

**ATAL INDORE CITY TRANSPORT
SERVICES LIMITED, INDORE**

TENDER DOCUMENT

FOR

**“Selection of Agency for Operating & Developing
Technology for Fleet Management of Shared Mini
Bus Service from Indore airport”**

ATAL INDORE CITY TRANSPORT SERVICES LIMITED

Plot No. 30- Residency Area, A.B. Road,
Opp. M.G.M. Medical College, INDORE - 452001
Ph.: +91-731-2499888

ISSUING FORM

THIS TENDER DOCUMENT SELECTION OF AGENCY FOR OPERATING, DEVELOPING TECHNOLOGY FOR FLEET MANAGEMENT OF SHARED MINI BUS SERVICE FROM INDORE AIRPORT HAS BEEN ISSUED BY THE CHIEF EXECUTIVE OFFICER, ATAL INDORE CITY TRANSPORT SERVICES LTD, INDORE to

On dated..... On receipt of /- (Rs. Only) by Cash.

(Receipt No. _____ Dated _____)

MANAGING DIRECTOR,
ATAL INDORE CITY TRANSPORT SERVICES LIMITED, INDORE

AICTSL» ATAL INDORE CITY TRANSPORT SERVICES LIMITED

Plot No. : 30, Residency Area, A.B. Road, Opposite M.G.M. College, Indore, M.P.
Telephone No. 0731-2499888, 2904488

NOTICE INVITING E-TENDER

AICTSL/2018/NIT/EPROC/No.366

Indore, Date: 23.01.2019

Atal Indore City Transport Services Ltd. (AICTSL) is a special purpose vehicle in the form of a Public Limited Company set up to operate and manage Public Transport in the city of Indore. AICTSL invites online tenders from the reputed & authorised companies/ agencies on below scope. Important dates for tender processing are as under:-

Name of Work	"Selection of Agency for Operating, Developing Technology for Fleet Management of Shared Mini Bus Service from Indore airport "
Pre-bid date at AICTSL office	30/01/2019 at 1600 hrs.
Start Date of Purchase	24/01/2019
Last date for online purchase of E-tender document.	06/02/2019 till 1730 hrs.
Start Date of Submission	06/02/2019
Last date for online submission of E-tender technical and financial document	07/02/2019 till 1730 hrs.
Last date for submission of hard copy tender with technical bid submission.	08/02/2019 till 1530 hrs.
Earnest money and technical bid will be opened online.	08/02/2019 at 1600 hrs.

1. Tender document purchase, submission, detailed terms and conditions, specification and other eligibility criteria details shall be available on **website: www.mptenders.gov.in** and NIT can be seen only on AICTSL official **Website :- www.citybusindore.com**.
2. Cost of tender form ₹ 5,000/- (non-refundable).
3. Earnest money deposit ₹ 50,000/- (Fifty Thousand only) in the form of DD/FDR in favour Atal Indore City Transport Services Limited, Indore.
4. The bidder fulfilling the criteria as per NIT are eligible to participate in the tenders.

AICTSL reserves to itself the right to reject any or all the tenders or extend the date and time of its sale, submission or opening under its sole discretion without assigning any reason whatsoever.

**Managing Director
Atal Indore City Transport Services Limited**

Tender terms and conditions will be according to the department. Instructions regarding website are as follows:-

- i) For participation in e-tendering module for any department, it is mandatory for prospective bidders to get registration on website **<https://mptenders.gov.in>**. Therefore, it is advised to all prospective bidders to get registration by making on line registration fees payment at the earliest.
- ii) Tender documents can be purchased only online and downloaded from website **<https://mptenders.gov.in>** by making online payment for the tender documents fee.
- iii) Service and gateway charges shall be borne by the bidders.
- iv) Since the bidders are required to sign their bids online using class – III Digital Signature Certificate, they are advised to obtain the same at the earliest.
- v) For further information regarding issue of Digital Signature Certificate, the bidders are requested to visit website **<https://mptenders.gov.in>**. Please note that it may take upto 7 to 10 working days for issue of Digital Signature Certificate. Department will not be responsible for delay in issue of Digital Signature Certificate.
- vi) If bidder is going first time for e-tendering, then it is obligatory on the part of bidder to fulfil all formalities such as registration, obtaining Digital Signature Certificate etc. well in advance.
- vii) Bidders are requested to visit our e-tendering website regularly for any clarification and / or due date extension.
- viii) Bidder must positively complete online e-tendering procedure at **<https://mptenders.gov.in>**
- ix) Department shall not be responsible in any way for delay /difficulties /inaccessibility of the downloading facility from the website for any reason whatever.
- x) For any type of clarification bidders can / visit **<https://mptenders.gov.in>** and held desk contract no. 18002588684 Mail id: eproc_helpdesk@mpsdc.gov.in Support timings: Monday to Saturday from 10:00 AM to 7:00 PM.
- xi) Interested bidders may attend the free training programme in Bhopal at their own cost. For further query please contact help desk.
- xii) The bidder who so ever is submitting the tender by his Digital Signature Certificate shall invariably upload the scanned copy of the authority letter as well as submit the copy of same in physical form with the offer of particular tender.

INSTRUCTIONS FOR TENDERING

1. Before tendering, the tenderer shall visit the site and also carefully examine the conditions of contract, the specifications, drawings and the Bills of Quantities and if there should be or appear to be any ambiguity in or discrepancy between any of these documents or between figured and measured dimensions upon the drawings, he should immediately refer the matter to the ATAL INDORE CITY TRANSPORT SERVICES LIMITED (AICTSL). The tenderer is required, to inspect the site of the proposed work to acquaint himself with regard to the nature of work, availability of materials, labour, duration of working hours, efforts to be taken to work within the existing premises, Special Security arrangement to be made etc.
2. Access to the site during the tender period will be given by appointment.
3. Any clarifications required on the tender documents may be obtained from the office of the AICTSL, Indore.
4. Time is the essence of the contract and the time required for completion of work from the date of placing the work order has been indicated in the appendix to the general conditions of the contract.
5. The tenderer shall complete the annexed form of Tender, Schedule and Bills of Quantities with the whole of the price and information called for therein and shall sign with date on each of the documents in the space provided for the purpose. Each page of the tender shall bear tenderer sign and also shall bear the stamp of the tenderer.
6. The tender form and documents attached to it shall not be detached one from the other and no alteration other than filling in of all blank spaces shall be made in the documents.
7. The tender shall be made on the basis of the rates and prices in the bill of quantities and there will be no adjustment with variation in wage rates, taxes, prices of materials or any other costs, unless indicated otherwise. The AICTSL does not guarantee that any or all the items of work will be in purview of the contract.
8. The AICTSL reserves the right to adjust arithmetical or other errors in any tender in the way which he considers suitable, any adjustment so made by the AICTSL shall be informed to the tenderer.
9. The tender shall remain valid for acceptance for the period of 120 days from the date of submission. If the tenderer withdraws or modifies his offer during validity period the EMD deposit shall be forfeited in

favor of AICTSL.

9.1 Forfeiture of Bid Security:

The Bid Security of a Bidder shall be forfeited in the following events:

- (i) If a Bidder withdraws or amends the bid proposal during the period of Bid validity or,
- (ii) In the case of a Successful Bidder, if the Bidder fails to sign the Bus operator Agreement.
- (iii) In the case of any other situation as may be specified in the RFP document.

10. The rates Quoted are inclusive of Income tax, commercial tax, GST and other taxes if applicable & the same will be deducted as per rules.
11. Tender will not be considered if not accompanied by a sum of Rs. 50,000/- as Earnest Money. The Earnest Money of unsuccessful tenderer will be returned without interest after a decision is taken in respect of awarding the work. The Earnest Money deposited by the successful tenderer will be adjusted towards security deposit and will not bear any interest.
12. Mode of submission of E- Tender: The Tender technical & financial bid shall be submitted via E-tendering till 07/02/2019 as mentioned in the memorandum & hard copy only of technical till 08/02/2019 as mentioned in Memorandum.
- (a) It will be submitted in two sealed envelope. First envelope shall contain Earnest money deposit of Rs. 50,000/- (Rupees Fifty Thousand only) **paid online through www.mptenders.gov.in.**
15. Tender submitted without following procedure as described in the tender will be disqualified.
16. Subletting the work in any form will not be allowed.
17. Contractors to quote rates exclusive of all Taxes, Levies, and Duties present and future imposed by STATE GOVT, CENTRAL GOVT, and LOCAL BODIES.
18. AICTSL reserves the right to accept or reject any one or all the tenders without assigning any reasons whatsoever.
19. Conditional tenders are liable to be treated as non-responsive tender and hence liable for rejection.
20. Tender will be evaluated as a whole and not component wise.

21. Payment conditions: (As per table below)

The premium quoted to be paid to AICTSL on monthly basis. The invoice shall be generated against the premium quoted.

Date :

To,

**Chief Executive Officer
AICTSL,
30 Residency Area,
Opp. MGM College,
Indore (M.P.)**

Dear Sir,

Having examined the tender conditions, drawings, specifications, designs relating to the works specified in the memorandum and having visited and examined the site of the works specified in the said memorandum and having acquired the requisite information affecting the tender, I/WE hereby offer to execute the works specified in said memorandum within the time specified in the said memorandum on the item rate basis mentioned in the attached schedule and in accordance with all respects with the specifications, designs, drawings and instruction in writing referred to in condition of tender, the Articles of Agreement, and with such materials as are provided for , by and in all other respects in accordance with such condition so far as they may be applicable.

MEMORANDUM

a)	Description of works	Selection of Agency for Operating, Developing Technology for Fleet Management of Shared Mini Bus Service from Indore airport
b)	Amount of E/M	Rs. 50,000/-

Eligibility criteria:

S. No.	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	Sole Bidder, a business entity incorporated in India under the Companies Act, 2013.	- Certificate of Registration as Company or Firm registered in India or Certificate/ Certificate of Incorporation In case of sole bidder, proof of starting of business
2	Blacklisting	The bidder should not have been black listed or conflict of activities by any State Government, Central Government or any other Public Sector undertaking or a Corporation or any other Autonomous Organization of Central or State Government for breach of Contractual Conditions as on bid calling date. Self-Certificate declaring that the bidder is not black listed to be enclosed.	Self-Declaration (duly signed by the authorized signatory).
3	Authorized Representative from Bidder	A Power of Attorney or Copy of Board resolution in the name of the person signing the bid.	Original Power of attorney or Board resolution copy
4	Technical Representation	Project Planning along with the details of operation. Detail proposal.	Proposal along with the technical presentation to be submitted.
5	Technology details	Technology detailing to be provided.	Technical presentation/Proposal along with the technical bid to be submitted.

- (1) We undertake to complete and deliver the whole of the works comprised in contract within the time stated in the Appendix to Bid of the general conditions of the contract.
- (2) We have independently considered the amount of liquidated damage in the Appendix to Bid of the general conditions of the contract and agree that it represents fair estimate of the loss likely to be suffered by us in the event of the works not being completed in time.
- (3) If our tender is accepted, we will, furnish the performance security deposit for the sum named in the appendix to Bid of the general conditions of the contract for the due performance of the contract.
- (4) We agree to abide by this tender for the period of 120 days from the date fixed for receiving the same and it shall remain binding upon us and may be accepted at any time before expiry of that period.
- (5) Unless until a formal agreement is prepared and executed this tender together with our written acceptance thereof shall constitute a binding contract between us.

6. Should this tender be accepted I/We hereby agree to abide by and fulfil the terms and provisions of the said conditions of contract annexed hereto as far as they may be applicable or in default thereof to forfeit and pay to AICTSL the amount mentioned in the said conditions.

7. I/We have deposited Demand Draft for a Sum of Rs. 50,000/- as earnest money deposit with AICTSL. Should I/We do fail to execute the contract when called upon to do so, I/We hereby agree that this sum shall be forfeited in favour of AICTSL, Indore.

8. Our Bankers are :

9. The names of partner of our firm are :
 - (i)
 - (ii)
 - (iii)
 - (iv)
 - (v)

Name of the partner of the firm authorised to sign. OR Name of person having Power of Attorney to sign the Contract.

(Certified True copy of the Power of Attorney should be attached).

(Signature and addresses of witnesses)

(1)

(2)

Yours Faithfully,

Signature of Contractor

GENERAL CONDITIONS OF CONTRACT

1. TYPE OF CONTRACT:

The contract is the service operating contract for the 5 years and extension for 2 or more years with prior approval of AICTSL shall be provided based on the service performance.

2 STATUTORY OBLIGATION, NOTICES, FEES AND/CHARGES

2.1 The Contractor shall comply with and give all notices required by any government authority, and instrument, rule or order made under any act of parliament or any regulation or by-law of any local authority relating to the work or with whose system the same is or will be connected. The Contractor before making any variation from the Contract drawings or contract bills necessitated by such compliance shall give to AICTSL a written notice specifying and giving reasons from such variations and the AICTSL may issue instructions in regard thereto.

2.2 The Contractor shall pay and indemnify the Employee against liability in respect of any fees or charges (including any rates and taxes) legally demandable under any Act of Parliament, instrument, rule or order or any regulation or by-law or any local authority in respect of the work.

3 SUB-CONTRACTOR:

The Contractor shall not be allowed to sublet the work in whole or parts in any case without the permission of Employer. Even for some specialized works no subletting will be allowed without the prior approval of the competent authority in writing without which the Contractor cannot sublet or assign to any other party, or parties the whole, or any portion of work under the contract. Even where such approval is granted, the Contractor shall not be relieved of any obligation or duty or responsibility which he undertakes under the contract.

5.0 Dispute Resolution

5.1 Amicable Resolution

- (a) Save where expressly stated otherwise in this Agreement, any dispute, difference or controversy of whatever nature howsoever arising under, out of or in relation to this agreement between the Parties and so notified in writing by either Party to the other (the "Dispute") in the first instance shall be attempted to be resolved amicably by the Parties, in accordance with the procedure set forth in sub-article (b) below.

- (b) Either Party may require the Dispute to be referred to the Managing Director (MD), AICTSL for amicable settlement. Upon such reference, both the Parties and the MD or his nominee (who may or may not be an employee of AICTSL shall meet at the earliest mutual convenience and in any event within 15 (fifteen) days of such reference to discuss and attempt to amicably resolve the Dispute. If the Dispute is not amicably resolved within 15 (fifteen) days of such meeting, either Party may refer the Dispute to arbitration in accordance with the provisions of Article 5.2 below.

5.2 Arbitration

- (a) Arbitrators
Any Dispute which is not resolved amicably as provided in Article 5.1 shall be finally settled as per stipulation in Arbitration & conciliation Act 1996.

- (b) Place of Arbitration
The place of arbitration shall be Indore.

6 Sealing and Marking of Bids

1. "Envelope A: Selection of Agency for Operating, Developing Technology for Fleet Management of Shared Mini Bus Service from Indore airport,

Should contain:

- (a) The original of the Bid Security of the required value and in approved format in a separate Envelop duly marked as EMD. The EMD to be submitted as per the online portal requirements.
- (b) Original of the Technical Bid & mandatory documents.

- (c) Original RFP document/MoM/any other correspondence duly signed by authorized Signatory.

2. Financial Proposal TO BE SUBMITTED ONLY VIA ONLINE PORTAL. NO HARD COPY TO BE SUBMITTED TO AICTSL. All the required/ mandatory documents to be uploaded on E-tendering.

APPENDIX TO BID

(Contract Data)

S.No.	ITEMS	PARTICULAR CONDITIONS FOR THIS CONTRACT
1	Authority	Managing Director, Atal Indore City Transport Service Ltd., Indore
2	The Start Date	7 (Seven) Days from the date of issue of the work order i.e. letter to proceed with the work.
3	Name of the work	Selection of Agency for Operating, Developing Technology for Fleet Management of Shared Mini Bus Service from Indore airport
4	Work Programme	7 days from the issue of Letter of Acceptance.
5	Amount of Performance security	5 (Five) Percent of the Contract Price.
6	Compliance sheet	To be provided as per the documents provided.

Selection of Agency for Operating & Developing Technology for Fleet Management of Shared Mini Bus Service from Indore airport

1. Scope of work

1. The overall scope of work of running application based shared mini bus service for Indore Airport for AICTSL. With a pick up and drop facility for travellers travelling from city to airport & vice - versa. The service shall be further expended depending upon the performance & demand in the city as a shared Mini Bus. The decision on the same shall be provided by AICTSL Board.
2. The Successful Bidder is required to establish a service of Maxi cab / mini bus(12-20 seater) for the travellers going to airport or traveller want to go to city from airport. They should develop a system capable of doing booking, generating various kind of MIS reports showing total bookings, fare collected, distances travelled. System should also be capable of tracking speed violations, trip violations, parking violation, illegal stoppages etc. The booking of this service shall be done through Mobile Application / web portal.
3. This arrangement has been made to ensure better and organized Shared Mini bus service for passenger mobilization across Indore airport – city – airport, and prevent over charging, taxi refusal, misbehaviour or harassment by other services operating in the city / airport.
4. The overview of scope of work for the bidder is broadly classified under the following areas:
 - (A) Technology and System Development
 - a) Design, Development, Customization, Installation, Configuration, Integration, Testing, Documentation and Training of Shared Mini Bus Application Software.
 - b) Design and Development of Mobile Application & Web portal.
 - c) Procurement & Deployment of End user Infrastructure.
 - d) Operation & Maintenance of project for 5 years after Go-Live.
 - (B) Fleet Management and Service to travellers through mini bus
 - a) Service to be provide by owned or leased vehicles.
 - b) Service to be provide through air conditioned fleet / mini bus.
 - c) Facilitate for Indore airport- city- airport traveller only.
 - d) Facility will be available on fixed routs on sharing basis can be arranged on specific route on request in case of group travellers.

5. The broad scope of work for the Project is classified in two phases as follows:
 - a. Pre-Implementation Phase
 - i. The service to be run on trial basis with web app and physical ticket and then after app development will totally run on app based system.
 - b. **Implementation Phase**
 - i. Solution Implementation
 - ii. Post Deployment Monitoring.

Implementation Phase:

1. The successful bidder shall also be responsible for enhancing the Technology of service if any during the agreement tenure. AICTSL shall do the yearly review for the same.
2. The successful bidder should engage the competent staff to run all the services.
3. The Successful Bidder will have to ensure the required service bench mark level of quality and efficiency of service.
4. The Successful bidder will ensure speedy delivery of services and ensure that no passenger wait for trip for more than Thirty minutes.
5. The Successful Bidder must keep the provision of digital payment facility (like e-banking, NET banking, Paytm, Bhim and etc payment options for payment of fare by passengers). This should also be expendable to AICTSL app. (Integration with AICTSL Application).

Note

1. Minimum fleet size should be 4 no.s
2. The maximum would 20 no.s via prior approval and demand justification to AICTSL.
3. All the integration of IT shall be done by the agency at its own cost.
4. GPS system to be installed with SOS and to be integrated with AICTSL control room.
5. All the necessary instructions time to time shall become the part of the scope of work.
6. AICTSL shall provide the branding details to the operator. Operator cannot do any branding/ advertisement without AICTSL permission.
7. The ratio of revenue share shall be 70 :30 (70 to operator & 30 to AICTSL) in case of advertisement made on the share mini buses.

Annexure: B

Specification of Web Application Technical Details

Sl. No. Specifications

1.1 Application Technical Checklist:

1.1.1

Installation: It should be possible to install application On-premise on server, including all the components (e.g. Database, Integration, visualization, advanced analytics and any other components as needed)

1.1.2

Scalability: The Application should be possible to scale as per future requirements to manage the data growth. Application should be able to support initial user base of 100 and should have capability to scale up to 500 users, if required. (Without any additional commercial impact)

1.1.3

Manageability: The Application should be able to offer System tools for System management, Query about performance of the System and Workload management. Response should be available in graphical interface as well.

1.1.4

System Availability: Application should have architecture that has adequate redundancy so as to ensure high system availability of 99.5%

1.1.5

Integration Capabilities: web Application should have integration tools, interfaces and middleware Applications as needed to be able to integrate to variety of sources as mentioned in the RFP, also, it should be able to get messages (through standard APIs) from other media such as twitter and facebook (as per prevalent security policies)

1.1.6

Alerts and Notifications: Application should have capability to have Alerts and Notifications as a feature which will allow users to view multiple alerts.

1.1.7

Mobile View and Mobile App: Web Application should have capability to show the visualizations through Mobile device, tablet and supporting IOS and android based devices.

1.1.8

Schedulers and Jobs: The Application should have tools for scheduled & automated data load. The Web Application should insert/delete/update the incremental/one time large volume data set periodically and consistently

1.1.9 PDF, Image and XLS Exports: The Application should provide ability to Export the reports in PDF, Image and XLS format

1.1.10

Built- in Security and Roles Management: The Application should provide user level security and their roles management i.e. 'row level', 'column level', report/dashboard level' security for viewing analytical dashboards and reports.

1.2 Web Application Other Checklist Items:

1.2.1 Application should be able to provide analytics on the web tool and / or any other media feed.

1.2.3 Web Application should be able to do Web Scrapping for the pre-configured websites and should be able to do text analytics on the content

1.2.4 Web Application should have features to show associativity functionality from one visual Object with another visual object in a particular view

1.2.5 It should support Text Analytics and Similar Sounding Advance Text Search feature. It should search for Hindi and English words automatically once the words are fed and saved in system for future queries.

1.2.7 It should provide features like Drill Down from one view to another and capability to drill from any high level information to lowest grain level of data

1.2.8 Application should be flexible to be able to customize the view of the dashboard as per the requirements

1.2.9 The Application should provide ability to view/search as per the metadata

1.2.10 The Application should provide ability to search.

1.2.11 The Application should have components to work on Predictive Analytics based on Historical data and booking data .It should be possible to train the system for more relevant results.

1.2.12 Application should have capability for Message tagging with the help of identified keywords

1.3 Application's Support: Fully Managed Web Application

Web Application should have tools for

- **Booking Ticket**
- **Advertisement Management**
- **Search and view data**
- **Rout Display**
- **Tracking of live vehicle**

Annexure –C

Compliance Sheet

S.No	Details of documents	Remark (If Specs are different from requirement)
1		
2		
3		
4		
5		
6		
7		
8		

*** All supported documents to be submitted and uploaded.**

Seal & Signature of the bidder

Annexure: D

Financial Bid:

<u>Description</u>	<u>Quote in Figures</u>	<u>Quote in Words</u>
Per vehicle per month Premium to AICTSL. (Shared Mini Bus).		

Note:

1. Highest amount shall be considered in case of any difference in Words & figures.
2. Taxes to be paid extra apart from the premium quoted.
3. All the norms of PF & ESIC needs to be followed by the agency.
4. Contract shall be allotted to the H-1 bidder.

Authorised Signatory of the bidder