



Department of Tourism, Government of Jharkhand

EXPRESSION OF INTEREST (EOI) FOR EMPANELMENT OF BUS/TAXI OPERATORS FOR OPERATING PUBLIC TRANSPORT FACILITY FOR TOURISTS UNDER THE AEGIS OF JTDCL

EoI Ref. No.- 685/2018

Ranchi Date :- 09/08/2018



Jharkhand Tourism Development Corporation Limited
5, Mahatma Gandhi Marg, Ranchi, Jharkhand - 834001
Phone No: +(91)-651-2331828 & 2331643 Fax: +(91)-651-2331828
E-MAIL: jtdcltd@gmail.com
Visit us on www.jharkhandtourism.gov.in

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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/ Taxi Operators** for providing inter State and Intra State public transport facility to various tourist places.
- iv. The empaneled bus/taxi operators will be authorized as empaneled 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 empaneled operators will be authorized to use the Logo of JTDCL and put the matter on buses/taxies that the “**Bus/Taxi is under the aegis of Jharkhand Tourism Development Corporation Ltd**”.
- v. The JTDCL will provide/facilitate to provide the following facilities:
 - JTDCL will allow the operator for using its brand name and logo for operation and publicity of the facility;
 - JTDCL will provide space for placing ticket counter at various location in Jharkhand for ticket booking;
 - JTDCL will mention the bus operation services as facility for tourists in its advertisement and publicity at proper forum;
 - JTDCL will facilitate for online advance booking of tickets through its website;
 - JTDCL will endeavor to provide bus/taxi stop at Ranchi and

other destinations in consultation with the state government.

- JTDCL will mark its 5% revenue from this operation for maintenance and cleanliness of bus/taxi stoppages and ticket counter.
 - JTDCL will not fix the tariff to be collected by the operators from commuters, however it expect that the tariff should be reasonable and competitive;
 - The route for operation of buses/taxies and its timing will be decided by the JTDCL in consultation with the operators;
 - Operator, who intends to operate three buses, has to operate at least one additional bus, on the route as per the direction of the JTDCL.
- vi. The empaneled bus/taxi operator will be authorized to operate buses/taxies on designated route(s) directed by the JTDCL which will touch the designated tourist / pilgrim places. Tentative routes for operation the bus services are as follows:-

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

SL. N.	Routes (Inter State)	Types of Buses
1	Ranchi ↔ Banaras	Ac Luxury
2	Ranchi ↔ Puri	Ac Luxury
4	Ranchi ↔ Patna	Ac Luxury
5	Ranchi ↔ Kolkata	Ac Luxury

The above list of routes are tentative only this may be finalized at the time of MOU/Agreement. JTDCL at its sole discretion may remove or add any route which management feel suitable.

- vii. The Taxies may be operated for sightseeing at tourist destination specific point, or for local use also, in addition to making connection with other town of Jharkhand State other states.
- viii. The interested Bus/taxi operators should mention the minimum number of buses/taxies to be operated in the prescribed routes. However, the number of buses/taxies may be increased at any point of time with prior approval of JTDCL and on payment of additional empanelment fee.
- ix. 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.
- x. The empaneled 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 reserves the right to empanel other agencies/operators at any point of time at its sole discretion.

1.3. Processing Fee

EOI document is available at the Department of Tourism website www.jharkhandtourism.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.5,600/- (Rupees Five Thousand Six Hundred only) inclusive of GST 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 a. Empanelment Fee

JTDCL will charge an empanelment fee from the successful operators. The Annual empanelment fee will be Rs.25,000/-, for the operators who will operate upto four buses. The operators who will operate more than four buses will have to pay Rs.7500/- per bus as additional empanelment fee annually. The empanelment fee will increase @ 10% in every two years on the basic fee.

b. Security Deposit

The successful applicants would have to deposit a security of Rupees 2,50,000/- in shape of demand draft in favour of “Jharkhand Tourism Development Corporation Limited” payable at “Ranchi”. The same would be refunded after successful completion of tenure of the empanelment.

JTDCL shall not be liable to pay any interest on the “*Security*” so made and the same shall be interest free.

c. Validity of Proposal

The Proposal shall be valid for a period not less than 180 (One Eighty and Twenty) days from the Proposal Due Date (“**Proposal Validity Period**”). JTDCL reserves the right to reject any Proposal that does not meet this requirement.

Prior to expiry of the Proposal Validity Period, JTDCL may request the Bidders to extend the period of validity for a specified additional period.

The Selected Bidder shall, where required, extend the validity of the Proposal.

1.5 Empanelment Period

Initially the empanelment period will be for a minimum period of five years. This period may be extended subject to the satisfactory operation by the operators. However, JTDCL is free to terminate the empanelment system at any point of time if it has taken any other decision on the conveyance facility, or it decided to operate its own buses/taxis.

If the operator surrenders its empanelment before the expiry of the empanelment period, operator may opt for exit on payment of penalty amount of Rs.50,000/-. In case operator chooses to exit without payment of penalty amount, JTDCL will put the operator in gray list, whereby they will not be eligible to participate in JTDCL future proposal.

1.6 General Conditions:

1. Operators who fulfill the eligibility criteria shall only submit their proposal in the prescribed format for empanelment.
2. Consortium of bus operators may also apply for empanelment, subject to the condition that they shall enter into consortium agreement before applying for empanelment and therein agree to form an SPV for operation of buses.
3. The empanelment of bus operator shall be cancelled by JTDCL in case of their poor performance, abandoning of the allotted work, bankruptcy and for activities detrimental to the interest of JTDCL. The decision of JTDCL in this regard shall be final and binding.
4. The JTDCL reserves the right to accept or reject any or all applications without assigning any reason thereof.

1.7 Schedule of Empanelment Process

The Authority would endeavor to adhere to the following schedule:

Sl. No.	Description	Date
1.	Availability of EOI Doc. in Website(s)	09/08/2018 by 1100Hours
2.	Pre-EOI Queries Submission	16/08/2018 up to 17:00 Hours
3.	Pre-EOI Conference	17/08/2018 by 15:00 Hours at JTDCL Office
4.	Last Date of submission EOI	31/08/2018 by 1500 Hours

Sl. No.	Description	Date
5.	Opening and Evaluation of EOI	31/08/2018 at 16:00 Hours or thereafter Venue Details: Jharkhand Tourism Development Corporation Limited 5, Mahatma Gandhi Marg, Ranchi, Jharkhand – 834001. Phone No: +(91)-651-2331828 & 2331643 Fax: +(91)-651-2331828
6.	EOI Validity period	180 days from the EOI Due Date
7.	Processing fee	Rupees 5,600/- (Rupees Twenty Thousand Only) inclusive of GST

1.8. Communications

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

To The Managing Director,
Jharkhand Tourism Development Corporation Limited,
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/taxi operator for operating public transport facility to tourist places”**

2. Eligibility Criteria

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

A. For Intra State Bus Services (With In Jharkhand State)

1. The Firm should be a Proprietor ship (Individual) firm/partnership firm/Private Limited Companies/Limited Companies (Supporting document like Memorandum of Association, Article of Association, Certificate of Incorporation, PAN, TAN, Service Tax number, GST number to be furnished)
2. The bus/taxi operator must own/hold on lease a minimum of four Non Ac buses/AC Luxury buses/taxies. Copies of RCs of the same may be provided to support this.
3. The bus/taxi operator must possess a minimum of 3 years work experience of operating buses/taxies in Jharkhand.

4. The operator should have a minimum annual turnover of Rs.15.00 Lakhs per year for last 3 years.
5. The buses/taxies must be registered with Transport Authority/ concerned department for commercial use.

B. For Inter State Bus Services

1. The Firm should be a Proprietor ship (Individual) firm/partnership firm/Private Limited Companies/Limited Companies (Supporting document like Memorandum of Association, Articles of Association, Certificate of Incorporation, PAN, TAN, Service Tax/ GST number to be furnished)
2. The bus/taxi operator must have office in Ranchi, Jharkhand.
3. The bus/taxi operator must own/hold on lease a minimum of four Non Ac buses/AC Luxury buses, copies of RCs of the same may be provided to support this.
4. The bus/taxi operator must possess a minimum of 3 years work experience of conducting similar public transport facility as on due date of submission of EOI.
5. The bus/taxi operator should have average minimum annual turnover of Rs. 25 lakh for the last 3 years.
6. The bus(es)/taxi(es) must be registered with Transport Authority/ concerned department for commercial use.

3. Evaluation

- The evaluation of Proposal will be made on the basis of Eligibility criteria of the Firm.

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. Responsibility of Bus/Taxi Operator

- The operator selected for operation of bus/taxi services will be required to provide public transport facilities under the aegis of JTDCL.
- The operator shall have to pay to JTDCL commission of 10% (of booking amount) for operating interstate bus/taxi services.
- As an endeavour for promoting tourism within Jharkhand State, JTDCL fixed special commission rate of 5% (of booking amount) of bus/taxi 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/taxi 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 operator shall be responsible to cleanliness, operation and maintenance of the vehicle properly;
- The operator shall install GPS system and CCTV camera in the buses/taxies to be operated under the empanelment. These GPS system and CCTV shall be kept operational during the empanelment period;
- The vehicles 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 vehicles shall be kept clean and immaculately in pleasant appearance (From inside and outside) and as scratch free as possible;
- All vehicles must be in very good condition like , Spare wheel, Tool kit, First Aid box and Ceasefire at all times;
- All vehicles should be fitted with Music system, Reading light and shall have provision of 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;
- 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 condition of empanelment, may terminate it forthwith;
- 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 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 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 noncompliance 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/Taxi operator for operating public transport facility**” 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 **empaneled as Bus/Taxi** (select whichever is applicable) **Operator for operating public transport facility** 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 empaneled as **Bus/Taxi** (select whichever is applicable) **Operator for operating public transport facility**, 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	Other 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	Year experience in relevant field:	
11	Constitution of firm (viz. Sole Proprietor (Individual), Partnership, Pvt. Ltd., Public Ltd., etc.- Supporting document to be produced)	
12	Details of processing fee	

Place:
Applicant
Date:

Signature of

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 A

**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	Ac Luxury/ Non Ac bus

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 –4 B

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

Sl. No.	Taxi Registration Number	Date of Registration	Model / Make / Brand	Route of operation	Capacity	Ac / Non Ac

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 Turnover (Rs. lacs)
1	2014-15	
2	2015-16	
3	2016-17	

Signature of Applicant

Certificate from the statutory Auditor

This is to certify that ----- (name of the Applicant) has turnover shown above in 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.)