



KERALA STATE ROAD TRANSPORT CORPORATION

Transport Bhavan, Fort, Thiruvananthapuram-695 023

Telephone No: 0471-2471011, (Extn: 232)

E-mail: estate@kerala.gov.in Web: www.keralartc.com

TENDER No. ES0C1/19/2025 EST KSRTC HQ

Dtd: 24.03.2025

NOTICE INVITING TENDER (NIT) e-Tender

E-TENDERS ARE INVITED FROM INTERESTED PARTIES FOR AWARDING LICENSE TO OPERATE COMPUTERIZED COURIER & LOGISTICS SERVICE (BY SUPPLY OF HARDWARE & MANPOWER) FOR KSRTC FOR A PERIOD OF 5 YEARS.

COMMERCIAL BID

a	Tender No. & Date	TENDER No ES0C1/19/2025 EST dtd.24/03/2025
b	Tender Details	E-Tenders are invited from interested parties for awarding license to operate Computerized Courier and Logistics Service project (by supply of Hardware & Manpower) for KSRTC for a period of 5 Years.
c	Place of Opening	Kerala State Road Transport Corporation, Transport Bhavan, Fort, Thiruvananthapuram.
d	Tender Form Fees (Non Refundable)	Rs.11,200/- (Rs. 10,000/-+ GST@ 12%) (Rupees Eleven Thousand and Two Hundred only)
e	Earnest Money Deposit. (EMD) EMD Exemption NOT allowed.	Rs. 2,00,000/- (Rupees Two Lakh Only)
f	Mode of Payment of EMD & Cost of Tender	Online through SBI Internet Banking/NEFT through e-procurement portal. EMD & Tender Fee should be remitted as a single transaction. Split payment is not allowed.
g	Mode of Submission of Tender	Tender should be submitted online through e-GP website www.etenders.kerala.gov.in
h	Contact address/ Telephone nos. for help in case of any doubt in e-tendering process (Help desk)	Kerala State IT Mission, e-Government procurement PMU & Help desk, Saankethika, Near EPF Office, Vrindavan Gardens, Pattom, Thiruvananthapuram. - 695004 Ph: 0471 - 2577088, 2577188; Toll free No.18002337315; e-mail: etendershelp@kerala.gov.in Website: www.etenders.kerala.gov.in

i	Tender inviting Authority	Chairman and Managing Director, Kerala State Road Transport Corporation, Transport Bhavan, East Fort, Thiruvananthapuram – 695023
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Important Dates

SI NO	Particulars	Date and time
1	Date of release of tender	24.03.2025 (06:00 PM)
2	Pre-Bid Date	05.04.2025 (11:30 AM)
3	Online tender submission Start Date	25.03.2025 (11:30 AM)
2	Online tender submission End Date	21.04.2025 (05:00 PM)
3	Date of online Technical bid opening	23.04.2025 (11:00 AM)
4	Date of opening of the price bid	Will be informed to the qualified bidders after technical-bid evaluation and publishing the results.

1. Introduction

Kerala State Road Transport Corporation (KSRTC) is the public transport undertaking in Kerala constituted under the provisions of the Road Transport Corporation Act,1950 is presently operating a well established Courier & Logistics services in Kerala and in the nearby States by using its wide network of buses.

KSRTC has computerized the Courier & Logistics services since June 2023 to become the first choice for customers by providing fast and cost effective services in transporting and delivering couriers & parcels of customers.

2. Objectives

Tender for Operation of KSRTC Computerized Courier & Logistics Services Project duly supplying requisite manpower& hardware as specified on payment of commission on net revenue:

Tenders are invited from bidders for operation of KSRTC Computerized Courier & Logistics Services project at Depots, Head Quarters, Bus Stations and other important bus station locations including Inter State locations in the Corporation by supplying requisite manpower & hardware as specified. Tenders will be evaluated on the basis of lowest commission as a percentage on net revenue realized through booking of parcels and couriers. The contract is for a period of Five years, extendable by two more years based on satisfactory performance of the contractor.

The Courier & Logistics counters operated presently by KSRTC in 46 locations need to be operated and maintained by the successful bidder. The number of Courier & Logistics locations and counters at different locations furnished as Annexure-I in tender document, for reference, can be increased on mutual consent. Operation of any counter at any location through a franchisee is not permitted.

3. **Scope of the Contract**

- a) Successful bidder shall enter into the agreement within 15 days from the date of receipt of "Letter of Intent" with General Manager (Estate), KSRTC Transport Bhavan, Trivandrum on Non-Judicial Stamp Paper franked with requisite stamp duty at his / her own cost as prescribed by Government from time to time, duly paying requisite Security Deposit and providing required hardware & manpower.
- b) Hereinafter, the successful bidder will be called as the "Contractor" for KSRTC computerized Courier and Logistics Services Project for establishment, operation & maintenance of Parcel and Couriers services counters on the basis of payment of commission on monthly basis as percentage (%) on net revenue realized per month through booking of parcels and couriers in all the counters allotted in the Corporation.
- c) The contractor shall establish computerized Courier & Logistics Services counters at Depot head quarters and other important bus station locations including Inter State locations of the Corporation; carryout the required Civil & Electrical works and provide required hardware, manpower, equipment & furniture within 30 days from the date of entering into the agreement.

- d) The existing Courier & Logistics counters in different locations shall be utilized by the contractor by carrying out the required civil and electrical works at their own cost with mutual consent.
- e) The existing locations where KSRTC Courier & Logistics counters are functioning along with the proposed new locations are classified into A,B,C & D centres according to the average revenue earned per month. The minimum area required for the setting up of courier counters in those locations is specified in Annexure-VI.
- f) The contractor shall provide & maintain required computer system & hardware, software (other than application software), Anti-Virus, peripherals & other allied equipment, provide required telephone lines/ broad band / wireless connections, LAN / Networking, UPS systems, digital weighing machines, Bar/ QR code printers, Bar / QR code Readers/scanners, web cameras for each work station, CC cameras, DVR, hard disc with minimum 30 days backup, external hard disk for storing backup data of every month for a period of six months and other allied equipment. Standby net connection / dongle shall also be arranged to ensure uninterrupted net connectivity.
- g) All the Booking counters shall be provided with dual monitors of specified size.
- h) The contractor shall provide and maintain computers, hardware and allied equipment at Courier & Logistics counters as per the requirement. All these hardware & equipment shall always be functional.
- i) Digital weighing machines shall be integrated with computers so as to capture the weight of the items.
- j) The contractor shall provide required properly trained manpower possessing any bachelor degree with computer skills like MS Office (Word, Excel etc.) for the operators working in 1 shift & 2 shift counters and for the operators engaged for booking & delivery activities in 3 shift counters. They shall be paid wages as prescribed and revised from time to time by the Government.
- k) The contractor shall provide required properly trained manpower possessing Intermediate with computer skills like MS Office (Word, Excel etc.) for the operators engaged in other activities like manifestation, loading & receiving etc. at 3 shift counters. They shall be paid with not less than unskilled

operator wages as prescribed and revised from time to time by the Government.

- l) 7 days in house training to the manpower engaged is permitted at existing counters before commencement of work at the cost of successful tenderer.
- m) The Contractor shall establish home delivery system within 6 months from the date of commencing the operation in KSRTC. The contractor shall provide dedicated specified manpower at specified counters for arranging door delivery. However, manpower and hardware shall be scaled up to meet the business requirements.
- n) The contractor shall provide, at their own cost, adequate number of vehicles viz., two/ three /four wheelers suiting to the requirement of number and size of door delivery parcels so as to ensure door delivery of parcels within 24 hrs.
- o) The contractor shall submit the bio data forms of the operators engaged, counter phone number particulars and the list of hardware installed in the Courier & Logistics counter as per agreement to the Unit Officer / Station Master / Garage Head and obtain their certification to that effect.
- p) Any expenditure towards repairs & maintenance of civil & electrical works and for improvement of counters shall be borne by the contractor during the subsistence of the contract period.
- q) Identification and allotment of counters in the premises of KSRTC to the contractor is at the discretion of KSRTC. The decision of KSRTC authorities is final in allotment of counters.
- r) KSRTC will assist the operator to obtain the Electricity service connection & sub-meters, earth pits at depot head quarter bus station counters. The Electricity charges are to be borne by the contractor as stipulated by the Corporation from time to time. Necessary wiring and MCBs as per site requirement shall be arranged by contractor at his cost. There shall be no loose wiring in Courier & Logistics counters.
- s) Hardware, Networking and manpower problems shall be rectified & resolved by the contractor without causing any problem for un-interrupted usage of the system and operation of counters.
- t) The contractor shall make adequate security arrangements at all counters to safeguard the parcels / couriers & property of the customers as well as the Corporation.

- u) The contractor shall submit the certified list of persons being engaged by him with passport size photos and details of educational qualification, ID proof such as Aadhaar Card, mobile number and bank account to the Unit Officer concerned before engaging a person to work at logistics counter. The persons engaged shall not be changed without prior approval of Unit Officer.
- v) The Contractor shall not employ, associate with or include as business partner any person who was a blacklisted / service defaulted / payment defaulted Contractor etc., in conducting of any business contract of the Corporation.
- w) The contractor shall provide a contact phone number to each courier counter.
- x) Sufficient manpower shall have to be provided by increasing or reducing the initially deployed manpower at the counters as per the business requirement with mutual consent and prior approval of GM(Estate)/Estate Officer so that there will not be any interruption to conduct business or inconvenience to the customers.
- y) There is an approximate 40% natural growth trend in KSRTC Logistics revenue. The contractor shall scale up the required manpower & hardware according to the growth in business during the contract period.
- z) The Counters shall be operated in one or two or three shifts as per the requirements throughout the year including Sundays and National holidays. However appropriate reduction in staff will be permitted on Sundays and National holidays without affecting the work. The contractor shall arrange additional staff on days before festivals (Onam, Vishu, Deepawali, Christmas, any other auspicious days etc.) when large volume of parcels are booked. The number of shifts at each location can be either increased or decreased with mutual consent. Single shift counter: 08:00 to 18:00 hrs with 30 minutes lunch break Double shift counter: 06:00 to 22:00 hrs. Round the clock (three shift) counter: 24x7.
- aa) The number of Courier & logistics project bus stations allotted can be increased or reduced at any time based on the business needs with mutual consent.
- bb) The number of counters at the allotted locations can be increased or reduced at any time based on the business carried out at that location. During peak hours additional counters can be operated with part time staff. Suitable

- duty adjustments can also be made for increasing manpower availability in peak hour. Reduction of counters can only be made with mutual consent.
- cc) The contractor shall be responsible for carrying out loading & unloading activities for which sufficient number of staff shall be deployed. Loading & Unloading charges shall be paid by the contractor on daily basis as per remittance report.
- dd) The number of loading/unloading staff required for a location shall be assessed by the contractor for which the contractor shall make his own arrangements.
- ee) Contractor can operate counters at any other premises of the Corporation other than bus stations duly enrolling as an Agent. If space is available, GM(Estate) can allot space, subject to the availability, to the contractor for booking of Parcels and couriers, on rental basis as per the recommendations of the Unit Officer concerned. Commission for the revenue generated at these counters will be paid on par with the approved rate.
- ff) Required stationery for receipts, labels, manifest, registers, files, permanent markers, etc shall be borne by the contractor.
- gg) Necessary spares, consumables required must be assessed well in advance and kept ready at each counter. The cost of these consumables is to be borne by the contractor.
- hh) The contractor will be permitted to collect approved packing charges from the customer, in case of necessity for packing any unpacked item, in the computerized billing and the same will be paid to the contractor periodically, as mutually agreed.
- ii) In the premises of counters provided by KSRTC, contractor shall not carry out any other business except the activity of booking and delivery of parcels/ couriers related to KSRTC.
- jj) For setting of parcel counters at private locations, the contractor has to make the arrangements at his cost and arrange required Computers, related equipment, infrastructure and required manpower for operating and maintaining the counters. Commission for the revenue generated at these counters will be paid on par with approved rates.
- kk) If KSRTC authorizes Parcel Booking Agents at various places in both Intra & Interstate locations, parcels booked by the agents may be handed over in the

Courier & logistics Counters maintained by the contractor for further transportation.

Surveillance system:

- a) The contractor shall arrange the counters under the surveillance of CC Cameras.
- b) Surveillance system (Cameras, DVR and all required accessories) shall be installed at the parcel counters. Sufficient number of cameras shall be installed to cover all activities in the scope of work at all depot head quarter bus station locations in the Corporation. Cameras in surveillance system shall have reasonable resolution to identify customers at counters, other personnel involved at storage place, loading and unloading points to prevent any loss or theft. Cost of the equipment, required cables, connectors and all the expenditure for installation of the surveillance system shall be borne by the contractor.
- c) The DVR shall be capable of storing data for a minimum period of previous thirty days. The recording can be overwritten in first in first out basis, with previous 30 days data available at any point of time. Total data back-up shall be taken on external hard disk every month for a period of six months and shall be maintained for verification at a later date. Backup data stored in hard discs / Pen drives shall be kept in the custody of both Contractor and the unit officer concerned. The live data shall be provided to KSRTC authorities as and when required.
- d) CC TV & Cameras of Surveillance System shall always be functional. Any down time shall not exceed 24 hrs.
- e) Access to the Surveillance System shall be provided to all concerned officers and staff of KSRTC during establishment & operation of Courier & Logistics counters.
- f) A Technical centre shall be operated by the contractor from the office of CMD KSRTC, manned by one technical executive with unique telephone connection to attend hardware problems, man power issues, training and to sort out grievances of customers viz., missing complaints, delayed loading & non-updating of receipt of parcels / couriers at destination etc.

- g) Such person shall also be able to prepare / generate various information reports for submission to concerned officers, to attend review meetings with officers and thus to exercise supervision and control of all operational activities of all PACS counters in the Region.

4. **PRE QUALIFICATION CRITERIA**

- a. Tenderer /Bidder can be an individual /firm /company.
- (i) The Sole Proprietorship firm shall possess GST registration for Sole Proprietorship, bank account for sole proprietorship, PAN card, Shops & Establishment Registration.
- (ii) The Partnership firm should have been registered in India with Registrar of Firms in Registrations & Stamps Department of State Government under Section 58 of the Indian Partnership Act, 1932.
- (iii) The company should have been incorporated in India and registered with Registrar of Companies under Companies Act, 1956 or Companies Act, 2013.
- b. The Tenderer shall have all statutory approvals and licenses required for being man power supply agency viz., Registration with Labour Department for manpower supply, GST registration, PF & ESI registration etc.
- c. The Tenderer should have prior experience in successful execution and satisfactory completion of transaction based manpower supply & operational contracts of IT enabled services for a period of 5 (five) years out of which experience in Computerized Logistics Services should be for a minimum period of 3 (three) years.
- d. The Tenderer should have an average business turnover of not less than Rs. 50.0 Lakh (Fifty Lakh) per annum on an average during the last 3 (three) financial years i.e., 2021-22, 2022-23 & 2023-24.
- e. The Contractor shall comply with all the provisions of various Acts of Government relating to Labour Laws and the Rules & Regulations made there under from time to time, like payment of Minimum Wages, Provident Fund, ESI etc., as prescribed by the Govt., from time to time.

- f. The tenderer should have Goods & Services Tax (GST) registration with GSTIN and Permanent Account Number (PAN) issued by Income Tax Department.
- g. The Tenderer should not have been blacklisted earlier by KSRTC / Government or Private Organization and should not have failed to execute contracts with KSRTC and should not have legal litigation with KSRTC.
- h. The bidder shall neither be an employee of KSRTC nor Director of KSRTC. Bidder's family members viz., Wife/ Husband, Mother, Father, Son, Daughter, Brother and Sister shall not be employees of KSRTC. This condition also applies to the partners of the firm or Directors of the company participating in the tender.
- i. Even though the tenderers meet the requirements, they are subject to be disqualified at any stage if they have made misleading or false representations in the forms, statements and attachments submitted in proof of the requirements.

5. **General Conditions of the contract**

- a. The contractor will be paid commission on monthly basis as percentage on net revenue realised per month for providing manpower, computers & hardware, data network, furniture & equipment etc., for installation, establishment & operation of computerized Courier & logistics Services counters by connecting to the central server.
- b. The cash realized in each shift in each counter shall be remitted at the Ticket & Cash counter in the concerned depot, within 4 hours from the closure of the shift, along with the closing statement generated from the software provided by KSRTC. KSRTC will not be responsible for difference in payment, if any, according to the statement. A penalty of 1% will be levied for any late remittance.
- c. Net revenue is the remaining amount after deducting door pickup (if any) & door delivery charges, crew incentive, loading unloading charges, applicable GST, insurance amount and any Cess, Levies, other charges if any proposed in future for inclusion in the bill amount as per policies of the Government / Corporation from the gross revenue realized by booking of parcels & couriers at all the courier counters operated by the contractor.

- d. There shall be an insurance system for the assurance of KSRTC for payment of compensation to the customer in case of damage, loss or theft of consignment in storage or in transit. Insurance amount will form a separate account head to settle the compensation claims and is not a part of the revenue. Contractor / agents will not have any right on this amount. The proposed tariff for insurance coverage is given in the Annexure-II.
- e. The contractor shall quote rate of Commission as percentage on net revenue realized for booking of parcels /couriers at all courier counters in the Corporation for a period of five years. The same rate of commission shall be applicable even during the extended period of contract by 2 (Two) more years on satisfactory performance.
- f. The quoted and approved rate of Commission shall be split into and apportioned for different sub activities involved in the overall activity of parcel / courier transportation from booking to delivery stage.
- (i) 40% of the rate of Commission will be paid for Booking of parcel / courier.
 - (ii) 20% of the rate of Commission will be paid for the activities of Manifestation and Loading into the bus at the source counter.
 - (iii) 10% of the rate of Commission will be paid for unloading & receiving through system at trans shipment counter.
 - (iv) 10% of the rate of Commission will be paid for Manifestation and Loading into the bus at the trans shipment counter.
 - (v) In case of multiple transshipments for transportation of a consignment, the apportioned rate of commission for the activities involved at the trans shipment counter will be distributed equally among multiple trans shipment counters.
 - (vi) 10% of the rate of Commission will be paid for Unloading & Receiving through system at destination counter.
 - (vii) 10% of the rate of Commission will be paid for Delivery to the consignee / receiver duly updating through system at the destination counter.
- g. In case there are no transshipments for transportation of a consignment from source to destination, the apportioned rate of commission for trans shipment will be added for the activities involved at destination counter i.e., 20% rate

of commission will be paid for unloading & receiving and 20% rate of commission will be paid for delivery to the consignee / receiver duly updating through system at the destination counter.

- h. Under any circumstances, the approved Commission (% on monthly net revenue) as recorded while entering into the agreement, will not be revised upwards, during the subsistence of the contract period.
- i. However, the tariff rates fixed for booking / delivery of parcels / couriers through KSRTC buses, at the time of entering into the agreement as indicated in the Annexure-II, may be revised upwards at a future date depending upon the policy of the Government or any other exigencies which may result in increase of the net revenue to KSRTC.
- j. For shipments handed over by approved Agents / Aggregators at source counters or for receiving & delivery of parcels booked by approved Agents / Aggregators at destination counter, the apportioned rate of commission applicable for the Courier & Logistics contractor for carrying out various sub activities at source / transshipment / destination counter will be paid to the contractor.
- k. On apportionment of approved Agent Commission at a later date for various sub activities, % of rate of commission of Approved Agent / Aggregator or Contractor, whichever is less, will be paid for the subsequent activities carried out by the contractor for the parcels booked by approved Agents / Aggregators.
- l. Door delivery Commission:
 - (i) For booking parcels with door delivery facility, fixed commission of Rs. 2/- per booking will be paid. The commission for executing door delivery at destination counter will be paid as per the weight slab wise rates as mentioned in Annexure-II .

6. **MODE OF SUBMITTING TENDERS**

Tender documents shall be submitted through e-Tender. One for **Pre- Qualification Bid** and the other for **Price Bid**.

7. Documents to be uploaded along with Pre-Qualification Bid

- a. General information about the Tenderer (Annexure III).
- b. An affidavit as per format in Annexure- V (Anti-Blacklisting & no litigation/default Affidavit) attested by NOTARY
- c. Bidder shall submit the self attested copies of:
 - (i) PAN Card
 - (ii) Firm/ Company Registration Certificate
 - (iii) Valid GST Certificate (In case of GST registration out of Kerala, an undertaking in the form of Notarized affidavit to cause the GST registration within the State of Kerala before signing the agreement.
 - (iv) PF & ESI registration certificates
 - (v) The Contractor shall comply with all the provisions of various Acts of Government relating to Labour Laws and the Rules & Regulations made there under from time to time, like payment of Minimum Wages, Provident Fund, ESI etc., as prescribed by the Govt., from time to time and submit the proof of compliance.
 - (vi) Annual Business Turnover Certificate as per Annexure -IV
 - (vii) Documentary proof of bidder having experience in successful execution and satisfactory completion of contracts as specified in the NIT.
 - (viii) Copy of tender documents including all corrigendums/ addendums signed in all pages with seal.
 - (ix) Tender Fee receipt & EMD Payment receipt (with clear payment references)

8. **TENDER PROCESS:**

The tender evaluation will be undertaken in four rounds.

Round 1 - Opening of Pre-Qualification bid documents

Round 2 - Document evaluation.

Round 3 - Opening of Price Bid.

Round 1- Opening of Pre-Qualification bid documents

The documents uploaded shall be opened at the time and date mentioned.

Round 2 – Document evaluation:-

The terms and documents submitted as part of the bids shall be scrutinized by the Tender Inviting Authority. The Tender Inviting Authority may call for

additional documents/clarifications through e-tender portal. The list of those who come out successfully of the evaluation of the documents as well as those rejected (with reasons for rejections) will be published on the website of KSRTC (www.keralartc.com) and objections/remarks against the list will be invited. The objections /remarks received before the date and time specified in the notice will be considered by the Tender Inviting Authority and the final list of successful bidders of round 2 will be published.

Round 3 – Opening of Price Bid.

- a. The PRICE Bid of those bidders, who satisfied all of the Prequalification Criteria shall only be opened for further consideration. The PRICE BID of those bidders who do not satisfy even any one of the pre-qualification condition will not be opened.
- b. Opening of e-Tender will be done at the time and date noted in the e-Tender portal at the Office of the Chairman and Managing Director, KSRTC
- c. The bidders have the liberty to resubmit fresh tender/documents till the last date and time of submission of the e-tender.
- d. Resubmission of offer will not be allowed after the time and date fixed for bid submission. The offer once made cannot be withdrawn or modified after the closing of e-tender under any circumstances. Withdrawal or modification of the offer once made in e-Tender will be resulted in the forfeiture of EMD remitted. In such cases the bidder will not have the right to claim the refund of EMD.
- e. The Chairman and Managing Director KSRTC reserve the right to make any modifications or additions in this notice in the event if it is felt that it is in the public interest.

9. GENERAL INSTRUCTIONS TO BIDDERS

- a) Tender shall be submitted in English Language only.
- b) Firms who are not blacklisted by KSRTC or by Govt. of Kerala can participate in the tender.
- c) In case of NEFT, remittance should be made only to the 22 digit beneficiary account number as seen in the remittance form which is available in the e-portal while submitting tender.

- d) **ON LINE PAYMENTS**:- The bidders shall seek clarification from **Kerala State IT Mission, e-Government procurement PMU & Help desk, Saankethika, Near EPF Office, Vrindavan Gardens, Pattom, Thiruvananthapuram 695004. Help Desk No. Ph: 0471 - 2577088, 2577188; Toll free No.18002337315**; e-mail: etendershelp@kerala.gov.in; Website: www.etenders.kerala.gov.in and make himself conversant with procedure for online payment of the Tender Fee and EMD. KSRTC shall under no circumstance be responsible for failed transactions due to non compliance of the above procedure.
- e) The bids will be opened online through the e-GP website www.etenders.kerala.gov.in at the Kerala State Road Transport Corporation, Transport Bhavan, Fort, Thiruvananthapuram, Transport Bhavan, Fort, Thiruvananthapuram. If the e-Tender opening date happens to be a holiday or non-working day due to any valid reason, the Tender opening process will be done on the next working day at the same time and place specified. Any change in the opening date/time/venue due to other reasons shall be informed by way of Corrigendum published in the e-GP website.
- f) **DIGITAL SIGNATURE CERTIFICATE**:- Bidders will have to procure legally valid Digital Certificate as per Information Technology Act, 2000 for digitally signing their electronic bids. Bidders can procure the same from any of the license certifying authority of India. For obtaining Digital Signature Certificate and help on e-tendering process, please contact **Kerala State IT Mission, e-Government procurement PMU & Help desk, Saankethika, Near EPF Office, Vrindavan Gardens, Pattom, Thiruvananthapuram 695004. Help Desk No. Ph: 0471 - 2577088, 2577188; Toll free No.18002337315**; e-mail: etendershelp@kerala.gov.in; Website: www.etenders.kerala.gov.in on all government working days from 9.30 A.M to 5.30 P.M.
- g) Bidders are advised to note the Tender ID and Tender No. & Date for future reference.
- h) All uploaded scanned documents should contain the signature and the office seal of the bidders and should be digitally signed while uploading in e-tender portal. Documents uploaded without digitally signing shall entitle rejection of the Tender.

- i) The digitally signed Tender document and other specified documents shall be submitted online through the e-GP website www.etenders.kerala.gov.in well in advance before the last date and time. No submission shall be allowed after the last date mentioned.
- j) Bidders are advised to go through all conditions of the Notice Inviting Tender and the Tender documents carefully and to comply them to avoid rejection of their tender.
- k) Furnishing of any false information / fabricated document would lead to rejection of the tender at any stage.
- l) The bidder shall bear all costs associated with the preparation and submission of its bid and Kerala State Road Transport Corporation, Thiruvananthapuram, hereinafter referred to as "Tender Inviting Authority", will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
- m) Conditional tenders will be summarily rejected.

CHAIRMAN & MANAGING DIRECTOR

Place: Transport Bhavan, Fort,
Thiruvananthapuram

Date: 24/03/2025

I/We hereby accept all the above terms and conditions in its entirety.

Signature of bidder:

Name of bidder:

Address of bidder:

Mobile No. of bidder:



KERALA STATE ROAD TRANSPORT CORPORATION

Appendix-I

S001- ES0C1/19/2025 EST KSRTC HQ

Dtd: 24.03.2025

- I. E-Tenders are invited from interested parties for awarding license to operate Computerized Courier and Parcel Service project (by supply of Hardware & Manpower) for KSRTC Courier & Logistics for a period of 5 Years.**
1. The Tender Form containing the tender conditions can be downloaded from the e-Tender site. The cost of tender form shall be paid through e payment. Cost of tender form is not refundable under any circumstances.
 2. The Tenderer shall quote rate of commission on monthly basis as percentage on net revenue realised per month for providing manpower, computers & hardware, data network, furniture & equipment etc., for installation, establishment & operation of computerized Courier & logistics Services counters by connecting to the central server.
 3. The licence will be confirmed to the Party who quotes the lowest percentage in the Tender.
 4. The Corporation shall normally accept the lowest offer in the e-tender but the Corporation reserves the right to accept or reject any of the tenders without assigning any reason whatsoever, if such a step is deemed necessary to safeguard the interest of the Corporation.
 5. The tenderer should specify in the tender the experience he possesses and the extent of the present business in the relevant field.
 6. The Earnest Money of Rs.2,00,000/- should be remitted through e-payment in while submitting the e-tender.
 7. If any tenderer withdraws his tender on or after the specified/prescribed time for opening Tender, the EMD shall be forfeited forthwith. Withdrawal of tender by the successful tenderer will entail forfeiture of EMD without further notice. Moreover, the difference in amount between the lowest bidder and the second lowest bidder will also be realised from the successful tenderer invoking provisions of Kerala Revenue Recovery Act, 1968 as the case may be. The loss sustained due to the withdrawal of successful tenderer will be realised from the tenderer on any manner Corporation may think fit.
 8. The successful bidder shall deposit an amount of Rs.10,00,000/- (Rupees Ten Lakh only) as interest free Security Deposit within 30 days from the

date of receipt of the provisional confirmation. The amount shall be paid to the Account of the Financial Advisor & Chief Accounts Officer, KSRTC in the following bank account:

Bank Name: State Bank of India

Account No.:67210125649

Branch code: 70481

IFSC : SBIN0070481

9. The amount remitted as Security Deposit will be released to the party after the satisfactory completion of contract period without interest. In the event of failure on the part of the contractor to remit the instalments in the manner specified herein, interest @18% per annum for the defaulted days. The security amount will be refunded to the contractor after the expiry of the licence period and after the successful completion of the contract period and upon clearance of taxes, if any, statutory levies etc., if any, due to Government or local bodies, as well as after deducting liability if any. Default of any payment beyond the specified time shall not be allowed under any circumstances and the Corporation reserves the right to cancel the contract in such cases, without prior notice. The contractor is liable to compensate the Corporation the loss, if any, so sustained.
10. The successful tenderer shall be required to execute an Agreement (Licence Deed) in stamped paper worth Rs.200/- (Rs. Two Hundred only) as per the draft prescribed by the Corporation embodying the conditions specified herein and such other terms and conditions as may be decided from time to time if found necessary.
11. The electoral ID card & Aadhar card number of the contractor and witnesses has to be entered in the agreement and it's self attested copy should be made part of Agreement.
12. In the case of failure of the successful tenderer to fulfill the conditions herein stated, before the commencement of the contract or to remit the payments on the due date/time or to abide by the terms and conditions of the agreement, the Chairman & Managing Director will have the right to cancel the contract and to award the contract to another contractor or to carry out the work by the Corporation as Corporation deems it fit and any amount paid by the contractor to the Corporation will be forfeited. Besides, the contractor shall be liable for any loss caused to the Corporation by reason of cancelling the contract. The amount due to the Corporation shall be realised under provisions of Revenue Recovery Act as arrears of land revenue or under the provisions of law in force from any amount due to the contractor on any account or in any other manner as the Corporation may deem fit.
13. No representation for the enhancement of rates once accepted will be entertained under any circumstances.
14. The Corporation shall have the power to cancel the contract entered into with one-month notice, if it considers that such cancellation is necessary in

- the interest of the Corporation / general public. The contractor shall abide by such decision of the corporation.
15. The contractor shall be liable to pay taxes or any other amount levied by the Government, local or other authorities from time to time. The contractor shall remit GST if any, along with each payment. If the contractor fails to remit these statutory levies / taxes, the particular amount with interest, penalty imposed by Government / local bodies (i.e. taxes and levies etc.) will be realised from the amount remitted by the contractor towards security deposit. If such liability exceeds the Security Deposit, it will be realised under the provision of Kerala Revenue Recovery Act ,1968 or any other law then in force in respect of present as well as future claims.
 16. If the contractor retracts from the fulfilment of the contract without valid reason, he shall be liable to compensate the loss, if any, sustained to Corporation on account of this. The loss so sustained will be realised from the defaulter invoking provisions of Revenue Recovery act , 1968 or by invoking provisions of any other law.
 17. The contractor shall not have any right to continue beyond the date of expiry of contract.
 18. The contractor shall procure separate electricity connection at his own cost for the operation / maintenance of the counters.
 19. The Contractor shall comply with all the provisions of various Acts of Government relating to Labour Laws and the Rules & Regulations made there under from time to time, like payment of Minimum Wages, Provident Fund, ESI etc., as prescribed by the Govt., from time to time and submit the proof of compliance along with the monthly bill to the Unit Officer concerned for payment.
 20. The Contractor shall at all times indemnify the Corporation from all claims, damages, compensation etc., under the provisions of all Laws and Acts pertaining to the Labour engaged by the contractor. In case any such payments are made by the Corporation, the contractor shall reimburse the same to the Corporation.
 21. The Contractor shall obtain license/permission from the Labour Department by paying welfare fund for all the persons engaged.
 22. The Contractor shall not engage child labour. The contractor shall not engage persons below the age of 18 years for any purpose.
 23. The Contractor shall comply with all the provisions of Contract Labour (Regulation and Abolition) Act, 1970. The Corporation is not liable for any violations of the above Act by the Contractor.
 24. The contractor is liable to bear all expenses and pay compensation in case of death or injury (simple or grievous) caused in the Corporation premises to any person engaged, authorized or directed by the Contractor during the course of conduct of business. The Corporation is not liable to pay such compensation or to bear such expenses.

25. The digital weighing machines and related equipment provided by the contractor at the courier & logistics counters shall comply with norms of Legal Metrology Department. Any other equipment and operations at counters shall comply with all statutory requirements. Digital weighing machines shall be calibrated every year or as mandated by Legal Metrology Department whichever is earlier.
26. GST paid by the contractor as per the provisions of GST Act will be reimbursed on submission of proof of payment / documentary evidence.
27. All other statutory levies, taxes etc., imposed by State & Central Governments, Local bodies etc., shall be borne by the contractor for conducting the business.
28. Tax Deduction at Source (Income Tax) as per the provisions of Income Tax Act would be made applicable to the commission payable to the contractor as per rules in force.
29. The Chairman & Managing Director, KSRTC has the right to impose penalty/fine, if any, for the violation of any of the conditions mentioned herein.
30. The date of execution of agreement and date of functioning of the courier & logistics counter should be same. If the successful tenderer fails to execute the agreement as instructed in the provisional confirmation order, the Corporation will be at the liberty to confirm the tender in favour of the second lowest bidder, if it deems fit and loss on account of this (i.e. difference between the lowest and second lowest bid amount) will be realised from the defaulted tenderer by invoking provision of Kerala Revenue Recovery Act or any other law then in force.
31. If the contractor fails to begin functioning of the counters on or before Thirtieth day, however KSRTC shall consider the starting of license period itself. However if the tenderer starts functioning earlier the period of license will be considered from that date.
32. The contractor shall have no right to assign, sublet or underlet the license to any others.
33. Neither KSRTC nor contractor shall be liable for any inability to fulfil their commitments and obligations hereunder occasioned in whole or in part by Force Majeure, any of the following events resulting in material adverse effect, shall constitute force majeure events:
 - a) Earthquake, Flood, Inundation, Landslide, Storm, Tempest, Hurricane, Cyclone, Lighting, Thunder or other extreme atmospheric Disturbances.
 - b) Fire caused by reasons not attributable to the Licensor. Acts of terrorism, War, hostilities (whether war be declared or not), invasion, act of foreign enemy, rebellion, riots, weapon conflict or military action or civil war.
 - c) Strikes or boycotts, other than those involving the Licensor, its contractors, or their employees, agents etc, and

- d) Any other similar things beyond the control of the party, except court order/ court judgment.
34. The decision of the Chairman & Managing Director on all matters arising out of the agreement will be final, conclusive and legally binding on all parties concerned. The Chairman & Managing Director reserves the right to cancel the quotation without showing any reason.
35. Disputes if any, arising out of this agreement shall be settled within the jurisdiction of Civil Courts at Thiruvananthapuram.

II. Other General Terms

1. The contractor shall attend periodical co-ordination meetings with KSRTC authorities as and when called for.
2. The contractor shall maintain all registers specified by KSRTC, prepare prescribed MIS reports and make available for use of KSRTC Inspecting Officials. The reports shall not be disclosed to any outsider.
3. The persons engaged by the contractor shall not have any right or claim whatsoever, for employment in KSRTC at present or at a future date.
4. The contractor shall replace any of the persons engaged by him as advised by the Corporation within one month of issuing such notice, in case of inefficiency, improper behaviour, excess amount collection over and above the tariff, improper billing or any other factor which will adversely affect the performance of Logistics business.
5. Contractor shall make his own arrangements to ensure safety of the parcels & couriers against fire, water (rain), inclement weather conditions or any other damages while in storage in counters. For loss or damages caused to the consignment while in contractor's custody, the contractor is liable to make good such loss caused, else the same will be recovered from the monthly commission payable to the contractor.
6. On loss / missing of parcel / damage of parcel, either in part or whole, shipment value stands recoverable from the responsible Contractor / Crew / porters as per findings of detailed enquiry by the authorized KSRTC personnel.
7. The Corporation shall not be liable for any loss incurred by the Contractor, his / her customers, bankers, financial institutions, personnel engaged by the Contractor, or any other person connected to the business of the Contractor.
8. The Contractor shall not appoint other firms / agencies / individuals as sub-contractors at designated Courier & Logistics counters.
9. The business shall be carried out only in the name of the firm, as the case may be, that was specified. During the course of contract, the Contractor shall not be allowed to change the name of the Agency or to transfer the Agency.

10. The Contractor shall insure the lives of the persons engaged by him for any eventual risks that might crop-up in the event of any accident and it shall be the sole responsibility of the Contractor to meet all the claims/ compensation for disability or loss of life of the labour.
11. The contractor shall pay the remuneration to the persons engaged by him, and KSRTC is not responsible for the claims raised out of any defaults.
12. The Contractor is liable to pay the cost of damages, if any, caused to the premises or movable and immovable property of KSRTC, by him or by his Agents /Representatives / Personnel engaged by him as determined by KSRTC. KSRTC shall have the right to recover such amounts towards the damages caused from the commission payable to the contractor or his security deposit.
13. Any liability arising out of any litigation through the Courts of Law and other forums, towards loss / damage of the parcel/consignment, any other deficiency of services etc., due to the negligence, acts of the contractor or his personnel shall be borne by the contractor.
14. The contractor shall always indemnify KSRTC, in all such cases, at all times. KSRTC reserves the right to recover such amounts/compensation granted by the Courts of Law from the commission payable to the contractor, or from his Security Deposit. In case the amount is recovered from the security deposit, the contractor shall recoup the same within 15 days of his receiving the intimation of such recovery, failing which the contract will be liable for termination without any further notice.
15. All supplemental agreements executed subsequently to fulfil the objectives of the contract, shall essentially become integral part of the main agreement and shall be read in conjunction with the provisions of this agreement.
16. In the event of death of the contractor during subsistence of the contract period, the contract shall come to an end.
17. However, the Corporation reserves the right to permit the legal heirs of the deceased contractor to carry out the contract on the same terms and conditions for the remaining period of the contract duly entering into supplementary agreement at his own cost, subject to production of proof of such legal heir, as required.
18. After expiry of the contract period, the contractor will be permitted by the Corporation to take away all computers & hardware, furniture & equipment etc., only after clearing all pending dues to KSRTC.
19. **Force majeure clause:** The Corporation shall not be held responsible for any loss or damage that may be suffered by the contractor due to withdrawal or cancellation of buses due to bandhs /agitations /accidents /floods /vandalism by outsiders/riots/fire/war/strikes or any other internal or external factors, which are not under the control of the Corporation.
20. **Non exclusive clause:** The Corporation has the right to appoint any other Agents/ Firms / Contractors for conducting the same or similar business or

any other activity related to the business anywhere in the Corporation on "non exclusive basis" and the contractor shall not have any right to object the same.

21. **Confidentiality clause:** Contractor shall not disclose to any other party about the knowledge of Courier & Logistics project system or pass-on the possession of material and information given to the contractor under this agreed contract or any information which has been generated during the running of the project. The contractor shall hold such material and information in strict confidence, not to make use of them other than for the performance of this contract, except release it only to the designated employees requiring such information for operation, maintenance and control & inspection of the Courier & logistics project systems. During execution of the contract and thereafter the above information shall not be released to any other parties.
22. **Severability:** If for any reason whatever any provision of this agreement is or becomes invalid, illegal or unenforceable, such invalidity, illegality or unenforceability shall not prejudice or affect the remaining provisions of the agreement which shall continue in full force and effect. The parties will negotiate in good faith with a view to agreeing upon one or more provisions which may be substituted as nearly as practicable to such invalid, illegal or unenforceable provision.
23. Wherever provision is made for giving or issuance of any notice, instruction, consent, approval, certificate or determination by any Party, unless otherwise specified, such communication shall be in writing in English and shall not be unreasonably withheld or delayed.

III. Levies & Penalties

The contractor is liable to pay such penalty amounts to the Corporation which shall stand recoverable from the monthly commission bills payable to the contractor by the Corporation.

1. The contractor shall commence the allotted contract work of operation of computerized Courier & Logistics Service in the Corporation within 30 days from the date of entering into the agreement. On failure to do so, the Security Deposit amount is liable for forfeiture in favour of KSRTC besides cancellation of allotment of contract. For any delay in execution of the contract work in any of the centres as per the schedule specified, a penalty @ Rs.100/- per counter per day will be levied by KSRTC.
2. The contractor shall deploy required number of manpower for hassle- free operation of each counter and shall declare the same at the time of agreement. The requirement man power will vary according to the business. However, Contractor shall ensure that customer waiting time at the counter

- shall not be more than 15 minutes. For any complaint of delayed service to the customer, penalty @ Rs.100/- per complaint will be levied by KSRTC.
3. The persons engaged by the contractors shall be sober on duty and behave courteously with customers. For improper / discourteous behaviour with customers, or any other defaults from the staff, penalty of Rs.500/- per occasion will be levied by KSRTC.
 4. The contractor shall ensure the functioning of surveillance camera 24X7. For non functioning of surveillance camera for more than 24 hrs., a penalty @ Rs.50/- per camera per day will be levied.
 5. The contractor shall ensure that there is no down time of any counter, system due to the reasons such as non-availability of UPS power, computers & hardware, sufficient staff, communication lines, network etc. For down time of more than two hours and up to 8 hrs. a penalty of Rs.100/- per occasion will be levied. For down time beyond 8 hrs. till the end of the day a penalty of Rs. 500/- per occasion will be levied.
 6. Premises of Courier & Logistics counter including surrounding area shall be kept clean and tidy by the contractor. For untidy and unclean upkeep of the premises, a penalty @ Rs. 100/- per occasion will be levied by KSRTC.
 7. For non-operation of a counter on any day, a penalty @ Rs.2,000/- per occasion will be levied. For delayed opening or early closure of parcel counter by one hour or more, a penalty @ Rs.100/- per occasion will be penalized.
 8. Prohibited items, Cash, bullion (gold jewellery), Original documents etc. shall not be booked. For booking prohibited items, Cash, bullion (gold jewellery), Original documents etc. penalty of Rs.1,000/- per occasion will be imposed.
 9. Correct details of consigner & consignee, parcel, payment mode etc., shall be entered in the system module with customer's confirmation. Image of parcel, identify proof of the customer (Adhaar, Driving License etc.) and invoice shall be captured for record in the system. For violation, penalty of Rs. 50/- per occasion will be levied along with recovery of LR / AWB amount if customer abandons the booking for wrong data entry.
 10. Cash realized in each shift shall be remitted at the Depot Earnings Section within 4 hrs from closure of the shift. On failure to remit the total cash realized in the counter for the day by 10:00 AM on the next day by the contractor, a penalty @1% per day on the amount to be remitted will be levied.
 11. Parcels shall be loaded into correct destination buses duly verifying route course of buses properly. Loading of parcels to wrong destinations, penalty @ Rs. 50/- per occasion will be levied.
 12. Parcels shall not be missed or damaged while in custody of the contractor. Parcels loaded in the bus shall be secured with lock & key. For violation leading to damage or missing of parcels, either in part or whole, while in custody of the contractor or from the bus, penalty @ Rs.500/- per occasion will be levied besides recovering the shipment value of the item to the extent

- of loss or damage from the monthly commission bill amount payable to the contractor.
13. Registered complaints in web module through control centre or raised by the counter personnel shall be resolved within 7 days. For delay in resolving the complaints for more than 7 days after registration, a penalty @ Rs.100/- per complaint will be levied besides recovering the shipment value of the item if lost.
 14. For violation of any other terms & conditions not specifically mentioned above, a penalty up to Rs. 1000/- per occasion will be levied by depending on gravity of the offence.
 15. All the penalties levied by the concerned authorities of the Corporation are recoverable from the monthly bills payable to the contractor, subject to issue of notice and examining explanation of the contractor.

CHAIRMAN & MANAGING DIRECTOR

Place: Transport Bhavan, Fort Thiruvananthapuram

Date : 19.03.2025

I/We hereby accept all the above terms and conditions in its entirety.

Signature of bidder:

Name of bidder:

Address of bidder:

Mobile No. of bidder:

Details of Existing Courier & Logistics Counters in KSRTC

SI No	District	Name of Counter	Monthly Average 2023-2024	Monthly Average 2024- 2025
1	Pathanamthitta	Adoor	17,992.66	48,564.14
2	Alappuzha	Alappuzha	36,443.72	78,372.10
3	Ernakulam	Ankamaly	56,198.84	108,637.71
4	Thiruvananthapuram	Attingal	19,814.59	43,920.00
5	Bangalore	Bangalore	7,728.13	-
6	Thrissur	Chalakkudy	37,996.89	84,499.48
7	Kottayam	Changanassery	46,284.65	77,599.05
8	Alappuzha	Chengannur	12,761.77	26,421.51
9	Alappuzha	Cherthala	20,231.05	38,936.89
10	Coimbatore	Coimbatore	75,812.11	165,355.65
11	Kottayam	Erattupetta	7,452.42	22,098.48
12	Ernakulam	Ernakulam	322,289.40	86,641.39
13	Thrissur	Guruvayoor	21,755.98	49,637.32
14	Wayanad	Kalpetta	19,423.35	40,641.43
15	Kannur	Kannur	65,240.46	141,515.79
16	Kollam	Karunagappally	32,407.32	65,088.20
17	Kasargod	Kasargod	19,598.31	60,323.36
18	Thiruvananthapuram	Kattakkada	4,041.60	9,594.13
19	Alappuzha	Kayamkulam	27,168.44	49,938.84
20	Thiruvananthapuram	Kilimanoor	10,062.69	29,623.39
21	Kollam	Kollam	111,753.68	261,424.69
22	Ernakulam	Kothamangalam	23,296.88	34,283.03
23	Kollam	Kottarakkara	34,619.46	85,829.12
24	Kottayam	Kottayam	129,776.86	256,758.32
25	Kozhikkod	Kozhikkod	214,950.07	433,653.58
26	Malappuram	Malappuram	20,898.56	36,251.49
27	Wayanad	Mananthavady	14,819.03	49,043.20
28	Malappuram	Manchery	-	15,209.34
29	Kottayam	Mundakkayam	6,504.56	-
30	Idukki	Munnar	19,068.29	27,219.23

31	Ernakulam	Muvattupuzha	81,730.81	1,22,421.67
32	Nagercoil	Nagercoil	20,529.63	37,285.43
33	Thiruvananthapuram	Nedumangaud	8,296.79	13,661.90
34	Thiruvananthapuram	Neyyattinkara	8,644.04	22,276.57
35	Malappuram	Nilambur	13,402.43	40,431.70
36	Kottayam	Pala	28,387.64	62,871.82
37	Palakkad	Palakkad	117,971.13	2,36,711.09
38	Pathanamthitta	Pathanamthitta	24,410.42	53,141.97
39	Kannur	Payyannur	15,794.74	31,623.12
40	Malappuram	Perinthalmanna	33,361.12	64,210.32
41	Thiruvananthapuram	Poovar	6,850.76	15,613.00
42	Kollam	Punalur	13,229.22	34,296.14
43	Wayanad	Sulthan Bathery	33,440.79	70,348.90
44	Malappuram	Thirur	13,470.65	32,032.37
45	Pathanamthitta	Thiruvalla	28,003.15	73,159.16
46	Idukki	Thodupuzha	30,885.70	50,935.39
47	Thrissur	Thrissur	183,414.67	3,56,867.84
48	Thiruvananthapuram	Trivandrum Central	281,613.44	5,57,455.12
49	Thiruvananthapuram	Vizhinjam	2,525.35	-
50	Ernakulam	Vyttila	106,118.66	6,98,952.20

Existing Courier & Parcel Tariff of KSRTC

Rate Chart For KSRTC Courier Service							
KM/Weight	25 GM	50 GM	75 GM	100 GM	250 GM	500 GM	1 KG
200 KM	30	35	45	50	55	65	70
400 KM	45	50	55	65	70	85	105
600 KM	50	55	65	70	85	105	140
800 KM	55	65	70	80	105	140	175
800 KM & ABOVE	70	85	100	140	175	210	245
50% EXTRA FOR ALL INTERSTATE DESTINATIONS (GST Extra)							

Parcel Tariff

KM/Weight	1-5 Kg	5-15 Kg	15-30 Kg	30-45 Kg	45-60 Kg	60-75 Kg	75-90 Kg	90-105 Kg	105-120 Kg
200 KM	110.00	132.00	158.40	258.00	309.60	390.00	468.00	516.00	619.20
400 KM	215.00	258.00	309.60	516.00	619.20	780.00	936.00	1038.00	1245.60
600 KM	325.00	390.00	468.00	780.00	936.00	1164.00	1396.80	1560.00	1872.00
800 KM	430.00	516.00	619.20	1038.00	1245.60	1560.00	1872.00	2076.00	2491.20

GST 18% Extra for all the slabs.

Door delivery tariff (in Rs.) (proposed)			
S.No	Weight	Booking counter	Delivery counter
1	Up to 1kg	2	10
2	>1 to<6 kgs	2	18
3	6to 10kgs	2	22
4	>10to<25kgs	2	30
5	>25to50 kgs	2	38

- Door delivery tariff is inclusive of GST.
- Door delivery shall be arranged upto 50kgs weight in 10 kms of serving radius of destination counter.

Tariff for perishable items (in Rs.) (proposed)			
KMS	0-25	26-50	51-80
0-100	40	50	60
101-200	50	60	70
201-300	60	70	80
301-400	70	80	90
401-500	80	90	100

Insurance Tariff (Proposed)

S. No.	Shipment value(Rs)	Insurance charges(Rs)
1	1 - 5,000	5
2	5,001 - 10,000	10
3	10,001 - 25,000	25
4	25,001 - 50,000	50
5	50,001 - 1,00,000	100

- Insurance claim is subject to mentioning description and shipment value of item declared at the time of booking in the receipt only.
- If shipment value or invoice value are not same, lower value will only be considered for settlement of claim.
- The maximum compensation is limited to Rs. 1,00,000/- per parcel

ANNEXURE III

(Proforma of Certificate be furnished along with Technical Bid)

KERALA STATE ROAD TRANSPORT CORPORATION

GENERAL INFORMATION ABOUT THE TENDERER

1	Name of the Tenderer Registered address of the firm with GSTIN					
	State		District			
	Telephone No.		Fax			
	Email		Website			
Contact Person Details						
2	Name		Designation			
	Telephone No.		Mobile No.			
Communication Address						
3	Address					
	State		District			
	Telephone No.		Fax			
	Email		Website			
Type of the Firm (Please ✓ relevant box)						
4	Private Ltd.		Public Ltd.		Proprietorship	
	Partnership		Society		Others, specify	
	Registration No. & Date of Registration.					
Nature of Business						
5	Courier & Logistics					
Key personnel Detail(Chairman, CEO, Directors, Managing Partners etc.)						
6	in case of Directors, DIN Nos. are required					

	Name		Designation	
	Name		Designation	
Bank Details				
7	Bank Account No.		IFSC Code	
	Bank Name & Address		Branch Name	
	Tel No		Email ID	
8	Whether any criminal case was registered against the company or any of its promoters in the past?		Yes / No	
9	Whether any unsettled dispute/litigation pending with KSRTC			
10	Any default in payment of license fee and violations of terms and conditions in earlier business with KSRTC.			
11	Whether blacklisted by the Central Govt./any State Govt/State Transport undertaking.			
12	GST No.			
13	Other relevant Information provided *			
Date:		Office Seal	Signature of the tenderer	

I/We hereby certify that all the above information provided is true, complete and correct to the best of my/our knowledge and belief.

Name & Signature of Bidder

Annexure-IV

(Proforma of Certificate be furnished along with Technical Bid)

ANNUAL TURN OVER STATEMENT

The Annual Turnover of M/s_____ for the past Five years are given below and certified that the statement is true and correct.

Sl. No.	Year	Turnover in Lakhs (Rs)
1	2019 - 2020	
2	2020 - 2021	
3	2021 - 2022	
4	2022 - 2023	
5	2023 - 2024	
Total		
Average Turnover per year		

Date:

Signature of Auditor

(Name in Capital)

Seal:

Annexure - V

(Proforma of Certificate be furnished along with Pre Qualification Bid)

AFFIDAVIT

**Format for Affidavit certifying that Entity / Promoter(s) /Director(s)/
Partners of Entity are not blacklisted**

I, M/s. (Name of the firm), having registered office at hereby certify and confirm that we or any of our promoter(s) /director(s) are not barred by Department of Transport, Govt. of Kerala/ or any other entity of Government of Kerala or blacklisted by any state government or central government / department / organization in India from participating in Tender/s, either individually or as member of a Consortium as on the (Last date of submission of tender).

I, M/s..... (Name of the firm) also hereby confirm that we or any of our promoter(s) /director(s) is not having any unsettled disputes/ unnecessary litigation with existing or previous contracts with KSRTC and also are not defaulters in payment of licence fees or penalties or having any type of existing unpaid financial obligation with KSRTC.

We further confirm that we are aware that, our bid for the captioned tender would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the contract period.

Dated thisDay of, 20.....

Signature, Name &
Address of the Tenderer

Annexure-VI**Details of Area required for the Courier & Logistics Counters according to Depot classification.**

Sl.No.	Depot Classification	Name of the Depots	Minimum Area required for the Counters in Sq.ft
1.	A category	Vyttila	500
		Trivandrum central	
		Kozhikkode	
		Thrissur	
		Palakkad	
		Kottayam	
		Kollam	
2.	B category	Coimbatore	350
		Kannur	
		Muvattupuzha	
		Ankamaly	
		Kottarakkara	
		Changanassery	
		Chalakkudy	
		Sulthan Bathery	
		Alappuzha	
		Thiruvalla	
		Perinthalmanna	
		Karunagappally	
		Pala	
		Thodupuzha	
Guruvayur			
3.	C category	Attingal	250
		Adoor	
		Mananthavady	
		Nagercoil	

		Kayamkulam	
		Pathanamthitta	
		Kalpetta	
		Ponnani	
		Nilambur	
		Kasaragod	
		Punalur	
		Payyannur	
		Kothamangalam	
		Cherthala	
		Neyyattinkara	
		Kilimanoor	
		Malappuram	
		Chengannur	
		Munnar	
4.	D category	Manjeri	150
		Erattupetta	
		Poovar	
		Nedumangad	
		Kattakkada	
5.	Newly proposed sites	Harippad	150
		Vaikom	
		Ettumanoor	
		Perumbavoor	
		Aluva	
		Kumily	
		Kattappana	
		Vadakara	
		Ayoor	
		Ambalappuzha	

Tender Inviting Authority