

RFP  
*for*  
Installation, Operation and Maintenance  
of  
Passenger Announcement System (PAS)

NIB No.: F3/HO/IT/42/2026/21  
Date: 15/01/2026

Rajasthan State Road Transport Corporation  
IT Cell, Head Office, Jaipur

## Contents

1. ABOUT RSRTC .....	4
2. PURPOSE OF THE BID.....	4
3. RFP ISSUER .....	4
4. PRICE OF RFP .....	4
5. NON-TRANSFERABLE RFP .....	5
6. BID SUBMISSION .....	5
7. CORRESPONDENCE AND SUBMISSION DETAILS .....	5
8. KEY EVENTS/PARTICULARS.....	6
9. ELIGIBILITY CRITERIA .....	7
10. BID SECURITY DEPOSIT .....	7
11. PERFORMANCE SECURITY DEPOSIT (PSD).....	8
12. INSTRUCTION TO BIDDER.....	9
12.1 Prevailing of Law.....	9
12.2 Amendment of RFP Document.....	9
12.3 Language of Bid.....	9
12.4 Bid Price .....	10
12.5 Firm Price .....	10
12.6 Authorized Signatory .....	10
12.7 Period of Validity of Bid .....	10
12.8 Local Conditions .....	11
12.9 Last date of Receipt of the Bid .....	11
12.10 Evaluation of Bid.....	11
12.10.1 Phase 1 – Technical Evaluation .....	11
12.10.2 Phase 2 – Financial Evaluation.....	12
12.11 Post Qualification and Award Criteria .....	12
12.12 Right to accept or reject any or all bids .....	12
13. SCOPE OF WORK .....	13
13.1 INSTALLATION OF HARDWARE AND RELATED SOFTWARE .....	13
13.2 AT CENTRAL SERVER.....	16
13.3 MANAGEMENT INFORMATION SYSTEM (MIS).....	16
13.4 MOBILE APPLICATION.....	16
13.5 INTERFACE WITH OTHER IT APPLICATIONS OF RSRTC .....	17
13.6 ADDITIONAL SCOPE.....	17
13.7 AUDIO COMMERCIAL ADVERTISEMENT .....	17
13.8 INTERACTIVE VOICE RESPONSE SYSTEM (IVRS) .....	18
14. OBLIGATION OF RSRTC .....	21
15. PROJECT IMPLEMENTATION PLAN.....	21

<b>16. TRAINING OF RSRTC USERS</b> .....	21
<b>17. MAINTENANCE</b> .....	22
<b>18. LICENSE FEE</b> .....	22
<b>19. CONTRACT PERIOD</b> .....	22
<b>20. LIQUIDATED DAMAGE</b> .....	22
<b>21. SERVICE LEVEL AGREEMENT/PENALTIES</b> .....	23
<b>22. TERMINATION</b> .....	23
<b>23. DISPUTE RESOLUTION</b> .....	24
<b>24. INDEMNITY</b> .....	24
<b>25. LIMITATION OF LIABILITY</b> .....	25
<b>26. INTELLECTUAL PROPERTY RIGHTS</b> .....	25
<b>27. GOVERNING LAW AND JURISDICTION</b> .....	25
<b>28. FIRST AND SECOND APPELLATE AUTHORITY</b> .....	25
<b>29. WAIVER</b> .....	25
<b>30. OPERATIONS AND SERVICE STANDARDS</b> .....	26
<b>31. COUNTERPARTS</b> .....	26
<b>32. SEVERABILITY</b> .....	26
<b>33. ASSIGNMENT</b> .....	26
<b>34. FINANCIAL BID</b> .....	26
<b>35. DRAFT AGREEMENT</b> .....	29
<b>36. LOCATIONS OF BUS STANDS</b> .....	32
1. Type-A Bus Stands : 10.....	32
2. Type-B Bus Stands : 23 .....	32
3. Type-C Bus Stands : 44 .....	32
<b>37. ANNEXURES</b> .....	35
<b>Annexure-1</b> .....	35
<b>Annexure-2</b> .....	36
<b>Annexure-3</b> .....	37
<b>Annexure-4</b> .....	38
<b>Annexure-5</b> .....	40
Annexure-6 .....	43

## 1. ABOUT RSRTC

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

It was established on 1<sup>st</sup> October 1964 under Road Transport Act 1950, with headquarter at Jaipur. Initially it was started with 421 buses, running forty five thousand kilometers among 8 depots and carrying twenty nine thousand passengers daily. Now, RSRTC has 4000 buses in its fleet and 56 depots which run approx. 12.5 lakh kilometers and carry 8.5 lakh passengers daily. Currently, RSRTC provide services in Rajasthan, Gujarat, Haryana, Uttar Pradesh, Delhi, Punjab, Himachal Pradesh, Uttrakhand, Madhya Pradesh, Jammu & Kashmir, Chandigarh and Maharashtra.

At present, RSRTC has ordinary, express, deluxe, semi deluxe, Air Condition, Luxury Services (Volvo, Scania), and sleeper buses in its fleet.

## 2. PURPOSE OF THE BID

RSRTC intends to install, operate, and maintain passenger announcement systems at its bus stands. The bidder will be required to install all necessary software, hardware and operate the passenger announcement system at its own cost. In addition to the bus announcements, the bidder has the right to play commercial audio advertisements on the proposed system. Tender document can be downloaded from the following websites:

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

## 3. RFP ISSUER

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

## 4. PRICE OF RFP

Price of this RFP document is Rs. 5000/- (Rupee Five Thousand only) inclusive of all taxes. This amount is Non-Refundable. Bidder has to pay the price of the RFP in the form of Cash/DD/Bankers Cheque which should be drawn in the favor of 'Financial Advisor, Rajasthan State Road Transport Corporation' payable at Jaipur.

## 5. NON-TRANSFERABLE RFP

This Request for Proposal (RFP) is not transferable. The bidder, to whom the Bid has been issued, only can participate in the bid.

## 6. BID SUBMISSION

The bidders are expected to submit their offers in two parts namely, 'Technical Bid' and 'Financial Bid', in the format that has been given in this document.

- i. **Technical Bid:** All the required documents along with fee submitted by the firm are to be scanned and uploaded on E-Procurement Portal as mentioned in the NIB. Conditional bids will be out-rightly rejected.
- ii. **Financial Bid:** Financial Bid must be submitted in the prescribed format of BoQ (Bill of Quantity) in (.xls) only.

Note: All required fee such as Bid Document Fee, Bid Processing Fee and Bid Security Deposit (BSD) in the form of Cash/DD/Bank Guarantee should be reached physically at the concerning office before the opening date & time of the technical bids, otherwise the bid is liable to be rejected.

## 7. CORRESPONDENCE AND SUBMISSION DETAILS

### **Bid Inviting Authority:**

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

### **Contact for Technical Issues:**

The DGM (IT)  
Rajasthan State Road Transport Corporation  
Head Office, Parivahan Marg, Chomu House,  
Jaipur - 302001, Rajasthan  
Tel No — 0141-2360254  
Website: <http://transport.rajasthan.gov.in/rsrtc>  
E-mail: [dgmit.rsrtc@rajasthan.gov.in](mailto:dgmit.rsrtc@rajasthan.gov.in)

**8. KEY EVENTS/PARTICULARS**

S.No.	Event's Name	Date & Time
1	Issue of RFP for Sale	15-01-2026; 14:00
2	Issue of Corrigendum, if any	28-01-2026; 15:00
3	Bid Submission End date	05-02-2026; 15:00
4	Opening of Technical Bids	05-02-2026; 16:00
5	Opening of Financial Bids of the Technically Qualified Bidders	Will be intimated later
6	Estimated Project Cost	Rs. 1.05 Crore
7	Project Period	5 years
8	Bid Security Deposit (BSD)	Rs. 2,10,000/- in favor of "Financial Advisor, RSRTC" payable at Jaipur Rajasthan.
9	Bid Document Fee	Rs. 5,000/- in favor of "Financial Advisor, RSRTC" payable at Jaipur Rajasthan.
10	Bid Processing Fee	Rs. 2000/- in favor of "MD, RISL" payable at Jaipur Rajasthan.
11	Bid Validity Period	90 Days

**Note:-**

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

## 9. ELIGIBILITY CRITERIA

S. No.	Eligibility Criteria	Required Document(s)
1.	The bidder 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.	Copy of Certificate of Incorporation/ Registration of bidder
2.	Bidder should have minimum Rs. One Crore Average Annual Turnover from IT/ITeS/ITMS/ITS Services during the last three financial years, i.e., FY 2022-23, 2023-24 and 2024-25 (as per the last published audited balance sheets).	CA Certified Audited Balance Sheet
3	The Bidder should have average positive net worth in last three financial years, i.e., 2022-23, 2023-24 and 2024-25.	CA Certified Audited Balance Sheet
4.	The Bidder should have successfully implemented Passenger Audio Announcement System for any State/City Transport Undertaking/Metro/Railway in the last 5 years.	Experience certificate / Purchase order / work order copy
5.	The Bidder should submit valid documentary proof of GST registration number and details of income tax registration (PAN).	PAN & GST details
6.	Bidder should not be blacklisted/ banned/debar by any Central/State Government /PSU/ Government Agencies. An undertaking on Rs. 100/- Non-judicial stamp paper is to be submitted.	Annexure-6
7.	The Bidder should have at least one Operational/Maintenance office in Rajasthan.	Declaration on company letter head
8.	The bidder should submit an undertaking on their company letterhead to the fairness of the submitted documents.	Annexure-7

## 10. BID SECURITY DEPOSIT

The Bidder shall furnish Bid Security Deposit (BSD) as part of this bid;

1. The BSD is required to protect RSRTC against the risk of Bidder's conduct which would warrant the BSD's forfeiture.
2. The BSD of Rs. 2,10,000/- (Rs. Two Lakh Ten Thousand Only) is to be submitted in the form of a Banker's cheque/DD/bank guarantee issued by a Nationalized / Scheduled Bank.

3. No interest amount is payable on BSD and it should be valid for at least 90 days from publishing date of the bid.
4. Unsuccessful Bidder's BSD will be discharged / returned after signing of the contract with the successful Bidder. No interest will be paid by RSRTC on the BSD amount.

**The BSD may be forfeited:**

1. If a Bidder withdraws its bid during the period of bid validity specified in the RFP; or
2. If the Bidder is found to have submitted false particulars / fake documents; or
3. If the Bidder is found to have indulged in corrupt practices or manipulation of rates by cartelization; or
4. In the case of a successful Bidder, if the Bidder fails;
  - i. To sign the Contract in accordance with draft mentioned in the annexure of this; or
  - ii. RSRTC will reject a proposal for the award of Contract if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the Contract.
  - iii. RSRTC will declare a firm ineligible, either indefinitely or for a stated period of time, for awarding a contract if it at any time determines that the firm has been engaged in corrupt or fraudulent practices in competing for, or in executing, this contract.
  - iv. Any graft, commission, gift or advantage given, promised or offered by or on behalf of the contractor or his partner, agent, officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other contract with the owner, shall be, in addition to any criminal liability which it may incur, subject of any loss or damage to the owner resulting from any cancellation. The owner shall then be entitled to deduct the amount so payable from any moneys otherwise due to the contractor under the contract.

**11. PERFORMANCE SECURITY DEPOSIT (PSD)**

Within 15 days of the receipt of notification of award from RSRTC, the successful Bidder shall furnish the Performance Security Deposit of 5% of the total contract value (based on the price quoted in the financial bid) valid for entire contractual period plus 3 months extra in accordance with the Conditions of Contract. Performance Security Deposit can

be in the form of Bank Guarantee/eBG/DD/Banker's Cheque in favor of "Financial Advisor, RSRTC" payable at Jaipur as per the guidelines of RTPP Act, 2012 and RTPP Rules, 2013. No interest shall be payable on the Performance Security Deposit.

## **12. INSTRUCTION TO BIDDER**

### **12.1 Prevailing of Law**

The Law relating to procurement "The Rajasthan Transparency in Public Procurement Act, 2012" [hereinafter called the Act] and the "Rajasthan Transparency in Public Procurement Rules, 2013" [hereinafter called the Rules] under the said Act have come into force with effect from 26 January, 2013 which are available on the website of State Public Procurement Portal <http://sppp.rajasthan.gov.in> Therefore, the Applicant / Bidders are advised to acquaint themselves with the provisions of the Act and the Rules before participating in the Bidding process. If there is any discrepancy between the provisions of the Act and the Rules and this Bidding Document, the provisions of the Act and the Rules shall prevail.

### **12.2 Amendment of RFP Document**

- i. At any time prior to the last date for receipt of bids, RSRTC, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an amendment. It shall not be mandatory for RSRTC to disclose the reasons for this change.
- ii. The amendment will be notified through website of RSRTC and would be binding on all Bidders.
- iii. In order to provide prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, RSRTC may, at its discretion, extend the last date for the receipt of Bids.
- iv. RSRTC may at any time during the bidding process request the Bidder to submit revised Technical / Financial Bids and/or Supplementary Financial bids without thereby incurring any liability on RSRTC to the affected Bidder or Bidders before opening of financial bids.
- v. Bidders should make note of any amendments and corrigendum issued at any time by RSRTC through the department website and the same must be submitted as enclosure of RFP document.

### **12.3 Language of Bid**

- i. The Bid prepared by the Bidder and all correspondence and documents relating to the bid exchanged by the Bidder and RSRTC, shall be written in English language, provided that any printed literature furnished by the Bidder may be

written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall prevail.

#### **12.4 Bid Price**

The Bidder shall quote in the Performa prescribed in financial bid;

- i. The Bidder shall prepare the bid based on details provided in the RFP documents. The Bidder shall carry out all the tasks in accordance with the requirement of the RFP documents and it shall be the responsibility of the Bidder to fully meet all the requirements of the RFP document.
- ii. The Bidder as part of its Financial Bid should account for all out of pocket and other expenses that the Bidder shall incur during the contract period.

#### **12.5 Firm Price**

Prices quoted and negotiated must be final and shall remain constant throughout the period of the contract and shall not be subject to any upward modifications, on any account whatsoever. The Bid Prices shall be indicated in Indian Rupees (INR) only.

- i. RSRTC reserves the right to validate the technical specifications supplied with respect to specifications as provided in RFP using competent technical committee/agency acting on behalf of RSRTC.
- ii. The Financial Bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes and other charges as may be applicable in relation to the activities proposed to be carried out.
- iii. In case the taxes are not including in bid prices, the amount so mentioned would be deemed as inclusive of taxes.
- iv. A proposal submitted with an adjustable price quotation or conditional proposal shall be treated as non-responsive and the bid shall be rejected summarily.

#### **12.6 Authorized Signatory**

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

#### **12.7 Period of Validity of Bid**

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

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

### **12.8 Local Conditions**

It will be incumbent upon each Bidder to fully acquaint himself with the local conditions and factors at the respective locations, sites and offices of RSRTC that would have any effect on the performance of the contract and / or the cost.

- i. The Bidder is expected to obtain for himself on his own responsibility all information that may be necessary for preparing the bid and entering into contract. Obtaining such information shall be at Bidder's own cost. RSRTC shall, however, provide him necessary permissions if the details of the visit schedule are made available in advance.
- ii. Failure to obtain the information necessary for preparing the bid and/or failure to perform activities that may be necessary for project will in no way relieve the successful Bidder from performing any work in accordance with the contract entered into.
- iii. It will be imperative for each Bidder to fully inform themselves of all local and legal conditions and factors which may have any effect on the execution of the contract as described in the RFP documents.

### **12.9 Last date of Receipt of the Bid**

- i. Although, bids will be received by online but not later than the time and date specified in Key Events & Date.
- ii. RSRTC may, at its discretion, extend the last date for the submission of bids by issuing a corrigendum and amending the dates provided in Key Events & Date, in which case all rights and obligations of RSRTC and Bidders previously subject to the last date will thereafter be subject to the last date as extended.

### **12.10 Evaluation of Bid**

#### **Evaluation Methodology**

RSRTC will examine the bids in two phases.

##### **12.10.1 Phase 1 – Technical Evaluation**

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

#### **12.10.2 Phase 2 – Financial Evaluation**

The financial bids of the bidders qualifying Phase 1 of evaluation shall be opened in the presence of the representatives of the qualified bidders and award the bid on the basis of Highest quoted price (H1).

#### **12.11 Post Qualification and Award Criteria**

- i. This determination will take into account the Bidder's financial and technical 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.
- ii. A negative determination will result in rejection of the Bidder's bid, in which event; RSRTC will proceed to the next best evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.
- iii. RSRTC is not bound to accept the best evaluated bid or any bid and reserves the right to reject any bid without assigning any reason thereof;

#### **12.12 Right to accept or reject any or all bids**

- RSRTC reserves the right to accept any bid, and to annul the Bid process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for RSRTC action.

## 13. SCOPE OF WORK

### 13.1 INSTALLATION OF HARDWARE AND RELATED SOFTWARE

- The successful bidder will setup Audio Announcement System at each bus stand as per clause no. 36 (Locations of Bus Stands). Each installation on the bus stand will comprise of following as per the details given below:
  - Passenger Announcement Software.
  - Desktop system including UPS to run Passenger Announcements.
  - Internet bandwidth (min. 4mbps) for connectivity along with LAN cable.
  - Sound system comprising of Amplifier, Speakers, Horn and requisite cabling.
  - Android based Mobile app for monitoring of the daily announcement, internet connection and sound level of the proposed system.
- For Type-C Bus Stands, the successful bidder will be required to install the proposed system only after confirmation from the concerned Depot Chief Manager and the license fee for that Bus Stand will commence only after the proposed system is installed.
- Based on the quantity of departures of buses, it may be required to setup more than one system at one bus stand, if necessary. If more than one system is required, the bidder will also provide the cabling and LAN/WAN connectivity between these systems
- Operation and maintenance of IVR based enquiry system 149 at own cost.

#### 13.1.1 Passenger Announcement System

- The PAS software shall have easy interface which can be easily operated by less computer literate persons.
- The PAS software shall be available in English and Hindi languages.
- The PAS software architecture shall be structured to sustain 24 x 7 working.
- The PAS software shall have API interface with existing ticketing system to synchronize time table on daily basis.
- The software shall allow time table and route changes at the bus stand level also.
- The software shall provide facility to record the late/early running buses with reason.
- The software shall provide facility to record cancelled buses. Announcement of the cancelled bus shall be made through the system.
- The announcement of bus departure will contain, “Start Stand”, “Destination Stand”, “Route Stands”, “Bus No.”, “Bus timing” and “via route”.

- The software shall have a facility to repeat the advertisement till the bus departs. There shall be a provision to enable/disable this function.
- The software should have the facility to generate depot-wise charts, late/early arriving buses report, cancelled buses report and email it to the concerned depot.
- The software shall provide facility for emergency announcement. In case an ad-hoc announcement is required in emergency, the facility shall be available to break current running announcement and make ad-hoc announcement. There shall be settable restriction on number of times this facility may be used in an hour or a shift, to avoid misuse of this functionality.
- The software shall provide facility for preset announcement other than departure like calling for housekeeping staff, giving instructions to drivers, etc. These announcements shall be preset with facility to change certain values like bus no. and platform no. etc.
- Once in every 15 minutes, the system shall announce time table of the buses which are going to depart in the next 30 minutes.
- Priority shall be given to Bus announcement over other commercial advertisement.
- Content published shall be retained for a period of 3 months.
- The Software should run on Microsoft or Linux Operating Systems.
- The system should automatically power on/off at pre-determined times. No personnel should be required to either switch on, switch off, power off, log in or log out. All the above functions should run centrally as scheduled.
- The software should maintain logs of ON and OFF time. It should also include ON/OFF due to any system error or power shutdown.
- RSRTC schemes shall be added/changed to announcement system within 7 days from the date of intimation.
- The audio announcement will be broadcast between first & last departure of the particular Bus stand.
- The successful bidder shall not remove any hardware item/accessories of the announcement system from the premises without permission of the RSRTC.

### 13.1.2 Audio Monitoring System

The successful bidder will be responsible to maintain sound level as per the specified limits. In order to achieve this audio sound level will be set in agreement with depot manager and bidder. The successful bidder shall install system which will monitor this preset level.

The successful bidder will install Audio Monitor system which will provide following functionalities:

- Buses and passenger load is varying from early morning, afternoon and evening to night. This makes the ambient noise level in the bus stand variable. The bidder shall provide system to change the sound level as per the passenger load.
- System shall provide facility to calibrate sound level. Bidder along with the depot manager will calibrate the sound level and the same shall be monitored every week by the system. In case of a variation, the bidder shall take corrective action immediately.
- Early morning and late evening, only passenger hall speakers shall function. Speakers whose sound reaches to surrounding areas shall be put off.

### 13.1.3 Installation of Computer System at Enquiry/Announcement Window

The following the minimum configuration of the desktop:

SNo.	Specification		Compliance (Yes/No)
1	Make & Model		
2	Processor	i5 or higher with min.12 <sup>th</sup> Gen.	
3	Memory	Min. 8 GB DDR4 RAM	
4	HDD	Min. 512 GB SSD	
5	Monitor	Minimum 18.5" Color TFT / WTFT / LCD / LED Monitor	
6	Keyboard	Min. 104 Keys OEM Mechanical Key Board or TVSE Gold or Equivalent	
7	Mouse	Two Button Optical Scroll Mouse	
8	Sound card	As per the audio necessity	
9	Ports	Min. 4 USB	
10	Slots	2 PCI Slots, 1 x PCI Exp 16x Slot, 1 x PCI Exp 1x Slot, HDMI	
11	Network Features	Integrated 10/100/1000 LAN Card	
12	Operating System	Microsoft windows/Linux	
13	UPS	At-least 3 hours power backup	

### 13.1.4 Internet/Bandwidth

The successful bidder will install 4 mbps internet connection on Air fiber/FTTH or any RFC media. RSRTC will provide authorization/NOC to obtain internet connection at designated bus stand to the firm. The bidder will bear the one time installation and recurring cost of the internet.

#### **13.1.5 Sound System comprising of Amplifier, Speakers, Horns and requisite cabling**

- The successful bidder will install industry standard amplifier and speakers for audio system at his own cost.
- No. of speakers will be installed as per Bus stand size (Installation as per instruction of RSRTC officer in charge).
- Amplifier capacity as per speaker and horn quantity shall be maintained by the bidder.
- The successful bidder shall specify the Make/Brand of requisite hardware in the technical bid.

#### **13.2 AT CENTRAL SERVER**

The successful bidder is required to setup centralized server for running the announcement system. The successful bidder will maintain record of data generated through Audio Announcement System. The server shall have adequate configuration to maintain fast response to user requests and data fetching.

#### **13.3 MANAGEMENT INFORMATION SYSTEM (MIS)**

The successful bidder will provide Management Information System (MIS) for RSRTC as per requirement mentioned further.

- The MIS shall a web portal as per the requirement of RSRTC.
- Following reports are to be provided:
  - Cancelled Bus report – List of buses which are cancelled by the depots and entry shall be done by the inquiry person.
  - Departure Bus report – List of no. of bus departure
  - Arrival Bus report – List of buses arrival at bus stands and to be entered by the inquiry person when bus is arrived at platform/inquiry
  - Late Bus report – List of buses which are marked late
  - All the reports should be available at depot/admin login as per their defined roles.
  - Bus summary of all the depots should be emailed to the concerned depots as well as HO users on daily basis.

#### **13.4 MOBILE APPLICATION**

The successful bidder will provide Android Mobile Application to RSRTC for keeping track of Audio Announcement System. The functionality required in mobile application is mentioned below.

- Internet connection establishment (Y/N)
- Audio calibration data
- Sound level volume data
- Day count of bus Departure Announcement
- List of Announced bus departures
- Any other report, if required

### **13.5 INTERFACE WITH OTHER IT APPLICATIONS OF RSRTC**

The successful bidder will provide interface with other IT systems of RSRTC available today or which will be developed in the future. The bidder will integrate and maintain the same on his own cost. Following are the IT systems currently running in RSRTC.

- Online Reservation System along with Electronic Ticket Issuing Machines (ETIM) system
- RFID Smart card based concessional system
- Vehicle Tracking and Passenger Information System (VTS)
- Passenger Information System (PIS)

### **13.6 ADDITIONAL SCOPE**

- The successful bidder will be required to install the proposed passenger announcement system at all future bus stands, in addition to the bus stands already mentioned in the bid, at no additional cost to RSRTC. License fees will be calculated on a pro-rata basis (based on the type of bus stand and its monthly license fee).
- RSRTC whenever needed may ask the successful bidder at any time during the contract period to supply the PIS screens to display the timetable with announcement at own cost. The commercial advertisement on that screen shall allow and charged two times license fee of that bus stand on pro rata basis.

### **13.7 AUDIO COMMERCIAL ADVERTISEMENT**

- Maximum 4 minutes in the span of 15 minutes will be allowed for Audio Commercial Advertisement to the successful bidder.
- Bus announcement priority shall be given over commercial advertisement.
- All commercial advertising jingles should be verified and approved by the Officer in Charge, HO Jaipur before announcement at the bus stand.
- Advertisement of prohibited products/services is not allowed. In case of any complaints regarding advertisements, RSRTC reserves the right to disallow such advertisements for which the bidder shall not object.

### 13.8 INTERACTIVE VOICE RESPONSE SYSTEM (IVRS)

- The Successful bidder shall provide Interactive Voice Response System (IVRS) for automatic inquiry.
- This system will be used by citizens to make various inquiries about RSRTC bus services. Ministry of Road Transport and Highways has reserved number 149 or Toll Free Number for State Road Transport undertakings.
- The bidder should subscribe to PRI line from BSNL/ or any telecom operator which is mapped to number 149 or RSRTC Toll Free Number.
- Bidder shall provide solution architecture, infrastructure to receive these calls at the IVRS system.
- Bidder should bear all costs of development, deployment and maintenance of IVRS software.

IVRS will provide the following functionalities to the passengers:

IVRS will play welcome sound and then provide option 1 – Hindi, 2 – English to select between. If no response is given in 5 seconds it will continue in Hindi.

- A. Press 1** - Should be able to give Information on Departures from selected bus stand. This information will be provided from the time table data.
  - Please enter the STD code of the starting stand - Get STD Code – Announce Stand Name – If there is more than 1 stand in that STD code then confirm using 1 or 2 for re-entry.
  - Please enter the STD code of the destination stand - Get STD Code – Announce Stand Name – If there are more than 1 stand in that STD code then confirm using 1 or 2 for re-entry
  - Provide selection for bus type 1 for Ordinary service, 2 for Express service and 3 for Luxury service. Bus types may be changed in future.
  - Please enter the time of departure in 24-hours format.
  - Please wait while we fetch the information desired by you – From, To, Type, Departure Time
  - Thank you for using RSRTC service.
- B. Press 2** - Should be able to give Information of departures to a selected stand in next 1 hour
  - Please enter the STD code of the starting stand - Get STD Code – Announce Stand Name – If there are more than 1 stand in that STD code then confirm using 1 or 2 for re-entry.

- Please enter the STD code of the destination stand - Get STD Code – Announce Stand Name – If there are more than 1 stand in that STD code them confirm using 1 or 2 for re-entry.
- Please wait while we fetch the information desired by you – Get all departures for selected origin destination pair in next 1 hour and announce – Type, Scheduled Departure, Departure time
- Thank you for using RSRTC service.

**C. Press 3 - Should be able to give Information on all departures from a selected bus stand in next 1 hour**

- Please enter the STD code of the starting stand - Get STD Code – Announce Stand Name – If there are more than 1 stand in that STD code them confirm using 1 or 2 for re-entry
- Please wait while we fetch the information desired by you – Get all departures for selected origin in next 1 hour and announce – To, Type, Scheduled Departure, Departure time
- Thank you for using RSRTC service.

**D. Press 4 - Should be able to give Information of seat availability**

- Please enter the STD code of the starting stand - Get STD Code – Announce Stand Name – If there are more than 1 stand in that STD code them confirm using 1 or 2 for re-entry.
- Please enter the STD code of the destination stand - Get STD Code – Announce Stand Name – If there are more than 1 stand in that STD code them confirm using 1 or 2 for re-entry.
- Please enter 1 for Ordinary service, 2 for Express service and 3 for Volvo service.
- Please enter the date of departure in ddmm format, example for 1st May enter 0105 - Get 4 digit entry, announce selected date – confirm using 1 or 2 for re-entry.
- Please wait while we fetch the information desired by you – Get seat status from reservation system. Announce Departure time, Bus Type, Available seats.
- Thank you for using RSRTC service.

**E. Press 5 - Should be able to give Information on Ticket Cancellations and Refunds**

- We are transferring your call to our Customer Service representative for assistance on ticket cancellations and refunds. This call may be recorded for quality purposes
- Connect to ticket reservation helpline
- Thank you for using RSRTC service.

**F. Press 6** - Should be able to give Information on RFID Smart Card – Option 6

- We are transferring your call to our Customer Service representative for assistance on RFID Smart Card and related services. This call may be recorded for quality purposes
- Connect to RFID Smart Card helpline
- Thank you for using RSRTC service.

**G. Press 9** - Facility to Transfer call to speak with Customer Service Representative – Option 9

- We are transferring your call to our Customer Service representative of RSRTC control room for any other information, assistance or filing a complaint. This call may be recorded for quality purposes
- Transfer call to existing RSRTC customer care executive

#### 14. OBLIGATION OF RSRTC

- RSRTC shall provide Time table of bus schedule in the form of API for integration of PAS.
- Changes in bus schedule shall be informed through API only. The successful bidder will need to store time table data every six months at their server and sync it through web service every day to identify the changes in bus service and update accordingly.
- All the electricity charges borne by RSRTC.
- RSRTC will facilitate data availability from other systems like e-Ticketing, VTS, and RFID Smart card based system.

#### 15. PROJECT IMPLEMENTATION PLAN

The project shall be implemented in phase manner as follows:

Project Phase	Activities ( T is the agreement signing date )	Timelines
Phase-I	<ul style="list-style-type: none"> <li>▪ System study for installation of PAS system.</li> </ul>	T+ 30 Days
Phase-II	<ul style="list-style-type: none"> <li>▪ Procurement of relevant hardware and software items.</li> <li>▪ Installation of Amplifiers, speakers and Horn and cabling and get it verified by RSRTC officials.</li> </ul>	T + 60 days
Phase-III	<ul style="list-style-type: none"> <li>▪ Configuration and Testing of Announcement System as per RSRTC timetable.</li> <li>▪ User Acceptance Test (UAT) certificate</li> <li>▪ Bug fixing, if any</li> </ul>	T + 80 days
Phase IV	<ul style="list-style-type: none"> <li>▪ Production Acceptance Certificate (PAT) / Go-Live</li> </ul>	T + 90 Days
		<b>Total</b> <b>90 Days</b>

**Note:-** As above, the timeline to complete all the phases is 90 days from signing of the agreement.

#### 16. TRAINING OF RSRTC USERS

- The successful bidder shall provide training to PAS users to efficiently use the system.
- The successful bidder shall organize periodical training program for the entire solution as and when required basis during entire project duration @100 RSRTC staff per year.
- Training should provide for complete scope of RFP to designated officials of RSRTC.

- Training needs to be conducted based on a requisite mix of theory & practical operational sessions. The trainings should be conducted in Hindi.

## **17. MAINTENANCE**

The successful bidder should define and indicate the preventive maintenance schedule and procedure. Any special tools/ instruments/ equipments required to carry out the preventive and break down maintenance of the system offered should be clearly indicated and offered to RSRTC by the successful bidder at no extra cost.

## **18. LICENSE FEE**

- The successful bidder will pay per month license fee as per financial bid.
- The license fee should be exclusive of all taxes and charges. All taxes and charges are to be borne by the successful bidder.
- The successful bidder must submit 60 (Sixty) post dated cheques (PDC) in advance as per monthly license fee to Head Office, Jaipur.
- License fee of Type-C bus stands shall start only after deployment of the proposed system on pro-rata basis.

## **19. CONTRACT PERIOD**

The contract period shall be implementation period plus five years (90 days of implementation period and 60 months of operation period) after the signing of contract. Contract period can be extended further upto the period of 2.5 years with mutual consent (bidder and RSRTC) and/or as per RTPP Act 2012 and Rules 2013.

## **20. LIQUIDATED DAMAGE**

- If the Bidder fails to complete the entire works before the scheduled completion date or the extended date, the RSRTC may without prejudice to any other right or remedy available to the RSRTC as under the Contract;
  - (i) Recover from the Bidder, as liquidated damages and not by way of penalty for a delay of Rs. 5000/- per day beyond the Scheduled completion date or extended date. For the purpose of liquidated damages, the scheduled completion date will be taken as the date of completion and acceptance of all the activities till Certifications of successful operations of the integrated solution completion given to Bidder by RSRTC and/or
  - (ii) Terminate the contract or a portion or part of the work thereof. The RSRTC shall give 30 days' notice to the Bidder of its intention to terminate the Contract and

shall so terminate the Contract unless during the 30 days' notice period, the Bidder initiates remedial action acceptable to the RSRTC.

(iii) However, the Dispute Resolution Committee may relax the whole or part of the LD. The LD would be relaxed only after the bidder has submitted a valid delay reason or other remedial action. However, submission of valid reasons doesn't give the right to successful bidder for the waiver of LD. The waiving of LD is the sole decision of Management of RSRTC.

## 21. SERVICE LEVEL AGREEMENT/PENALTIES

SLA is the contract between RSRTC and the successful bidder. SLA defines the terms of the Successful bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in the Agreement.

- The successful bidder shall maintain the Announcement system (Hardware & Software).
- The successful bidder shall maintain system uptime of 98%.
- The successful bidder should ensure that the system is in good working condition for 24X7 hrs. In case of any defects in the system, it should be fixed within 48 hrs after intimation through letter/email. If the system remains in non-working status beyond 48 hrs, a penalty Rs. 500/- per day per bus stand shall be imposed.
- Dishonored postdated cheques for any reasons including stop payment instructions to bank by the successful bidder may be dealt with the Criminal, Civil proceedings against the licensee along with the forfeiture of the Security Deposit. Penalty of Rs.1000/- per incident will be levied.

## 22. TERMINATION

The following is the Default:

- If the Successful bidder fails to deliver any or all services as per service standards specified in the agreement.
- If the Successful bidder in the judgment of the RSRTC has engaged in corrupt or fraudulent practices in competing or executing the agreement.
- If the Successful bidder, in either of the above circumstances, does not take remedial steps within a period of fifteen days after receipt of the default notice from the RSRTC (or takes longer period in spite of what the RSRTC may authorize in writing), the RSRTC may terminate the agreement in whole or in part. In addition to above, the RSRTC may at its discretion also take the subsequent actions.

- Risk Purchase: In the event the RSRTC terminates the agreement in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the Successful bidder shall be liable to the RSRTC for any excess costs for such similar services. However, the Successful bidder shall continue performance of the contract to the extent not terminated.

### **23. DISPUTE RESOLUTION**

#### **a. Dispute Resolution:**

1. 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.
2. Any dispute/objection regarding the conditions mentioned in all the tenders/contracts/agreements issued by the Corporation shall be filed in the competent court located in Jaipur.

#### **b. First and Second Appellate Authority**

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

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

### **24. INDEMNITY**

- Either Party ("Indemnifying Party") hereby agrees to indemnify and holds harmless the other Party "Indemnified Party"), its affiliates, directors, officers, employees and personnel from and against any and all losses, claims, damages and liabilities (including, without limitation, legal fees and other expenses incurred in connection with any suit, action or proceeding or any claim asserted by any person including third parties, as such fees and expenses are incurred), joint or several, that arise out of, or based upon
- Any untrue statement or misrepresentation of a material fact contained in the documents / other material provided by the Indemnifying Party or an omission to state a material fact therein;
- any non-performance or breach of the roles, responsibilities, representations, warranties, undertakings and declarations contained herein by the Indemnifying Party or its directors, employees, personnel or representatives.

- The remedies provided for in this clause are not exclusive and may not limit any rights or remedies that may otherwise be available to either Party, its directors, employees, personnel or representatives in law or in equity.

## **25. LIMITATION OF LIABILITY**

Under no circumstances shall either Party be liable to the other Party for indirect incidental, consequential, special or exemplary damages arising from this Agreement, even if Bidder / RSRTC has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.

## **26. INTELLECTUAL PROPERTY RIGHTS**

Neither Party shall use the Intellectual Property of the other Party, in any manner whatsoever, without the prior written permission of that Party.

## **27. GOVERNING LAW AND JURISDICTION**

- The provisions of this Agreement shall be governed by, and construed in accordance with laws of India.
- All legal proceedings, if necessary, arise to institute by any of the Parties shall have to be lodged in courts situated in Jaipur not elsewhere.

## **28. FIRST AND SECOND APPELLATE AUTHORITY**

Any dispute related to this bidding process arises between the bidder and RSRTC, shall first be settled through this committee.

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

## **29. 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.

**30. OPERATIONS AND SERVICE STANDARDS**

All operating and servicing standards and procedures will be as mutually agreed upon between the Parties to this Agreement in compliance with the direction of NPCI/ RBI/ NHAI from time to time. 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.

**31. 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.

**32. SEVERABILITY**

If any portion of this Agreement shall be declared invalid by order, decree or judgment of a court of competent jurisdiction, this Agreement shall be construed as if such portion had not been inserted herein except when such construction would constitute a substantial deviation from the general intent and purpose of the Parties as reflected in this Agreement.

**33. ASSIGNMENT**

Neither Party shall assign or transfer all or any of its rights, benefits or obligations under this Agreement without obtaining other Party's prior written approval.

**34. FINANCIAL BID****Financial Evaluation**

The financial bids of the bidders qualifying Phase 1 and Phase 2 of the evaluation shall be opened. The bidder quoting the highest quote per month in their financial bid as per the forms provided with the Financial Bid will be evaluated as H1. The bidder is advised to quote higher rate for Type-A bus stands and so on.

S. No.	NAME OF THE BUS STAND	TYPE OF BUS STAND	PER MONTH LICENSE FEE (EXCL. GST) (in RS.)	
			IN FIGURES	IN WORDS
1	ALWAR (MATSYA NAGAR)	A		
2	BHARATPUR	A		
3	BHILWARA	A		

4	BIKANER	A		
5	CBS AJMER	A		
6	CBS JAIPUR	A		
7	JODHPUR	A		
8	UDAIPUR	A		
9	NAYAPURA (OLD)	A		
10	SIKAR	A		
11	BANSWARA	B		
12	KOTA	B		
13	BARMER	B		
14	BUNDI	B		
15	CHITTORGARH	B		
16	DAUSA	B		
17	DHOLPUR	B		
18	DUNGARPUR	B		
19	GANGANAGAR	B		
20	JHALAWAR	B		
21	JHUNJHUNU	B		
22	KAROLI	B		
23	NAGOUR	B		
24	PALI	B		
25	SIROHI	B		
26	TONK	B		
27	BARAN	B		
28	KISHANGARH	B		
29	BEAWAR	B		
30	ALWAR	B		
31	SAWAI MADHOPUR	B		
32	PHALODI	B		
33	KHATUSHYAM JI	B		
34	ANOOPGARH	C		
35	CHURU	C		
36	DAUSA OLD	C		
37	PRATAPGARH	C		
38	SARDAR SHAHAR	C		
39	KHETRI	C		
40	ABUROAD	C		
41	MOUNT ABU NEW	C		
42	SHRIMADHOPUR	C		

43	SAGWARA	C		
44	ASPUR	C		
45	SIMALWARA	C		
46	RATANPUR	C		
47	RUPANGARH	C		
48	MAKRANA	C		
49	BORAWAR	C		
50	RAJSAMAND	C		
51	NIWAI	C		
52	MAHUA NEW	C		
53	NASIRABAD	C		
54	DANTA	C		
55	KHIVSAR	C		
56	CHAKSU	C		
57	DUDU	C		
58	PADIHARA	C		
59	SIROHI ROAD	C		
60	SHIVGANJ	C		
61	BILARA	C		
62	SHERGARH	C		
63	AJITGARH	C		
64	MANOHARPUR	C		
65	DEVLI	C		
66	SANDERAO	C		
67	CHOHTAN	C		
68	PACHPADRA	C		
69	RANIWARA	C		
70	JAITARAN	C		
71	RAIPUR	C		
72	BAR	C		
73	NIMAJ	C		
74	NEEM KA THANA	C		
75	TIJARA	C		
76	JAWAHAR NAGAR	C		
77	NEW KISHANGARH	C		

### 35. DRAFT AGREEMENT

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

#### BETWEEN

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

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

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

#### WHEREAS

- a) The RSRTC, party to the FIRST PART invited RFP vide no. .... Dated .....2026 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 NIT/RFP documents, work order of contract; Bid Submission Sheet and the Price Schedule submitted by the bidder; and all other relevant documents attached with NIT/RFP shall be deemed to form and be read and construed as part of this Agreement.

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

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

In this Agreement unless the context otherwise requires:

- “Agreement” means this Agreement, the Schedules attached hereto and the agreed terms as set out in the RFP including any amendments and modifications to the above from time to time.
- “Confidential Information” means any information disclosed to or by any Party to this Agreement and includes any information in relation to the Parties, including any such information that may come to the knowledge of the Parties hereto by virtue of this Agreement that is :
  - by its nature confidential or by the circumstances in which it is disclosed confidential; or
  - designated by the disclosing Party as confidential or identified in terms connoting its confidentiality;
- But does not include information which is or becomes public knowledge other than by a breach of this Agreement;
- “Document” means any embodiment in any text or image however recorded and includes any data, text, images, sound, voice, codes or/and databases or microfilm or computer generated micro fiche’
- “Contract period” shall be as per clause-19.
- “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;
- Bidding Authority refers to Executive Director (Traffic), RSRTC, Jaipur.

**INTERPRETATION:**

- In this Agreement unless a contrary intention is evident
- The clause headings are for purposes of convenience of reference only and do not form part of this Agreement

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

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

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

Witnesses :

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Authorized Signatory,  
SECOND PART  
ADDRESS

Witnesses :

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**36. LOCATIONS OF BUS STANDS**

1. Type-A Bus Stands : 10
2. Type-B Bus Stands : 23
3. Type-C Bus Stands : 44

S.No	NAME OF THE BUS STAND	TYPE OF BUS STAND
1	ALWAR (MATSYA NAGAR)	A
2	BHARATPUR	A
3	BHILWARA	A
4	BIKANER	A
5	CBS AJMER	A
6	CBS JAIPUR	A
7	JODHPUR	A
8	UDAIPUR	A
9	NAYAPURA (OLD)	A
10	SIKAR	A
11	BANSWARA	B
12	KOTA	B
13	BARMER	B
14	BUNDI	B
15	CHITTORGARH	B
16	DAUSA	B
17	DHOLPUR	B
18	DUNGARPUR	B
19	GANGANAGAR	B
20	JHALAWAR	B
21	JHUNJHUNU	B
22	KAROLI	B
23	NAGOUR	B
24	PALI	B
25	SIROHI	B
26	TONK	B
27	BARAN	B
28	KISHANGARH	B
29	BEAWAR	B
30	ALWAR	B
31	SAWAI MADHOPUR	B
32	PHALODI	B
33	KHATUSHYAM JI	B

34	ANOOPGARH	C
35	CHURU	C
36	DAUSA OLD	C
37	PRATAPGARH	C
38	SARDAR SHAHAR	C
39	KHETRI	C
40	ABUROAD	C
41	MOUNT ABU NEW	C
42	SHRIMADHOPUR	C
43	SAGWARA	C
44	ASPUR	C
45	SIMALWARA	C
46	RATANPUR	C
47	RUPANGARH	C
48	MAKRANA	C
49	BORAWAR	C
50	RAJSAMAND	C
51	NIWAI	C
52	MAHUA NEW	C
53	NASIRABAD	C
54	DANTA	C
55	KHIVSAR	C
56	CHAKSU	C
57	DUDU	C
58	PADIHARA	C
59	SIROHI ROAD	C
60	SHIVGANJ	C
61	BILARA	C
62	SHERGARH	C
63	AJITGARH	C
64	MANOHARPUR	C
65	DEVLI	C
66	SANDERAO	C
67	CHOHTAN	C
68	PACHPADRA	C
69	RANIWARA	C
70	JAITARAN	C
71	RAIPUR	C
72	BAR	C
73	NIMAJ	C

74	NEEM KA THANA	C
75	TIJARA	C
76	JAWAHAR NAGAR	C
77	NEW KISHANGARH	C

**37. ANNEXURES**

**Annexure-1**

**Covering letter for technical bid**

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

Sir,

Having examined the RFP Document the receipt of which is hereby duly acknowledged, I/we, the undersigned, offer to "XXXX." under the project 'XXX' in RSRTC as required and outlined in the RFP.

I/ We undertake, if our bid is accepted, to develop the XXX in accordance with the requirements.

I/ We agree to abide by this bid for a period of three months after the date fixed for bid opening 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.

We agree to 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

Annexure-2

**Declaration by the Bidder**

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

1. I/we possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
2. I/we have fulfilled my/our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
3. I/we are not insolvent, in receivership, bankrupt or being wound up, not have my/our affairs administered by a court or a judicial officer, not have my/our business activities suspended and not the subject of legal proceedings for any of the foregoing reasons;
4. I/we do not have, and our directors and officers not have, been convicted of an criminal offence related to my/our professional conduct or the making of false statements or misrepresentations as to my/our qualifications to enter into a procurement contract within a period of three years preceding the commencement of this procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
5. I/we do not have a conflict of interest as specified in the RTPP-Act, Rules and the Bidding Document, which materially affects fair competition;
6. I/We hereby declare that the in the preparation and submission of proposal, I/We have not acted in collusion with any other bidder and not done any act, deed or thing which is or could be regarded as anti-competitive.
7. I/We hereby further declare that I/we have not offered nor will offer any illegal gratification in cash or any other kind to any person or agency in connection with the instant proposal.

Date:

Signature of the Bidder

Place:

Name:

Designation:

Address:

Seal of the Company

Annexure-3Format for “Request Clarification”

All queries for the pre-bid meeting needs to be submitted in the following format (both soft copy and hard copy) as mentioned in “Key Events and Dates” clause

Rajasthan State Road Transport Corporation		
Bidder's request for clarification		
Name of Organization submitting the request.		
Name and Designation of person submitting the request.		
Full address of the Organization including Phone/ Fax & e-mail point of contact.		
Telephone		
FAX		
E Mail Address		
Bidding document reference (s) (page no. & section no.)	Content of RFP requiring clarification	Points of clarification required

Pre-bid queries will be entertained only for those bidders who have purchased the RFP.

Place:

Date:

Name & Signature:

Company Seal:

Annexure-4

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

Any person participating in a procurement process shall-

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

**Conflict of Interest:-**

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

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

- e. the Bidder participates in more than one Bid in a bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the Bidder is involved. However, this does not limit the inclusion of the same subcontractor, not otherwise participating as a Bidder, in more than one Bid; or
- f. the Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the Goods, Works or Services that are the subject of the Bid; or
- g. Bidder or any of its affiliates has been hired (or is proposed to be hired) by the Procuring Entity as engineer-in-charge/ consultant for the contract.

Annexure-5

**Grievance Redressal during Procurement Process:**

The designation and address of the First Appellate Authority as per clause - 28  
The designation and address of the Second Appellate Authority as per clause-28

(1) Filing an appeal

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

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

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

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

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

(4) Appeal not to lie in certain cases

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

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

(5) Form of Appeal

- (a) An appeal under para (1) or (3) above shall be in the annexed Form along with as many copies as there are respondents in the appeal.
- (b) Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
- (c) Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorised representative.

(6) Fee for filling appeal

- (a) Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.
- (b) The fee shall be paid in the form of bank demand draft or banker's cheque of Scheduled Bank in India payable in the name of Appellate Authority concerned.

(7) Procedure for disposal of appeal

- (a) The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
- (b) On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,-
  - (i) hear all the parties to appeal present before him; and
  - (j) peruse or inspect documents, relevant records or copies thereof relating to the matter.
- (c) After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
- (d) The order passed under sub-clause (c) above shall also be placed on the State Public Procurement Portal.

**[See Rule 83]**

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

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

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

1. Particulars of appellant:

(i) Name of the appellant:

(ii) Official address, if any:

(iii) Residential address:

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

(i)

(ii)

(iii)

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

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

of the representative:

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

6. Grounds of appeal: .....

.....  
.....

..... (Supported by an affidavit)

7. Prayer:

.....  
.....  
.....

Place .....

Date .....

Appellant's Signature

Annexure-6

**Bank Guarantee Format – Bid Security**

(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 Nationalized Bank/ Scheduled Commercial Bank having its branch at Jaipur irrevocable and operative till the bid validity date (i.e. <please specify> 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

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 like email 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 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.

- 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.
- Bank Guarantee valid from .....to .....date.
- In case the bank guarantee has been invoked by RSRTC in any condition then the issuer bank has to transfer the forfeited amount to the below account without any conditions:

Account Name: Rajasthan State Road Transport Corporation (RSRTC), Jaipur

Account Type: Current

Account No. 677405000011

Branch Add.: Parivahan Marg, Jaipur

IFSC Code: ICIC006674

Date ..... (Signature) .....

Place ..... (Printed Name) .....

(Designation) .....

(Bank's common seal) .....

In presence of:

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

(1) .....

.....

(2) .....

.....

Bank Details

Name & address of Bank:

Name of contact person of Bank:

Contact telephone number: