



**Department of Tourism, Government of Jharkhand**

**EXPRESSION OF INTEREST (EOI)  
FOR EMPANELMENT OF BUS OPERATORS  
FOR OPERATING PUBLIC TRANSPORT FACILITY  
TO TOURIST PLACES  
UNDER THE AEGIS OF JTDCL**

**EOI Reference no: – 265/2017**

**Date :- 25/04/2017**

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The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Applicant and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

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## 1. Introduction

### 1.1. Background

- i. The State of Jharkhand is endowed with immense bio-diversity, moderate climate, rich cultural and historical heritage, religious places of worship and ethnic aspects to make the State the ultimate destination for tourists. The State Government has a firm belief that development of tourism sector would not only generate immense employment opportunities but also would contribute in accelerated economic development. This would not only ensure showcasing rich traditional and cultural heritage of the State but also would have cascading effect in development of other sectors.
- ii. It is felt that to ensure rapid development in tourism sector, there is a need to develop tourist circuits and destinations providing various amenities, both way-side and at different destination points, supporting the tourists by providing **conveyance**, lodging and other prerequisites, etc..
- iii. As an endeavor of providing **conveyance** to tourist places in India, Jharkhand Tourism Development Corporation Limited (JTDCL) intends to empanel reputed and experienced **Bus Operators** for providing inter State and intra State public transport facility to various tourist places.
- iv. The empanelled bus operators will be authorized as registered operator to provide public transport facilities / tour package service to the tourists / pilgrims places within and outside of Jharkhand State under the aegis of JTDCL. The empanelled operators will be authorized to use the Logo of JTDCL and put the matter on buses that the “**Bus is under the aegis of Jharkhand Tourism Development Corporation Ltd**”.
- v. The JTDCL will provide/facilitate to provide the following facilities
  - JTDCL shall allow the operator for using its brand name and logo for operation and publicity of the facility.
  - JTDCL shall provide ticket counter at various location in Jharkhand for ticket booking.
  - JTDCL shall make proper advertisement and publicity of the facility at proper forum.
  - JTDC shall facilitate for online advance booking of tickers through its website.
  - JTDCL shall facilitate with other State Govt. for operation of the facility.
  - JTDCL shall facilitate for obtaining clearances and approval for the facility.
- vi. The empanelled bus operator will be authorized to operate buses on designated route(s) directed by the JTDCL which will touch the designated tourist / pilgrim places on daily basis. Tentative routes for operation the bus services are as follows:-

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## Empanelment of Bus Operators

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S.N.	Route (Inter State)	Types of Buses
1	Ranchi ↔ Netarhat, Betla	Volvo / Non Ac.
2	Ranchi ↔ Rajrappa, Itkhori	Volvo / Non Ac.
3	Ranchi ↔ Deoghar	Volvo / Non Ac.
4	Ranchi ↔ Parasnath	Volvo
5	Deoghar ↔ Basukinath, Maluti, Tarapeeth	Volvo / Non Ac.
6	Dumka ↔ Parasnath, Rajrappa, Itkhori	Volvo / Non Ac.

SL.N.	Routes (Intra State)	Types of Buses
1	Ranchi ↔ Banaras	Volvo
2	Ranchi ↔ Puri	Volvo
3	Ranchi ↔ Jamshedpur	Volvo
4	Ranchi ↔ Patna	Volvo
5	Ranchi ↔ Kolkata	Volvo

The above list of routes are tentative only and shall be finalized at the time of finalization of MOU/Agreement. JTDCL at its sole discretion may remove or add any route as suitable.

- vii. To promote the tourist service and tourists confidence with the hospitality of the State, JTDCL will prescribe the standards and specifications for management of facility.
- viii. The empanelled bus operator has to comply with various statutory requirements / taxes. Breach of any law and rules shall be the risk of the operator. JTDCL would not be responsible for any damages / losses / incurred or arising out of this arrangement.

### 1.2. Brief description of the Empanelment Process

- The evaluation of Technical Proposal will be made on the basis of eligibility criteria specified in this EOI;
- All proposals received will be scrutinized to assess the eligibility based on the qualifying criteria. Those proposals which do not meet the qualifying criteria will be rejected, forthwith, or at any stage of detection.
- JTDCL shall evaluate the financial proposal (for each destination) of the technical qualified applicants only.
- In Financial proposal applicants needs to quote the tariff for each destination to be collected from public / tourists / end users / passengers.
- The applicant quoted lowest rate shall be selected for operation of bus services in that route. The lowest Bidder (L1 Bidder) shall be given first right of refusal for operation of bus services in the route. In the event the L1 bidder refuses or unable to operate the bus service, other empanelled operators shall be considered for operating bus services in the route. The decision of JTDC in this regard shall be final
- JTDCL shall fix the rate for each destination based on the lowest rate (L-1)

received. All applicants qualifying the technical eligibility criteria will be allowed to get empanelled at the L-1 Rate. In the event of requirement JTDCL may revise the lowest rate with consultation with bus operators.

- If JTDCL observes that party has quoted rates lower than the market which are not viable, then the JTDCL may ask for resubmission of rates for the particular destination(s).
- JTDCL reserves the right to empanel other agencies/operators at any point of time at its sole discretion subject to availability their eligibility criteria during period of empanelment with other agencies.
- JTDCL reserves the right to call open proposal/tenders in which operators not empanelled in this process but meeting the minimum qualification criteria for the proposal / tender can participate. For such proposals/tenders, the empanelled operators under this process meeting the stipulated criteria of proposal/tender can also participate.

### **1.3. Processing Fee**

EOI document is available at the Department of Tourism website [www.jharkhandtourism.in/tourism.jharkhand.gov.in](http://www.jharkhandtourism.in/tourism.jharkhand.gov.in) interested parties may download the EOI documents from the website(s) and submit their offer/Interest.

Interested parties shall have to furnish a non-refundable Processing fee amounting to Rs.5,000/- (Rupees Five Thousand only) in the form of a Demand Draft in favour of “Jharkhand Tourism Development Corporation Ltd.” of any scheduled bank, payable at “Ranchi” along with proposal.

EOI submitted without Processing Fee will be considered non-responsive and rejected without further consideration.

### **1.4. Schedule of Empanelment Process**

The Authority would endeavor to adhere to the following schedule:

S. No	Event Description	Date & Time
1.	Availability of EOI Doc. in Website(s)	26/04/2017 11:00 hrs
2.	Last Date of submission EOI	09/05/2017 13:00 hrs
3.	Opening and Evaluation of EOI	09/05/2017 16:00 hrs. or there after

### **1.5. Communications**

All communications including the submission of Proposal should be addressed to:

**To The Managing Director,**  
Jharkhand Tourism Development Corporation Ltd.  
5, Mahatma Gandhi Marg,  
Ranchi-834001  
Tel: 0651-2331828, Email: JTDCLtd@gmail.com

All communications, including the envelopes, should contain the required information, to

be marked at the top in bold letters: **“EOI for Empanelment of Bus operator for operating public transport facility to tourist places”**

### **1.6. Empanelment Period**

The Empanelment of bus operators shall be valid for **one year**. However, Authority reserves the right to curtail or extend this period at its sole discretion.

## **2. Eligibility Criteria**

The following shall constitute the minimum essential criteria for technical qualification for the applicants to participate in the EOI.

### **A. For Inter State Bus Services (With In Jharkhand State)**

1. The Firm should be a Proprietor ship firm/ partnership firm/ Pvt. Limited Companies/ Limited Companies /Firms /Firms registered in India will only be eligible to apply. (Supporting document like Memorandum of Association, Article of Association, Certificate of Incorporation, PAN, TAN, Service Tax number to be furnished)
2. The bus operator must own / operates a minimum of 10 numbers of Non Ac buses / AC Coach / Volvo coaches. Copies of RCs of the same may be provided to support this.
3. The bus operator must possess a minimum of 5 years work experience of conducting similar tour packages as on due date of submission of EOI.
4. The bus operator should have a minimum annual turnover of Rs.50.00 Lakhs per year for last 3 years.
5. The buses must be registered with Transport Authority / concerned department for commercial use.

### **B. For Intra State Bus Services**

1. The Firm should be a Proprietor ship firm/ partnership firm/ Pvt. Limited Companies/ Limited Companies /Firms /Firms registered in India will only be eligible to apply. (Supporting document like Memorandum of Association, Article of Association, Certificate of Incorporation, PAN, TAN, Service Tax number to be furnished)
2. The bus operator must have offices in at least 2 States of India including an office in Jharkhand State is mandatorily.
3. The bus operator must own / operates a minimum of 5 numbers of Volvo coaches. Copies of RCs of the same may be provided to support this.

4. The bus operator must possess a minimum of 5 years work experience of conducting similar public transport facility as on due date of submission of EOI.
5. The bus operator should have a minimum annual turnover of Rs.3.00 crore per year for last 3 years.
6. The bus(es) must be registered with Transport Authority / concerned department for commercial use.
  - Operators / firms who fulfill the above criteria will only submit their application on the prescribed format for empanelment.
  - No joint venture or consortium of firms shall be allowed and the operator should meet the above criteria by themselves.
  - The empanelment of bus operator shall be cancelled by Authority in case of their poor performance, abandoning of the allotted work, bankruptcy and for activities detrimental to the interest of Authority. The decision of Authority in this regard shall be final and binding.
  - The Authority reserves the right to accept or reject any or all applications without assigning any reason thereof.

### **3. Evaluation**

- The evaluation of Proposal will be made on the basis of Eligibility criteria of the Firm.
- Firms meeting the minimum eligible criteria specified in the EOI shall be eligible for opening of financial proposal.
- JTDCL shall fix the rate for each destination based on the lowest rate (L-1) received. All applicants qualifying the technical eligibility criteria will be allowed to get empanelled at the L-1 Rate.
- The applicant quoted Lowest rate shall be selected for operation of bus services in that route.
- If JTDCL observes that party has quoted rates lower than the market which are not viable, then the JTDCL may ask for resubmission of rates for the particular destination(s).

### **4. General Instructions to Applicants**

- Intending applicants are required to submit their details about their organization, experience in their organization, capacity, proven competence, etc in the enclosed Performa.
- The application shall be signed by the person/s on behalf of the organization



having necessary authorization / power of attorney to do so.

- While filling up the application with regard to operational experience in the related field & experience, applicant shall submit work orders / supporting credentials from respective client.

#### **5. Cost of EoI**

The Firm shall be responsible for all of the costs associated with the preparation of their EoI and their participation in the Empanelment Process including subsequent negotiation, visits to the Authority etc. The Authority will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Empanelment Process.

#### **6. Scope of Work for Bus Operator**

- The operator selected for operation of bus services will be required to provide public transport facilities under the aegis of JTDCL.
- The operator shall collect pre-agreed tariff from end users / tourists / passengers.
- The operator shall have to pay to JTDCL commission of 10% (of booking amount) for conducting intra state bus services to tourist places.
- As an endeavour for promoting tourism in Jharkhand State, JTDCL introduces special commission rate of 5% (of booking amount) for bus operation to tourist places within Jharkhand State.
- The above mentioned booking amount shall be calculated considering occupancy of 80% for each category of bus for all routes.
- The bus operator shall have to pay the commission on monthly basis to JTDCL. The commission rates shall be revised by JTDCL every year at its own discretion.
- The selected operator shall be responsible for operation of transport service with the pre agreed guideline of JTDCL, at the route or tourist circuits / destinations prescribed by the JTDCL.
- The start and end points for each travel along with the pickup locations shall be finalised with consultation with JTDCL.
- The colour, theme, graphic design of the buses should be approved from JTDCL. The operator will be required to pay all toll, state tax, parking required for each travel.
- JTDCL or its representative may inspect the vehicle at any time or place during any/every travel for any destination.
- The successful applicants would have to deposit a security of Rs.2,50,000/- through demand draft in favour of “Jharkhand Tourism Development Corporation Ltd” payable at “Ranchi”. The same would be refunded after successful completion of

tenure of the work order / agreement.

- The operator shall be responsible to cleanliness, operation and maintenance of the bus properly
  - The buses as required should be in perfect working condition, duly registered and insured having requisite permit and taxes paid up to date. Vehicle must comply with Central/State Government rules & regulations as well as Pollution Act.
  - The buses shall be kept clean and immaculately in pleasant appearance (From inside and outside) and as scratch free as possible.
  - All buses must be in very good condition like , Spare wheel, Tool kit, First Aid box and Ceasefire should be available in each vehicle at all times.
  - All vehicles should be fitted with Music system, Reading light and provision for keeping Magazine/Newspapers
  - The interior of the cabin must have appropriate additional fittings to provide good comforts and appearance like foot matting, well cushioned seat and high quality upholstery to provide extra comfort.
  - Sparkling white (Spotless) seat covers of good tapestry colour shall be provided and shall be changed at least one time in week or more, if needed.
  - Battery, tyres, brakes headlight, beam adjustment, indicator and other lights, starter, wiper, window shutter should be in good working conditions.
  - JTDCL may without prejudice to any other remedy for breach of work order / contract may terminate the work order forthwith, the agency fails to arrange the supply of any or all of the vehicles or if the Agency fails to perform any other obligation(s) under the work order / contract or breaches of the work order / agreement.
  - The Agency shall assign the job of driving of vehicles only to qualified experienced licensed drivers and also assume full responsibilities for the safety and security of the persons/ guests as well as store essential items while running the vehicle by ensuring safe driving. JTDCL shall have no direct or indirect liability arising out of such negligent, rash and impetuous driving and any loss caused to JTDCL have to be suitably compensated by the operator.
  - All Driver(s) should possess valid Commercial Driving License with hill endorsement and be of sound health, good character and antecedents verified by the local police authorities. The operators should submit police verification certificate to ensure that the back ground of drivers is thoroughly scanned and verified that they do not have any criminal record. The Drivers should not consume alcohol, pan, tobacco and any other pungent smelling food during duty hours. It is compulsory for the drivers to be in uniform. Drivers should good knowledge of roads routes conditions of roads and should be well behaved. The Driver should carry mobile phone with them.

- The operator must have office in at least 05 cities which operates round the clock and has telephone / mobile which are always attended. (for intra state routes only)
- The operator will take adequate comprehensive insurance cover at its cost and its drivers and passengers for all vehicles deployed at any time under the empanelment. The operator shall be responsible for any other expenses as result of law suits compensation awarded by any tribunal court and fitness / challans or due to any other legal complication arising due to non compliance of any rules / regulations.

**7. Method of physical submission of EOI Documents**

1. Application along with supporting document as per EOI document should be put in an envelope which should be super scribed with “**EOI for Empanelment of Bus operator for operating public transport facility to tourist places**” along with the name, contact numbers and address of the Firm.
2. The envelope containing the proposals should be delivered by Courier/Registered Post/Speed Post/Hand delivery at JTDCL office on or before the proposal due Date. Proposals received after due date/time shall not be considered.
3. Applications submitted by fax, telex, telegram or e-mail shall not be entertained and shall be rejected.
4. Authority reserve the right to modify the eligibility criteria, to decide on cutoff date of implementation, to accept or reject any application, to annul the Empanelment process, to reject all applications or accept new applications at any time, without assigning any reason or incurring any liability to the applicants.

**NOTE:** Corrections or over writing, if any, must be signed and stamped by the applicant.

ANNEXURE -1

**Application Forms**  
**(On letter head of firm / organization)**

To,

**The Managing Director,**  
Jharkhand Tourism Development Corporation Ltd.  
5, Mahatma Gandhi Marg,  
Ranchi-834001  
Tel: 0651-2331828, Email: JTDCLtd@gmail.com

Sir

I / We ..... am / are desirous to be **empanelled as Bus Operator for operating public transport facility to tourist places** and hereby apply for the same.

The Proposal in sealed cover is submitted herewith. It is understood that the proposal is binding upon the proponent and that the same is subject to modifications arising out of contract negotiations. It is also understood that you are not bound to accept any proposal that you receive.

Yours Sincerely

Authorized Signatory  
Name & Title of the Signatory

Name of the Firm  
Address

**ANNEXURE -2**

**Details of Firm / organization  
(On letter head of firm / organization)**

I / We ..... am / are desirous to be empanelled as **Bus Operator for operating public transport facility to tourist places**: hereby apply for the same. I / We give the following details for your consideration.

Sl. No.	Particulars	Details:
1	Name of firm	
2	Registered office Address	
3	Office address	
4	Other branch offices across India/Out of India	
5	Contact numbers with fax and email IDs:	
6	PAN No.	
7	TIN No.	
8	Month and year in which the firm was Established	
9	Service area:	
10	Total experience in relevant field:	
11	Constitution of firm (viz. Sole Proprietor, Partnership, Pvt. Ltd., Public Ltd., etc.- Supporting document to be produced)	
12	Details of processing fee	

Place:  
Date:

Signature of Applicant

ANNEXURE -3

**DECLARATION:  
(On letter head of firm / organization)**

I / We agree that the decision of the Authority in relation to Empanelment of the applicants, addition or deletion, phasing of project works will be final and binding to me / us. All the information and data furnished herewith are correct to my / our best of knowledge. I / We agree that we have no objection if inquiries are made about our works in its related areas and any other inquiry regarding all projects and works listed by us in the Performa.

Signature with Seal of the company

Place:

Date:

Contact Address:

ANNEXURE –4

**Number of Bus with the operator (Fleet Size)  
(On letter head of firm / organization) and {Notarised}**

Sl. No.	Bus Registration Number	Date of Registration	Model / Make / Brand	Route of operation	Capacity Of bus	Any other Description

**Note:-**

- Supporting document for the above details to be furnished along with the EOI.
- Photograph of Buses showing exterior and interior of bus to be furnished.

Date:

Signature of Applicant

Place:

**ANNEXURE - 5**

**Financial Capacity of the Applicant**

Sl. No.	Financial Years	Annual Revenue (Rs. lacs)
1	2013-14	
2	2014-15	
3	2015-16	

Signature of Applicant

**Certificate from the statutory Auditor**

This is to certify that ----- (name of the Applicant)  
has received the payment shown above the respective years.

Date:

(Signature, name and designation of the authorized signatory)

Name and seal of the audit firm

(Supporting financial statements and relevant documents are to be furnished.)



ANNEXURE - 6

**Financial Proposal**  
**On the Letter Head of the Bidder**

To,

**To The Managing Director,**  
Jharkhand Tourism Development Corporation Ltd.  
5, Mahatma Gandhi Marg,  
Ranchi-834001  
Tel: 0651-2331828

**Subject: Empanelment of Bus Operators for providing Public Transport Facility to tourist places under the aegis of JTDCL – Financial Proposal.**

Dear Sir,

We, the undersigned, declare that:

- a. We have examined the EOI and Scope of Work of the EOI Documents and do hereby confirm that all the terms and conditions contained in the EOI Document are acceptable to us.
- b. We offer to execute in conformity with this EOI Documents and offer a tariff each destination are as follows. These tariffs are inclusive of all taxes, commission of JTDCL and duties as applicable.

S.N.	Route (Inter State)	End User Tariff for Non Ac. Buses (Rs/Pax.)	End User Tariff for Volvo Buses (Rs/Pax.)
1	Ranchi ↔ Netarhat, Betla		
2	Ranchi ↔ Rajrappa, Itkhori		
3	Ranchi ↔ Deoghar		
4	Ranchi ↔ Parasnath		
5	Deoghar ↔ Basukinath, Maluti, Tarapeeth		
6	Dumka ↔ Parasnath, Rajrappa, Itkhori		

S.N.	Routes (Intra State)	End User Tariff for Volvo Buses (Rs/Pax.)
1	Ranchi ↔ Banaras	
2	Ranchi ↔ Puri	
3	Ranchi ↔ Jamshedpur	
4	Ranchi ↔ Patna	
5	Ranchi ↔ Kolkata	

- c. Our Financial proposal shall be valid for a period of 90 days from the bid due date.
- d. If our Bid is accepted, we commit to extend our services in accordance with the EOI Documents for such number of buses as may be prescribed by the JTDCL.

**Empanelment of Bus Operators**

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- e. We understand that, if we are selected, we are bound to comply the standards and specification of JTDCL for operations of bus services.
- f. We understand that, if we are selected, we shall pay the commission prescribed in the EOI document to JTDCL.
- g. We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Signature of the authorized representative with seal.

Date:

Place: