



**REQUEST FOR PROPOSAL FOR SELECTION OF
REVENUE COLLECTION AGENCY FOR COLLECTION OF
FARE BOX REVENUE FROM THE CITY BUS SERVICES
OPERATED BY CRUT**

22nd DEC' 2020

ISSUED BY

CAPITAL REGION URBAN TRANSPORT (CRUT)

BLOCK-1, 2ND FLOOR, BMC BHAWANI MALL
SAHEED NAGAR, BHUBANESWAR
ODISHA -751007

Schedule of Bidding Process

Last date for receipt of proposals: 29.01.2021 till 3:00 PM

(Through Speed Post /Registered post only. No drop box facility available and hand delivery is not allowed)

Opening of proposals: 29.01.2021 at 3:30 PM

Issue of Work Order: To be intimated later

Place of submission of proposals: General Manager (P &A)
Capital Region Urban Transport (CRUT)
Block-1, 2nd Floor, BMC Bhawani Mall,
Saheed Nagar, Bhubaneswar, Odisha -
751007

1. Introduction

Capital Region Urban Transport (CRUT) through this RFP intends to select an agency from the list of empanelled agencies to provide manpower for its projects/ schemes/ plans as detailed out below. In this regard, CRUT invites financial proposal for the scope of work as detailed below.

2. Scope of Work

The Revenue Collection Agency (RCA) shall be considered as the one of the prime stakeholder for Operating CRUT bus services, as they shall be responsible for providing conductors and collecting the fare revenue on daily basis. Details of the work performed by RCA is provided below:

- 2.1. Shall deploy sufficient no. of trained Conductors on daily basis, so that service delivery doesn't get hampered due to unavailability of conductors. The number of Conductor should be **minimum 2.4 times** (one conductor per bus per shift plus reserves) of the actual no of contracted buses.
- 2.2. CRUT may at its own discretion, may decide to increase or decrease the number of Conductors by providing seven (07) days prior notice.
- 2.3. The RCA shall ensure the punctuality of the Conductors for managing timely operations. CRUT shall provide the daily operation schedule and duty roster to RCA based on which RCA shall deploy the Conductors at the pre-defined locations.
- 2.4. RCA shall also be responsible for **deploying 1 person per depot/ change over point per shift** to monitor and supervise the activities of Conductors at Depots/ Change over points [refer clause 19.4 (d) for details]. RCA shall hire sufficient number of other personnel including reserves to ensure the daily deployment of all the required personnel according to the duty roster provided by CRUT.
- 2.5. All the personnel engaged by RCA shall have specific uniform. RCA has to ensure that the all the personnel shall be in the proper uniform including accessories such as whistle, cap, identity card etc. as approved by CRUT. All personnel, while on duty, shall wear the uniform in neat, clean and well ironed conditioned.
- 2.6. Minimum specification for uniforms shall be as follows:
 - Colour/ shade – as decided by the CRUT.
 - Plain / Striped Shirt and Dark colour Pant.
 - Name plate in English and affix above left pocket on the shirt.
 - Fabric Quality shall be as defined by RUT.

- 2.7. RCA shall pay their staff including Conductors as per the market practice or industry conditions and it should never be less than the basic minimum wages as per the applicable laws of Centre and State.
- 2.8. CRUT shall create a performance rating system to measure the performance of the Conductors and design an incentive payment mechanism. CRUT at its own discretion, on time to time basis, may instruct the RCA to provide the incentives as per the incentive payment mechanism to valued conductors over and above their wages paid by RCA. When instructed, RCA shall pay the additional incentives to the selected conductors from approved date and shall get the same the incentive amount reimbursed from CRUT in next billing cycle.
- 2.9. In case of bad conduct or irresponsible behavior with bus passenger/s by any RCA staffs, RCA shall liable to remove the person responsible for misconduct from the duty as well as from the job under the direction of CRUT. If CRUT finds the performance of any person unsatisfactory then it may issue directions to RCA to recall the concerned person from duty and replace the same.
- 2.10. RCA shall be responsible for installation of Biometric system at its own cost for maintaining the attendance of the personnel engaged by them including Conductors. CRUT shall provide requisite technical specifications for hardware and other requirements of the Biometric system including necessary software to integrate the same with the Enterprise Resource Planning (ERP) system being developed by ITMS, CRUT.
- 2.11. CRUT shall provide office arrangements, as empty cell on as is basis, in each depot and other areas (if required). RCA shall be responsible to make its own front end arrangements in each depot, which includes furnishing, office equipment, desktops and others. All the expenses for operation and maintenance of the office space including electricity bill, water charges and other consumables shall be borne by the RCA only. CRUT will provide backend application for maintaining online biometric database and daily attendance.
- 2.12. RCA must give preference in recruitment of Conductors who are already deployed as conductors in the existing bus operation in the city. Such Conductors will need to be imparted training only on account of new procedures and processes.
- 2.13. All Conductors to be deployed by RCA must undergo training by CRUT or CRUT designated agency prior to their deployment in the project. All the training cost shall be borne by the CRUT.
- 2.14. To depute Conductors for training organized by CRUT for operation of ETM's, fare collection procedures/ processes or others. No payment shall be made by CRUT for the training period.
- 2.15. RCA shall not replace / change the personnel without prior written approval/consent from RUT.

- 2.16. RCA shall ensure that the concerned personnel collect ETM with paper rolls, spare battery/ies, pre-printed tickets etc. from designated place in the depot/ terminal as per prescribed protocol.
- 2.17. RCA shall ensure that, after finishing duty, Conductors shall deposit all the cash earned from selling of tickets, passenger balance if any and ETM etc. in the designated depot/ terminal CRUT authorized personnel against proper receipt.
- 2.18. RCA shall be responsible for ensuring the duty-wise cash deposited by its personnel tallies with back-end record of CRUT in respect of tickets issued from ETM in addition to sale proceed through pre-printed tickets if any.
- 2.19. In case of death of a Personnel on duty, his/her next of kind shall be paid an ex-gratia compensation as per Workmen's Compensation Act, 1923 and / or any other statute or any amendment thereof, or any liabilities arising under any Applicable Law as may be applicable as may be amended from time to time in case of death of or injury to any of the personnel deployed by RCA. However, under the extreme circumstance of any such claim resulting in money being paid by CRUT, the same shall be recovered either by way of deduction(s) from the running account bills of RCA or recourse to any other remedy as may be available to CRUT under the agreement or under law for such recovery from RCA.
- 2.20. **Duties of Conductors:** RCA shall additionally ensure that the conductors shall undertakes the following activities are per instructions of CRUT from time to time and the summary of such activities is set out as follows:
- a. Based on boarding point and alighting point and type of passenger (adult/child/luggage ticket), the Conductor shall issue ETM ticket or correct pre-printed tickets (as may be required from time to time) to the passengers.
 - b. Conductors shall collect the correct prescribed fare from the passengers.
 - c. Conductors shall further ensure that passengers using valid electronic passes (if any, as validated by CRUT) in lieu of tickets validate the electronic pass, in accordance with method set out by RUT.
 - d. Conductors shall remain mobile inside the bus and approach the passengers to ensure issuance of tickets to all passengers.
 - e. Conductors shall wear the prescribed uniform on duty.
 - f. Conductors shall conduct the operation of bus as per memo / time- schedule prescribed by RUT.
 - g. Conductors shall not leave the Bus deserted during rest hour for long duration.
 - h. Conductors shall ensure that all the instructions of CRUT issued through and/or under intimation to the Agency are strictly followed and there is no lapse of anykind.

- i. Conductors shall be disciplined and well behaved towards persons who travel or intend to travel by the bus.
- j. Conductors shall ensure that all willing passengers board/ alight from each designated bus stop and ensure that passengers do not board/ alight from un-scheduled stops.
- k. Conductors shall be required to perform duty in shifts. A single duty shift will have normal duration of 08.00 hours (excluding rest interval) or 48 hours in a week in accordance with The Motor Transport Workers Act, 1961. In case of longer bus service schedule higher than 8 hours to 12 hours, Conductors deployment will be up to spread over limit of 12 hours as defined under The Motor Transport Workers Act,1961.
- l. Conductors shall report for duty in the depot/ terminal or assigned place at time prescribed in the duty roster.
- m. Conductors shall maintain a Passenger Complaint Book.
- n. Conductors shall maintain a first aid box provided in the bus.
- o. Conductors shall be responsible for safe handling and security of Electronic Ticketing Machine, ticket bag and other articles of RUT.
- p. Conductors shall maintain way-bill, while on duty.
- q. Conductors shall deposit cash sale proceeds from tickets and collect correct receipt in the depot or the assigned place and furnish such accounts as Conductor.
- r. Conductors shall hand over, as per prescribed procedure informed by CRUT, the ETM / pre-printed tickets and any other articles which Conductor may have been entrusted.
- s. Conductor shall inform to the Control Room of CRUT about any incident, breakdown, missing of trip, accident etc. online.
- t. Conductor shall declare and deposit lost property of passengers, in case found in the buses, in the depot and obtain a receipt to this effect.
- u. Conductors shall inform the police in case of any suspicious person or goods noticed in the bus.
- v. Conductors shall transfer passengers to alternative bus in case of breakdown of his/ her Bus.
- w. Conductors shall announce name of approaching bus stop for convenience of passengers.
- x. Any other duty that may be assigned to him but not specifically covered herein.

3. Minimum Requirement of Personnel:

The Agency is responsible for ensuring that Personnel meet the following requirements:

3.1. Minimum Requirements for Conductors:

A. Medical

The selection by Agency shall be based on medical fitness by the Medical Board comprising M.B.B.S doctors.

- a. Age between 21-45 years (upper age limit relaxation of five years in case of experience of fare collection in any state transport / STA permit buses for at least five years).
- b. Sound physical and mental health.
- c. No communicable disease.
- d. No drug abuse dependency.
- e. Height: Minimum 150cms.
- f. Chest: Expansion of the chest should be 5cms.
- g. Eye Vision: 6/6 with or without glasses.
- h. Colour Vision: Colour blindness is disqualification.
- i. Blood Pressure:
 - Age 21 to 25 years: 100 plus the age in years.
 - Age over 25 years: 110 plus half of the age in years.

B. Academic

Higher Secondary (12th) School certificate or its equivalent from the recognized Board in India.

C. Language

All the personnel involved in fields particularly Conductors shall be proficient in Odiya language.

D. Professional Expertise and Experience

- a. Conductor License issued by Department of Commerce and Transport, Odisha as a compliance of requirements as laid down in Chapter-III of The Motor Vehicle Act, 1988 read with Odisha Motor Vehicles Rules, 1993 (As Amended).
- b. Good knowledge of routes, timetable, ticketing systems and other relevant systems.
- c. Does not discriminate amongst passengers.

E. General

- a. Wears uniform on duty

- b. Courteous and helpful to passengers and other road users
- c. Does not indulge in illegal gratification.
- d. Pick up and drop passengers on all designated Stage Carriage stops and not unreasonably deny entry or exit to any passenger;
- e. Provide all necessary assistance to Persons with Special Needs.

3.2. Verification Requirements of all Personnel who provide on-site services:

- A. The Agency shall deposit verification result for all Personnel:
 - Conductor's license (if the Person doesn't have license during the section process, the RCA has to ensure getting the license within one month of the selection, but before deploying them for duty in MOBUS, and submit the same in the CRU office).
 - Police Verification including Address Verification, Indian Criminal Record Verification and City of domicile's Court RecordCheck
 - Education Verification
 - Indian National Identity Check
 - Substance Abuse Testing.
- B. Personnel cannot be deployed WITHOUT Police Verification.
- C. The aforesaid verification other than Conductor's License shall be done within three months of deployment by an independent third party who has been involved in executing similar services in India, undertakes large say about 25,000 verifications per year and has been in this business for the past five years either in India or abroad. The cost towards such verification shall be borne by the Agency as part of the management costs.
- D. The Verification Third Party shall be selected in the following manner:
 - a. The Agency shall provide a shortlist of five to seven names
 - b. CRUT shall shortlist three names. CRUT shall have the right to add names in the list provided by Agency
 - c. Agency shall select one or more parties shortlisted by RUT.
- E. Aadhar card details of all Personnel shall be provided for all recruitment/employee
- F. Submission of Conductor's License is a pre-requisite for all personnel involved in fare collection.

3.3. Occupational Conduct, Health, Welfare and Safety:

The Agency shall:

- a. issue appointment letters to eligible personnel and furnish the same to RUT before deployment;
- b. pay wages and eligible benefits etc. to the Personnel;
- c. Submit an undertaking in the form of an affidavit that the agency will not be involved in any 'corrupt /undesirable/malpractice' in any form while conducting this contract. Any employee/s of the agency found involved in any way shall be dispensed with immediate effect from the activities pertaining to execution of this Agreement;
- d. ensure strict compliance of all labour and other statutory requirements connected in any way to the services under this Agreement;
- e. ensure due verification and certification of antecedents and credentials of personnel deployed by it under this Agreement before their deployment and shall at all times be responsible for their conduct and due performance of duty. The verification for genuineness of documents like address proof, educational qualification and licenses of Agency's personnel deployed under this Agreement shall be the responsibility of the Agency and the following documents shall be checked and provided to CRUT for purpose of records and safekeeping, while in no way making CRUT responsible got undertaking any verification or responsible for the conduct of such Personnel;
- f. provide and maintain a safe and healthy work environment to Personnel;
- g. make sure that Personnel in safe work practices at all times;
- h. make sure that Personnel are aware of and comply with any changes to relevant legislation or policy in relation to occupational health, welfare and safety;
- i. provide occupational health, welfare and safety training to Personnel in accordance with the requirements of labor and welfare laws; and
- j. develop and maintain a management system which reports, investigates and responds appropriately to any hazard, incident or issue relating to occupational health, welfare and safety;
- k. in relation to providing services set out in this Agreement.

- 3.4. Process of deployment by Agency vis-a-vis daily requirement of services
- a. The supporting documents shall be verified by the agency at the time of receiving application from the applicant.
 - b. The selected candidate shall be directed for medical examination.
 - c. The candidate who passes the medical test shall be directed for training at the place specified by CRUT. Thereafter based on the assessment made by CRUT after training, CRUT shall inform Agency about suitability of the candidate for the ticket dispensing/ fare collection services as per the contract.
 - d. Only eligible and qualified personnel accepted by CRUT shall be deployed on Buses by the Agency as per requirement determined by RUT.

4. Contract Period

The Contract period with the selected Agency shall be valid for a period of **3years** from the date of issue of work order. Although the Authority i.e. CRUT, reserves the rights to extend the contract period on annual basis (for maximum 2 times) on the same or mutually agreed terms and conditions subject to satisfactory performance.

5. Signing of Agreement

The selected Agency will have to sign a Contract Agreement with CRUT within 7 days from Issuance of Letter of Award.

6. Default of service

Deviation and/ or Refusal and/ or non-Performance towards any of the obligations described in the Scope of Services would be treated as default of service by the selected Firm. Upon default of service, CRUT would reserve the right to forfeit the payment outstanding (if any) for the said job till that particular stage. In addition, CRUT would also have the right to terminate the agreement with the selected firm.

7. Integrity Clause:

The selected Agency, directly or through any other person or firm, shall not be found involved in any kind of bribery or fraudulent practices for engaging people into services. Otherwise, after investigation, if found guilty then CRUT shall reserve the rights to forfeit the Performance Security, cancel the contract and blacklist the Agency immediately.

8. Number of Proposals

A bidder is eligible to submit only one proposal for this project.

9. Validity of Bid

Proposal shall remain valid for 180 days from the last date of submission of Proposal. A Proposal valid for a shorter period shall be rejected as non-responsive.

10. Disputes

10.1. All legal disputes are subject to the jurisdiction of Bhubaneswar court only.

10.2. If CRUT draws into any legal dispute due to failure of the Agency then the Agency shall be responsible to borne all the legal charges linked to it.

11. Right to reject any or all Proposals

11.1. Notwithstanding anything contained in this invitation document, CRUT reserves the right to accept or reject any Proposal and to annul this selection Process and reject all proposals, at any time during the bidding process without any liability or any obligation for such acceptance rejection or annulment, and without assigning any reasons thereof.

11.2. CRUT, also, reserves the right to reject any Proposal if:

- a. at any time, a material misrepresentation is made or uncovered, or
- b. the firm does not submit sufficient information as being asked for

12. Submission of Financial Proposal

The Financial Proposal must be inserted in a sealed envelope, along with applicant's name and address in the left hand corner of the envelope and super scribed in the following manner.

**General Manager (P &A) Capital
Region Urban Transport
Block-1, 2nd Floor, BMC Bhawani Mall, Saheed Nagar,
Bhubaneswar, Odisha -751007**

If the outer envelope and the financial proposal envelope is not sealed and marked as mentioned above, then CRUT will assume no responsibility for the tender's misplacement or premature opening. Telex, cable or facsimile tenders will be rejected.

In case of any discrepancy between figures and words in the financial proposal, the one described in words shall be adopted.

13. Selection of Agency:

The Agency shall be selected on the basis of lowest percentage quoted (L1) received from empanelled agencies.

14. Award of work (Letter of Award)

After selection, work order shall be issued, in duplicate, by CRUT to the selected bidder and the bidder shall, within 7 (seven) days of the receipt of the Work order, sign and return the duplicate copy of the Work order in acknowledgement thereof. In the event the duplicate copy of the Work order duly signed by the selected Agency is not received by the stipulated date, unless it consents to extension of time for submission thereof, the right to signing of the agreement would be forfeited by CRUT and the next eligible firm may be considered for the project.

15. Performance Security

After acknowledgement of the work order as aforesaid by the selected firm, the selected agency has to submit performance security in the form of account payee **demand draft/ banker's cheque** from a scheduled commercial/ nationalized bank of India in favour of **Capital Region Urban Transport** payable at **Bhubaneswar**. Amount of the performance security shall be **10% of Total Annual Contract Value**.

16. Execution of Agreement

After acknowledgement of the Work order (Letter of Award) as aforesaid by the selected firm, it shall execute the Contract Agreement within the period of 7 days from the date of issuance of Work order (Letter of Award). The selected Agency shall also deposit the performance security before the execution of the contract agreement. The successful bidder shall not be entitled to seek any deviation in the Agreement.

17. Commencement of Assignment

The selected Agency shall commence the assignment within 7 days from the date of signing of the Agreement. If the bidder fails to commence the assignment as specified herein, CRUT may, unless it consents to extension of time thereof may forfeit the Performance Security and appropriate the same by CRUT.

18. Proprietary data

All documents and other information provided by CRUT or submitted by the bidder to CRUT shall remain or become the property of CRUT. The bidders are to treat all information as strictly confidential. CRUT will not return any Proposal or any information related thereto. All information collected, analyzed, processed or in whatever manner provided by the Consultant to CRUT in relation to the Consultancy shall be the property of CRUT.

19. Payment Terms

19.1. Payments for RCA shall be calculated from the date of commencement of revenue collection in CRUT buses.

19.2. The successful bidder (whoever quotes the least financial bid) shall be paid in following way:

- A. **Reimbursement of salary** of deployed personnel as specified by CRUT. Deployment of individual personnel shall be counted **on per bus per shift basis (F)**. However, reimbursable salary amount shall be calculated month wise on the basis of their actual deployment. Monthly salary of deployed individual person shall include all the statutory payments as defined below:

Sr. No.	Description	Cost Per Bus Per Shift* (in Rs.)
A	Applicable Minimum Rate of Wage in Scheduled Employment under the Minimum Wages Act, 1948 in the State of Odisha for skilled person (1, 2, 3)	Rs. 398.00
B	ESI contribution by the Agency (4)	@ 3.25 % of A = Rs. 12.93
C	PF contribution by Agency (Weighted average value for all Personnel) including service charge @ 1% of PF (5)	@ (12% +1%) of Rs. A= Rs. 51.74
D	Minimum Statutory Bonus ⁽⁶⁾ (Weighted average value for all Personnel)	@8.33% of A = Rs. 33.15
E	Annual Leave with Wages ⁽⁷⁾ (15 days per year)	=15/(365-52-3-15)*A = Rs.20.23
F	Total (A+B+C+D+E)	Rs. 516.05

Notes:

1. The Applicable minimum wage rate is based on notifications no. 6100 dated 21.10.2020 issued by office of the Labour Commissioner: Odisha: Bhubaneswar, Government of Odisha for Skilled employees of Public Motor Transport (ref: website: <http://govtpress.odisha.gov.in/departement.htm>, and aforementioned notification.
2. As on date of bidding, the latest notification is dated 21.10.2020.

3. For the operation of duties spanning between 8 hours to 12 hours, Please note that deployment of Conductors on such duties shall comply with Motor Transport Workers Act, 1961 and associated costs should be included in Monthly Management Fee.
4. Employees State Insurance Act, 1948 shall be applicable for ESI contribution to Agency's Personnel. Employer's contribution rate is 3.25% (Ref. website: <https://www.esic.nic.in/contribution>)
5. Agency will be fully liable to extend benefits to agency personnel of EPF as per EPF Act 1952. The PF contribution by Employer shall be as per the provisions of EPF Act1952.
6. Minimum Statutory Bonus as per the Payment of Bonus Act, 1965. The Agency shall submit details of bonus amount due and payable along with details of eligible beneficiaries (employees) by 30th June every year to CRUT and after undertaking necessary due diligence CRUT shall make payment by 30th September every year. For the final year of the contract (1st July of the fourth year to end of the contract) the applicable bonus amount will be settled within 60 days from the date of successful completion of the Agreement.
7. Fee payable to the Agency (including the Management Fee and Overheads) shall be computed after making due adjustment on account of Minimum Statutory Bonus amount payable during the month.
8. Annual Leave with Wages as per the Motor Transport Workers Act,1961.

B. Monthly Management Fee (exclusive of GST) at a certain percentage rate (of the fixed emolument of the deployed individuals) i.e., bidding parameter as his fee for providing services to RUT.

- 19.3. The monthly management fee shall include all costs borne by the agency as below:
- a. Cost of Third Party Verification.
 - b. Necessary insurance cover for Personnel/losses in terms of good industry practices.
 - c. Cost of reserve Conductors as operations will be 24*7 for 365days.
 - d. Supervisors required for management of Conductors. Minimum number of supervisors shall be as follows:
 - 1 Depot Head
 - 4 Shift head: Up to 100Buses
 - 2 Additional shift head: For each additional 50Buses

- e. 2 pairs of Uniform for each Personnel (Details of the uniform is provided in Schedule 3) every year.
 - f. All other overheads costs, management fees, profits etc.
 - g. Gratuity as per the Payment of Gratuity Act,1972.
 - h. Any overtime liable to be paid to conductors or other personnel on account of duty hours more than 48 hours in a week according to provision of Motor Transport Workers Act, 1961 and Payment of Wages Act, 1936 and other relevant laws of the land.
- 19.4. The Selected Agency shall be responsible to pay the salaries to their employees **On or before 5 working days of every successive month.**
- 19.5. Invoices shall be raised (with supporting documents/ compliances) to CRUT for reimbursement of salaries paid and monthly Management Fee **on or before 15thof every successive month.**
- 19.6. CRUT shall be responsible to make all the payments **on or before 45 days** from the day of receiving invoices. All the payments shall be made after due consideration of incentive or penalties for that month.
- 19.7. Payments shall be made monthly through account paying cheque/ DD/ RTGS/ NEFT.
- 19.8. Final invoice shall be submitted by the RCA within one month from scheduled completion date or contract termination date or the date when certificate of completion is furnished by the CRUT. No further claim in this regard, unless specified, shall be entertained. Payment shall be made within three months from the date of submission of final invoice. If there shall be any dispute about any services, then the undisputed amount shall be paid within the period of three months and disputed amount shall be paid after the clarification of the said amount provided by the RCA.
- 19.9. It is expressly set out that any payments, which are statutory in nature, shall be released in terms of reimbursements .i.e. adequate and sufficient project specific proof to the satisfaction of CRUT should be provided to claim such payments. Specific instances which be immediately considered are EPF, ESI, Bonus, Annual leave with wages, maternity leave etc.**
- 19.10. Other Conditions:**
- 19.7.1. Fees are subject to change based on change in Applicable Law and up to the extent of such change in the Applicable Law.
- 19.7.2. Maternity Leave for Conductors and other personnel shall be in terms of the Maternity Benefit Act, 1961 and payment shall be made at actuals over and above the Fees subject to submission of necessary documents/proof.

- 19.7.3. Any of the Agency's Personal engaged on overtime shall be entitled to remuneration for such overtime in terms of the Motor Transport Workers Act, 1961. Overtime payment shall not be a reimbursable component by CRUT and it shall be borne by the Agency.
- 19.7.4. Payments on account of provision of service on the national holidays, shall be paid at 100% additional Wages.
- 19.7.5. Agency has to pay their Conductors and other personnel as per the market practice or industry conditions and it should never be less than the basic minimum wages as per the applicable laws of Centre and State.
- 19.7.6. CRUT shall create a performance rating system to measure the performance of the Conductors and design an incentive payment mechanism. CRUT at its own discretion, on time to time basis, may instruct the RCA to provide the incentives as per the incentive payment mechanism to valued drivers over and above their wages paid by them. When instructed, RCA shall pay the additional incentives to the selected conductors from approved date and shall get the same the incentive amount reimbursed from client in next billing cycle.
- 19.7.7. At the completion of the each year of the contract, CRUT retains the option to review the terms of the contract and to adjust them to the situation as it presents itself at that time.

20. Incentives for Excellent Performance:

- 20.1. CRUT shall fix a daily revenue target route wise/ trip wise/ day wise for each route or schedule, based on the performance of that particular route over last six months or any mutually agreeable method. In case the Agency perform better than the targeted value, then the Agency shall be paid **20% of the revenue collected over and above the targeted value** for that particular day as incentive for better performance.
- 20.2. All the daily incentives shall be counted and shall be collectively paid to the Agency as additional amount along with Monthly Management Fee.
- 20.3. Daily revenue target shall be revised in every three months. However, with mutual consent of the both the parties, CRUT may revised it any time in between three months period.

21. Penalty Terms:

- 21.1. In case of non-compliance of contract clauses and poor performance of the agency (as described in Schedules), a **penalty up to 20%** of the Total Monthly

Fee (consists of incentive amount and Monthly Management Fee) shall be levied on the agency. Generally, timelines would be fixed for different assignment and non-completion within time limit will be considered as poor performance. The detailed performance management provision will form part of the agreement signed with the consulting agency.

- 21.2. Any difference in the actual cash deposited by its Personnel with respect to estimated revenue from the ETM & Pre-printed tickets records shall be recovered from the Agency's Monthly Fee. In case, the difference is more than the amount to be paid to the Agency, then Agency has to pay the amount to CRUT, otherwise CRUT may, at its sole discretion, forfeit the whole performance security and cancel the contract.
- 21.3. The Agency shall be solely and completely responsible for any damage to or theft from any act or negligence of Agency's personnel, and such costs shall be recoverable from the Agency's Monthly Fee and in case of ETM or Pre- printed tickets, such costs shall be payable directly to CRUT by the Agency upon such claim. Requisite due diligence and process including lodging of FIR shall be the sole responsibility of Agency. Agency's responsibility shall extend to (a) ETM/ pre-printed tickets, (b) asset of PgMC/CRUT/ Bus/ related infrastructure of the Project, or (c) claims sustainable against CRUT, (d) any such claim. The extent of such recovery shall be based on assessment of RUT.

22. Client's Roles and Responsibilities:

Through its authorized personnel and/or representatives, CRUT shall:

- A. Provide basic infrastructure (power, space/land, access) required for setting up office space;
- B. Assign a nodal officer with the authority to make decisions (and/or designate representatives with such authority) on behalf of Client;
- C. Provide staff, and facilities for all training held in accordance with the Training Plan (if any);
- D. Participate (if required) and approve the results of all tests, in accordance with the Test Plan/certificates;
- E. Any coordination or permits required for performing works in the project area;
- F. Client may engage Programme Management Consultant (PgMC) for monitoring the work of Revenue Collection Agency and the PgMC shall be responsible for the following:

- i. Closely coordinating and monitoring the day to day operation of Agency and deployment of Conductors and other personnel in bus operations.
- ii. To advise from time to time to RCA, on behalf of CRUT, about schedule of services, service plan, deployment plan, changes and modifications thereof, improvement plan, remedial action against delinquencies/infractions etc. which will be binding on the RCA and will have to be adhered to and complied with.
- iii. Manage the contract between CRUT and RCA; monitor service delivery by RCA as per the contract.
- iv. Monitor and assess the volume of services and SLA compliance by the RCA and accordingly verify their bills for payment, which will sent to CRUT for the release of payment. CRUT's assessment will be final in this regard.
- v. Devise and implement Standard Operating Procedures (SOPs) for various aspects of and related to fare collection management.
- vi. Implement its own mechanism with respect to dealing with instances where any RCA is involved in any malpractice/cheating/malfeasance practice on the principle of natural justice. PgMC's advice to the RCA for barring a particular Conductor or any other employee from this project of bus operation shall be final and binding on the Agency. This advice to the Agency will be limited only to matters related to this project.
- vii. PgMC's advice to RCA to comply with operation related matters will be final and binding on the Agency.
- viii. Manage and Monitor the training sessions to Conductors in undertaking the fare collection operation.
- ix. Client shall create a performance rating system to measure the performance of the Conductors and design an incentive payment mechanism. Client at its own discretion, on time to time basis, may instruct the RCA to provide the incentives as per the incentive payment mechanism to valued drivers over and above their wages paid by them. When instructed, RCA shall pay the additional incentives to the selected conductors from approved date and shall get the same the incentive amount reimbursed from client in next billing cycle.

Annexure - I

Covering Letter

(On the Letterhead of the applicant)

Date: 00.00.20---

To,

**General Manager (P&A),
Capital Region Urban Transport,
Block-1, 2nd Floor, BMC Bhawani Mall, Saheed Nagar,
Bhubaneswar, Odisha -751007**

Ref: "Selection of Revenue Collection Agency for collection of fare-box revenue from the City Bus Services operated by CRUT."

Dear Sir,

Being duly authorized to represent and act on behalf of
(hereinafter referred to as "the Applicant"), and having reviewed and fully understood all of the Proposal requirements and information provided and collected, the undersigned hereby submits the Proposal on behalf of _____ (*Name of Applicant*) for the captioned Project with the details as per the requirements of the RFP, for your evaluation. We confirm that our Proposal is valid for a period of 180 days from the last date of submission of proposal.

We also hereby agree and undertake as under:

Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Proposal we hereby represent and confirm that our Proposal is unconditional in all respects and we agree to the terms and conditions of the Request for Proposal.

We hereby certify and confirm that in the preparation and submission of our Proposal, we have not acted in concert or in collusion with any other applicant or other person(s) and also not done any act, deed or thing which is or could be regarded as anti-competitive.

Yours faithfully,

For and on behalf of (*Name of Applicant*)

**Duly signed by the Authorised Signatory of the Applicant
(Name, Title and Address of the Authorised Signatory)**

Annexure - II

FINANCIAL PROPOSAL

To

**General Manager (P&A),
Capital Region Urban Transport,
Block-1, 2nd Floor, BMC Bhawani Mall, Saheed Nagar,
Bhubaneswar, Odisha -751007**

Sub: **“Selection of Revenue Collection Agency for collection of fare-box revenue from the City Bus Services operated by CRUT.”**

Dear Sir,

We, the undersigned, offer to provide the services as mentioned in the Scope of Work of the RFP. Our financial quote is as given below,

Name of the Project and scope of work	Financial Quote in percentage (without GST)
Selection of Revenue Collection Agency for collection of fare-box revenue from the City Bus Services operated by CRUT	Monthly Management Fee in terms of Percentage (%) towards deployed individual on per bus per shift basis.

Our Financial Proposal shall be binding upon us for the assignment and this proposal would be valid up to 180 days from the last date of submission of proposal.

The Financial Proposal is without any condition.

Yours faithfully,

For and on behalf of *(Name of Applicant)*

**Duly signed by the Authorized Signatory of the Applicant
(Name, Title and Address of the Authorized Signatory)**

Schedule – 1

Performance Standards and Charges

Sr. No.	Performance Parameters	Charge s
1.	Deficiency List of Personnel (Refer Schedule-2)	Rs. 100/- for each deficiency detected the first time, and Rs. 200/- for each deficiency detected for any repeated deficiency during a calendar month for a specific person.
2.	Under influence of alcohol/ drugs while on duty	Removal / Blacklisting of specific person besides a deduction of Rs. 500/- per instance shall be imposed
3.	Any malpractice/ cheating/ corruption detected on duty leading to loss of revenue	Removal/ Blacklisting of specific person besides deduction (up to Rs.5,000/- per instance) may be imposed upon the Agency and recovered from Fees, subject to the charges are proved in the enquiry report of CRUT.
4.	Delay in deployment of Conductor and other personnel as per duty roster by the Agency	Rs. 10 / - per lost trip km subjected to a maximum of Rs. 500/- per Bus Duty
5.	Shortfall in cash deposited by the Agency's personnel vis-a-vis the estimated tickets sales including any cash equivalent loss of pre-printed tickets	Any shortfall to be made good within 24 (twenty- four) hours/ In case of compliance in step (a) not done, CRUT shall deduct from the Fees to be paid to the agency
6.	Any Conductor/ personnel is found dispensing/in possession of counterfeit pre-printed tickets	Up to Rs. 10,000/- per instance
7.	Usage / possession of any unauthorized ETM	Up to Rs. 15,000/- per ETM
8.	Loss of Revenue due to Strike of Conductor's union	Up to Rs. 25,000/- per bus per day
9.	Non-payment of salaries/wages to the employees within the time mentioned in point no-19.4 plus 5 days grace period i.e. within 10days of the successive month	Deduction of 5% from the bill amount for that month.

Schedule – 2

Deficiency List of Personnel

1. Cash

- 1.1. Failure to return passenger's balance amount in sufficient time.
- 1.2. Misappropriation of excess cash, if any.
- 1.3. Failure or delay to deposit lost property and/or unauthorized disposal hereof.
- 1.4. Delay in depositing cash collection immediately on completion of duty.
- 1.5. Not endorsing passenger's balance on the waybill and on the back of the tickets, if required.
- 1.6. Fare not collected/ fare collected but ticket not issued/ reissued of tickets etc.

2. Duty

- 2.1. Leaving duty before reaching terminus and/or without proper relieving.
- 2.2. Losing attendance card.
- 2.3. Not announcing Bus stops for passenger information.
- 2.4. Not hailing passengers for tickets
- 2.5. Not reporting to supervisor (in case posted) at starting point /time.
- 2.6. Not marking closing or opening Number of Tickets in the waybill.
- 2.7. Not checking tickets issued by advance booker or passes.
- 2.8. Losing any property of CRUT entrusted to authorized personnel of agency losing any property entrusted to authorized personnel of agency by RUT.
- 2.9. Remaining idle and not issuing tickets when required.
- 2.10. Failure to follow "Issue & Start Rule" (Issue of ticket & start the trip)

3. Conduct & Behavior

- 3.1. Disobeying the orders of RUT.
- 3.2. Being rude or insolent to passengers.
- 3.3. Without uniform.
- 3.4. Not found mobile in the bus for ticket dispensation.
- 3.5. Smoking in Bus/Depot/Public places.
- 3.6. Sleeping/leisurely sitting while on duty.
- 3.7. Delaying bus without cause.
- 3.8. Not guiding driver properly, while the vehicle is being reversed by the driver.
- 3.9. Driving the vehicle
- 3.10. Not reporting incidents, accidents and breakdowns in time.

- 3.11. Not reporting faulty display board/announcement system in the bus.
- 3.12. Not providing necessary aid to persons injured by bus in case of an accident.
- 3.13. Thumping the panels of bus to give signals to driver.
- 3.14. Conductors are not allowed to form union or any similar kind of gathering.

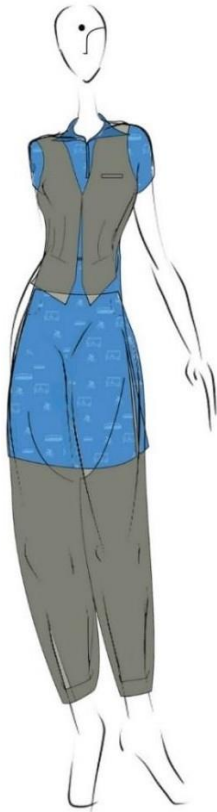
4. Tickets

- 4.1. Wrong punching of tickets, passes etc.
 - 4.2. Wrong/faulty operation of ETM
5. Any other deficiency as may be added by CRUT from time to time.

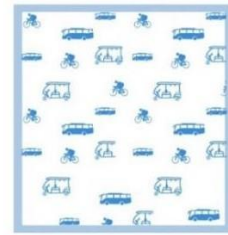
Schedule – 3

Details of Conductor's Uniform:

For WOMEN



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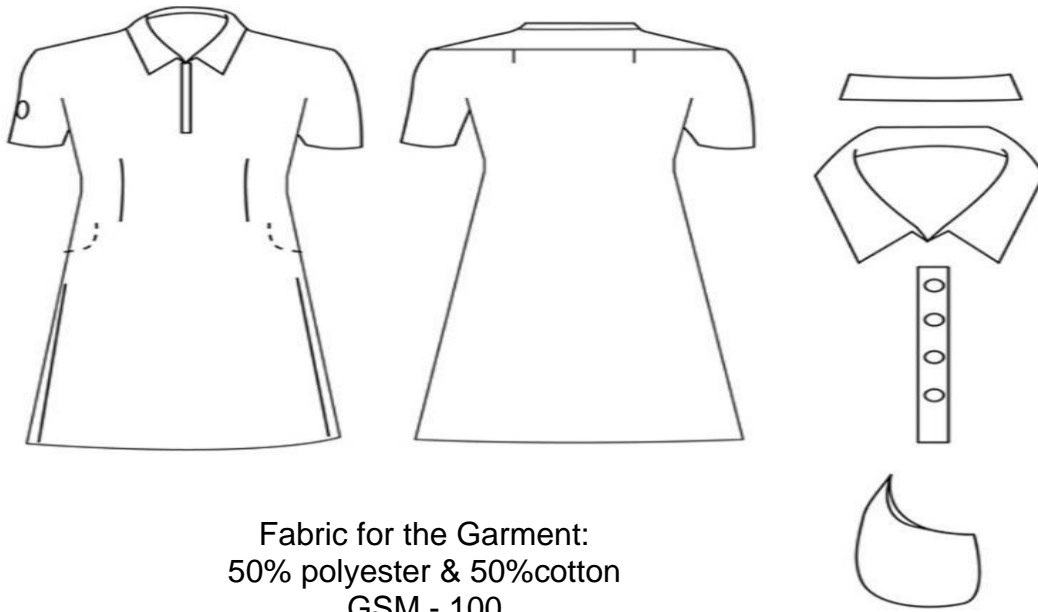


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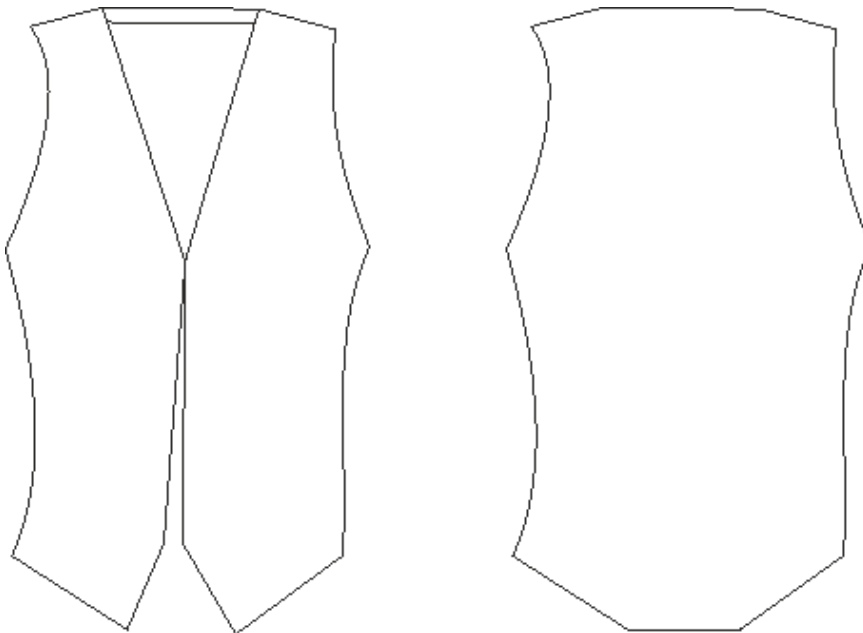


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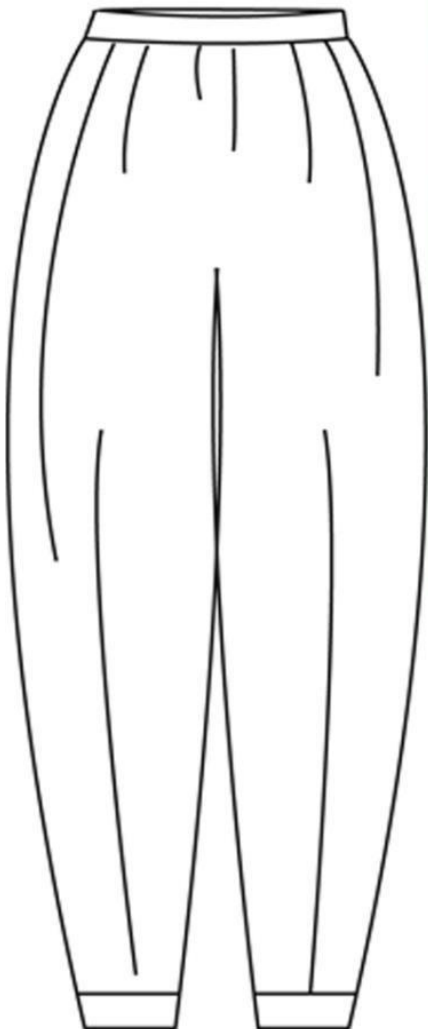
Particulars	S	M	L	XL
CHEST	36	37 ½	39	40 ½
LENGTH FROM HPS	38	39	40	41
FRONT PLACKET LENGTH	7	7 ¼	7 ½	7 ¾
ACROSS SHOULDER	14 ½	15	15 ½	16
NECK GIRTH	15	15 5/8	16 ¼	16 7/8
FRONT NECK DROP	3	3 ¼	3 ½	3 ¾
ARMSCYE	21	21 ½	22	22 ½
SLEEVE LENGTH	7 ½	7 ¾	8	8 ¼
SLEEVE OPEN	13	13 ½	14	14 ½
BICEP GIRTH	13 ½	14	14 ½	15
SIDE SLIT LENGTH	11	12	13	14
WAIST	26 ½	28	29 ½	31
HIP	38	39 1/2	41	42 ½



Particulars	S	M	L	XL
CHEST	36	37 ½	39	40 ½
LENGTH FROM HPS	18	19	20	21
ACROSS SHOULDER	14 ½	15	15 ½	16
FRONT NECK DROP	8	8 ¼	8 ½	8 ¾
ARMSCYE	22	22 ½	23	23 ½
WAIST	26 ½	28	29 ½	31
POCKET OPENING	4	4	4 ½	4 ½



Particulars	S	M	L	XL
TOTAL LENGTH	40	40 ½	41	41 ½
WAIST STRENGTH	32	34	36	38
WAIST RELAX	26	27 ½	29	30 ½
HIP TOTAL	38	39 1/2	41	42 ½
THIGH	25	26	27	28
KNEE	21	22	23	24
BOTTOM	14	15	16	17
POCKET LENGTH	5 ½	5 ½	5 ½	5 ½
INSEAM LENGTH	29	29 ½	30	30 12
WAIST BAND WIDTH	1 ½	1 ½	1 ½	1 ½



Fabric for the Garment:
50% polyester & 50% cotton
GSM - 100

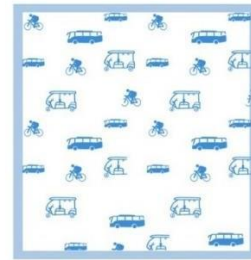
For MEN



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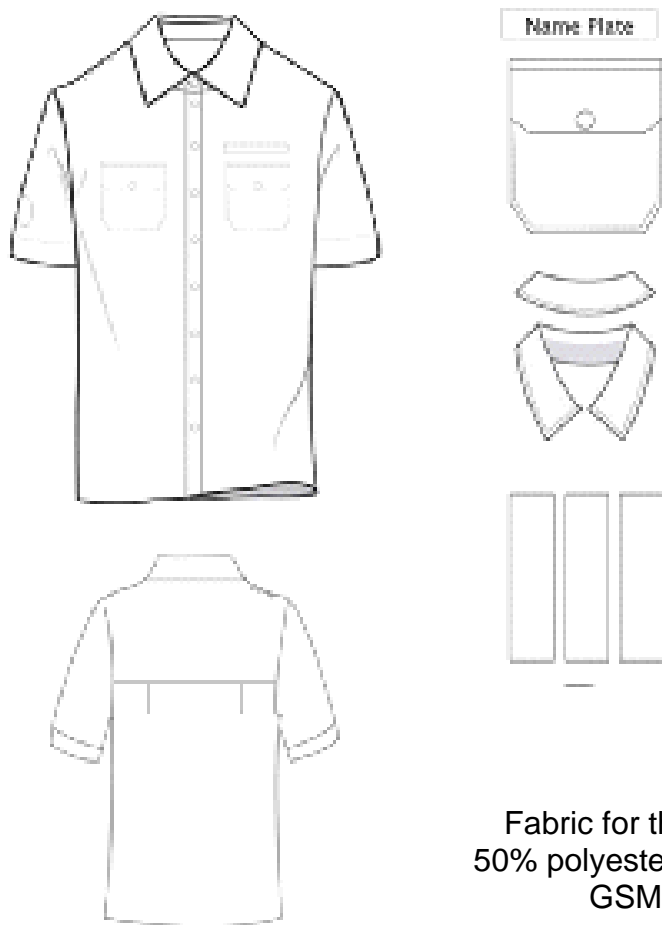


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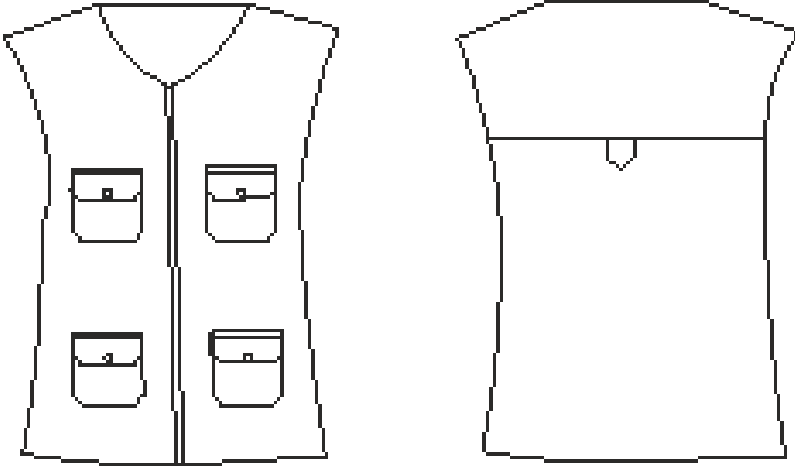
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Particulars	M	L	XL
LENGTH FROM HPS	29 ½	30 ½	31 ½
HALF CHEST	22 ½	23 ½	24 ½
SLEEVE LENGTH	24 ½	24 ¾	25
SLEEVE OPENING	16	16 ½	17
ARMSCYE	22	22 ½	23
BICEP	15	15 ½	16
ACROSS SHOULDER	17	17 ½	17 ¾
ACROSS FRONT	16	16 ½	17
ACROSS BACK	17	17 ½	17 ¾
COLLAR LENGTH	16	16 ½	17
COLLAR POINT	2 ½	2 ½	2 ½
COLLAR C.B	1 ½	1 ½	1 ½
POCKETLENGTH	5 ½	5 ½	5 ¾
FLAP- L x W	5 X 2	5 X 2	5 X 2
POCKET WIDTH	5	5	5
NECK WIDTH	5 ½	5 ¾	6
FRONT NECK DROP	3 ½	3 ½	3 ½



Fabric for the Garment:
50% polyester & 50% cotton
GSM – 100

Particulars	M	L	XL	XXL
LENGTH FROM HPS	28	29	30	31
HALF CHEST	22 ½	23 ½	24 ½	25 ½
ARMSCYE	23	23 ½	24	24 ½
YOKE HEIGHT	5	5 ½	6	6 ½
ACROSS SHOULDER	17	17 ½	17 ¾	18
ACROSS FRONT	16	16 ½	17	17 ½
ACROSS BACK	17	17 ½	17 ¾	18
COLLAR LENGTH	16	16 ½	17	17 ½
POCKET LENGTH	5 ½	5 ½	5 ¾	6
FLAP - L x W	5 X 2	5 X 2	5 X 2	5 X 2
POCKET WIDTH	5	5	5	5
PLACKET WIDTH	1	1	1	1
NECK WIDTH	5 ½	5 ¾	6	6 ¼
LENGTH FROM HPS	28	29	30	31



Fabric for the Garment:
50% polyester & 50% cotton
GSM – 170-180

Additional Accessories (Bags):

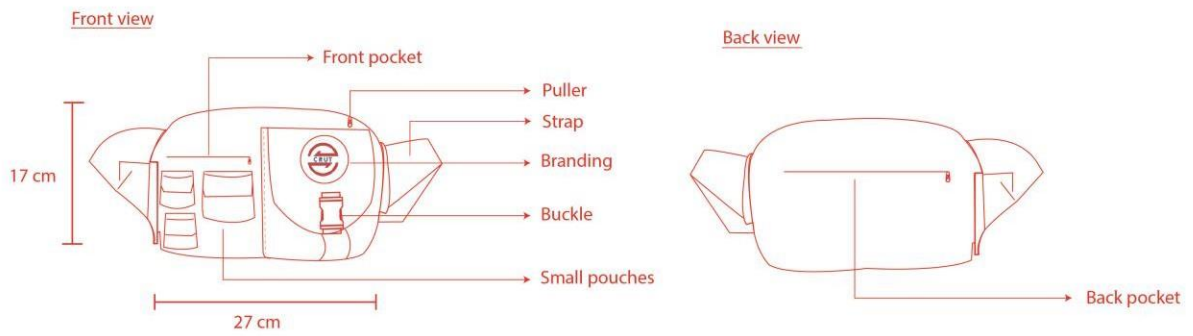


Design option:01

Size: 27x17x10 cm

Material:

Trims: Zipper, Puller and Buckle



Features:

- Back padded
- adjustable waist strap
- zipper closure
- 1 Compartment and 3 front pouches

