



BIHAR STATE ROAD TRANSPORT CORPORATION
(State Govt. Undertaking)
Parivahan Parisar, Phulwarisharif, Patna-800014
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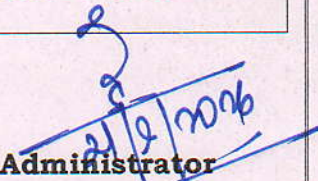
Tender No :- BSRTC/ITS/2026/IBOMS/01 date 18.09.2026

Notice Inviting Tender for Selection Of Agency for Design, Development, Supply, Implementation, Operation & Maintenance of a Web-based Intelligent Bus Operation Management System (IBOMS), Application for online bus booking system "Where Is My Bus" and AI enabled camera for passenger counting for BSRTC.

Sealed tenders are invited to Selection of Agency for Design, Development, Supply, Implementation, Operation & Maintenance of a Web-based Intelligent Bus Operation Management System (IBOMS), Application for online bus booking system "Where Is My Bus" and AI enabled camera for passenger counting for BSRTC, Patna. Interested firm/company can get detailed Bid document containing eligibility criteria, selection mechanism, other terms and conditions are available on the website: eproc2.bihar.gov.in

Schedule of Tender

Activity/Event	Date and Time
Availability of Bid Document on website: eproc2.bihar.gov.in	From 18.09.2026 onwards to 02.11.2026 till 03.00 pm at Pariwahan Parisar, Phulwarisharif, Patna and website: eproc2.bihar.gov.in
Pre-Bid meeting (Bihar State Road Transport Corporation)	On 12.10.2026 at 03.00 PM in the office of Bihar State Road Transport Corporation, Patna. Pre Bid Queries should be submitted before 09.10.2026 till 12:00 PM to e-mail Id-bsrtcreports@gmail.com in prescribed format. Date of Pre Bid Meeting shall be 12.10.2026, 03.00 PM.
Last date for submitting of bids	02.11.2026 till 03.00 PM.
Opening of technical bids	03.11.2026 at 03.00 PM.
Date for opening of financial bid shall be fixed and intimated after evaluation of technical bids.	


Administrator
BSRTC, Patna

GOVERNMENT OF BIHAR

Transport Department

Bihar State Road Transport Corporation (BSRTC)

Request for Proposal (RFP)

for

**Design, Development, Supply, Implementation, Operation & Maintenance of
a Web-Based Intelligent Bus Operation Management System (IBOMS) ,
Application for online bus booking system "Where is My Bus" and AI enabled
camera for passenger counting for Bihar State Road Transport Corporation**

Tender No. – BSRTC/ITS/2026/IBOMS/01

Administrator

Bihar State Road Transport Corporation

Pariwahan Parisar, Phulwarisharif, Patna, Bihar – 800014

Ph. 0612-2225580

URL:

..... 2026

Disclaimer

All information contained in this Request for Proposal (RFP) is provided in good faith. This document is neither an agreement nor an offer or invitation to enter into an agreement of any kind with any party.

Although adequate care has been taken in preparing this RFP, interested bidders shall satisfy themselves that the document is complete in all respects. The information published in this document is not intended to be exhaustive. Interested bidders are required to make their own enquiries and assumptions wherever required.

Intimation of any discrepancy should be given to the specified office immediately. If no intimation is received by the office by the date mentioned in the document, it shall be deemed that the RFP document is complete in all respects and that firms submitting their bids are satisfied that the RFP document is complete in all respects.

Bihar State Road Transport Corporation (BSRTC) reserves the right to reject any or all applications submitted in response to this RFP at any stage without assigning any reason whatsoever. BSRTC also reserves the right to withhold or withdraw the process at any stage with intimation to all bidders who have submitted their bids in response to this RFP.

BSRTC reserves the right to change/modify/amend any or all provisions of this RFP without assigning any reason. Any such change shall be communicated to bidders by posting it on the website of Bihar e-Procurement Portal.

Neither BSRTC nor its employees and associates shall have any liability to any prospective bidder or any other person under the law of contract, principles of restitution or unjust enrichment or otherwise, for any loss, expense, or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP, the award of the assignment, or the selection process.

Information provided in this document, or imparted to any bidder as part of the RFP process, is confidential to BSRTC and shall not be used by the bidder for any other purpose, or distributed to or shared with any other person or organization.

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Notice Inviting Tender

RFP No. BSRTC/ITS/2026/IBOMS/01

Patna, Dated: 21/07/2026

“RFP for Design, Development, Supply, Implementation, Operation & Maintenance of a Web-Based Intelligent Bus Operation Management System (IBOMS) for Bihar State Road Transport Corporation”

Bihar State Road Transport Corporation (BSRTC), on behalf of the Transport Department, Government of Bihar, invites proposals from suitable, experienced agencies for the Selection of a System Integrator (SI) for the design, development, supply, implementation, and operation & maintenance of a web-based Intelligent Bus Operation Management System (IBOMS) covering Fleet, Route & Trip Management, Driver/Conductor Mobile Application & Duty Management, GPS/AI-based Passenger Counting & Revenue Leakage Detection, Passenger Information & Ticket Booking System (“Where is My Bus”), and a Command Control Centre with MIS & Analytics, across BSRTC's fleet operating throughout the State of Bihar.

For detailed scope and other terms and conditions, please refer to the RFP document available at <https://eproc.bihar.gov.in>. Interested agencies who qualify as per the criteria mentioned in the RFP document may submit their proposals online through <https://eproc2.bihar.gov.in> only, latest by/...../2026 till:00 PM.

Any updates, corrigenda, addenda, etc. shall be made available only on the Bihar e-Procurement Portal.

(Administrator)
BSRTC

Abbreviations & Definitions

Term	Definition
AI	Artificial Intelligence
APC	Automatic Passenger Counting
Authorised Signatory	The proposer's representative/officer vested with powers to commit the organization to a binding agreement, holding Power of Attorney (PoA) from the competent authority.
AVL	Automatic Vehicle Location
Bidder / Legal Entity	A Company, LLP, or Society registered in India.
BSRTC	Bihar State Road Transport Corporation
CCC	Command Control Centre
Competent Authority	The Administrator, BSRTC, in this RFP document.
Contract	A contract entered into between BSRTC and a successful proposer concerning this procurement.
Day	A calendar day as per GoB/Gol.
ETIM/ETM	Electronic Ticketing Issuing Machine
GoB / Gol	Government of Bihar / Government of India
GPS	Global Positioning System
IBOMS	Intelligent Bus Operation Management System
IT/ITeS Domain	IT Consulting, Project Management, IT Project Operations, e-Governance, software application development & testing, ITS/AVL/GPS systems, mobile applications, web portals, and allied activities using proprietary or open-source technologies.
ITS	Intelligent Transportation System
JD	Job Description
MIS	Management Information System
NIT	Notice Inviting Tender
Notification	A notification published in the Official Gazette.
PIS	Passenger Information System
Project Site	Wherever applicable, means the designated place or places, including BSRTC depots, bus stands and the CCC.
Proposal	A formal offer made in pursuance of an invitation by BSRTC and includes any tender, proposal, or quotation.
Proposer / Agency	Any firm/agency/company/contractor/supplier participating in the RFP process.
RFP Document	Documents issued by BSRTC, including amendments, that set out the terms and conditions of this procurement.

SI	System Integrator
SLA	Service Level Agreement
State Government	Government of Bihar (GoB)
Tender Process	The process of procurement extending from the issue of invitation to proposals till the award of the procurement contract or cancellation, as the case may be.
VLTD	Vehicle Location Tracking Device
WO/PO	Work Order/Purchase Order
QCBS	Quality and Cost Based Selection

Bid Data Sheet

1	RFP No.	BSRTC/ITS/2026/IBOMS/01
2	Nature of Work	Selection of System Integrator for design, development, supply, implementation, and O&M of web-based Intelligent Bus Operation Management System (IBOMS) at BSRTC
3	Proposals Invited by	Chief of Administration, Bihar State Road Transport Corporation Address: Pariwahan Parishar, Phulwarisharif, Patna, Bihar – 800014.
4	Date of issue of RFP document	/...../2026
5	Date of Pre-Bid Meeting	Pre-bid queries should be submitted before/...../2026 till 12:00 PM to email id– bsrtcreports@gmail.com in as per format in Annexure-6. Date of online pre-bid meeting shall be/...../2026, 3:00 PM, Google Meet link to be shared with registered bidders.
6	Start Date for Submission of Proposals	From/...../2026 at 10:30 AM
7	Last Date for Submission of Proposals	/...../2026 till 3:00 PM
8	Date of Opening of PQ cum Technical Bid	/...../2026 at 3:00 PM
9	Date of Opening of Financial Proposals	Would be communicated to shortlisted bidders
10	Place of Submission & Opening of Proposals	Online on https://eproc2.bihar.gov.in
11	Address for Communication	Chief of Administration, Bihar State Road Transport Corporation, Pariwahan Parishar, Phulwarisharif, Patna, Bihar – 800014.
12	Website for RFP Document, Corrigenda, Addenda	https://eproc2.bihar.gov.in
13	Cost of Document	Rs. 10,000/- along with e-Procurement processing fee (to be paid online on Bihar e-Procurement portal)
14	EMD	Rs. 10.00 lakhs to be paid online on the e-Procurement portal. Compulsory for all. No exemption for MSME & Others.
16	Exemption	No
17	Performance Security	5% of total Contract Value
18	Proposal's Validity	180 days from the proposal submission date

Note:

- BSRTC reserves all rights to cancel the process and reject any or all proposals at any time.

- No contractual obligation arises from the RFP document/process unless and until a formal contract is signed and executed between BSRTC and the successful proposer.
- BSRTC disclaims any factual or other errors in the RFP document (the onus is purely on individual proposers to verify such information); information provided is intended only to help proposers prepare a logical proposal.

1. Background Information

1.1 About Bihar State Road Transport Corporation (BSRTC)

Bihar State Road Transport Corporation (BSRTC) is the State Transport Undertaking responsible for providing public bus transport services across the State of Bihar, operating under the Transport Department, Government of Bihar, and constituted under the Road Transport Corporations Act, 1950. BSRTC operates a large and growing fleet of buses – including ordinary, express, and AC/Volvo services – connecting Patna with district headquarters, sub-divisional towns, and inter-state destinations, in addition to a substantial network operated through private stage-carriage permits and PPP/aggregator arrangements integrated with BSRTC's operations.

BSRTC's mandate is to provide safe, reliable, affordable, and accountable public transportation to the citizens of Bihar. The Corporation operates through a Head Office at Patna, multiple Regional/Divisional Offices, and numerous depots and bus stands spread across the districts of Bihar, supported by a large workforce of drivers, conductors, and administrative staff.

With increasing ridership and fleet expansion under various Central and State schemes (including support under the PMe-Bus Sewa scheme and State-funded fleet augmentation), BSRTC faces significant challenges in real-time fleet visibility, revenue assurance, crew duty management, passenger information dissemination, and centralized operational oversight, since these functions are presently managed through a combination of manual registers, disparate legacy GPS/AVL devices procured under different contracts, and stand-alone ticketing (ETM) systems with little to no integration between them.

1.2 Web-Based Intelligent Bus Operation Management System (IBOMS)

BSRTC needs to procure a ready-to-deploy, configurable web-based Intelligent Bus Operation Management System (IBOMS), which shall require customization and integration as per BSRTC's requirements detailed in this tender document. The current process of trip scheduling, crew duty allotment, vehicle tracking, and revenue reconciliation is largely manual or fragmented across silo systems installed by different vendors over time, with no centralized control room, no unified passenger information system, and no AI-based mechanism to detect ticketless travel or revenue leakage. This has resulted in productivity losses, poor commuter experience, and revenue leakage that the proposed IBOMS is intended to address.

The proposed IBOMS shall function as a single, unified digital backbone for BSRTC's bus operations – covering fleet and crew planning, real-time vehicle tracking, automated passenger counting and revenue-leakage analytics, passenger-facing information and ticketing services, and centralized command-and-control with dashboards and MIS for management decision-making.

2. Overall Evaluation Methodology

The bids received shall be evaluated based on the Least Cost Method (L1). The Technical Proposal shall first be evaluated for compliance with the eligibility, qualification and technical requirements specified in this RFP. Only those bidders who meet all the prescribed eligibility and technical requirements and obtain the minimum qualifying technical score specified in the RFP shall be considered Technically Qualified Bidders.

The Financial Proposals of only the Technically Qualified Bidders shall thereafter be opened and evaluated.

The bidder quoting the lowest evaluated financial cost (L1) amongst the Technically Qualified Bidders shall be ranked H1/L1 and shall be considered for award of the contract, subject to fulfilment of all terms and conditions of the RFP.

No weightage or combined scoring of Technical and Financial Proposals shall be applicable under the Least (L1) Cost Method.

In case of a tie between two or more bidders quoting the same lowest evaluated cost, the bidder having the higher technical score shall be given preference. If the technical scores are also equal, the tie-breaking mechanism specified elsewhere in this RFP shall apply.

3. Earnest Money Deposit (EMD)

- The bidder shall submit an Earnest Money Deposit (EMD) of the amount mentioned in the Bid Data Sheet, deposited online during submission of the tender on the e-Procurement portal.
- Unsuccessful bidders' EMD shall be released within 30 working days of signing of the agreement with the successful bidder.
- The successful bidder's EMD shall be returned after submission of the performance security as per guidelines.
- The EMD may be forfeited in the following cases: (a) if a bidder withdraws its proposal or increases its quoted prices during the period of proposal validity or its extended period, if any; or (b) in the case of a successful bidder, if it fails within the specified time limit to sign the agreement.

4. Performance Security

- The successful bidder shall submit a Performance Guarantee of an amount equal to 5% of the total contract value in the form of a Bank Guarantee from a Nationalized/Scheduled Commercial Bank in favour of "Bihar State Road Transport Corporation" payable at Patna, Bihar, valid for the engagement period plus an additional 90 days. All charges with respect to the Performance Security shall be borne by the bidder.
- The Performance Security shall remain with BSRTC for the engagement period plus an additional 90 days.
- In case the successful bidder fails to submit the Performance Security within 25 days from the date of issuance of the Letter of Intent (LoI), the Purchaser may, at its sole discretion, cancel the LoI without giving any notice and encash the EMD furnished by the bidder, in addition to any other right available to it under this RFP.
- The Performance Security shall be returned upon BSRTC being satisfied that there has been due performance of the bidder's obligations under the contract. No interest shall be payable on the Performance Security.
- The Performance Security shall remain valid for the entire duration of the project, including implementation, warranty, and O&M/support period.
- This security may be invoked on violation of any of the following: (a) failure to deliver services as per agreed SLAs; (b) failure to commence work or abandonment of the project; (c) breach of any material terms and conditions of the contract; (d) submission of false or misleading information; (e) engagement in unlawful or fraudulent activities; (f) repeated non-responsiveness to the Purchaser's requirements (three consecutive instances or more).

5. Pre-Qualification / Eligibility Criteria

The bidder shall possess the following minimum pre-qualification/eligibility criteria.

SN	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	The Bidder should be a company registered under the Indian Companies Act, 1956/2013 or Limited Liability Partnership firm under LLP Act, 2008, both as amended from time to time. Proprietorship not allowed.	Certificate of Incorporation or Registration Certificate
2	Financial Turnover	Average annual turnover of the bidder in implementation of IT/ITS work over any three FY 2022-23, 2023-24, 2024-25 or 2025-26, as per audited financial statements.	(i) CA Certificate clearly defining annual turnover as per format in Annexure-12 with UDIN. (ii) Audited Financial Statements
3	Experience of Bus/Fleet ITS/ Implementation	Bidder's experience of implementation of ready to deploy web-based Intelligent Transportation System / Bus Operation Management System / Fleet & "live bus tracking and local as well as interstate bus ticketing system. • At least one (1) completed project of value not less than Rs 40 lakhs.	Relevant work orders and client completion certificates to be attached.
4	At least 1 digital platform project like CRM or ERP (Mobility under state /Central PSU)(single work order > 40 lac) after FY 31-03-2022	At least 1 digital platform project (Mobility under state /Central PSU)(single work order > 40 lac) after FY 31-03-2022 to before the last date of bid submission will be considered.	Relevant work orders and project completion certificates
4	Statutory Registrations	Shall be registered with: 1. GST 2. PAN	Registration copies to be enclosed as proof.
5	Mandatory Undertaking	Shall not have been blacklisted by any Central or State Government department as on the date of bid submission.	Notarized Declaration on letterhead as per Annexure-10.
6	Certifications	Mandatory certifications required : ISO 27001, ISO 9001:2015, ISO 20000-1:2018.	Certification copy with active validity to be enclosed.
7	Compliance to Scope of Work and RFP Clauses	Bidder is required to submit unconditional compliance to RFP clauses on its letterhead.	Declaration duly signed and sealed by authorised signatory on Company Letterhead.

Any non-compliance to the above criteria may lead to disqualification of the bidder from the PQ cum Technical Evaluation.

6. Technical Evaluation Criteria

Technical evaluation will be carried out only for those bidders who qualify the Pre-Qualification stage.

SN	Basic Requirement	Specific Requirements / Marking Scheme	Sub Requirement	Max Marks
1	Financial Turnover	Average annual turnover of the bidder in implementation of IT/ITS work over any three FY 2022-23, 2023-24, 2024-25 or 2025-26, as per audited financial statements. Rs. 2 Cr to 2.25 Cr = 10 marks Above Rs. 2.25 Cr up to 2.50 Cr = 15 marks Above Rs. 2.5 Cr = 20 marks		20
2	Experience of Bus ITS / IBOMS-type Implementation	Bidders Experience of ready to deploy Intelligent Bus Operation Management System (IBOMS) system with minimum project cost of 40 lakhs 1 projects: 5 Marks 2 to 3 projects: 10 marks Above 4 projects: 15 Marks Bidders Experience of Web and app based solution must have undertaken attest implemented where more than 200 buses.		15
3	Experience of CRM or ERP based Project under state /Central PSU	1 CRM based project: 2 marks 2 to 3 project : 5 marks		5
3	ISO Certifications	Certification: ISO 9001:2015: 5 marks ISO 20000-1:2018 : 5 marks	Must be valid on the date of bid submission.	10
4	Demo and Technical Assessment	Qualitative assessment based on Demonstration of understanding of the Department's requirement as per below A. Live Product Demo Live demo of web based online IBOMS (Intelligent Bus Operation Management System) 1. Fleet, Route & Trip Management : 10 marks	1. Demonstration of Bus Registration, Route Management, Schedule Planning, Trip Creation, Depot Allocation, Vehicle Assignment, Driver & Conductor Allocation, Route Modification and Live Fleet Monitoring	50

		2. Driver/Conductor Mobile App & Duty Management : 10 marks 3. GPS, AI Passenger Counting & Revenue Leakage Detection: 10 marks 4. Passenger Information & Ticket Booking System (Where is My Bus) : 10 marks 5. Command Control Centre, MIS & Analytics : 10 marks	Dashboard. 2. Demonstration of Driver Duty Allocation, Duty Notification, Attendance, Trip Start/End Process, Vehicle Inspection Checklist, Conductor Ticket Validation, Collection Entry and Mobile App functionality. 3. Demonstration of Live GPS Tracking, Trip Playback. 4. Demonstration of passenger mobile application including User Registration, Live Bus Tracking, Route Search, ETA, Online Ticket Booking, Seat Selection, QR Ticket Generation. 5. Demonstration of State Dashboard, Depot Dashboard, Revenue Dashboard, Fleet Utilization Reports, Passenger Analytics, Complaint Management, KPI Monitoring, Mobile & Web Reporting, Role-Based Access Control and Executive MIS Reports.	
	Total Technical Score			100

The minimum technical score (TS) required to qualify is =70 marks. The venue for the demo and technical assessment shall be notified to eligible bidders date.

Integration Matrix

The selected bidder shall be responsible for end-to-end integration, including development, testing, deployment, and support. However, availability and access to APIs of existing systems shall be ensured by BSRTC or the respective system owners. All integrations shall comply with applicable data security standards, including encryption, authentication, and audit logging. The bidder shall provide integration on a real-time basis for each system, and future integrations with Government applications, as required by BSRTC, shall be executed by the vendor under the Change Request mechanism.

7. Scope of Work

The overall scope of work for the bidder is to design, develop/customize, supply, implement, and operate & maintain a web-based Intelligent Bus Operation Management System (IBOMS) for BSRTC, along with a supporting mobile application for drivers/conductors and a passenger-facing mobile/web application, integrated with a Command Control Centre (CCC). The system shall function reliably even during intermittent network connectivity in rural/highway stretches through store-and-forward mechanisms on the on-board devices/mobile application, with automatic synchronization once connectivity resumes, robust retry logic, and a well-defined conflict-resolution framework including system-driven rules, user intervention where required, and complete audit trails to ensure data integrity and consistency.

The scope of work is organized into five core modules, each detailed below, followed by additional cross-cutting features and requirements.

All operational data, reports, configurations and customized source code shall be the exclusive property of BSRTC.

7.1 Module 1: Fleet, Route & Trip Management

This module shall serve as the master planning and scheduling backbone of IBOMS, covering the complete lifecycle of fleet, route, and trip data across BSRTC's depots and regions.

7.1.1 Fleet Master & Vehicle Management

- Centralized vehicle master covering registration number, chassis/engine number, make/model, fuel type (diesel/CNG/electric), seating capacity, depot allocation, fitness certificate validity, insurance, permit and PUC details, with automated alerts for upcoming expiries.
- Integration with Bihar Transport for vehicle registration and fitness data validation.
- Vehicle health and maintenance module capturing scheduled maintenance, breakdown history, spare-parts consumption, and workshop job-cards, with preventive-maintenance alerts based on odometer reading or elapsed time fetched via GPS/telematics.
- Fleet deployment planning – depot-wise, region-wise, and route-wise vehicle allocation with utilization and idle-fleet reports.

7.1.2 Route Master & Network Planning

- Digitized route master with route code, origin-destination, via-points, stage-wise distances and fare stages, integrated with GIS/map layer for route visualization.
- Route rationalization and network-planning analytics based on ridership, revenue, and load-factor data captured from operations.
- Provision to define seasonal/special routes (festival specials, event specials) with temporary schedules.

7.1.3 Trip & Schedule Management

- Trip scheduling module to plan daily/weekly timetables, trip start/end times, layover/turnaround time, and dead mileage, with the ability to clone/roll-over schedules and bulk-edit.
- Real-time trip monitoring dashboard displaying scheduled vs. actual departure/arrival, trip delays, missed trips, and cancellations, with automated exception alerts to depot managers and the Command Control Centre.
- Trip-wise operational KPIs – kilometres operated, on-time performance, load factor, fuel/energy consumption (for EV fleet), and revenue per kilometre (EPKM).
- Provision for on-the-fly trip re-scheduling/diversion during breakdowns, road blockages, or law-and-order situations, with an audit trail of changes and reason codes.

7.1.4 Depot & Crew Scheduling Interface

- Depot-wise vehicle-out and vehicle-in registers, digitized and linked to trip records.
- Interface with the Driver/Conductor Duty Management module (Section 7.2) for crew-to-trip mapping and roster generation.

- Master data management shall be centrally controlled by BSRTC Head Office, with role-based, auditable provisioning of depot-level edit rights, ensuring uniformity of the route/trip master across all depots and regions.

7.2 Module 2: Driver/Conductor Mobile App & Duty Management

This module shall provide a dedicated mobile application for drivers and conductors, integrated with the duty-roster and payroll-linked attendance ecosystem.

7.2.1 Duty Roster & Crew Management

- Digitized crew master with driver/conductor details, license category & validity (integrated with SARATHI), badge details, medical fitness, training records, and disciplinary history.
- Automated duty-roster generation based on crew availability; rest-hour/duty-hour compliance (as per Motor Transport Workers Act norms), leave records, and route/trip requirements, with manual override and approval workflow.
- Fatigue-management alerts flagging crew nearing maximum permissible continuous driving/duty hours.
- Crew substitution and standby management for absenteeism, with real-time notification to the substitute crew via the mobile app.

7.2.2 Driver/Conductor Mobile Application

- Android-based mobile application (with offline-first capability) for drivers/conductors to: view assigned duty/trip, mark trip start/end, capture pre-trip vehicle inspection checklist (tyres, brakes, lights, fire extinguisher, first-aid kit), and report breakdowns/incidents with photo upload.
- Biometric/OTP or QR-based crew login and attendance marking at the depot and/or on first trip start, feeding into the payroll/HR attendance system.
- In-app duty acknowledgment, leave/tour application, grievance/feedback submission, and access to circulars/notices published by BSRTC.
- In-app display of route map, stage list, fare table, and passenger-load information (from the APC module) to assist the crew during the trip.
- Panic/SOS button for driver/conductor safety, transmitting live location and an alert to the Command Control Centre and nearest police control room integration point, where available.

7.2.3 Payroll-Linked Attendance & Performance

- Attendance, over-time, and duty-hour data captured through the mobile app shall feed into the HR/Payroll process for salary computation, subject to Maker-Checker verification by the designated supervisor before being finalized.
- Driver/conductor performance dashboard covering punctuality, fuel/energy efficiency, complaints/commendations, and revenue collection performance (for conductors), to support incentive and disciplinary decisions.
- The mobile application shall support multiple Indian languages, at minimum Hindi and English, with the interface optimized for low-literacy users through icon-driven navigation.

7.3 Module 3: GPS, AI Passenger Counting & Revenue Leakage Detection

This module constitutes the core telematics and analytics layer of IBOMS, providing real-time vehicle tracking, automated passenger counting, and AI-driven revenue-assurance capability.

7.3.1 GPS/AVL Vehicle Tracking

- Supply, installation, and commissioning of AIS-140 compliant Vehicle Location Tracking Devices (VLTD)/GPS units (or integration with existing compliant devices, where available) across the entire BSRTC fleet, providing real-time location, speed, ignition status, and route-adherence tracking.
- Geo-fencing of depots, bus stands, and route corridors with automated alerts for route deviation, unscheduled stoppage, over-speeding, and unauthorized halts.
- Historical playback of vehicle movement for any selected date/time range, for audit and incident-investigation purposes.

7.3.2 Passenger Counting camera Integration (PCCI)

- Supply and installation of Passenger Counting camera (e.g., stereo-vision/infrared/camera-based) at bus doorways, capable of counting boarding and alighting passengers at each stop with a minimum accuracy of 90%.
- Real-time transmission of passenger-count data to the central server, stop-wise and trip-wise, to compute load factor and occupancy in real time.
- Aggregated ridership analytics – stop-wise, route-wise, time-band-wise, and day-wise – to support route rationalization, fare-policy review, and fleet-deployment planning.
- Technical Specification- Passenger Counting Cameras/APC

Sl No.	Parameter	Minimum Specification
1	Camera Standard	Minimum 2 MP (1920x1080 pixels) or higher, with progressive-scan CMOS sensor. Compliance with ISO 16750-3, as applicable to vehicle mounted equipment/environmental and mechanical conditions. Connect with 4G/5G network via APN SIM card & also show bandwidth.
2	Ingress Protection	Minimum IP66/IP65 with minimum
3	Technology	3D Stereo vision or equivalent/superior technology suitable for automatic passenger counting
4	Counting Function	Shall accurately detect and separately count boarding and alighting passenger at each designated bus doorway.

5	Counting Accuracy	≥95% under BSRTC approved acceptance test conditions
6	Field of View	Wide angle coverage sufficient to cover the complete passenger doorway without significant blind spots
7	Low Light Capability	Shall support reliable passenger counting under low light/night time conditions
8	Impact Resistance	Robust/impact-resistance construction suitable for continuous installation and operation inside buses.
9	AIS 140 Compliance	Camera/associated vehicle mounted device shall comply with applicable AIS-140 requirements, wherever applicable, with supporting certification/documentation.
10	Storage Capacity	Minimum 512 GB local storage, or sufficient capacity to retain passenger counting/event data during network outages.
11	Network Loss/Store & Forward	Data shall be stored locally during network interruption and automatically synchronized with central server after connectivity is restored.
12	Data Transmission	Real time/seamless transmission of passenger counting data to the IBOMS central server, subject to network availability.
13	Data Integrity	No loss or duplication of passenger counting records during network interruption and subsequent synchronization.
14	Passenger Data	Data should include, at minimum, Vehicle ID, Trip ID, Date/Time, Stop/Location, Boarding Count and Alighting Count.
15	Remote Health Monitoring	Central Monitoring of Camera/device online/offline status, connectivity, storage and malfunction/fault alerts.
16	Integration	Open/AI based integration with IBOMS for real time passenger counting, occupancy and analytics
17	Environmental Suitability	Equipment shall be suitable for continuous operation under bus operating conditions in Bihar, including vibration, temperature, dust and humidity.

18	Acceptance Testing	Accuracy and functionality shall be verified through BSRTC approved acceptance testing.
19	Failure Rectification	Failure to meet prescribed accuracy/performance shall require calibration, rectification or replacement by SI at no additional cost to BSRTC.
20	Warranty & Support	Camera & associated hardware shall be covered under the applicable warranty/AMC and SLA provisions of the RFP.

The above specifications are minimum requirements. Equivalent or superior technology meeting or exceeding the prescribed performance parameters shall be acceptable. The specifications shall be interpreted in a technology-neutral manner and shall not be construed as specifying any particular make or model.

7.3.3 Revenue Leakage Detection & Ticketing Reconciliation

- Integration of APC data with the ticketing/ETM data (Section 7.4) to compute a passenger-vs-ticket reconciliation ratio per trip, automatically flagging trips/vehicles/conductors with a statistically significant gap between passengers counted and tickets issued, indicative of possible ticketless travel or revenue leakage.
- Albased anomaly-detection engine to identify patterns of revenue leakage across conductors, routes, time-slots, and depots, with a risk-scoring dashboard for the vigilance/audit team.
- Automated exception reports and alerts to depot managers/CCC for trips flagged with high leakage risk, enabling targeted checking-squad deployment.
- Reconciliation dashboards and mismatch reports comparing GPS-derived kilometres operated, APC-derived ridership, and ETM-derived ticket revenue, to identify data gaps or incorrect postings.
- All revenue-leakage flags and subsequent investigation/action taken shall be logged with a complete, tamper-evident audit trail, including user details and timestamps.

7.4 Module 4: Passenger Information & Ticket Booking System (“Where is My Bus”)

This module shall provide citizen-facing services for real-time bus tracking, trip information, and digital ticketing/reservation.

7.4.1 “Where is My Bus” – Real-Time Passenger Information

- Mobile application (Android/iOS) and web portal for the public to search routes, view real-time bus location on a map, estimated time of arrival (ETA) at a selected stop, and live occupancy/crowding indication (from the APC module).
- Integration with Google Maps/OpenStreetMap or an equivalent mapping engine, and provision for a public API/GTFS-real-time feed for third-party integration (e.g., Google Transit, other State MIS/NLP dashboards, and the CRM platform).

7.4.2 Digital Ticketing & Reservation

- Online/in-app ticket booking for reserved-category services (AC/Volvo/long-distance) with seat selection, e-ticket generation, and QR-code-based validation on boarding.
- Integration with UPI, debit/credit card, wallet, and National Common Mobility Card (NCMC) payment rails for both reserved-service booking and on-board ETM-based ticketing.
- On-board ETM/mobile-POS ticketing application for conductors (interoperable with the driver/conductor mobile app in Section 7.2), supporting cash, QR/UPI, and NCMC-based fare collection, stage-wise fare computation, concession/pass validation, and offline ticketing with automatic sync upon connectivity restoration.
- Digital season-pass/student-pass/concession-pass issuance and validation module, integrated with the beneficiary database as notified by BSRTC/State Government.
- Refund and cancellation workflow for reserved-service bookings, with automated reconciliation against the payment gateway settlement reports.
- Multi-lingual interface (Hindi/English at minimum) for the passenger app
- 7.4.3 Grievance & Feedback
- In-app facility for passengers to rate trips, raise complaints (cleanliness, crew behaviour, delay, safety), and track resolution status, integrated with a grievance-management workflow visible to the Command Control Centre and depot managers.

7.5 Module 5: Command Control Centre, MIS & Analytics

This module shall provide BSRTC management and the proposed Command Control Centre (CCC) at Patna with a unified, real-time operational view across all preceding modules.

7.5.1 Command Control Centre (CCC) Dashboard.

- Role-based views for CCC operators, depot managers, regional managers, and Head Office/Management, each configured with relevant KPIs and drill-down capability.
- Automated incident/exception workflow – auto-generation of tickets for route deviation, breakdown, SOS alerts, and revenue-leakage flags, with assignment, escalation matrix (as defined by BSRTC), and closure tracking.
- Integration hooks for CCTV feeds from depots/bus stands and, where available, on-board cameras, for a consolidated situational-awareness view (CCTV hardware to be scoped separately/as an additional deliverable as mutually agreed).

7.5.2 MIS & Analytics

- Consolidated, role-based MIS reports – depot-wise, region-wise, and State-wise – covering fleet utilization, on-time performance, ridership, revenue (cash/digital), EPKM, fuel/energy cost per km, revenue-leakage trends, and crew performance, generated on daily/weekly/monthly/quarterly/annual frequency.
- Configurable dashboard and report-builder allowing BSRTC users to create custom MIS views and export to Excel/PDF.
- Comparative and trend analytics (month-on-month, year-on-year, route-vs-route, depot-vs-depot) to support policy and planning decisions by BSRTC/Transport Department.
- Predictive analytics module (Phase-II) for demand forecasting on key corridors, informing fleet deployment and schedule planning.
- API-based data feed to the State Transport MIS and the National PM-eBus Sewa NLP/dashboard, in the format and frequency prescribed by MoRTH/State Government.

7.5.3 Security, Audit & Access Control

- Centralized, role-based access control (RBAC) across all modules, with escalation levels as defined by BSRTC, and a comprehensive, tamper-proof audit trail (Internal Audit Module) capturing user activity, master-data changes, and all financial/ticketing transactions.
- A separate auditor login shall be provided to enable independent review without allowing data modification.

7.6 Phasing of Implementation

The activities under this RFP shall be taken up in phases by the System Integrator, as detailed below. This phasing determines the milestone and payment structure in Section 12.

Phase-I (Core Go-Live)

- Fleet, Route & Trip Management (Section 7.1)
- Driver/Conductor Mobile App & Duty Management (Section 7.2)
- On-board ETM/mobile-POS ticketing and “Where is My Bus” real-time passenger information (core of Section 7.4)
- Command Control Centre baseline dashboard and MIS (core of Section 7.5)

Phase-II (Enhanced Capability, within the AMC period)

- Advanced digital reservation/NCMC integration, SMS/IVR enquiry service, and digital display boards (extended scope of Section 7.4)
- Predictive analytics, CCTV integration hooks, and advanced anomaly-detection models (extended scope of Section 7.3 and 7.5)
- GPS/AVL Tracking and baseline AI Passenger Counting & Revenue Leakage Detection (Section 7.3)
- Any other enhancement identified during the stabilisation period and agreed under the Change Request mechanism.

Any changes/updates required to meet the approved SRS/FRS before Go Live are included in the quoted price.

8. Additional Features

- Multi-depot, multi-region synchronization with centralized Head Office control over master data (fleet, route, fare, crew) and controlled, auditable delegation of operational edit-rights to depots/regions.
- Multi-tasking capability – parallel operation across multiple tabs/transactions for CCC operators and depot staff.
- API integration framework for future integration with other State/Central systems (e.g., State Data Centre applications, e-Challan/traffic-enforcement systems, weighbridge systems where applicable).
- User-login-wise transaction summary and activity view.
- SMS integration for automated alerts – breakdown, SOS, revenue-leakage flags, MIS report circulation to management.
- Consolidated report generation across depots/regions with drill-down to individual vehicle/trip/crew level.
- Company/depot-wise user-login security with granular New/Edit/Delete/Print/View permission control.
- Digital Signature integration for statutory documents and invoices.
- GST computation for applicable digital ticketing/reservation transactions, depot-wise and consolidated, with monthly/quarterly return-ready reports.
- Internal audit trails, customized MIS/reports, layered data security, and data input/output import-export facility across all modules.
- Reconciliation dashboards/mismatch reports wherever the IBOMS integrates with legacy systems (ETM, existing GPS devices) during the transition period, highlighting data gaps or incorrect postings.

Any Change Request arising at any time prior to Go-Live of the software, including modifications, corrections, enhancements, customizations, or additional requirements necessary for successful Go-Live, shall be carried out by the vendor at no additional cost to BSRTC.

9. Number of Users / Perpetual License Grant

Perpetual License Grant

The Licensor is required to grant the Licensee (BSRTC) a perpetual, non-exclusive, non-transferable license to install and use the software for up to 2,000 concurrent users within BSRTC's organization (covering Head Office, Regional/Divisional Offices, depots, and the Command Control Centre), for its internal business purposes.

The license shall permit deployment across multiple locations of BSRTC, including the Head Office, all Regional/Divisional Offices, depots, and the Command Control Centre. The license shall include all modules, components, and functionalities described in Section 7, without any restriction on the number of transactions, vehicles, or data volume.

The license shall not be restricted based on underlying infrastructure such as operating system, database, or hosting environment, unless explicitly specified in this RFP. The driver/conductor mobile application and the passenger-facing "Where is My Bus" application shall be licensed for unlimited end-user downloads/usage without any per-device or per-user cap.

10. Resources

The successful bidder shall provide a minimum of six (6) technical support and four (4) operational resources – to be deployed at the Command Control Centre (Patna) and key regional locations as directed by BSRTC – for a period of 3 years (further renewable on a yearly basis based on performance) from the date the AMC commences, to support day-to-day operations.

The following terms and conditions shall apply to the deployed resources:

- The resources shall possess adequate qualifications and demonstrable hands-on experience in GPS/AVL systems, mobile application support, database handling, and the specific customized IBOMS software, so that timely support is provided to BSRTC. In case of delays, penalties shall be levied as per Section 13 (Service Level Agreement & Targets).
- The deployed resources shall work on the payroll of the selected agency. The selected agency shall manage the HR (salary, PF, attendance, leaves, tour/travel, and other compliances) of the deployed resources. BSRTC shall only provide attendance confirmation of deployed resources to the respective agency.
- All HR and admin-related activities, including document verification, pay-slip generation, experience letters, and leave management of the resources deployed by the agency, shall be the responsibility of the selected agency only.
- The agency shall make provision for leave reserve and provide the same under intimation to the concerned authority. The deployed resources shall be entitled to leave of one day per month after due approval from the department.
- The agency shall ensure availability of a qualified backup resource during leave/absence, without any additional cost.
- In case of resignation, replacement, or unsatisfactory performance of any deployed resource, the agency shall provide a suitable replacement within 15 working days.
- BSRTC reserves the right to interview and approve the proposed resources before deployment.

11. Existing Systems and IT Infrastructure for Integration

BSRTC presently operates a combination of manual registers for trip/duty scheduling and legacy, vendor-specific GPS/AVL devices installed under earlier contracts on a subset of the fleet, along with stand-alone Electronic Ticketing Machines (ETMs) issued to conductors on select routes. These systems currently operate in silos, with no centralized dashboard, no integration between GPS data and ticketing data, and no AI-based revenue-assurance capability.

Current details of legacy systems

- Fleet Size: Approximately 1,000 buses (BSRTC-owned), expanding under fleet-augmentation schemes.
- Existing GPS/AVL Devices: Installed on approximately 1000 vehicles under a prior contract; devices are of mixed vintage and partial AIS-140 compliance; data currently accessible only through the existing vendor's stand-alone portal with no open API in several cases.
- Existing ETMs: Deployed on select routes; approximately 60,000 tickets issued per day across the network; data reconciled manually at depot level on a weekly basis.
- Depots: 18 depots across 6 regions/zones, with Regional Offices and a Head Office at Patna.
- Number of Users (current manual/legacy system users): Approximately 350 depot/administrative staff.

Note: Current data pertaining to legacy GPS/ETM systems may have different setups/infrastructure; the same may be enhanced, replaced, or integrated as required for the smooth functioning of the proposed IBOMS. The process at depots is largely manual, consolidated at Head Office level periodically, with existing GPS and ETM systems working in silos with no integration, resulting in productivity and revenue-assurance challenges.

Hosting Environment

- All application servers, databases, and associated infrastructure shall be hosted on a Government-empanelled Cloud (Cloud Service Provider) or the Bihar State Data Centre (SDC), Patna, as mutually decided with BSRTC, ensuring data residency within India.
- In case scaling of infrastructure is required due to data-volume/user-growth constraints in the future, the same shall be assessed jointly, with cost implications addressed under the Change Request mechanism or as mutually agreed in the contract.

Security Controls

The vendor shall implement robust security mechanisms including Two-Factor Authentication (2FA) and provisions for audit trail wherever applicable. The system must support:

- Aadhaar-based e-Sign for online document signing.
- A robust Role-Based Access Control (RBAC) mechanism to ensure secure and controlled access.

- A comprehensive backup and recovery mechanism to ensure business continuity, with daily incremental backups and weekly full backups.
- Comprehensive and tamper-proof audit trails, and data security through encryption mechanisms (in-transit and at-rest).

The application and associated infrastructure shall be subjected to Security Audit, Vulnerability Assessment and Penetration Testing (VAPT) by a CERT-In empanelled agency. The vendor shall address and rectify all observations raised during the audit and obtain compliance certification post Go-Live. The cost of security audit and compliance shall be borne by the vendor. Security audit shall be conducted at least once every year or after any major system change.

12. Deliverable Milestones and Payment Schedule

Payment shall be disbursed on completion of each milestone as mentioned in the table below. “T” shall be considered as the date of issuance of the Work Order. The milestone-based payout percentages apply to the total contract value excluding Annual Maintenance Cost (AMC).

Milestone	Deliverables	% Payout	Timeline (Weeks)
Project Kick-off SRS “Where is my bus” + BIOMS software	Project Plan and deployment of team at onsite/offsite location. APP & software SRS/FRS, demo BIOMS.	10%	T+2
Launch App + Launch BIOMS	“Where is My Bus” application (tracking + ticket booking) developed/configured + BIOMS Implementation ; base back-end set up with audit.	20%	T+5
PART1: AI based Camera hardware supply + installation	Supply 1000 AI passenger-counting cameras for the 500-bus fleet with installation	15%	T+8
PART 2: Rest AI based Camera hardware supply + installation + Final complete handover	Supply rest 1000 AI passenger-counting cameras for the 500-bus fleet with installation + final handover of complete software and app.	15%	T+20
Go-Live	“Where is My Bus” application and BIOMS software and AI Passenger Counting Camera System deployed and operational across the full scope, with training imparted to BSRTC stakeholders..	25%	T+25
Stabilization Period	Retained until successful stabilization	15%	T+30

Subject to availability of funds from Transport Department, GoB.

Annual Maintenance Cost (AMC) for 3 years

AMC payment (Annual Maintenance & Support Cost) shall be made quarterly in 12 equal instalments over a period of 3 years, of the total amount quoted for AMC in the Financial Bid (Annexure-9.2), commencing after completion of the stabilisation period.

Note: The selected bidder shall prepare Software Requirement Specification (SRS) and Functional Requirement Specification (FRS) documents for configuration, customization, and integration requirements of the solution in discussion with BSRTC and obtain approval before implementation. BSRTC shall review and approve/reject deliverables within 15 working days of submission, as per Annexure-13.

Go-Live shall mean successful deployment across all depots with sign-off after UAT. The Stabilisation Period of 2 months shall follow, during which the vendor shall support issues faced by BSRTC until the system is stable and functioning smoothly across all depots.

Payment Terms

- The vendor's request(s) for payment shall be made to BSRTC in writing (invoice), accompanied by Service Level compliance reports for which payment is being claimed.
- All payments to the vendor shall be subject to a report of satisfactory accomplishment of the concerned task (Annexure-13). BSRTC shall review the submitted invoice and supporting documents within 15 working days; discrepancies, if any, shall be communicated to the vendor for correction.
- Penalties, if any, on account of liquidated damages and non-compliance of Service Level Requirements, shall be deducted from the invoice value.
- All payments shall be made in Indian Rupees only, released within 30 calendar days, provided all relevant documents/deliverables are submitted timely and completely.
- No advance payment shall be made against deliverables for any task.
- Payments shall be subject to deduction of applicable Liquidated Damages (LD), SLA-non-compliance penalties, and any other recoveries as per contract terms, as well as applicable TDS.
- No interest/charges shall be paid on delayed payments.

13. Service Level Agreement & Targets

The SLA shall be binding on the vendor for the entire term of the contract and shall be read together with the scope of the RFP and any amendments made before submission of the bid, and the solution offered by the vendor in response to the bid.

Service Availability

Service Component	SLA Commitment
Software/Application Uptime	≥ 99.5% per month (excluding planned downtime)
GPS/AVL Data Availability	≥ 98% of fleet reporting live location at any given point during operational hours
Mobile Application (Driver/Conductor & Passenger)	≥ 99% uptime; planned downtime with minimum 48 hours' notice, preferably outside peak commuting hours

Incident Categories & Response/Resolution Times

Severity	Description	Response Time	Resolution Time	
Severity 1 – Critical	“Where is My Bus” application/portal unavailable to 100% users; ticket-booking/payment failure across the platform; or more than 10% of installed cameras simultaneously non-functional.	4 hour	6 hours	
Severity 2 – High	Live tracking or ticket booking degraded/partially unavailable for 50% or more users; or 5-10% of installed cameras non-functional.	1 business day	4 business days	
Severity 3 – Medium	Non-critical feature not working, affecting up to 25% of users; or 2-5% of cameras non-functional.	2 business hours	6 business days	
Severity 4 – Low	UI issue, report formatting, configuration change, or general service request; isolated single-camera issue.	1 business day	Next scheduled release/update	

Response Time – time taken to acknowledge the issue after it is reported. Resolution Time – time taken to fix the issue or provide a temporary workaround.

Maintenance & Updates

- SI shall provide quarterly updates for security, performance, and compliance to BSRTC.
- Any statutory changes (e.g., GST updates, MoRTH/AIS-140 firmware mandates, NCMC specification updates) must be incorporated within 10 working days of notification.
- The total AMC amount quoted shall not be more than 15% of the total amount quoted for the deployment phase (software, customization, integration, and hardware) in the Financial Bid.

Penalties for SLA Breach

SLA Parameter	Penalty for Non-Compliance
Uptime falls below SLA of 99.5%	3% of quarterly AMC value per 0.5% drop, capped at 10% of Annual AMC value
Delay in Resolution	Rs. 5,000 per hour of delay beyond SLA limit for Severity 1 and Severity 2 incidents; Rs. 1,000 per hour of delay beyond SLA limit for Severity 3 and Severity 4 incidents.
Delay in Statutory Updates	Rs. 10,000 per day after deadline

Reporting & Review

- The vendor shall submit monthly SLA compliance reports to BSRTC, using a suitable tool to calculate uptime; if the SLA tool is unavailable, the SLA shall be considered breached for that duration unless the vendor proves otherwise.
- The bidder shall integrate the SLA monitoring system with application logs, infrastructure monitoring tools, and helpdesk/ticketing systems through APIs or standard interfaces.
- BSRTC, if required, shall get the SLA compliance reports audited by a Third Party Auditor (TPA). The decision of BSRTC regarding applicability of SLA penalties shall be final and binding on the vendor.
- Quarterly review meetings shall be conducted by BSRTC to discuss performance, improvements, and future needs.
- If SLA breaches occur more than 5 times in a quarter for the same parameter, BSRTC reserves the right to terminate the contract after written notice.

Change Request

After Go-Live, any Change Request (CR) involving modification, enhancement, customization, or addition to the existing scope shall be undertaken by the vendor only upon written approval from BSRTC. For each approved CR, the vendor shall submit a detailed effort estimation indicating category of resources, man-days, applicable rates, and impact. A penalty of Rs. 20,000 per day shall be levied for each day beyond the agreed deadline if the CR is not completed within the approved man-days. The cumulative CR cost must not exceed 15% of the cost quoted for Software Delivery & Installation.

14. Fraud and Corrupt Practices

The bidders and their respective officers, employees, agents, and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary in this RFP, BSRTC shall reject a proposal without being liable in any manner to the bidder, if it determines that the bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice (collectively "Prohibited Practices") in the Selection Process. In such an event, BSRTC shall, without prejudice to its other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as genuine pre-estimated compensation and damages payable to BSRTC.

If a bidder or System Integrator is found by BSRTC to have engaged or indulged in any Prohibited Practice during the Selection Process, or after issue of the LoI or execution of the Agreement, such bidder/SI shall not be eligible to participate in any tender or RFP issued by BSRTC during a period of 2 (two) years from the date of such finding.

15. Conflict of Interest

A bidder shall not have a Conflict of Interest that may affect the Selection Process or the solution delivery. Any bidder found to have a Conflict of Interest shall be disqualified, and BSRTC shall forfeit and appropriate the EMD as mutually agreed genuine pre-estimated compensation and damages payable to BSRTC, without prejudice to any other right or remedy available to BSRTC.

BSRTC requires that the System Integrator provide solutions which at all times hold BSRTC's interests paramount, avoid conflicts with other assignments or its own interests, and act without consideration for future work. The SI shall not accept or engage in any assignment that would conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of BSRTC.

16. Period of Contract

The contract shall be signed between the successful bidder and BSRTC initially for a period of 36 months with optional 2 years extension on satisfactory performance and BSRTC discretion followed by an Annual Maintenance Contract (AMC).

17. General Conditions of Contract and Service Level Agreement

Statutory Laws

The vendor shall abide by all applicable rules and regulations regarding taxes, duties, labour, etc., as in force and enforced from time to time by the Government of India and Government of Bihar, including registration, labour laws, payments, ESIC, PF, and insurance. The vendor shall coordinate directly with concerned authorities on these matters.

Confidential Information

All information exchanged between the parties shall be confidential. If the implementation project requires disclosure of, or receipt of, confidential information, such disclosure or receipt shall be made with mutual agreement and, if required, under a separately executed MoU/Non-Disclosure Agreement between the vendor and BSRTC.

Extra/Deviated Items

Any extra item, variation in quantity, or deviated item shall be executed only after obtaining appropriate written approval from BSRTC. Documentary evidence of such approvals shall accompany the relevant invoice; payments shall not be made without scrutiny of the aforesaid approvals.

Force Majeure

BSRTC shall not be responsible for delays or non-performance of any obligations contained in this RFP or the agreement thereafter, caused by war, revolution, insurrection, civil commotion, riots, mobilizations, strikes, blockade, acts of God, plague, epidemics or pandemics, fire, flood, obstruction of navigation, acts of government or public enemy, or any other event beyond the control of BSRTC that directly, materially, and adversely affects performance of such obligations. The bidder shall, however, continue to perform its obligations under this RFP and the agreement to the extent reasonably practicable.

Arbitration & Jurisdiction

BSRTC and the bidder shall make every effort to resolve amicably, by direct negotiation, any disagreement or dispute arising in connection with the RFP or contract. If unresolved within 30 days, the dispute shall be escalated to Senior Authorized Personnel of both parties. If still unresolved within a further 30 days, the dispute shall be settled finally by arbitration at Patna, Bihar, India, under the Arbitration and Conciliation Act, 1996 (or any statutory modification/re-enactment thereof). The right to appoint the arbitrator shall lie with BSRTC only. The jurisdiction for all disputes shall be the courts at Patna, Bihar, India.

18. Instructions to Bidders & Submission of Proposal

Pre-Proposal Meeting/Clarifications

Any prospective proposer may, in writing, seek clarifications from BSRTC in respect of the RFP document. A pre-proposal meeting shall be scheduled by BSRTC as per the details mentioned in the Bid Data Sheet to clarify doubts of potential proposers. Queries shall be submitted through email in the format at Annexure-6, and only queries received as specified in the schedule shall be responded to. All future correspondence/corrigenda shall be published on <https://eproc.bihar.gov.in>.

Changes in RFP Document

At any time prior to the deadline for submission of proposals, BSRTC may amend the RFP document by issuing a suitable corrigendum, uploaded on <https://eproc.bihar.gov.in>. To give reasonable time to vendors, BSRTC shall, if necessary, extend the deadline for submission of proposals.

Period of Validity of Proposals

Proposals submitted by bidders shall be valid for a period of 180 days from the date of submission. On completion of the validity period, BSRTC may, if required, solicit the bidder's consent to an extension of the validity period, in writing by email.

Submission Format

The proposal shall be submitted online on the Bihar e-Procurement Portal (<https://eproc.bihar.gov.in>) as Part 1 (PQ cum Technical Proposal) and Part 2 (Financial Proposal), separately, using valid Digital Signature Certificates.

Part 1: PQ cum Technical Proposal shall contain:

- Bid Covering Letter as per Annexure-1
- Checklist for Eligibility/Qualification Criteria Compliance as per Annexure-2
- Current Setup of BSRTC (for bidder's reference/acknowledgment) as per Annexure-7
- Project Details strictly as per Annexure-3
- Agency/Company Information as per Annexure-4
- Contact Details of officials for correspondence during the proposal process as per Annexure-5
- Manufacturer's Authorisation Form (MAF), if applicable, as per Annexure-14
- Self-Declaration regarding blacklisting as per Annexure-10
- Any additional information the bidder may consider fit to help BSRTC assess the agency's capabilities.

Note: The PQ cum Technical Proposal shall not include any financial information; if mentioned, the proposal shall be rejected. During evaluation, clarifications/additional documents may be sought by the evaluation committee, to which the bidder shall respond within the timelines given.

Part 2: Financial Proposal shall contain:

- Financial Bid Covering Letter as per Annexure-9.1
- Financial Bid Form as per Annexure-9.2, with no deviations or restrictive statements; all prices in Indian Rupees only.

All the general instructions regarding online bid submission, registration on the e-Procurement portal, DSC requirements, searching for tender documents, preparation and submission of bids, and encryption/confidentiality of uploaded documents, as applicable to Bihar e-Procurement Portal (<https://eproc2.bihar.gov.in>), shall apply mutatis mutandis to this tender.

19. Process of Selection

- Initially, the PQ-cum-Technical Proposal shall be opened online in the presence of representatives of the bidders at the time and place specified in the Bid Data Sheet.
- The bids shall first be evaluated with respect to the Pre-Qualification/Eligibility Criteria prescribed in the RFP. Only those bidders fulfilling all the mandatory eligibility and qualification requirements shall proceed to the Technical Evaluation stage.
- The Technical Proposals of the eligible bidders shall thereafter be evaluated in accordance with the Technical Evaluation Criteria specified in Section 6. The bidder shall be required to obtain the prescribed minimum qualifying technical score and fulfil all mandatory technical requirements to be declared Technically Qualified.
- The Financial Proposals of only the Technically Qualified Bidders shall be opened online through the e-procurement portal at the date and time specified by BSRTC.
- The Financial Proposals shall be evaluated in accordance with the financial evaluation provisions of this RFP. The bidder quoting the lowest evaluated financial cost (L1) amongst the Technically Qualified Bidders shall be considered for award of the Work Order(s), subject to fulfilment of all terms and conditions of the RFP.
- No weightage, combined scoring or ranking based on the Technical and Financial Proposals shall be applicable. The Technical Evaluation shall be used only for determining whether a bidder is technically qualified to participate in the Financial Evaluation.
- In case two or more Technically Qualified Bidders quote the same lowest evaluated financial cost, the bidder having the higher technical score shall be preferred. If the technical scores are also identical, the tie shall be resolved in accordance with the tie-breaking mechanism prescribed elsewhere in this RFP or as decided by BSRTC in accordance with the applicable procurement rules.
- BSRTC shall notify the successful bidder in writing or through e-mail that its proposal has been accepted and shall issue the Letter of Intent (LoI)/Letter of Award (LoA), as applicable. The successful bidder shall acknowledge receipt of the same and communicate its acceptance and willingness to enter into the Agreement/Contract with BSRTC within ten (10) days from the date of receipt of such communication, or within such other period as specified by BSRTC.
- Upon finalization of the L1 bidder and issuance of the LoI/LoA, the EMD/Bid Security of the unsuccessful bidders shall be refunded/released in accordance with the provisions of the RFP and applicable procurement rules.
- If, at any stage after selection, the L1 bidder fails to accept the award, fails to execute the Agreement within the stipulated period, fails to furnish the required Performance Security, withdraws from the procurement process, or is terminated by BSRTC in accordance with the provisions of the RFP/Agreement, BSRTC may, at its discretion and subject to applicable rules, consider the next lowest evaluated bidder (L2) for award of the work.
- Where BSRTC decides to offer the work to the next lowest evaluated bidder, such bidder may be required to match the L1 evaluated financial cost/rates and fulfil all other conditions applicable to the selected bidder. Such award shall be subject to the approval of the Competent Authority and applicable procurement rules.

20. Termination, Disputes & Other Conditions

20.1 Termination for Default

BSRTC may, without prejudice to any other remedy for breach of contract, by written 15 days' notice of default sent to the SI, terminate the contract in whole or part if the SI fails to deliver any or all of the systems within the specified period(s), or fails to perform any other obligation(s) under the contract. In such event, BSRTC may procure similar systems/services and the SI shall be liable to pay BSRTC for any excess costs incurred, while continuing performance to the extent not terminated.

20.2 Termination for Insolvency

BSRTC may at any time terminate the contract by giving written notice of at least 15 days to the selected proposer if the selected proposer becomes bankrupt or otherwise insolvent, without compensation to the selected proposer, provided that such termination shall not prejudice any right of action or remedy that has accrued or will accrue thereafter to BSRTC.

20.3 Termination for Convenience

BSRTC, by 15 days' written notice sent to the SI, may terminate the contract, in whole or in part, at any time for its convenience, specifying the extent to which performance is terminated and the effective date. Any undisputed payment for tasks accomplished by the SI shall be paid by BSRTC.

20.4 Settlement of Disputes

Any dispute arising between BSRTC and the successful bidder in connection with the contract shall be resolved amicably by mutual consultation; failing which, an appeal may be filed with the Administrator, BSRTC. If still unresolved, the dispute shall be settled by arbitration under the Arbitration and Conciliation Act, 1996, with the place of arbitration at Patna, Bihar, and jurisdiction of courts at Patna.

20.5 Other Conditions

- The SI shall bear all expenses regarding delivery of services and shall not, under any circumstances, revise rates already approved for services.
- The SI shall execute the whole work in strict accordance with BSRTC guidelines, Central/State Acts, rules, and guidelines, including the Digital Personal Data Protection (DPDP) Act.
- BSRTC reserves the right to make alterations or additions to the original scope of work on mutually agreed terms, at the same rates as specified by BSRTC.
- Any publicity by the bidder using the name of BSRTC shall be done only with BSRTC's explicit written permission.
- Data migration, if deemed necessary for seamless operation, integration, performance, or compliance during implementation or post-Go-Live, shall be the sole responsibility of the selected SI and executed under a Change Request, with cost borne by BSRTC.

- BSRTC should receive source code if the vendor is terminated becomes insolvent or fails to provide support.
- All application data, APIs, dashboard, reports, AI models and databases must belong exclusively to BSRTC.
- Mandatory training session for all BSRTC users with manual in Hindi & English both.
- Minimum 36 months defect liability of all Hardware components after Go-Live, separate from AMC.
- AI camera must specify minimum 95% passenger counting accuracy & vendor must replace defective cameras within 72 hours.
- Regulatory changes arising from State/Central government regulations that require software upgrades during the contract period shall be at the cost of the bidder, with effort estimate and impact approved by BSRTC.
- Source code handover of customization code, integration API details, reports and documentation, DB schema, API specifications, and configuration manuals must be submitted by the System Integrator as per timelines set by BSRTC.
- All required software licenses, including database and middleware costs, shall be borne by the bidder.

20.6 Limitation of Liability

Except in cases of gross negligence or wilful misconduct, neither party shall be liable to the other for any indirect or consequential loss or damage, loss of use, loss of profits, or interest costs (except with respect to the SI's obligation to pay liquidated damages). The aggregate liability of the selected agency to BSRTC shall not exceed the amount specified in the contract, and the maximum aggregate liability of the SI shall not exceed the total project cost.

20.7 Liquidated Damages

Time is of the essence of the agreement. In the event of delay or gross negligence in implementation of the project for causes solely attributable to the SI in meeting the deliverables, BSRTC shall be entitled, at its option, to recover from the SI liquidated damages (as per Section 12) for each completed week or part thereof, subject to a limit of 20% of the total contract value, without prejudice to other rights and remedies available to BSRTC under the contract and law. No penalty shall be imposed for delays attributable solely to BSRTC.

20.8 Exit Management

Upon completion or termination of the contract, the agency shall notify BSRTC of all Project Assets, deliver possession of project documentation, hand over source code of all customization, provide knowledge transfer to BSRTC-nominated resources, and comply with all requirements to convey and assign the rights, title, and interest in the project to BSRTC, free of encumbrances. BSRTC shall issue a certificate of handover upon satisfactory compliance.

Annexure-1: Bid Covering Letter

{To be submitted on the letterhead of the bidder}

To, The Administrator, Bihar State Road Transport Corporation (BSRTC), Pariwahan Parisar, Phulwarishrif, Patna, Bihar – 800014.

Dear Sir,

We, the undersigned, offer to undertake the Selection of a System Integrator for the Design, Development, Supply, Implementation, and Operation & Maintenance of the Web-Based Intelligent Bus Operation Management System (IBOMS) at BSRTC, in accordance with your RFP dated _____.

We are hereby submitting our proposal as per the requirements mentioned in the RFP. We hereby declare that:

- All information and statements made in this proposal are true, and we accept that any misrepresentation herein may lead to our disqualification by BSRTC.
- We meet the eligibility requirements stated in this RFP and confirm our understanding of our obligation to abide by the policy regarding corrupt and fraudulent practices.
- Our proposal is binding upon us and subject to any modifications/amendments made by the Purchaser before the date of submission.
- Our Firm/Company does not face any sanction or pending disciplinary action from any authority.
- We understand that BSRTC is not bound to accept any proposal that it receives.
- We submit unconditional compliance with all RFP clauses during the period of the contract.

Thanks,

Authorized Signature {In full and initials with Seal}:

Name and Title of Signatory:

Name of Bidder (Firm/Company's name):

In the capacity of:

Address:

Contact information (phone and e-mail):

Date & Place:

Annexure-2: Checklist for Eligibility / Qualification Criteria Compliance

Sr No	Pre-Qualification / Eligibility Criteria	Documents to be Provided	Compliance (Y/N)	Reference Page No.
1	Legal Entity			
2	Financial Turnover			
3	ITS/Bus Operation Experience			
4	GPS/AVL & APC Experience			
5	Statutory Registrations			
6	Mandatory Undertaking			
7	Certifications			
8	Compliance to RFP Clauses			

Note: Kindly use a separate row for each PQ criterion.

Annexure-3: Project Details

3.1 Project Summary

S.No	Item	Details
	Number of Client Projects Enclosed	1 or 2 or 3 or more clients
1	Name of Client 1	Contract Value (In Lakhs)
2	Name of Client 2	Contract Value (In Lakhs)
3	Name of Client (N)	Contract Value (In Lakhs)

3.2 Project Details (to be filled for each project)

S.No	Item / Details
1	Name of the Project/Client
2	Project Duration
3	Technology Stack (GPS/AVL, APC, mobile app, ticketing platform)
4	Fleet Size Covered / Scale of Deployment
5	Integration Scope (payment gateway, Government systems, etc.)
6	Contract Value (In Lakhs) – ensure relevant proof enclosed
7	Document enclosed as proof of client engagement (work orders/agreement copy, completion certificate; self-declared documents will not be considered)
8	Reference page number in the bid proposal
9	Name, Title & Address of the Client who can be contacted

Annexure-4: Agency/Company Information

S.No	Description	Details (to be filled by bidder)
1	Name of the bidder	
2	Regional office address in Bihar, if any	
3	Phone No. and Fax No.	
4	Registered Headquarters Address	
5	Phone No. and Fax No. (HQ)	
6	Website Address	
7	Details of Firm's Registration (enclose copy)	
8	Name of Registration Authority	
9	Registration Number and Year of Registration	
10	EPF/ESI Registration Number If any	
11	Goods and Service Tax Registration No.	
12	Permanent Account Number (PAN) – attach copy	

Note: Separate sheets and additional details may be attached wherever necessary.

Annexure-5: Contact Details of Officials for Correspondence

Details	Authorised Signatory	Secondary Contact
Name		
Title		
Company		
Address		
Phone		
Mobile		
E-mail		

Note: The Authorised Signatory shall submit the Power of Attorney (PoA), supported by a board resolution copy, vesting powers with regard to the tender activities.

Annexure-6: Pre-Proposal Queries Format

{To be filled by the bidder}

Name of the Firm: Name of Person(s) Representing the Company/Agency:

Name of Person	Designation	Email-ID(s)	Contact Number	Address for Correspondence

Query / Clarification Sought

Sr No	RFP Page No.	RFP Clause No.	Clause Details	Query/Suggestion/Clarification

Note: Queries must be submitted in the prescribed format only (.XLS/.XLSX). Queries not submitted in the prescribed format will not be considered/responded to by BSRTC. Pre-proposal queries shall be sent to the e-mail address mentioned in the RFP at least 72 hours before the pre-bid meeting.

Annexure-7: Current Setup of BSRTC

(For bidders' reference – refer also to Section 11 of this RFP.)

- Fleet Size: Approximately 1,000 buses (BSRTC-owned and PPP/aggregator-operated combined), under phase-wise augmentation.
- Depots: 18 depots across 6 regions/zones, with Regional Offices and a Head Office at Patna.
- Existing GPS/AVL Devices: Installed on approximately 1000 vehicles under a prior contract, of mixed vintage and partial AIS-140 compliance.
- Existing ETMs: Deployed on select routes; approximately 60,000 tickets issued per day; data reconciled manually at depot level.
- Number of current manual/legacy system users: Approximately 350 depot/administrative staff.
- Hosting: Proposed hosting on a MeghRaj-empanelled Cloud Service Provider or the Bihar State Data Centre, Patna, as mutually decided.

Bidders are advised to also refer to Section 11 (Existing Systems and IT Infrastructure for Integration) for security-control and integration requirements applicable to the proposed IBOMS.

Annexure-8: Code of Integrity

No official of a procuring entity or a bidder shall act in contravention of the codes which include prohibition of any or all of the following:

- Making an offer, solicitation, or acceptance of a bribe, reward, or gift, or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the RFP process or to otherwise influence the RFP process.
- Any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.
- Any collusion, bid rigging, or anti-competitive behaviour that may impair the transparency, fairness, and progress of the RFP process.
- Improper use of information provided by BSRTC to the bidder with intent to gain unfair advantage in the RFP process or for personal gain.
- Any financial or business transaction between the bidder and any official of BSRTC related to the tender or execution process of the contract, which can affect BSRTC's decision directly or indirectly.
- Any coercion or threat to impair or harm, directly or indirectly, any party or its property to influence the RFP process.
- Obstruction of any investigation or auditing of an RFP process.
- Making a false declaration or providing false information for participation in a tender process or to secure a contract.

Disclosure of conflict of interest, and disclosure by the bidder of any previous transgressions in respect of the above with any entity in any country during the last three years, is also required. In case of any reported violations, BSRTC, after giving a reasonable opportunity of being heard, may conclude that a bidder or prospective bidder has contravened the Code of Integrity and may take appropriate measures.

Annexure-9: Financial Proposal Format

Annexure-9.1: Financial Bid Covering Letter

(This format is only to be submitted in the Financial Bid available on the Bihar e-Procurement Portal. No copies of the filled financial bid shall be submitted with the PQ bid; else the bid shall be rejected.)

To, Date: __/__/2026
Administrator, Bihar State Road Transport Corporation, Pariwahan Parisar, Phulwarisharif, Patna,
Bihar – 800014.

Sub: Financial Proposal for Selection of System Integrator for Implementation of Web-Based Intelligent Bus Operation Management System (IBOMS) at BSRTC. Ref: RFP No.: BSRTC/ITS/2026/IBOMS/01, Dated: _____

Dear Sir,

- I/We, the undersigned bidder, having read and examined in detail the Bidding Document, offer our best commercial rates to provide the services as per the said tender documents and in accordance with the Financial Bid Form.
- If our bid is accepted, we undertake to complete the project within the scheduled timelines.
- We confirm that this offer is valid for 180 days from the date of submission of the bid to BSRTC.
- This bid, together with your written acceptance and notification of award, shall constitute a binding contract between BSRTC and the bidder.
- We agree that BSRTC is not bound to accept the lowest bid or any bid, and may reject all bids.
- We agree to all terms & conditions in the bidding document and confirm we have not submitted any deviations.

Dated this _____ day of _____, 2026

Name of Bidder (Agency/Company's name):

Authorised Signatory (Name):

Phone Number including Mobile Number:

Annexure-9.2: Financial Bid Form

Tender No: BSRTC/ITS/2026/IBOMS/01 Name of the Bidder: Address:

We submit herewith the Financial Proposal for the assignment proposed by BSRTC:

A. Cost of Deployment Phase

Sr No	Particulars	Qty	Amount in INR excl. GST	Total Amount incl. GST
1	"Where is My Bus" application – development/license, delivery, and installation (mobile app for Android/ios + web portal + administrative back-end + BIOMS software (Complete Intelligent Operation management software))	2		
3	Supply, installation, and commissioning of AI-based Automatic Passenger Counting (APC) cameras – per camera rate x 2,000 cameras (1,000 buses x 2 cameras)	2000		
4	API Integration of related Gov. service, State Transport MIS, Payment gateway and others	1		
6	Training / Capacity Building costs (Lumpsum)	1		
	Total (A)			

B. AMC, Resource, and Change Request Cost for 3 Years

Sr No	Particulars	Qty	Amount in INR excl. GST	Total Amount incl. GST
7	AMC support Cost of 5 technical resources deployed at Head Office/depot locations and 5 operation team remote from start of AMC period for 3 years	1		
	Total (B)			

Total Contract Value (A+B) = C (including all taxes)**Terms & Conditions**

- The bidder is required to quote prices inclusive of cost of incidental services and applicable duties, inclusive of GST, which shall be paid as per prevailing rates.
- Bidder shall not leave any field blank. A NIL value quoted against any item above shall lead to rejection of the proposal.
- Prices quoted, including but not limited to software license, hardware supply, customization, integration, implementation, training, AMC, resource cost, and Change Request costs, shall remain fixed for the entire contract period.
- BSRTC reserves the right to seek a detailed cost break-up and justification from the bidder to assess the reasonableness of the quoted prices.

- The Change Request cost quoted must not be more than 15% of Sr. No. 1 (Software License Delivery and Installation), and the total AMC amount must not be more than 15% of the total amount quoted at Sr. No. 1 to 5.

Annexure-10: Self-Declaration Regarding Blacklisting

{To be submitted on the letterhead of the bidder}

To,

Date:

The Administrator, Bihar State Road Transport Corporation (BSRTC), Pariwahan Parisar, Phulwarisharif, Patna, Bihar – 800014

In response to the RFP Ref. No. BSRTC/ITS/2026/IBOMS/01 dated _____ for “Design, Development, Supply, Implementation, and Operation & Maintenance of a Web-Based Intelligent Bus Operation Management System (IBOMS) at BSRTC”, I/We, as Owner/Partner/Director/Authorised Signatory of _____, hereby declare that presently our Company/Firm, at the time of bidding:

- Possesses the necessary professional, technical, financial, and managerial resources and competence required by the Bidding Document issued by BSRTC.
- Has fulfilled our obligation to pay taxes payable to the Union and State Government or any local authority as specified in the Bidding Document.
- Has an unblemished record and is not declared ineligible for corrupt & fraudulent practices, either indefinitely or for a particular period, by any State/Central Government.
- Does not have any previous transgressions with any entity in India or any other country during the last three years.
- Does not have any debarment or blacklisting by any Government department/organization.
- Is not insolvent, in receivership, bankrupt, or being wound up; does not have its affairs administered by a court or judicial officer; and is not the subject of legal proceedings for any of the foregoing reasons.
- Neither we, our directors, nor officers have been convicted of any criminal offence related to professional conduct or making false statements/misrepresentations regarding qualifications to enter a procurement contract within the preceding five years, and have not otherwise been disqualified pursuant to debarment proceedings.
- Does not have a conflict of interest as mentioned in the bidding document which materially affects fair competition.
- Will comply with the Code of Integrity as specified in the bidding document.

If this declaration is found to be incorrect, then without prejudice to any other action that may be taken as per the applicable Act and Rules of the Government of Bihar, our security may be forfeited in full and our proposal, to the extent accepted, may be cancelled.

Authorized Signature {In full and initials with Seal}: Name and Title of Signatory: Name of Bidder (Agency/Company's name): In the capacity of: Address: Contact information (phone and e-mail):
Date, Time & Place:

Annexure-11: Non-Disclosure Agreement

For good consideration, and in consideration of being engaged by Bihar State Road Transport Corporation (BSRTC), the undersigned person hereby agrees and acknowledges:

- That during the course of engagement, certain confidential information of BSRTC or any Department/PSU/subsidiary/undertaking unit of the State or Central Government may be disclosed, including but not limited to technical information (methods, processes, systems, techniques, inventions, computer programs, research projects) and government information (stakeholder lists, citizens' personal data, sources of data, financial/ridership/revenue data, or operational plans).
- That I/we shall not, during or after the termination of engagement with BSRTC, use for myself/ourselves or others, or disclose or divulge to others including future employers, any confidential information or proprietary data of BSRTC in violation of this agreement.
- That I/we shall not copy or transfer any computer program, design, document, correspondence, or other material relating to the project to others through personal e-mail or any other medium during engagement with BSRTC.
- That any official e-mail ID assigned by BSRTC shall be used strictly for official correspondence between BSRTC and/or its clients, and not for personal use.
- That upon termination of engagement from BSRTC, all documents and property of BSRTC (including laptops, pen drives, data cards, drawings, reports, manuals, correspondence, computer programs, and copies thereof relating to BSRTC's business) shall be returned, and no copies, notes, or abstracts thereof retained.
- That BSRTC may notify any future or prospective employer or third party of the existence of this agreement and shall be entitled to full injunctive relief for any breach.

This agreement shall be binding upon the signatory and their personal representatives and successors in interest, and shall inure to the benefit of BSRTC, its successors, and assigns.

Signed this _____ day of _____, 20____. EMPLOYEE:
 BSRTC: Employee Signature: _____ Signature: _____ Printed
 Name: _____ Printed Name & Title: _____

Annexure-12: CA Certificate Format for Related Turnover (Indicative)

To, {Procuring entity}, _____,

Sub: Certificate regarding turnover pertaining to web-based Intelligent Transportation System / IT-ITeS software implementation in India for the three financial years i.e., 2022-23, 2023-24 and 2024-25.

Dear Sir,

We have examined the books of account and other relevant records of <<Bidder's Name & Registered Address>>. Based on such examination, and according to the information and explanation given to us, and to the best of our knowledge and belief, we hereby certify the details given below:

Financial Year	Annual Turnover in India
2022-2023	
2023-2024	
2024-2025 or 2025-26	
Total	
Average Turnover (3 FY)	

For and on behalf of (Chartered Accountants) Firm Registration No: _____ Membership
No: _____ UDIN No: _____ Place: _____ Date: _____

Annexure-13: IT Deliverable Acceptance Certificate (Indicative Format)

Project Name: _____ Work Order No.: _____
 _____ Vendor Name: _____
 _____ Department/Client Name: _____
 _____ Date of Submission of Deliverable: _____

1. Deliverable Details

S.No	Deliverable Module	Name /	Reference in Scope of Work	Date Delivered	Status (Accepted / Rejected / Needs Rework)
1					
2					
3					
4					

2. Acceptance

Based on the review and UAT testing, including feedback and SLA compliance, the above-mentioned deliverables are:

☐ Fully Accepted ☐ Not Accepted

Authorized Signatory (Client)

Authorized Signatory (Vendor) Name: _____

 Name: _____ Designation: _____

Designation: _____ Signature: _____

 Date: _____ Date: _____

- Seal/Stamp:

Seal/Stamp:

Annexure-14: Manufacturer's Authorisation Letter (MAF) – Indicative Format, on OEM Letterhead

To, The Administrator, BSRTC, Pariwahan Parisar, Phulwarisharif, Patna, Bihar-800014.

Ref: Tender for Implementation of IBOMS (Tender No. BSRTC/ITS/2026/IBOMS/01)

Dear Sir/Madam,

We, _____, who are established and reputed Manufacturers/Resellers/Partners/Suppliers/OEM of _____, having Head Office at _____ (Address of Head Office/factory), do hereby authorize M/s _____ (Name & Address of Firm) to submit a bid, and subsequently negotiate and sign the contract with you against the above tender.

We hereby extend our full support in meeting any obligations by providing necessary support in time for the goods & services offered by the above firm against this tender, as per standard as well as BSRTC terms.

Yours faithfully, (Name) (Name of the Manufacturer/Retailer/OEM)

Note: This letter of authority should be on the letterhead of the Manufacturer and signed by a person competent and having a power of attorney to bind the Manufacturer. The bidder should include it in its bid.

Annexure-15: Document Checklist for Bid Submission

SN	Document	Ref. Page No.
1	Bid Covering Letter as per Annexure-1	
2	Agency/Company Information as per Annexure-4	
3	Contact Details of Bidder as per Annexure-5	
4	Qualification of Bidder – Eligibility Bid Summary as per Annexure-2 (refer Section 5)	
5	Current Setup reference – Annexure-7	
6	Proof of Legal Entity as per Section 5 SN1	
7	Proof of Financial Turnover as per Section 5 SN2	
8	Project Details as per Annexure-3	
9	Registration copy – PAN/GST as per Section 5 SN5	
10	Certification copy as per Section 5 SN7	
11	Self-Declaration for Non-Blacklisting as per Annexure-10	
12	CA Certificate for Average Annual Turnover as per Annexure-12	
13	Manufacturer's Authorisation Letter (MAF), if applicable, as per Annexure-14	
14	Financial Proposal Format, Financial Bid Covering Letter, Financial Bid Form as per Annexure-9, 9.1, 9.2	
15	Signed copy of RFP document	
16	DPIIT certificate for EMD exemption	