

Tender Notification No: ATM-2(IT)/BPS (3)/2/2025
ID number APSRTC/HO/IT DEPARTMENT/ 1/25-26/ET/2[Zone Wise Bus pass issue]



Andhra Pradesh Public Transport Department(APSRTC)

**Zone wise Tenders for Operation of Pass Automation
and Accountal System (PAAS) Project
(by supply of Hardware & Manpower)
for**

**APPTD(APSRTC) BUS PASS Counters across the
State of Andhra Pradesh through e-tenders**

**O/o the VC&MD
NTR Administrative Block
IT Department
1st floor, RTC House
Vijayawada - 520013**

**Document Management Information:**

Item	Item
Document Title	Zone wise Tenders for Operation of Pass Automation and Accountal System (PAAS) Project (by supply of Hardware & Manpower) for APPTD(APSRTC) BUS PASS Counters across the State of Andhra Pradesh through e-tenders
Document Ref	ATM-2(IT)/BPS(3)/2/2025
Classification	Public
Status	Final
Publish Date	24.12.2025



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Request for Proposal (RFP) Structure

This Request for Proposal (RFP) is meant to invite proposals from interested Franchisees capable of delivering the services described herein. The content of this RFP has been acknowledged in Single volume explained in the following document.

**OFFICE OF THE VC & MD, APPPTD(APSRTC)****NOTICE****ANDHRA PRADESH PUBLIC TRANSPORT DEPARTMENT(APSRTC)**

Request for Proposal - Call Notice for

"IMPLEMENTATION OF BUS PASS ISSUE PROJECT IN APPTD(APSRTC),"

Time schedule of various Proposal related events:

Release of Request for Proposal (RFP)	24.12.2025, 11.00hrs (Wednesday)
Last date for submission of online queries by bidders	29.12.2025, 16.00 hrs (Monday)
Date of Pre-Bid Conference	02.01.2026 15.00 hrs (Friday)
Date of Issue of Clarifications	05.01.2026 17.00 hrs (Monday)
Commencement date for Submission of bids	09.01.2026, 11.00 hrs (Friday)
Last date for Submission of bids	12.01.2026, 16.00 hrs (Monday)
Pre-Qualification evaluation Date	13.01.2026, 11.00 hrs (Tuesday)
Commercial-Bid Opening Date	Bid opening Date will be communicated to qualified bidders only.
RFP Document Cost/Entry Fee	Rs. 15,000 + GST (18%) = 17,700/- (in words Seventeen Thousand seven hundred only)
Contact point from APPTD(APSRTC)	Mr B Ravi Kumar, ATM(IT)
Contact Details of POC	atm2comp@apsrtc.ap.gov.in, atm2it@gmail.com kurni.balaji@gmail.com oprshoap@gmail.com Mob. +91-9966185208, 9959229800



For further details, please visit https://apsrtc.ap.gov.in/Other_Contract_Works.php

Chief Engineer (IT),

Andhra Pradesh State Road Transport Corporation,

1st Floor, NTR Administrative Block

Pandit Nehru Bus Station, Vijayawada – 520013, India

Note: The document will be made available in APSRTC website to download. The fee for RFP shall be remitted through RTGS/NEFT, before the stipulated time i.e., date of bid submission.



Notice Inviting Proposal (NIP)

Name of Work – Implementation of Zone Wise Bus Pass Issue Project in APPTD(APSRTC), for a period of three years extendable up to 2 years (Year on Year).

On behalf of APPTD(APSRTC), VC & MD, APSRTC, invites eligible and competent Proposers to submit their qualification, technical and commercial proposals for the selection of Franchisee for issue of Zone wise Bus passes in APPTD(APSRTC), in accordance with conditions and manner prescribed in this Request for Proposal (RFP) and other Proposal Documents issued by APPTD(APSRTC), GoAP, which is available on its website https://apsrtc.ap.gov.in/Other_Contract_Works.php

VC & MD, APSRTC reserves the right to reject any or all proposals without assigning any reason.

**Sd/-
VC & MD,
APSRTC**

**Procedure to Submit proposal on MSTC e-commerce Platform:****Procedure for Bid Submission**

The Bidder shall submit their response through document submission process on e-Procurement platform at <https://www.mstcecommerce.com> by following the procedure given below:

The Bidder would be required to register on the e-procurement platform <https://www.mstcecommerce.com> and submit their proposals online.

The Bidders shall submit all necessary documents online for their proposal on the e-Procurement web portal. The Bidders shall upload the scanned copies of all the relevant certificates, documents, etc., in support of their Pre-Qualification and other certificates/documents with clarity and readability, on the e-Procurement web portal. The Bidder should self-attest all the statements, documents, certificates before scanning and uploading to the e-Procurement web portal, owning responsibility for their correctness/authenticity.

In case any Bidder is not able to upload the entire set of documents on <https://www.mstcecommerce.com> platform either due to space/size constraint or any other technical glitch, only in such cases, the relevant hard copies of the left over documents which could not be uploaded <https://www.mstcecommerce.com> platform may be submitted in sealed covers in APPTD(APSRTC) office located at 1st Floor, NTR Administrative Block, Pandit Nehru Bus Station, NH-65, Vijayawada, Andhra Pradesh, before the stipulated closure time of proposal submission. A self-certificate from the Bidder in this regard detailing the reasons for submitting the hard copies, duly bringing out the issues encountered in uploading them on e-procurement platform, if any, shall also be submitted. The uploaded documents on the e-procurement platform and the hard copies submitted in sealed covers, if any, together will be treated as a single set of documents under a proposal and will be evaluated accordingly.

Note: Bidder has to submit Hard Copy of all the documents in a booklet format to APPTD(APSRTC) along with the certification of the authorized bidder. If any additional copies/documents required from bidder, committee will ask for the documents. If the bidder failed to submit the documents, committee may reject the bid.



Registration with e-Procurement platform:

For registration and online proposal submission, Bidders may contact HELP DESK on <https://www.mstcecommerce.com> or

MSTC LIMITED

LIC BUILDING, JEEVAN SAMRIDDHI

4TH FLOOR

TIKKANA ROAD

VISAKHAPATNAM -530004

Land line no. 0891-2701066

Ganesh Niranjana J Branch Manager,

e-mail id : gnjayakumar@mstcindia.co.in , mobile: 9748949481

Rama K Dy.Manager,

e-mail id : krama@mstcindia.co.in, mobile: 9989719979

APPTD GSTN No: 37AAAGP3279H1Z1

MSTC GSTN No: 37AACCM0021E1Z6



Terms of use of Services for Vendors:

1. MSTC Limited shall be hereinafter referred to as "MSTC" or e-Procurement system.
2. The participating parties or individuals shall be hereinafter referred to as vendors.
3. The Organization APPTD(APSRTC) who is the purchaser of goods, works or services through the e-Procurement system shall be hereinafter referred to as Buyer.
4. The Buyer may invite bids from vendors through the process of e-tender with quantity cum price bid or any other mode.
5. This set of terms and conditions is general in nature and is a part and parcel of the terms and conditions of e-Procurement services.
6. Vendors have to fulfill all contractual liabilities arising out of the bids submitted by them on this e-procurement system. All procurement contracts subsequent to use of the e-Procurement system shall be entered into between the Buyers and the Vendors. MSTC shall not be a party in such contracts.
7. Vendors are required to register with MSTC portal online as per the Proforma prescribed, The vendors would generate their own user ID and password. Such vendors will be listed as registered vendors. No vendors without registration with MSTC portal will be able to bid for e-Procurement.
8. Followed the registration, vendors can submit the documents and/or fees to the buyer for whom such registration has been sought. The buyer shall decide the list of documents the fees and intimate the same to the vendors soon after the receipt of the on-line registration form.
9. Mere registration will not confer any right upon the vendors to participate in the e-Procurement.
10. Depending on the type of the e-procurement (Open/Global/Limited), a participation of vendors will be restricted. For Open type, all registered and active vendors are eligible to participate in the bidding whereas for Limited type events, only such vendors will have access, who were pre-qualified by the Buyer.
11. The details of the e-procurement event shall be available to vendors through their logins in the form of NIT (Notice Inviting Tender) or Corrigendum. Un-registered vendors shall be able to download the NIT/corrigendum by submitting the required details.
12. For final submission of the bid in e-tender, Vendors are required to have their own, valid and encryption type Digital Signature Certificates (DSCs). Vendors are required



to note that only one DSC will be allowed to be used with a user id. DSCs are non-transferable.

13. By registering with MSTC's e-procurement website, Vendors agree not to use, display, upload, modify, publish, transmit, update, share or store any information that
 - i. Belongs to another person,
 - ii. Is harmful, threatening, abusive, harassing, blasphemous, objectionable, defamatory, vulgar, obscene, pornographic, paedophilic, libellous, invasive of other's privacy, hateful, or racially, ethically or otherwise objectionable, disparaging, relating or encouraging money laundering or gambling, or otherwise unlawful in any manner whatsoever;
 - iii. Harm minors in any way,
 - iv. Infringes any patent, trademark, copyright or other proprietary rights;
 - v. Violates any law for the time being in force;
 - vi. Discloses sensitive personal information of other person or to which the user does not have any right to;
 - vii. Causes annoyance or inconvenience or deceives or misleads the addressee about the origin of such messages or communicates any information which is grossly offensive or menacing in nature;
 - viii. Impersonate another person;
 - ix. Contains software viruses or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer source;
Threatens the unity, integrity, defense, security or sovereignty of India, friendly relations with foreign states, or public order or causes incitement to the commission of any cognizable offence or prevents investigation of any offence or is insulting to any other nation.
14. Vendors shall agree that MSTC is at liberty to de-register or suspend the registration of any Vendor due to their misusing of the facilities provided or due to any non-compliance of statutory guidelines / above instructions or due to any infringement which is not as per the extent law of the land.
15. Vendors shall agree that MSTC has taken all possible measures to safeguard the business interest of vendors and MSTC does not discriminate between vendors.



16. Vendors shall agree to keep MSTC indemnified against any loss incurred by them due to non-functioning or malfunctioning of MSTC's e-procurement system owing to technical reason beyond the control of MSTC.
17. The vendor acknowledges and agrees that wherever applicable, the content, including but not limited to text, software, music, sound photographs, graphics, video, or other material contained in website, including advertisements or information is protected by domestic and international copyrights, trademarks, service marks, patents, or other proprietary right and laws. The vendors are permitted to utilize this material and information only for intended use, and shall not copy, reproduce, transmit, distribute, or create derivative works of such content or information without express authorization. MSTC/buyer shall not be held liable for any misuse or infringement of any trademark or copyright by the vendor, and the vendor shall be solely liable for any damages, claims, actions etc. for infringement or violation of the same. MSTC/buyer reserves the right at its sole discretion to terminate the access of the vendor to the website, if the vendor violates the provisions of this clause.
18. Only the Courts at Vijayawada or the High Court of Andhra Pradesh, shall have the exclusive jurisdiction to entertain any dispute or any other matter or claim arising out of or in connection with this E-tender.
19. FORCE MAJEURE: For any delay in performance due to any reason/cause beyond their control including fires, floods, go-slow, lockout, closure, pestilence, dispute with staff, dislocation of normal working condition, war, riots, epidemics, pandemics, political upheavals, government action, civil commotion, breakdown of machinery including technical failures, shortage of labour, acts demands or otherwise or any other cause or conditions beyond the control of aforesaid cause or not and the existence of such cause or consequence MSTC/ Buyer may extend the time of performance by such period as may be necessary to enable MSTC/Buyer to effect performance after such cause of delay will have ceased to exist. The provisions aforesaid shall not be limited or abrogated by any other terms of the contract whether printed or written.
20. Vendors shall agree to test the e-procurement system with false bids. The risk and consequence of any such false bids lies exclusively with the Vendor and MSTC/Buyer will be at liberty to take penal action against such Vendor as deemed fit.
21. By registering with MSTC's e-procurement system, Vendors agree to pay transaction charges to MSTC on event basis. Such payment can be made by the Vendors either on-line or off-line as notified from time to time. The Vendor further agrees that if he fails to pay the transaction fee to MSTC before bidding in the e-procurement system,



he should pay the same to MSTC forthwith on receipt of demand from MSTC. Failure to pay the transaction fee even after receipt of demand by MSTC, the Vendor's user account in the e-procurement system may be suspended or cancelled by MSTC.

22. Vendors agree that the terms and conditions of events as notified in the NIT / Corrigendum by the Buyer shall be read in conjunction with these terms and conditions. In case of any clash occurred with regard to the meaning/ interpretation of the terms and conditions, the terms and conditions mentioned in the NIT/ Corrigendum shall prevail.
23. MSTC reserves the right to modify these terms and conditions from time to time. Vendors are requested to periodically check these terms and conditions for updates.

For guidance in obtaining Digital Signature Certificate, you may contact:
<https://www.mstcecommerce.com>

Hard copies:

All the Proposers shall submit the hardcopy of the proof of transfer of money to the Account towards the proposal processing fee in APSRTC office at Vijayawada before proposal due date. All the Proposers shall invariably upload the scanned copies of proof of Document fee purchase and EMD Amount payment details in e-Procurement system and this will be the primary requirement to consider the proposal responsive

1. APSRTC will carry out the Pre-qualification based on the uploaded certificates/documents, fee paid for Document purchase and EMD (if applicable) in the e-Procurement system and open the price proposals of the responsive and technically qualified Proposers only.
2. Bidder has to submit Hard Copy of all the documents in a booklet format to APPTD(APSRTC) along with the certification of the authorized bidder. If any additional copies/documents required from bidder, committee may ask for the documents if necessary. If the bidder failed to submit the documents, committee may reject the bid.
3. APSRTC will notify the successful Proposer for submission of original hardcopies of all the uploaded documents and Document fee purchase and EMD (if applicable) prior to entering into agreement.



4. The successful Proposer shall invariably furnish the original BG towards EMD (if applicable); Certificates/Documents of the uploaded scanned copies to the RFP Inviting Authority before entering into agreement, either personally or through courier or post and the receipt of the same within the stipulated date shall be the responsibility of the successful Proposer. APSRTC is not responsible for any delay in receipt of original Bank Guarantee/ EMD (if applicable), Certificates/Documents from the successful Proposer before the stipulated date and time.
5. On receipt of documents, APSRTC shall ensure the genuineness of the BG towards EMD (if applicable) and all other certificates/documents uploaded by the Proposer in e-Procurement system in support of the qualification criteria before concluding the agreement.

Deactivation of Bidders at MSTC e-Procurement platform

If any successful Proposer fails to submit the original hard copies of uploaded certificates/documents within stipulated time or if any variation is noticed between the uploaded documents and the hardcopies submitted by the Proposer, the successful Proposer will be suspended from participating in the RFPs on e-Procurement platform for a period of 3 years. The e-Procurement system would deactivate the user ID of such defaulting Proposer based on the trigger/recommendation by the RFP Inviting Authority in the system. Besides this, APSRTC will proceed legally including criminal prosecution of such defaulting Proposer as an act of extreme deterrence to avoid delays in the RFP process for execution of the development schemes taken up by the government. Other conditions as per RFP document are applicable.

MSTC's e-Procurement Portal Guidelines for Bidders:

Bidders are advised to keep checking the latest guidelines from the website to keep themselves updated. They may also contact the offices of MSTC to seek clarification on any point. MSTC shall not be responsible for any mistake committed by any bidder or for any consequent loss to the bidder due to misunderstanding anything written. The Bidder is requested to get a confirmed acknowledgement from APSRTC on submission of Hardcopies to avoid any future dispute or discrepancy. All pages of the hard copies submitted shall be signed by the Bidder.

RFP Document:



The Bidder is requested to download the RFP document and read all the terms and conditions mentioned in the RFP Document and seek clarification if any from APSRTC. Any clarification required shall be submitted to APSRTC through mail and during the pre-bid meeting for consideration of APSRTC and the decision of APSRTC shall be final.

The Bidder has to keep track of all changes by viewing the Addendum/Corrigenda issued by APSRTC from time-to-time in the e-Procurement platform and the APSRTC official website. The APSRTC shall not be responsible for any claims/issues arising out of this.

Bid Submission Acknowledgement:

The Bidder shall complete all the processes and steps required for Bid submission. The e-procurement system will generate an acknowledgement with a unique proposal submission number after completing all the prescribed steps and processes by the Bidder.

Users may also note that the proposals for which an acknowledgement is not generated by the e-procurement system are treated as invalid or as not saved in the system. Such invalid proposals are not made available to APSRTC for processing the proposals.

The APSRTC and Government of AP are not responsible for incomplete proposals submitted by users.

1. The Bidders may contact APSRTC for any further information / clarifications on e-procurement through e-mail only.
2. The Bidders need to register on the e-procurement system i.e., <https://www.mstcecommerce.com>. On registration in the e-procurement system, they will be provided with a user ID and password by the e-procurement system, which they can use to access the e-procurement system and submit their proposals on line.
3. While registering on the e-procurement system, the Bidders need to scan and upload the required documents as per the RFP requirements on to their profile. The e-procurement system provides an online self-service registration facility to all such



Contractors who are already registered with respective participating departments for supply of specified goods and services.

4. All the Bidders shall invariably upload the scanned copies of DD in e-Procurement system and this will be the primary requirement to consider the proposal as responsive.
5. APSRTC shall carry out the Bidder evaluation solely based on the uploaded certificates/documents, NEFT/RTGS of EMD in the e-procurement system and open the price proposal of the eligible and responsive Bidders. The APSRTC shall notify the successful Bidder for submission of original hard copies of all uploaded documents and DD towards EMD prior to commencement of bidding process.
6. The Bidders shall furnish a declaration, online stating that the soft copies uploaded by them are genuine. Any incorrectness/deviation noticed will be viewed seriously and apart from cancelling the work duly forfeiting the EMD (if applicable), criminal action will be initiated including suspension of business.



Définitions

- **Bus Depot:** Buses are attached to Bus Depots. Depots maintain and operate the buses.
- **Bus Station:** A Bus station is attached to a Bus Depot. Each Bus Depot can have many Bus Stations attached to it. Buses operate between Bus stations. All types of bus pass Booking is done here.
- **Service:** A service is any bus operating between two places at a particular time on a Route of a particular Bus Type.
- **Bus Type:** Vennela, Vennela economy, Amaravathi, Garuda Plus, Garuda, Indra, Star Liner, Metro luxury A/c, Super Luxury A/c, Super Luxury, Ultra Deluxe, Express, Ultra Pallevelugu, Pallevelugu, City Metro Express, City Ordinary. etc.
- **ID:** Identification card given to pass holder with details like ID Card No, Pass type, name, institution, period, route and photo, validity period, Signature of the Issuing Authority etc. This includes all types of issues which require grabbing of photo and its printing.
- **PASS Ticket:** Fresh / Renewal Pass ticket given to a pass holder with details like ID No., Ticket No., Pass type, validity period, route, amount etc.
- **RENEWAL:** Renewal of Passes made according to the choice of commuter and rules i.e., monthly(MST), quarterly.
- **MR:** Money Receipt given through System to the student commuter, whenever application is submitted for student pass.
- **CODE:** Codes given to institutions and courses of study to suit the centralized bus pass issues at various places.
- **Net IDs/Pass ticket Issued:** Net IDs/Pass ticket issues means, total IDs/Passes issued minus cancelled IDs/Passes and invalidated IDs/Passes.
- **MOBILE COUNTER:** Moveable pass counters which are to be run on prescribed dates every month at prescribed locations, for renewals.
- **Peak season:** June to September
- **Slack Season:** October to May

**Disclaimer**

The information contained in this **Request for Proposal** (the “**RFP**”) or subsequently provided to Proposers (*Service Providers*), whether orally or in documentary or any other form by or on behalf of the VC & MD, APSRTC or any of its employees or advisors, is provided to Proposers on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

The nature of this RFP Tender is Open Tender. This RFP is not an agreement and is neither an offer nor invitation by the APPTD(APSRTC) to the prospective Proposers or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in preparing and submitting their Proposals. This RFP includes statements, which reflect various assumptions and assessments arrived at by the APSRTC in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Proposer may require. This RFP may not be appropriate for all persons, and it is not possible for the APSRTC, their respective employees or advisors to consider the investment objectives, financial situation and needs of each person who reads or uses this RFP. The assumptions, assessments, statements and information provided in this RFP Documents may not be complete, accurate, adequate or correct. Each Proposer should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in and pursuant to this RFP to the Proposer is on a wide range of matters, some of which may depend upon the interpretation of the law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The APPTD(APSRTC) and GoAP accept no responsibility for the accuracy or otherwise of any interpretation or opinion of law expressed herein.

The APPTD(APSRTC) and their respective employees and advisors make no representation or warranty and shall have no liability to any person, including any Proposer under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise,



including the accuracy, adequacy, correctness, completeness or reliability of the RFP Documents and/or any assessment, assumption, statement or information contained in or deemed to form part of this RFP Documents or arising in any way in connection with participation in the Proposal Submission process in respect to the Project.

The APPTD(APSRTC) accept no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from the reliance of any Proposer upon the statements contained in this RFP Documents.

The APPTD(APSRTC) may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP Documents.

The issue of this RFP documents does not imply that the APPTD(APSRTC) is bound to evaluate a Proposer or to appoint the successful Proposer for the Project and APPTD(APSRTC) reserves the right to reject all or any of the Proposers or Proposals without assigning any reason whatsoever anytime during the tendering process.

The Proposer shall bear all costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the APPTD(APSRTC) or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will be to the account of the Proposer, and the APSRTC shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Proposer in connection with preparation or submission of the Proposal, regardless of the conduct or outcome of the Proposal Submission process.

**Preamble**

VC&MD - APSRTC, has envisioned to bring sustainable and transformational change in APSRTC and to bring the benefits of technology to all the Citizens with a focus of Customer Empowerment approach. The following objectives are set to be achieved in this drive.

1. Understand the needs and pain points of commuters in urban Public Transport.
2. Address it through Business Process Re-engineering and leveraging technology.
3. Adopt business processes that are easy to understand and follow
4. Build the solution on technology platforms that have gained the trust and popularity with the citizen.
5. Restructure the activity matrix in public transit that is Citizen Centric in tone tenor and hue.
6. Digitize the reengineered citizen-centric business process.
7. Develop an inclusive, customer friendly ecosystem for digital payment in urban public transit.
8. Design an ecosystem that empowers the citizen to independently plan and undertake the intended journey.
9. Provide all necessary information to the citizen with accuracy and in a timely manner.
10. Keep every transaction transparent and traceable.



1. Purpose of the RFP

The purpose of this RFP is to select a Service Provider for operation of PAAS Counters by supply of Hardware and manpower for all Zones of the Corporation. The requirements mentioned in these documents may change during the execution period, based on the interaction among APSRTC and Service Provider, and all these changes have to be recorded and submitted to "Project Awarding Committee" for approval, Service Provider will be responsible for gathering and documenting these changes.

The RFP is not an offer by APSRTC but an invitation to receive proposals from eligible and interested bidders in respect of the above-mentioned project from Service Providers. The RFP does not commit APSRTC to enter into a binding agreement in respect of the project with the potential bidders.



2. Schedule of Events

This RFP is issued by APSRTC to the bidders and is intended to select a Service Provider for operation of PAAS Counters by supply of Hardware and manpower for all Zones of the Corporation.

SNo	Item	Description
1	Project Title	Operation of PAAS Counters by supply of Hardware and manpower for all Zones of the Corporation
2	Project Initiator/RFP Issuer Details	APSRTC, GoAP
3	Contact Point Name from APSRTC	Mr B Ravi Kumar, ATM(IT)
4	Contact Details of POC	atm2comp@apsrtc.ap.gov.in, atm2it@gmail.com kurni.balaji@gmail.com oprshoap@gmail.com Mob. +91-9966185208, 9959229800
5	Address for the purpose of Bid Submission and all other communications	APSRTC 1st Floor, RTC House, NTR Administrative Block, Pandit Nehru Bus Station, Vijayawada - 520013
6	Correspondence to	VC & MD, APSRTC
7	Official Website	https://apsrtc.ap.gov.in
8	EMD	Rs 20,00,000/-(Rs Twenty Lakhs) for all Zones.
9	PBG	Zone wise BG details are given in separate clause.



The following table enlists important milestones and timelines for completion of bidding activities:

Release of Request for Proposal (RFP)	24.12.2025, 11.00hrs (Wednesday)
Last date for submission of online queries by bidders	29.12.2025, 16.00 hrs (Monday)
Date of Pre-Bid Conference	02.01.2026 15.00 hrs (Friday)
Date of Issue of Clarifications	05.01.2026 17.00 hrs (Monday)
Commencement date for Submission of bids	09.01.2026, 11.00 hrs (Friday)
Last date for Submission of bids	12.01.2026, 16.00 hrs (Monday)
Pre-Qualification evaluation Date	13.01.2026, 11.00 hrs (Tuesday)
Commercial-Bid Opening Date	Bid opening Date will be communicated to qualified bidders only.
RFP Document Cost	Rs. 15,000 + GST (18%) = 17,700/- (in words Seventeen Thousand seven hundred only)
Contact points from APSRTC	Mr B Ravi Kumar, ATM(IT)
Contact Details of POC	atm2comp@apsrtc.ap.gov.in, atm2it@gmail.com kurni.balaji@gmail.com oprshoap@gmail.com Mob. +91-9966185208,9959229800



3. About APSRTC

Public Transport is one of the most common modes of transport especially in a developing country like India. APSRTC (for Andhra Pradesh State) is currently operating services in Andhra Pradesh and Telangana States, and in the neighboring States.

Andhra Pradesh State Road Transport Corporation is organized into 4 Zones, 26 Districts and 129 Depots, with 4 Zonal Workshops. It has man power strength of about 44,215 employees.

Some of the key parameters (as on 30-11-2025) about APSRTC (for Andhra Pradesh State) are:

➤ Number of Vehicles	11,031
➤ Average Daily Earnings	Rs. 17.31 Crores
➤ Avg. Daily Volume of Operation	38.85 Lakhs KMs
➤ No. of passengers	39.62 lakh daily
➤ Zones	4
➤ Districts	26
➤ Depots	129
➤ Zonal Workshops	4
➤ Man power	44,215

Various branded services offered by APSRTC include: -

- Regular Services operated daily with various levels of comfort, such as Night Rider, Vennela, Vennela economy, Amaravathi, Dolphin, Garuda Plus, Garuda, Indra, Metro luxury A/c, Star Liner, Super Luxury, Ultra Deluxe, Express, Saphthagiri Express, Ultra Pallevelugu, Pallevelugu, City Metro Express, City Ordinary.
- Contract Carriage Services, Advance Reservation Services; Concessional Travel Schemes such as Monthly Season Passes etc.

APSRTC is the first State Transport Undertaking to have introduced Night Out Services, Ultra-Deluxe Services, Ultra Pallevelugu Services and One-Man Services etc., and holds the record of achieving multiple National awards in Operations performance, Maintenance standards, digitalization and road safety and hold a preeminent position in India as a progressive public transport undertaking.

APSRTC also holds the record of encouraging private partnership by designing the bus hiring scheme developing more than 2000 entrepreneurs supplying 25 % of its fleet.



3.1. Profile

The origin of APSRTC dates back to June 1932, when it was first established as NSR-RTD (Nizam State Rail & Road Transport Department), a wing of Nizam state Railway in the erstwhile Hyderabad state, with 27 buses and 166 employees. During the past 78 years, it has registered a steady growth from 27 to 11,031 buses with 423 bus stations, 129 depots and 357 bus shelters.

The buses operated by APSRTC cover 38.85 Lakhs KMs and carry 39.62 Lakhs people to their destination every day. They connect 14,123 villages to all towns and cities in Andhra Pradesh which constitutes 95% of road transport. APSRTC operates to city and Mofussil areas. The corporation's buses also ply to important towns and cities in the neighbouring states of Telangana, Tamilnadu, Karnataka, Odisha and Chhattisgarh.

3.2. Vision of APSRTC

APSRTC is committed to provide consistently high quality of services and to continuously improve the services through a process of Kaizen for the utmost satisfaction of the passengers and to attain a position of pre-eminence in the Bus Public Transport sector.

3.3. Corporate Philosophy:

- 3.3.1. To provide safe, clean, comfortable, punctual and courteous commuter service at an economic fare.
- 3.3.2. To provide employee satisfaction in financial and humanistic terms.
- 3.3.3. To strive towards financial self-reliance in regard to performance and growth.
- 3.3.4. To attain a position of reputation and respect in the society.

3.4. Guiding Principles of APSRTC

- 3.4.1. To provide efficient, effective, ethical management of the business.



- 3.4.2. To assist the State administration in attaining good governance.
- 3.4.3. To treat the customer, i.e., passenger, as a central concern of the Corporation's business and provide the best possible service.
- 3.4.4. To explore and exploit technological, financial and managerial opportunities and developments and render the business cost effective at all times.
- 3.4.5. To regularly and constantly improve the capabilities of employees for higher productivity.
- 3.4.6. To focus on service conditions and welfare of the employees and their families consistent with their worth to the Corporation.
- 3.4.7. To fulfil its obligation to the State and Central governments by optimising return on investment.
- 3.4.8. To emphasise environmental and community concerns in the form of reducing air and noise pollution.
- 3.4.9. To consciously conform to the policy guidelines of the State in its business operations and reach a position of pre-eminence in bus transport business.

3.5. IT Initiatives in APSRTC:

Andhra Pradesh State Road Transport Corporation has been in the forefront of utilizing Information Technology (IT) for effective delivery of citizen services and day to day operations.

- 3.5.1. To Provide better services to passengers.
- 3.5.2. To Reduce passenger's waiting time at the time of ticketing & issue of bus passes.
- 3.5.3. For Effective managerial controls.
- 3.5.4. To Reduce waiting time of conductors at the counters.
- 3.5.5. For Effective maintenance management of vehicles.
- 3.5.6. For Faster dissemination of information.
- 3.5.7. For Better inventory control.
- 3.5.8. Standardization and simplification.
- 3.5.9. Digitization of employee welfare schemes management.
- 3.5.10 To achieve single source of truth in all its activities

**3.6. Online Passenger Reservation System (OPRS):**

1. OPRS is implemented at 94 Bus Stations to issue Anywhere to Anywhere and any Time Advance Reservation Tickets.
2. E-ticketing facility was introduced w.e.f. 21.05.2009 to book their advance reservation tickets through Credit/Debit Cards and Net Banking facility.
3. Ticket Booking Modes – Authorized Ticket Booking Agents, Corporate Agents in B2B mode (Business to Business), B2C mode (Business to Customers), Bus Stations Counters, e-Ticketing.
4. Tickets can be booked/cancelled/preponed/postponed by the passengers through OPRS.
5. 1570 agents spread across AP, Chennai, Orissa, Telangana and Bangalore.
6. Replaced the pre-printed tickets with white paper-based tickets.
7. Introduction of e-Wallet and Mobile APP for booking of tickets.
8. Wait Listing Option for all types of buses – First of its kind in STUs across India.
9. Paper Less Travel – Passengers can travel showing the SMS received instead of carrying Hardcopy of ticket. This is an APSRTC initiative to encourage the "GO GREEN" concept.
10. Multi concessions in a single Ticket: passenger can book multiple concession in a single ticket like Senior Citizen, Retired Employee, Journalist and PHC etc.
11. TTD & Srisailam Darshan tickets in advance - Customer can make combo booking of APSRTC travel and TTD & Srisailam Darshan.
12. Ticket transfer facility to the passengers, for those who booked tickets in advance in a service and subsequently if the service was cancelled due to unavoidable circumstances, to travel in the same type service plying on the same route.
13. Delay Service alerts: Passenger will be informed through SMS when a service is delayed
14. Multi-Leg journey ticket feature with a motive to provide direct booking through OPRS even though a direct bus is unavailable from origin to destination.
15. Introduced the en-route ticket booking facility to passengers.
16. Introduced the WhatsApp Ticketing under "Mana Mithra" Scheme of GoAP.

3.7. Logistics Module:



With the objective of enhancing non-ticket revenue, APSRTC has taken-up the initiative of transporting the Couriers/Parcels/Goods in the buses and DGTs across the state with a vast agent network effectively monetizing the space in its buses. An application is designed and developed to support all the stake holders starting from Booking to Receiving and the accounting of transactions and revenues. Approximately 80 reports were developed covering all the functionality and MIS data.

The logistics module is integrated with the Operations Module and it enabled the users to track the Parcels/Couriers from end-to-end starting from Booking to till they were Received. SMS is sent to the user at every stage like booking, manifest and receiving etc.

Mobile APP is also provided to facilitate the users to do the Booking, Tracking and Receiving.

3.8. Pass Automation and Accountal System (PAAS):

An online solution which simplifies the process of issue of free and concessional Bus Passes to different categories of eligible Citizens as per the welfare policies of the government of AP. This project is developed in three tier architecture which enables to issue 66 types of passes through more than 150+ counters across the state.

- 3.6.1. To provide concessional bus passes and hassle-free services to differently abled citizens, Journalists, Students etc.,
- 3.6.2. To dispense manual issue of bus pass issue system.
- 3.6.3. To enhance citizen experience.
- 3.6.4. To have better visibility and control over issue of Bus Pass issue system.
- 3.6.5. Accurate and easy accounting system for revenue and subsidy calculation.

3.9. Vehicle Tracking & Passenger Information System (VT&PIS):

Usage of Intelligent Transport System (ITS)/Passenger Information System (PIS) and Vehicle Tracking Device (VTS)

VT&PIS project provides many advantages to the passengers as well as Corporation. The project helps the passenger to know the details of live buses running on a route, the Expected Time of Arrival (ETA) of the bus at a bus station, track the bus in real time etc., Several MIS reports can be generated for analysis by the field managers.



VTs facility enables APSRTC to know the live and vital information on the following aspects:

1. Departure & Arrival punctuality.
2. Driver performance.
3. Skipping of bus stops by crew.
4. Trip wise actual running time.
5. Currently running services.
6. Details of Route deviations.
7. Bunching of buses on routes.
8. Un-authorized stoppage.
9. Vehicle status.
10. Flow charts
11. Bus Station Control chart.
12. Feedback.
13. Emergency

3.10. Unified Ticketing Solution (UTS):

APSRTC implemented unique project called **UTS (Unified Ticketing Solution)** which is a single stop solution to the passengers for all the services like ticket booking, cancellation, Pre/Postponement, Bus pass, Cargo Booking, Live tracking of vehicles etc., offered by the Corporation through a single web application like ticket booking, cancellation, Pre/Postponement, Bus pass, Cargo Booking, Live tracking of vehicles etc. with the following features.

1. e-POS machines in all Buses.
2. GPS based tracking of all Buses.
3. Web portal in all booking counters.
4. Customer App / Admin App.
5. Conductor/Driver App.
6. Advance ticket booking.
7. Current ticket booking.
8. Open ticket booking.
9. 100% buses tracking.
10. Cargo/Parcel booking.
11. Bus passes.
12. CC, DC, NCMC, Wallet and UPI payment for all services.
13. Grievance and Feedback.
14. Command Control Centre for central monitoring.



15.Unified Dashboard for data analytics and MIS information.

- Offline TIM machines are being replaced with android based e-PoS devices with which all the Online ticketing and In-bus ticketing will be synchronous. The availability of seats and the ticket booking activity works in tandem with each other.
- The project is also designed to facilitate the services and features of Vehicle tracking, Cargo and Courier booking modules through the SIM enabled e-PoS devices.

3.11. Other IT initiatives

- i. 100% Computerization of Payrolls and PF accounting for all employees.
- ii. Computerized Hospital Management System which includes OP Module, Pharmacy, Clinical Module, Lab, Blood bank, Operation Theatre, Radiology and Maternity ward.
- iii. Design of bus body using CAD workstations.
- iv. Design of Civil Engineering infrastructure using CAD and STAAD software packages.
- v. Computerized vehicle testing machine in use to check effectiveness of braking, steering, lighting and exhaust systems.
- vi. Operating 24*7*365 days Toll Free Central Call Centre to address the passenger needs, grievances etc.,
- vii. Face Recognition with mapping of office based biometric attendance in offices.
- viii. 100% online tendering for procurement and disposal.
- ix. 100% file movement and correspondence through e-office system of NIC.

4. Centralised Integrated Solutions (CIS)

APSRTC implemented ERP (Enterprise Resource Planning) at corporate level which is named as "**CENTRALISED INTEGRATED SOLUTION (CIS)**". This project is intended to cover the entire functioning and work flow of the APSRTC which is known to be first of its kind in the entire country.

Following are the modules implemented in CIS



1. Operations
2. HRMS
3. EAM
4. SCM Depots (Supply Chain Management)
5. Finance
6. Payroll:
7. HMS
8. Zonal Workshops:
9. Zonal Stores:
10. TRS Module:

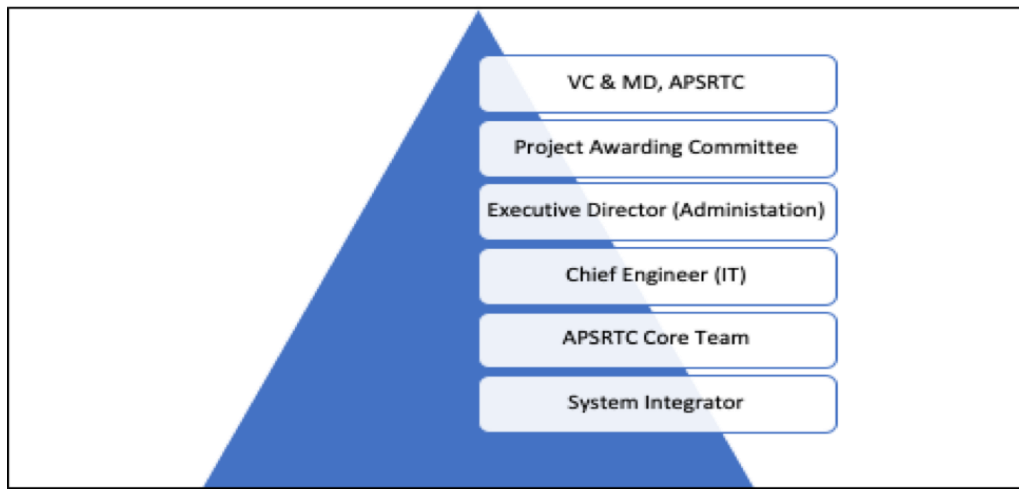
High Level Schematic of the Centralised Integrated Solutions



5. Hierarchy of the Stake Holders

APSRTC is the sole owner of the project. IT department with the coordination of Operations department will complete the due necessary process for on-boarding the Successful Bidder.

This will include a final definition of the problem statement, requirements and minimum acceptable criteria, etc. IT department will extend necessary support for the implementation of the project.



5.1 Project Awarding Committee:

5.1.1 The Project awarding Committee is empowered to review, approve and suggest amendments if any:

5.1.1.1 To the Project Scope of Work

5.1.1.2 To the Project detailed Functional and non-Functional requirements.

5.1.1.3 To the proposed technical architecture of the project

5.1.1.4 To the proposed solution of the project

5.1.1.5 To the estimated budget and

5.1.1.6 To Suggest procedural amendments.

5.2 Members of the project Awarding Committee:

- i. Chief Engineer(IT) Member/Convener
- ii. Chief Traffic Manager(O) Member
- iii. Chief Manager (Finance & Audit) Member

5.3 Conflict Resolution Matrix

In case of conflicts of any nature following matrix will be used for resolution:



SNo	Nature of Conflict	Level	SPoC (single Point of Contact)
1	Project Related Concerns	First Level	APSRTC Core Team
		Second Level	Dy. Chief Manager(IT)
		Final	Chief Engineer(IT)
2	APSRTC Related	First Level	Dy Chief Manager(IT)
		Second Level	Chief Engineer(IT)
		Final	Executive Director(A)
3	Policy Related & Others	First Level	Chief Engineer(IT)
		Second Level	Executive Director(A)
		Final	VC & MD, APSRTC

6. Scope of Work

The successful bidder shall establish Computerized Bus Pass issuing centers at locations indicated in **Annexure - 1**

- Carry out the required Civil & Electrical Works for establishing the Centers;
- Provide required Computer Systems, Peripherals and other allied equipment,
- Provide required LAN/Networking, UPS Systems, required Manpower;
- Operate the centers as per the prescribed terms and conditions;
- Issue Bus Passes/Renewal tickets and other marketing schemes like Monthly season tickets, etc.;
- Deposit the daily Bus Pass amount in the respective depot., and all other related works.

The works mentioned below are indicative but not exhaustive:

6.1 Bus pass issue/renewal

PRE-PRINTED ID / RENEWALS:



- a) Feeding of the applicants details in case of Free pass applicants in student category. Other than free passes all other route and fixed passes maximum data filling is by students only through website in online. If a student or commuter arrives at the counter without having completed their online application, the operator must enter their information manually on the spot. The bidder has to take this into account and quote accordingly.
- b) Issue of online MR (wherever applicable), online photo grabbing and issue of identity card.
- c) In case of poor quality of ID photo, a fresh ID has to be issued at the cost of the vendor.
- d) Lamination of ID card.
- e) Issue of fresh bus passes and distribution of fresh passes and handing over the application forms along with relevant documents to the official at the Depot concerned.
- f) Renewal of bus passes duly cross verifying ID/Fresh pass data using **QR Code reader** to minimize the data to be keyed in and to avoid typing errors.
- g) Collecting of old used tickets and handing over the same to the official at the Depot concerned.
- h) Renewal of Student pass through Online payment facility is available in the PAAS application. Whenever such renewals are done through online. Center in-charge needs to generate the institution wise passes renewed through online payment and handover the same to APSRTC Cargo Supervisor for handover of passes to students directly through Door Delivery concept. If Student opts for collection of renewed pass at Counter, then the same will be printed and need to handover to student at the time of visit.

6.2 STOCK MANAGEMENT

- a. Placing of indent for IDs and tickets.
- b. Collecting the stock from the Depot/Stock distribution center and verifying the same.
- c. Distributing the stock to the individual operators.
- d. Safeguarding the running as well as fresh stock.

6.3 OTHER ACTIVITIES

- a. Sale of Monthly Season Tickets/passes and any other cards introduced by APSRTC from time to time including lamination wherever required through mobile counters.
- b. Report generation, filing the same and handing over one copy to the officials concerned at the Depot/District/Zone, and other related jobs.



- c. The master data like places and routes with distance and fare to be keyed in case the same are not available in the database (as per the directions given by APSRTC).
- d. The required man power should always be ensured so that inconvenience is not caused to the commuters.

6.4 Renewals through e-POS machines

e-PoS machines were also proposed for issuing bus pass tickets in mobile counters. The procedure for Procurement of e-PoS machines or rental model will be decided by APSRTC. The advantages of using e-PoS machines are:

- i. They are light weight and easily portable.
- ii. They do not need an UPS System or a separate printer.
- iii. Issues can be made without the need for a Computer System

In view of the above advantages, the cost of operation will come down. The bidders will have to take this into account and quote accordingly.

6.5 Online Application

Application forms are provided online other than free passes in student category, using which the students/commuters will fill up the required personal information online. On filling up the details, including uploading their photograph, they will be provided a unique token number. Bus Pass ID and Ticket can be issued at the ID counter based on the token number. As a result of this, the burden of data entry at the ID counters will be considerably reduced. Zone wise online applications received percentage is as from June-2024 to May-2025 are as below.

Zone Wise Online Vs Offline applications for 2024-25					
Academic Year	2024-25(In Lakhs)			Percentage(%)	
Zone	IDS	Tickets	Total	Online	Offline
Zone-1	4.40	8.16	12.56	61	39
Zone-2	3.90	6.46	10.36	5	95
Zone-3	2.65	3.10	5.75	24	76
Zone-4	3.75	5.78	9.53	18	82
Total	14.70	23.50	38.20	26	74



The above given online percentage will be increased in student's category except for free passes. If a student or commuter arrives at the counter without having completed their online application, the operator must enter their information manually on the spot. The bidders will have to take the above into account and quote accordingly.

6.6 SURVEILLANCE SYSTEM

Surveillance System (CC Cameras, DVR and all required accessories) shall be installed at the Bus Pass Centres, as per the specifications given in **Annexure - 3**. The number of Cameras to be installed at each centre is indicated in **Annexure-1**. Cost of the equipment, required cables & connectors etc., and all the expenditure for installation of the surveillance system shall be borne by the bidder. The DVR should be capable of storing the previous **Fifteen days data**. The recording can be overwritten in first in first out fashion, with the previous 15 days data available at any point of time. The recording should be provided to APSRTC's authorities as and when demanded.

6.7 Digital passes

APSRTC had implemented a prestigious project called Unified Ticketing Solutions (UTS) for all services of the corporation from July-2022. The main aim of the project is to provide all APSRTC services of the corporation under a single platform. As part of implementation of UTS project, Offline TIMS were replaced with online TIMS called e-PoS machines which are capable of reading the QR codes and scanning the digital passes.

Therefore, Corporation is aiming to issue Digital bus passes in phased manner by category wise i.e. in first phase, Digital passes will be issued to all MST and GBT pass holders and same will be extended to Student Paid passes.

In the above process, Commuter won't visit the Bus pass counter and his / her self-purchase the bus pass through online payment. The process flow is as below.

1. Pass holder visits www.apsrtcpass.in website
2. After entering the details, he / she will be directed to payment page
3. After making payment Digital pass with dynamic QR code will be generated and same will be available under the UTS App (Integrated App).
4. Whenever pass holder boards the bus, he /she need to show the QR code to the Crew for scanning the same through e-PoS machine.



5. If internet is not available in the e-PoS, validation will be done via Bluetooth and board bus concept.
6. If the pass holder belongs to Student community, the filled in application will be automatically forwarded to the concerned institution for online Bonafide certification.
7. Every institution will be provided with credentials and after receiving the application to the institution, concerned authorities will certify through online mode.
8. After receiving the confirmation from the institution, a payment link will be sent to student.
9. After making the payment the earlier process informed at point 4 & 5 will be continued.

In view of the above, the bidder needs to take into the consideration before submitting the bid proposal to APSRTC as there is no commission will be paid to the franchisee, if the pass is booked through above procedure.

7. Tender PROCESS

- I. In the e-tender process, bids are invited zone wise. Zone wise actual sales from June-2024 to September-2024 and October-2024 to May-2025 i.e. total ID's and Ticket issues for the year 2024-25 were furnished at **Annexure-2**. Before and After implementation of the Women Free Travel and Indicative figures also mentioned in the **Annexure-2**. The figures which are mentioned in the Annexure -2 are the indicative figures only. APSRTC has no guarantee on the figures which are mentioned in the Annexure-2. The Bidder has to satisfy himself regarding indicative figures, and other terms and conditions before participating in the e-tender. No representation in this regard will be entertained at any later date.
- II. At any stage & time prior to the date of submission of proposals, APSRTC may for any reason, whether at its own initiative or in response to a clarification/request by a prospective Tenderer modify the Tender Document by issuing an addendum. Any Addendum thus issued shall become a part of the Tender Document and will be posted on the website www.apsrtc.ap.gov.in and on MSTC portal to provide reasonable time to the prospective tenderers to take



an addendum into account while preparing their proposals, the date of submission of proposals may be extended, at the discretion of the tender committee, if required.

- III. e-bids are invited from bidders for Zone-wise (Zone-1(VZM), Zone-II (VJA), Zone-III (NLR) and Zone-IV (KDP)) for implementation of Pass Automation and Accountal System (PAAS) Project in APSRTC, on transaction basis, for a period of three years extendable to another two years.

The Districts & No. of Depots covered in each zone are given hereunder:

ZONE	NO.OF DISTS	NAME OF DISTRICT	NO.OF DEPOTS
ZONE-1 (Vizianagaram) Total Depots 19	6	SRIKAKULAM	4
		VIZIANAGARAM	2
		PP MANYAM	3
		ANAKAPALLI	2
		A.S.RAJU	1
		VISAKHAPATNAM	7
ZONE-2 (Vijayawada) Total Depots (31)	7	KAKINADA	3
		KONASEMA	4
		EAST GODAVARI	4
		WEST GODAVARI	4
		ELURU	3
		NTR	8
		KRISHNA	5
ZONE-3 Nellore Total Depots (27)	5	GUNTUR	5
		PALNADU	6
		BAPATLA	4
		PRAKASHAM	5
		SPS NELLORE	7
ZONE-4 Kadapa Total Depots (52)	8	TIRUPATI	11
		CHITTOOR	5
		ANNAMAYYA	5
		YSR KADAPA	6
		KURNOOL	5
		NANDYALA	7
		ANANTAPUR	7
		SRI SATYA SAI	6



7.1 Bid Parameters

- I. The bidder has to submit the quote separately for ID and Ticket rates duly keeping the zone-wise indicative figures as mentioned in the **Annexure-2**. The bidder has to quote the rate for Pass ID and Pass ticket excluding the applicable taxes for each zone. Ticket Means both Fresh and Renewals. For each zone having the two lots (Separate lots for ID and Ticket)
- II. Bidder will be paid the monthly transaction charges as follows.

No. of Net ID transactions * Pass ID rate + No. of Net pass ticket transactions (Fresh + renewals) * Pass ticket rate + applicable taxes from time to time.
- III. The Bidder shall log on MSTC ecommerce common portal site with his/her user id and password and digital signature and quote his/her "bid" in "rupees" for ID and pass ticket rate for the zone of his/her choice. The selection of the bidder for allotment of Zone will be purely on the basis of total transaction value (lowest rate per ID and Lowest Rate per Ticket) offered by the Bidder through MSTC portal for a specific zone, through the process of e-bid.
- IV. The L1 rate for each Zone will be the lowest quoted net rate per ticket for that Zone by the firms in the financial bid. The L1 will be arrived based on the following formulae.

Net Value = ((Quoted Rate for ID * Estimated IDs) + (Quoted Rate for Ticket * Estimated Tickets)).

Illustration:

Vendor 1:

$$\text{Net Value} = ((20 * 50,000) + (15 * 1,00,000)) = 25,00,000/-$$

Vendor 2:

$$\text{Net Value} = ((25 * 50,000) + (10 * 1,00,000)) = 22,50,000/-$$

Vendor 3:

$$\text{Net Value} = ((20 * 50,000) + (20 * 1,00,000)) = 30,00,000/-$$

From the above illustration **Vendor 2 is the L1 bidder**.

L1 is arrived based on the Net value calculated on the above formula for each zone. Contract will be awarded to the successful L1 bidder of each zone.



- V. The process of comparison of the offers as received in the tender and the decision of the Corporation will be communicated to the successful bidder.
- VI. The Zone-wise number of APSRTC centers, Private locations where Bus Pass issuing centers are to be established in Both Peak (June-September) and Slack season (October-May) counters to be established Is given in **Annexure - 1. The time of operation of counters in peak season is 09:00 to 20:00 and 09:00 to 18:00 in slack season.** The counter should be operated as per the timings specified. It is the responsibility of the vendor to clear counter traffic irrespective of timings. These are the minimum number of locations required, and the successful bidder will have to operate more centers based on the need. In the peak season if counters are mentioned at Annexure-1 are not sufficient, the SI has to run more counters based on the need to clear the traffic.
- VII. It is the responsibility of the bidder to engage sufficient manpower for clearance of Bus passes and especially Free bus pass traffic as it is time bound passes and linked to reimbursement from Government.
- VIII. The period of contract is three years from the date of commencement of the project, and can be extended year-wise for a further period of two years (total five years). The date of commencement of the project will be decided/declared by the Chief Engineer (IT). After 5 years, the agreement can be extended for further period, on mutually agreed upon transaction rates and performance.

8. Key Events & dates

Release of Request for Proposal (RFP)	24.12.2025, 11.00hrs (Wednesday)
Last date for submission of online questions by bidders	29.12.2025, 16.00 hrs (Monday)
Pre-Bid Conference	02.01.2026 15.00 hrs (Friday)
Date of Issue of Clarifications	05.01.2026 17.00 hrs (Monday)
Start date for Submission of bids	09.01.2026, 11.00 hrs (Friday)
Last date for Submission of bids	12.01.2026, 16.00 hrs (Monday)
Pre-Qualification evaluation Date	13.01.2026, 11.00 hrs (Tuesday)



Commercial-Bid Opening Date	Bid opening date will be communicated to qualified bidders
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9. Pre-bid meeting

APSRTC will conduct a pre-bid meeting in Hybrid mode (Physical and Virtual) to clarify the objectives/scope of the tender at APSRTC Conference Hall (besides the Lift), RTC house, Vijayawada at 11.00 hrs., on the date mentioned in "Key Events & dates" clause. Only two representatives from each firm/company/ will be allowed to participate in the pre-bid meeting.

All related queries should be sent through e-mail on or before last date for receipt of queries as indicated in "Key Events & dates" clause. The queries shall be sent to the mailid kurni.balaji@gmail.com, atm2it@gmail.com, cossmi@gmail.com

Clarifications, if any, may be obtained from the Chief Engineer(IT), APSRTC, RTC house, Vijayawada.

10. Eligibility criteria for bidders:

A bidder can be an individual / firm / company.

SNo	Particulars/ Parameters	Documents to be submitted
1	Power of Attorney (PoA) or Board Resolution authorising the person signing the proposal to sign on behalf of the firm or Letter of Authorisation issued by Competent Authority of the bidder.	Letter of authorisation to be submitted
	Legal Entity	



2	The Bidder should be a company registered under the Indian Companies Act, 1956 and shall be primarily in the business of providing Information Technology Software Development or System Integration or IT Solution Implementation Services (IT/ITES). The Company should have been in business for at least five years as on 31 st March 2025.	Certificate of Incorporation of the Bidder to be enclosed.
	Blacklisting	
3	The Bidder declared blacklisted/ineligible/debarred by any State/central Government or PSU or has been found to have been engaged in activities or practices which are corrupt, fraudulent, Non-satisfactory work or any other unethical business practices, as on date of bid submission, shall not be eligible.	Self-Declaration from the Bidder as per proforma enclosed in the RFP from authorised signatory.
4	Financial Criteria The individual / firm / company should be in the Similar business or any hardware / manpower supply business and should have an average turnover of not less than Rs. Two Crore during the last three years, i.e., 2022-23, 2023-24 and 2024-25.	The bidder should submit audited financial statements and a certificate of revenue composition for each of three years as per proforma by the auditor for FY 22-23, FY 23-24 and FY 24-25



	<p>Experience in any one of the following transaction-based IT projects is mandatory. Handling of mee-Seva / e-Seva counters/ AP Online/ Ration Card issue/Aadhaar Card issue/ Passport services/ Citizen Charter Services in Municipalities/local bodies/ any G2B/ B2B/ B2C/ G2C services/ Handling of computerized Logistics Counters/Computerized Bus Pass issues / logistics delivery counters in any Road Transport Corporations. The bidders should have the prescribed experience in the above related business for at least two year during the previous five years' period (2020-21 to 2024-25) and should have at least 1 Crore turnover in such business. The bidders shall submit documentary evidence in proof of successful handling of the project</p>	<p>Details of Experience of responding firms/project citation for projects as per Proforma supported with Work Order and Proof of Go-Live/Project completion certificates from client.</p>
6	Proof of Bid Document Purchase	Declaration to be submitted

11. Payment of Entry Fee and Caution deposit

- I. For submission of each bid the bidder has to remit a non-refundable administrative entry fee to APSRTC at the rate of Rs 15,000 + 18% GST (Rupees Fifteen Thousand only plus GST @ 18%) i.e. 17,700/- (seventeen thousand seven hundred only) in advance.



- II. The Bidder shall also arrange to remit an amount of Rs.20,00,000/- (Rupees twenty lakhs only) to APSRTC as EMD (refundable for unsuccessful Bidders) for each Zone in advance.
- III. Bids submitted without remittance of the prescribed Entry Fee and EMD shall be summarily rejected and will not be considered for further processing. No correspondence in this regard will be entertained.
- IV. The entry fee and EMD shall be paid into the current account Number of FA&CAO of APSRTC through NEFT / RTGS only at least 24 hrs. in advance. The details of account are below

Account Name	Current Account Number	IFSC Code	Name of The Bank	Branch
PUBLIC TRANSPORT DEPARTMENT GOVERNMENT OF ANDHRA PRADESH	41314187169	SBIN0020169	State Bank of India	Gandhinagar, Vijayawada

- V. After payment of amounts. bidder needs to send the UTR number to oprshoap@gmail.com & kurni.balaji@gmail.com in the following format.

Name	Mobile	Lot (Zone) number/ numbers	Administrative Entry fee paid Rs.	Vendor bank account no	Caution deposit Paid Rs	Bank IFSC	UTR Number

- VI. During the bid process, the bidder will be required to pay user charges to the MSTC at the rate of 0.03% of bid value plus 18% GST or Rs. 10,000/- plus 18% GST whichever is less for each Zone.

VII. Allotment

- a. The successful bidder shall be decided based on the lowest bid criteria of the formula mentioned in the clause 6(VII). However, the corporation reserves the right to reject any bid or cancel any Zone without assigning any reason at any stage.
- b. The successful bidder will have to enter into an agreement within 15 days from the date of receipt of Letter of Intent, duly submitting Bank Guarantee for the



prescribed amount, towards Security Deposit. The EMD of unsuccessful bidder will be refunded after the bidding except for L2. EMD of the L2 will be refunded after the LOI acceptance by L1 bidder.

VIII. SECURITY DEPOSIT

- a. The successful bidder for each Zone Should Deposit the amounts mentioned hereunder, towards Security Deposit. The Earnest Money Deposit of the successful bidders will be converted as Security Deposit. The balance Security Deposit, as indicated hereunder shall be furnished in the form of a Bank Guarantee in favor of Financial Adviser & Chief Accounts Officer, APSRTC, Vijayawada, before entering into an Agreement. The Bank Guarantee should be valid for a period of 66 (60+6) months from the date of Agreement. Any delay in submission of Security Deposit and entering into Agreement would result in forfeiture of EMD.

Sl. No.	Zone	EMD amount	Total Security Deposit including EMD converted to SD	Bank Guarantee to be submitted
1	ZONE 1(VZM)	Rs. 20 lakhs	Rs. 45 lakhs	Rs. 25 lakhs
2	ZONE 2(VJA)	Rs. 20 lakhs	Rs. 40 lakhs	Rs. 20 lakhs
3	ZONE 3(NLR)	Rs. 20 lakhs	Rs. 30 lakhs	Rs. 10 lakhs
4	ZONE 4(KDP)	Rs. 20 lakhs	Rs. 35 lakhs	Rs. 15 lakhs

- b. The proforma of the Bank Guarantee should be as prescribed by APSRTC. The Security Deposit shall not carry any interest.
- c. In case the contract is extended, the Bank Guarantee shall have to be extended for further period as desired by APSRTC. In general BG has to be valid for a period of six months over and above the agreement/contract period. The EMD of unsuccessful bidder will be refunded after the bidding except for L2. EMD of L2 will be refunded after the LOI acceptance by the L1 bidder.

12. General Terms & Conditions



- 12.1 The maximum period for opening bus pass counters at the locations mentioned at **Annexure – 1**, with full-fledged transactions of bus pass issues is ONE month from the date of Agreement.

Apart from the above-mentioned locations, the successful bidder has to also run temporary/mobile counters for Bus Pass issues and other related activities, at the locations identified by the Depot Manager concerned, within the jurisdiction of the Depot, on the prescribed dates every month. The timings of temporary/mobile counters shall be decided by the DM / DPTO concerned. The bidder has to take into account all the costs for the shifting of equipment from one location to the other, for running the mobile counters, and quote accordingly.

- 12.2 The successful bidder should enter into an agreement with the respective Zonal Executive Directors, APSRTC, on Rs.100/- Non-Judicial Stamp Paper as per the terms and conditions. The Zone-wise Bus pass issue Project is for installing, networking, operating and maintenance of Pass Automation and Accountal System (PAAS) etc., on commission basis at Zones concerned.
- 12.3 The Specifications of hardware, networking and equipment are only given for guidance. Higher configuration equipment will have to be provided based on the requirement. The present computerized system may be studied in detail by the bidders for thorough understanding of the project.
- 12.4 Tenders/offers should be valid for at least six months from the date of opening of the tender and for a further period not exceeding six months, if required by APSRTC.
- 12.5 The Vice Chairman & Managing Director of APSRTC, Vijayawada, reserves the right to cancel the tenders at any stage and can invite fresh tenders without assigning any reason(s).
- 12.6 The decision of APSRTC is final in allotment of Zone-wise implementation of PAAS Project.
- 12.7 The bids submitted are not permitted to be withdrawn at any stage of process and APSRTC will not be responsible for any delay in finalizing the tenders for reasons beyond its control.
- 12.8 The successful bidder shall have to open bus pass counters and install the computers, other hardware and networking for issue of ID cards, Fresh/renewal of passes at all the locations as specified in the **Annexure – 1** including all civil



and electrical works. The firm must make arrangements to renew passes at ID counters also and vice versa.

- 12.9 The successful bidder should himself arrange all infrastructure and accommodation and required man power for completing the assigned project at both APSRTC and PRIVATE locations (as per **Annexure – 1**). However, electricity service connection will be provided by APSRTC where the facility is available otherwise the successful bidder has to obtain electricity connection at the centers. Power charges will be borne by the successful bidder and he shall submit the proof of payment every month to the In-charge, Bus Pass Project of the concerned Zone.
- 12.10 Legal disputes, if any, should be settled only in the jurisdiction of Vijayawada and High Court of AP only.
- 12.11 Bidders shall fill up the required information as prescribed in the tender form. Incomplete bids/bids without full information are liable for rejection.
- 12.12 The ID card rate (printing of ID card including photo grabbing, lamination etc.,) and pass Ticket rate for fresh and renewals related activity (printing of fresh tickets and renewal tickets) have to be quoted separately in the e-tender by the bidders. The rates will be applicable for the three-year contract period extendable for another two years and will not be subject to any upward revision for any reasons whatsoever. **The rates shall be quoted exclusive of GST.**
- 12.13 The individual/Firm/Company shall furnish the IT Returns, Audited P&L account and balance sheet for last three years 2022-23, 2023-2024 and 2024-25 along with the tender form.
- 12.14 All the required infrastructure at the centers such as man power, hardware, UPSs, software (other than application software), Anti-Virus, civil and partition constructions, furniture, internal electrical connections, telephone lines/ Broad Band/wireless connections depending on number of counters in the center, with a minimum **30** Mbps speed and back up lines with stipulated speed, Fans, fittings, furniture, drinking water and Security etc., shall be arranged by the successful bidder only. Two separate internet connections should be provided in each center, to ensure business continuity.
- 12.15 Suitable accommodation for running the bus pass centers shall be provided by APSRTC at free of cost where RTC accommodation is available. In places, where APSRTC does not have its own accommodation such as listed in the **Annexure – 1** the successful bidder should hire suitable premises in consultation and approval of Executive Director, Zones/DPTO/DM concerned. The rent for the hired



accommodation, electricity charges etc., shall be borne by the successful bidder. These locations shall be at least minimum 10' X 10' in size and with space for at least 10 persons to stand in queue. These locations should be abutting main road or nearby Bus Stops at locations specified. These centers should have proper covering and facility for issue of ID cards/Renewal tickets.

- a) All the Municipal/ Statutory levies, taxes etc., imposed by State and Central Government/Service taxes etc., should be borne by the successful bidder to carry out the business.
- b) The persons engaged to carry out work shall be paid minimum wages as fixed by the Commissioner of Labour from time to time for **semi-skilled category**. The bidder shall submit recorded evidence to that effect. The personnel engaged by the vendor for commencing the business are not entitled for a job in APSRTC. It may be either at present or anytime in future.
- c) Tax Deduction at Source (TDS) as per the provisions of Income Tax Act would be made from the commission payable.
- d) GST, as per the provisions of GST Act will be reimbursed as per the procedure in vogue.

12.16 The successful bidder shall operate temporary/mobile counters at the locations and dates as decided by the Depot Managers concerned.

12.17 The successful bidder shall establish a Control Centre at the Zonal level for monitoring the whole activity. APSRTC officials will also use this control Centre for monitoring and for carrying out required changes from time to time based on the instructions of the Corporate Office. The Control Centre shall be established in one of the APSRTC Bus Pass Centers, as decided by the ED(Zone). APSRTC Supervisors/officials possess inspection rights and can take necessary disciplinary action and impose penalties in case of mal-practices if any.

12.18 The successful bidder shall make arrangements to open additional counters both permanent and mobile as per the need of the Depot Manager/DPTO/ED, whenever required, an increase of demand.

12.19 The required man power should always be ensured so that inconvenience is not caused to the commuters.

12.20 The bus pass centers shall be operated **from 09:00 to 20:00 in peak season** and **09:00 to 18:00 hours in slack season** However, on Second Saturdays, Sundays and Government Holidays, the counters will have to be operated for half day i.e., from 08:00 to 14:00 hrs., based on the requirement. The working hours may be changed from time to time based on the local requirements and additional



holidays may be declared by Executive Director, Zone/DPTO concerned in case of exigencies.

- 12.21 The Zone-wise actual ID cards, Tickets during the year 2024–25 (01.06.2024 to 31-05-2025) and also shown the data of before and after implementation of Women Free Travel (comparison between June-2024 to Nov-2024 VS June-2025 to Nov-2025 is shown at **Annexure-2**. This is only for information of the bidder. The actual demand may vary and APSRTC cannot give any assurance on number of IDs, fresh passes and renewals.
- 12.22 The Vendor should make arrangements at counters so as to ensure that the issue of new pass with ID duly capturing the photo, printing of MR, Identity Card, Lamination of ID card, Issue of Fresh Bus Pass, taking cash and handing over the pass is made with high speed within 180 seconds. The firm should take necessary upgradation of hardware, Network equipment and communication lines in case of slow speed for the issue of IDs, Fresh Ticket and Renewal Ticket. The vendor will not be held responsible for delays if the response from the Central Server is poor.
- 12.23 APSRTC Officers/Supervisors will be deployed in each Zone/District for close supervision of the day-to-day work such as keying the master data, change of fares of bus passes, ensuring the remittance of bus pass cash, cross verification of reports.
- 12.24 APSRTC reserves the right to open additional counters as per the need from time to time for issue of IDs/renewals at e-Seva centers / AP ONLINE centers / ATB agents / APB Agents / Grama Sachivalayams / Ward Sachivalayams/CSC (Common Services Centers) etc. Successful bidder has no right to object the operations of the above centers as a part of contract. APSRTC has the right to allot similar natured contract to any other firm for a similar activity, if needed, in any District/zone or entire state/Corporation, during the subsistence of the contract period and the successful bidder shall not have any right to object to the same and the decision of APSRTC in this regard shall be binding
- 12.25 The successful bidders should make adequate security arrangements at all centers to conduct smooth turn out and safeguard the property of the Corporation and the successful bidder.
- 12.26 APSRTC reserves the right to open computerized bus pass counters at any place, if it feels necessary, on parallel lines, in case the Vendor is not able to meet the demand.



- 12.27 The Hardware and Networking problems should be rectified by the Successful bidder without causing any problem for un-interrupted usage of the system.
- 12.28 In the premises of bus pass centers provided by APSRTC there shall not be any business carried out by the Successful bidder except the activity related to APSRTC. The premises shall be kept clean and tidy. The maintenance of premises is the responsibility of the successful bidder. Any lapse will warrant penalty.
- 12.29 Any advertisements, print material by the Vendor for improvement of his business etc. shall be at his own cost and the content and place should be approved by APSRTC authorities.
- 12.30 The daily amount realized at all centers towards issue of bus passes (issue of ID / Fresh pass / Renewal pass) should be remitted (at respective depot on the same day after completion of the business as per the Window scroll report.) A prepaid option is also planned for, wherein the bidder will have to deposit money into the account of APSRTC through payment gateway/Net banking, in advance. Tickets/IDS to the extent of the amount deposited will be permitted to be issued, after which the amount will have to be topped up again.
- 12.31 The commission payable to the Successful bidder for issue of Bus Passes/IDs will be paid on monthly basis for each valid ID card issued (Net IDs) & laminated and valid fresh bus pass issued, pass renewed, issue of other marketing scheme cards/IDs. Such commission eligible corresponding to all the centers during the month shall be paid by Dy.CAO/AO/AI of the concerned district including GST as applicable. The successful bidder shall raise the bill to the In Charge of the Bus Pass Project of concerned district on the 1st of every month along with certification regarding invalidated / skipped tickets / original application forms for concessional commuters etc., from the Depots concerned, and other required reports. The commission payable for previous month to the successful bidder will be released after pre-audit subject to submission of all stipulated claims as indicated. **After submission of monthly claim by the Vendor, 70% of the commission charges will be paid immediately and remaining 30% of the commission charges will be paid after post audit.**
- 12.32 No conveyance/bus pass shall be provided to any employee engaged by the Vendor nor any sort of compensation be paid by APSRTC.
- 12.33 The Vendor shall maintain all the registers specified by APSRTC, prepare the MIS reports and make available for use of APSRTC Inspecting Officials. The reports should not be disclosed to any outsider. Depot-wise, District-wise MIS reports have to be generated and submitted to the inspecting officials on demand.



- 12.34 Necessary spares, consumables required must be assessed well in advance and kept at each center. The spares are with respect to the Computer Infra maintained at the counters.
- 12.35 Governing Law: The Agreement shall be governed by and construed in accordance with the Laws of India.
- 12.36 In case of applications tendered for issue of bus pass by the passengers and found non-genuine on its verification, the amount received at the time of application will be forfeited and the amount will be remitted to the revenues of APSRTC.
- 12.37 The Identity Card has to be printed in color, for clarity, using color Laser jet printer/Photo quality DeskJet printer.
- 12.38 The approximate manpower to be deployed as per the **Annexure-1** duly fulfilling the labour acts. In the case of Mobile counters, based on the local requirements/requirements of the DM concerned, the counter can be run in single shift.
- 12.39 APSRTC reserves the right to add/modify any Terms and Conditions while entering into an agreement with the successful bidder.
- 12.40 In case of any disputes regarding interpretation of Terms and Conditions, decision of Vice Chairman & Managing Director, APSRTC, Vijayawada is final.
- 12.41 The successful vendor shall not disclose to any other party about the knowledge of system or pass on the possession of material and information given to the successful vendor under this agreed contract or any information which has been generated during the running of the project. The successful vendor should hold such material and information in strict confidence, not to make use of them other than for the performance of this contract, except release it only to designated employees requiring such information for operation, maintenance and control and inspection of the systems. During the execution of the contract and thereafter the above information should not be released to any other parties.
- 12.42 In case of any cancellation / wrong issues / renewals of the bus pass due to wrong data entry, improper printing, incomplete printing etc., the details of such bus passes/vouchers shall be entered in the register at bus pass center. After receiving the confirmation of invalidation, then new pass shall be issued. The successful vendor shall maintain all the Registers specified by APSRTC, prepare the MIS reports and make available for use of APSRTC Inspecting Officials. The reports should not be disclosed to any outsider.



- 12.43 The pre-printed ticket stock has to be issued and tracked operator wise till the stock is exhausted.
- 12.44 The Bus Pass applications received from the applicants such as Student Bus Pass applications NGOs, physically handicapped etc., shall be submitted to Unit In-Charge, Bus Pass Section, every month duly making bundles of 50 applications each. The number of applications should tally with the number of passes generated.
- 12.45 The operation of bus pass centers at private locations has to be arranged by the successful bidder by hiring accommodation himself. The connectivity of all centers to APSRTC Centralized Bus Pass Project should be through Broad Band/any other type of internet connection with minimum **30** Mbps bandwidth. All necessary network equipment and security software shall be provided by the successful bidder, at his own cost, duly ensuring the speed of the transaction.
- 12.46 If any untoward incidents occur in the premises of bus pass issuing centers they shall be handled by the vendor. Further, if any damage occurs during such incidents to the property / personnel of the vendor, APSRTC has no responsibility and is not liable to pay any compensation.
- 12.47 Successful bidder must ensure that, there are no third-party applications are installed in the computer except the software's required for running the application and issue of passes. **The successful bidder had to verify personally and submit a certification stating that there are no third-party applications are installed in the systems. The same shall be submitted with the counter sign of Traffic in-charge on monthly basis along with monthly invoice.**
- 12.48 The successful bidder shall not display any posters, banners, or any other promotional materials either inside or outside the bus pass counters without obtaining prior written permission from the Bus Pass Project In-charge / Traffic In-charge / Depot Manager of the concerned depot.

13. PENALTIES

- 13.1 If the successful bidder fails to accept and commence the project within the time as agreed in the Tender, the EMD amount is liable for forfeiture in favor of APSRTC. The VC & MD of APSRTC reserves the right to cancel the project



assigned to the successful bidder and allot the same to any individual/firm in case of unsatisfactory progress of the project.

- 13.2 No invalidation of the Tickets/IDs will be accepted, under normal circumstances. In case of exigencies subject to satisfying the official concerned, invalidation of ID or ticket is acceptable, subject to issue of subsequent ticket/ID. **The failure of issue of subsequent ID/Ticket attracts penalties as follows.**

Invalidations for month	Penalty
1 to 25	Face Value of the ticket
26 to 50	1.5 times of Face Value of the ticket.
Above 50	Highest ticket value in the Zone

APSRTC reserves the right to terminate the contract and forfeit the Security Deposit by invoking the Bank Guarantee in case of **indulgence in malpractices** by the **Vendor** and in case of **violation of terms and conditions of the agreement.**

- 13.3 A penalty up to an amount of Rs.5,000/- for the first occasion and Rs.10,000/- for the second occasion and Rs.20,000/- for the third and subsequent occasions shall be imposed besides recovery of financial loss to APSRTC i.e., face value of the Bus pass + cost of stationery + any loss that would arise for not adhering to the clauses of agreement and found by the inspecting officials of APSRTC not below the rank of DM.
- 13.4 The Vendor shall be penalized for the down time of any counter, system due to the reasons such as non-availability of UPS power, hardware and lack of sufficient personal, communication lines (leased/ISDN/Broadband), network failure etc., In case the break down is for more than one hour and system slow down for more than 2 hours, the minimum penalty that would be levied is **Rs.500/-** for the first occasion, **Rs.1,000 /-** for second occasion and **Rs.2,000/-** for the third and subsequent occasions by the RTC's Project Manager/DM/DPTO/ED Zone concerned. Repeated occurrences would result in forfeiture of Security Deposit and invocation of Bank Guarantee besides levy of penalty.
- 13.5 The required stationery for Identity cards, and fresh pass issues/renewals will be supplied by APSRTC. The Successful bidder is accountable for all the stationery supplied to him. **The invalid/skipped tickets** are to be handed over to the Traffic In-charge of the Depot concerned, along with daily statement. **Missing ticket** if any will be charged with highest ticket fare in the Zone concerned per missing ticket, or as per the highest ticket fare prevailing at that time. The other stationery such as computer Stationery, Registers, Files, white papers etc. should be provided by the Vendor.
- 13.6 A penalty up to an amount of **Rs. 500/-** for the first occasion for **the delay in issue** of student bus passes, will be levied by Depot Manager and **Rs. 1,000/-** for the second occasion by DPTO and **Rs. 1,500/-** for the third and above occasions



- by ED Zone concerned. Repeated delay would result in **forfeiture of Security Deposit and invocation** of Bank Guarantee besides levy of penalty as stipulated above.
- 13.7 A penalty up to an amount of **Rs.1,000/-** will be levied for the first occasion, **Rs. 2,000/-** for the second occasion and **Rs. 3,000/-** for all subsequent occasions of issue of **wrong Student/concessional Bus Pass**, by DM/Dy.CTM/DPTO/ED Zone concerned.
- 13.8 Any **delay in execution of project** in the centers as per the schedule specified, will result in levy of penalty of an amount of **Rs. 500/- per week** per center by ED of Zone.
- 13.9 The successful vendor shall install electrical sub meters at the locations allotted. In case the Vendor uses the generator provided by APSRTC, a sub meter has to be arranged by the Successful bidder and the Successful bidder shall make the payment to APSRTC for use of generator. Electricity Charges, Telephone bills, Taxes and any communication channel charges shall be paid by the successful bidder without any default. **In case of non-payment** of such bills, the amount, if paid by APSRTC, shall be recovered along **with penal interest of 18% PA**. This would be deducted from the commission payable. Such occurrences repeatedly would result in forfeiture of the Security Deposit/ Invoking the Bank Guarantee.
- A photo copy of receipts pertaining to payment of electricity charges and generator charges have to be submitted to the In-charge, Bus Pass section of the concerned Zone/Unit, every month, within one week from the date of receipt of the bills from APSRTC, failing which penalty will be imposed.
- 13.10 **Any failure to remit the cash** in the designated RTC Account/RTC Depot, as prescribed, by the stipulated time, results in recovery of the amount along with penal interest @ **36%** per annum besides **forfeiture of Security Deposit and invoking the bank guarantee** in case of repetition. The connectivity to the bus pass centers from the Central file server shall be stopped immediately and necessary penal provisions shall be invoked viz., collecting penal interest @ 36% PA.
- 13.11 Any **complaints** from the commuters on collection of excess fare, misbehavior, fraudulent activities of staff, discourteous behavior, poor services, unnecessary delay in transactions etc. shall be viewed seriously and attracts **penalty up to Rs.2,500/-** for each occasion by DM concerned.
- 13.12 Penalty to the tune of Rs. 50/- per day, per camera will be levied if surveillance camera is not working. Penalty to the tune of Rs. 100/- per each occasion will be levied if the Fifteen days recording is not made available on demand.



- 13.13 A **penalty of Rs.1,000/- per week** will be levied for the first occasion, **Rs. 2,000/-** for the second occasion and **Rs. 3,000/-** for all subsequent occasions for installation of Third-party applications in the Systems.
- 13.14 Total data back-up of CC cameras footage shall be stored on external hard disk every month for a period of six months and shall be maintained for verification at a later date. Backup data stored in hard discs / Pen drives shall be kept in the custody of both Contractor and Depot Manager.
- It shall be produced to APSRTC or any Law enforcing agencies as and when required. The specific footage pertaining to disputes or as required by Law enforcing agencies or APSRTC shall be preserved till the dispute or the issue is resolved.
- On failure to do so, the contractor is liable for the following:
- i. In case of disputes arising for loss or damage etc., Contractor shall pay the customer the loss incurred.
 - ii. In case legal problems, Contractor shall bear the decretal amounts of the Court judgements & other consequences and indemnify APSRTC in this regard.
- 13.15 Penalties will be recovered from the bills payable to the successful bidder.
- 13.16 ED (A) is the appellant authority with regard to penalties levied based on any/all of the penalty clauses.

14. Non-Exclusivity

APSRTC has the right to allot similar natured contract to any other firm for a similar activity, if needed, in any District/zone or entire state/Corporation, during the subsistence of the contract period and the successful bidder shall not have any right to object to the same and the decision of APSRTC in this regard shall be binding

15. Legal Heir

In the event of death of the authorised signatory/ Director of the successful bidder, during the subsistence of the contract period, APSRTC may permit the legal heir of the successful bidder, as decided by its board of directors, to run the business on the same terms and conditions for the remaining period of the contract, duly entering into a supplementary agreement on Rs 100/- non-judicial stamp paper purchased at the cost of the successful bidder, subject to the



condition that necessary proof of such legal heir, as required, shall be submitted to APSRTC. Failing the same will lead to termination of the contract

16. Language of Proposals

The proposal and all correspondence and documents shall be written in English

17. Termination of Contract

- 17.1 The Service Provider shall be obliged to fulfil all terms and conditions.
- 17.2 Termination of contract comes in to force during non-performance of the contract only.
- 17.3 Failure to comply any of the conditions or scope of work, APSRTC may issue written notice to the Service Provider to full the contractual obligations within 60 days from the date of receipt of the notice.
- 17.4 Failure to comply the contractual obligations may be treated as breach of contract and the Service Provider will be terminated.
- 17.5 Service Provider shall comply and complete and procedures in similar to exit management during termination as well.
- 17.6 If the Successful bidder violates any of the terms and conditions of the tender schedule or the agreement, or if the performance of the Successful bidder is not satisfactory, APSRTC has right to cancel the contract duly giving three months' notice. This will entail forfeiture of security deposit and invocation of bank guarantee.
- 17.7 If any malpractices such as tampering of software, etc. by the Successful bidder are noticed, APSRTC reserves right to terminate the contract with immediate effect duly forfeiting the security deposit and confiscating of hardware, furniture and equipment etc., besides invoking bank guarantee
- 17.8 Service Provider reserves no right to terminate/withdraw the contract under any circumstances. Detailed contractual conditions will be laid in Master Services Agreement

18. Exit from the project:

- a. At any point of time during subsistence of the contract, the contract can be terminated by the Corporation by giving one-month advance notice without assigning any reason. In such circumstances, the deposits which may remain to the credit of the Corporation will be refunded after all the dues payable to the Corporation have been settled out of the deposits made by the contractor. No



termination payments as compensation, damages, goodwill or otherwise shall be payable by the Corporation to the contractor on account of such termination.

- b. The contractor will be allowed to withdraw from the contract agreement entered into, if he / she / it desires to do so, only after completion of Two years' period from the date of commencement of the contract duly submitting three months' advance notice. In such circumstances, the deposits which may remain to the credit of the Corporation will be refunded only after all the dues payable to the Corporation have been settled out of the deposits made by the contractor.
- c. For breach of any terms & conditions of the agreement entered with APSRTC by the contractor and/or for not fulfilling the terms & conditions specified by APSRTC, the contract is liable for termination by APSRTC by giving one-month advance notice duly forfeiting Security Deposit. No termination payments as compensation, damages, goodwill or otherwise shall be payable by the Corporation to the contractor on account of such termination.
- d. For committing of fraudulent or malpractices by the contractor such as wrong account of revenue; non-remittance of earning; tampering or faking or misuse of ID / Tickets stock; tampering of software, computers & hardware etc.; diversion of business to other competitors or any such activity detrimental to the interests of the Corporation causing pecuniary loss to the Corporation or damage to the image & reputation of the Corporation, the contract is liable for termination by APSRTC by giving one month advance notice duly forfeiting Security Deposit besides confiscating computers & hardware, furniture & equipment etc. of the contractor.
- e. For poor performance, repeated complaints from customers, loss or damage to the Corporation property and Bus passes in their possession, improper behavior of persons engaged by the contractor with customers/APSRTC officials, ineffective handling of Bus passes, mis-management of booking counters etc., by the contractor, the contract is liable for termination by APSRTC by giving three months' advance notice.
- f. For employing, associating with or including as business partner any person who was a blacklisted / service defaulted / payment defaulted Contractor etc., in conducting of any business contract of the Corporation, the Corporation shall have the right to terminate the contract, by giving one-month advance notice duly forfeiting Security Deposit.
- g. Survival: All rights and obligations of either party under the agreement shall survive the termination / expiry of the agreement to the extent such survival is necessary



for continuation of the contract work by the existing contractor, at will of the Corporation, till such time another contractor is awarded with the contract through standard procedure & commences the work and for fulfilling payment obligations pending if any

19. Dispute Resolution

- 4.2. In case of any dispute or differences arising on interpretation of terms & conditions of the tender or contract agreement as the case may be, the decision of the Vice Chairman & Managing Director, APSRTC, shall be final and binding on both the Parties.
- 4.3. If any dispute, controversy or claim arises under or relating to the agreement or the breach, termination or validity thereof (the "dispute"), such disputes shall be resolved amicably between the Parties through negotiation from time to time.
- 4.4. The agreement shall be governed by the Laws of India and the seat of High Court of Andhra Pradesh shall only have the exclusive jurisdiction to determine any question, issue, dispute or claim between the Parties to entertain any dispute or suit arising out of or in relation to the agreement.



20. Submission Forms and Undertakings

21. Forms for Submission of Pre-Qualification



P1: Application Form

(Company Letterhead)
(On the Letterhead of the Bidder)

Date: [●]

To,
The VC&MD,
APSRTC,,
RTC House
1st Floor, NTR Administrative Block
Pandit Nehru Bus Station,
Vijayawada – 520 001

Subject: Providing Hardware and manpower supply at APSRTC Bus pass counters on commission basis, for a period of Three years and extendable for two more years year on year.

Ref: Tender Notification No: ATM-II(M-IT)/PAAS(1)/2023, DATED

Dear Sir,

We, the Undersigned apply to be pre-qualified for the above referred project and declare the following:

1. We have examined and have no reservations to the RFP Document.

Having examined the Bidding Documents, we, the undersigned, offer to provide the services specified as per the RFP for the sum (here in after called total bid price) as quoted in commercial bid or such other sums as may be determined in accordance with the terms and conditions of the contract. We undertake, if our bid is accepted, to commence work as per the schedule and to achieve the effectiveness of the contract within the respective timelines stated in the Bidding Documents.

2. Construction of the Contract

- a. We have read the provisions of bid and confirm that these are acceptable to us.
- b. We further declare that bid is unconditional.



- c. We undertake, if our bid is accepted, to commence the work as per the schedule immediately upon your Notification of Award to us, and to achieve Completion within the time stated in the Bidding Documents.
 - d. If our bid is accepted, we undertake to provide an Implementation cum Performance Security in the form and amounts, and within the timelines specified in the Bidding Documents.
 - e. 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.
 - f. We, hereby, declare that only the persons or firms interested in this proposal as principals are named here and that no other persons or firms other than those mentioned herein have any interest in this proposal or in the Contract to be entered into, that this proposal is made without any connection with any other person, firm or party likewise submitting a proposal, that this proposal is in all respects in good faith, without collusion or fraud
 - g. We agree to abide by this bid, which consists of this letter, EMD with, commercial bid, Pre bid meeting addendum if any and other attachments (specify the attachments) as per the bid document.
3. We or suppliers for any part of the contract(s) resulting from this pre-qualification, do not have any conflict of interest in accordance with Data sheet
4. We are entity (Public/Private/Government)

We understand that you may cancel the pre-qualification process at any time and that you are not bound either to accept any application that you may receive or to invite the pre-qualified bidders to bid for the contract(s) subject of this pre-qualification, without incurring any liability to the Bidders, in accordance with Data Sheet.

Thanking you,

Sincerely,

[Bidder's name with seal]

[Authorized Signature (in full and initials)]

Name and Title of Signatory

Address, Location and Date



P2: Authorisation Letter

Attachment: Board Resolution/Authorisation form from the competent authority for bid submission.

**P3: Details of the Bidder**

SNo	Description	Details to be filled by the Bidder
1	Name of the Organisation	
2	Nature of the Organisation Government/Public/Private/Partnership/Proprietorship	
3	Year of Establishment (Enclose any of the following for proof of establishment) a. Certificate of Incorporation b. Audited Balance Sheets c. Registered Partnership deed if any	
4	Registered Office Postal Address with Phone & Fax Number	
5	Office Postal Address with Phone & Fax in Andhra Pradesh	
6	Contact person with Phone, Mobile Number & email Address	
7	GST Registration Number	
8	Valid ISO 27001/9001 Certification	
9	Additional Certification/Awards (if Any)	
10	List of supporting documents attached for this form	

Thanking you,

Sincerely,

[Bidder's name with seal]

[Authorized Signature (in full and initials)]

Name and Title of Signatory

Address, Location and Date

Attachments: As per the RFP



P4: Certificate of Incorporation



P5: Format for Self-Declaration on Blacklisting

(on Company Letterhead)

Date

To
The VC&MD,
APSRTC,,
RTC House
1st Floor, NTR Administrative Block
Pandit Nehru Bus Station,
Vijayawada – 520 001

Sir,

In response to the RFP No. _____
dated _____ for quoting against the RFP as an Director of M/s << Proposer>> , I
/ We hereby declare that our Company / Firm _____ is having
unblemished past record and was not declared blacklisted or ineligible to participate for
Proposal Submission as on date of submission of the Proposal by **any State/Central
Govt. or PSU** due to, breach of general or specific instructions, corrupt /fraudulent ,
Non-Performance or any other unethical business practices.

Yours faithfully,

Authorized Signatory _____

Name _____

Designation _____

Company name _____



P6: Pending Litigation

(Company letter head)

Applicant Legal Name.....			
No pending litigation			
Pending litigation is indicated below			
Year	Matter in Dispute	Value of Pending Claim in INR Equivalence	Value of Pending Claim as a % of Net Worth

Date:

Name.....

In the capacity of.....

Signed.....

Duly authorised to sign the application for and on behalf of.....

Stamp/ Seal.....



P7: Self-Déclaration/Self- Certification (Conflict of Interest)

(Company Letterhead)

Date

To,

The VC&MD,

APSRTC,

RTC House

1st Floor, NTR Administrative Block

Pandit Nehru Bus Station,

Vijayawada – 520 001

Sub: Undertaking on Conflict of Interest

Sir,

I/We as Service Provider do hereby undertake that there is absence of, actual or potential conflict of interest on the part of the Service Provider or any prospective OEM due to prior, current, or proposed contracts, engagements, or affiliations with the Contracting Authority.

I/We also confirm that there are no potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the Service Provider to complete the requirements as given in the RFP.

We undertake and agree to indemnify and hold the Contracting Authority harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees & fee of professionals, reasonably) by the Contracting Authority and/or its representatives, if any such conflict arises later.

Yours faithfully,

Name.....

In the capacity of.....

Signed.....

Stamp/ Seal.....

**P8: Financial Strength Details:**

Financial Information Item/Year	FY 2022-23	FY 2023-24	FY 2024-25
Revenue (in INR Lakhs)			
Profit Before Tac (in INR Lakhs)			
Profit After Tax (in INR Lakhs)			
Net Worth			
Other Relevant Information			
Mandatory Supporting Documents	Auditor Certified Financial Statements for the Last Five Financial Years		

Note: Bidder must quote supporting document name, Section and page no. while referring all the financial details entered in this form. While entering net profit they must quote the Annual Report for the year (as supporting document name), Section and Page no. for quick reference during evaluation. Attested copies of Audited financial statements/Certificate from Chartered Accountant for last 3 financial years in support of the above

Note: The bidder shall provide details in the above table and attach supporting documents.

**P9: Project Experience Information Sheet**

(Must obtain from the Clients)

Date

Name of the Bidder

Tender Ref Number:

1. Name of the Organisation
2. Name of the contact Person
3. Telephone Numbers, Fax numbers, Postal Address, email Address & Website

Project Deployment Details of the proposer

SNo	Item	Details
1	Client Name and Address (Including Country and Continent)	
2	Clients Authorised Representative Information (Name, Address, Telephone Numbers, Fax Numbers, email Address, Website)	
3	Name of the project deployed	
4	Scope of Work	
5	Date of first deployment	
6	Contract Tenure	
5	Project Value	
6	Project Status as on bid calling date	
7	List of supporting documents attached for this form	

Thanking you,

Sincerely,

[Bidder's name with seal]

[Authorized Signature (in full and initials)]

Name and Title of Signatory

Address, Location and Date



P10: Proof of Bid Document Fee/Purchase



P11: Proof of EMD Deposit

**P12 : Details of Local Presence**

Date:

This is to certify that _____ (Company name)
having its local office at _____ (Address) has the following centre(s) in the State of
Andhra Pradesh.

Name and Location of Delivery Centre	Contact Person Details	Number of Projects Handled	Indian Client List (Mention a few)

Name and location of the Organisation	Address	Number of Employees

Name.....

In the capacity of.....

Signed.....

Stamp/ Seal.....

Note: In case, the bidder does not have local presence in AP at the time of bidding, a self-declaration has to be provided by the bidder that they will establish a project office in AP within two (2) months from the issue of LOI if they are awarded the project.



P13: Copy of GST Certificate(Andhra Pradesh Registered GST Certificate)



P14: Copy of PAN



P15: Letter of Understanding and Commitment

Format of the Letter of Commitment

(Company Letterhead)

Date: [●]

To,
The VC&MD,
APSRTC, RTC House, 1st Floor, NTR Administrative Block
Pandit Nehru Bus Station,
Vijayawada – 520 001

Re: Providing Hardware and manpower supply for issue of Bus passes in APSRTC for a period of Three years and extendable for two more by year on year.

Sir,

This has reference to the Proposal being submitted by _____ (name of the bidder) in respect project _____.

We hereby acknowledge and confirm the following:

We, _____ (name of the bidder), have examined in detail and have understood and satisfied ourselves regarding the requirements of the Project, including in respect of the following:

1. The Request for Proposal issued by the APSRTC; and
2. All subsequent written communications issued by the APSRTC to the Bidders.

I declare that all the provisions of this RFP/Tender Document are acceptable to my company and we agree to work in compliance with APSRTC guidelines wherever they are binding and applicable. I further certify that I am an authorized signatory of my company and I am, therefore, competent to make this declaration.

Thanking you,

Sincerely,

[Bidder's name with seal]

[Authorized Signature (in full and initials)]

Name and Title of Signatory

Address, Location and Date



P16 Any Other Documents

Zone-1 Peak Season and Slack Season Counters												
S.No	Zone Sno	Zone	District	Bus Pass Counter Location	Mapped to (Depot)	Peak Season (June-September)			Slack Season (October-May)			No of CC.Cameras
						No.of counters	No.of shifts	Shift timings	No.of counters	No.of shifts	Shift timings	
1	1	Zone-1	SRIKAKULAM	Palasa B/S	PLS	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2
2	2		SRIKAKULAM	Srikakulam B/S	SKLM-1 &2	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2
3	3		SRIKAKULAM	Tekkali B/S	TKL	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2
4	4		PARVATHIPURAM MANYAM	Parvathipuram B/S	PPM	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2
5	5		PARVATHIPURAM MANYAM	Palakonda B/S	PLKD	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2
6	6		PARVATHIPURAM MANYAM	Salur B/S	SLR	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2
7	7		VIZIANAGARAM	Vizianagaram	VZM	2	1	08:00 to 18:00	1	1	08:00 to 18:00	2
8	8		VIZIANAGARAM	Bobbili	SLR	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
9	9		VIZIANAGARAM	Skota	Skota	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
10	10		VISAKHAPATNAM	Central Bus Station	DBSC	3	1	08:00 to 20:00	3	1	08:00 to 20:00	2
11	11		VISAKHAPATNAM	Gajuwaka	GWK	1	1	08:00 to 20:00	1	1	09:00 to 18:00	2
12	12		VISAKHAPATNAM	Maddilapalem	MDP	2	1	08:00 to 20:00	2	1	08:00 to 20:00	2
13	13		VISAKHAPATNAM	MVP Complex	WTR	1	1	08:00 to 20:00	1	1	09:00 to 18:00	2
14	14		VISAKHAPATNAM	Madhurawada	MDWD	1	1	08:00 to 20:00	1	1	09:00 to 18:00	2
15	15		VISAKHAPATNAM	Pendurthi	SML	1	1	08:00 to 20:00	1	1	09:00 to 18:00	2
16	16		VISAKHAPATNAM	Simhachalam	SML	2	1	08:00 to 20:00	1	1	09:00 to 18:00	2
17	17		VISAKHAPATNAM	Steel City	VSCD	1	1	08:00 to 20:00	1	1	09:00 to 18:00	2
18	18		ANAKAPALLI	Anakapalli B/S	AKP	2	1	09:00 to 20:00	1	1	09:00 to 18:00	2
19	19		ANAKAPALLI	Narsipatnam B/S	NRPM	2	1	09:00 to 20:00	1	1	09:00 to 18:00	2
20	20		ALLURI SEETHARAMA RAJU	Paderu B/S	PDR	1	1	09:00 to 20:00	1	1	09:00 to 18:00	2
Zone-I Total						27	20		23	20		40

Zone-2 Peak Season and Slack Season Counters												
S.No	Zone Sno	Zone	District	Proposed bus pass counter location	Mapped to (Depot)	Peak Season (June-September)			Slack Season (October-May)			No of CC.Cameras
						No.of counters	No.of shifts	Shift timings	No.of counters	No.of shifts	Shift timings	
21	1	Zone-II	KAKINADA	Kakinada	KKD	2	1	09:00 to 20:00	1	1	09:00 to 18:00	2
22	2		KAKINADA	Samarlakota	KKD	1	1	09:00 to 20:00	1	1	09:00 to 18:00	2
23	3		KAKINADA	Eleswaram	ELSM	1	1	09:00 to 20:00	1	1	09:00 to 18:00	2
24	4		KAKINADA	Tuni	TUNI	1	1	09:00 to 20:00	1	1	09:00 to 18:00	2
25	5		EAST GODAVARI	Gokavaram	GKRM	1	1	09:00 to 20:00	1	1	09:00 to 18:00	2
26	6		EAST GODAVARI	Kovvuru	KVR	1	1	09:00 to 20:00	1	1	09:00 to 18:00	2
27	7		EAST GODAVARI	Nidadavolu	NDD	1	1	09:00 to 20:00	1	1	09:00 to 18:00	2
28	8		EAST GODAVARI	Rajahmundry	RJY	1	2	08:00 to 13:00, 13:00 to 19:00	1	2	08:00 to 13:00, 13:00 to 19:00	2
29	9		KONASEEMA	Amalapuram	AMP	1	2	08:00 to 12:00, 15:00 to 19:00	0	0		2
30	10					1	1	09:00 to 18:00	1	1	09:00 to 18:00	2
31	11		KONASEEMA	Ravulapalem	RVPM	1	1	08:00 to 20:00	1	1	09:00 to 18:00	2
32	12		KONASEEMA	Razolu	RZL	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2
33	13		KONASEEMA	Ramachandrapuram	RCPM	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2
34	14		WEST GODAVARI	Bhimavaram	BVRM	1	1	08:00 to 19:00	1	1	08:00 to 19:00	2
35	15		WEST GODAVARI	Narasapuram	NSP	1	1	08:00 to 19:00	1	1	08:00 to 19:00	2
36	16		WEST GODAVARI	Tadepalligudem	TPG	1	1	08:00 to 19:00	1	1	08:00 to 19:00	2
37	17		WEST GODAVARI	Tanuku	TNK	1	1	08:00 to 19:00	1	1	08:00 to 19:00	2
38	18		ELURU	Eluru	ELR	1	1	08:00 to 20:00	1	1	09:00 to 19:00	2
39	19		ELURU	Jangareddy gudem	JRG	1	1	09:00 to 20:00	1	1	09:00 to 18:00	2
40	20		ELURU	Nuzvidu	NZD	1	1	09:00 to 20:00	1	1	09:00 to 18:00	2
41	21		KRISHNA	Avanigadda	AVG	1	1	08:00 to 18:00	1	1	09:00 to 18:00	2
42	22		KRISHNA	Gudivada	GDV	1	1	08:00 to 18:00	1	1	09:00 to 18:00	2
43	23		KRISHNA	Vuyyuru	VYR	1	1	08:00 to 18:00	1	1	09:00 to 18:00	2
44	24		KRISHNA	Kankipadu	VYR	1	1	08:00 to 18:00	1	1	09:00 to 18:00	2
45	25		KRISHNA	Gannavaram	GVRM	1	1	08:00 to 18:00	1	1	09:00 to 18:00	2
46	26		KRISHNA	Machilipatnam	MTM	1	1	08:00 to 18:00	1	1	09:00 to 18:00	2
47	27		NTR	PNBS	PNBS	3	1	09:00 to 20:00	3	1	09:00 to 18:00	2
48	28		NTR	Autonagar	PNBS	1	1	09:00 to 20:00	1	1	09:00 to 18:00	2
49	29		NTR	Ibrahimpatnam	PNBS	1	1	09:00 to 20:00	0	0		2
50	30		NTR	City bus Port	PNBS	1	1	09:00 to 20:00	1	1	09:00 to 18:00	2
51	31		NTR	Jaggayyapeta	JPT	1	1	09:00 to 20:00	1	1	09:00 to 18:00	2
52	32		NTR	Tiruvuru	TVR	1	1	09:00 to 20:00	1	1	09:00 to 18:00	2
Zone-II Total						35	34		32	31		64

Zone-3 Peak Season and Slack Season Counters												
S.No	Zone Sno	Zone	District	Proposed bus pass counter location	Mapped to (Depot)	Peak Season (June-September)			Slack Season (October-May)			No of CC.Cameras
						No.of counters	No.of shifts	Shift timings	No.of counters	No.of shifts	Shift timings	
53	1	Zone-III	GUNTUR	Guntur B/S	GNT-1	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
54	2		GUNTUR	Guntur B/S	GNT-2	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
55	3		GUNTUR	Tenali Old B/S	TNL	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
56	4		GUNTUR	Mangalagiri B/S	MNGL	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
57	5		GUNTUR	Ponnur	PNR	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
58	6		PALNADU	Narasaraopeta	NRT	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
59	7		PALNADU	Sattenapalli	SAP	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
60	8		PALNADU	Chilakaluripeta	CPT	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
61	9		PALNADU	Macherla	MCL	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
62	10		PALNADU	Vinukonda	VNK	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
63	11		PALNADU	Piduguralla	PDRL	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
64	12		BAPATLA	Addanki	ADK	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
65	13		BAPATLA	Bapatla	BPTL	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
66	14		BAPATLA	Chirala	CRL	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
67	15		BAPATLA	Repalle	RPL	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
68	16		PRAKASAM	Giddalur	GDLR	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
69	17		PRAKASAM	Kanigiri	KNG	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
70	18		PRAKASAM	Markapur	MRKP	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
71	19		PRAKASAM	Ongole	OGL	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
72	20		PRAKASAM	Podili	PDL	1	1	08:00 to 18:00	1	1	08:00 to 18:00	2
73	21		SPS NELLORE	Atmakur	ATK(N)	1	1	09:30 to 18:30	1	1	09:30 to 18:30	2
74	22		SPS NELLORE	Kandukur	KDKR	1	1	09:30 to 18:30	1	1	09:30 to 18:30	2
75	23		SPS NELLORE	Kavali	KVL	1	1	09:30 to 18:30	1	1	09:30 to 18:30	2
76	24		SPS NELLORE	Nellore main B/S	NLR-1	1	1	09:30 to 18:30	1	1	09:30 to 18:30	2
77	25		SPS NELLORE	PSR B/S	NLR-2	1	1	09:30 to 18:30	1	1	09:30 to 18:30	2
78	26		SPS NELLORE	Rapur	RPR	1	1	09:30 to 18:30	1	1	09:30 to 18:30	2
79	27		SPS NELLORE	Udayagiri	UDGR	1	1	09:30 to 18:30	1	1	09:30 to 18:30	2
Zone-III Total						27	27		27	27		54

Zone-4 Peak Season and Slack Season Counters												
S.No	Zone Sno	Zone	District	Proposed bus pass counter location	Mapped to (Depot)	Peak Season (June-September)			Slack Season (October-May)			No of CC.Cameras
						No.of counters	No.of shifts	Shift timings	No.of counters	No.of shifts	Shift timings	
80	1	Zone-IV	TIRUPATI	Srikalahasti B/S	SKHT	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2
81	2		TIRUPATI	Putturu B/S	PTR	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2
82	3		TIRUPATI	Sullurpeta B/S	SLPT	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2
83	4		TIRUPATI	Naidupeta B/S	SLPT	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2
84	5		TIRUPATI	Kota B/S	VKD	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2
85	6		TIRUPATI	Guduru B/S	GDR	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2
86	7		TIRUPATI	Venkatagir B/S	VGR	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2
87	8		TIRUPATI	Satyavedu B/S	STVD	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2
88	9		TIRUPATI	Nagalapuram B/S	STVD	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2
89	10		TIRUPATI	CBS, Tirupati	MGLM	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2
90	11		TIRUPATI	CBS, Tirupati	TPT	2	1	09:00 to 18:00	1	1	09:00 to 18:00	2
91	12		CHITTOOR	Chittoor B/S	CTR-2	2	1	08:00 to 20:00	2	1	08:00 to 18:00	2
92	13		CHITTOOR	Kuppam B/S	KPM	1	1	08:00 to 20:00	1	1	08:00 to 18:00	2
93	14		CHITTOOR	Palamaner B/S	PLMR	1	1	08:00 to 20:00	1	1	08:00 to 18:00	2
94	15		CHITTOOR	Punganur B/S	PGNR	1	1	08:00 to 20:00	1	1	08:00 to 18:00	2
95	16		ANNAMAYYA	Madanapalli B/S	MPL-2	2	1	08:00 to 20:00	2	1	08:00 to 18:00	2
96	17		ANNAMAYYA	Pileru B/S	PLR	1	1	08:00 to 20:00	1	1	08:00 to 18:00	2
97	18		ANNAMAYYA	Rajampeta B/S	RJPT	1	1	08:00 to 20:00	1	1	08:00 to 18:00	2
98	19		ANNAMAYYA	Rayachoty B/S	RCTY	1	1	08:00 to 20:00	1	1	08:00 to 18:00	2
99	20		NANDYAL	Allagadda	ALG	1	1	09:00 to 19:00	1	1	09:00 to 19:00	2
100	21		NANDYAL	Atmakur (K)	ATK(K)	1	1	09:00 to 19:00	1	1	09:00 to 19:00	2
101	22		NANDYAL	Banaganapalle	BPL	1	1	09:00 to 19:00	1	1	09:00 to 19:00	2
102	23		NANDYAL	Dhone	DHN	1	1	09:00 to 19:00	1	1	09:00 to 19:00	2
103	24		NANDYAL	Koilakuntla	KKL	1	1	09:00 to 19:00	1	1	09:00 to 19:00	2
104	25		NANDYAL	Nandikotkur	NDKR	1	1	09:00 to 19:00	1	1	09:00 to 19:00	2

Zone-4 Peak Season and Slack Season Counters													
S.No	Zone Sno	Zone	District	Proposed bus pass counter location	Mapped to (Depot)	Peak Season (June-September)			Slack Season (October-May)			No of CC.Cameras	
						No.of counters	No.of shifts	Shift timings	No.of counters	No.of shifts	Shift timings		
105	26		NANDYAL	Nandyal	NDL	1	1	09:00 to 19:00	1	1	09:00 to 19:00	2	
106	27		KURNOOL	Adoni B/S	.ADN	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2	
107	28		KURNOOL	Kurnool B/S	KRNL-1	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2	
108	29		KURNOOL	Kurnool B/S	KRNL-2	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2	
109	30	Zone-IV	KURNOOL	Pathikonda B/S	PTKD	1	1	09:00 to 17:00	1	1	09:00 to 17:00	2	
110	31		KURNOOL	Yemmiganuru	YGR	1	1	09:00 to 18:00	1	1	09:00 to 18:00	2	
111	32		YSR KADAPA	Kadapa	KDP	1	1	09:00 to 19:00	1	1	09:00 to 19:00	2	
112	33		YSR KADAPA	Pulivendula	PLVD	1	1	09:00 to 19:00	1	1	09:00 to 19:00	2	
113	34		YSR KADAPA	Badvel	BDVL	1	1	09:00 to 19:00	1	1	09:00 to 19:00	2	
114	35		YSR KADAPA	Jammalamadugu	JMD	1	1	09:00 to 19:00	1	1	09:00 to 19:00	2	
115	36		YSR KADAPA	Mydukur	MYDK	1	1	09:00 to 19:00	1	1	09:00 to 19:00	2	
116	37		YSR KADAPA	Proddatur	PDTR	1	1	09:00 to 19:00	1	1	09:00 to 19:00	2	
117	38		ANANTHAPURAM	Anantapur	ATP	1	2	14:00 to 22:00	1	2	14:00 to 22:00	2	
118	39		ANANTHAPURAM	Gooty	GTY	1	1	07:00 to 19:00	1	1	07:00 to 19:00	2	
119	40		ANANTHAPURAM	Guntakal	GTKL	1	1	07:00 to 19:00	1	1	07:00 to 19:00	2	
120	41		ANANTHAPURAM	Kalyandurg	KLDG	1	1	07:00 to 19:00	1	1	07:00 to 19:00	2	
121	42		ANANTHAPURAM	Rayadurg	RDG	1	1	07:00 to 19:00	1	1	07:00 to 19:00	2	
122	43		ANANTHAPURAM	Tadipatri	TDP	1	2	14:00 to 22:00	1	2	14:00 to 22:00	2	
123	44		ANANTHAPURAM	Uravakonda	UKD	1	1	07:00 to 19:00	1	1	07:00 to 19:00	2	
124	45		SRI SATYA SAI	Dharmavaram	DMM	1	1	08:00 to 17:00	1	1	08:00 to 17:00	2	
125	46		SRI SATYA SAI	Hindupur	HDP	1	1	08:00 to 17:00	1	1	08:00 to 17:00	2	
126	47		SRI SATYA SAI	Kadiri	KDR	1	1	08:00 to 17:00	1	1	08:00 to 17:00	2	
127	48		SRI SATYA SAI	Madakasira	MDKS	1	1	08:00 to 17:00	1	1	08:00 to 17:00	2	
128	49		SRI SATYA SAI	Penukonda	PNKD	1	1	08:00 to 17:00	1	1	08:00 to 17:00	2	
129	50		SRI SATYA SAI	Puttaparthi	PTP	1	1	08:00 to 17:00	1	1	08:00 to 17:00	2	
Zone-IV total counters						53	52		52	52		100	



Annexure-2

Zone Wise Actual Bus Passes during the Peak & Slack season for Academic Year 2024-25									
Academic Year	2024-25(Jun-Sep) (In Lakhs)			2024-25(Oct-May) (In Lakhs)			2024-25 (In Lakhs)		
Zone	IDS	Tickets	Total	IDS	Tickets	Total	IDS	Tickets	Total
Zone-1	2.75	2.81	5.56	1.65	5.35	7	4.4	8.16	12.56
Zone-2	2.48	2.23	4.71	1.42	4.23	5.65	3.9	6.46	10.36
Zone-3	1.68	1.07	2.75	0.97	2.03	3	2.65	3.1	5.75
Zone-4	2.36	2.01	4.37	1.39	3.77	5.16	3.75	5.78	9.53
Total	9.27	8.12	17.39	5.43	15.38	20.81	14.7	23.5	38.2

Zone Wise Actual Bus passes for Academic Year 2025-26			
Academic Year	2025-26 (In Lakhs)		
Zone	IDS	Tickets	Total
Zone-1	1.68	3.40	5.08
Zone-2	2.89	2.41	5.30
Zone-3	1.06	1.27	2.33
Zone-4	2.14	2.80	4.94
Total	7.77	9.88	17.65

Zone Wise Indicative Bus Passes during the Peak & Slack season for Academic Year 2026-27									
Academic Year	2026-27(Jun-Sep) (In Lakhs)			2026-27(Oct-May) (In Lakhs)			2026-27 (In Lakhs)		
Zone	IDS	Tickets	Total	IDS	Tickets	Total	IDS	Tickets	Total
Zone-1	1.72	1.83	3.55	1.01	3.47	4.48	2.73	5.3	8.03
Zone-2	1.56	1.45	3.01	0.89	2.75	3.64	2.45	4.2	6.65
Zone-3	1.05	0.70	1.75	0.63	1.32	1.95	1.68	2.02	3.7
Zone-4	1.48	1.30	2.78	0.86	2.47	3.33	2.34	3.77	6.11
Total	5.81	5.28	11.09	3.39	10.01	13.4	9.2	15.29	24.49



Note: The figures shown are actuals for the year 2024-25 & 2025-26 (Upto Nov-2025). The figures which are mentioned for the year 2026-27 are the indicative figures only. APSRTC will not give any guarantee for the indicative figures given for 2026-27 which are mentioned in the Annexure-2. The Bidder has to satisfy himself regarding indicative figures, and other terms and conditions before participating in the e-tender. No representation in this regard will be entertained at any later date.

**Annexure–3****Configuration of hardware****1. Personal Computers**

(Lenovo / HP / Compaq / Dell/IBM/Acer.)

- Intel i3 processor or above configuration
- 8 GB RAM Expandable up to 16 GB
- 500 GB HDD
- 1 Parallel / 1 Serial / 6 USB Ports
- USB Keyboard & USB optical Mouse
- IPV6 enabled 10/100/1000 Mbps NIC (on board / add on)
- MS Windows Operating System
- xTwo monitors for each booking computer system with 19 inch monitors (Dual monitors can be any brand)

2. Laser Printers (A4 size Monochrome)

(HP /Epson/ Canon / Samsung.)

- Print speed (Normal) : 14 ppm
- Print quality (best) : 600 x 600 dpi
- Interface : USB

3. UPS Systems of required capacity

Online 2 KVA UPS Systems of reputed brand with required battery bank for providing minimum 3 hours backup (The backup has to be planned duly taking into account the power cuts imposed from time to time and availability of Generator Sets).

4. Colour Inkjet printers (Photo quality)

(HP / Canon / Epson / other reputed brand)

Maximum Resolution	:	1200 x 1200 dpi black 5760 x 1440
dpi colour		
Print Speed (Draft)	:	33 / 15 ppm (Black/Colour)
Interface	:	USB

5. 9-Pin 80 Column Dot Matrix Printers

Make	:	Epson / TVSE / WIPRO
Print Speed	:	250 cps at 10cpi High Speed Draft Mode
Interface	:	Parallel and USB



6. Digital Cameras/Webcam (1024X768 resolution),
Digital Camera Stand (mechanical), Back drops

7. Surveillance camera

1/3" HDRIS Sensor, 700 TVL IR Dome , Day & Night with
ICR, 3.6 mm fixed lens, DC 12V, IR range : 10 ~ 15 Mtrs.

8. DVR

4 (or 8 based on requirement) Channel DVR, H.264 Compression, Real Time
Recording @ D1 Resolution, 1 Channel Audio, 1 SATA,
HDMI, No Remote Control , No Panel, no PTZ Control,
No Alarm, 1 TB SATA Surveillance HDD

The list is only indicative and not exhaustive and any other equipment required for carrying out business activity and for improving service level to customers shall also have to be provided.