b. The members of bid evaluation committee shall give their recommendations below the table as to which of the bidders have been found to be qualified in evaluation of Technical Bids and sign it.

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- c. The number of firms qualified in technical evaluation, if less than three and it is considered necessary by the procuring entity to continue with the procurement process, reasons shall be recorded in writing and included in the record of the procurement proceedings.
- d. The bidders who qualified in the technical evaluation shall be informed in writing about the date, time and place of opening of their financial Bids.

6.14.4 Evaluation & Tabulation of Financial Bids

- a. The financial Bids of the bidders who qualified in technical evaluation shall be opened online at the notified time, date and place by the bid evaluation committee in the presence of the bidders or their representatives who choose to be present;
- b. The process of opening of the financial Bids shall be similar to that of technical Bids.
- c. The names of the bidders, the rates given by them and conditions put, if any, shall be read out and recorded;
- d. Conditional Bids are liable to be rejected;
- e. The evaluation shall include all costs and all taxes and duties applicable to the bidder as per law of the Central/ State Government/ Local Authorities, and the evaluation criteria specified in the bidding documents shall only be applied;
- f. The financial offers shall be evaluated and marked L1, L2, L3 etc. L1 being the lowest offer and then others in ascending order in case price is the only criteria, or evaluated and marked H1, H2, H3 etc. in descending order in case price is the only criteria, or evaluated and, marked H1, H2, H3 etc. in descending order.
- g. The bid evaluation committee shall prepare a comparative statement in tabular form in accordance with rules along with its report on evaluation of financial Bids and recommend the lowest offer for acceptance to the procuring entity, if price is the only criterion, or most advantageous Bid in other case;
- h. The members of bids evaluation committee shall give their recommendations below the table regarding lowest Bid or most advantageous Bid and sign it.
- i. It shall be ensured that the offer recommended for sanction is justifiable looking to the prevailing market rates of the goods, works or service required to be procured.

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6.15 CORRECTION OF ARITHMETIC ERRORS IN FINANCIAL BIDS

The bid evaluation committee shall correct arithmetical errors in substantially responsive Bids, on the following basis, namely: -

- a. 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;
- b. 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
- c. 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.

6.16 TAXES AND DUTIES

- a. The TDS, GST if applicable, shall be deducted at source/ paid by RSRTC as per prevailing rates.
- b. For goods supplied from outside or within India, the successful bidder shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside or within the country.

6.17 NEGOTIATIONS

- a. Except in case of procurement by method of single source procurement or procurement by competitive negotiations, to the extent possible, no negotiations shall be conducted after the pre-bid stage. All clarifications needed to be sought shall be sought in the pre-bid stage itself.
- b. Negotiations may, however, be undertaken only with the lowest or most advantageous bidder when the rates are considered to be much higher than the prevailing market rates.
- c. The bid evaluation committee shall have full powers to undertake negotiations. Detailed reasons and results of negotiations shall be recorded in the proceedings.
- d. The lowest or most advantageous bidder shall be informed in writing either through messenger or by registered letter and e-mail (if available). A minimum time of seven days shall be given for calling negotiations. In case of urgency the bid evaluation committee, after recording reasons, may reduce the time, provided the lowest or most advantageous bidder has received the intimation and consented to regarding holding of negotiations.

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- e. Negotiations shall not make the original offer made by the bidder inoperative. The bid evaluation committee shall have option to consider the original offer in case the bidder decides to increase rates originally quoted or imposes any new terms or conditions.
- f. In case of non-satisfactory achievement of rates from lowest or most advantageous bidder, the bid evaluation committee may choose to make a written counter offer to the lowest or most advantageous bidder and if this is not accepted by him, the committee may decide to reject and re-invite Bids or to make the same counter-offer first to the second lowest or most advantageous bidder, then to the third lowest or most advantageous bidder and so on in the order of their initial standing and work/ supply order be awarded to the bidder who accepts the counter-offer. This procedure would be used in exceptional cases only.
- g. In case, even after the negotiations, the rates are considered high, the procuring entity reserve the full right to cancel the bid and invite the fresh bid.

6.18 EXCLUSION OF BIDS/ DISQUALIFICATION

- a. A procuring entity shall exclude/ disqualify a Bid, if: -
 - i. the information submitted, concerning the qualifications of the bidder, was false or constituted a misrepresentation; or
 - ii. the information submitted, concerning the qualifications of the bidder, was materially inaccurate or incomplete; and
 - iii. the bidder is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document;
 - iv. the Bid materially departs from the requirements specified in the bidding document or it contains false information;
 - v. the bidder, submitting the Bid, his agent or any one acting on his behalf, gave or agreed to give, to any officer or employee of the procuring entity or other governmental authority a gratification in any form, or any other thing of value, so as to unduly influence the procurement process;
 - vi. A bidder, in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.
- b. A Bid shall be excluded/ disqualified as soon as the cause for its exclusion/ disqualification is discovered.
- c. Every decision of a procuring entity to exclude a Bid shall be for reasons to be recorded in writing and shall be: -

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- i. Communicated to the concerned bidder in writing;
- ii. Published on the State Public Procurement Portal, if applicable.

6.19 ACCEPTANCE OF THE SUCCESSFUL BID AND AWARD OF CONTRACT

- a. Before award of the contract, the procuring entity shall ensure that the price of successful Bid is reasonable and consistent with the required quality.
- b. A Bid shall be treated as successful only after the competent authority has approved the procurement in terms of that Bid.
- c. The procuring entity shall award the contract to the bidder whose offer has been determined to be the lowest or most advantageous in accordance with the evaluation criteria set out in the bidding document and if the bidder has been determined to be qualified to perform the contract satisfactorily on the basis of qualification criteria fixed for the bidders in the bidding document for the subject matter of procurement.
- d. Prior to the expiration of the period of bid validity, the procuring entity shall inform the successful bidder, in writing, that its Bid has been accepted.
- e. As soon as a Bid is accepted by the competent authority, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an agreement in the format given in the bidding documents on a non-judicial stamp of requisite value and deposit the amount of performance security or a performance security declaration, if applicable, within a period specified in the bidding documents or where the period is not specified in the bidding documents then within fifteen days from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.
- f. If the issuance of formal letter of acceptance is likely to take time, in the meanwhile a Letter of Intent (LoI) may be issued to the successful bidder. The acceptance of an offer is complete as soon as the letter of acceptance or letter of intent is posted and/ or sent by email (if available) to the address of the bidder given in the bidding document. Until a formal contract is executed, the letter of acceptance or LoI shall constitute a binding contract.
- g. The bid security of the bidders whose Bids could not be accepted shall be refunded soon after the contract with the successful bidder is signed and its performance security is obtained.

6.20 INFORMATION AND PUBLICATION OF AWARD

Information of award of contract shall be communicated to all participating bidders and published on the respective website(s) as specified in NIB.

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The Procuring entity reserves the right to accept or reject any Bid, and to annul (cancel) the bidding process and reject all Bids at any time prior to award of contract, without thereby incurring any liability to the bidders.

6.22 RIGHT TO VARY QUANTITY AND REPEAT ORDERS

- a. 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.
- b. 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 5% 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.
- c. Repeat orders for extra items or additional quantities may be placed at the rates and conditions given in the contract (if the original order was given after inviting open competitive Bids). Delivery or completion period may also be proportionately increased. The limits of repeat order shall be as under: -
 - i. 50% of the quantity of the individual items and 50% of the value of original contract in case of works; and
 - ii. 50% of the value of goods or services of the original contract.

6.23 PERFORMANCE SECURITY DEPOSIT

- a. Prior to execution of agreement, Performance security shall be solicited from all successful bidders except the departments of the State Government and undertakings, corporations, autonomous bodies, registered societies, co-operative societies which are owned or controlled or managed by the State Government and undertakings of the Central Government. However, a performance security declaration shall be taken from them. The State Government may relax the provision of performance security in particular procurement or any class of procurement.
- b. The amount of performance security shall be 5% of the project cost or as specified in the bidding document, of the amount of supply order in case of procurement of goods and services.
- c. Performance security shall be furnished in any one of the following forms: -

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- i. Bank Draft/e-BG/Bank Guarantee or Banker's Cheque of a scheduled / nationalized bank located in Rajasthan;
 - ii. National Savings Certificates and any other script/ instrument under National Savings Schemes for promotion of small savings issued by a Post Office in Rajasthan, if the same can be pledged under the relevant rules. They shall be accepted at their surrender value at the time of bid and formally transferred in the name of procuring entity with the approval of Head Post Master;
 - iii. Bank guarantee/s of a scheduled / nationalized bank. It shall be got verified from the issuing bank. Other conditions regarding bank guarantee shall be same as mentioned in the bidding document for bid security;
 - iv. Fixed Deposit Receipt (FDR) of a scheduled / nationalized bank. It shall be in the name of procuring entity on account of bidder and discharged by the bidder in advance. The procuring entity shall ensure before accepting the FDR that the bidder furnishes an undertaking from the bank to make payment/ premature payment of the FDR on demand to the procuring entity without requirement of consent of the bidder concerned. In the event of forfeiture of the performance security, the Fixed Deposit shall be forfeited along with interest earned on such Fixed Deposit.
- d. Performance security furnished in the form specified in clause (i) to (iv) of 'c' above shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the bidder, including warranty obligations and maintenance and defect liability period.
- e. Forfeiture of Performance Security Deposit: Security amount in full or part may be forfeited, including interest, if any, in the following cases:-
- i. When any terms and condition of the contract is breached.
 - ii. When the bidder fails to make complete supply satisfactorily.
 - iii. If the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.
- f. Notice will be given to the bidder with reasonable time before PSD deposited is forfeited.
- g. No interest shall be payable on the PSD.

6.24 EXECUTION OF AGREEMENT

- a. A procurement contract shall come into force from the date on which the agreement is signed.

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- b. The successful bidder shall sign the agreement within 15 days from the date on which the letter of acceptance or letter of intent is dispatched to the successful bidder.
- c. If the bidder, who's Bid has been accepted, fails to sign a written procurement contract or fails to furnish the required performance security within specified period, the procuring entity shall take action against the successful bidder as per the provisions of the bidding document and Act. The procuring entity may, in such case, cancel the procurement process or if it deems fit, offer for acceptance the rates of lowest or most advantageous bidder to the next lowest or most advantageous bidder, in accordance with the criteria and procedures set out in the bidding document.
- d. The bidder will be required to execute the agreement on a non-judicial stamp of requisite value at its cost and to be purchase from anywhere in Rajasthan only.
- e. Bidder is also required to sign Non-Disclosure agreement with the tendering authority as per indicative format attached in Annexure-25.

6.25 CONFIDENTIALITY

- a. Notwithstanding anything contained in this bidding document but subject to the provisions of any other law for the time being in force providing for disclosure of information, a procuring entity shall not disclose any information if such disclosure, in its opinion, is likely to: -
 - i. impede enforcement of any law;
 - ii. affect the security or strategic interests of India;
 - iii. affect the intellectual property rights or legitimate commercial interests of bidders;
 - iv. Affect the legitimate commercial interests of the procuring entity in situations that may include when the procurement relates to a project in which the procuring entity is to make a competitive bid, or the intellectual property rights of the procuring entity.
- b. The procuring entity shall treat all communications with bidders related to the procurement process in such manner as to avoid their disclosure to competing bidders or to any other person not authorized to have access to such information.
- c. The procuring entity may impose on bidders and sub-contractors, if there are any for fulfilling the terms of the procurement contract, conditions aimed at protecting information, the disclosure of which violates (a) above.
- d. In addition to the restrictions specified above, the procuring entity, while procuring a subject matter of such nature which requires the procuring entity to maintain confidentiality, may impose condition for protecting confidentiality of such information.



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6.26 CANCELLATION OF PROCUREMENT PROCESS

- a. If any procurement process has been cancelled, it shall not be reopened but it shall not prevent the procuring entity from initiating a new procurement process for the same subject matter of procurement, if required.
- b. A procuring entity may, for reasons to be recorded in writing, cancel the process of procurement initiated by it -
 - i. at any time prior to the acceptance of the successful Bid; or
 - ii. After the successful Bid is accepted in accordance with (d) and (e) below.
- c. The procuring entity shall not open any bids or proposals after taking a decision to cancel the procurement and shall return such unopened bids or proposals.
- d. The decision of the procuring entity to cancel the procurement and reasons for such decision shall be immediately communicated to all bidders that participated in the procurement process.
- e. If the bidder who's Bid has been accepted as successful fails to sign any written procurement contract as required, or fails to provide any required security for the performance of the contract, the procuring entity may cancel the procurement process.
- f. If a bidder is convicted of any offence under the Act, the procuring entity may: -
 - i. cancel the relevant procurement process if the Bid of the convicted bidder has been declared as successful but no procurement contract has been entered into;
 - ii. Rescind (cancel) the relevant contract or forfeit the payment of all or a part of the contract value if the procurement contract has been entered into between the procuring entity and the convicted bidder.

6.27 CODE OF INTEGRITY FOR BIDDERS

Any bidder participating in procurement process shall;

- a. Not offer any bribe, reward or gift or any material benefits 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 information 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;

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- 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 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 of 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 last three years or any debarment by any other procuring entity.

6.28 CONFLICT OF INTEREST

A 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. they have controlling partners in common;
- b. they receive or have received any direct or indirect subsidy from any of them;
- c. they have the same legal representative for purposes of the bid;
- d. they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another;
- e. A bidder participates in more than one bid in the same bidding process. However, this does not limit the inclusion of the same sub-contractor, not otherwise participating as a bidder, in more than one bid; or
- f. A bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the subject matter of procurement of the bidding process. All bidders shall provide in Eligibility Criteria documents, a statement that the bidder is neither associated nor has been associated directly or indirectly, with the consultant or any other entity that has prepared the design, specifications and other documents for the subject matter of procurement or being proposed as Project Manager for the contract.

6.29 INTERFERENCE WITH PROCUREMENT PROCESS

A bidder, who: -

- a. withdraws from the procurement process after opening of financial bids;
- b. withdraws from the procurement process after being declared the successful bidder;
- c. fails to enter into procurement contract after being declared the successful bidder;
- d. fails to provide performance security or any other document or security required in terms of the bidding documents after being declared the successful bidder, without valid

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grounds, shall, in addition to the recourse available in the bidding document or the contract, be punished with fine which may extend to fifty lakh rupees or ten per cent of the assessed value of procurement, whichever is less.

6.30 APPEALS

- a. Subject to section 4 of RTPP Act, 2012, 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 guidelines issued thereunder, he may file an appeal to such officer of the procuring entity, as may be designated by it for the purpose, within a period of 10 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:
 - i. Provided that after the declaration of a bidder as successful in terms of “Award of Contract”, the appeal may be filed only by a bidder who has participated in procurement proceedings:
 - ii. Provided further that in case a procuring entity evaluates the technical Bid before the opening of the financial Bid, an appeal related to the matter of financial Bid may be filed only by a bidder whose technical Bid is found to be acceptable.
- b. The officer to whom an appeal is filed under (a) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal.
- c. If the officer designated under (a) above fails to dispose of the appeal filed under that sub-section within the period specified in (b) above, or if the bidder or prospective bidder or the procuring entity is aggrieved by the order passed, the bidder or prospective bidder or the procuring entity, as the case may be, may file a second appeal to an officer or authority designated by the State Government in this behalf within 15 days from the date of receipt of the order passed under (b) above.
- d. The officer or authority to which an appeal is filed under (c) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal.
- e. The officer or authority to which an appeal may be filed under (a) or (c) above shall be:
 - i. First Appellate Authority: Managing Director, RSRTC, Jaipur
 - ii. Second Appellate Authority: Chairman, RSRTC, Jaipur

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- iii. In case, the Chairman, RSRTC and Managing Director, RSRTC post is held by same person then the first appellate authority will be Chairman & Managing Director, RSRTC and second appellate authority will be Board of Directors, RSRTC.

f. Form of Appeal

- i. Every appeal under (a) and (c) above shall be as per “Annexure-23 of Component” along with as many copies as there are respondents in the appeal.
- ii. 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.
- iii. 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.

g. Fee for Appeal: Fee for filing 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 a Scheduled Bank payable in the name of Appellate Authority concerned.
- h. Whoever intentionally files any vexatious, frivolous or malicious appeal or complaint under the “The Rajasthan Transparency Public Procurement Act 2012”, with the intention of delaying or defeating any procurement or causing loss to any procuring entity or any other bidder, shall be punished with fine which may extend to twenty lakh rupees or five per cent of the value of procurement, whichever is less.

6.31 OFFENSES BY FIRMS/ COMPANIES

- a. Where an offence under “The Rajasthan Transparency Public Procurement Act 2012” has been committed by a company, every person who at the time the offence was committed was in charge of and was responsible to the company for the conduct of the business of the company, as well as the company, shall be deemed to be guilty of having committed the offence and shall be liable to be proceeded against and punished accordingly:

Provided that nothing contained in this sub-section shall render any such person liable for any punishment if he proves that the offence was committed without his knowledge or that he had exercised all due diligence to prevent the commission of such offence.

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- b. Notwithstanding anything contained in (a) above, where an offence under this Act has been committed by a company and it is proved that the offence has been committed with the consent or connivance of or is attributable to any neglect on the part of any director, manager, secretary or other officer of the company, such director, manager, secretary or other officer shall also be deemed to be guilty of having committed such offence and shall be liable to be proceeded against and punished accordingly.
- c. For the purpose of this section-
- i. "company" means a body corporate and includes a limited liability partnership, firm, registered society or co- operative society, trust or other association of individuals; and
 - ii. "Director" in relation to a limited liability partnership or firm, means a partner in the firm.
- d. Abetment of certain offenses: Whoever abets an offence punishable under this Act, whether or not that offence is committed in consequence of that abetment, shall be punished with the punishment provided for the offence.

6.32 DEBARMENT FROM BIDDING

- a. A bidder shall be debarred by the RSRTC if he has been convicted of an offence
- i. under the Prevention of Corruption Act, 1988 (Central Act No. 49 of 1988); or
 - ii. under the Indian Penal Code, 1860 (Central Act No. 45 of 1860) or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.
- b. A bidder debarred under (a) above shall not be eligible to participate in a procurement process of any procuring entity for a period not exceeding three years commencing from the date on which he was debarred.
- c. If a procuring entity finds that a bidder has breached the code of integrity prescribed in terms of "Code of Integrity for bidders" above, it may debar the bidder for a period not exceeding three years.
- d. Where the entire bid security or the entire performance security or any substitute thereof, as the case may be, of a bidder has been forfeited by a procuring entity in respect of any procurement process or procurement contract, the bidder may be debarred from participating in any procurement process undertaken by the procuring entity for a period not exceeding three years.

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- e. The State Government or a procuring entity, as the case may be, shall not debar a bidder under this section unless such bidder has been given a reasonable opportunity of being heard.

6.33 MONITORING OF CONTRACT

- a. An officer or a committee of officers named Project Monitoring Committee (PMC)/Steering Committee may be nominated by procuring entity to monitor the progress of the contract during its delivery period.
- b. During the delivery period the PMC shall keep a watch on the progress of the contract and shall ensure that quantity of goods and service delivery is in proportion to the total delivery period given, if it is a severable contract, in which the delivery of the goods and service is to be obtained continuously or is batched. If the entire quantity of goods and service is to be delivered in the form of completed work or entire contract like fabrication work, the process of completion of work may be watched and inspections of the selected bidder's premises where the work is being completed may be inspected.
- c. If delay in delivery of goods and service is observed a performance notice would be given to the selected bidder to speed up the delivery.
- d. Any change in the constitution of the firm, etc. shall be notified forth with by the contractor in writing to the procuring entity and such change shall not relieve any former member of the firm, etc., from any liability under the contract.
- e. No new partner/ partners shall be accepted in the firm by the selected bidder in respect of the contract unless he/ they agree to abide by all its terms, conditions and deposits with the procuring entity through a written agreement to this effect. The bidder's receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient discharge for any of the purpose of the contract.
- f. The selected bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of procuring entity.

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7. GENERAL TERMS AND CONDITIONS OF BID

Bidders should read these conditions carefully and comply strictly while sending their bids.

7.1 Definitions

For the purpose of clarity, the following words and expressions shall have the meanings hereby assigned to them: -

- a. "Contract" means the Agreement entered into between the RSRTC and the successful/ selected bidder, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
- b. "Contract Documents" means the documents listed in the Agreement, including any amendments thereto.
- c. "Contract Price" means the price payable to the successful/ selected bidder as specified in the Agreement, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract.
- d. "Contract Period" means the Contract/ Project Period shall commence from the date of signing of agreement.
- e. "Day" means a calendar day.
- f. "Delivery" means the transfer of the Goods from the successful/ selected bidder to the RSRTC in accordance with the terms and conditions set forth in the Contract.
- g. "Completion" means the fulfillment of the related services by the successful/ selected bidder in accordance with the terms and conditions set forth in the Contract.
- h. "Goods" means all of the commodities, raw material, machinery and equipment, and/or other materials that the successful/ selected bidder is required to supply to the RSRTC under the Contract.
- i. "RSRTC" means the entity purchasing the Goods and related services, as specified in the bidding document.
- j. "Project Cost" means minimum guarantee tickets for 5 years x rate quoted by successful bidder in financial bid.
- k. "Related Services" means the services incidental to the supply of the goods, such as insurance, installation, training and initial maintenance and other similar obligations of the successful/ selected bidder under the Contract.



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- l. "Subcontractor" means any natural person, private or government entity, or a combination of the above, including its legal successors or permitted assigns, to whom any part of the Goods to be supplied or execution of any part of the related services is subcontracted by the successful/ selected bidder.
- m. "Successful bidder/ Successful or Selected bidder" means the person, private or government entity, or a combination of the above, whose Bid to perform the Contract has been accepted by the RSRTC and is named as such in the Agreement, and includes the legal successors or permitted assigns of the successful/ selected bidder.
- n. "Signoff entire project" means successfully implementation of all modules of entire project.
- o. "The Site," where applicable, means the designated project place(s) named in the bidding document.

Note: The bidder shall be deemed to have carefully examined the conditions, specifications, size, make and drawings, etc., of the goods to be supplied and related services to be rendered. If the bidder has any doubts as to the meaning of any portion of these conditions or of the specification, drawing, etc., he shall, before submitting the Bid and signing the contract refer the same to the procuring entity and get clarifications.

7.2 Contact Document

Subject to the order of precedence set forth in the Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory.

7.3 Interpretation

- a. If the context so requires it, singular means plural and vice versa.
- b. Entire Agreement: The Contract constitutes the entire agreement between the RSRTC and the Successful bidder and supersedes all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.
- c. Amendment: No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.
- d. Non-waiver: Subject to the condition (f) below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.

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- e. Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.
- f. Severability: If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

7.4 Language

- a. The Contract as well as all correspondence and documents relating to the Contract exchanged by the successful/ selected bidder and the RSRTC, shall be written in English language only. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the special conditions of the contract, in which case, for purposes of interpretation of the Contract, this translation shall govern.
- b. The successful/ selected bidder shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.

7.5 Joint Venture, Consortium or Association

A Joint venture, consortium is allowed (only one member) to bid.

7.6 Eligible Goods and Related Services

- a. For purposes of this Clause, the term "goods" includes commodities, raw material, machinery, equipment, and industrial plants; and "related services" includes services such as insurance, transportation, supply, installation, integration, and testing, commissioning, training, and initial maintenance.
- b. All articles/ goods being bid, other than those marked in the Bill of Quantity (BoQ) should be the ones which are produced in volume and are used by a large number of users in India/ abroad. All products quoted by the successful/ selected bidder must be associated with specific make and model number, item code and names and with printed literature describing configuration and functionality. Any deviation from the printed specifications should be clearly mentioned in the offer document by the successful bidder. Also, the bidder is to quote/ propose only one make/ model against the respective item.
- c. The OEM/ Vendor of the quoted product must have its own registered spares depot in India having adequate inventory of the equipment being quoted for providing the necessary spares as per the requirements of the bidding document.

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- d. The OEM/ Vendor of the quoted product should also have its direct representation in India in terms of registered office for at least past 3 years. The presence through any Distribution/ System Integration partner agreement will not be accepted.
- e. Bidder must quote products in accordance with above clause “Eligible goods and related services”.

7.7 Service of Notices, Documents & Orders

- a. Any notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the contract. The term “in writing” means communicated in written form with proof of dispatch and receipt.
- b. A notice, document or order shall be deemed to be served on any individual by -
 - i. delivering it to the person personally; or
 - ii. leaving it at, or sending it by post/authorized e-mail to, the address of the place of residence or business of the person last known;
 - iii. On a body corporate by leaving it at, or sending it by post/authorized e-mail to, the registered office of the body corporate.
- c. A Notice shall be effective when delivered or on the Notice’s effective date, whichever is later.

7.8 Statutory Requirements

- a. During the tenure of this Contract nothing shall be done by the Bidder or his team in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof governing inter-alia customs, stowaways, foreign exchange etc. and shall keep RSRTC indemnified in this regard.
- b. The Bidder shall ensure proper cleanliness and maintenance of all the sites during working hours.
- c. The ownership of software and any system software proposed in solution (in the form of licenses) should be in favour of RSRTC only.
- d. The Bidder shall provide one handholding staff at each depot level for providing support to the concerned depot and unit. The bidder will also ensure to provide training to supervisory staff at all locations. The bidder shall also provide required manpower as per the scope of work.

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- e. The Bidder at the end of the term of the Contract or early termination thereof; shall handover / transfer all the software, licenses, etc. created/ established by the bidder for the implementation of the Project, to the RSRTC.

7.9 Governing Law

- a. The Contract shall be governed by and interpreted in accordance with the laws of the Rajasthan State/the Country (India), unless otherwise specified in the contract.
- b. All legal proceedings, if necessary, arise to institute by any of the Parties shall have to be lodged in courts situated in Jaipur, and not elsewhere.

7.10 Scope of Supply

- a. Subject to the provisions in the bidding document and contract, the goods and related services to be supplied shall be as specified in the bidding document.
- b. Unless otherwise stipulated in the Contract, the scope of supply shall include all such items not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining delivery and completion of the goods and related services as if such items were expressly mentioned in the Contract.
- c. The bidder shall not quote and supply the hardware/ software that is likely to be declared as End of Sale in next 6 months and End of Service/ Support in a period of 6 Years from the last date of bid submission. OEMs are required to mention this in the MAF (as per Annexure '10') for all the quoted hardware/ software. If any of the hardware/ software is found to be declared as End of Sale/ Service/ Support, then the bidder shall replace all such hardware/ software with the latest ones having equivalent or higher specifications without any financial obligation to the RSRTC.

7.11 Delivery & Installation

- a. Subject to the conditions of the contract, the delivery of the goods and completion of the related services shall be in accordance with the delivery and completion schedule specified in the bidding document.
- b. The contract for the supply can be repudiated at any time by the purchase officer, if the supplies are not made to his satisfaction after giving an opportunity to the bidder of being heard and recording the reasons for repudiation.
- c. The Successful bidder shall arrange to supply, install and commission software/ system as per specifications within the specified delivery/ completion period at locations mentioned in the PO/ WO.

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7.12 Successful bidder's Responsibilities

The Successful bidder shall supply all the goods and related services included in the scope of supply in accordance with the provisions of bidding document and/ or contract.

7.13 RSRTC's Responsibilities

- a. Whenever the supply of goods and related services requires that the Successful bidder obtain permits, approvals, and import and other licenses from local public authorities, the RSRTC shall, if so required by the Successful bidder, make its best effort to assist the Successful bidder in complying with such requirements in a timely and expeditious manner.
- b. The RSRTC shall pay all costs involved in the performance of its responsibilities, in accordance with the general and special conditions of the contract.

7.14 Contract Price

- a. The Contract Price shall be paid as specified in the contract subject to any additions and adjustments thereto, or deductions there from, as may be made pursuant to the Contract.
- b. Prices charged by the Successful bidder for the Goods delivered and the Related Services performed under the Contract shall not vary from the prices quoted by the Successful bidder in its bid, with the exception of any price adjustments authorized in the special conditions of the contract.

7.15 Recoveries from Successful bidder

- a. Recovery of liquidated damages shall be made ordinarily from bills.
- b. The Purchase Officer shall withhold amount to the extent of liquidated damaged/ penalties as applicable. In case of failure to withhold the amount, it shall be recovered from his dues and performance security available with RSRTC.
- c. The balance, if any, shall be demanded from the Successful bidder and when recovery is not possible, the Purchase Officer shall take recourse to law in force.

7.16 Taxes & Duties

- a. The income tax TDS, GST etc., if applicable, shall be deducted at source/ paid by tendering authority as per prevailing rates.
- b. If any tax exemptions, reductions, allowances or privileges may be available to the successful/ selected bidder in India, the RSRTC shall use its best efforts to enable the successful/ selected bidder to benefit from any such tax savings to the maximum allowable extent.

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7.17 Copyright

The copyright in all drawings, design documents, source code and other materials containing data and information furnished to the RSRTC by the Successful bidder herein shall remain vested in the RSRTC.

7.18 Confidential Information

- a. The RSRTC and the Successful bidder shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any drawings, documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.
- b. The Successful bidder may furnish to its Subcontractor, if permitted, such documents, data, and other information it receives from the RSRTC to the extent required for the Subcontractor to perform its work under the Contract, in which event the Successful bidder shall obtain from such Subcontractor an undertaking of confidentiality similar to that imposed on the Successful bidder.
- c. The RSRTC shall not use such documents, data, and other information received from the Successful bidder for any purposes unrelated to the Contract. Similarly, the Successful bidder shall not use such documents, data, and other information received from the RSRTC for any purpose other than the design, procurement, or other work and services required for the performance of the Contract.
- d. The obligation of a party under sub-clauses above, however, shall not apply to information that: -
 - i. the RSRTC or Successful bidder need to share with tendering authority or other institutions participating in the Contract;
 - ii. now or hereafter enters the public domain through no fault of that party;
 - iii. can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or
 - iv. Otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.
- e. The above provisions shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of the supply or any part thereof.

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- f. The provisions of this clause shall survive completion or termination, for whatever reason, of the Contract.

7.19 Sub-Contracting

- a. The bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of RSRTC.
- b. If permitted, the selected bidder shall notify the RSRTC, in writing, of all subcontracts awarded under the Contract, if not already specified in the Bid. Subcontracting shall in no event relieve the Successful bidder from any of its obligations, duties, responsibilities, or liability under the Contract.
- c. Subcontractors, if permitted, shall comply with the provisions of bidding document and/ or contract.

7.20 Insurance

- a. The Goods supplied under the Contract shall be fully insured against loss by theft, destruction or damage incidental to manufacture or acquisition, transportation, storage, fire, flood, under exposure to weather until delivery at the designated project locations, in accordance with the applicable terms. The insurance charges will be borne by the successful bidder and RSRTC will not be required to pay such charges if incurred.
- b. The goods will be delivered at the FOR destination in perfect condition.

7.21 Transportation

- a. The successful bidder shall be responsible for transport by sea, rail and road or air or any means of transport and delivery of the material in the good condition to the RSRTC at destination. In the event of any loss, damage, breakage or leakage or any shortage the bidder shall be liable to make good such loss and shortage found at the checking/ inspection of the material by the consignee. No extra cost on such account shall be admissible.
- b. All goods must be sent freight paid through Railways or any means of goods transport. If goods are sent freight to pay, the freight together with departmental charge @5% of the freight will be recovered from the successful bidder's bill.
- c. Remittance charges on payment made shall be borne by the bidder.

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7.22 Inspection

- a. The RSRTC or his duly authorized representative shall at all reasonable time have access to the successful bidder's premises and shall have the power at all reasonable time to inspect and examine the materials and workmanship of the goods/ equipment/ machineries during manufacturing process or afterwards as may be decided. Inspection shall be made at successful bidder godown at Jaipur (at successful bidder cost). However, payment of travelling and boarding charges will be borne by successful bidder.
- b. The successful bidder shall furnish complete address of the premises of his factory, office, godown and workshop where inspection can be made together with name and address of the person who is to be contacted for the purpose.
- c. After successful inspection, it will be successful bidder responsibility to dispatch and install the equipment at respective locations without any financial liability to the RSRTC. However, supplies when received at respective locations shall be subject to inspection to ensure whether they conform to the specification at following stages :-
 - i. at OEM Factory Premises
 - ii. at respective at Depot / Head Office Level
 - iii. Data Center (DC) at DoIT&C / BSDC Premises, Jaipur
 - iv. Disaster Recovery Site at selected by Successful Bidder

7.23 Rejection

- a. Articles not approved during inspection or testing shall be rejected and will have to be replaced by the selected bidder at his own cost within the time fixed by the Purchase Officer.
- b. The rejected articles shall be removed by the successful bidder/ bidder/ selected bidder within 15 days of intimation of rejection, after which Purchase Officer shall not be responsible for any loss, shortage or damage and shall have the right to dispose of such articles as he thinks fit, at the selected bidder's risk and on his account.

7.24 Third Party Audit

- a. A Third Party Quality Certifying Agency (STQC or any other agency empaneled with GOI/GoR in consultation with RSRTC) to be involved by the bidder from the very beginning of the project to ensure that proper application design and development standards are met and have to obtain required certification from STQC/empaneled agency of GoI/GoR for each stage at no extra cost. The cost of the audit will be borne by the successful bidder.



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- b. Third Party Audit of the developed application should be done to ensure security loop holes and other vulnerability.
- c. Third Party Audit shall include monitoring the performance of the system with a view to ensuring desired Quality of Service (QoS) by the successful bidder as defined in the respective SLA's, signed between RSRTC and the successful bidder. The TPA will be required to verify compliance with pre-defined terms and conditions pertaining to software development, security audit (both application software, server side hardware and system software), load specifications, etc.
- d. **Performance Criteria and SLA:** The TPA would audit and certify whether the final IT System developed would be able to perform as per the criteria set in this RFP. It would thoroughly test and certify the robustness of the Application as against the Technology and Performance SLA criteria specified in this RFP. The TPA will conduct performance testing beyond the specified requirements until the system breaks down and thereby propose remedies to address the weaknesses existing in application software. Test cases required for performance testing has to be written by the audit agency, wherein similar load conditions have to be simulated. The TPA will also test the accounting systems and SLA monitoring system of this application with respect to design, security and completeness.
- e. **IT Infrastructure designed and set up by the system integrator for the project:** The TPA would test, audit and certify the IT infrastructure (Hardware and System Software) configuration (as per the agreed upon BoM) etc.
- f. **Security Implementation:** It is essential that the application is very secure and the security related policies, processes and procedures are envisioned and implemented properly. As an integral part of the process, the TPA will be required to audit the Security Architecture, implementation of security features in the hardware infrastructure and system software used for hosting the application and entire application after the system integrator notifies its readiness to 'Go-Live'.
- g. **The TPA review will focus on the following:**
 - i. Deliverable Audit – This audit will focus on reviewing the deliverables. The review will focus on the –
 - ii. Completeness of the deliverables
 - iii. Compliance of the deliverables to best practices and standards.
 - iv. Implementation Audit – The implementation audit will focus on reviewing the implemented system. It will verify the performance, functional compliance, security compliance and SLA monitoring.

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7.25 Liquidated Damages (LD)

- a. 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;
- b. Recover from the Bidder, as liquidated damages and not by way of penalty for a delay of Rs. 50,000/- per day beyond the Scheduled completion date or extended date till 30 days and 1,00,000/- per day up to 60 days after that. 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 Certifications of successful operations of the integrated solution completion given to Bidder by RSRTC and/or;
- c. If the entire work is not completed even within 60 days, the matter will be referred to the Managing Director and his decision will be binding on the successful bidder without prejudice.
- d. Fraction of a day in reckoning period of delay in supplies shall be eliminated if it is less than half a day.
- e. The maximum amount of liquidated damages shall be up to 10% of the project value at any time.
- f. If the supplier requires an extension of time in completion of contractual supply on account of occurrence of any hindrance, he shall apply in writing to the authority, which has placed the supply order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of supply.
- g. Delivery period may be extended with or without liquidated damages if the delay in the supply of goods is on account of hindrances beyond the control of the bidder.
- h. However, the higher management may relax the whole or part of the LD in which the successful bidder must submit valid delay reasons or other remedial actions.

7.26 Authenticity of Equipment

- a. The selected bidder shall certify (as per Annexure-8 "CERTIFICATE OF CONFORMITY/ NO DEVIATION BY OEM") that the supplied goods are brand new, genuine/ authentic, not refurbished, conform to the description and quality as specified in this bidding document and are free from defects in material, workmanship and service.
- b. If during the contract period, the said goods be discovered counterfeit/ unauthentic or not to conform to the description and quality aforesaid or have determined (and the decision of the

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Purchase Officer in that behalf will be final and conclusive), notwithstanding the fact that the RSRTC may have inspected and/ or approved the said goods, the RSRTC will be entitled to reject the said goods or such portion thereof as may be discovered not to conform to the said description and quality, on such rejection the goods will be at the selected bidder's risk and all the provisions relating to rejection of goods etc., shall apply. The selected bidder shall, if so called upon to do, replace the goods etc., or such portion thereof as is rejected by Purchase Officer, otherwise the selected bidder shall pay such damage as may arise by the reason of the breach of the condition herein contained. Nothing herein contained shall prejudice any other right of the Purchase Officer in that behalf under this contract or otherwise.

- c. Goods accepted by the RSRTC in terms of the contract shall in no way dilute RSRTC's right to reject the same later, if found deficient in terms of the this clause of the contract.

7.27 Warranty

- a. The bidder must supply all items with comprehensive on-site OEM warranty valid for five years (Excluding battery which shall be considered with 3 years onsite replacement warranty) after the goods, or any portion thereof as the case may be, have been delivered to, installed and accepted at the final destination(s) indicated in the bidding document. However, if the installation delay is more than a month due to the reasons ascribed to the bidder, the warranty shall start from the date of completion of the job.
- b. At the time of goods delivery, the selected bidder shall submit a certificate/ undertaking from all the respective OEMs mentioning the fact that the goods supplied are covered under comprehensive warranty & support for the prescribed period.
- c. The RSRTC shall give a written notice to the selected bidder stating the nature of any defect together with all available evidence thereof, promptly following the discovery thereof. The RSRTC shall afford all reasonable opportunity for the selected bidder to inspect such defects. Upon receipt of such notice, the selected bidder shall expeditiously cause to repair the defective goods or parts thereof or replace the defective goods or parts thereof with brand new genuine/ authentic ones having similar or higher specifications from the respective OEM, at no cost to the RSRTC. Any goods repaired or replaced by the selected bidder shall be delivered at the respective location without any additional costs to the RSRTC.
- d. If having been notified, the selected bidder fails to remedy the defect within the period specified, the RSRTC may proceed to take within a reasonable period such remedial action as may be necessary, in addition to other recourses available in terms and conditions of the contract and bidding document.

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- e. During the warranty period, the bidder shall also be responsible to ensure adequate and timely availability of spare parts needed for repairing the supplied goods.
- c. The manpower deputed by the successful bidder shall be reviewed by the RSRTC in terms of its qualifications, experience, efficiency, cooperation, discipline and performance and services. The RSRTC, upon finding any deficiency in any of the parameter, may reject any of the manpower by giving 15 days' time, as decided by the RSRTC, which the selected bidder has to replace within the given time frame.

7.28 Maintenance Contract

- a. The service provider shall observe any defect /malfunctioning in Equipment / hardware / software as a part of O&M services and promptly generate a ticket in Help desk tool for the same for rectification of the defect / malfunction. The service provider shall record nature of the defect together with all available evidence thereof, promptly following the discovery thereof. Upon generating of such ticket, the selected bidder shall expeditiously cause to repair the defective goods or parts thereof or replace the defective goods or parts thereof with brand new genuine / authentic ones / Equipments / Parts / software / patches / drivers having similar or higher specifications from the respective OEM, at no cost to the RSRTC. Any goods repaired or replaced / software by the selected bidder shall be delivered at the respective location without any additional costs to the RSRTC.
- b. If having been notified i.e. generation of ticket, the selected bidder fails to remedy the defect within the period specified, the RSRTC may proceed to take remedial action as may be necessary and the cost of the same will be deducted from due payment of selected bidder.
- c. During the maintenance and support contract period, the bidder shall be responsible to ensure adequate and timely availability of spare parts needed for repairing the equipments / parts. The bidder has to see the end of support / end of sale / end of service dates being declared by respective OEM's time to time and make necessary arrangements of spares for catering maintenance needs of equipments / parts during entire contract period. In case, at the time of resolution of any compliant, the equipment(s) / part(s) is found non-serviceable during contract period, the selected service provider shall be responsible for replacing the non-serviceable equipment/ part with same / higher configuration equipment / part of the same make at no extra cost to the RSRTC.

7.29 Contractor to Adhere To Labour Laws / Regulation

The contractor shall adhere to the requirements of the Workmen's Compensation Act and Labour Legislation in force from time to time and be responsible for and shall pay any compensation to his

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workmen which would be payable for injuries under the work men's Compensation Act, here in after called the said Act. If such compensation to his workmen which would be payable for injuries under the workmen's Compensation Act, hereinafter called the said Act. If such compensation is paid by the State as Principal employer under Sub Section (1) of Section 12 of the said Act, on behalf of the contractor it shall be recoverable by the State from the Contractor under sub Section (2) of the said section. Such compensation shall be recovered in the manner laid down in clause I of the conditions of contract. "All contract with Government shall require registration of works under the Building & other Construction Workers (Regulation of Employment & Conditions of Services) Act, 1996 and extension of benefit to such workers under the Act."

7.30 Patent Indemnity

- a. The successful bidder shall, subject to the RSRTC's compliance with sub-clause (b) below, indemnify and hold harmless the RSRTC and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the RSRTC may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of: -
 - i. the installation of the Goods by the successful bidder or the use of the Goods in the country where the Site is located; and
 - ii. The sale in any country of the products produced by the Goods.

Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the successful bidder, pursuant to the Contract.

- b. If any proceedings are brought or any claim is made against the RSRTC arising out of the matters referred to above, the RSRTC shall promptly give the successful bidder a notice thereof, and the successful bidder may at its own expense and in the RSRTC's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.
- c. If the successful bidder fails to notify the RSRTC within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the RSRTC shall be free to conduct the same on its own behalf.



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- d. The RSRTC shall, at the successful bidder's request, afford all available assistance to the successful bidder in conducting such proceedings or claim, and shall be reimbursed by the successful bidder for all expenses incurred in so doing.
- e. The RSRTC shall indemnify and hold harmless the successful bidder and its employees, officers, and Subcontractors (if any) from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the successful bidder may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the RSRTC.

7.31 Limitation of Liability

Except in cases of gross negligence or willful default: -

- a. neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the successful bidder to pay liquidated damages to the RSRTC; and
- b. the aggregate liability of the successful bidder to the RSRTC, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the successful bidder to indemnify the RSRTC with respect to patent infringement.

7.32 Force Majeure

- a. The successful bidder shall not be liable for forfeiture of its Performance Security, liquidated damages, or termination for default and to the extent that its delay in performance or other failure to perform its obligations under the Contract if the result is of an event of Force Majeure.
- b. For purposes of this Clause—Force Majeure means an event or situation beyond the control of the bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the bidder. Such events may include, but not be limited to, acts of the RSRTC in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

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- c. If a Force Majeure situation arises, the bidder shall promptly notify the RSRTC in writing of such condition and the cause thereof. Unless otherwise directed by the RSRTC in writing, the bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

7.33 Contract Period or Extension

The contract period shall be implementation period plus five years (24 weeks of implementation and 60 months of operation period) after the signing of contract. Contract period can be extended further upto 2.5 years with mutual consent (bidder and RSRTC) and/or as per RTPP Act 2012 and Rules 2013 on satisfactory services performed by the bidder.

7.34 Termination

7.34.1 Termination for Default

- i. The RSRTC may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the successful bidder, terminate the contract in whole or in part: -
- a. If the successful bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by tendering authority; or
 - b. If the successful bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or
 - c. If the successful bidder, in the judgement of the RSRTC, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.
 - d. If the successful bidder commits breach of any condition of the contract.
- ii. If tendering authority terminates the contract in whole or in part, amount of Performance Security Deposit may be forfeited.
- iii. In the event the RSRTC terminates the Contract in whole or in part, by Termination for Default, the Procuring Entity may procure, upon such terms and in such manner as it deems appropriate, the Goods, Services and Works similar to those undelivered or not performed, and the bidder shall be liable to the Procuring Entity for any additional costs

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for such Goods, Works or Related Services and such additional cost shall be recovered from the dues of the bidder with the Procuring Entity.

7.34.2 Termination for Insolvency

Tendering authority may at any time terminate the Contract by giving a written notice of at least 30 days to the successful bidder, if the successful bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the successful bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to tendering authority.

7.34.3 Termination for Convenience

The Contract may terminate, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the RSRTC convenience, the extent to which performance of the bidder under the Contract is terminated and the date upon which such termination becomes effective. Depending on merits of the case the bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.

The Goods that are complete and ready for shipment within twenty-eight (28) days after the bidder receipt of the Notice of termination shall be accepted by the RSRTC at the Contract terms and prices. For the remaining Goods, the RSRTC may elect;

- a. To have any portion completed and delivered at the Contract terms and prices; and/or
- b. To cancel the remainder and pay to the supplier/ selected bidder an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the supplier/ selected bidder.

7.35 Exit Management

7.35.1 Preamble

- i. The word 'parties' include the procuring entity and the selected bidder.
- ii. This Schedule sets out the provisions, which will apply on expiry or termination of the Project Implementation and Operations and Management of SLA.
- iii. In the case of termination of the Project Implementation and/ or Operation and Management SLA due to illegality, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.

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- iv. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

7.35.2 Transfer of Assets

- i. The selected bidder may continue work on the assets for the duration of the exit management period which may be a six months period from the date of expiry or termination of the agreement, if required by tendering authority to do so. During this period, the selected bidder will transfer all the assets in good working condition and as per the specifications of the bidding document including the ones being upgraded to the department/ designated agency. The performance security submitted by selected bidder will only be returned after the successful transfer of the entire project including its infrastructure.
- ii. The selected bidder, if not already done, will transfer all the Software Licenses under the name of the tendering authority as desired by the procuring entity during the exit management period.
- iii. Tendering authority during the project implementation phase and the operation and management phase shall be entitled to serve notice in writing to the selected bidder at any time during the exit management period requiring the selected bidder to provide tendering authority or its nominated agencies with a complete and up-to-date list of the assets within 30 days of such notice.
- iv. Upon service of a notice, as mentioned above, the following provisions shall apply: -
- a. All title of the assets to be transferred to tendering authority on the last day of the exit management period. All expenses occurred during transfer of assets shall be borne by the selected bidder.
- b. That on the expiry of this clause, the selected bidder and any individual assigned for the performance of the services under this clause shall handover or cause to be handed over all confidential information and all other related material in its possession, including the entire established infrastructure supplied by selected bidder to tendering authority.
- c. That the products and technology delivered to tendering authority during the contract term or on expiry of the contract duration should not be sold or re-used or copied or transferred by selected bidder to other locations apart from the locations mentioned in the this bidding document without prior written notice and approval of tendering authority. Supplied hardware, software & documents etc., used by

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selected bidder for tendering authority shall be the legal properties of tendering authority.

7.35.3 Cooperation and Provision of Information during the exit management period

- i. The selected bidder will allow tendering authority or its nominated agencies access to the information reasonably required to define the current mode of operation associated with the provision of the services to enable tendering authority or its nominated agencies to assess the existing services being delivered.
- ii. The selected bidder shall provide access to copies of all information held or controlled by them which they have prepared or maintained in accordance with the Project Implementation, the Operation and Management SLA and SOWs relating to any material aspect of the services provided by the selected bidder. Tendering authority or its nominated agencies shall be entitled to copy all such information comprising of details pertaining to the services rendered and other performance data. The selected bidder shall permit tendering authority or its nominated agencies and/ or any replacement operator to have reasonable access to its employees and facilities as reasonably required by tendering authority or its nominated agencies to understand the methods of delivery of the services employed by the selected bidder and to assist appropriate knowledge transfer.

7.35.4 Confidential Information, Security and Data

The selected bidder will promptly on the commencement of the exit management period supply to tendering authority or its nominated agencies the following:

- i. Documentation relating to Intellectual Property Rights;
- ii. Project related data and confidential information;
- iii. All current and updated data as is reasonably required for purposes of tendering authority or its nominated agencies transitioning the services to its replacement selected bidder in a readily available format nominated by tendering authority or its nominated agencies; and
- iv. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable tendering authority or its nominated agencies, or its replacement operator to carry out due diligence in order to transition the provision of the services to tendering authority or its nominated agencies, or its replacement operator (as the case may be).

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- v. Before the expiry of the exit management period, the selected bidder shall deliver to tendering authority or its nominated agencies all new or up-dated materials from the categories set out above and shall not retain any copies thereof, except that the selected bidder shall be permitted to retain one copy of such materials for archival purposes only.

7.35.5 Transfer of certain agreements

- i. On request by Procuring entity or its nominated agencies, the selected bidder shall effect such assignments, transfers, innovations, licenses and sub-licenses as Procuring entity or its nominated agencies may require in favour of procuring entity or its nominated agencies, or its replacement operator in relation to any equipment lease, maintenance or service provision agreement between selected bidder and third party lease, operators, or operator, and which are related to the services and reasonably necessary for carrying out of the replacement services by tendering authority or its nominated agencies, or its replacement operator.
- ii. Right of Access to Premises: At any time during the exit management period and for such period of time following termination or expiry of the SLA, where assets are located at the selected bidder's premises, the selected bidder will be obliged to give reasonable rights of access to (or, in the case of assets located on a third party's premises, procure reasonable rights of access to tendering authority or its nominated agencies, and/ or any replacement operator in order to inventory the assets.

7.35.6 General Obligations of the selected bidder

- i. The selected bidder shall provide all such information as may reasonably be necessary to effect as seamless during handover as practicable in the circumstances to tendering authority or its nominated agencies or its replacement operator and which the operator has in its possession or control at any time during the exit management period.
- ii. The selected bidder shall commit adequate resources to comply with its obligations under this Exit Management Clause.

7.35.7 Exit Management Plan

- i. The selected bidder shall provide tendering authority or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and SOWs.

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- ii. A detailed program of the transfer process that could be used in conjunction with a replacement operator including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and
- iii. Plans for the communication with such of the selected bidder's, staff, successful bidders, customers and any related third party as are necessary to avoid any material detrimental impact on tendering authority operations as a result of undertaking the transfer; and
- iv. If applicable, proposed arrangements and Plans for provision of contingent support in terms of business continuance and hand holding during the transition period, to tendering authority or its nominated agencies, and Replacement Operator for a reasonable period, so that the services provided continue and do not come to a halt.
- v. The Bidder shall re-draft the Exit Management Plan annually after signing of contract to ensure that it is kept relevant and up to date.
- vi. Each Exit Management Plan shall be presented by the selected bidder to and approved by tendering authority or its nominated agencies.
- vii. In the event of termination or expiry of SLA, Project Implementation, Operation and Management SLA or SOWs each party shall comply with the Exit Management Plan.
- viii. During the exit management period, the selected bidder shall use its best efforts to deliver the services.
- ix. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.
- x. It would be the responsibility of the selected bidder to support new operator during the transition period.

7.36 Disputes 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 3rd Oct 2017. The Standing Committee so constituted shall ensure full compliance with the office order referred above.

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7.37 Waiver

No failure or delay on the part of either Party in the exercise of any power, right or privilege hereunder shall operate as a waiver thereof, nor shall any failure or delay in exercise of such power, right or privilege preclude the other from further exercise thereof. The rights and remedies provided in this Agreement are cumulative and not exclusive of any rights or remedies provided by law.

7.38 Consumable

All the consumable items, such as ribbon, cartridge, toner etc., should be provided by the successful bidder at no cost for the entire duration of the project. However, the ETIMs roll, consumable paper, diesel for DG set, sitting space, and electricity shall be the responsibility of RSRTC.

7.39 Adherence of Rules and Regulations and Operations, Service Standards

- a) Bidder's Team shall comply with the provision of all laws including labour laws, rules, regulations and notifications issued there under from time to time. All safety and labour laws enforced by statutory agencies and by RSRTC shall be applicable in the performance of this Contract and Bidder's Team shall abide by these laws.
- b) All operating and servicing standards and procedures will be as mutually agreed upon between the Parties to this Agreement in compliance with the Data Privacy Act, 2012, Information Technology Act, 2000 and Data Protection Act, 2018. Amendments to the operating and service level standards will not require any amendment to this Agreement, but will be confirmed by prior exchange of letters in writing.
- c) Bidder shall be responsible for employing any and all manpower, personnel, labour, etc., as may be required to be deployed by it for implementation of the Project and as such the bidder on an exclusive basis shall be responsible for exercising supervision and control over such manpower, personnel, labour, etc. For all intents and purposes under this Contract, the bidder alone shall be the principal employer in terms of the provisions of the Factories Act, 1948, Minimum Wages Act, 1948 and the Contract Labour (Regulation and Abolition) Act, 1970 in respect of such manpower, personnel, labour, etc; the RSRTC shall at no point of time be concerned in any manner whatsoever with any employee or labour related issues of such manpower, personnel, labour, etc. of the bidder and shall not have any liability or responsibility towards them. The bidder shall keep the RSRTC indemnified for all claims that may arise due to bidder's non- compliance with any provisions of the aforesaid Acts. ,

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7.40 Counterparts

This Agreement may be executed in two counterparts, each of which when so executed and delivered, shall be an original, but all the counterparts shall together constitute one and the same instrument.

7.41 Sub Contract

- a) The successful bidder shall not, without the consent in writing of RSRTC appoint any delegate/ subcontractor for the performance of Services under this contract.
- b) The support of OEMs only for certain tasks limited to installation / deployment, commissioning & maintenance support related to their respective product / equipment is permitted.
- c) The Successful bidder shall be responsible and shall ensure the proper performance of the sub-contractors and shall be liable for any non-performance or breach by such service providers. The Successful bidder indemnifies and shall keep indemnified RSRTC against any losses, damages, claims or such other implications arising from or out of the acts and omissions of such providers. The Successful bidder shall be responsible for making all payments to the sub-contractors as may be necessary, in respect of any services performed or task executed, and RSRTC shall not be responsible for any part or full payment which is due to such service providers.
- d) The Successful bidder shall not terminate the contract / agreement with the subcontractor (s) without prior written consent of RSRTC. Further, in case the Successful bidder terminates any contract/arrangement or agreement with a sub-contractor for any reason whatsoever, the Successful bidder shall ensure the smooth continuation of services by providing forthwith, a suitable replacement which is acceptable to RSRTC at no additional cost to RSRTC.
- e) All the conditions mentioned here shall belong to the company bidding and shall not include any aspects of affiliates / sister concern / subsidiary of the bidding company.

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8. PROJECT TIMELINE

8.1 Project Implementation Plan (PIP)

The Project will be done in three phases.

- a. **Phase I:** Pilot Phase: The successful bidder will deploy the hardware for implementation of AFCS and ETIMs in CBS Jaipur, and all the depots which are Jaipur based. As soon as the bidder declares these locations to be ready for operation, RSRTC or its nominated agency will conduct a Pilot. The Pilot shall be for a total period of 3 weeks. Any issues raised during first 2 weeks of the Pilot by RSRTC or its nominated agency shall be rectified by the firm. The bidder should run an error free Pilot for at least a week.
- a. **Phase II:** Rollout Phase: Upon successful completion of the Pilot, all the application software i.e. AFCS, ETIMs, ORS, PORs, and other web portals/apps shall be rolled out at all other depots of the state and booking windows out of the state as per the schedule decided by RSRTC. Establishment of ETIMs service centers, Helpdesk and call center and submission of all SOPs and training modules.
- b. **Phase III:** The bidder is to setup the NCMC card and its application in association with FI/Bank at own level.
- c. The work for all the phases needs to be completed within 24 weeks of award of contract. A Liquidated Damage (LD) will be levied for non-completion of activities within prescribed timelines.
- d. The RSRTC reserves the right of modifying the implementation schedule which will be binding on the bidder. However, overall timelines for implementation will not be significantly altered.
- e. The overall timeline for the Project Implementation Phase is as follows:

T = Work Order date

S. No.	Activity /Task	Expected Completion Period
1	Project Start (A kick-off meeting will be conducted in this period to elaborate the project execution plan by the firm)	T + 1 week
2	System Study of ticketing system, business rules, and all other integrated system including MIS, RFID, VTS, PAS, BWC etc. at the depot level. (AS IS and TO BE)	T + 2 weeks

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3	Phase-I: a. Preparation and Submission of Software Requirements Specifications (SRS) and Functional Requirements Specification (FRS) as per the scope of work. b. In Phase-I (Pilot Phase), Centralized Automated Fare Collection System (AFCS) and ETIMs will be implemented at CBS Jaipur and Depots located at Jaipur. c. The AFCS related hardware will be installed by the firm to run the pilot phase testing. d. The firm will organize training for the employees regarding AFCS system prepared as per the business rules of the Corporation to successfully complete the pilot phase. e. Simultaneously, submit the progress report of the other software module of the project.	T + 9 weeks
4	Successful Completion of Phase-I (Pilot phase) as per defined scope of work.	T + 12 weeks
5	Phase-II: Preparation and Submission of the following documents; a. User Manuals of the individual Software Modules b. Installation Manuals c. Standard Operating Procedures (SOPs) of all modules d. Maintenance Manuals e. Simultaneously, submit the progress report of the web and mobile apps of the project.	T + 13 weeks
6	a. Deployment of the all hardware items at the remaining locations of depots. b. Organize the detailed Training for employees. c. Deployment of the remaining centralized software applications as per the given scope of work. d. Establishment of ETIMs service centers, Helpdesk and call center	T + 16 weeks



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7	Successfully conducting User Acceptance Testing (UAT) of the entire application software and other deliverables of the project as per the business rules of the Corporation.	T + 18 weeks
8	Phase-III: The bidder will implement Body Worn Camera (BWC) and setup the NCMC card and its application in association with FI/Bank/PPI at own level.	T + 24 weeks

Note: The project period will start from the date of issuance of the Work Order (T) to the successful bidder. The five-year period of O&M phase will start after successful UAT completion of the phase-III (S.No. 8 in the above table).



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9. PAYMENT TERMS

9.1 Payment Terms and Schedule

- a. The RSRTC may start issuance of tickets using ORS/ETIMs before the completion of pilot phase at its sole discretion. However, the payment calculation for tickets issued using ORS/ETIMs will start only after the successful completion of pilot phase.
- b. After successful completion of the pilot phase, the successful bidder has to implement the complete system in all the depots. The payments for these depots will be processed once the deployment /implementation of ORS/ETIMs has been done in all depots. The payment at that time would be based on the actual ticket sale.
- c. Payment calculation for each depot will start after the depot has been made live i.e. ORS, ETIM Project has been made live and operational at the depot. A computerized monitoring tool would be developed by the successful bidder and would be provided to central Office for monitoring of tickets issued by each depot by different modes. However, payment would be given to the successful bidder after;
 - i. All the modules i.e. ETIMs, ORS have been made live and operational with the replaced existing hardware at all the depots.
 - ii. All the hardware has been replaced as per the requirement mentioned in the bidding document.
 - iii. PORS have been successfully taken up by the successful bidder.
 - iv. Mobile Apps (Android, iOS) has been developed and made operational and live.
- d. The payment will be made by Central (Head) Office, Jaipur for all locations to the bidder on monthly basis. The monthly bill will be submitted by the bidder to the Executive Director (Traffic), Head Office Jaipur who will in turn release the 80% of the payment and after verification/audit of the bills, release 20% payment.
- e. Payment will be worked out on the basis of "Per Tickets" considered for the payment as mentioned below:

Slab No.	Ticket Issuing Mode	No. of Tickets issued monthly	Rate per Ticket charges (Inclusive All) (Rs.)
1	Total Tickets issued from all modes	Up to 1.80 Crs.	a*
2		> 1.80 Crs. and <=2.40 Crs. (over and above slab 1)	75% of a
3		>2.40 Crs.	60% of a

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(over and above Slabs 1&2)

Note: * Quoted Rate “a” by bidder for Per Ticket inclusive of all taxes.

- f. The cost of the project has been calculated assuming number of tickets to be 25 Crs. per year. This clause is only for calculation of the project cost and has no relation with payment and neither will the RSRTC make any payment if the number of tickets is less than this. However, approximately 130 Crs. tickets were issued during last five years.
- g. Prices shall remain fix and shall not be subject to any upward revision on any account whatsoever throughout the period of contract.
- h. The successful bidder may request for payment to the RSRTC on monthly basis.
- i. Due payments shall be made promptly by the RSRTC, generally within Forty-Five (45) days after submission of an invoice or request for payment by the successful bidder.
- j. The currency or currencies in which payments shall be made to the successful bidder under this agreement shall be Indian Rupees (INR) only.
- k. All remittance charges will be borne by the successful bidder.
- l. Payment in case of those goods/services which need testing shall be made only when such tests have been carried out, test results received conforming to the prescribed specification.
- m. Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.
- n. Taxes, as applicable, will be deducted/ paid, as per the prevalent rules and regulations.



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10. SERVICE LEVEL AGREEMENT (SLA)

- a. This Service Level Agreement shall be effective in the Operation and Maintenance phase of the project.
- b. The Successful Bidder shall adhere to the SLA defined below for each component.
- c. The Successful Bidder shall be penalized with the 'SLA Penalty Amount' defined below for failing to meet SLA.
- d. The cumulative maximum SLA Penalty Amount levied on the Selected Bidder in any given calendar month shall be limited to 10% (ten percent) of the Monthly Invoice Amount.
- e. The successful bidder may not be penalized for failure of infrastructural items of State Data Center being used under the project on shared basis on the confirmation of the same from RSDC.
- f. SLA calculations shall always exclude:
 - a. Scheduled Maintenance Time;
 - b. Any time period when Force Majeure conditions are in effect; and
 - c. Any impact due to a failure on the part of the RSRTC to meet their obligations.

g. Implementation SLA for Installation of Hardware and Network Equipment:

Definition	'Installation of Hardware and Network Equipment would comprise of procurement, pre inspecting check, configuration and testing by the successful bidder and rollout approval from RSRTC'.
SLA Requirement	Installation of Hardware and Network Equipment should be completed as per the timelines mentioned in the Project Implementation Plan.
SLA Measurement	Delay of every day in installation of Hardware and Network Equipment would attract a penalty per day as per the following: 2 x Per Day Penalty The total penalty would be generated by the product of the above and the number of days' delays. The penalty per day is Rs. 5000/- per day



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h. SLA for ETIMs:

Definition	'Availability of ETIM' means that the ETIM is able to perform intended functions or the ETIM is issued in time.	
SLA	The cumulative average Availability of ETIMs for all ETIMs should be at least 99% (ninety nine percent) in a calendar month.	
SLA Measurement	Availability of ETIMs = (Working ETIM Days / Total ETIM Days) x 100% Where: Working ETIM Days = Daily functional ETIM count x days of operation in a month. Total ETIM Days = Total ETIM count x days of operation in the month.	
SLA Penalty Amount	99% or more:	0 (Zero)
	98% to 98.99%:	0.5% (Zero-point five percent) of the Monthly Invoice Amount
	97% to 97.99%:	1.0% (One percent) of the Monthly Invoice Amount
	Less than 97%:	1.5% (One-point five percent) of the Monthly invoice Amount
Critical SLA	97%	
Physical Damaged Item (All H/w Items including ETIMs)	Physical Damaged items shall be repaired by the successful bidder after verification by RSRTC. Although, the repairing amount shall be paid by RSRTC and recovered from the concerned employee.	

i. SLA for AFCS:

Definition	'Availability of AFCS' refers to the total time when the AFCS and its applications are available for performing operations.	
SLA	The Availability of AFCS should be at least 99% (Ninety nine percent) in a calendar month.	
SLA Measurement	Availability Of AFCS = ((AFCS Scheduled Operation Time – AFCS Platform Downtime) / (AFCS Scheduled Operation Time)) x 100%	
SLA Penalty Amount	99% or more:	0 (Zero)
	98% to 98.9%:	10,000/-Per Month
	97% to 97.9%:	20,000/-Per Month



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	Less than 97%:	30,000/-Per Month
Critical SLA	97%	

j. SLA for Application Response Time:

Definition	'Application Response Time' refers to the time taken to load a webpage of any of the AFCS applications, measured in seconds	
SLA	The Average Application Response Time should not exceed 10 (ten) seconds in a calendar month.	
SLA Measurement	Average Application Response Time = The average time taken, in seconds, to load a webpage for AFCS applications. As measured by a reputed web analytics solution or via automated reports, across all pages loaded for all AFCS applications in the month.	
SLA Penalty Amount	10 Sec. or lesser	0 (Zero)
	11 to 15 sec.	5,000/- Per Month
	15 to 20 Sec.	10,000/- Per Month
	21 sec. or more	15,000/- Per Month
Critical SLA	30 Sec.	

k. SLA for Cloud Hosting:

Definition	'Availability of Cloud Based Hosting' refers to the total time when the hosting infrastructure is available for performing operations.	
SLA	The average Availability of Cloud Based Hosting should be at least 99% (ninety nine percent) in a calendar month	
SLA Measurement	Availability of Cloud Based Hosting = [(Cloud Based Hosting Scheduled Operation Time – System Downtime) / Cloud Based Hosting Scheduled Operation Time] x100%	
SLA Penalty Amount	99% or more	0 (Zero)
	99% to 98%	10,000/- Per Month
	98% to 97%	20,000/- Per Month
	97% or lesser	30,000/- Per Month
Critical SLA	97%	
	The bidder along with the invoice shall submit a monthly report of	



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I. Repair of Hardware Items:

Definition	Faulty hardware item repair by the firm
SLA	The faulty hardware are repaired by the firm within 72 hrs.
SLA Measurement	Reports generated from the SLA Monitoring Tool
SLA Penalty Amount	Non repair of hardware items (Computer/Printer/UPS/ETIM/network equipment items/etc.) would attract a penalty per item per day as per the following – SLA Holiday: Within 72 hrs from date/time of intimation. Rs. 100/- (Per Item Per Day) for three days after SLA Holiday Rs. 300/- (Per Item Per Day) after three days to till repair Maximum SLA penalty towards repair of a hardware item will be capped at twice the price of the item.

m. ETIM Ticket data transmitted over the Network:

Definition	ETIM Ticket Data Transmitted over network is defined as pushing of ticketing data from ETIM to server directly	
SLA	99%; The every ticket should be sent to central server through SIM network	
SLA Measurement	Reports generated from the SLA Monitoring Tool	
SLA Penalty Amount	99% or more	0 (Zero)
	<99% to 98%	10,000/- Per Month
	<98% to 97%	20,000/- Per Month
	97% or lesser	30,000/- Per Month

n. Accuracy of Online MIS and Reports:

Definition	Accuracy of Integrated MIS and Dashboard and Reports parameters	
SLA	100%; The every reports, KPIs displaying on Dashboard should be 100% error free	
SLA Measurement	Reports generated from the SLA Monitoring Tool	
SLA Penalty Amount	100% or more	0 (Zero)
	<99.9% to 99%	10,000/- Per Month



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	<99% to 98%	20,000/- Per Month
	98% or lesser	30,000/- Per Month

o. Manpower Service Levels

- 1) The successful bidder is required to deploy the minimum number of dedicated skilled manpower as mentioned below along with required tools, equipments and facilities to carry out the scope of work.
- 2) The successful bidder, if required, may also deploy additional manpower with required hardware, equipments and tools for smooth implementation, Operation and Maintenance of the project, at no extra cost to RSRTC.
- 3) The manpower will be deployed exclusively for the project and cannot be shared by the successful bidder for other purposes.
- 4) Non-deployment/ non availability of the required manpower shall attract penalty as per SLA.
- 5) In the event of non-deployment/ non availability of the committed manpower on account of any cause, the successful bidder must inform the same in writing to RSRTC and replace the person with equivalent qualification and experience. The SLA shall be applicable for such case also.
- 6) The Bidder shall be required to ensure availability of manpower and submit the attendance verified by concerned RSRTC official at Depot / HO level.
- 7) Maximum 4.5 (Four and Half Day) days leave in a quarter shall be permissible to individual manpower. The leave cannot be accumulated or taken in advance. The leave cannot be carried forward to next quarter. The Leave shall be granted in such a way that work is not hampered. The Successful bidder has to ensure proper replacement for weekly off / absence / leave of any manpower resource without any cost. Every resource has to hand over its own work and status of his shift to subsequent resource in next shift.
- 8) For additional leave, suitable alternate arrangement shall be made by the bidder. However, on occasion like Holi, Raksha bandhan, Diwali week, Christmas week and local important festivals and Mela, leave cannot be given by RSRTC and the bidder should be arrange for the same.
- 9) The resources deployed may be utilized by RSRTC for other IT related activities of RSRTC.
- 10) The successful bidder shall post an on-site dedicated Project Manager to look after the entire operation of the project with his/her on-site team, with no additional responsibility. The project manager shall coordinate with the designated officer of the RSRTC.

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- 11) The team deployment plan at the site during Operation & Maintenances shall be prepared by the bidder periodically and shall obtain approval from designated authority of RSRTC prior to its implementation.
- 12) The successful bidder shall deploy sufficient devices like desktops / laptop, printers, scanners, multi-function printers etc. for carrying out project operations and monitoring by its manpower resources deployed. All the required consumable shall be arranged by the successful bidder at his own cost. The equipments deployed shall generally not be moved from the place of installation except for the purpose of repair/ maintenance without permission of RSRTC.
- 13) The replacement of resources by the successful bidder after deployment will be allowed (without penalty) only in case, the resource leaves the organization by submitting resignation with the present employer or completed at least two years tenure in the project with due approval of the RSRTC. The bidder has to deploy new resource in replacement before one month of the leaving of existing resource to hand over his charge and knowledge transfer to his successor and with due acknowledgement of the RSRTC. In case of failure to meet the standards of the RSRTC, (which includes efficiency, cooperation, discipline and performance) bidder may be asked to replace the resource without any extra charges for replacement/exit.
- 14) All manpower resources should be available on, not only operational hours of RSRTC, but also as per Project / RSRTC requirements / any emergency / critical operation activities, concern man power should be available on respective depot / Head office of RSRTC / Site on non-official hours and even on weekly off also.
- 15) The successful bidder shall appoint as many team members, as deemed fit by them, subject to the minimum manpower specified below to meet the SLA requirements. The RSRTC would not be liable to pay any additional cost for this. The successful bidder shall provide detailed CV of each of the resource (Except for the roles of Facilities Management Engineer and Help Desk Engineer) being provided to RSRTC before deployment of the resources at the project. Indicative format of detailed CV is attached.

Note: For the resources deployed against the roles of Facilities Management Engineer and Help Desk Engineer, a declaration from the company HR that the deployed resources meet the prescribed criteria, would suffice.



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Format of CV (Curriculum Vitae) will be submit at the time of Bidding

1.	Name				
2.	Proposed Position				
3.	Position held in Firm				
4.	Mobile Number				
5.	Email ID				
6.	Age				
7.	Education	Degree	Year	Institute / College	
8.	Work Experience in IT Industry				
9.	Employment Record	From	To	Employer	Position Held
I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications and my experience for this project. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.					
Signature of HR:				Date:	

Sr.	Role	Shift	No. of Units	Desirable Qualification and Experience	Roles & Responsibilities	Penalty on non-availability of resource (Per day)
1	2	3	4	5	6	7
1.	Project Manager	General Shift & on Demand	1	B.E / B.Tech / M.Tech (EC/IT/CS) / MCA with 5 + Years Experiences in IT Industries.	Shall be responsible for overall management of the Project and shall be the single point of contact (SPOC).	Rs 1000

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2.	Manager Operation/ People Management Operation	General Shift & on Demand	1	MBA/B.E / B.Tech / M.Tech (EC/IT/CS) / MCA with 3 + Years Experiences in IT Industries.	Shall be responsible for operations and manpower related activities of the Project under Supervision of Project Manager.	Rs 800
3.	Software Developer – for Applications	General Shift & on Demand	2	B.E / B.Tech / M.Tech (EC/IT/CS) / MCA with 4 + Years Experiences in Transport Industries.	Shall be responsible for software development related activities of the Project under Project Manager.	Rs 800
4.	Database Administrator	General Shift & on Demand	1	B.E / B.Tech / M.Tech (EC/IT/CS) / MCA with 4 + Years Experiences in IT Industries.	Shall be responsible for database related activities of the Project under supervision of Project Manager.	Rs 600
5.	System / Network Administrator	General Shift & on Demand	1	4+ years of in IT Industries.	Shall be responsible for Server related activities of the Project under Supervision of Project Manager.	Rs 600
6.	Facilities Management Engineer (Each at Every Depot)	General Shift & on Demand	60	1+ years of in IT Industries.	Shall be responsible for bus operations and bus stops, routes, trips, toll and fare creation/updation related activities in respective depot / Bus Station of the Project under Supervision of Manager Operation	Rs 500



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7.	Help Desk Engineer	General Shift & 24 x 7	14	1+ years of in IT Industries.	Shall be responsible for Helpdesk support related activities of the Project under super vision of Project Leader – Operations.	Rs 500
	Total Manpower		80			

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11. CHANGE REQUESTS MANAGEMENT

- a. An institutional mechanism will be set up for taking decisions regarding requests for changes. RSRTC will set up a Change Control Committee with members from the procurement entity and the selected bidder. If it is unable to reach an agreement, the decision of the RSRTC will be final.
- b. RSRTC may at any time, by a written order given to the bidder, make changes within the general scope of the Agreement in any one or more of the following: -
 - i. Provided under the Agreement are to be specifically developed and rendered for RSRTC.
 - ii. The method of Deployment.
 - iii. Schedule for Installation Acceptance.
 - iv. Application related business rules.
 - v. The place of delivery and/or the services to be provided by the bidder.
- c. The change request/ management procedure will follow the following steps: -
 - i. Identification and documentation of the need for the change – The information related to initiator, initiation date and details of change required and priority of the change will be documented by RSRTC.
 - ii. Analysis and evaluation of the Change Request – Impact of the change in terms of the estimated effort, changed schedule, cost and the items impacted will be analyzed and documented by the bidder.
 - iii. Approval or disapproval of the change request – RSRTC will approve or disapprove the change request including the additional payments for hardware, software development, quoted man-month rate shall be used for cost estimation, efforts of all resources- project manager, or other resources etc. shall be taken into account for total man-month estimation to carry out the s/w development resulting from the change request. For all technical resources irrespective of their experience and specialization, the quoted man-month rate shall be used. Efforts of support staff shall not be taken into consideration for this purpose.
 - iv. Implementation of the change – The change will be implemented in accordance to the agreed cost, effort, and schedule by the selected bidder.
 - v. Verification of the change – The change will be verified by RSRTC on implementation of the change request.



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- d. All changes outside the scope of supplies agreed to herein which may have likely financial implications in terms of the overall cost/ time of the project shall be undertaken by SI only after securing the express consent of RSRTC. In the event that the consent of RSRTC is not received then the change should not be carried out.
- e. While approving any change request, if required, RSRTC may ask the bidder to deploy the required resources on-site.
- f. If any such change outside the scope of supplies agreed to herein causes an increase or decrease in cost of, or the time required for, firm's performance of any provisions under the Agreement, mutually agreed adjustments shall be made in the Agreement Price or Delivery Schedule, or both, and the Agreement shall accordingly be amended. Any claims by firm for adjustment under this must be asserted within 30 (thirty) days from the date of SI receiving the RSRTC change order which shall not be unreasonably withheld or delayed.



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ANNEXURE-1: BILL OF MATERIAL (BOM)

S.No.	Cloud Hosting, Software, Hardware and Internet Items	Quantity
1	Application Hosting Environment	
	DC - Cloud Hosting at Bhamasah Data Centre, Jaipur	1
	DR - Cloud Hosting at Meity approved Data Centre	1
2	Centralized Ticketing Software Application	
	ETIM- AFCS	1
	Online Reservation System	1
	Public Online Reservation System	1
	Mobile Apps (iOS, Android)	1
	Admin Mobile Apps (Android)	1
	Integrated MIS	1
	Integrated Dynamic LIVE Dashboard	1
	Integration of Payment Gateways, DQR and PoS	1
	Third Party API Integration	1
	Integration of NCMC along with FI/Bank	1
	Integration of Body Worn Camera with Ticketing System using API	1
	SLA and Network Monitoring system	1
3	Hardware Items	
	Android based Electronic Ticket Issue Machine (ETIMs)	7000
	Gang Charger - 50 Racks	60
	Desktop Computer	530
	Laser Printer Duplex	80
	DMP 80 Col Printer	206
	DMP 132 Col Printer	306
	1 KVA Outer Bookings (3 Battery 100 MAh Exide or equivalent) with Rack	100
	10 KVA UPS for Booking Windows (20 Battery 75 MAh Exide or equivalent) with Rack	57
	L3 Managed Switches	56
	SIM based network/wireless Routers	200
	iOS, Android Testing Devices	2
	Body Worn Camera (BWC) including 4G/5G/LTE SIM	200
	10 KVA DG Set with Proper Earthing and Wiring	54
4	Internet at various places	



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	DC - 20 mbps ILL - Primary	1
	DC - 16 mbps ILL - Secondary	1
	DR- 16 mbps ILL– Primary	1
	DR - 10 mbps ILL Secondary	1
	ETIM SIM Card Internet (4G/5G/LTE network)	7000
	4 mbps Fiber at Booking Windows	90
	4 mbps Fiber at Outer Window	52
	Secondary Data Card	20
	4 mbps Fiber at Depots	60
	10 mbps ILL @ 8 Zone CBS	8
	10 mbps ILL @ Data Center HO	1
	Body Worn Camera SIM Card 4g/5g/LTE	200
5	Manpower	
	Field Maintenance Engg. (FME) @Depot	60
	Project Manager @DC	1
	HR/Operation Manager@DC	1
	Database Administrator @DC	1
	System/Network Admin @DC	1
	Software Developer – Front/Backend@DC	2
	Helpdesk Engineer @CCC	14

Note:

1. This is the minimum project requirement but not limited to. Successful bidder may require to add additional quantities/other equipments for successful implementation of the project and meeting the SLA requirements at no extra cost to RSRTC.
2. Data should be available on the production server for the complete duration of the project and should be handed over to RSRTC after completion of the project without any change.
3. RSRTC should be able to restore and run the complete system in case of failure of DC site. Hence, all the applications are expected to run at DR site in case failure at DC site.
4. RSRTC shall provide the diesel for DG Set at own cost.
5. If any hardware requires earthing, then the successful bidder will arrange the same at no extra cost.



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ANNEXURE-2: TECHNICAL SPECIFICATIONS

Note: All the specifications below are minimum specifications and higher specifications shall be used wherever necessary/ required. Also, the bidder is required to submit the technical compliance statement for all items and required to submit the same on respective OEM's letter-head where MAF is required.

Item-1: Web/Application/DB Servers at BSDC, Jaipur

Sr.	Specification	Quantity
1	Web / Application Server for Ticketing – ORS	Cloud Hosting at Bhamashah Data Center at Jaipur
2	Web / Application Server for Ticketing – Public ORS	
3	Web / Application Server for RFID & Mobile App	
4	Web / Application Server for SLA and Helpdesk	
6	Web / Application Server for API	
7	Web / Application Server for Vehicle Scheduling & Dispatching, Crew Management	
8	Web / Application Server for MIS	
9	Database Server for Ticketing	
10	Database Server for Crew Management, Vehicle Scheduling & Dispatching, SLA and Helpdesk	
11	Database Server for RFID & Mobile App	
12	Database Server for API	
13	Database Server for MIS	
14	Data Storage for BWC recording	

Item-2: DR Site at MeiTY approved Location

- (A) The successful bidder should setup the DR site at MeiTY approved Tier 3 or higher data center at own level.
- (B) The application and database should automatically maintain redundancy while the DC site is down.



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Item-3: Desktops at Depots & Booking Counters:

S.No.	Description	Specifications	Compliance Y/N
1	Processor	Intel Core i7 processor 12th generation or higher or AMD R7 5300 Series	
2	RAM (DDR4) in GB	8 GB or higher	
3	Mother Board	B660/AMD	
4	Hard Drive	Minimum 512 GB SSD	
5	No. of USB Ports	4 no of USB Ports	
6	Operating System	Pre-Loaded Windows 11 Professional	
7	Keyboard	USB	
8	Mouse with Pad	USB Optical with Mouse Pad	
9	On board LAN Network	Gigabit LAN 10-100-1000 Mbps Ethernet	
10	Monitor screen size (Inches)	19.5" or above LED	
11	Integrated Graphics	Required	
12	Integrated Audio	Required	
13	Certification	ROHS Compliance, OEM Should have ISO 50001 Certified and SA8000 certified	

Item-4: L3 Managed Switch

S.No.	Feature	Specification	Compliance Y/N
1	Switch Type	Layer 3 Managed Switch	
2	Ports (Fixed)	24 x 10/100/1000BASE-TX (Gigabit Ethernet)	
3	Uplink Ports	(Likely) 4 x 10G SFP+ slots	
4	Switching Capacity	128 Gbps	
5	Throughput (Forwarding Rate)	95 Mpps (Million Packets Per Second)	
6	MAC Address Table	16K entries	
7	ARP Table	Min. 1K entries	
8	Routing Table	Min. 1K entries	
9	Jumbo Frame	Min. 9K (9,000 bytes)	
10	ACL Table	3K entries	



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11	ACL Support	IP ACL, MAC ACL, IP-MAC ACL	
12	Power Supply	AC: 100~240VAC, 50~60Hz	
13	Power Consumption	< 30W	
14	Operating Temperature	0°C ~ 50°C	
15	Storage Temperature	-40°C ~ 70°C	
16	Relative Humidity	10%~90% non-condensing (Working), 95% (Storage)	
17	Managed Features	Layer 3 Routing, ACLs, VLANs (implied for L3 switch), QoS (implied), SNMP management (implied for managed switch)	

Item-5 SIM Based Wifi/Network Router

S.No.	Feature	Specification	Compliance (Y/N)
1	Hardware		
	Ports	3 × 10/100 Mbps LAN ports, 1 × 10/100 Mbps LAN/WAN Port, 1 × Nano SIM Card Slot	
	Buttons	WPS/RESET, WiFi ON/OFF, Power ON/OFF	
	External Power Supply	9V/0.85A or Higher	
	Dimensions (W x D x H)	Approx. 174 × 124.5 × 33.5 mm (6.85 × 4.9 × 1.32 in.) or 202 × 141 × 33.6 mm (7.95 × 5.55 × 1.32 in.)	
	Antenna Type	2 × Detachable External 4G LTE Antennas (and typically 2 internal Wi-Fi antennas)	
2	Wireless (Wi-Fi)		
	Wireless Standards	IEEE 802.11b/g/n	
	Frequency	2.4 GHz	
	Signal Rate	300 Mbps at 2.4 GHz	
	Transmit Power	<20 dBm (2.4 GHz)	
	Wireless Security	64/128-bit WEP, WPA/WPA2, WPA-PSK/WPA2-PSK encryptions	
	Wireless Functions	Enable/Disable Wireless Radio, Wireless Schedule, WMM, Wireless Statistics, WAN Failover, Guest Network (2.4 GHz)	



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3	Network (4G LTE)		
	Network Type	4G: FDD-LTE Cat4 (Up to 150 Mbps DL, 50 Mbps UL), TDD-LTE	
		Supported FDD-LTE Bands: 800/900/1800/2100/2600 MHz	
		Supported TDD-LTE Bands: 2300/2500/2600 MHz	
		3G: DC-HSPA+/HSPA+/HSPA/UMTS (900/2100 MHz)	
		2G: EDGE/GPRS/GSM (850/900/1800/1900 MHz)	
4	Software		
	Operating Modes	3G/4G/5G Router, Wireless Router (WAN via Ethernet)	
	Management	Access Control, Local Management, Remote Management (via Web UI or TP-Link Tether App)	
	WAN Connection Type	Dynamic IP/Static IP/PPPoE/PPTP(Dual Access)/L2TP(Dual Access)	
	DHCP	Server, Client, DHCP Client List, Address Reservation	
	Port Forwarding	Virtual Server, Port Triggering, UPnP, DMZ	
	Dynamic DNS	Dyn DNS	
	VPN Pass-Through	PPTP, L2TP, IPSec	
	VPN Server	PPTP VPN, IPSec VPN, OpenVPN (on some newer firmware versions)	
	Access Control	Parental Controls, Local Management Control, Host List, Access Schedule, Rule Management	
	Firewall Security	DoS, SPI Firewall, IP and MAC Address Binding, IP Address Filter/Domain Filter	
	Protocols	Supports IPv4 and IPv6	
5	Other		
	Certification	RoHS/TEC(MTCTE)	
	System Requirements	Web browser (IE 11+, Firefox 12+, Chrome 20+, Safari 4+), Nano SIM Card, OS (Windows, macOS, Linux, etc.)	



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Item-6: ETIM Specifications:

Parameters	Descriptions	Specifications
Physical parameters	Dimensions	Appropriate for hand-held use
	Weight	<= 500g (with Standard battery)
	Operating Temp.	0°C ~ 45°C
	Storage Temp.	-20°C ~ 60°C
	Relative Humidity	10%--90%(no condensation)
	Crash/Drop Test	For >=1 meter
	Tumble Test	Passed Tumbles 300 times
	Industrial-grade	IP54
	Anti-static	±4KV contact discharge ; ±6KV air discharge
System Parameters	CPU	High Performance Quad-Core Cortex or Higher
	Operating system	Android 11 or higher
	Memory	ROM 16GB eMMC, RAM 2GB DDR3 or Higher (support upto 128GB external memory card)
	Touch Screen	>=5 inches HD Capacitive touch screen
	Keypad	2 Physical keys 3 touch key
	Battery	>= 7.4V, >=3000mAh, >=24wh
Functional Configuration	Bar Codes Scanning	Camera decoding
	Camera	2 MP AF (rear camera) or higher
	Printer	2 inches line thermal printer, high pressure 7.4V line thermal printer paper width is 58mm / print width is 48mm, outer diameter is 40mm
	NFC	13.56MHz,ISO/IEC 14443 Type A/B, EMV L1, Paypass, Paywave, Amex Expressway, RuPayqSparc 2.0
	Navigation	GPS, support AGPS
	Indicator Light	System indicator light, POS indicator light
	Audio system	Built-in speaker, microphone
	POS	
	Magnetic Strip Card Reader	Support track 1/2/3,bi-directional swiping, support ISO7811,7812
	IC Card Reader	1 IC slot, support 1.8V/3V/5V card, support ISO7816, EMV
	Non-contact Card Reader	13.56MHz,ISO/IEC 14443 Type A/B
	SAM Card Reader	1 or 2 PSAM Slots, support ISO7816
	USIM	1 or 2 USIM slot
	Pin Pad	Password keyword inside (external interface reserved)



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Internet Parameters	Network Type	LTE/WCDMA/GSM/CDMA (should support 4G/5G SIM)
	Network Spectrum	LTE Band1/ Band3/Band5/Band8/ Band38/ Band40 /Band41, GSM:850/900/1800/1900, WCDMA:Band1/Band2/Band5/Band (Network band as per Indian Standard)
	WLAN	802.11 b/g/n inner antenna
	Bluetooth	Bluetooth V4.0 + EDR
External Interface	USB Interface	Micro USB or Type-C
	Charge Jack	DC Jack
Development Environment	System Environment	Android (SP-UI)
	Development Environment	SP-SDK
	Management Software	SP-PC management suite / feature rich MDM
Certifications	BIS	For product safety and Quality
	EMVCo (L1, L2 & L3)	For acceptance of Chip Card Payments
	PCI PTS	For handles Card PINs
	NPCI	For specific Indian Payment network integration like RuPay, UPI and NCMC
	RBI Certified	All compliance with RBI guidelines for payment systems
	PCI DSS	For Payments Card Industry Data Security Standard

Item-7: UPS – 1 KVA

Sr.	Specification		Compliance (Y/N)
1	STANDARDS	CE Rated	
2	Type of UPS	Online UPS with at least 2 hrs backup by using min. 3600 VAH	
3	Back Up For 1 Desktop & 1 Thermal Printer	Min. 2 Hrs.	
	OUTPUT PARAMETERS		
4	Capacity	1 KVA / 600 W	
5	Nominal Voltage	220/230/240 Vac	
6	Voltage Regulation	+/- 5% (line mode); +/- 10% (battery mode);	
7	Frequency	50 / 60 HZ	
8	Frequency Regulation - Free Run (Unsynchronized with bypass)	+/- 1.0Hz	



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9	Frequency Regulation (synchronized with bypass)	50/60Hz±1.0	
10	Over load capacity	110% - 5min to fault 120% - to fault immediately	
11	AC-AC Efficiency	>95% line mode; >88% battery mode;	
12	Transfer time - Mains to battery	4-6ms typical, 10 ms max	
13	INPUT PARAMETERS		
14	Nominal Voltage	220/230/240 Vac	
15	Voltage range	160-300VAC	
16	Frequency	50 / 60 HZ	
17	Frequency range- Hz	46~54Hz or 56~64Hz	
18	Backup Range	Minimum 40 minutes	

Item-8: Laser Jet Printer

SNo.	Parameters	Min. Technical Specifications	Compliance (Y/N)
1	Function	Print	
2	Printing Technology	Laser	
3	Paper Size	A4, Legal or Higher	
4	Print Speed (Min.)	30 PPM (Mono) or Higher	
5	Print Resolution	600 x 600 dpi or Higher	
6	Duplex	Auto	
7	Connectivity	Hi-Speed USB 2.0 port or Higher, Ethernet	
8	Duty Cycle (Monthly)	10000 Pages or Higher	
9	Memory	256 MB or Higher	
10	Input Paper Try Capacity	200 Pages or Higher	
11	Compatible OS	Windows and Linux	
12	Cables/Accessories	All the required cables and accessories	
13	Software Media	Driver and Utilities Software	
14	Certifications	BIS	
15	Compliance	RoHS	



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Item-9: 80 Col. Dot Matrix Printer

S.No.	Description	Specifications	Compliance Y/N
1	Print Type	Dot Matrix Printer	
2	Pins and coloumn	24 pin, 80 coloumn	
3	Print speed in 12 CPI HSD	400 CPS or higher	
4	Print speed in 10 CPI HSD	340 CPS or higher	
5	Print speed in 10 CPI Draft	260 CPS or higher	
6	Built in Barcode fonts	Min. 8 built in barcode fonts	
7	Built in Indian Language fonts	Yes	
8	Paper Path	Rear and Top and Rear in, Top out	
9	Copy capability	1+3 copies or higher	
10	Input Data Buffer	128 KB or higher	
11	Interface	Parallel, USB 2.0 and Serial	
12	Ribbon Life	3 Million characters or higher	
13	Print Head Life	400 Mn strokes / pin or higher	
14	MTBF	10000 PoH or higher	
15	Operating System support	Windows and Linux	
16	Certifications	BIS, RoHS	

Item-10: 132 Col. Dot Matrix Printer

S.No.	Description	Specifications	Compliance Y/N
1	Print Type	Dot Matrix Printer	
2	Pins and column	24 pin, 132 column	
3	Print speed in 12 CPI HSD	400 CPS or higher	
4	Print speed in 10 CPI HSD	340 CPS or higher	
5	Print speed in 10 CPI Draft	260 CPS or higher	
6	Built in Barcode fonts	Min. 8 built in barcode fonts	
7	Built in Indian Language fonts	Yes	
8	Paper Path	Rear and Top and Rear in, Top out	
9	Copy capability	1+3 copies or higher	
10	Input Data Buffer	128 KB or higher	
11	Interface	Parallel, USB 2.0 and Serial	
12	Ribbon Life	3 Million characters or higher	
13	Print Head Life	400 Mn strokes / pin or higher	



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14	MTBF	10000 PoH or higher	
15	Operating System support	Windows and Linux	
16	Certifications	BIS, RoHS	

Item-11: 10 KVA DG Set

S.No.	Description	Specifications	Compliance Y/N
1	(Suitable for 10 KVA DG Set) Type approved by CPCB-IV Indigenous make, CPCB approved, Liquid Cooled Twin Cylinder Diesel Engine Developing Minimum 16 BHP @1500 RPM.		
2	DIESEL ENGINE	1. Mech-Type A Governor 2. Battery Charging Alternator 3. Engine safety Sensors (LLOP & HWT) 4. Air Cleaner 5. Lube Oil Filter 6. Fuel Filter 7. Fuel Tank 8. Residential Silencer 9. 1 no 12V Battery with lead 10. First fill of lube oil & Coolant	
3	ALTERNATOR	1. Required reputed Indigenous make brushless alternator developing 10 KVA at 1500 RPM at 0.8 lagging power factor at 230 Volts suitable for 50 Hz, Single Phase system. The alternator should confirm to IS: 4722/BS: 2613 and will be suitable for tropical condition. 2. Digital Manual Panel should be equipped with 16 bit high speed RISC Processor based controller.	
4	DIGITAL MANUAL CONTROL PANEL	It should display following parameters: 1. Voltage 2. Frequency 3. Current 4. RPM 5. Cumulative Run Hours	

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		6. Oil Pressure 7. Coolant Temperature 8. Charging Current (DC Amp Meter) 9. The Sedemac should provide the following safety to the engine: 10. Under & Over Voltage 11. Under & Over Frequency 12. Under & Over Speed Overload 13. Low Lube Oil Pressure 14. High Coolant Temperature 15. Emergency Off 16. The panel should be fitted inside CPCB approved 17. Canopy & should be supplied with ISI marked items.	
5		1. Silent DG Set enclosure is of modular construction 2. with the provision to assemble & dismantle easily 3. as per site condition. Centre lifting arrangement 4. for ease of lifting from single point. 5. There are no protruding parts. 6. The Sheet metal components are pretreated 7. before powder coating. 8. The enclosure is fabricated out of CRCA sheet of 16 Gauge. 9. The fuel level is indicated with the help of fuel gauge meter. 10. Battery is accommodated in a separate tray in the enclosure. 11. The doors are gasketed with high quality EPDM gaskets to	

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		avoid leakage of sound. 12. The door handles are lockable type. 13. Sound Proofing of enclosure is done by PU Foam. 14. A special residential silencer is provided with the enclosure to control exhaust noise. Specially designed attenuators are provided to control sound at air entry to the container and exist from the container. To make system vibration free, engine & alternator is mounted on specially designed anti-vibration pads. Adequate ventilation is provided to meet air requirement for combustion heat removal. 15. Temperature of enclosure does not exceed beyond 5 to 7 degrees of ambient temperature. 16. Noise level is 75 dB (A) at 1 meter distance. 17. The enclosure meets the norms as specified by CPCB-IV	
6	ACCESSORIES	1. Fuel Tank: Daily service fuel of 08 Hour's run. 2. Complete with air vent, inlet and outlet. 3. Connections: It should be fitted inside the canopy. 4. BATTERIES: 1 No. 12 Volt (65 AH) Exide or any other equivalent make.	



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Item-12: Body Worn Camera (BWC)

S.No.	Specifications	Compliance Y/N
1	IP-67	
2	IR Night vision	
3	Ultra HD video	
4	GPS positioning	
5	LCD/LED Colour Display	
6	Video recording: Min. 2MP or more	
7	Password protection	
8	Remote Real-time talk	
9	>=3000 mAh Battery Li-ion	
10	Live Streaming	
11	4G/Wi-Fi connectivity	
12	Internal Storage/Storage support >=256 GB	
13	One Click Photo/Recording	
14	Click photo While Recording	
15	Remote Real-time monitoring/location	
16	Video and audio simultaneous recording	
17	Unauthorized personnel cannot tamper and delete files	

Item-13: 10 KVA UPS

S.No.	Specification		Compliance (Y/N)
1	STANDARDS	CE Rated;	
2	Type of UPS	True online UPS min. 5 hrs backup	
3	Battery details for backup	SMF/12V/75AH-20No's	
	OUTPUT PARAMETERS		
4	Capacity	10 KVA / 8000 W	
5	Nominal Voltage	200W/208W/220/230/240 Vac	
6	Voltage Regulation	+/- 1%	
7	Frequency	50 / 60 HZ	
8	Frequency Regulation - Free Run	+/- 1.0Hz	



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	(Unsynchronized with bypass)		
9	Frequency Regulation (synchronized with bypass)	50/60Hz±1.0	
10	Over load capacity	110% - 5min to fault	
		120% - to fault	
		Immediately	
11	AC-AC Efficiency	>95% line mode;	
		>88% battery mode;	
12	Transfer time - Mains to battery	4-6ms typical, 10 ms Max	
13	INPUT PARAMETERS		
14	Nominal Voltage	220/230/240 Vac	
15	Voltage range	160-270VAC	
16	Frequency	50 / 60 HZ	
17	Frequency range- Hz	46~54Hz or 56~64Hz	
18	Certifications for UPS	ISO 14001:2015. ISO 9001-2015; ISO 45001:2018;CE;ROHS FCC;BIS	

Item-14: Connectivity

Sr.	Location Name	Qty	Required Connectivity Details	Compliance (Yes/No)
1	At Data Center (DC) Site	1	Minimum 20 Mbps Internet Lease Line (ILL) through Primary ISP	
			Minimum 16 Mbps Internet Lease Line (ILL) through Secondary ISP	
2	At Disaster Recovery (DR) Site	1	Minimum 16 Mbps Internet Lease Line (ILL) through Primary ISP	
			Minimum 10 Mbps Internet Lease Line (ILL) through Secondary ISP	
3	At RSRTC Data Center	1	Minimum 10 Mbps Internet Lease Line (ILL) through ISP	
4	At Depot	60	Minimum 4 Mbps Internet Connectivity from Lease Line / Wired Fiber /Air Fiber with Unlimited Data including wi-fi setup at ETIM site.	
6	At Booking Windows & Bus Stands	90	Minimum 4 Mbps Internet Connectivity from Lease Line / Wired Fiber /Air Fiber Unlimited Data	



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Sr.	Location Name	Qty	Required Connectivity Details	Compliance (Yes/No)
			for Booking Windows which are in the depot and Bus Stations campus or near by the depot / Bus Stations campus should be connected through LAN	
		52	Minimum 4 Mbps Internet Connectivity from Lease Line / Wired Fiber /Air Fiber with Unlimited data outer Booking Windows which are far away from Depot / Bus Stations, should be connected through separate connection	
7	SIM for ETIM Devices	7000	4G/5G/LTE Connectivity	
8	Body Worn Camera	200	4G/5G/LTE Connectivity	
9	Secondary Data Cards	20	4G/5G/LTE Connectivity	
10	Zone CBS	8	Min. 10 mbps ILL/Wired fiber/air fiber with unlimited data	

Note:

1. Internet Service Provider (ISP) should be different for ETIM Devices.
2. Internet Lease Line at DC, DR & CCC Site should be on Fiber.
3. Bidder should maintain all security measures and encryption methods for data safety on Internet connectivity.

Item-15: Bhamashah State Data Center Charges

Kindly refer the link for BSDC charges;

<https://doitc.rajasthan.gov.in/writereaddata/CircularNotificaionsOrders/202112061123406639998GovernmentOrderregardingRSDCServices.pdf>



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ANNEXURE-3: PRE-BID QUERIES FORMAT

{To be filled by the bidder}

Name of the Company/Firm:

Bidding Document Fee Receipt No. _____ Dated _____ for Rs. _____/-

Name of Person(s) Representing the Company/ Firm:

Name of Person	Designation	Email-ID(s)	Tel. Nos. & Fax Nos.

Company/Firm Contacts:

Contact Person(s)	Address for Correspondence	Email-ID(s)	Tel. Nos. & Fax Nos.

Query / Clarification Sought:

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification

Note: - Queries must be submitted in the prescribed format in both Excel (.XLS/.XLSX) and PDF format. The PDF copy should be duly signed with seal on each page. Queries not submitted in the prescribed format will not be considered/ responded by the procuring entity. Also, kindly attach the colored scanned copy of the receipt towards the submission of the bidding/ tender document fee.



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ANNEXURE-4: TENDER FORM

Addressed to:

Name of the Tendering Authority	The Executive Director (Traffic)
Address	Rajasthan State Road Transport Corporation, Head Office, Parivahan Marg, Chomu House, Jaipur - 302001, Rajasthan
Telephone	Tel No — 0141-2374644
Tele Fax	Tel No — 0141-2374644
Email	dgmit.rsrc@rajasthan.gov.in (please mention the NIB no. in the subject)

Firm Details:

Name of Firm				
Name of MD/CEO of the firm with email id, contact number				
Name of Authorized Contact Person with Designation				
Registered Office Address				
Address of the Firm				
Year of Establishment				
Type of Firm	Public	Private	Partnership	Proprietary
Put Tick(✓) mark	Limited	Limited		
Telephone Number(s)				
Email Address/ Web Site	Email:		Web-Site:	
Fax No.				
Mobile Number	Mobile:			
Certification/Accreditation/Affiliation, if Any				

The requisite tender fee amounting to Rs. _____/- (Rupees <in words>) has been deposited vide DD/BC/receipt no. _____ dated _____.

The requisite RSRTC processing fee amounting to Rs. _____/- (Rupees <in words>) has been deposited vide DD/BC/receipt no. _____ dated _____.

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The requisite BSD amounting to Rs. _____/- (Rupees <in words>) has been deposited vide Banker's Cheque/ DD No. _____ dated _____.

We agree to abide by all the terms and conditions mentioned in this form issued by the Empanelment Authority and also the further conditions of the said notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein along with stamp of the firm).

Date:

Name & Seal of the firm: _____

Authorized Signatory: _____

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

I/ We {Name/ Designation} hereby declare/ certify that {Name/ Designation} is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with NIB reference No. _____ dated _____. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:

Verified Signature:



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ANNEXURE-6: SELF-DECLARATION

{To be filled by the bidder}

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

In response to the NIB Ref. No. _____ dated _____ for {Project Title}, as an Owner/ Partner/ Director/ Auth. Sign. Of _____, I/ We hereby declare that presently our Company/ firm _____, at the time of bidding, -

- a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
- b) 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;
- c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.
- d) does not have any previous transgressions with any entity in India or any other country during the last three years
- e) does not have any debarment by any other procuring entity
- f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;
- g) does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- h) Does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.
- i) Will comply with the code of integrity as specified in the bidding document.
- j) (i) I/We have read the Rule 13 of RTPP Rules and Government of Rajasthan Notification No. F.2(1)FD/G&TSPFC/2017 dated 01.01.2021, 15.01.2021 and 30.03.2021 regarding

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Provisions for Procurement from a Bidder which shares a land border with India and I/we certify that, I/we is/are not with beneficial ownership from such country and will not supplying finished goods procured directly or indirectly from such country.

Or

(ii) I/we is/are with beneficial ownership from such country and/or will be supplying finished goods procured directly or indirectly from such country and I/We are registered with the Competent Authority as specified in Rule 13 of RTPP Rules and Government of Rajasthan Notification No. F.2(1)FD/G&T-SPFC/2017 dated 01.01.2021, 15.01.2021 and 30.03.2021 and the evidence of valid registration with the Competent Authority is attached with the bid.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by RSRTC, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:

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

CERTIFICATE

This is to certify that, the specifications of Hardware & Software which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the minimum technical specifications of the bidding document and that there are no deviations of any kind from the requirement specifications.

1. Also, I/ we have thoroughly read the bidding document and by signing this certificate, we hereby submit our token of unconditional acceptance to all the terms & conditions of the bidding document without any deviations and assumptions.
2. I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired standards set out in the bidding Document.
3. a) All IT Equipment and related services to be supplied under the Contract shall have India as their country of origin or a country which has not been declared ineligible by Government of India.
b) The supply of finished goods from countries sharing land border with India, shall only be allowed after prior registration with the Industries Department of the Government of Rajasthan as per Rule 13 of RTPP Rules and Government of Rajasthan Notification / Order No. F.2(1)FD/G&TSPFC/2017 dated 01.01.2021,15.01.2021 and 30.03.2021.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:



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ANNEXURE-8: CERTIFICATE OF LAND BORDER COUNTRY DECLARATION

{To be filled by the each OEM Letter Head in separate}

Name of Bidder _____

NIB Number _____

Items	Description of Supply, Related Services, Installation Services etc.	Country of Origin

I/We have read the Rule 13 of RTPP Rules and Government of Rajasthan Notification No. F.2(1)/FD/G&T-SPFC/2017 dated 01.01.2021, 15.01.2021 and 30.03.2021 regarding Provisions for Procurement from a Bidder which shares a land border with India, we certify that, bidder M/s _____, (Name of Bidder) is

(i) not from such a country

or

(ii) if from such a country or supply of finished goods from such a country has been registered with the Competent Authority as specified in Rule 13 and Government of Rajasthan Notification No. F.2(1)/FD/G&T-SPFC/2017 dated 01.01.2021, 15.01.2021 and 30.03.2021 of RTPP Rules. (Evidence of valid registration by the Competent Authority shall be attached)

The above declaration was also valid on the last date of bid submission.

Name: [insert complete name of person signing the bid]

In the capacity of [insert legal capacity of person signing the bid]

Signed: [insert signature of person whose name and capacity are shown above]

Duly authorized to sign the Bid for and on behalf of [insert complete name of the bidder]

Date: [insert date of signing]

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Having examined the RFP document the receipt of which is hereby duly acknowledged, I/we, the undersigned, offer the "Project Name" in RSRTC as required and outlined in the RFP.

1. I/ We undertake, all the documents submitted along with technical/financial bid are true, fair and valid in accordance with the RFP document.
2. I/ We agree to reject out rightly my bid if anything found bogus, misleading or incorrect information.
3. We agree to all the terms & conditions mentioned in the RFP document.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/our bid security may be forfeited in full and the bid, if any, to the extent accepted may be cancelled.

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:

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(Indicative Format)

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

Subject: Issue of the Manufacturer's Authorization Form (MAF)

Reference: NIB/ RFP Ref. No. _____ dated _____

Sir,

We {name and address of the OEM} who are established and reputed original equipment manufacturers (OEMs) having factories at {addresses of manufacturing location} do hereby authorize {M/s _____} who is our {Distributor/ Channel Partner/ Retailer/ Others <please specify>} to bid, negotiate and conclude the contract with you against the aforementioned reference for the following Equipment/ Hardware/ Software manufactured by us: -

1. {OEM will mention the details of all the proposed product(s) with their make/ model}
2. We undertake to provide OEM Warranty for the offered Equipment/ Hardware/ Software, as mentioned above, for 5 Years or an extended period, if any.
3. We hereby confirm that the offered Hardware/ Software are not likely to be declared as End-of-Sale within next 12 months from the date of bid submission.
4. We hereby confirm that the offered Equipment/ Hardware/ Software are not likely to be declared as End-of-Service/ Support within next 5 years or an extended period, if any from the date of bid submission.
5.
 - a) All IT Equipment and related services to be supplied under the Contract shall have India as their country of origin or a country which has not been declared ineligible by Government of India.
 - b) The supply of finished goods from countries sharing land border with India, shall only be allowed after prior registration with the Industries Department of the Government of Rajasthan as per Rule 13 of RTPP Rules and Government of Rajasthan Notification / Order No. F.2(1)FD/G&TSPFC/2017 dated 01.01.2021,15.01.2021 and 30.03.2021.

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We hereby confirm that we have direct back-to-back service support agreement with the bidder for the project duration of 5 years or an extended period, if any, as per RFP. RSRTC will be able to log a support ticket directly to our helpdesk to get telephonic/ remote support directly from us, as required.

Yours faithfully,

For and on behalf of M/s (Name of the manufacturer)

(Authorized Signatory)

Name, Designation & Contact No.:

Address: _____

Seal:

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

Reference: NIB No. : _____ Dated: _____

This has reference to the items being supplied/ quoted to you vide bid ref. no. _____ dated _____.

We hereby undertake that all the components/ parts/ assembly/ software used in the equipment shall be genuine, original and new components /parts/ assembly/ software from respective OEMs of the products and that no refurbished/ duplicate/ second hand components/ parts/ assembly/ software are being used or shall be used. In respect of licensed operating system, we undertake that the same shall be supplied along with the authorized license certificate with our name/logo. Also, that it shall be sourced from the authorized source for use in India.

In case, we are found not complying with above at the time of delivery or during installation, for the equipment already billed, we agree to take back the equipment already supplied at our cost and return any amount paid to us by you in this regard and that you will have the right to forfeit our Bid Security/ PSD for this bid or debar/ black list us or take suitable action against us.

All the information furnished in this bid is genuine and correct as per our best knowledge. If any information is found incorrect or forge, We will be responsible and liable for rejection of bid.

Authorized Signatory

Name:

Designation:



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ANNEXURE-12: FINANCIAL CAPABILITIES

{to be filled by the Bidder}

2022-2023	2023-2024	2024-2025

Seal and Sign

Bidder and Authorized CA's

(along with DIN and Digital Sign)



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ANNEXURE-13: PROJECT REFERENCES FOR EXPERIENCE OF BIDDER

{Indicative Format, to be filled by Bidder & submitted on Bidders Letter Head only}

A. For Experience

S. No	Name of Customer/Client	Contact person Name	Name of the Project	Phone, fax and e-mail of customer	Project Location	Value of Work Executed	Year

Signed by

Name of Authorized Signatory

Designation

Company Name

Date

(To be signed by the firm claiming experience)

Note: Please attach a copy of the work order/ completion certificate/ purchase order/ letter from the customer for each project reference.



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ANNEXURE-14: COMPONENTS OFFERED – BOM

{to be filled by the bidder and submitted only on Letter Head duly signed by Auth. Sign.}

Please fill the following table for all components as mentioned in the Bill of Material and as quoted/ proposed by the bidder as a part of the overall solution. Also, please include the Compliance/ Deviation Sheet as per the details mentioned in the Chapter - Technical Specifications for all the components and for any other Item offered/ included as a part of the solution.

S. No.	Product Name	Product OEM	Product MAKE Name (Only one make)	Product Model Name (Only one model)	Detailed Technical Specification Reference	OEM Details (Name, Address, E-Mail, Mobile Nos.)
1.	Cloud				{Item No. xx}	Name: Email: Mobile: Address:
2.	Switch				{Item No. xx}	Name: Email: Mobile: Address:
N.	ETIM				{Item No. xx}	Name: Email: Mobile: Address:

Note: All the offered items should be mentioned by the bidder separately as above.



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ANNEXURE-15: BIDDER'S DETAILS

{To be submitted by the bidder on his Letter head}

1.	Name of Bidder			
2.	Name of Contact Person			
3.	Registered Office Address			
4.	Address of the bidder from which bid is submitted			
5.	Year of Establishment			
6.	Type of Firm	Public Limited	Private Limited	Others
	Put Tick(√) mark			
7.	Telephone Number(s)			
8.	Email Address			
9.	Website			
10.	Fax No.			
11.	Mobile Number			
12.	Service Tax No.			
13.	GST No:			
14.	PAN No:			
15.	Area of Specialization			

Date:

Authorized Signatory:

Name:

Designation:

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{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 RFP Document the receipt of which is hereby duly acknowledged, I/we, the undersigned, offer the "Project Name" in RSRTC as required and outlined in the RFP.

1. I/We undertake that, we (along with all consortium partners) have not been declared insolvent or are not subject to any proceedings for bankruptcy or insolvency under any law in India as on the date of submission of this bid.
2. I/We undertake that we (along with all consortium partners) have not been debarred/blacklisted/banned by RSRTC/any Government/PSU/Autonomous body for corrupt or fraudulent practices or under declaration of disqualification for non-delivery or non-performance as on the date of submission of this bid.
3. I/ We agree, to reject out rightly my bid if anything found bogus, misleading or incorrect information.
4. We agree to all the terms & conditions mentioned in the RFP document.

Dated this _____ day of _____

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



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ANNEXURE-17: OEM'S DETAILS

{To be filled by each OEM in separate on his Letter head}

1.	Name of OEM			
2.	Name of Contact Person			
3.	Registered Office Address			
4.	Address of the OEM			
5.	Year of Establishment			
6.	Type of Firm	Public Limited	Private Limited	Others
	Put Tick(√) mark			
7.	Telephone Number(s)			
8.	Email Address			
9.	Website			
10.	Fax No.			
11.	Mobile Number			
12.	Service Tax No.			
13.	GST No:			
14.	PAN No:			
15.	Area of Specialization			

Date:

Authorized Signatory:

Name:

Designation:

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

Ref: Request for Proposal (RFP) Notification No. dated.....

Dear Sir,

1. I/We, the undersigned bidder, having read & examined in detail, the Bid Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work as mentioned in the Scope of the work, Technical specifications, Service Level Standards & in conformity with the said bidding document for the same.
2. I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.
3. I/ we hereby submit our token of acceptance to all the tender terms & conditions without any deviations. Hence, we are hereby submitting our Bid and offer to provide services to RSRTC for carrying out the project in accordance with your RFP.
4. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.
5. I/We agree to abide by this RFP for a period of 90 days from the closing date fixed for submission of bid as stipulated in the RFP document.
6. I/We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988".
7. I/ We undertake, for timely establishment of a local office in Jaipur (if the award is made to us) and within 3 months from the date of issue of LOI.
Or (strike out whichever is not applicable)



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We have an existing office at Jaipur at the following address:

.....

8. I/We understand that the RSRTC is not bound to accept any bid received in response to this RFP.

9. In case we are engaged by the RSRTC, we shall provide any assistance/cooperation required by RSRTC, appointed auditing agencies (if any), state government officials and Other Stakeholders of the project for performing their duties with respect to this project. We understand that our non-cooperation for the same shall be grounds for termination of service.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:

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

Reference: NIB No. : _____ Dated: _____

Dear Sir,

We, the undersigned bidder, having read & examined in detail, the Bidding Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work as mentioned in the Scope of the work, Bill of Material, Technical specifications, Service Level Standards & in conformity with the said bidding document for the same.

I / We undertake that the prices are in conformity with the specifications prescribed. The quote/ price are inclusive of all cost likely to be incurred for executing this work. The prices are inclusive of all type of govt. taxes/duties.

I / We undertake, if our bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the schedule of Requirements.

I/ We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee as prescribed in the bidding document.

I / We agree to abide by this bid for a period of 90 days after the last date fixed for bid submission and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that you are not bound to accept the lowest or any bid you may receive.



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We agree to all the terms & conditions as mentioned in the bidding document and submit that we have not submitted any deviations in this regard.

Date:

Authorized Signatory

Name:

Designation:

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ANNEXURE-20: FINANCIAL BID FORMAT

{To be submitted by the bidder only in BoQ format (.XLS) available at eProc portal}

BoQ-1

S.No.	Items	Rate in INR per ticket including all taxes (In Figures)	Rate in INR per ticket including all taxes (In Words)
1.	Per Ticket Charges		
	Total		

Note:

1. Per Ticket Charges quoted by the bidder will be taken as “a” as specified in the Payment Terms clause 9.1 (e).
2. Per Ticket Charges quoted by the bidder shall remain constant throughout the contract period.

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(To be stamped in accordance with Stamp Act and to be issued by a Nationalized/ Scheduled bank having its branch at Jaipur and payable at par at Jaipur, Rajasthan)

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

Sir,

1. In accordance with your Notice Inviting Bid for <please specify the project title> vide NIB reference no. <Please specify> M/s. (Name & full address of the firm) (Hereinafter called the "Bidder") hereby submits the Bank Guarantee to participate in the said procurement/ bidding process as mentioned in the bidding document.

It is a condition in the bidding documents that the Bidder has to deposit Bid Security amounting to <Rs. _____ (Rupees <in words>)> in respect to the NIB Ref. No. _____ dated _____ issued by Rajasthan State Road Transport Corporation, Parivahan Marg, Chomu House, Jaipur - 302001, Rajasthan (hereinafter referred to as "RSRTC") by a Bank Guarantee from a Nationalised Bank/ Scheduled Commercial Bank having its branch at Jaipur irrevocable and operative till the bid validity date (120 days from the date of submission of bid). It may be extended, if required in concurrence with the bid validity.

And whereas the Bidder desires to furnish a Bank Guarantee for a sum of <Rs. _____ (Rupees <in words>)> to the RSRTC as bid security deposit.

2. Now, therefore, we the (Bank), a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act. 1969 (delete, if not applicable) and branch Office at..... (hereinafter referred to as the Guarantor) do hereby undertake and agree to pay forthwith on demand in writing by the RSRTC of the said guaranteed amount without any demur, reservation or recourse.
3. We, the aforesaid bank, further agree that the RSRTC shall be the sole judge of and as to whether the Bidder has committed any breach or breaches of any of the terms costs, charges

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and expenses caused to or suffered by or that may be caused to or suffered by the RSRTC on account thereof to the extent of the Bid security required to be deposited by the Bidder in respect of the said bidding document and the decision of the RSRTC that the Bidder has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RSRTC shall be final and binding on us.

4. We, the said Bank further agree that the Guarantee herein contained shall remain in full force and effect until it is released by the RSRTC and it is further declared that it shall not be necessary for the RSRTC to proceed against the Bidder before proceeding against the Bank and the Guarantee herein contained shall be invoked against the Bank, notwithstanding any security which the RSRTC may have obtained or shall be obtained from the Bidder at any time when proceedings are taken against the Bank for whatever amount that may be outstanding or unrealized under the Guarantee.
5. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.
6. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.
7. The right of the RSRTC to recover the said amount of <Rs. _____ (Rupees <in words>> from us in manner aforesaid will not be precluded/ affected, even if, disputes have been raised by the said M/s.(Bidder) and/ or dispute or disputes are pending before any court, authority, officer, tribunal, arbitrator(s) etc..
8. Notwithstanding anything stated above, our liability under this guarantee shall be restricted to <Rs. _____ (Rupees <in words>> and our guarantee shall remain in force till bid validity period i.e. <please specify> days from the last date of bid submission and unless a demand or claim under the guarantee is made on us in writing within three months after the Bid validity date, all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liability thereunder.
9. This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit

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or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.

10. We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

Date (Signature)

Place (Printed Name)

(Designation)

(Bank's common seal)

RSRTC Account on which the amount shall be credited:

A/c Name: Rajasthan State Road Transport Corporation (RSRTC)

Bank Name : ICICI Bank Ltd

A/c Number : 677405000011

IFSC Code: ICIC00067704

A/c Type: Current

Branch Address : Parivahan Marg, Jaipur

In presence of:

WTTNESS (with full name, designation, address & official seal, if any)

(1)

(2)

Bank Details for verification of the Bank Guarantee

Name & address of Bank:

Name of contact person of Bank:

Email-id:

Contact telephone number:

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The Bank Guarantee shall fulfill the following conditions in the absence of which they cannot be considered valid: -

1. Bank Guarantee shall be executed on non- judicial stamp paper of applicable value purchased in the name of the bank.
2. Two persons should sign as witnesses mentioning their full name, designation, address and office seal (if any).
3. The Executor (Bank Authorities) may mention the power of attorney No. and date of execution in his/ her favour authorizing him/ her to sign the document. The Power of Attorney to be witnessed by two persons mentioning their full name and address.
4. The Bank Guarantee should be executed by a Nationalised Bank/ Scheduled Commercial Bank only.
5. Non – Judicial stamp paper/e-stamp shall be used within 6 months from the date of Purchase of the same. Bank Guarantee executed on the non-judicial stamp paper/e-stamp after 6 (six) months of the purchase of such stamp paper shall be treated as non-valid.
6. The contents of Bank Guarantee shall be strictly as per format prescribed by RSRTC.
7. Each page of Bank Guarantee shall bear signature and seal of the Bank and B.G. number.
8. All corrections, deletions etc. in the Bank Guarantee should be authenticated by signature of Bank Officials signing the Bank Guarantee.

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(To be stamped in accordance with Stamp Act and on a Stamp Paper purchased from Rajasthan State only and to be issued by a Nationalized/ Scheduled bank having its branch at Jaipur and payable at par at Jaipur, Rajasthan)

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

1. In consideration of the Rajasthan State Road Transport Corporation (hereinafter called "RSRTC") having agreed to exempt M/s(hereinafter called "the said Contractor(s)" from the demand, under the terms and conditions of an Work Order / Letter of Intent (LoI) No.....datedmade between the RSRTC and(Contractor) for the work of Performance security for the due fulfilment by the said Contractor (s) of the terms and conditions contained in the said work order, on production of a Bank Guarantee for Rs.....(Rupeesonly), we(indicate the name of the Bank), (hereinafter referred to as "the Bank") at the request ofContractor(s) do hereby undertake to pay to the RSRTC an amount not exceeding Rs.....(Rupees.....only) on demand.
2. We..... (Indicate the name of Bank), do hereby undertake to pay Rs..... (Rupees.....only), the amounts due and payable under this guarantee without any demur or delay, merely on a demand from the RSRTC. Any such demand made on the bank by the RSRTC shall be conclusive as regards the amount due and payable by the Bank under this guarantee. The Bank Guarantee shall be completely at the disposal of the RSRTC and us..... (Indicate the name of Bank), bound ourselves with all directions given by RSRTC regarding this Bank Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs..... (Rupees.....only).
3. We.....(indicate the name of Bank), undertake to pay to the RSRTC any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal or Arbitrator etc. relating thereto, our liability under these presents being absolute, unequivocal and unconditional.
4. We.....(indicate the name of Bank) further agree that the performance guarantee herein contained shall remain in full force and effective up to <DATE> and that it shall continue to

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be enforceable for above specified period till all the dues of RSRTC under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till the RSRTC certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee.

5. We(indicate the name of Bank) further agree with the RSRTC that the RSRTC shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said work order or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the RSRTC against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said work order and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of the RSRTC or any indulgence by the RSRTC to the said Contractor(s) or by any such matter or thing whatsoever which would but for this provision, have effect of so relieving us.
6. The liability of..... (Indicate the name of Bank), under this guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).
7. We..... (Indicate the name of Bank), lastly undertake not to revoke this guarantee except with the previous consent of the RSRTC in writing.
8. This performance Guarantee shall remain valid and in full effect, until it is decided to be discharged by the RSRTC. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs..... (Rupees.....only).
9. It shall not be necessary for the RSRTC to proceed against the contractor before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank notwithstanding any security which the RSRTC may have obtained or obtain from the contractor.
10. We..... (Indicate the name of Bank) verify that we have a branch at Jaipur, Rajasthan. We undertake that this Bank Guarantee shall be payable at any of its branch at Jaipur, Rajasthan. If the last day of expiry of Bank Guarantee happens to be a holiday of the Bank, the Bank Guarantee shall expire on the close of the next working day.
11. We hereby confirm that we have the power(s) to issue this guarantee in your favour under the memorandum and articles of Association/ constitution of our bank and the undersigned is/ are

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the recipient of authority by express delegation of power(s) and has/have full power(s) to execute this guarantee for the power of attorney issued by the bank.

Dated.....day of.....For and on behalf of the <Bank> (indicate the Bank)

RSRTC Account on which the amount shall be credited:

A/c Name: Rajasthan State Road Transport Corporation (RSRTC)

Bank Name : ICICI Bank Ltd

A/c Number : 677405000011

IFSC Code: ICIC00067704

A/c Type: Current

Branch Address : Parivahan Marg, Jaipur

Signature

(Name & Designation)

Bank's Seal

The above performance Guarantee is accepted by the RSRTC

For and on behalf of the RSRTC

Signature

(Name & Designation)

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This agreement is made and executed on this _____ day of _____, 2025

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 RFP vide no. Dated and subsequent corrigendum (hereinafter called as “RFP”).
- 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 RFP.
- c) The FIRST PART has placed work order to SECOND PART vide order no. dated for the aforesaid works for a period of five years as per terms and conditions mentioned in the RFP 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 RFP, 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/RFP documents, work order of contract; Bid Submission Sheet and the Price Schedule submitted by the bidder; and all other relevant

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documents attached with NIB/RFP 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:

- a) "Agreement" means this Agreement, the Schedules attached hereto and the agreed terms as set out in the RFP including any amendments and modifications to the above from time to time.
- b) "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;
- c) "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'
- d) "Contract period" shall referred as per clause-7.33.
- e) "Services" means all such services that are set out in the Scope of work as per RFP 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;
- f) Bidding Authority refers to Executive Director (Traffic), RSRTC, Jaipur.



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INTERPRETATION:

- a) In this Agreement unless a contrary intention is evident
- b) The clause headings are for purposes of convenience of reference only and do not form part of this Agreement
- c) unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses
- d) 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.
- e) A word in the singular includes the plural and a word in the plural includes the singular.
- f) A word importing a gender includes any other gender,
- g) A reference to a person includes a partnership and a body corporate;
- h) A reference to legislation includes legislation repealing, replacing or amending that legislation;
- i) 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.
- j) In the event of an inconsistency between the terms of this Agreement and the RFP, the terms hereof shall prevail.

IN WITNESS WHERE of the Parties here to have hereinto 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
NAME:
DESIGNATION:
ADDRESS:
Witnesses :



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ANNEXURE-23: MEMORANDUM OF APPEAL UNDER THE RTPP ACT, 2013

Appeal Noof

Before the (First/ Second Appellate Authority)

First Appellate Authority is Managing Director (MD), RSRTC, Jaipur

Second Appellate Authority is Chairman, RSRTC, Jaipur

1. Particulars of appellant:

- a. Name of the appellant: <please specify>
- b. Official address, if any: <please specify>
- c. Residential address: <please specify>

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

- a. <please specify>
- b. <please specify>
- c. <please specify>

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: <please specify>

4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative: <please specify>

5. Number of affidavits and documents enclosed with the appeal: <please specify>

6. Grounds of appeal (supported by an affidavit): <please specify>

7. Prayer: <please specify>

Place

Date

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This confidentiality and non-disclosure agreement ("Agreement") is made on this _____ day of _____, 2025

BETWEEN

Rajasthan State Road Transport Corporation having its head office at Parivahan Marg, Chomu House, Jaipur - 302001, Rajasthan (herein after referred to as RSRTC/ 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

Company Name, India (hereinafter referred to as 'Successful Bidder/ Successful bidder/System Integrator', which expression shall, unless repugnant to the context hereof or excluded specifically, mean and include its successors, assigns and administrators) of the SECOND PART.

WHEREAS

- a. The RSRTC wishes to appoint an agency for Unified Ticketing System (UTS) using National Common Mobility Card on Build, Own, Operate& Transfer (BOOT) Model. For the purpose there will be a requirement to exchange certain information related to or hosted in Data Centre (DC) and Disaster Recovery Site (DR) which is proprietary and confidential information.
- b. The RSRTC is willing to disclose such information to only on the terms and conditions contained in this Agreement. The SI agrees to hold the Covered Data and Information in strict confidence. SI shall not use or disclose Covered Data and Information received from or on behalf of RSRTC except as permitted or required by the Agreement, or as otherwise authorized in writing by RSRTC.

NOW, THEREFORE, THE PARTIES HERETO AGREE AS FOLLOWS:

1. Definition: In this agreement unless the contest otherwise requires:**1.1. "Confidential Information" shall mean**

- a) any and all information concerning Data Centre (DC) and Disaster Recovery Site (DR) or any other successor,
- b) any and all trade secrets or other confidential or proprietary information related and hosted in Data Centre (DC) and Disaster Recovery Site (DR)
- c) Passwords of IT/Non IT equipments of DC& DR, user identifications, or other information that may be used to access information systems, networking diagrams, technical

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specifications of IT/Non IT equipments, policies of Servers/firewall/IDs/IPS /Routers /Switches and information hosted on IT equipments in DC& DR.

1.2. Proprietary Information shall mean as technical data and other information (including but not limited to digital data, products, substances, organisms, technology, research results or plans, system processes, workflows, know-how, reports, descriptions, drawings, design, compositions, strategies, trade secrets, business and financial information, and computer software) in whatever form, which is related or hosted with Data Centre (DC)& Disaster Recovery Site (DR) and is disclosed or delivered by the First Party to the Second Party, whether by means of written or oral disclosure or otherwise.

2. Limitations on Use and Disclosure of Confidential and Proprietary Information

2.1. Confidential and Proprietary Information disclosed by the RSRTC and/or other departments/PSU whose data are hosted in DC shall be used by the SI solely for the purpose of fulfilment of the obligation and work assigned to it as per order no. _____ and shall not otherwise be used for his benefit or otherwise. All information encountered in the performance of duties shall be treated as confidential unless and until advised otherwise by RSRTC or its representative. SI shall not share, record, transmit, alter, or delete information residing/hosted in the information systems except as required in performance of the job duties.

2.2. Confidential and Proprietary Information shall not be copied or reproduced by the SI without the express written permission of the RSRTC, except for such copies as may be reasonably required for accomplishment of the purpose stated in the tender no. _____.

2.3. Confidential and Proprietary Information shall be disclosed only to the Director or employees of the SI who have a 'need to know' in connection with the purpose stated above, and who additionally agree to the nondisclosure requirements of this Agreement. Any further disclosure of confidential and Proprietary Information by the SI shall be treated as a breach of this Agreement by the SI.

2.4. Confidential and Proprietary Information shall not be disclosed by the SI to any third party without the prior written consent of the First Party.

2.5. This Agreement shall not restrict disclosure or use of Confidential and Proprietary Information which:

a. was in the public domain at the time of disclosure or thereafter enters the public

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- domain through no breach of this Agreement by the SI; or
- b. was, at the time of receipt, otherwise known to the SI without restriction as to use or disclosure; or
 - c. becomes known to the SI from a source other than the RSRTC and/or other departments/PSU without a breach of this Agreement by the SI; or
 - d. is developed independently by the SI without the use of Proprietary Information disclosed to it hereunder; or
 - e. Is otherwise required to be disclosed by law.

3. Business Obligation:

- 3.1. During the complete contract period and even after 5 years of the expiry of the agreement, the SI shall not
 - a. Disclose Confidential Information in any manner or form to any person other than its own employees for the limited purpose stated herein, or
 - b. Use Confidential Information for its own benefit or for the benefit of any person or entity other than the RSRTC, without the prior written consent of the RSRTC.
- 3.2. Whereas, the RSRTC as a matter of policy and with a view to operate and maintain DC and DR have given order to the SI Work Order No for Unified Ticketing System (UTS) using National Common Mobility Card on Build, Own, Operate & Transfer (BOOT) Model. As specified in the service level agreement (SLA).
- 3.3. Whereas, the RSRTC under the circumstances referred, herein before, wants to protect itself from any misuse of the confidential and proprietary information by the third party i.e. person or persons (employees of SI), had entered into an agreement with the SI that the second party shall not divulge such information either during the course of the life of this agreement or even after the expiry of the agreement.
- 3.4. Whereas, the SI has agreed to fully abide by the terms of this non-disclosure agreement and it has also been agreed by the parties that if there will be any breach or violation of the terms of agreement vis-à-vis non-disclosure clause, the SI shall not only be liable for consequential costs and damages but in addition to that will also be liable for criminal prosecution in accordance with the prevailing laws.
- 3.5. Whereas, the SI having in his possession or control any secret official code or password or digital data or any sketch, plan, model, article, note, document or information which falls within the purview of confidential or proprietary information, the SI shall not part with any part of such information to anyone under any circumstances, whatsoever, without the prior

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approval of the RSRTC and if this is violated, the RSRTC shall have the legal right to initiate civil and criminal proceeding against it under the provisions of the relevant law.

3.6. Whereas, the RSRTC shall have the entire control over the functioning of the SI and the SI shall work according to the instruction of the RSRTC and in case if this is violated by the SI in any mode or manner, the RSRTC shall have the legal right to initiate civil and criminal proceeding against it under the provisions of the relevant law.

3.7. Whereas, if the SI permits any person or persons without permission of the RSRTC to have –

- a. Access or secures access to such computer, computer system or computer network which has the connectivity with the confidential and proprietary information or;
- b. Downloads, copies or extracts any data, computer data base or information from such Database Server, Web Server, Computer System, networking equipments or Computer Network including information or data held or stored in any removable storage medium which has the connectivity with the confidential and proprietary information or;
- c. Damages any Database Server or causes to damage any Database Server, Web Server, computer system, computer network, data, data base or any other programmes residing in such Server, computer system or computer network;
- d. Denies or causes the denial of access to any authorized person of the RSRTC to have access to any computer system or computer network by any means;

Shall be liable to pay damages by way of compensation and would also be liable for criminal prosecution in accordance with the prevailing laws.

3.8 SI shall report to RSRTC any use or disclosure of confidential and/or proprietary information/data not authorized by this Agreement in writing by RSRTC. SI shall make the report to RSRTC within not less than one (1) business day after SI learns of such use or disclosure. SI report shall identify:

- a) The nature of the unauthorized use or disclosure,
- b) The confidential and/or proprietary information/data used or disclosed,
- c) Who made the unauthorized use or received the unauthorized disclosure,
- d) What SI has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure, and
- e) What corrective action SI has taken or shall take to prevent future similar unauthorized use or disclosure.

SI shall provide such other information, including a written report, as reasonably requested by RSRTC.



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3.9 The SI hereby agrees and consents that temporary or permanent injunctive relief and/or an order of specific performance may be granted in lieu of, or in addition to other available relief in any proceeding brought by RSRTC to enforce this Agreement, without the necessity of proof of actual damages and without posting bond for such relief.

4. Dispute Resolution:

4.1. Whereas, both the parties have agreed that in the event of any dispute or differences arising in between the parties, the courts at Jaipur shall only have jurisdiction to adjudicate the disputes/differences.

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

Signed By:	Signed By:
() Designation:, Company:	() Managing Director Rajasthan State Road Transport Corporation
<i>In the presence of:</i>	<i>In the presence of:</i>
() Designation: Company:	() Financial Advisor Rajasthan State Road Transport Corporation
() Designation: Company:	() Executive Director (Traffic) Rajasthan State Road Transport Corporation

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ANNEXURE-25: CONSORTIUM AGREEMENT

(On Rs. 500/- non-judicial stamp paper of in the name of executants companies or as required by the jurisdiction in which executed)

This Consortium Agreement executed on this day of..... 20..... By:

M/s. a Company incorporated under the laws of..... and having its registered office at.....
(Hereinafter called the "Prime Bidder" which expression shall include its successors); and

M/s. a Company incorporated under the laws of and having its registered office at.....
(Hereinafter called the "Second Member" which expression shall include its successors)

The Prime Bidder and the and Second Member shall collectively hereinafter be called as the "Consortium Members" for the purpose of submitting a proposal (hereinafter called as "Bid") for the work of(Name of work).....for (Name of project) of M/s..... to Rajasthan State Road Transport Corporation, Parivahan Marg, Chomu House, Jaipur - 302001, Rajasthan (herein after called the 'Owner' or 'RSRTC'), RSRTC being a Company incorporated under the Companies Act, 1956 having its registered office at Parivahan Marg, Chomu House, Jaipur - 302001, Rajasthan, India (hereinafter called the "RSRTC") in response to RSRTC Request for Proposal Document (hereinafter called as "RFP" Document) Dated..... for the purposes of submitting the RFP/Bid no. and entering into a contract in case of award for the work of (Name of work).....For(Name of project) of RSRTC.

WHEREAS, the RSRTC invited bids vide its RFP document no. for the work of AND WHEREAS as per document, Consortium bids will also be considered by the RSRTC provided they meet the specific requirements in that regard.



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AND WHEREAS the PQ bid is being submitted to the RSRTC vide proposal dated based on the Consortium Agreement being these presents and the PQ bid with its PQ bid forms and submission documents, in accordance with the requirement of PQ document conditions and requirements have been signed by all the partners and submitted to the RSRTC.

AND WHEREAS Clause _____ of RFP document stipulates that a Consortium of maximum two companies, meeting the requirements stipulated in the RFP document may submit a Proposal signed by Prime Bidder of the Consortium Members so as to legally bind all the Members of the Consortium who will be jointly and severally liable for the performance and all obligations thereunder to RSRTC and duly signed Consortium Agreement shall be attached to the Proposal.

NOW THEREFORE, in consideration of the mutual covenants of the members of the Consortium, the sufficiency whereof is hereby acknowledged and other good valuable consideration, we agree as follows:

1. We the members in the Consortium hereby confirm that the name and style of the Consortium shall be..... Consortium.
2. M/s. shall act as Prime Bidder for self, and for and on behalf of M/s (Second Member) and further declare and confirm that we shall jointly and severally be bound unto the Owner for the successful performance of the obligations under the Request for Proposal (RFP) and resulting Contact Agreement(s) submitted / executed by the Lead Member in the event of the selection of Consortium. Further, the Prime member is authorized to incur liabilities and receive instructions for and on behalf of any or all partners of the CONSORTIUM.
3. That M/s _____ which is the Prime Bidder of the Consortium shall invest and continue to invest % (at least 60% to be invested by Prime Bidder) interest in the Consortium for the Lock in Period as specified in the RFP document.
4. That M/s _____, (Second Member) shall invest and continue to invest 40% interest of the Consortium for the Lock in Period as specified in the RFP document.
5. The composition or the constitution of the consortium shall not be altered without the prior consent of RSRTC.
6. The roles and responsibilities of the lead bidder and the second member of the consortium for execution of various components/activities as defined in the RFP document shall be as under :

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S.No.	Project Component/Activity	Roles & Responsibility of Prime Bidder	Roles & Responsibility of Second Member of Consortium
1			
2			
3			

7. It is expressly agreed by the members that all members of the consortium shall be held equally responsible for the obligations under the RFP Document, Contract and this Agreement, irrespective of the specific roles/responsibilities undertaken by them. In case of any issue, the lead member would be responsible for all the roles and responsible and for all the damages and penalties.
8. For the purpose of this Agreement, the RFP Document and the Contract, the Prime Bidder shall be the single point of contact for the RSRTC, shall have the overall responsibility of the management of the Project and shall have single point responsibility for ensuring that all members of the consortium are complying with the terms and conditions set out in the Contract and the RFP Document.
9. All instructions/communications from RSRTC to the Prime Bidder shall be deemed to have been duly provided to all the members of the consortium.
10. If RSRTC suffers any loss or damage on account of any breach in the stipulation of the Agreements to be entered into by the Consortium Members, upon its selection pursuant to RFP (the "Agreements") or any shortfall in the performance of the Transaction or in meeting the performances guaranteed as per the RFP and the Agreements, the Consortium Members hereby jointly and severally undertake to promptly make good such loss or damages caused to RSRTC on its demand without any demur or contest. The RSRTC shall have the right to proceed against anyone of the partners and it shall neither be necessary nor obligatory on the part of the RSRTC to proceed against the Prime Bidder before proceeding against or dealing with the other Member.
11. The financial liability of the Consortium Members to the RSRTC, with respect to any of the claims arising out of the performance or non-performance of obligations under the RFP and the resulting Agreement(s) shall not be limited so as to restrict or limit the liabilities of any of the Members and the Members shall be jointly and severally liable to RSRTC.
12. It is expressly agreed by the Members that all the due payments shall be made by the RSRTC to Prime Bidder only.



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13. This Consortium agreement shall be construed and interpreted in accordance with the laws of India and the Courts of Jaipur (Rajasthan) shall have the exclusive jurisdiction in all matters arising there under.
14. It is also hereby agreed that Prime Bidder shall, on behalf of the Consortium shall submit the Bid and performance Security as specified by RSRTC in the RFP document.
15. It is further agreed that this Consortium Agreement shall be irrevocable and shall continue to be enforceable till the same is discharged by RSRTC.
16. This Agreement shall come into force as of the date of signing and shall continue in full force and effect until the complete discharge of all obligations, concerning the carrying out of the Project, which have been taken on by the Parties under the Contract, RFP Document and under this Agreement.
17. Any other terms and conditions not in contradiction to the RFP and above mentioned terms and conditions.

IN WITNESS WHEREOF, the Members to the Consortium agreement have through their authorised representatives executed these presents and affixed common seal of their companies, on the day, month and year first mentioned above.

Common Seal of has been affixed in my/our Prime Bidder presence pursuant to Board of Director's resolution dated 1) Witness 2) Witness	For and on behalf of M/s..... (Prime Bidder) (Signature of authorized representative) Name : Designation:
Common Seal of has been affixed in my/our Second Member presence pursuant to Board of Director's resolution	For and on behalf of M/s..... (Second member)



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dated

1) Witness

2) Witness

(Signature of authorized representative)

Name :

Designation:



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ANNEXURE-26: INDICATIVE DEPOT LIST

S.No.	ZONE	DISTRICT NAME	DEPOT NAME	STATUS
1	AJMER	AJMER	AJAYMERU	DEPOT
2	AJMER	AJMER	AJMER	DEPOT
3	AJMER	AJMER	BEAWAR	DEPOT
4	AJMER	BHILWARA	BHILWARA	DEPOT
5	AJMER	NAGPUR	DEEDWANA	DEPOT
6	AJMER	NAGPUR	NAGPUR	DEPOT
7	BHARATPUR	ALWAR	ALWAR	DEPOT
8	BHARATPUR	ALWAR	MATASYA NAGAR	DEPOT
9	BHARATPUR	ALWAR	TIJARA	DEPOT
10	BHARATPUR	BHARATPUR	BHARATPUR	DEPOT
11	BHARATPUR	BHARATPUR	LOHAGARH	DEPOT
12	BHARATPUR	DHOLPUR	DHOLPUR	DEPOT
13	BHARATPUR	KAROLI	HINDAUN	DEPOT
14	BHARATPUR	KAROLI	KAROLI	DEPOT
15	BIKANER	BIKANER	BIKANER	DEPOT
16	BIKANER	CHURU	SARDAR SHAHAR	DEPOT
17	BIKANER	GANGANAGAR	ANOOPGARH	DEPOT
18	BIKANER	GANGANAGAR	GANGANAGAR	DEPOT
19	BIKANER	HANUMANGARH	HANUMANGARH	DEPOT
20	DELUXE	JAIPUR	DELUXE DEPOT	DEPOT
21	JAIPUR	DAUSA	DAUSA	DEPOT
22	JAIPUR	JAIPUR	JAIPUR	DEPOT
23	JAIPUR	JAIPUR	KOTPUTLI	DEPOT
24	JAIPUR	JAIPUR	VAISHALI NAGAR	DEPOT
25	JAIPUR	JAIPUR	VIDHYADHAR NAGAR	DEPOT
26	JAIPUR	JAIPUR	SHAHUPURA	DEPOT
27	JODHPUR	BARMER	BARMER	DEPOT
28	JODHPUR	JAISALMER	JAISALMER	DEPOT
29	JODHPUR	JALORE	JALORE	DEPOT
30	JODHPUR	JODHPUR	JODHPUR	DEPOT
31	JODHPUR	JODHPUR	PHALODI	DEPOT
32	JODHPUR	PALI	FALNA	DEPOT
33	JODHPUR	PALI	PALI	DEPOT
34	JODHPUR	SIROHI	ABU ROAD	DEPOT



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S.No.	ZONE	DISTRICT NAME	DEPOT NAME	STATUS
35	JODHPUR	SIROHI	SIROHI	DEPOT
36	KOTA	BARAN	BARAN	DEPOT
37	KOTA	BUNDI	BUNDI	DEPOT
38	KOTA	JHALAWAR	JHALAWAR	DEPOT
39	KOTA	KOTA	KOTA	DEPOT
40	KOTA	SAWAI MADHOPUR	SAWAI MADHOPUR	DEPOT
41	KOTA	TONK	TONK	DEPOT
42	SIKAR	CHURU	CHURU	DEPOT
43	SIKAR	JHUNJHUNU	JHUNJHUNU	DEPOT
44	SIKAR	JHUNJHUNU	KHETRI	DEPOT
45	SIKAR	SIKAR	SIKAR	DEPOT
46	SIKAR	SIKAR	SRI MADHOPUR	DEPOT
47	UDAIPUR	BANSWARA	BANSWARA	DEPOT
48	UDAIPUR	CHITTORGARH	CHITTORGARH	DEPOT
49	UDAIPUR	DUNGARPUR	DUNGARPUR	DEPOT
50	UDAIPUR	UDAIPUR	UDAIPUR	DEPOT
51	UDAIPUR	PRATAPGARH	PRATAPGARH	DEPOT
52	UDAIPUR	RAJSAMAND	RAJSAMAND	DEPOT
53	MAY BE USE IN FUTURE AS DEPOT			
54	MAY BE USE IN FUTURE AS DEPOT			
55	MAY BE USE IN FUTURE AS DEPOT			
56	MAY BE USE IN FUTURE AS DEPOT			
57	AJMER	AJMER	CBS AJMER	Central Bus Stand
58	JAIPUR	JAIPUR	CBS JAIPUR	Central Bus Stand
59	JAIPUR	DELHI	CBS NEW DELHI	Central Bus Stand
60	UDAIPUR	UDAIPUR	CBS AHMEDABAD	Central Bus Stand