Maharashtra State Road Transport Corporation (MSRTC)

Tender Document – EOI Stage

For

Request for Eligibility for Appointment as ‘Service Provider’ for “Apaghat Sahayyata Nidhi Yojana” (ASN Yojana).
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1 - Introduction

About MSRTC

Maharashtra State Road Transport Corporation (MSRTC) is a leading passenger road transport organization in India (established by the State Government as per RTC Act of 1950) having fleet of over 18,000 buses and operating over 1,05,000 bus trips daily covering 58 lacs of K.Ms. with the strength of manpower 1.07 lacs employees. MSRTC runs various kinds of buses providing passengers mobility all the way 24 x 7 x 365 to the public covering Intrastate and Inter state: i)Volvo buses ii)AC buses, iii)Semi-Luxury, iv)Ordinary, v) Medi buses; etc. Over 70 lacs passengers are availing our services daily.

MSRTC’s organization setup is as under:

<table>
<thead>
<tr>
<th>Office</th>
<th>Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Office</td>
<td>1</td>
</tr>
<tr>
<td>Regional Offices</td>
<td>6</td>
</tr>
<tr>
<td>Divisional Offices</td>
<td>31</td>
</tr>
<tr>
<td>Depots</td>
<td>250</td>
</tr>
<tr>
<td>Central Workshop</td>
<td>3</td>
</tr>
<tr>
<td>Bus stations</td>
<td>568</td>
</tr>
<tr>
<td>Pickup sheds</td>
<td>4150</td>
</tr>
<tr>
<td>Tyre Retreading Plant</td>
<td>9</td>
</tr>
<tr>
<td>Central Training Institute</td>
<td>1</td>
</tr>
<tr>
<td>Printing Press</td>
<td>1</td>
</tr>
</tbody>
</table>

The MSRTC put its biggest share in passenger transport in Maharashtra State. The service approach of MSRTC took towards extensive bus route network connectivity, keeping aim of connecting every village.

The four tiers of the organization, namely Central Office, Region, Division and Depot setup are in existence in MSRTC. Central Office decides the policy and it is implemented by regions through divisions. The depot unit is main operating unit headed by Depot Manager. This is revenue collection centre itself. The next level viz. Divisional level controls overall transport management activities among the depots in the division.
Passengers travel distribution (Stage wise)

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Distance Travel in stages (6 km per stage)</th>
<th>No. of Passenger in Crore (Annual)</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Up to 1 stage</td>
<td>24.86</td>
</tr>
<tr>
<td>02</td>
<td>1 to 1.5</td>
<td>16.86</td>
</tr>
<tr>
<td>03</td>
<td>1.5 to 2</td>
<td>16.86</td>
</tr>
<tr>
<td>04</td>
<td>2 to 3</td>
<td>26.14</td>
</tr>
<tr>
<td>05</td>
<td>3 to 4</td>
<td>20.99</td>
</tr>
<tr>
<td>06</td>
<td>4 to 5</td>
<td>14.44</td>
</tr>
<tr>
<td>07</td>
<td>5 to 10</td>
<td>29.82</td>
</tr>
<tr>
<td>08</td>
<td>10 to 15</td>
<td>3.92</td>
</tr>
<tr>
<td>09</td>
<td>15 to 20</td>
<td>4.16</td>
</tr>
<tr>
<td>10</td>
<td>20 to 50</td>
<td>10.30</td>
</tr>
<tr>
<td>11</td>
<td>Above 50</td>
<td>0.60</td>
</tr>
<tr>
<td>12</td>
<td>*Monthly pass holders</td>
<td>3.60</td>
</tr>
<tr>
<td>13</td>
<td>Students passes 1.25crx60</td>
<td>75.00</td>
</tr>
<tr>
<td>14</td>
<td>**Tri-monthly pass holder</td>
<td>5.40</td>
</tr>
<tr>
<td>15</td>
<td>Travel as you like 4 days</td>
<td>0.14</td>
</tr>
<tr>
<td>16</td>
<td>Travel as you like 7 days</td>
<td>0.01</td>
</tr>
<tr>
<td>17</td>
<td>Press reporters 3252x10x12</td>
<td>0.04</td>
</tr>
<tr>
<td></td>
<td>TOTAL</td>
<td>252.78</td>
</tr>
<tr>
<td>14</td>
<td>Casual Contract vehicle days 49594</td>
<td></td>
</tr>
</tbody>
</table>

Note –
* No. of monthly pass holder is 6 lacs x 30x2=3.60 Crore
**No. of Tri-monthly pass holder is 3 lacs x90x2=5.40 Crore

5 years statistics of bus accident & affected persons

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>NO. of Accidents</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>A) Fatal</td>
<td>376</td>
<td>445</td>
<td>446</td>
<td>369</td>
<td>386</td>
</tr>
<tr>
<td></td>
<td>B) Major</td>
<td>2091</td>
<td>2218</td>
<td>2274</td>
<td>2110</td>
<td>2190</td>
</tr>
<tr>
<td></td>
<td>C) Minor</td>
<td>737</td>
<td>744</td>
<td>717</td>
<td>599</td>
<td>578</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>3204</td>
<td>3407</td>
<td>3437</td>
<td>3078</td>
<td>3154</td>
</tr>
<tr>
<td>2</td>
<td>No. of persons killed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>A) S.T. Passengers</td>
<td>56</td>
<td>62</td>
<td>75</td>
<td>53</td>
<td>96</td>
</tr>
<tr>
<td></td>
<td>B) S.T. Crew</td>
<td>13</td>
<td>37</td>
<td>16</td>
<td>13</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>C) Others</td>
<td>389</td>
<td>448</td>
<td>479</td>
<td>379</td>
<td>412</td>
</tr>
</tbody>
</table>
### Existing amount of Compensation to Accident Victims:

Besides, spot payment and medical expenses, following is the gist of compensation given to the accident victims.

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Particulars</th>
<th>In case of Death</th>
<th>Permanent total disability</th>
<th>Permanent partial disability</th>
<th>Temporary disability</th>
<th>Damage to movable/ immovable property</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ST Passenger,</td>
<td>3,00,000</td>
<td>75,000</td>
<td>50,000</td>
<td>40,000</td>
<td>---------</td>
</tr>
<tr>
<td>2</td>
<td>Pedestrian, Cyclist, Hand cart puller, cycle rickshaw driver and occupants, Animal cart driver and occupants, etc.(fault liability)</td>
<td>3,00,000</td>
<td>50,000</td>
<td>50,000</td>
<td>40,000</td>
<td>40,000</td>
</tr>
</tbody>
</table>

### Background

The purpose of this Tender Document is to seek interest from potential Service provider who are interested and keen to become facilitator to MSRTC to conceptualize, plan, implement and operate “Apaghat Sahayyata Nidhi Yojana” Project.

MSRTC intends to introduce this “Novel Scheme” for enhancing safety majors and medical aids to the passengers availing service of MSRTC. It also aims at significant enhancement in medical and financial compensations being provided at present in case of unfortunate road accidents. Nevertheless, MSRTC endeavors in providing safe and comfortable service to the Public and take all possible majors to minimize loss of human life in road accidents.

### Distinctive Features of MSRTC’s – APAGHAT SAHAYYATA NIDHI YOJANA (ASN Yojana)

Besides, MSRTC's existing system of providing safety measures and medical/financial aid efficiently, a novel and ‘First-of-its kind project’ is planned to be implemented. The ASN Project shall adopt an integrated end-to-end passenger comfort and safety approach from occurrence of a mishap / accident i.e. “incident” to affected person(s).

This Scheme embodies the MSRTC's objective to improve quality of public life and to provide better and speedier medical aid / treatment and holistic relief services to its passengers in the unfortunate event of any mishap / accident to its bus. The ASN Yojana shall cover all passengers irrespective of the distance of travel in the State or the type of bus and shall also
cater to ‘Third Party’ incidents where they are adversely affected by Corporation bus’s accident / mishap. The ASN Yojana is seen to maximize the ease / convenience and speedy relief for benefit of passengers to ease difficulties in the event of a mishap / accident and the victims' difficulties during the course of own medical treatment. - This service is expected to be available on 24x7x365 scale.

**MSRTC’s – Apaghat Sahayyata Nidhi Yojana – Implementation Plan / EOI**

MSRTC seeks to invite proposals towards "from the experienced, financially sound and resourceful agencies viz. Sole Applicant / EOI Applicant (Public / Private Limited Company/ Partnership Firm) or a Joint Venture comprising of not more than 4 Partners where-in the Lead Partner representing the JV shall necessarily be an Indian Co. with not less than 45% share in the JV. The applicant / EOI Applicant seeking eligibility through this open tender process/ EOI, if declared ‘Eligible’ shall need to have a proven ability to conceptualize, develop, plan, implement and operate such a ASN Yojana over a sustained period on a Build, Own, Operate (BOO) model /basis. The contract period for the Service Provider shall have option of i) initially 10 years on a fixed rate basis and upon satisfactory completion of this period shall be extended by another period of 10 years and the terms thereof shall be mutually agreed, ii) initially 5 years on a fixed rate basis and upon satisfactory completion of this period shall be extended by another period of 5 years and the terms thereof shall be mutually agreed.

Upon fulfilling the Eligibility Criteria as detailed herein, the short listed/qualified applicants/ EOI Applicant shall be ‘declared eligible’ to participate in MSRTC’s further Two Stage Tender Process and only such applicants/EOI Applicant shall be invited by MSRTC to participate in their following:

(a) Request for Technical Qualification (RFQ) that will seek Technical Proposal / Scheme (Proposal) and such applicants whose Proposal meets MSRTC’s technical requirements i.e. applicants who are Technically Qualified in the RFQ shall only be invited to respond to MSRTC’s subsequent;

(b) Request for Commercial Proposal / Price EOI Proposal (RFP).

MSRTC recognizes that this project has not been previously defined / developed by them and therefore to derive maximized benefits for MSRTC and its Passengers, MSRTC is adopting an approach where-in the applicants will be provided complete freedom to propose a scheme that extends maximized benefits to the passengers/third party as also to the Corporation. The evaluation of such Proposals at RFQ stage will be on relative merit(s) basis and will be assessed against the objectives that MSRTC’s has set out for ASN Yojana.

The Technical Schemes/Proposals as received shall be evaluated against MSRTC’s uniform Criteria for Evaluation and Score/Award of Marks. Technical Proposal(s)/Scheme receiving the minimum specified Score/Marks shall be declared Technically Qualified for invitation to RFP stage i.e. for submission of Commercial Proposal/Price Proposal.

**Objective of MSRTC’s – Aapghat Sahayyata Nidhi Yojana**
MSRTC seeks to set out/define the objective and intent of its YSN Project as follows:

- Coverage to all MSRTC Passengers irrespective of distance of travel or type of bus in the event of an unfortunate mishap/accident (i.e. incident);
- Coverage to Third Party, inadvertently affected by an ‘incident’ from a MSRTC bus as per MSRTC’s current practice/methodology;
- Passengers are to be provided by the Service Provider ‘Sahayata’ i.e. in a maximized form that the Service Provider is able to provide.
- The ‘Sahayata’ to the Passengers are sought to cover as large a service domain as deemed appropriate by the Service Provider. MSRTC will evaluate the nature, extent, implementation feasibility and sustained reliability of operation of such ‘Sahayata’ programme and will also assess the Service Providers ability to plan, implement and operate such a service on a long term sustainable basis;
- In case of an ‘incident’ (mishap/accident), speedy response is to be provided by the Service Provider and this the ‘essence of Sahayata’ as conceived by MSRTC;
- The holistic Passenger assistance by the Service Provider must cater to an integrated end-to-end assistance/coverage to MSRTC Passengers e.g. medical aid/treatment and also alleviation of difficulties as encountered by the victim in such a situation;
- Any benefit proposed for MSRTC’s project i.e. Apaghat Sahayyata Nidhi Yojana in addition to fulfilling the above Sahayata/passenger assistance objectives.
- MSRTC’s ASN Yojana will cater to its extensive transport network (see Introduction) that will require establishing and operating a very large network of facilities. Hence, MSRTC desires that the Service Provider should have experience of running a business that provides holistic knowledge of operating a business with complex location and response time pressure.

MSRTC also seeks to take into consideration all of the inputs that they receive from the Applicants in response to this EOI Invitation. The scope of work for the Service Provider shall be detailed in MSRTC’s Invitation to Tender taking into consideration on merit such suggestions that provide maximized nature and extent of services as above.

2 - Important Notices to EOI Applicants

MSRTC invites sealed Expression of Interest proposals from reputed Sole Applicant who are a Public/Private Limited Company/Partnership Firm or a Joint Venture (JV) comprising of not more than 4 Partners where-in the Lead Partner representing the JV shall necessarily be an Indian Co. with not less than 45% share in the JV.

Eligible Applicant

Every sole applicant must demonstrate that it has its own existing and on-going sustained business activity either of processing, manufacturing or production and supply and/or transportation of its produced / manufactured goods with facilities and resources under its command. Any applicant who conducts medical transport and medical treatment related activities with its own facilities shall also be eligible. In case of JV, the Lead Partner shall necessarily fulfill these criteria. As explained in the Objectives, since the ASN Yojana envisages a large chain of assets and facilities to be deployed across the entire State of
Maharashtra, it is MSRTC’s considered opinion that any Firm or applicant or a JV / member of a JV that acts or operates as a third party intermediary or commission agent or representative agency or in any similar manner /nature/effect shall not be eligible to apply to MSRTC under this EOI Invitation and such applications shall be rejected without any further scrutiny.

All applicants will need to fulfill in all respects, the ‘Eligible Applicant and Eligibility Criteria as detailed later herein. The important notices to be noted by EOI Applicant are as follows:-

A) The cost of this EOI Invitation document is INR 25,000 (Rs. Twenty-five Thousand only) plus applicable taxes. This amount will be Non-Refundable to the EOI Applicant.

B) EOI Applicant has to pay the cost of the tender through online payment gateway mode only.

C) This EOI Invitation document is not transferable. The EOI Applicant to whom the tender has been issued can participate in the EOI Proposal only.

D) EOI Applicants are advised to study MSRTC’s concept and objective carefully. Submission of EOI proposal shall be deemed to have been done after careful study and examination of the EOI Invitation document with full understanding of its implications. Failure to furnish all information required by the EOI Invitation documents or submission of a EOI proposal not substantially responsive to the EOI Invitation documents in every respect will be at the EOI Applicant’s risk & may result in rejection of the EOI Proposal.

E) The response to this EOI Invitation document should be full and complete in all respects. Incomplete or partial proposals shall be rejected.

F) All the communication to MSRTC including this EOI Invitation document and the proposal documents shall be signed on each page by the authorized representative of the EOI Applicant. The letter of authorization shall be indicated by written power-of-attorney accompanying the EOI Proposal.

G) Any clarification required regarding the Terms & Conditions in EOI Invitation document shall be obtained from General Manager (P & M,) MSRTC, Maharashtra Vahatuk Bhavan, Mumbai – 400 008 before submission of the EOI Invitation Proposal document.

H) In case of any ambiguity, the original document available with MSRTC shall be treated as final document.

I) Amendment to EOI Invitation document
At any time prior to the deadline for submission of proposals, MSRTC, for any reason, whether on its own initiative or in response to the clarification requested by a prospective EOI Applicant, may modify, change, incorporate or delete certain conditions in the EOI Invitation document by amendment notified in writing or by fax or email to all EOI Applicants who have received this EOI Invitation document and such amendment shall be binding on them. MSRTC, at its discretion, may extend the deadline for the submission of proposals subsequent to issue of Amendment and or Supplemental Information.

J) The EOI Applicants shall bear all costs associated with the preparation and submission of the EOI proposal, including cost of presentation for the purposes of clarification of the proposal, the preparation or execution of any benchmark demonstrations or for any work performed prior to the execution of a formal contract if so desired by MSRTC. For any reason or in any case, MSRTC will not take responsibility or liability for these costs. All materials submitted become the property of MSRTC and may be returned at its sole discretion.

**Purpose**

The purpose of this EOI Invitation document is to seek the services of a reputed and resourceful applicant as a Service Provider who would study the MSRTC Network of passenger services, its existing facilities, assess the needs and difficulties of the passengers in the event of a mishap / accident to a MSRTC bus. On completion of this study, the applicant would explore and develop innovative ideas for providing substantial improvement/enhancement to MSRTC’s present services in this respect. The Service Provider will be responsible for all activities starting from planning of the scope of services proposed by the Service Provider, a robust plan for its implementation and successful operation over the contract period of 10 years including regular monitoring and a programme for continuous improvement. The detail scope of work shall be defined in the tender document to be issued to Eligible Applicants under this EOI Invitation. The above purpose and objective as set out herein is to help the Applicantsto better understand the broad requirements to submit their "EOI Proposal” with due understanding and appreciation of the ASN Yojana.

**Submission of EOI Proposal**

1. The complete EOI Invitation process will be a single submission system. All the notifications & details, terms & conditions as appearing in this EOI Invitation notice shall be applicable.

2. Tender Form fee should be paid in the form of a Demand Draft / Bankers Cheque by a commercial scheduled Bank, in favor of 'MSRTC Fund A/C' payable at Mumbai and shall be valid for at least three months. No interest shall be paid on Tender Form fee under any circumstances.
3. EOI Proposals will be opened as per the schedule mentioned in time schedule at office of General Manager (P & M), Central Office, Maharashtra Vahatuk Bhavan, Dr.Anandrao Nair Marg, Mumbai Central, Mumbai - 400 008.

4. EOI applicant should submit original documents (those were submitted with EOI Proposal) for verification within 3 days of the EOI Proposal closing date.

5. The General Manager (P & M) reserves the right to accept or reject any or all tenders without assigning any reason.

6. The EOI Proposal will be accepted only in the sealed envelope by person or by Registered / Speed post on the following Address.

**EOI Proposal Submission and Correspondence :-**

A) Address for EOI Proposal Submission and Correspondence & Contact Person

The General Manager (Planning & Marketing)

Maharashtra State Road Transport Corporation

Planning Dept., Dr. A. N. Marg, Mumbai Central,
Mumbai-400 008

Tel No – 022 23024013 Fax No – 022 23086352.

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**Key Events & Dates:**

<table>
<thead>
<tr>
<th>Event</th>
<th>Tentative Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue of EOI Invitation document</td>
<td>August 22, 2015</td>
</tr>
<tr>
<td>Queries on EOI Invitation document for Clarification as per format given in Annexure – IX should reach MSRTC (in writing and in soft copy)</td>
<td>Prior to August 29, 2015</td>
</tr>
<tr>
<td>Issue of Clarifications and Corrigendum, if any, by</td>
<td>September 04, 2015</td>
</tr>
<tr>
<td>Submission of EOI Proposal to:</td>
<td>On or before September 11, 2015 at 1500 hours</td>
</tr>
<tr>
<td>The General Manager (P &amp; M)</td>
<td></td>
</tr>
<tr>
<td>Maharashtra State Road Transport Corporation</td>
<td></td>
</tr>
<tr>
<td>Planning &amp; Marketing Dept., Dr. A. N. Marg, Mumbai Central,</td>
<td></td>
</tr>
<tr>
<td>Mumbai-400 008</td>
<td></td>
</tr>
<tr>
<td>Opening of EOI Proposal at:</td>
<td>September 14, 2015 at 1100 hours</td>
</tr>
<tr>
<td>Maharashtra State Road Transport Corporation</td>
<td></td>
</tr>
<tr>
<td>P &amp; M Dept, Dr. A. N. Marg, Mumbai Central,</td>
<td></td>
</tr>
<tr>
<td>Mumbai-400 008</td>
<td></td>
</tr>
<tr>
<td>Presentations and Clarifications by applicants, if required by MSRTC</td>
<td>September 14, 2015 at 1100 hours (Individual Times slots of the</td>
</tr>
</tbody>
</table>
Declaration of Names of EOI Applicants who have fully met MSRTC’s Eligibility Criteria for Qualification as “Eligible Applicant”

September 25, 2015 (EOI Applicants will be informed the time later)

Invitation to ‘Eligible Applicants’ for participation in ‘RFQ - Request for Qualification’ and submission of their Technical Proposal / Detailed Scheme

October 01, 2015, (This is a tentative date)

Further details related to submission date of Technical Proposal, Commercial Proposal / Price EOI Proposal, Clarifications on Tender document, Opening of Technical Proposal, Evaluation of Proposal/ presentation thereof etc. shall be provided later.
EOI Applicants qualifying in Technical Proposal / Scheme shall only be eligible for opening of Commercial Proposal.

Shall be mentioned in RFP.

Award of the contract / Work order

Shall be mentioned in RFP.

Signing of Contract

Shall be mentioned in RFP.

Commencement of contract

Shall be mentioned in RFP.

In the event of the date specified above being declared as a holiday for Corporation, the due date will be the following working day.

Important Limits / Values Related to Tender document

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EOI Invitation Earnest Money Deposit - EMD</td>
<td>NIL</td>
</tr>
<tr>
<td>EOI Proposal Validity Period</td>
<td>45 days from the date of submission of EOI Proposal by the EOI Applicant(s)</td>
</tr>
</tbody>
</table>

Timely Submission
EOI Applicants are solely responsible for timely submission of the EOI Proposal at the location as mentioned above in “Key Events and Dates”. Proposals received after the last date and time of submission will not be considered.

Once proposal is submitted, no further communications regarding supplementary / changed documents will be considered. No further correspondence will be entertained in this matter.

Opening of EOI Proposals
EOI Proposals will be opened in presence of applicant’s representatives (if they are present, else it will be opened in presence of the other representatives, officials present). The EOI Proposals will be opened at the address mentioned above in this section.

MSRTC will open all Proposals as per schedule mentioned in “Key Events & Dates”. If all documents mentioned in each parts of proposal are not found, then EOI Proposal document will be summarily rejected.

The applicant’s representative willing to attend the opening of the EOI proposals shall bring authorization letter duly signed by Authorized signatory and counter signed by the representative who is willing to attend the opening of EOI proposals. The applicant’s representative shall sign attendance register during opening of EOI proposals.

The applicant’s name, evidence of purchase of EOI Invitation and confirmation to submission of all requisite documents shall be examined and conveyed to the representatives of applicants as present at the opening. In addition the applicants' confirmation towards acceptance and fulfillment of Corporations Criteria shall also be announced to all representatives of applicants as present. No other information shall be provided by MSRTC.

The EOI Proposals submitted after due date and time shall not be considered for further evaluation, irrespective of the circumstances. MSRTC reserves the right to postpone or cancel a schedule mentioned under “Key Events and Dates” clause at any time without assigning any reason.

**Contacting MSRTC**

No EOI applicant shall contact MSRTC on any matter relating to its EOI Proposal, after opening of EOI Proposal till contract is awarded. If EOI applicant wishes to bring additional information to the notice of MSRTC, he can communicate in writing at address given for correspondence. MSRTC reserves the right for consideration of such information. Any effort by EOI applicant’s to influence MSRTC in its decision on EOI Proposal evaluation, comparison or MSRTC decision related to qualification and certification of ‘Eligibility at EOI stage’ may result in disqualification of the EOI applicant.

3. **Instructions to EOI Applicants**

   **Preliminary Examination of EOI Applicants Proposal**

   MSRTC will examine the EOI Proposals to determine whether they are complete in all respects and duly supported by documentary evidence thereof, whether the documents have been properly signed, and whether the proposals are generally in order. A proposal determined as non-responsive will be rejected by MSRTC and may
not subsequently be made responsive by the EOI Applicant by correction of the non-conformity.

EOI Invitation details

Qualification Criteria
1. **Introduction**: MSRTC will carry out detailed evaluation of the Applicants proposal with respect to every qualification criteria stipulated herein to establish to assess whether the EOI Proposal meets the qualification criteria or not. Only Applicants who fully meet all the Qualification criteria will be considered as ‘Eligible Applicant’ for invitation to participate in MSRTC’s RFQ – Request for Technical Qualification.

2. **Mandatory Submissions Requirement**: The EOI Applicant will become eligible for evaluation of their Proposal subject to furnishing the following:
   
   **A. Form of Tender**: The Applicants covering letter shall be the ‘Form of Tender’ along with all specified attachments thereto. The Form of Tender shall be submitted without any changes or alterations of any kind and without any conditions or qualification thereof being included anywhere in the Applicants Proposal.
   
   **B. Attachments to Form of Tender**: The Applicants Form of Tender shall include all of the following as a mandatory submission:
      
      a. Copy of the PAN Card;
      b. Copy of Income Tax return for the last three years;
      c. Copy of Sales Tax or service tax Registration Certificate;
      d. Copy of Sales Tax or service tax Returns up to 31st March 2014;
      e. Copy of the agreement between Joint Venture members for this project, if applicable.

      ▪ The above documents shall be furnished by the Sole Applicant and in case of Joint Venture by the Lead Member of the Joint Venture who must satisfy all the Financial Criteria as stipulated in this Invitation;
      ▪ The Joint Venture (JV) Agreement shall identify the Lead Member and adequately demonstrate his eligibility to represent the JV and receive all instructions of MSRTC, as well as the roles and responsibility, liability of each member and a declaration that all members of the JV shall be jointly and severally liable to MSRTC under the agreement.
      ▪ Failure to comply with the Mandatory Submission as above shall cause the Applicants Proposal to be summarily rejected.
      ▪ Only Applicants fulfilling the ‘Mandatory Submissions Requirement shall be eligible to be evaluated further for fulfilling of all ‘Eligibility Criteria’ as stipulated hereunder.
- No new EOI Applicants are intended to be invited or permitted to participate in the tender process after the closing date for submission of EOI Proposal or at any later stages.

Eligibility Criteria
The Corporation shall identify ‘Eligible EOI Applicants’ as per criteria hereunder viz.

I. General Criteria
The general criteria as herein are to be met in full by the Sole Applicant or the Lead Partner in case of a JV.

a) The Applicant shall confirm and declare that the Corporation shall not be required or called upon to provide any Advance Payment or a Deposit of any kind for any purpose including towards insurance or premium of any kind or to provide financial support in any manner.

b) The Applicant shall confirm and certify that they agree to provide to the Corporation a Security Deposit in the form of a Bank Guarantee for a prescribed amount of Rs. 50 Crore in the Corporations approved format within 30 days of award of contract if they are declared as the successful Applicant in the Tender which will follow.

Note: (i) The Applicant shall confirm the above in the Form of Tender and provide an “Undertaking in the specified format” towards compliance with these conditions.

II. Specific Criteria
The Corporation has planned the ‘Aapghat Sahayyata Nidhi Yojana’ as an independent stand-alone dedicated facility for the Corporation and its Passengers and hence requires that the proposal should be completely independent from any other existing scheme in operation (Government or Municipal or Private or Zilla Parishad) or having any financial linkage to any Central or State Government schemes or any other on-going programme.

As this is a new scheme or initiative, MSRTC considers the following aspects as its “prime components” to fulfill MSRTC’s objectives as defined earlier:
(a) Conceptualize or plan the scheme (ASN Yojana) i.e. have necessary concept, understanding and appreciation for such a scheme
(b) Establish or implement the scheme (ASN Yojana) i.e. have necessary expertises available for its implementation;
(c) Operate the scheme (ASN Yojana) on a sustained basis i.e. have managerial capability to start and operate the Service; and
(d) Minimize MSRTC’s liabilities towards passengers or third party (as per MSRTC categories) while providing maximized benefits to MSRTC and Its Passengers

The Applicants will need to demonstrate adequate abilities or expertise to fulfill the above prime components in keeping with MSRTC’s objectives and therefore should
have business or operations or resources that provide him the necessary capabilities towards the above.

The EOI Applicant shall need to fulfill the following Specific Criteria as Sole Applicant or JV or Lead Member of JV:

A) Business Experience: The EOI Applicant shall be an Eligible Applicant having his own existing and on-going sustained business activity either of manufacturing, processing, supply and or transportation of its manufactured / processed goods and or services of medical transportation and medical treatment with its own facilities and resources. The EOI Applicant will also need to demonstrate that he does not act or operate as a third party intermediary or commission agent or representative agency or in any similar manner or nature or to that effect. The Applicant shall demonstrate his current on-going nature and type of business with documentary evidence thereof.

Note: (i) The Applicant shall provide necessary documentary evidence to demonstrate the nature of his current business and experience thereof;—

(ii) The business activity of the Applicant (whether manufacture or processing or alike as above) shall be in accordance with the Governments definition of such activities e.g. Excise classification

B) Relevant Expertise: MSRTC reckons that the following ‘constituent elements’ are the essential aspects for planning, implementing and operating this Scheme (ASN Yojana) i.e. integrated relief services facility that addresses ‘golden hour response’ requirements and ensures medical attendance to minimize loss of life or disabilities, which will, in the event of a mishap or an accident provide the Passengers an “end-to-end coverage” typically comprising of all of the following:

1. Relief and transportation to a medical facility e.g. ambulance services;
2. Medical care and attendance including hospitalization;
3. Trauma care and other specialized medical care;
4. Compensation to affected passengers and third party as per MSRTC categories and current prevalent practices with a maximum limit of Rs. 10 Lacs in case of fatality and for other disabilities as per related IRDA norms applicable for this limit.

Towards fulfilling the requirements of this ‘Relevant Expertise’ Applicant shall need to demonstrate with documentary evidence the following:

Criteria 1: Availability of ‘Relevant Expertise’ in II (a) above in terms of conceptualizing or planning an identical or similar Scheme shall be any authorized document from a competent Government Agency that is authorized and has issued a certificate relating to this aspect Or demonstrate with documentary evidence the availability of such domain
knowledge or abilities that may be through operation of the ‘constituent elements 1 to 3’ above.

Criteria 2: Availability of ‘Relevant Expertise’ in II (b) and (c) shall be considered fulfilled by an Applicant who demonstrates operating experience in respect of at least three of the four ‘constituent elements’ (1 to 4) for at least five years prior to the date of EOI Proposal.

Criteria 3: Availability of ‘Relevant Expertise’ in II(d) towards minimizing MSRTC’s liabilities and providing maximized benefits to MSRTC and Its Passengers, shall be fulfilled by an ‘Applicants Declaration’ that his Proposal shall include complete details of integrated relief services and maximized compensation to its passengers and third party (as per MSRTC current practices and stipulations herein).

Note: (i) With reference to B(1) above, Emergency Medical Transportation / Ambulance services linked or in operation under the National Rural Health Mission (NRHM) or 108 and similar other such existing services in operation (Government or Municipal or Private or Zilla Parishad) or schemes having any financial linkage to any Central or State Government schemes or any other on-going programme are not eligible for consideration against B above since MSRTC seeks a dedicated independent stand-alone service and facility.

(ii) With reference to B (2 and 3) above, Medical care and attendance includes all types and nature of medical aid and facilities including hospitalization and specialised care whether orthopaedic or surgical or any other arising as a result of an incident (accident or mishap).

(iii) MSRTC foresees that upon commencement of the ASN Yojana the liability of MSRTC towards compensation as per its current practices and stipulations herein in the event of an incident shall be minimized and the Applicant shall be reckoned to have understood this requirement based on the past data furnished by MSRTC in this EOI Invitation document and therefore his confirmation to fulfilling of the “Relevant Experience” criteria inherently implies his commitment to adhere to this. The Applicant should clearly understand this requirement and the obligations thereof.

(iv) It is further clarified, that the Corporations intention is to provide maximized attention to Safety, Welfare and Passenger Care to ensure safe and comfortable completion of journey. The extent and ambit of such relief and care services to be proposed by the Applicant and shall need to be furnished by the Applicant in his Technical Proposal / Scheme to be separately invited upon his being declared ‘Eligible’ at this EOI stage. Towards this the Applicant needs to recognize the need for providing ‘value-add’ services to MSRTC and Its Passengers and therefore his confirmation to fulfilling the “Relevant Experience” criteria inherently implies his commitment to adhere to this. The Applicant should clearly understand this requirement and the obligations thereof.
However, for the better appreciation of the Applicants capabilities by the Corporation, he may if he so desires, provide a Thumb-nail Sketch / Outline of his plans and / or intent of coverage. Please note, this summary / outline note shall not form a part of the assessment for Eligibility at the EOI Stage and shall need to be elaborated in depth at Stage-II – Request for Qualification and will be evaluated thereunder.

III. Financial Criteria:
The Corporation shall identify ‘Eligible EOI Applicants’ as per criteria hereunder viz.:

(1) Turnover: Applicants should have annual turnover of more than INR 150 Crore in each of the three immediately preceding financial years excluding last financial year i.e. 2014-15.

(2) Net Worth: Applicants should have Net Worth of more than INR 100 Crore with growth in each of the three immediately preceding financial years excluding last financial year i.e. 2014-15.

(3) Profitability: Applicants should be in profitable operation and shall have Profitability (Profit after Tax) for at least two of three immediately preceding financial years excluding last financial year i.e. 2014-15.

Note: (i) To demonstrate fulfilment of Financial Criteria, Applicants submitting EOI, must furnish authenticated Documentary Evidence (Certificate from statutory auditor) relating to the three immediately preceding financial year excluding the past financial year i.e. 2014-15.

(ii) The Net Worth certification shall be on the basis (a) ‘Share Capital plus Reserves and Surplus’ or (b) ‘Total Assets minus External Liabilities’.

(iii) The Profitability certification shall be on the basis of ‘Profit after Tax’.

(iv) The Financial Criteria shall need to be met in full by the Sole Applicant or in case of a JV by the Lead Partner of the JV.

Only those Applicants submitting EOI and who fulfil the General Criteria, Specific Criteria and Financial Criteria in all respects shall be declared as “Eligible Applicant” and will be invited to respond to MSRTC’s ‘Request for Technical Qualification (RFQ)’ and furnish their Detailed Scheme / Technical Proposal for evaluation as per the relevant tender invitation parameters.

Evaluation of EOI Proposals
Scrubtny of EOI Proposals will be done in three stages as mentioned above:

a) Pre-qualification Evaluation: MSRTC will first scrutinize the eligibility of the EOI Applicant as per furnishing of ‘Mandatory Submission Requirements’.

b) Those Applicants that fulfill this requirement shall be considered for further evaluation of ‘Eligibility Criteria’ i.e. General Criteria, Specific Criteria and Financial Criteria.
c) The Applicants proposal that are to be evaluated shall be assessed for fulfillment of General Criteria and only this Applicants who fulfill this will be considered for further evaluation of Specific Criteria.

d) Such Applicants as fulfilling all of the above steps shall be finally assessed for fulfillment of Financial Criteria that shall need to be met in full by the Sole EOI Applicant and in case of JV Applicant, by the Lead Member of the JV. Only Applicants that fulfill the Financial Criteria completely without any variation or differences shall be considered qualified under this requirement.

Applicants who fulfill all the above i.e. Mandatory Submission Requirements, General Criteria, Specific Criteria and Financial Criteria shall be declared as ‘Eligible Applicant’ for participation in the further tender process of MSRTC.

MSRTC also recognizes that similar services may be available in other countries and if an applicant desires to associate with such an experienced entity, the same shall be permitted so long as such an entity is not the Lead Partner and does not hold more share than the Lead Partner. The Lead Partner shall need to assume full responsibility for availing such specialist support / assistance.

MSRTC also clarifies that at the Tender Invitation Stage i.e. Technical Proposal stage dependent on the minimum requirements and stipulations to be included therein, MSRTC may permit the Sole Applicant or the JV to draw on specialist inputs or expertise or resources from its Group Cos. or Subsidiaries or Specialist Associates for ensuring reliable delivery of services so long as the Sole Applicant or the Lead Member of JV assumes full responsibility for availing such specialized support and assistance. However, it is clarified that this is not available for qualifying under this EOI Invitation and may, if considered necessary be permitted by MSRTC only to the Qualified and Eligible Applicants at the RFQ stage.

4. Scope of Work

This EOI invitation document is a step towards selection of a Service Provider to plan, implement and operate this scheme on a sustained basis in accordance with MSRTC objectives as above.

The Service Provider shall need to provide compensation to passengers / victims in the event of an accident or mishap with a maximum compensation of Rs. Ten Lakhs in case of fatality and for other disabilities as per IRDA norms thereof related to this maximum amount.

The applicant shall need to make his own financial arrangement to plan, implement and operate this scheme.

The revenue stream for this scheme shall be modelled on a ‘levy/ Aapghat Sahayyata Nidhi Adhibhar’, that the applicant shall need to propose at the commercial proposal
Such ‘levy/ Aapghat Sahayyata Nidhi Adhibhar’, shall be stipulated by the applicant on a ‘stage-wise basis’ and MSRTC will prefer this to be as low as feasible.

The Applicants may, if they so desire suggest other alternative mode of revenue stream that they consider beneficial to the scheme / MSRTC. Such suggestions shall be taken into consideration on merit, amongst various other factors at the Invitation of Tender / Commercial Proposal.

No other revenue / funds / financial subsidy will be provided by MSRTC.

5. **General Terms and Conditions**

   **General Terms**
   - The response to the EOI Invitation Document has to be submitted in accordance with the Terms and Conditions mentioned in this document.
   - MSRTC reserves the right to cancel the EOI Invitation at any stage and can invite fresh EOI Invitation without assigning any reasons.
   - Legal disputes if any should be settled only within the jurisdiction of Mumbai courts.
   - Forming of Joint venture is allowed as per the provisions of this EOI Invitation document.

   **EOI Proposal Security (Earnest Money Deposit – EMD)**
   As this invitation is for Expression of Interest, no Earnest Money Deposit is stipulated. However, the applicants shall need to be purchased as per provisions of this invitation.

   **Unsuccessful Applications**
   The proposal of applicants who are rejected on account of being at variance with the defined ‘nature of applicant’ or are unsuccessful for failure to meet any of the specified criteria shall stand rejected and the proposal / documents as furnished to MSRTC shall be their property and shall not be under any obligation to return the same. However, if so decided, MSRTC may return the proposal of such unsuccessful applicants.

   **Signature**
   A representative of the EOI Applicant, who is authorized to commit the EOI Applicant to contractual obligations, must sign with the EOI Applicants name and seal on all pages of the proposal, including the tender/Tender document. All obligations committed by such signatories must be fulfilled.

   **Period of Validity of Proposals**
The proposals shall be valid for a period of 45 days from the date of opening of the proposals. A proposal valid for a shorter period may be rejected as non-responsive.

Withdrawal of EOI Proposal
If a EOI Applicant withdraws his proposal or substantially varies it during its validity i.e. 45 days from date of opening of EOI proposal shall be declared invalid and such applicant may be black listed from future dealings with MSRTC.

Non-Conforming Proposals
Any proposal may be construed as a non-conforming proposal and ineligible for consideration if it does not comply with the requirements of this Tender Document. The failure to comply with the requirements, and acknowledgment of receipt of amendments, are common causes for holding proposals nonconforming.

Language of Proposals
The proposal and all correspondence and documents shall be written in English. All proposals and accompanying documentation will become the property of the MSRTC and will not be returned. The hard copy version will be considered as the official proposal.

Disqualification
The proposal from the EOI Applicant is liable to be disqualified in the following cases:
- Proposal not submitted in accordance with the EOI Invitation Document.
- The EOI Applicant qualifies the EOI Proposal with his own conditions.
- During validity of the proposal, or its extended period, if any, the EOI Applicant substantially varies his proposal.
- Proposal is received in incomplete form.
- Proposal is received after due date and time.
- Proposal is not accompanied by all requisite supporting documents.
- Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- Non fulfilling of any condition / term by EOI Applicant.

Modification and Withdrawal of Proposals
No proposal may be modified or withdrawn in the interval between the deadline for submission of proposals and the expiration of the validity period specified by the EOI Applicant on the proposal form. Modification or Withdrawal of proposal during validity may lead to black-listing or debarment from participation in MSRTC tenders for a prescribed time.

Notification of ‘Eligible Applicant’ Award
MSRTC will notify the successful applicants in writing or by fax or email, to be confirmed in writing by letter, that its EOI proposal has been accepted. The notification of ‘Eligible Applicant’ does not however, imply any compulsion on the Applicant to participate or pursue the RFQ Invitation if extended by MSRTC.

MSRTC's right to accept any proposal and to reject any or all proposals
MSRTC reserves the right to accept or reject any proposal, and to annul the EOI Proposaling process and reject all proposals at any time prior to award of contract. MSRTC will not be responsible for any liability to the affected EOI Applicant or under any obligation to inform the affected EOI Applicant the grounds for MSRTC's action.

Period of Contract
The contract period for the Service Provider shall have options of i) initially 10 years on a fixed rate basis and upon satisfactory completion of this period shall be extended by another period of 10 years and the terms thereof shall be mutually agreed, ii) initially 5 years on a fixed rate basis and upon satisfactory completion of this period shall be extended by another period of 5 years and the terms thereof shall be mutually agreed.

Failure to agree with the Terms & Conditions of the Tender Document
Failure of the successful applicant to agree with the Terms & Conditions of the EOI Invitation Document including the rights as reserved herein by MSRTC Agreement shall constitute sufficient grounds for MSRTC not to proceed further engagement / interactions with such applicants.

Resolution of disputes
MSRTC and the EOI Applicant shall make every effort to resolve disputes amicably by direct informal negotiation, any disagreement, or dispute arising between them under or in connection with the proposal will be settled at the level of Vice Chairman and Managing Director of MSRTC.

Applicant’s integrity
The applicant is responsible and obliged to conduct all activities as defined in this document in accordance with MSRTC’s intent and objectives.

Use of documents and Information
The EOI Applicant shall not, without prior written consent from MSRTC, disclose/share/use the EOI Proposal document, contract, or any provision thereof, or any specification, plan, drawing, samples etc. furnished by or on behalf of the MSRTC in connection therewith, to any person other than a person employed by the EOI Applicant in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
All project related document (including this EOI Proposal document) issued by MSRTC, other than the contract itself, shall remain the property of the MSRTC and shall be returned (in all copies) to the MSRTC on completion of the EOI Applicant performance under the contract if so required by the MSRTC.

a. Confidentiality
The Service Provider will be exposed, by virtue of the contracted activities, to internal business information of MSRTC, affiliates, business partners and/or customers. The Service Provider would be required to provide an undertaking that they will not use or pass to anybody the data/information derived from the proposed service operations in any form. The Service Provider must safe guard the confidentiality of the MSRTC’s business information, applications and data. For this Service Provider and their employees are required to sign non-disclosure agreement with MSRTC.

Disclosure of any part of the afore mentioned information to parties not directly involved in providing the services requested, unless required to do so by the Court of Law or other Statutory Authorities, could result in premature termination of the contract. The MSRTC may apart from black listing the Service Provider, initiate legal action against the Service Provider for breach of trust. The Service Provider shall also not make any news release, public announcements or any other reference on Tender document or contract without obtaining prior written consent from the MSRTC.

b. Patent Rights
The Service Provider shall indemnify the MSRTC against all third-party claims of infringe mentor patent, trademark or industrial design rights arising from its contract with MSRTC or any other part thereof.

c. Delays in the successful EOI Applicants Performance
i. Commencement of services shall be made by the EOI Applicant, in the event of award of contract in accordance with the Commencement Schedule specified i.e. within 6 months of award of contract.

ii. An unexcused delay by the EOI Applicant in the performance of its commencement obligations shall render the EOI Applicant liable to any or all of the following sanctions for feature of its performance security, dues payable and/or termination of the contract for default.

iii. If at any time during the performance of the contract, should the EOI Applicant encounter conditions having an impact on the timely commencement and performances of services, he shall promptly notifying writing of the fact of the delay, it's likely duration and its cause(s).

iv. As soon as practicable, after receipt of the EOI Applicants notice, the MSRTC shall evaluate the situation and may at its discretion extend the EOI Applicants
time for performance, in which case the extension shall be ratified by the parties by amendment of the contract.

d. **Force Majeure**
   i. The successful EOI Applicant shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it’s delay in performance or other failure to perform its obligations under the contract.

   ii. For purposes of this clause, the term Force Majeure means an event beyond the control EOI Applicant and not involving the Service Providers fault and negligence and not foreseeable. Such events may include, but are not restricted to, acts of the MSRTC either in its sovereign or its contractual Capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

   iii. If a Force Majeure situation arises, the Service Provider shall promptly notify the MSRTC in writing of such conditions and the cause thereof. Unless otherwise directed by the MSRTC in writing, the Service Provider shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

e. **Termination for Insolvency**
   The MSRTC may at any time terminate the contract by giving written notice to the EOI Applicant, without compensation to the EOI Applicant, if the EOI Applicant becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any other right of action or remedy which has accrued or will accrue thereafter to the MSRTC.

f. **Termination for Convenience**
   The MSRTC may by written notice sent to the successful EOI Applicant, terminate the contract, in whole or in part at anytime for its convenience. The notice of termination shall specify that termination is for the MSRTC’s convenience, the extent to which performance of work under the contract is terminated and the date upon which such termination becomes effective.

g. **Applicable law**
   The Contract shall be interpreted in accordance with the Indian Laws and shall be subject to the jurisdiction of Courts established under the Indian Laws.

   ****
Annexure I: Form of Tender / Covering Letter

(Letter of EOI Application to the Maharashtra State Road Transport Corporation on Applicants letterhead, signed legibly on each page by the Applicants Authorized Power-of-Attorney Holder)

To,
General Manager (PLN & MKT),
MSRTC
Planning & Marketing Department , 1st Floor,
Maharashtra Vahatuk Bhavan,
Dr. Anandrao Nair Marg, Mumbai Central ,
Mumbai -400 008

Sub: Submission of Expression of Interest – Our application in response to your EOI Invitation document number - XXXXX

Dear Sir,

With reference to the above EOI Invitation document, having examined and understood the requirements, instructions, terms and conditions forming part of the EOI Invitation document, we hereby enclose our Expression of Interest Proposal (proposal). Our Proposal includes all relevant information, documents, declarations / undertakings, certificates, documentary evidence etc. as required and specified in your EOI Invitation document and to be considered for qualification as an ‘Eligible Applicant’ for invitation to bid for your Tender for ‘Service Provider’ to be subsequently invited under your “Aapghat Sahayyata Nidhi Yojana” (ASN Yojana).

As per the EOI Invitation Document, we confirm, certify and declare as follows:

1. Purchase of Invitation Document: We have purchased the EOI Invitation document and have remitted the relevant fee as per details below:
   a. Details: (to be furnished)
   b. Proof of payment is attached as Apendix-1 to this form of tender

2. Furnishing of Statutory Documents: As per the general criteria defined in your EOI Invitation document, we furnish the following documents as applicable to us as evidence in support of our Proposal:
   a. Copy of PAN Card of (Sole bidder or Lead Partner of JV, as applicable) is enclosed as Appendix-2 to this Form of Tender;
   b. Copy of Income Tax Return for the last three years (as applicable) is enclosed as Appendix 3 to this Form of Tender;
   c. Copy of Sales Tax/Service Tax Registration Certificate (if applicable) is enclosed as Appendix 4 to this Form of Tender;
d. Copy of filing Sales Tax / Service Tax Return up to 31st March 2014 (as applicable) is enclosed as Appendix 5 to this Form of Tender

e. Copy of the agreement between the Joint Venture members for this project defining their roles and responsibilities, liabilities etc. is enclosed as Appendix 6 to this Form of Tender

3. Advance Payment: We confirm and certify that we are agreeable to MSRTC’s general qualification criteria that “no advance payment” of any kind whatsoever shall be requested or demanded by us at any stage including during implementation of the ASN Yojana. We certify that an ‘Undertaking’ to this effect in the prescribed form has been duly furnished by us;

4. Security Deposit: We confirm and declare that we are agreeable to MSRTC’s general qualification criteria that “security deposit bank guarantee” of Rs. 50 Crore in MSRTC’s requested format for security and assurance of performance under the MSRTC’s ASN Yojana. We certify that an ‘Undertaking’ to this effect in prescribed form has been duly furnished by us;

5. Value-add Services: We confirm that we are in a position to offer ‘Value-add Services’ beyond the minimum stipulated requirements of MSRTC and shall include any such other benefits that in our opinion will permit MSRTC to effectively operate and expand their Aapghat Sahayyata Nidhi Yojana. We certify that an ‘Undertaking’ to this effect in the prescribed form has been duly furnished by us;

6. Validity: We confirm and declare that this Proposal shall remain valid for a period of 45 days from the date of submission.

We confirm that the proposal is in conformity with the terms and conditions as mentioned in your above referred EOI Invitation document. We also understand that the Maharashtra State Road Transport Corporation is not bound to accept the proposal either in part or in full. If the Maharashtra State Road Transport Corporation rejects the proposal in full or in part the Maharashtra State Road Transport Corporation may do so without assigning any reasons therefore.

Yours Sincerely,

Authorized Signatories
(Name, Designation and Seal of the Company)
Place: Date:

Encl: As above (Please provide a ‘List of Attachments’ to this Form of Tender)
[Important Note: No change / alteration to this 'Form of Tender' is permitted. No conditions or qualification to the Form of Tender in any manner anywhere in the Proposal is permitted.]
Annexure II: EOI Applicant Profile

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Item</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of Company/Joint Venture</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Company Information</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Date of incorporation</td>
<td></td>
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<tr>
<td>4</td>
<td>Postal address</td>
<td></td>
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<tr>
<td>5</td>
<td>Telephone/Mobile and Fax number</td>
<td></td>
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<tr>
<td>6</td>
<td>Name and designation of the person authorized to make commitments on</td>
<td>behalf of the Organization to MSRTC</td>
</tr>
<tr>
<td>7</td>
<td>Email address</td>
<td></td>
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<tr>
<td>8</td>
<td>Office/contact address</td>
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<tr>
<td>9</td>
<td>Brief profile indicating presence in Indian market and nature of business</td>
<td></td>
</tr>
</tbody>
</table>

Annexure III: Documents for Prequalification Criteria
Documents to be provided as per requirements mentioned in EOI Invitation document.

Annexure IV: Plan of Scheme and its Implementation
The applicant may provide a thumb-nail sketch of the planned approach and implementation plan as he considers desirable for this scheme. The Technical Proposal / Detailed Scheme will need to be furnished after the applicant is declared as an 'Eligible Applicant' under this EOI Invitation. The applicant is not required to furnish any details that in his opinion may be of disadvantage to him at the Commercial Proposal / Price bid stage.

Annexure V: Applicants Business Activities / Experience

<table>
<thead>
<tr>
<th>Name of the Major Client(s) (client name)</th>
<th></th>
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<tbody>
<tr>
<td>Full Address of Client(s)</td>
<td></td>
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<tr>
<td>Brief Description of the scope of the nature of his business activity with such client(s)</td>
<td></td>
</tr>
<tr>
<td>Approximate value of work service executed for the Client(s) (in rupees)</td>
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</tr>
<tr>
<td>Detailed Description of the work undertaken that will be relevant in respect of this scheme.</td>
<td></td>
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</tbody>
</table>

Annexure VI: Documents submitted as per requirements of evaluation criteria
As per requirements mentioned in Tender document.
Annexure VII : Format for “Request for Clarification”

All queries for the pre-EOI Proposal meeting needs to be submitted in the following format (both soft copy and hard copy) as mentioned in “Key Events and Dates” clause

<table>
<thead>
<tr>
<th>Maharashtra State Road Transport Corporation</th>
<th>EOI Applicants request for clarification</th>
</tr>
</thead>
<tbody>
<tr>
<td>EOI for Service Provider for Aapghat Saahayata Nidhi Yojana</td>
<td></td>
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<tr>
<td>Name of Organization submitting the request.</td>
<td></td>
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<tr>
<td>Name and Designation of person submitting the request.</td>
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<tr>
<td>Full address of the Organization including Phone/Fax &amp; e-mail point of contact.</td>
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<td>Telephone</td>
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<td>Fax</td>
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<td>E-mail address</td>
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<tr>
<td>EOI Invitation document reference (s) (page no. &amp; section no.)</td>
<td>Content of EOI Invitation Document requiring clarification</td>
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<tr>
<td></td>
<td></td>
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</tbody>
</table>

Place: Signature:

Date: Company Seal: