

**Office of the Managing Director, Punjab State bus Stand Management
Company Ltd. (PUNBUS)**
Jeevandeep Building, Sector 17-B, Chandigarh
Web: www.punjabroadways.gov.in Ph. 0172-2704790/2704112 Fax: 2704112/ 2704606



The Detail Terms & Conditions for Those Firms who are participating in
the tendering for Online Booking/ Advance Booking for the Buses of
PUNBUS and Punjab Roadways

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Last Date of Receipt of Submission of Tenders: 27.12.2011 at 12:00 Noon

Opening of Tender: 27.12.2011 at 03:00 P.M

Rs. 1000/-

Received By:

Date:

Place:

**DETAILED TERMS AND CONDITION OF TENDER DOCUMENT FOR ONLINE
BUS TICKET BOOKING SOFTWARE FOR PUNBUS/ PUNJAB ROADWAYS**

Sealed Tenders have been invited from online bus ticket booking software/ solution providers for up to 20 Seats (Seats can be increased or Decreased in future after seeking the performance of firm) in every Bus PUNBUS/ Punjab Roadways counters to do current and advance booking. The online bus ticket booking software shall be seamlessly integrated with PUNBUS/ Punjab Roadways website wherein the customers can directly book bus tickets. The online bus ticket booking software shall be seamlessly integrated to Online Travel Agents.

The company/firm will quote their rates in the prescribed form attached as Annexure 'B' (Financial Bid) to this document. The successful bidder will have to execute the work in compliance of the following terms and conditions:-

1. The company/firm should have experience in online bus ticketing for three years or more and should have on an average 5000 visitors a day since last 3 months. The Company/firm should have done an average annual ticket booking through its own website and its channel partners of Rs. 10.00 Crores (Rupees Ten Crores only) in the 2010-11. A certificate from a Chartered Accountant firm should be attached with the tender clearly stating the year-wise turnover.
2. The Tender is non transferable and it will be valid only for the year 2011-2012 which can be extendable to two years by mutual consent.
3. The Tenderer will be responsible for providing online software for up to 20 Seats in every buses of PUNBUS/ Punjab Roadways available for online booking and counter booking for advance and current bookings. The software should have been developed in Windows .Net technologies or as desired by this department.
4. The Tenderer will be responsible for developing required booking reports like trip sheets, Cancellation reports, Trip canceled reports, Depot wise Collection reports, report of Total Seat Booked in date range, and all these reports should be 100% tally with the manually prepared reports.
5. The Tenderer will be responsible and should have exhibited experience for developing, enhancing and hosting b2c website for PUNBUS/ Punjab Roadways.
6. The Tenderer will be responsible for providing support for resolving software related queries at PUNBUS/ Punjab Roadways booking counters in different cities.
7. The Tenderer will be responsible for providing dedicating customer care support for resolving customers queries.
8. The Tenderer will be responsible for doing marketing on both online and offline channels for PUNBUS/ Punjab Roadways buses to increase online marketing.

9. The Tenderer will be responsible for selling PUNBUS/ Punjab Roadways buses through its own B2C website and channel partners and tenderer has the responsibility to provide the sharing amount to its channel partners from tenderer's own share.
10. The Tenderer will be responsible for depositing security money with PUNBUS/ Punjab Roadways for online booking up to 20 seats through PUNBUS/ Punjab Roadways website, tenderer website and channel partners.
11. The Tenderer will be responsible for making payments to PUNBUS/ Punjab Roadways
12. Deposit the Total revenue and Transaction charges of PUNBUS will be every week or as decided by Head of Department.
13. The tender of the Bidders who have been black listed by any State Government due to any reason will not be entertained. A self declaration on stamp paper of Rs. 5/- will be given by the bidder that he or his company/firm has not been blacklisted by any of the State Government/Central Government.
14. The tender will not be accepted without earnest money. The Earnest money is of Rs.1.00 Lakh. (Rupees One Lakh only) and will be accepted only in the form of demand draft in favour of the Managing Director, PUNBUS payable at Chandigarh
15. The selected Tenderer will have to deposit the security money in the shape of Bank Guarantee or Demand draft after adjusting the earnest money within 15 working days of date of allotment of work; Successful tenderer will deposit security money of Rs. 5,00,000/- (Rs. Five Lakh only).
16. No interest will be payable on the earnest money and security deposit or amount payable to the Tenderer (s) under this contract.
17. The Tenderer must provide photo copy of company/firm's PAN no. and Bank Account No along with its branch address;
18. The rates are to be quoted in figures as well as in words in financial bid forms (Annexure 'C'). Rates are to be quoted per online seat booking basis.
19. The tenders will be addressed to the Managing Director, PUNBUS, Chandigarh;
20. Last date for receiving the filled/complete tenders will be 27.12.2011 at 12:00 noon, which will be opened on the same day at 3.00 PM in the office of Managing Director, PUNBUS, Jeewan deep building, Sector 17-B, Chandigarh, in the presence Tenderer (s), who wish to be present. The sealed cover tender must be super scribed the words "Online bus ticket booking for PUNBUS/ Punjab Roadways buses" having two envelopes. Envelope 'A' (Technical Bid will contain all the documents except Annexure 'B' (Financial Bid). The Annexure 'B' containing financial bid form only. These two envelopes will further be placed in another sealed cover as only those bidders' envelope will be opened who as per envelope 'A' are otherwise eligible.
21. It is understood that PUNBUS will not pay anything extra than rates quoted in Annexure "B" and liability of service tax/ other taxes/ any charges will be off successful tenderer

22. It will be responsibility of the tenderer to deploy the manpower at bus stand counter Delhi, Jalandhar, Amritsar, Ludhiana, Chandigarh for advance booking. Further bus stands can be increased by mutual consent.
23. Financial bid will be evaluated based on Firm's transaction charges quoted at Sr. no.1 and 2 only
24. PUNBUS will bear service tax on its share of transaction charges paid to it at Sr. No.3 and 4 in financial Bid.
25. PUNBUS will provide the Hardware (Computer Machine + Internet+ Cabin) only at Bus stand counters. For all other stations/ booking points, it will be the responsibility of the firm to provide Hardware and all other necessary accessories and manpower for Online and Advance Booking.
26. The successful tenderer will be responsible for payment of all charges associated with payment gateway, refund, cancellation, and Service tax on Tenderer's transaction charges, web site maintenance and all other associated charges.
27. Cancellation will be carried out by tenderer as cancellation policy of PUNBUS and cancellation amount will be deposited every week with total revenue collected.
28. In case of any dispute the Tenderer will be bound by the decision of the Chairman, PUNBUS, Sole Arbitrator and further dispute if any will be settled in the Civil Court, having jurisdiction at Chandigarh;
29. In case if passenger raises dispute or any objection regarding online reservation system of the website, it will be the responsibility of the Tenderer to settle the whole case. PUNBUS will not be liable for defence of legal cases/ consumer cases and penalty if any imposed will be borne by the tenderer.
30. The successful bidder will have to enter into an agreement with the Department for the proper execution of the work order, containing all these terms & conditions.
31. The bidder must sign all the pages of this tender document and return the same with the tender to be submitted so as to confirm that he agrees to all the terms and conditions of the document;
32. The undersigned reserves the right to reject all or any of the tender(s) received, without assigning any reasons. PUNBUS also reserves the right of negotiations, if considered necessary.

Managing Director, PUNBUS

BANK GUARANTEE

To,

The Managing Director PUNBUS,
Jeevandeep Building , Sector 17,
CHANDIGARH

Dear Sir,

Whereas M/s. _____ have entered into an agreement dated _____ with the Managing Director, PUNBUS, Jeevan deep Building , Sector 17-B, CHANDIGARH for the Online Booking of A.C buses of Punjab Roadways/ PUNBUS from various bus stations.

And whereas the terms of the agreement dated _____ have agreed to furnish to the Managing Director PUNBUS, CHANDIGARH an irrevocable Bank Guarantee for the sum of Rs. _____ (Rupees _____) as security deposit for the fulfillment of the contract and for the due performance of the work order during the warranty period as per the agreement. And whereas M/s. _____ have requested us to furnish such Guarantee.

We _____ (Bank name and address) hereby guarantee the Managing Director, PUNBUS, that in the event of M/s. _____ failing to fulfill their obligation under the said agreement or in the event of failure of performance of work order we shall pay to the Managing Director,PUNBUS, Jeevandeep Building Sector 17, CHANDIGARH up to the sum of Rs. _____ Rupees.

The said amount shall be remitted by us as soon as the Managing Director PUNBUS, Sector 17, CHANDIGARH intimates that M/s. _____ failed to fulfill their obligation under the agreement. In the regard we _____ (Bank name and address) expressly agree that the decision of the Managing Director PUNBUS, CHANDIGARH is final and we shall not entertain any claim objection or dispute that may be raised by M/s. _____.

The guarantee shall not be affected to anyway by the Managing Director PUNBUS, Chandigarh showing any indulgence to M/s. _____ or by the windings up of M/s. _____ or by any change effected in constitution of M/s. _____. Our liability under this guarantee as restricted to Rs. _____ (Rupees _____) and shall not be extended beyond _____ (Date). All claims under this guarantee must be represented to the banker _____ (name and address of bank).

Notwithstanding anything contained herein before our liabilities under this guarantee shall not be exceeds a sum of Rs. _____ (Rupees _____). Our guarantee shall remain valid up to _____. All your right shall be forfeited and we shall be discharged from all liabilities under this guarantee thereafter under this guarantee.

Dated the _____

Annexure 'A'**“Technical Bid”**

Performa for quoting rates for the Online/ advance Booking of A.C buses of PUNBUS/ Punjab Roadways at different Bus Stands in Punjab as well as Chandigarh and Delhi bus Stands

Sr. No	Particulars	Particulars to be filled by the Bidder
1.	Name of the firm and Registration No:	
2.	Correspondence Address of the Firm	
3.	Telephone/Mobile No. with STD code wherever applicable	
4.	Registered office location	
5.	PAN details	
6.	Bank Account No. and name of the Bank Branch	
7.	Number and date of receipt vide which tender form was purchased.	
8.	Bank Draft No. and Date for Rs. 1000/- towards tender fee in case downloaded from official website	
9.	Proof of annual worth of bus tickets booked duly certified by chartered Accountant firm 2011-12	
10.	EMD details (DD No. dated and name of the issuing bank)	
11.	Number of customers visiting tenderer's online bus ticket booking website in July 2011, August 2011 and September 2011	
12	Attach attested affidavit by the bidder that he or his firm has not been black listed by any Central/ State Government.	

**Signature of the Tenderer/ Bidder/ Transporter
along with Stamp**

Annexure 'B'**“Financial Bid”**

Performa for quoting rates for the Online/ advance Booking of A.C buses of PUNBUS/ Punjab Roadways at different Bus Stands in Punjab as well as Chandigarh and Delhi bus Stands.

Sr. No	Particulars	Rates for Online Reservation and Advance Booking at bus stands	
01.	Transaction Charges for online reservation and Advance reservation Charges at bus stand counters (per Seat)	<i>Online</i>	<i>Counter reservation</i>
a)	0 KMs to 100 KMs		
b)	Up to 101 KMs to 200 KMs		
c)	Above 201 KMs		
2)	Current (Calendar Day) reservation charges per seat at bus stand counters (per Seat)		
a)	0 KMs to 100 KMs		
b)	Upto 101 KMs to 200 KMs		
c)	Above 201 KMs		
03)	PUNBUS Share out of Transaction charges per seat quoted at Sr. No. 1	✓ 0 Kms to 100 Kms --	
		✓ Upto 101 to 200 Kms --	
		✓ Over 201 Kms --	
04)	PUNBUS Share out of Transaction charges per seat quoted at Sr. No. 2	✓ 0 Kms to 100 Kms --	
		✓ Upto 101 to 200 Kms --	
		✓ Over 201 Kms --	
05)	Amount to be spent for Advertisement for Online/ Advance Booking (Annual base)		
06)	Extra facilities that can provided for PUNBUS		
<ul style="list-style-type: none"> It will be responsibility of the tenderer to deploy the manpower at bus stand counter Delhi, Jalandhar, Amritsar, Ludhiana, Chandigarh for advance booking. Further bus stands can be increased by mutual consent. The successful tenderer will be responsible for payment of all charges associated with payment gateway, refund, cancellation, and Service tax on Tenderer's transaction charges, web site maintenance and all other associated charges. Cancellation will be carried out by tenderer as per cancellation policy of PUNBUS and cancellation amount will be deposited every week with total revenue collected. 			
<ul style="list-style-type: none"> Financial bid will be evaluated based on Firm's transaction charges quoted at Sr. no.1 & 2 only. PUNBUS will bear service tax on its share of transaction charges paid to it at Sr. No. 3 & 4 only 			

(These charges are including of service tax and all other charges nothing extra will be demanded by the tenderer)

**Signature of the Tenderer/ Bidder/ Transporter
Along with Stamp**