

No.E7/122(39)/2025-PO(E&S)

Office of the VC & MD,
Bus Bhavan:Hyderabad-20,
Date: 11.06.2025

TENDER NOTICE

- I. Sealed Tenders in the prescribed form are invited from the experienced and interested parties for participating in tenders for the following work at TGSRTC.

1. Nature of work : Carrying out the works pertaining to the duties of Call Centre Agents in the Head Office, TGSRTC at Bus Bhavan, Mushirabad.
2. Place of work : Call Centre, TGSRTC, Bus Bhavan, Hyderabad
3. Minimum number of workmen : 13
to be deployed for the work per day
4. Minimum Value of the work-contract, : Rs.2,85,197/- per month for 13 persons
including the profit margin of the Contractor: and Rs.21,938/- per month per person
5. EMD payable : Rs. 1,71,118/-
6. Qualification : Any Graduation with Computer Knowledge
7. Age : Must be above 18 years and below 45 years of age as on the date of filing tender
8. Period of contract : 2 years and extendable for one more year on satisfactory performance

- II. The prescribed Tender Form/Application can be had from the Personnel Officer(E&S) Section, TGSRTC, Bus Bhavan, Msrd., Hyderabad between 11.00 to 16.00 hours on all working days from 16.06.2025 to 21.06.2025 on payment of Rs.1770/- (ie., Rs.1500/- + Rs.270/- GST 18%) at present as applicable. The cost of application once paid will not be refundable under any circumstances.

- III. The interested parties having Labour Licence, PF, EDLIF and ESI Codes, GST Certificate, Pan Card, IT return (Current year) (without Labour Licence, PF, EDLIF & ESI Codes are not eligible) shall submit their Tender Form/Application quoting the "Monthly Remuneration" expected which includes minimum wage payable to the persons engaged, the contributions payable towards Provident Fund, EDLIF and ESI in addition to minimum profit margin of 7% and other statutory payments, if any. Copies of Labour Licence, PF, EDLIF and ESI Certificate, Pan Card, IT Return, GST registration certificate and latest filing of firm should be submitted.

- IV. The interested parties must have atleast one year experience in the Call Centre activities.
- V. Finalisation of Tenders will be by way of negotiation by the Tender Committee. The decision of the Tender Committee in that regard shall be final.
- VI The Tender form of the Contractor who quoted the amount below the floor rate ie., Rs.2,85,197/- for 13 persons per month and Rs.21,938/- per person per month will be rejected.
1. Other things being equal, if more than one Tenderer quote minimum amount of Monthly Remuneration and found suitable by the Tender Committee, the contract shall be allotted on the basis of LOTTERY.
 2. The tender forms duly filled in shall be submitted in the tender box kept in Mini Conference Hall, Ground Floor, B-Block, TGSRTC Bus Bhavan, Hyderabad UPTO 15.30 hours on 23-06-2025 and the same will be opened at 16.00 hours on 23-06-2025 on the same day in the presence of the Tenderers or their authorized Representatives.
 3. The detailed "Terms and Conditions" relating to the above mentioned work contract will be supplied along with the Tender Form/Application.
- VI The EMD amount of unsuccessful bidders will be refunded after finalization of Tenders, without any interest.


CHIEF PERSONNEL MANAGER
(TENDER ISSUING AUTHORITY)