

Association of State Road Transport Undertakings



EOI for Development of mobile Application for Online Reservation ticketing system

ASRTU Bhawan,
Plot No.4-A, PSP Block, Pocket- 14, Sector-8, Dwarka, New Delhi – 110077

Online Reservation System for ASRTU members STUs

1. INTRODUCTION

Association of State Road Transport Undertakings (ASRTU) represents 62 Public Sector Bus Transport Organizations (STUs) in India for their common aims & objectives related to public bus transport system. Its member STUs own nearly 1.5 lakh buses and purchase spares worth about Rs.2500 crores a year. ASRTU also invites National Competitive Bids and concludes Rate Contracts (RCs) for automobile spares and accessories in common use with all the STUs. **ASRTU's policy is to encourage quality and competition, hence inviting tenders from OE suppliers exclusively.**

AIM OF THE DOCUMENT

The purpose of this document is to finalise a software company to develop and support a system for online Reservation system for ASRTU members STUs.

1.2 TENDER ISSUING AUTHORITY

This tender is issued by the Association of State Road Transport Undertakings (ASRTU), intended to short-list a firm for developing the above software. ASRTU's decision with regard to the short-listing of bidders on the basis of Technical bid shall be final and the ASRTU reserves the right to reject any or all the bids without assigning any reason.

Name of officer	:	Executive Director
Name of Section	:	Association of State Road transport Undertaking.
Postal Address	:	ASRTU Bhawan, Plot No. 4-A, PSP Block, Pocket-14, Sector-8, Dwarka New Delhi-110077 (INDIA)
Telephone Number	:	011-43294294, 25361640, 25361641
Facsimile Number	:	011-43294242, 25361642
Last date of receipt of tender	:	
Email	:	asrtu@del2.vsnl.net.in
Website	:	http://www.asrtu.org

Selection Criteria

The firm has to submit both Technical and Financial bids in separate sealed envelopes in the Formats attached at Proforma I & II.

The Technical bids will be scrutinized for short-listing firms on the basis of size, experience, technical expertise etc. The Financial bid of only those firms short-listed on the basis of Technical bid will be opened for comparing rates.

General Information:

- a) The EOI DOCUMENTS can be seen in the ASRTU web site www.asrtu.org
- b) EOI initiation date is on **01.06. 2016**. Last date for submission of tender documents is on **20-06-2016 @ 04.00 p.m.**
- c) ASRTU reserves the right to cancel the EOI document at anytime without assigning any reasons.
- d) Wherever efficiencies are specified certificates given by authorized third party are to be enclosed to that effect.
- e) **Any correspondence should be made in the name of the Executive Director, ASRTU, New Delhi.**
- f) **Any information related to EOI is required, contact to Mr. Rajiv Ranjan Jha, DBA & Mr. Atul Gupta, Asst. Dir(IT&MIS),ASRTU**

(Bidder's Profile)

Please furnish the particulars with proof.

S.No.	Particulars	
1.	Name of the Company	
2.	Registered Address with Phone, Fax & Email id	
3.	Contact person with Name, Designation, Mobile No. & email Id details.	
4.	Year of Incorporation with Certificate details	
5.	Name, address and details of consortium if any	
6.	Experience in similar projects (furnish evidence as per RFP)	
7.	Name of the customers	

8.	Details of qualified professionals for implementation of the solutions (furnish evidence as per RFP)	
9	Turnover of preceding 3 years, furnish yearwise (last year turnover from similar activity should be more than 1 crores)	
10	Details of Present working Technologies	
11	Whether having ISO certificate, furnish copy	
12	Any other additional requirement related to the above mentioned project.	
13	Remarks if any	

The information mentioned herein above proforma is true and correct and we hereby undertake to accept all the obligations and responsibilities of Tender.

Place : Signature of authorized* Signatory with stamp

Date : Name of the authorized person of the Company

Designation:

Financial Bid

Cost Quoted by Bidder including Payment Gateway		
Particulars	Rates in Figure	Rates in Words
Setup Cost and Development cost	Rs.....	Rs.....
Transaction Charges for Ticket Booking/Bus Enquiry using Mobile Application and payment through Debit/Credit Card/ Net banking.	Rs.....	Rs.....
Transaction charges for Ticket Booking/Bus Enquiry through SMS (Long Code) and payment through deposit based booking system.	Rs.....	Rs.....

Eligibility Criteria :

The following are the conditions, which are to be necessarily fulfilled, to be eligible for evaluation of the proposal, only those interested bidders who fulfill the terms & conditions as set out below, should respond to this EoI:

1. (i) The Bidders should be Indian Company(s) registered under the Indian Companies Act, and/or any other legal entity registered in Indian Law.
(ii) Bidder should submit the documents as per Proforma-I
2. A bidding firm should be a single entity corporation/company / Consortium of the companies/corporations/firms.
3. The Bidder should have executed at least 1 work order of any Digital Payments of Taxes (SMS/Online) for any Govt. Organization /PSU within last one year
4. The bidding firm should have an annual turnover or at least last 12 months average turnover (till 31st Jan. 2016) of Rs. 10 Crore (Rupees Ten Crore only), in this regard a certificate from a Chartered Accountant (CA) firm should be submitted along with proposal.
5. The bidder should not have been Black listed by any PUC/Corporation/Board or State/Central Government in India. In this regard an affidavit must be submitted duly attested by the notary.
6. The bidder should submit an undertaking on their letterheads to the fairness of these documents in support of their claim while submitting the proposal.

Scope of Work & Functionality:

The software needs to ensure the following from functional side:

1. Facilitate citizens to book/cancel bus ticket through SMS (Mobile)/USSD, & Mobile Application through payment gateway & through deposit system to reduce failure ratio of payment gateway.
2. The USSD and Mobile application Solution provided by the Bidder should be compatible with any GSM mobile handset and GSM telecom operator and should be able to book/cancel and check status of ticket irrespective of the GSM telecom service provider.
3. The SMS Solution provided by the Bidder should be compatible with any mobile handset and telecom operator and should be able to book/cancel and check status of ticket irrespective of the telecom service provider.
4. In ideal case, citizen/agent should be able to download the application or use sms based platform and use either payment gateway or use deposit based system for successfully booking tickets and make payments in simple and convenient way.
5. The Bidder shall integrate its solution with ASRTU & member STUs applications for all the above mentioned technology services.
6. The Bidder should have the capability to provide solution to accept Payments through SMS (mobile)/mobile application for several other services rendered to the citizens.
7. The Short Code shall be registered and maintained by the Bidder and the revenue sharing on no. of sms would be shared with ASRTU & member STUs , if applicable, however the cost per sms would be as per the operator (Incase long code is used there will be no revenue sharing but customer would be charged as per his tariff plan).
8. The Bidder should send appropriate error/regret messages to the citizen in case of any error or wherever applicable.
9. The Bidder shall generate Daily Transaction MIS report for reconciliation consisting of at least the following parameters – type of ticket booked, no. of passengers, Bidder unique transaction id, member STUs unique transaction id, amount paid, date and time stamp. This MIS report should be made available to ASRTU & member STUs online through internet for download. The report shall be in both Excel and CSV format.
10. The Bidder shall remit the funds into ASRTU & member STUs account on T+2 basis, T being the date of transaction
11. The Bidder shall provide help to ASRTU & member STUs in reconciliation issues (if any).
12. The Bidder shall solely responsible to cover the risks arising out of fraudulent/disputed transactions/ multiple payments and all sorts of chargeback cases.
13. In case a citizen disputes a transaction, it would be the responsibility of the Bidder, to address the customer grievance. ASRTU & member STUs shall not refund any funds once the

transaction is successful and records have been updated in ASRTU & member STUs system. The Bidder shall honor all such transactions.

14. The Bidder along with ASRTU & member STUs will promote the solution and educate the citizens/agents of their responsibilities liabilities and the risks of paying taxes through above mobile payment mechanism through a disclosure template on their websites and/or through printed material and through any other channel.

15. Provision should be made to generated ticket on ASRTU & member STUs website when PNR no. is entered

16. For all of the above services, the Bidder will recover reasonable costs from the citizens with minimum cost for development of the solution and acting as a TSP.

17. The contract shall be made only for a period of one year from the effective date and effective date would be of that date on which first live transaction/ticket would be generated after API integration. This contract can be extendable only for further one year by mutual consent.

18. The bidder will maintain all the software/Hardware complications, if any

19. Real Time transaction reporting tool.

20. Daily MIS Report on desired format.

21. Integration Support.