



# KERALA STATE ROAD TRANSPORT CORPORATION

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**No. ES0C1/19/2025 EST KSRTC HQ**

**Date: 28.04.2025**

## **CORRIGENDUM / ADDENDUM**

**Sub: E-Tenders for awarding license to operate Computerized Courier and Logistics Service project (by supply of Hardware & Manpower) for KSRTC for a period of 5 Years - Amendment of NIT**

**Ref: 1. NIT No. ES0C1/19/2025 EST KSRTC HQ dtd: 24.03.2025**

**2. Tender ID : 2025\_KSRTC\_754627\_1**

SL. No	Clause No	Existing Clause	Clarification/Change Request	Modified/Amended or Remarks/Reply
<b>(I) M/S MAVENTECH LABS PRIVATE LIMITED</b>				
1	2	The Courier & Logistics counters operated presently by KSRTC in 46 locations need to be operated and maintained by the successful bidder	Clarify the number of shifts for the Courier & Logistics counters operated by KSRTC in mentioned counters. We are hereby attaching excel sheet and requesting you to provide the detailed number of shifts for better planning of manpower utilization.	KSRTC intends to operate all the counters for 24 hr operation, but due to administrative reasons, some of the counters are presently operating in the day time only. The list showing the existing working hours of the 46 locations of KSRTC courier and logistics counters is enlisted as Annexure I to this document.
2	3 (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 &	Clarification on whether the contractor will be provided with spaces that are already constructed, or if KSRTC will only offer the bare space, leaving the contractor responsible for all construction work	Please refer clause 3 (d) of NIT

		Electrical works and provide required hardware, manpower, equipment & furniture within 30 days from the date of entering into the agreement.	related to the project.	
3	3 (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.	Provide a detailed description of the civil works that need to be carried out at each specified location.	Please refer Annexure-VI of NIT
4	3(E)	The contractor shall provide & maintain required computer system & hardware, software (other than application software).	1). Clarify the software details which contractor has to provide. 2). As per our understanding application software will be provided by KSRTC and the charges for the same shall be borne by KSRTC. If no, then share the details of charges to be borne by the contractor.	Software shall be provided by the KSRTC as mentioned in the clause 5 (b) of NIT
5	4(b)	The Tenderer shall have all statutory approvals and licenses required for being manpower supply agency viz., Registration with Labour Department for manpower supply, GST registration, PF & ESI registration etc.	1. Request to allow consortium so that more organisations shall be able to participate. 2. Consider the license from any member of the consortium which is required for being manpower supply agency and registration with labour department for manpower supply.	Consortium is allowed. 1) Number of members in a Consortium shall not be more than three. One of the members of the Consortium shall be its Lead Member who shall have a majority (at least 51%) share of interest in the Consortium and shall be an Indian firm/company. 2) The other members shall have a share of not less than 20% each. Separate identity/name shall be given to the Consortium and the tender shall be submitted only in the name of the Consortium and not in the name of any constituent member. 3) A copy of Memorandum of Understanding (MoU) duly executed by the Consortium members on a stamp paper, shall be submitted by the Consortium along with the

			<p>tender. The complete details of the members of the Consortium, their share and responsibility in the Consortium etc. particularly with reference to financial, technical and other obligations shall be furnished in the MoU.</p> <p>4) Eligibility of the Consortium shall be adjudged based on satisfactory fulfilment of the following criteria:</p> <p>(a) The Work Experience eligibility for the work as per NIT, shall be satisfied by either the 'Consortium in its own name &amp; style' or 'lead member of the Consortium'. Each other member of Consortium shall have work experience of minimum 10% of the cost of work</p> <p>(b) Financial Eligibility Criteria: The Consortium shall satisfy the requirement of "Financial Eligibility" mentioned in NIT. The "financial capacity" of the lead partner of Consortium shall not be less than 51% of the financial eligibility criteria mentioned in NIT.</p> <p>Extent of Liability - Members of the Consortium to which the contract is awarded, shall be jointly and severally liable for execution of the work in accordance with Terms and Conditions of Contract. The Consortium members shall also be liable jointly and severally for the loss, damages caused to KSRTC during the course of execution of the contract or due to non-execution of the contract or part thereof.</p>
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6	4 (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.	Consider the prior experience in successful execution and satisfactory completion of transaction-based manpower supply & operational contracts of IT enabled services for a period of 3 (Three) years.	No Change
7	Annexure-IV (32)	Annual Turn Over Statement	Consider the Annual Turn Over Statement for the year 2021-22, 2022-23 and 2023-24	Please refer Clause 4 (d) of NIT
8	3(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.	Consider the backup data be stored on cloud-based storage solutions instead of hard disc, which would ensure secure, scalable, and easily accessible backup without the need for physical hard disks.	Hard Disc/Cloud storage at the cost of contractor is allowed. KSRTC has to have the accessibility of the data being stored in such cases.
9	3(g)	All the Booking counters shall be provided with dual monitors of specified size.	Specify the minimum size of monitors required for courier & logistics counters.	The hardware as per the requirement to each counter shall be assessed by the contractor before commencing the counters and may prepare a list of such facilities to be submitted to KSRTC for approval to ensure smooth operation of the counters without any delay regarding the services to

				the customers.
10	3(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.	1) Clarify how far the proposed new locations are from the existing ones in terms of accessibility. 2) Confirm whether the construction of the proposed new locations has already been completed? 3) Confirm the existing location will be provided along with the new location to ensure there is no disruption to the business?	Please refer Annexure-VI of NIT and based on the information, the bidder can identify the distance.
11	3(i )	Digital weighing machines shall be integrated with computers so as to capture the weight of the items.	Specify the configuration of weighing machines like preferred size, weight measure capacity etc. which shall be used to capture the weight of items.	Contractor shall identify suitable weighing machines as required to handle the entire activities in the counters
12	3(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.	Clarify if manpower with a bachelor's degree with computer skills can perform the duties of an unskilled operator. This will help us to understand the flexibility in the staffing requirements.	The educational qualification of the staff shall be at the discretion of the contractor. However the staff shall be capable to handle the courier and logistics system in a very effective and professional manner without any complaints from any corner. The person in the counters shall be capable of handling the local language and shall have the proficiency in English to handle the bookings & other services in the counters.
13	3(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.	Clarify the door delivery of parcels can be outsourced?	For KSRTC, the responsibility of the end to end solution for the Door to door Pickup and delivery shall be the responsibility of the contractor. The contractor shall provide the service without any objections to the customers and at the discretion of the contractor to provide a seamless service.
14	3(q )	Identification and allotment of counters in the premises of KSRTC to the contractor	Clarify whether the existing counters will remain at their current locations	KSRTC shall provide the existing facilities, being used as courier and

		is at the discretion of KSRTC. The decision of KSRTC authorities is final in allotment of counters.	throughout the entire tenure of the project, including any potential extension periods.	logistics services counters in the depots, to the contractor during the contract period. However, KSRTC at any point of time, if any expansion project is planned, suitable location will be allotted in the premises where the existing counter is located for which the contractor has to set up the counter at their own cost.
15	3(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.	Clarify the grievance settlement process in case any individual involved is not performing their duties properly?	Please refer Appendix-I Clause No.III
16	5(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.	Based on our understanding, the amount mentioned in Annexure-I represent the revenue. Clarify if this refers to net revenue or gross revenue?	Average Gross Revenue for reference only.
17	5(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	Confirm if there is any possibility for the contractor to offer an insurance facility to the customers?	No Change

		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.		
18	Annexure I(P-26)	Details of existing courier & logistics counters in KSRTC.	In the "Monthly Average 2024-2025" column of Annexure-I, some data is showing as "Nil". Clarify if courier bookings will still be processed at these counters?	The current year where the statement is Nil, the counters are not working due to administrative reasons.
19	Annexure II(P-28)	GST 18% extra for all the slabs	Provide the HSN code used by KSRTC for courier & Logistics service. Can we discuss and mutually decide invoicing structure and GST rate to optimise the cost to the end consumers and also being complaint with the relevant rules and regulations?	Agreed

**(II) M/S ROBUSTHIRE FACILITIES AND Services pvt ltd**

1	5 (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.	It is understood that while the contractor holds responsibility for the safe delivery of parcels, certain unforeseen circumstances—such as natural calamities, pest damage, or accidental mishandling during transit—may lead to unavoidable losses. In light of this, it is suggested that a fixed insurance amount, collected from customers at the time of booking, be earmarked to support contractors in covering such exceptional cases, thereby eliminating the need for item-wise insurance and easing operational complexities.	Please refer Clause 5 (d) of NIT
2	Appendix- I (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	Considering that KSRTC reserves the right to terminate the contract with a one-month notice, it may be appropriate to allow a SAME provision for the contractor as well. A	In the event of the contractor fails to discharge the service as agreed during the contract period, then the corporation reserves the right to terminate the contract with a

		public. The contractor shall abide by such decision of the corporation.	voluntary exit option, permitted after a lock-in period of 1 year , could be provided—without penalty or loss of security deposit—subject to mutual agreement. This would help safeguard both parties and ensure a fair and balanced engagement.	fourteen (14) days’ notice and any loss sustained to the corporation on this account shall be recouped in accordance with the law.
3	Appendix- I (III-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.	As per the clause, the contractor seems to be held accountable for parcel losses even after the parcels are handed over to KSRTC staff for transportation. We would appreciate clarification on the role and liability of the bus driver and conductor in such cases. Knowing how responsibility is shared during transit will help in managing expectations and operational planning more effectively.	The responsibility of KSRTC commences from the time at which the courier/parcel is handed over to the driver/conductor of a bus and he/she acknowledge the same in the form of a valid document or mandate. The responsibility of KSRTC ends at the time the driver or conductor handed over the same to the responsible person of the contractor at the destination. The missing or damage during the transit only will be at the responsibility of KSRTC.
4	3 (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.	Considering that PACS roles are categorized under unskilled manpower, we suggest setting the minimum qualification for Operators as completion of 10th or 12th standard. For Supervisory roles, individuals with a graduate degree or higher could be considered appropriate, ensuring a balanced workforce without over qualification.	The educational qualification of the staff shall be at the discretion of the contractor. However the staff shall be capable to handle the courier and logistics system in a very effective and professional manner without any complaints from any corner. The person in the counters shall be capable of handling the local language and shall have the proficiency in English to handle the bookings & other services in the counters.
5			Given the dynamic nature of KSRTC’s routes and a fleet exceeding 6,500 buses, ensuring safe and reliable parcel handling is essential. To support this, we kindly propose the	All additional requirements should be met by the contractor only.



			inclusion of basic security tools—such as ropes for rooftop loading, tarpaulins for protection during adverse weather, and lock-and-key systems for luggage compartments—as part of the default bus inventory for PACS services.	
6	5(e) 5(f)	<p>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. 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 &amp; 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</p>	To streamline operations and improve revenue management, we propose that the contractor's entire commission be credited upfront at the time of parcel booking, eliminating the need for phased or delayed payouts.	The percentage commission as agreed upon by KSRTC as per the quoted rate in the tender for the month shall be credited to the account of the contractor within 5 working days from the beginning of the next month, after reconciliation of the accounts.

		& 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.		
<b>(III) M/S VELOCITY EXPRESS</b>				
1			Definition of Net revenue? Is it total collections before GST or any other deductions?	Please refer clause 5 ( c ) of NIT
2			Provide the time-table of bus routes if available in PDF/EXCEL	The time schedule and other service related data will be shared to the successful bidder, once the contract is finalized.
<b>(IV) M/S GREEN HAUL PVT LTD</b>				
1	5(e) 5(f)	<p>a. 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. 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.</p> <p>(i) 40% of the rate of Commission will be paid for Booking of parcel / courier.</p> <p>(ii) 20% of the rate of Commission will be paid for the activities of Manifestation and Loading into the bus at the source counter.</p> <p>(iii) 10% of the rate of Commission will be paid for unloading &amp; receiving through system at trans shipment</p>	We kindly request that the full commission be disbursed to the contractor at the point of parcel booking itself, without splitting the commission into multiple stages, to ensure smooth financial planning and operational efficiency.	The percentage commission as agreed upon by KSRTC as per the quoted rate in the tender for the month shall be credited to the account of the contractor within 5 working days from the beginning of the next month, after reconciliation of the accounts.

		<p>counter.</p> <p>(iv) 10% of the rate of Commission will be paid for Manifestation and Loading into the bus at the trans shipment counter.</p> <p>(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.</p> <p>(vi) 10% of the rate of Commission will be paid for Unloading &amp; Receiving through system at destination counter.</p> <p>(vii) 10% of the rate of Commission will be paid for Delivery to the consignee / receiver duly updating through system at the destination counter.</p>		
2	Appendix-I (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.	As KSRTC has the right to cancel the contract with one month's notice, we request a similar voluntary exit for the contractor after a 12 month lock-in period, without penalty or forfeiture of security deposit, subject to mutual consent.	In the event of the contractor fails to discharge the service as agreed during the contract period, then the corporation reserves the right to terminate the contract with a fourteen (14) days' notice and any loss sustained to the corporation on this account shall be recouped in accordance with the law.
3	Apnx-I-III-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.	Please confirm whether standby electric supply is available at all bus stations and if PACS contractors are permitted to avail this facility.	The standby electric supply whenever not available shall be verified by the contractor and the contractor shall provide such facilities at their own cost.

4	Apnx-I-III-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.	Housekeeping of common and open areas is a concern. Kindly clarify whether this responsibility lies with KSRTC or the PACS contractor.	Courier and logistics premises to be kept clean and tidy by the contractor at his own cost.
5	Apnx-I-III-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.	The clause appears to assign full responsibility to the contractor for any parcel loss, regardless of the point at which the loss occurs. We kindly request clarification on the defined roles and responsibilities of KSRTC personnel—specifically the bus driver and conductor—once the parcels have been officially handed over for transit. Understanding this division of accountability is essential for ensuring clarity in operations and risk management.	The responsibility of KSRTC commence from the time at which the courier or parcel is handed over to the driver or conductor of a bus and he or she acknowledge the same in the form of a valid document or mandate. The responsibility of KSRTC ends that courier or parcel at the time the driver or conductor handed over the same to the responsible person of the contractor. The missing or damage during the transit only will be at the responsibility of KSRTC.
6	3 (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.	In view of the functional nature of PACS operations and their classification under unskilled manpower, we respectfully recommend that educational eligibility for Operators be fixed at 10th or 12th pass. Meanwhile, candidates with a graduation or higher qualification can be entrusted with supervisory responsibilities to maintain an efficient management structure.	The educational qualification of the staff shall be at the discretion of the contractor. However the staff shall be capable to handle the courier and logistics system in a very effective and professional manner without any complaints from any corner.
7			With KSRTC managing a vast and frequently shifting bus network, it becomes crucial to safeguard parcels during transit. We therefore suggest that each PACS-operational bus be equipped with essential items like roof ropes, waterproof coverings, and secure locking mechanisms for	KSRTC shall provide transit space in its buses. All other additional requirements including ropes, lock and key, etc. shall be provided by the contractor at his cost.

storage areas, which will help maintain service reliability and parcel safety across all conditions.

**(V) M/S SINGU SOLUTIONS**

1	3 ( 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.	Considering the state-wise rollout of PACS counters, we request that the timeline for closure of the agreement be extended from 30 days to 45-60 days to ensure smooth execution of formalities.	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 45 days from the date of entering into the agreement.
2	Annexure I		Out of the listed PACS counters, please provide the details of counters operating in three shifts (24-hour operations).	KSRTC intends to operate all the counters for 24 hr operation, but due to administrative reasons, some of the counters are operating in the day time only. The list showing the existing working hours of the 46 locations of KSRTC courier and logistics counters is enlisted as Annexure I to this document.
3	3 (i)	Digital weighing machines shall be integrated with computers so as to capture the weight of the items.	Digital Weighing Machines integrated with PCs capture only the weight, while volumetric assessment requires manual input. This makes PC integration unnecessary and cost-intensive. We request that integration be waived and standalone digital weighing machines be considered adequate.	Agreed
4	3(m)	The Contractor shall establish home delivery system within 6 months from the date of commencing the operation in KSRTC. The contractor shall provide	A six- ninth month period to commence Home Delivery services is inadequate, as the contractor needs to understand geographic challenges,	Up to 9 months is allowed.

		dedicated specified manpower at specified counters for arranging door delivery. However, manpower and hardware shall be scaled up to meet the business requirements.	customer demands, and PACS capabilities. We request that this timeline be extended to nine months from project commencement and mutual understanding.	
5	3(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.	While Home Delivery is vital for last-mile service, implementing it across all locations simultaneously is not feasible. We propose a phased implementation of home delivery within 7 Kms Radius from the Delivery Counter, starting with major cities and Category A locations, and gradually expanding based on feasibility and feedback.	The radius shall be considered for maximum 7 Kms.
6	3	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.	Kindly clarify whether electricity bills are to be paid directly to the electricity board, to KSRTC, or if they will be deducted from the contractor's commission. This clarity is essential for proper cost allocation and GST compliance under project expenditure.	The electricity bills are to be directly remitted to the Electricity Board by the contractor.
7	5 (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.	For smooth functioning, timely wage release is crucial. To plan salary disbursements, please confirm the timeline of payments from KSRTC post submission of monthly invoices to the Unit Officer.	The percentage commission as agreed upon by KSRTC as per the quoted rate in the tender for the month shall be credited to the account of the contractor within 5 working days from the beginning of the next month, after reconciliation of the accounts.
8	5 (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	While the contractor is responsible for parcels until delivery, unforeseen events (natural calamities, rat bites, transit damage, etc.) may cause	Please refer 5 (d) of NIT.

		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.	losses. We propose that a fixed insurance amount, collected from customers, be allocated to contractors to address such situations without needing item-wise coverage.	
9	5 (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.	Unclaimed or forgotten parcels pose challenges in commission-linked models. Kindly provide clear guidelines on contractor liability duration, disposal procedures, and applicability of 10% delivery commission on such articles.	The contractor has to intimate the status of such parcels/courier to the designated KSRTC officials every 15 days in a month and with the consent of the official only, the contractor shall initiate the actions to dispose such parcels as per the SOP finalized at the time of execution of agreement. Since, KSRTC has not mentioned the 'To pay' system in the services, the commission in respect of the normal parcels/courier will be applicable in all cases as per the reconciliation statement in the end of the month.
10	Apnx-I-II-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.	Request for a one-time provision to allow for a change in the firm's registered name, in cases where such a change becomes legally or financially necessary. For example, a firm currently operating as a proprietorship under the name M/s ABC Services may later transition to a private limited entity, at which point the registered name would appropriately change to M/s ABC Services Private Limited. We propose that such a name change be permitted once during the contract period, subject to proper documentation and verification.	The request of the firm with valid legal document proof along with the undertaking saying that the liabilities shall be vested with the existing contractor in all respects.

11	Apnx-I-III-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.	Kindly clarify if all bus services on a route are required to report to PACS counters, or whether only pre-identified, dedicated buses are assigned for this purpose.	The same can be discussed and decided once the contractual agreement is finalized with the successful bidder.
12	Apnx-I-III-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.	This clause states that the contractor will bear the penalty for parcel loss, regardless of where it occurred. Kindly clarify the responsibility of the bus driver and conductor once parcels are handed over to them for transit.	The responsibility of KSRTC commences from the time at which the courier/parcel is handed over to the driver/conductor of a bus and he/she acknowledge the same in the form of a valid document or mandate. The responsibility of KSRTC ends that the time the driver or conductor handed over the same to the responsible person of the contractor at the destination. The missing or damage during the transit only will be at the responsibility of KSRTC.
13	3 (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.	We request that dual monitors be permitted at select high-volume PACS counters to enhance operational visibility and efficiency.	The hardware as per the requirement to each counter shall be assessed by the contractor before commencing the counters and may prepare a list of such facilities to be submitted to KSRTC for approval to ensure smooth operation of the counters without any delay regarding the services to the customers.
14	3(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.	Since PACS staff fall under the unskilled manpower category, we propose that Operators may be considered eligible with a minimum of 10th or 10+2 education, and Graduates or above may be designated as Supervisors.	The educational qualification of the staff shall be at the discretion of the contractor. However the staff shall be capable to handle the courier and logistics system in a very effective and professional manner without any complaints from any corner.



15			KSRTC operates a fleet of approximately 6,500+ buses, with routes subject to change. To facilitate secure transport of parcels, we request that ropes (for roof loading), tarpaulins (for weather protection), and lock-and-key systems (for dickey compartments) be included in the standard bus inventory for PACS-enabled services.	KSRTC shall provide transit space in its buses. All other additional requirements including ropes, lock and key, etc. shall be provided by the contractor at his cost.
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DETAILS OF KSRTC LOGISTICS COUNTERS			
SL NO	NAME OF COUNTER	STATUS	TIMING
1	Trivandrum Central	Operating	24 Hour
2	Kattakkada	Operating	08 AM TO 08 PM
3	Poovar	Operating	08 AM TO 08 PM
4	Neyyattinkara	Operating	08 AM TO 08 PM
5	Nedumangaud	Operating	08 AM TO 08 PM
6	Attingal	Operating	08 AM TO 08 PM
7	Kilimanoor	Operating	08 AM TO 08 PM
8	Kollam	Operating	24 Hour
9	Karunagappally	Operating	08 AM TO 08 PM
10	Punalur	Operating	08 AM TO 08 PM
11	Kottarakkara	Operating	24 Hour
12	Pathanamthitta	Operating	08 AM TO 08 PM
13	Adoor	Operating	08 AM TO 08 PM
14	Thiruvalla	Operating	08 AM TO 08 PM

15	Chengannur	Operating	08 AM TO 08 PM
16	Kayamkulam	Operating	08 AM TO 08 PM
17	Alappuzha	Operating	08 AM TO 08 PM
18	Cherthala	Operating	08 AM TO 08 PM
19	Changanassery	Operating	08 AM TO 08 PM
20	Kottayam	Operating	24 Hour
21	Pala	Operating	08 AM TO 08 PM
22	Erattupetta	Operating	08 AM TO 08 PM
23	Thodupuzha	Operating	08 AM TO 08 PM
24	Munnar	Operating	08 AM TO 08 PM
25	Ankamaly	Operating	08 AM TO 08 PM
26	Muvattupuzha	Operating	08 AM TO 08 PM
27	Kothamangalam	Operating	08 AM TO 08 PM
28	Vyttila	Operating	24 Hour
29	Chalakkudy	Operating	08 AM TO 08 PM
30	Thrissur	Operating	24 Hour
31	Guruvayoor	Operating	08 AM TO 08 PM
32	Malappuram	Operating	08 AM TO 08 PM
33	Perinthalmanna	Operating	08 AM TO 08 PM
34	Nilambur	Operating	08 AM TO 08 PM
35	Thirur	Operating	08 AM TO 08 PM
36	Manchery	Operating	08 AM TO 08 PM
37	Palakkad	Operating	24 Hour
38	Kozhikkod	Operating	24 Hour

39	Kannur	Operating	24 Hour
40	Payyannur	Operating	08 AM TO 08 PM
41	Kasargod	Operating	24 Hour
42	Sulthan Bathery	Operating	24 Hour
43	Kalpetta	Operating	08 AM TO 08 PM
44	Mananthavady	Operating	08 AM TO 08 PM
45	Nagercoil	Operating	08 AM TO 08 PM
46	Coimbatore	Operating	24 Hour

**S/d**  
**Tender Inviting Authority**