



STATE TRANSPORT DEPARTMENT, GOVERNMENT OF HARYANA

Corrigendum Dated 29 September 2020

Request for Proposal (RFP)

for

**Selection of Bidder for Implementation of Open Loop Ticketing
System and GPS System on Build Own Operate and Transfer
(BOOT) Model**

Tender No. 05/2020-21/SPO/HQ

Issued By

**Directorate of State Transport, Government of Haryana,
2nd Floor, 30-Bays Building, Sector-17C, Chandigarh**

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1 Annexure I – Modification to Important Clauses of the RFP

RFP Reference(s) (Section, page)	Previous Clause	Revised Clause
Section II – Instructions to Bidders, Clause No. 23.1, Page No. 23	Other than FI and SI, one consortium partner is allowed. The Lead bidder should be the Financial Institution (FI)/Bank and System Integrator (SI) partner should be Automated Fare Collection (AFC) solution provider. Its Mandatory SI and FI/Bank to bid together. The members of the Consortium shall enter into a Joint Bidding Agreement as per the format provided under Clause 22 of Section IV.	Other than FI and SI, one consortium partner is allowed. The Lead bidder should be the Financial Institution (FI)/Bank and System Integrator (SI)/ Consortium partner may be Automated Fare Collection (AFC) solution provider. Its Mandatory SI and FI/Bank to bid together. The members of the Consortium shall enter into a Joint Bidding Agreement as per the format provided under Clause 22 of Section IV.
Section II – Instructions to Bidders, Clause 25.1, S. No. 6	<p><u>Experience</u></p> <p><u>FI/Bank:</u></p> <p>(a) FI/Bank must have experience as an acquirer for acceptance, operations and management of transactions through Contactless Smart Card</p> <p>(b) The FI/Bank must have experience as an issuer for issuance of EMV open loop cards</p>	<p><u>Experience</u></p> <p><u>FI/Bank:</u></p> <p>(a) FI/Bank must have experience as an acquirer for acceptance, operations and management of transactions through Contactless Smart Card</p> <p>(b) The FI/Bank must have experience as an issuer for issuance of EMV/ Open loop cards</p>
Section II - Instructions to Bidders, Clause 26, S. No. 1A, Page No. 27	<p>Experience in implementation of EMV based open loop ticketing system for transport sector in India in last 7 years from the last date of bid submission – Lead Bidder or its Consortium partner. (Completed/ongoing projects)</p> <p>2 Projects – 10 marks each</p> <p>Project Involving following as fare media:</p> <p>(a) EMV pre-paid cards or RuPay Pre-paid cards (NCMC/q-Sparc Specs) - 2.5 marks</p> <p>(b) EMV contactless debit or credit cards - 2.5 marks</p> <p>Number of smart cards issued in project:</p> <p>(a) More than 1 lakh – up to 2 lakh cards – 1 mark</p> <p>(b) More than 2 lakh – up to 3 lakh cards – 2 marks</p> <p>(c) More than 3 lakh – up to 4 lakh cards – 3 marks</p> <p>(d) More than 4 lakh – 5 marks</p>	<p>Experience in implementation of EMV/Open loop ticketing system for transport sector in India in last 7 years from the last date of bid submission – Lead Bidder or its Consortium partner. (Completed/ongoing projects)</p> <p>2 Projects – 10 marks each</p> <p>Project Involving following as fare media:</p> <p>(a) EMV/Open loop-based debit/credit/pre-paid cards or RuPay Pre-paid cards (NCMC/q-Sparc Specs) - 2.5 marks</p> <p>(b) EMV/ Open Loop contactless debit or credit cards - 2.5 marks</p> <p>Number of smart cards issued in project:</p> <p>(a) More than 1 lakh – up to 2 lakh cards – 1 mark</p> <p>(b) More than 2 lakh – up to 3 lakh cards – 2 marks</p> <p>(c) More than 3 lakh – up to 4 lakh cards – 3 marks</p> <p>(d) More than 4 lakh – 5 marks</p>
Section II - Instructions to Bidders, Clause 26,	<p>Solution Architect</p> <p>B. Tech with M. Tech/MBA or Bachelors in IT with MCA having certification in Architecture and minimum 8 plus years of experience in solution design</p>	<p>Solution Architect</p> <p>B. Tech with M. Tech/MBA or Bachelors in IT/Computer Science with MCA having certification in Architecture and minimum 8 plus years of experience in solution design</p>

RFP Reference(s) (Section, page)	Previous Clause	Revised Clause												
S. No. 2C, Page No. 28	Total no. of years of experience: (a) 10+ years (b) 8+ years Past experience implementing any of the proposed solutions: (a) >=2 projects (b) 1 project	Total no. of years of experience: (a) 10+ years (b) 8+ years Past experience implementing any of the proposed solutions: (a) >=2 projects (b) 1 project												
Section III – General Conditions of Contract, Clause 3.47.3.1, Page No. 71	Transaction definition: Transaction refers to tickets issued through ETIM and ORS. Cancelled tickets may be charged once. In case of partial cancellation / rescheduling of ORS tickets, this transaction can be charged twice, once for original booking and once for rescheduling / partial cancellation. Group ticket will not be considered. Tickets booked by a family shall be considered as group ticket and hence will be considered as a single transaction. All other existing group tickets will be considered individually. e.g. If 4 members, other than the family, have booked ticket in a group, these shall be considered as 4 transactions.	Transaction definition: Transaction refers to tickets issued through ETIM and ORS. Cancelled tickets may be charged once. In case of partial cancellation / rescheduling of ORS tickets, this transaction will be charged twice, once for original booking and once for rescheduling/ partial cancellation. Group ticket will be considered individually. Tickets booked by a family shall be considered as group ticket and hence will be considered as a single transaction. All other existing group tickets will be considered individually. e.g. If 4 members, other than the family, have booked ticket in a group, these shall be considered as 4 transactions.												
Section IV – Bid Formats & Proformas, Clause 20, Table 1, Page No. 127	<table border="1"> <thead> <tr> <th data-bbox="465 802 521 879">S. No</th> <th data-bbox="533 802 674 879">Service</th> <th data-bbox="685 802 826 879">Acceptable level</th> <th data-bbox="837 802 904 879">Low</th> <th data-bbox="916 802 1057 879">Critical</th> <th data-bbox="1068 802 1171 879">Penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="465 887 521 1078">2</td> <td data-bbox="533 887 674 1078">Failure of transaction due to acquirer switch connectivity</td> <td data-bbox="685 887 826 1078">Less than 0.2%</td> <td data-bbox="837 887 904 1078">0.2% to 1%</td> <td data-bbox="916 887 1057 1078">More than 1% occurrences in a calendar month</td> <td data-bbox="1068 887 1171 1078">0.5% of monthly charges</td> </tr> </tbody> </table>	S. No	Service	Acceptable level	Low	Critical	Penalty	2	Failure of transaction due to acquirer switch connectivity	Less than 0.2%	0.2% to 1%	More than 1% occurrences in a calendar month	0.5% of monthly charges	Deleted
S. No	Service	Acceptable level	Low	Critical	Penalty									
2	Failure of transaction due to acquirer switch connectivity	Less than 0.2%	0.2% to 1%	More than 1% occurrences in a calendar month	0.5% of monthly charges									
Section V – Scope of Work, Clause 1.1, Page No. 141	Commuters shall have freedom to opt for the Bank cards as per their own choice as well as be able to get instant issuance with minimum or no KYC as prepaid card through one partner bank	Commuters shall have freedom to opt for the Bank cards as per their own choice as well as be able to get instant issuance with minimum KYC or full KYC – based on customer preference as prepaid card through one partner bank												

2 Annexure II – Minimum Manpower Requirement

Below table describes the minimum manpower requirement which is in the scope of bidder:

S. No.	Post	Deployment
1.	Project Director	Part-time (50% of total deployment)
2.	Project Manager	Full-time
3.	Solution Architect	Part-time (For Implementation Phase)
4.	AFC Expert	Full-time
5.	System Administrator	Full-time
6.	Network Specialist	Full-time
7.	Database Administrator	Full-time
8.	Storage Engineer	Part-time (For Implementation Phase)
9.	Security Engineer	Part-time (For Implementation Phase)
10.	Facilities Management and Help Desk Coordinator	Full-time
11.	Technical Trainer	Full-time
12.	Process Trainer	Full-time

Clarifications to Queries received from various bidders

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
1	Section II - Instructions to Bidders, Clause 25.1, S. No. 1, Page No. 25	The FI/Bank must be a Nationalized Bank or Scheduled Bank (included in the Second Schedule of Reserve Bank of India (RBI) Act, 1934)	Payments Bank category, which is registered under banking regulation act, 1949 of Reserve Bank of India (RBI) is not included. Please include Payments Bank as well.	Reject	As per RFP document
2	Section II - Instructions to Bidders, Clause 26, S.No.1A, Page No. 27	Number of smart cards issued in project:	What is the definition of smart cards here? Does this refer to debit/credit/pre-paid cards?	Clarified	Smart card refers to any debit/credit/pre-paid cards in the transport sector issued during duration of the project
3	Section II - Instructions to Bidders, Clause 25.1, S. No. 2, Page No. 25	Annual Turnover Consortium partner should have annual turnover of at least INR 8 Crore each during last three financial years ending on 31st March 2020	It is requested to lower down the turnover criteria for consortium members from INR 8 crore to 1 crore so that more MSME companies can participate which in return will be beneficial to customer in getting better techno-commercial solution.	Reject	As per RFP document
4	Section II - Instructions to Bidders, Clause 25.1, S. No. 6, Page No. 26	Experience: SI should have the minimum experience of AFCS Project implementation during last five years (as on bid submission date) as below: <ul style="list-style-type: none"> • One (1) project with contract value equal of INR 24 Crore; OR • Two (2) projects with contract value of INR 15 Crore each; OR • Three (3) projects with contract value of INR 12 Crore each. For the purpose of evaluation, AFCS project will be defined as a project for a transport organization including Card/ cash-based transit Fare Collection System where system is integrated with ETIM machines.	It is requested to consider the volume of buses in each project instead of contract value. Because contract value may vary depending on intercity and interstate project. But the solution of AFCS remains the same whether it is interstate or intercity project.	Reject	As per RFP document
5	Section II - Instructions to Bidders, Clause 25.1, S.No. 7, Page No. 27	ETIM Device Offered Lead bidder or its consortium partner(s) should have supplied 1000 or more EMV based ETIM/POS devices to Single or Multiple customers in India or abroad during last 5 years (from date of bid submission).	Please clarify whether ETIM/POS devices supplied are to be considered for any field or only for transport projects related.	Clarified	ETIM/POS devices supplied to any sector will be considered
6	Section I - Invitation to Bidders, Clause 10, Page No. 9	Last Date of Submission: 05.10.2020	Keeping the technical requirements in mind and creating a suitable techno-commercial offer. It is requested to extend the submission date so that we can offer best techno-commercial offer to the transport department.	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
7	Section I - Invitation to Bidders, Clause 2, Page No. 8	Bidder(s) refer to Consortium Bid Lead by Financial Institution (FI)/Bank. Its mandatory to bid in a Consortium with System Integrator (SI) (will Implement and operate the project as per tender terms) and Financial Institutions (FI)/Bank (issuing NCMC Cards and Acquiring its transaction) for this tender as per the terms and conditions of this RFP.	Considering the scope of work of the project, we are herewith requesting you to kindly allow the System Integrator can also be a lead bidder. So that, the bidding consortium may decide on the lead bidder, either Financial Institution (FI) or System Integrator (SI). Anyone can be the lead bidder.	Reject	As per RFP document
8	Section II – Instructions to Bidders, Clause 23.1, Page No. 23	Other than FI and SI, one consortium partner is allowed. The Lead bidder should be the Financial Institution (FI)/Bank and System Integrator (SI) partner should be Automated Fare Collection (AFC) solution provider. Its Mandatory SI and FI/Bank to bid together.	Considering the scope of work of the project, we are herewith requesting you to kindly allow the System Integrator can also be a lead bidder. So that, the bidding consortium may decide on the lead bidder, either Financial Institution (FI) or System Integrator (SI). Anyone can be the lead bidder.	Accept	Other than FI and SI, one consortium partner is allowed. The Lead bidder should be the Financial Institution (FI)/Bank and System Integrator (SI)/Consortium partner may be Automated Fare Collection (AFC) solution provider. Its Mandatory SI and FI/Bank to bid together.
9	Section II – Instructions to Bidders, Clause 25.1, S. No. 2,	Lead bidder and SI: Lead Bidder should have annual turnover of at least INR 50 Crore each during last three financial years ending on 31st March 2020	We request you to kindly amend this clause as "Lead Bidder should have annual turnover of at least INR 30 Crore each during last three financial years ending on 31st March 2020"	Reject	As per RFP document
10	Section II – Instructions to Bidders, Clause 25.1, Page No. 26	Eligibility Criteria (System Integrator (SI)): SI should have the minimum experience of AFCS Project implementation during last five years (as on bid submission date) as below: <ul style="list-style-type: none"> • One (1) project with contract value equal of INR 24 Crore; OR • Two (2) projects with contract value of INR 15 Crore each; OR • Three (3) projects with contract value of INR 12 Crore each For the purpose of evaluation, AFCS project will be defined as a project for a transport organization including Card/ cash-based transit Fare Collection System where system is integrated with ETIM machines	We request you to kindly amend this clause as "System Integrator (SI): a) SI or consortium partner should have the minimum experience of IT System Integration Project implementation during last five years (as on bid submission date) as below: <ul style="list-style-type: none"> • One (1) project with contract value equal of INR 24 Crore; OR • Two (2) projects with contract value of INR 15 Crore each; OR • Three (3) projects with contract value of INR 12 Crore each For the purpose of evaluation, IT System Integration project will be defined as a project for a Government / PSU organization including Design, Development, customization and Implementation of e-Governance/citizen centric Application where system is integrated with ETIM/ POS/ Handheld machines	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
11	Section II - Instructions to Bidders, Clause 25.1, S.No. 7, Page No. 27	ETIM Devices Offered a) Lead bidder or its consortium partner(s) should have supplied 1000 or more EMV based ETIM/POS devices to Single or Multiple customers in India or abroad during last 5 years (from date of bid submission) b) The ETIM device proposed by bidder should be NPCI – qSPARC Certified at the time of bid submission	We request you to kindly amend this clause as "7. ETIM Devices Offered Lead bidder or its consortium partner(s) should have supplied 500 or more ETIM / POS / Handheld devices to Single or Multiple customers in India or abroad during last 5 years (from date of bid submission)"	Reject	As per RFP document
12	Section II – Instructions to Bidders, Clause No. 26, S.No. 1A, Page No. 27	Experience in implementation of EMV based open loop ticketing system for transport sector in India in last 7 years from the last date of bid submission – Lead Bidder or its Consortium partner. (Completed/ongoing projects) 2 Projects – 10 Marks each Project Involving following as fare media a) EMV pre-paid cards or RuPay Prepaid cards (NCMC/q-Sparc Specs) – 2.5 Marks b) EMV contactless debit or credit cards – 2.5 Marks Number of smart cards issued in project: a) More than 1 lakh – up to 2 lakh cards – 1 Mark b) More than 2 lakh – up to 3 lakh cards – 2 Marks c) More than 3 lakh – up to 4 lakh cards – 3 Marks d) More than 4 lakh – 5 Marks	We request you to kindly amend this clause as: Experience in implementation of ETIM / Online based ticketing system for transport sector in India in last 7 years from the last date of bid submission – Lead Bidder or its Consortium partner. (Completed/ongoing projects) 2 Projects – 10 Marks each Number of Tickets issued in project: a) More than 1 lakh – up to 2 lakh cards – 2 Mark b) More than 2 lakh – up to 3 lakh cards – 4 Marks c) More than 3 lakh – up to 4 lakh cards – 6 Marks d) More than 4 lakh – 10 Marks	Reject	As per RFP document
13	Section II – Instructions to Bidders, Clause No. 26, S.No. 1B, Page No. 27	IT implementation projects in India or abroad in last 7 years of Lead bidder or its consortium partner– Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred) 2 Projects – 10 Marks each Worth of Project a) More than 5 Crore to up to 8 Crore – 2 Marks b) More than 8 Crore to up to 12 Crore – 3 Marks c) More than 12 Crore to up to 16 Crore – 4 Marks d) More than 16 Crores – 5 Marks Projects Involving a) Software Implementation for transit system – 1 Mark b) Open Loop Ticketing System – 1 Mark c) GPS System – 1 Mark d) Issuance of Cards – 1 Mark e) WAN setup – 1 Mark	We request you to kindly amend this clause as: IT implementation projects in India or abroad in last 7 years of Lead bidder or its consortium partner– Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred) 2 Projects – 10 Marks each Worth of Project a) More than 5 Crore to up to 8 Crore – 2 Marks b) More than 8 Crore to up to 12 Crore – 3 Marks c) More than 12 Crore to up to 16 Crore – 4 Marks d) More than 16 Crores – 5 Marks Projects Involving a) Software Design & Development – 3 Marks b) GPS System – 1 Mark c) WAN setup – 1 Mark	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
14	Section II – Instructions to Bidders, Clause No. 26, S.No. 1C, Page No. 27	IT implementation projects involving Ticketing Experience in transport sector in India or abroad in last 7 years of Lead bidder or its consortium Partner – Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred) 2 Projects –5 Marks each Project Involving Web based ticket reservation for public interface (Online reservation system) – 2 Marks Ticket issuance from ticket Counter – 1 Mark Ticket issuance from Handheld devices – 2 Marks	We request you to kindly amend this clause as: IT implementation projects involving Ticket / Service booking Experience in transport sector in India or abroad in last 7 years of Lead bidder or its consortium Partner – Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred) 2 Projects –5 Marks each Project Involving Web based ticket / service reservation for public interface (Online reservation / booking system) – 2 Marks Ticket / Service booking from Counter / Desktop – 1 Mark Ticket / Service booking from Handheld devices – 2 Marks	Reject	As per RFP document
15	Section II – Instructions to Bidders, Clause No. 26, S.No. 1D, Page No. 28	Project Experience of EMV based ETIM/ POS devices – Lead bidder or its consortium partners No. of EMV based ETIM/POS Devices supplied: (The customers or client for this criterion can be one or different entities within India or abroad. The proof should be a work order or letter from the client which clearly mentions the number of ETIMs supplied) 1000 – 2000 Devices – 2 Marks 2001 – 3000 Devices – 4 Marks 3001 – 4000 Devices – 6 Marks 4001 – 5000 Devices – 8 Marks 5001 or more – 10 Marks	We request you to kindly amend this clause as: Project Experience of ETIM/ POS / Handheld devices – Lead bidder or its consortium partners No. of ETIM/POS / Handheld Devices supplied: (The customers or client for this criterion can be one or different entities within India or abroad. The proof should be a work order or letter from the client which clearly mentions the number of ETIM / POS / Handheld Devices supplied) 1000 – 2000 Devices – 2 Marks 2001 – 3000 Devices – 4 Marks 3001 – 4000 Devices – 6 Marks 4001 – 5000 Devices – 8 Marks 5001 or more – 10 Marks	Reject	As per RFP document
16	Section II - Instructions to Bidders, Clause 25.1, S, No. 2, Page No. 25	Annual Turnover Lead bidder and SI: Lead Bidder should have annual turnover of at least INR 50 Crore each during last three financial years ending on 31st March 2020 Consortium Partner: Consortium partner should have annual turnover of at least INR 8 Crore each during last three financial years ending on 31st March 2020	Request to change the annual turnover for SI, in case of a start-up or MSME, to be average annual turnover of INR 2 crore, during the last three financial years ending on 31st March 2019.	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
17	Section II - Instructions to Bidders, Clause 25.1, Page No. 26	<p>Experience:</p> <p>FI/ Bank:</p> <p>a) FI/Bank must have experience as an acquirer for acceptance, operations and management of transactions through Contactless Smart Card</p> <p>b) The FI/Bank must have experience as an issuer for issuance of EMV open loop cards</p> <p>System Integrator (SI):</p> <p>a) SI should have the minimum experience of AFCS Project implementation during last five years (as on bid submission date) as below:</p> <ul style="list-style-type: none"> · One (1) project with contract value equal of INR 24 Crore; OR · Two (2) projects with contract value of INR 15 Crore each; OR · Three (3) projects with contract value of INR 12 Crore each 	<p>Request to associate the Experience requirement for System Integrator (SI) to the number of AFCS Projects implemented and not the contract value, as we have implemented AFCS in more than 20 cities with very less cost or no cost at all.</p> <p>Authority can also associate the experience of SI with the number of ETIMs and GPS deployed.</p> <p>Authority should also lower these numbers in case of a Indian start up or a MSME, to encourage the Indian Start-ups to participate in the tender.</p>	Reject	As per RFP document
18	Section II - Instructions to Bidders, Clause 37.3, Page No. 34	<p>Concessions / Benefits in Public Procurement for Start-ups / First Generation Entrepreneurs in Haryana. – As per Govt. of Haryana, Industry and Commerce Department notification no. 2/2/2016-41B-II dated 03.01.2019, the entity/firm declared as a Start-up / First Generation Entrepreneurs as per provision contained in Haryana Govt., Notification no. 49/43/2015-4IB1 dated 17.04.2016 notifying the scheme of Start-ups / First Generation Entrepreneurs in the State or as amended time to time, are exempted for submitting following payments:</p>	<p>Concession / Benefits in Public Procurement for Start UP / First Generation Entrepreneurs should be extended to all the Indian start-ups (from all the states) and not just be limited to Haryana State, thereby giving equal treatment and opportunity to all.</p>	Reject	As per RFP document
19	Section II - Instructions to Bidders, Clause 23.1, Page No. 21	<p>Other than FI and SI, one consortium partner is allowed. The Lead bidder should be the Financial Institution (FI)/Bank and System Integrator (SI) partner should be Automated Fare Collection (AFC) solution provider. Its Mandatory SI and FI/Bank to bid together. The members of the Consortium shall enter into a Joint Bidding Agreement as per the format provided under Clause 22 of Section IV.</p>	<p>Request to allow two consortium partners in a consortium apart from FI and SI. The requested line is following: Other than FI and SI, two consortium partners are allowed. The Lead bidder should be the Financial Institution (FI)/Bank and System Integrator (SI) partner should be Automated Fare Collection (AFC) solution provider. Its Mandatory SI and FI/Bank to bid together. The members of the Consortium shall enter into a Joint Bidding Agreement as per the format provided under Clause 22 of Section IV.</p>	Reject	As per RFP document. Refer clause 3.8.3 of Section III -General Conditions of Contract.

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
20	Section II - Instructions to Bidders, Clause 25.1, S.No. 3, Page No. 26	All members of consortium should have positive Net Worth during last three financial years ending on 31st March 2020 For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered.	<p>Since Lead Bidder is responsible for the whole project cumulative net worth of all consortium members or network of only lead bidder should be considered. The requested line is following:</p> <p>All members of consortium cumulatively should have positive Net Worth during last three financial years ending on 31st March 2020 For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered.</p> <p>Or</p> <p>Lead Bidder of consortium should have positive Net Worth during last three financial years ending on 31st March 2020 For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered.</p>	Reject	As per RFP document
21	Section II - Instructions to Bidders, Clause 26, S. No. 2C, Page No. 28	B. Tech with M. Tech/MBA or Bachelors in IT with MCA having certification in Architecture and minimum 8 plus years of experience in solution design	<p>Can bachelor's in computer science also be considered for Bachelors in IT? Request Line is following:</p> <p>B. Tech with M. Tech/MBA or Bachelors in IT/ Computer Science with MCA having certification in Architecture and minimum 8 plus years of experience in solution design</p>	Accept	Refer Corrigendum
22	Section II - Instructions to Bidders, Clause 25, S.No. 2, Page No. 25	<p>Annual Turnover:</p> <p>Lead bidder and SI: Lead Bidder should have annual turnover of at least INR 50 Crore each during last three financial years ending on 31st March 2020</p> <p>Consortium Partner: Consortium partner should have annual turnover of at least INR 8 Crore each during last three financial years ending on 31st March 2020</p>	We request to make the annual turnover as Rs400 Crore for all the consortium partners put together, keeping in view of the SOW of the project.	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
23	Section II - Instructions to Bidders, Clause 25, S. No. 6, Page No. 26	<p>Experience: System Integrator (SI): a) SI should have the minimum experience of AFCS Project implementation during last five years (as on bid submission date) as below:</p> <ul style="list-style-type: none"> · One (1) project with contract value equal of INR 24 Crore; OR · Two (2) projects with contract value of INR 15 Crore each; OR · Three (3) projects with contract value of INR 12 Crore each <p>For the purpose of evaluation, AFCS project will be defined as a project for a transport organization including Card/ cash-based transit Fare Collection System where system is integrated with ETIM machines</p>	<p>We request to consider this clause as: Experience : System Integrator (SI): a) SI should have the minimum experience of AFCS /E Governance Project implementation during last five years (as on bid submission date) as below:</p> <ul style="list-style-type: none"> · One (1) project with contract value equal of INR 24 Crore; OR · Two (2) projects with contract value of INR 15 Crore each; OR · Three (3) projects with contract value of INR 12 Crore each <p>For the purpose of evaluation, AFCS / E Governance project will be defined as a project for a transport / Government organization including Card/ cash-based transit Fare / field Collection System where system is integrated with ETIM / POS machines</p>	Reject	As per RFP document
24	Section II - Instructions to Bidders, Clause 25, S.No. 7, Page No. 27	<p>Lead bidder or its consortium partner(s) should have supplied 1000 or more EMV based ETIM/POS devices to Single or Multiple customers in India or abroad during last 5 years (from date of bid submission) The ETIM device proposed by bidder should be NPCI – qSPARC Certified at the time of bid submission</p>	<p>We request to consider this clause as: Lead bidder or its consortium partner(s)/ OEMs should have supplied 5000 or more EMV based ETIM/POS devices to Single or Multiple customers in India or abroad during last 5 years (from date of bid submission) The ETIM device proposed by bidder should be NPCI – qSPARC Certified at the time of bid submission.</p>	Reject	As per RFP document
25	Section II - Instructions to Bidders, Clause 26, S.No. 1A, Page No 27	<p>Experience in implementation of EMV based open loop ticketing system for transport sector in India in last 7 years from the last date of bid submission - Lead Bidder or its Consortium partner. (Completed/ongoing projects)</p>	<p>We request to consider this clause as Experience in implementation of EMV based open loop ticketing system for transport sector/ Financial Inclusion/ E Governance projects in India in last 7 years from the last date of bid submission - Lead Bidder or its Consortium partner. (Completed/ ongoing projects)</p>	Reject	As per RFP document
26	Section II - Instructions to Bidders, Clause No. 26, S.No. 1B, Page No. 27	<p>IT implementation projects in India or abroad in last 7 years of Lead bidder or its consortium partner– Completed Projects (Completed projects refers to projects where Go live/Acceptance has occurred)</p>	<p>We request to consider this clause as: IT implementation projects only in India in last 7 years of Lead bidder or its consortium partner– Completed Projects (Completed projects refers to projects where Go live/Acceptance has occurred)</p>	Reject	As per RFP document
27	Section II - Instructions to Bidders, Clause No. 26, S.No. 1C, Page No. 27	<p>IT implementation projects involving Ticketing Experience in transport sector in India or abroad in last 7 years of Lead bidder or its consortium Partner – Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred)</p>	<p>We request to consider it as: IT implementation projects involving Ticketing Experience in transport sector/ E Governance domain in India in last 7 years of Lead bidder or its consortium Partner – Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred)</p>	Reject	As per RFP document
28	Section II - Instructions to Bidders, Clause 26, Page No 28	<p>Manpower: Past experience in Intelligent Transportation System (ITS) implementation projects with Government / PSU in India:</p>	<p>We request to consider this clause as Manpower: Past experience in Intelligent Transportation System (ITS)/E Governance implementation projects with</p>	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
			Government/PSU in India: and request to consider it for all the 2A,2B,2C & 2D points		
29	Section II - Instructions to Bidders, Clause 26, Page No. 29	3A. Technical proposal (Paper based evaluation): Compliance to Section VI & VII of RFP: a) 100% compliance - 4 Marks b) Non-Compliance - 0 Marks	This will restrict only few bidders to participate in this tender and we request to consider the experience/compliance in handling end to end computerisation projects in India having the scope of supply, installation, training, integration, commissioning, maintenance, Helpdesk support, for a period of 5 years each with a project value of minimum 50 Crores and request to consider and encourage MAKE IN INDIA & MADE FOR INDIA companies for this project.	Reject	As per RFP document
30	Section III – General Conditions of Contract, Clause 3.47.3.1, Page No 71	Slab 1: 40 Crore tickets issued through ETIM and ORS in a year	We request to consider this clause as " Slab 1: 80 Crore tickets issued through ETIM and ORS in a year"	Reject	As per RFP document
31	Section III - General Conditions of Contract, Clause 3.47.3, Page No. 71	3.47.3 Payments Schedule Post Go-Live and UAT: 3.47.3.1 Payment terms and calculations for tickets	Request you to kindly confirm the guaranteed ticket count. This will avoid overvaluing the risk factors to the bidders.	Clarified	There is no such provision of minimum guaranteed transactions. Selected bidder will be paid on the basis of actual tickets/ transactions.
32	Section III - General Conditions of Contract, Clause 3.47.3, Page No. 72	3.47.3.1 Payment terms and calculations for tickets	Request you to kindly amend the payment terms by paying 40% of the payment on Go-live for Capex investment and rest can be paid on month basis as per transaction value.	Reject	As per RFP document
33	Section V - Scope of Work, Clause 14, Page No. 179	14. Minimum Resource Requirement	Kindly provide the details of the total number of Manpower required for the project.	Clarified	Refer Corrigendum
34	Section V - Scope of Work, Clause 14, Page No. 180	Facilities Management and Help Desk Coordinator	Kindly provide the number of manpower need to be deployed per depot and sub-depot for the project implementation.	Clarified	Refer Corrigendum
35	Section VII - Technical Specifications, Clause 1, Point No. 12, Page No. 202	12. Battery	Please specify 'quick recharge'. i.e. Time to recharge the machine	Clarified	Refer clause 1 of Section VII - Technical Specification of RFP document

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36	Clause No. 26, Section II – Instructions to Bidders, Point- 1A, Page No. 27	<p>Experience in implementation of EMV based open loop ticketing system for transport sector in India in last 7 years from the last date of bid submission - Lead Bidder or its Consortium partner. (Completed/ongoing projects) 2 Projects – 10 Marks each</p> <p>Project Involving following as fare media</p> <p>a) EMV pre-paid cards or RuPay Prepaid cards (NCMC/q-Sparc Specs)-2.5 Marks</p> <p>b) EMV contactless debit or credit cards-2.5 Marks</p> <p>Number of smart cards issued in project:</p> <p>a) More than 1 lakh – up to 2 lakh cards- 1 Marks</p> <p>b) More than 2 lakh – up to 3 lakh cards- 2 Marks</p> <p>c) More than 3 lakh – up to 4 lakh cards-3 Marks</p> <p>d) More than 4 lakh- 5 Marks</p>	Since the open loop ticketing is in such a nascent stage in transport sector that, only few limited banks is holding this experience therefore request you to kindly reduce the required experience by one project rather than 2 and include the experience of Closed loop/Semi-Closed projects into it.	Clarified	Refer Corrigendum
37	Section IV – Bid Formats and Proformas, Page No. 127	<p>20. Service Level Agreement</p> <p>Table 1 - Service Level Chart</p> <p>Service: Card validators/readers not accepting cards</p> <p>Critical: More than 1% occurrences in a calendar month</p> <p>Penalty: Rs.500 per transactions.</p>	Request you to kindly amend this penalty clause by "Each Card validators/readers not accepting cards per day will be penalized by Rs. 500 per day".	Reject	As per RFP document
38	Section IV – Bid Formats and Proformas, Page No. 127	<p>20. Service Level Agreement</p> <p>Table 1 - Service Level Chart</p> <p>Service: Incorrect/Failed personalization – Citizen Inconvenience</p> <p>Critical: More than 1% occurrences in a calendar month</p> <p>Penalty: Rs.500 per defect</p>	Request you to kindly amend this penalty clause by providing the reason of invalidity of the personalized card. As there is possibility of delicacy of the card, damaged card etc.	Reject	As per RFP document
39	Section V-Scope of Work, Page 143	Haryana Roadways has fleet of 3488 buses as on December 2019 being operated by 24 depots and 13 Sub depots	<p>Kindly provide the details of schedules/shifts of total 3488 buses which are running on:</p> <p>a) Single shift</p> <p>b) Double shift</p> <p>c) Three shifts</p> <p>d) Long route overnight stay</p>	Clarified	Required details will be shared with the selected bidder
40	Clause 25, Section II - Instructions to Bidders, Page No. 25	<p>25. Eligibility Criteria</p> <p>FI/ Bank: The FI/Bank must be a Nationalized Bank or Scheduled Bank (included in the Second Schedule of Reserve Bank of India (RBI) Act, 1934)</p>	Kindly amend the Eligibility criteria by allowing Payment Banks and Small Finance banks to be eligible as a lead bidder. This will allow more participants to bid.	Reject	As per RFP document

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41	Section II – Instructions to Bidders, 25. Eligibility Criteria	<p>Experience System Integrator (SI): a) SI should have the minimum experience of AFCS Project implementation during last five years (as on bid submission date) as below:</p> <ul style="list-style-type: none"> · One (1) project with contract value equal of INR 24 Crore; OR · Two (2) projects with contract value of INR 15 Crore each; OR · Three (3) projects with contract value of INR 12 Crore each <p>For the purpose of evaluation, AFCS project will be defined as a project for a transport organization including Card/ cash-based transit Fare Collection System where system is integrated with ETIM machines.</p>	<p>Request you to kindly amend the System Integrator (SI) experience by:</p> <p>a) SI should have the minimum experience of AFCS & AVLS Project implementation during last five years (as on bid submission date)</p> <ul style="list-style-type: none"> · One (1) project with contract value equal of INR 24 Crore; OR · Two (2) projects with contract value of INR 15 Crore each; OR · Three (3) projects with contract value of INR 12 Crore each <p>OR</p> <p>a) SI should have the minimum experience of AFCS Project implementation during last five years (as on bid submission date) as below:</p> <ul style="list-style-type: none"> · One (1) project with contract value equal of INR 20 Crore; OR · Two (2) projects with contract value of INR 12 Crore each; OR · Three (3) projects with contract value of INR 5 Crore each <p>OR</p> <p>a) SI should have the minimum experience of AFCS Project implementation during last five years (as on bid submission date) as below:</p> <ul style="list-style-type: none"> · Two cumulative projects with contract value of INR 30 Crore. Out of which 20 Crores contract value should be for AFCS project. 	Reject	As per RFP document
42	Section II – Instructions to Bidders 26. Evaluation Criteria, Point- 2C, Page No. 33	<p>Solution Architect B. Tech with M. Tech/MBA or Bachelors in IT with MCA having certification in Architecture and minimum 8 plus years of experience in solution design Total no. of years of experience: a) 10+ years- 3 Marks b) 8+ years- 1 Marks</p>	Request you to kindly modify the solution Architect experience as B. Tech/ MBA/ M.Tech or Bachelors in IT with MCA having and minimum 8 plus years of experience in solution design	Reject	As per RFP document
43	Section III – General Conditions of Contract, Page No. 71	<p>3.47.3.1Payment terms and calculations for tickets issued: Transaction definition: Tickets booked by a family shall be considered as group ticket and hence will be considered as a single transaction. All other existing group tickets will be considered individually.</p>	The family ticket can be misused and therefore would like to request you to change family ticket to be considered as individual. As its difficult to assure the authenticity and identity of the family ticket	Reject	As per RFP document

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44	Section II – Instructions to Bidders, 26. Evaluation Criteria, Point- 1B, Page No. 27	IT implementation projects involving Ticketing Experience in transport sector in India or abroad in last 7 years of Lead bidder or its consortium Partner –Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred) 2 Projects –5 Marks Project Involving 1. Web based ticket reservation for public interface (Online reservation system)-2 2. Ticket issuance from ticket Counter-1 3. Ticket issuance from Handheld devices - 2	Request you to kindly include experience of Card or Pass issuance centre with more weightage, as it suffice the project requirement. 2 Projects –5 Marks Project Involving a) Web based ticket for public interface-1 b) Ticket issuance from ticket Counter OR Pass/E-Purse Issuance centre-2 c) Ticket issuance from Handheld devices- 2	Reject	As per RFP document
45	Section V – Scope of Work, Page No. 175	11. Specific Exclusions/Inclusions from the scope of Bidder (b) Physical security of all assets / equipment provided by the Bidder shall be the responsibility of the Bidder.	The maintenance of the assets/equipment mentioned in the BOM is the responsibility of SI, but the physical security should not be the responsibility of the SI.	Accept	
46	Section V – Scope of Work, Page No. 180	15. Indicative Bill of Material GPS Device for tracking of buses-3000	The total number of buses operated is 3488 and the GPS required is 3000. We understand from the RFP that remaining 488 GPS are already installed in the buses. Kindly clarify the responsibility of maintenance of Hardware and Software of the existing GPS devices.	Clarified	Some buses are already equipped with GPS. Bidder will have to integrate them with their GPS system
47	Section V – Scope of Work, Page No. 180	15. Indicative Bill of Material GPS Device for tracking of buses-3000	Kindly specify the minimum no. of Panic button required to be installed per bus.	Clarified	3 panic buttons on each side of bus. In case any additional requirement in future, the department shall ask the selected bidder to install panic buttons on market rate on mutual discussion between department and the selected bidder.
48	Section V – Scope of Work, Page No. 180	15. Indicative Bill of Material NCMC cards	Kindly specify the tentative number of NCMC Cards.	Clarified	The intention of the department is to provide NCMC cards to each traveller travelling by Haryana Roadways. Hence the bidder may analyse the number of cards on the basis of data provided in clause 2.1 of Section V - Scope of Work. However, the bidder will have to provide 10 lakh personalised cards for free

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					and concessional travellers in a period of 5 years
49	Section V – Scope of Work, Page No. 159	6.7 Command Control Centre	We understand that the Command Control Centre will set up by the department with required hardware and network connectivity. Submission of specifications and BOM for hardware / licenced software required to be submitted by SI, but the funding will be done by the Department only.	Clarified	Department will provide the hardware and network connectivity but the software for GPS will be provided by bidder only.
50	Section V – Scope of Work, Page No. 150	6.1 ETIM Ticketing	We understand that the conductor for cash paying commuters will generate e-Ticket using thermal printer, otherwise paper slip or ticket for cards or mobile transactions, cash recharge, card top-up is not need. If its needed kindly clarify in detail. It's also mentioned that the project consumables like thermal paper roll, printer paper, printer cartridges shall be provided by department. Is pre-printed ticket management in scope of the bidder?	Clarified	For any cash paying commuter, the conductor will generate e-ticket (using thermal printer) through ETIM. Yes, consumables like thermal paper roll, printer paper, printer cartridges shall be provided by department. Ticket management is in the scope of the bidder
51	Section V – Scope of Work, Page No. 157	6.5 Bus Pass Issuance System These cards shall be validated inside the bus using ETIM machines by conductor and real time information would be synchronised with centralised server. A zero-value ticket will be issued against this pass.	We understand that the Bus Pass which will be issued to free and concessional travellers, and travel done using the pass will be counted as transaction. In addition, do the bidder require to provide paper ticket for each zero value card transaction?	Clarified	Yes, your understanding is correct
52	Section V – Scope of Work, Page No. 157	6.5 Bus Pass Issuance System 6.5.7 The bidder shall be responsible for issuance of only 10 lakh cards (Personalised Bus Pass only) during the 5 years contract period. If there is increase in quantity of cards, the cost shall be mutually decided between bidder and department.	Pls clarify the cost of the card to be paid to the bidder for 10 lakhs and beyond. This will give a tentative idea and will help the bidder not to overvalue the project costing.	clarified	Please refer clause 6.3 of Section V - Scope of Work
53	Section V – Scope of Work, Page No. 148	3.5.3 Network Connectivity 1. SWAN Connectivity- All depots (24) & Sub-depots (13) 2. Internal Networking (LAN)- All depots (24) & Sub-depots (13) 3. Broadband (Internet) Connectivity- All depots (24) & Sub-depots (13)	We understand that there is no requirement of bidder to provide any additional Network Connectivity for the project.	Clarified	Yes, your understanding is correct.

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54	Section V – Scope of Work, Page No. 160	7.6 Bandwidth 7.6.1 Department will provide the primary and secondary network connectivity along with necessary hardware (active and passive network devices) for depot, sub-depot, head quarter and command control centre.	We understand that there is no requirement of bidder to provide any additional Bandwidth for the project.	Clarified	Yes, your understanding is correct.
55	Section V – Scope of Work, Page No. 160	7.4 DC and DR Services 7.4.1 Haryana State Electronics Development Corporation Limited (Hartron) will be the agency for providing DC-DR services on cloud basis to State Transport for implementation of this project.	We understand that no fees/ charges need to be paid for the Cloud services by the bidder.	Clarified	Yes, your understanding is correct.
56	Section V – Scope of Work, Page No. 147	3.4.2 Online Reservation System (ORS) for Volvo and Ordinary Bus Service Payment Gateway: HDFC Bank	At present Payment gateway for the ORS to limited buses is provided by HDFC bank. Kindly clarify who would be providing the Payment Gateway for the entire project or specifically for the ORS after the selection of the project implementor. We understand it will be the new selected implementor for the project. If the selected bidder has to provide the payment gateway services, should the cost/ interchange fees for the services be included in the bid cost, or to be paid by the Department to the selected bidder separately?	Clarified	The selected bidder will have to provide the payment gateway for this project and charges for the same will also be borne by the selected bidder.
57	Section VI – Functional Requirement Specifications, Page No. 194	The GPS should provide provision for the GIS based route maps which would be required for real-time vehicle tracking. Vehicle tracking, application software (including complete Haryana Map, All India Map, Map engine and APIs all should be licensed version)	Kindly provide us the names of the states which need to be included for the Map, as we understand that the routes of Haryana Roadways is not covering Southern part of India.	Clarified	States in which Haryana Roadways operate its buses, should be included in the map e.g. Delhi, Punjab, Rajasthan, Uttar Pradesh, Uttarakhand, Himachal Pradesh, Jammu & Kashmir, etc.
58	Section V – Scope of Work, Page No. 156	6.4.15 Settlement & Reconciliation Procedure Bank shall make flexi deposit on the very same day of credit after leaving minimum balance i.e. mutually agreed for a minimum period of 365 days at Bank Bulk card rate and whenever fund is required to transfer flexi deposit shall reverse as per instruction of Authority.	Request you to kindly amend this clause by within 48 hours, as it difficult to make flexi deposit on the very same day of credit after leaving minimum balance	Reject	As per RFP document
59	Form 4.1 Response to Eligibility Criteria, Page No. 98	Point no. 5 Certification	Request you to kindly consider, if the NCMC certification is pending and is under process.	Reject	As per RFP document
60	Section 1 [25.1(2)], Page No. 26	Annual Turnover - Proof document	Request to consider provisional certificate from CA also for annual turnover.	Clarified	Provisional Certificate from CA will be only allowed for FY 2019-20

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
61	Section 1 [25.1(3)], Page No. 26	Networth-Certificate from Statutory Auditor	Request you to consider the Financial Information of the Tenderer on Statutory Auditor's /CA's Letter Head as well.	Accept	
62	Section 1 [25.1(6)], Page No. 26	Experience: FI/ Bank: a) FI/Bank must have experience as an acquirer for acceptance, operations and management of transactions through Contactless Smart Card b) The FI/Bank must have experience as an issuer for issuance of EMV open loop cards	Request to revise the clause as " FI/ Bank: a) FI/Bank must have experience as an acquirer for acceptance, operations and management of transactions through Contactless Smart Card b) The FI/Bank must have experience as an issuer for issuance of EMV/Open loop cards"	Accept	Refer Corrigendum
63	Section II Page 26 25. Eligibility Criteria Point 6	FI/ Bank: a) FI/Bank must have experience as an acquirer for acceptance, operations and management of transactions through Contactless Smart Card b) The FI/Bank must have experience as an issuer for issuance of EMV open loop cards System Integrator (SI): a) SI should have the minimum experience of AFCS Project implementation during last five years (as on bid submission date) as below: · One (1) project with contract value equal of INR 24 Crore; OR · Two (2) projects with contract value of INR 15 Crore each; OR · Three (3) projects with contract value of INR 12 Crore each For the purpose of evaluation, AFCS project will be defined as a project for a transport organization including Card/ cash-based transit Fare Collection System where system is integrated with ETIM machines	We request the authorities to modify the clause as follows: FI/ Bank: a) FI/Bank must have experience as an acquirer for acceptance, operations and management of transactions through Contactless Smart Card b) The FI/Bank must have experience as an issuer for issuance of EMV open loop cards System Integrator (SI): a) SI should have the minimum experience of AFCS Project implementation during last five years (as on bid submission date) as below: · One (1) project with contract value equal of INR 24 Crore; OR · Two (2) projects with contract value of INR 15 Crore each; OR · Three (3) projects with contract value of INR 12 Crore each For the purpose of evaluation, AFCS project will be defined as a project for a Government transport organization including Card/ cash-based transit Fare Collection System where system is integrated with ETIM machines	Reject	As per RFP document
64	Section 1 [26 {1(1A)}], Page no. 27	Experience in implementation of EMV based open loop ticketing system for transport sector in India in last 7 years from the last date of bid submission - Lead Bidder or its Consortium partner. (Completed/ongoing projects)	The clause is relatively stringent which allows hardly one or two banks to qualify the criteria. Therefore, request to revise the clause for benefit of larger audience as " Experience in implementation of EMV/open loop cards for transport sector/Smart City/any other project in India in last 7 years from the last date of bid submission - Lead Bidder or its Consortium partner. "	clarified	Refer corrigendum

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65	Section 1 [26 {1(1A)}], Page no. 27	Project Involving following as fare media a) EMV pre-paid cards or RuPay Prepaid cards (NCMC/q-Sparc Specs) b) EMV contactless debit or credit cards	EMV contactless debit or credit cards are issued by bank as in-house product for their customers not as a project specific debit or credit cards. This criteria will not be satisfied by any of the consortium or lead bidder. Therefore, request to revise the clause as " Project Involving following as fare media a) EMV open loop/debit/credit/pre-paid cards b) Issuance of Co-branded cards	Clarified	Refer corrigendum
66	Section 1 [26 {1(1B)}], Page no. 27	Projects Involving a) Software Implementation for transit system b) Open Loop Ticketing System c) GPS System d) Issuance of Cards e) WAN setup	Open loop ticketing system has recently been implemented and there are very few projects where any company has implemented the solution. Therefore, request to revise the parameter clause as " Projects Involving a) Software Implementation for transit system b) GPS System c) Issuance of Cards d) WAN setup	Reject	As per RFP document
67	Section 1 [26 {1(1D)}], Page no. 28	No. of EMV based ETIM/POS Devices supplied: (The customers or client for this criterion can be one or different entities within India or abroad. The proof should be a work order or letter from the client which clearly mentions the number of ETIMs supplied)	In a scenario of bank deploying the POS devices, sharing of WO/Letter from client would not be possible. Request you to consider self-certificate also. Kindly, revise the parameter as " No. of EMV based ETIM/POS Devices supplied: (The customers or client for this criterion can be one or different entities within India or abroad. The proof should be a work order or letter from the client or self-certificate which clearly mentions the number of ETIMs supplied)	Reject	As per RFP document
68	Form - 20 [5(1)], Page no. 124	SLA - helpdesk	Kindly, clarify the understanding of helpdesk on which SLAs have been assigned. In reference to helpdesk for bank related services are operated on RBI guidelines which have their own timelines for resolving the query logged. Therefore, such clause has to eliminated	Clarified	Bank related services will not be included in SLA for helpdesk services
69	General	Current database size	Please provide current PORS technology, database size	Clarified	Selected bidder will have to analyse before designing the solution
70	Page No .150	All depots and sub-depots shall be covered under the project. If there is an increase in the number of depots or sub-depots of Haryana Roadways during the contract period, the SI shall cover two depots and its sub-depots in the project implementation at no extra cost to department. If more than two then the cost shall mutually discuss between purchaser and SI	How many sub depots will be there under each depot	Clarified	Refer clause 2.1, Page No. 144 of Section V-Scope of Work of RFP document for depots and sub-depots details

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71	General	Network Connectivity	We assume that all connectivity will be provided by Haryana Road Transport & it is not in bidder scope	Clarified	Yes, Department will provide the network connectivity for DC-DR, Depot/Sub-depot, HQ and Command Control Centre but selected bidder will have to provide network connectivity for ETIM and GPS devices
72	Section IV Clause 24 Page 137	Checklist for RFP response Notarized Power of Attorney executed by the Lead Bidder in favour of the duly Authorized Representative, certifying him as an authorized signatory for the purpose of this RFP in prescribed format as per Clause 14 of Section IV	We request to please provide the format for Power of attorney.	Clarified	Standard format should be used
73	Section II Page 16	Procedure for Submission of Hard Copies of Bids The bidder should submit one hard copy of Technical Bid only in sealed cover on next working day after the online bid submission date.	We request to Please accept the Online technical bid and to accept EMD and RFP fee as hard copy submission instead of the complete technical bid.	Clarified	As per RFP document
74	Section III Page 52 Clause 3.14	Intellectual Property Rights	We request to modify the IPR clause as follows: 1. The bidder has to give perpetual licence to the Purchaser against the Product supplied and the same has to be transferred to the Purchaser at the end of the project period. The customization done over and above the product is the ownership of the purchaser and the source code for this customization has to be handed over to the Purchaser at the end of the project period, whereas the Product software should be handed over to the Purchaser as a perpetual license. 2. Finally, the Purchaser will get to use the software along with customization for an unlimited period. The Purchaser may avail the maintenance by paying charges beyond the end of contract period. 3. The IPR of the Product remains with the OEM/Bidder whereas the IPR for customization will be held jointly by Purchaser & OEM/Bidder.	Reject	As per RFP document
75	Section 1 (ETIM), Point 8 (Printer)	Easy paper roll loading, should support minimum 12-meter length, 60 mm diameter , 57 mm paper width thermal paper roll	Normally 40 mm diameter is sufficient for 12-meter length. Most standard ETIM supports up to 40mm paper roll diameter only.	Clarified	As per RFP document
76	Section 1 [25.1(5)], Page No. 26	Certifications: FI/ Bank: a) FI/Bank should have its financial switch certified for acquiring transactions of Debit/ Credit/ Prepaid Cards in India. The bank should also be certified for acquiring transactions of NCMC Cards (Debit/ Credit/ Prepaid) as per the defined specification.	In the current scenario, banks are not certified for acquiring and issuance of NCMC cards. This would lead to none of the banks eligible for the submission of bid and non-fulfilment of FI mandatory clause in the RFP. Therefore, request you to revise the clause as " FI/ Bank or its consortium member:	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
		b) FI/Bank should have its issuer host certified for issuance of NCMC cards	a) FI/Bank or its consortium member should have its financial switch certified for acquiring transactions of Debit/ Credit/ Prepaid Cards in India. The bank or its consortium member should also be certified for acquiring transactions of NCMC Cards (Debit/ Credit/ Prepaid) as per the defined specification. b) FI/Bank or its consortium member should have its issuer host certified for issuance of NCMC cards		
77	Section 1 (ETIM), Point 14 (Communication Ports)	RS232C Serial Port for PC connectivity an 115K baud rate USB Port: Type A/Type Ethernet Port: 10/100/1000 Mbps	Most latest ETIM do not incorporate RS232 Serial Port, USB Type A port or Ethernet Port because of legacy technology. Ports can be made available on optional Docking Base for use when ETIM return to Depot. While ETIM should have Wi-Fi for efficient communication and Micro USB port for data access.	Clarified	This is the minimum requirement. However, if the bidder provides a better option, the same can be considered by the department
78	Section 1 (ETIM), Point 17 (Contactless Smart Card Reader/ Writer)	Inbuilt Contactless Smart Card reader/writer – ISO 14443 Type A & B, FeliCa , entire Mifare family	Inbuilt Contactless Smart Card reader/writer – compliant to ISO 14443 Type A & B, FeliCa, entire Mifare family	Accept	
79	Section 1 (ETIM), Point 21 Accessories)	Memory Device	Please clarify	Clarified	For data storage
80	6 GPS Page 206	4.1 Input voltage range 6-32 Volts	Request to change the input voltage to 8-32 Volts which is as per AIS140 standards	Clarified	As per RFP document
81	6 GPS Page 206	5.1 External vehicle battery and Internal Battery for 8 hrs	Request to change the internal battery back up to 6-8 hours or as per AIS140 standards	Clarified	As per RFP document
82	6 GPS Pg 206	Temperature range; -30° C to 80 °C	Request to change the Temperature range to -25° C to 85 °C which is as per AIS140 standards	Clarified	As per RFP document
83	6 GPS Pg 206	7.2 Should be capable of supporting external GPRS antenna	Request to remove this clause which is not as per AIS140. AIS140 demands internal antenna only	Clarified	As per RFP document
84	6 GPS Pg 206	7.4 Should be capable of supporting external GPS antenna	Request to remove this clause which is not as per AIS140. AIS140 demands internal antenna only	Clarified	As per RFP document
85	7 GPS Pg 207	CE, FCC, RoHS, PTCRB	Request add AIS140 certificate also	Accept	
86	7 GPS Pg 207	Should be capable of storing 150 or more route geofences	Request to limit the no. of Geo fences to 50	Clarified	As per RFP document
87		Bidder(s) refer to Consortium Bid Lead by Financial Institution (FI)/Bank. Its mandatory to bid in a Consortium with System Integrator (SI) (will Implement and operate the project as per tender terms) and Financial Institutions (FI)/Bank (issuing NCMC Cards and Acquiring its transaction) for this tender as per the terms and conditions of this RFP.	Request to amend as under: Bidder(s) refer to Consortium Bid Lead by either Financial Institution (FI)/Bank OR a System Integrator, with the other party as consortium member.	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
88	3.10.34.5	The Bidder shall provide at the Data Centre Sites and office location of State Transport Department, Haryana for necessary supervision during the execution of work and as long thereafter as the Purchaser may consider necessary for the proper fulfilment of the Bidder's obligations under the Contract. The Bidder or his competent and authorized representative(s) shall be constantly present at the respective Data center Sites during agreed time for supervision. The Bidder shall authorize his representative to receive directions and instructions from the Purchaser's Representative.	The Bidder or his competent and authorized representative(s) shall be constantly present at the respective Data center Sites during agreed time for supervision. Request to amend - " to be available whenever required"	Clarified	As per RFP document
89	3.12.5	Purchaser shall provide to the Bidder, sitting space and basic infrastructure not including, stationery and other consumables at the office location and Data Center Sites.	Suggestions - To add Power Supply under 'Purchaser's Obligations'	Clarified	As per RFP document
90	3.23.1	The term of this Contract would be 7 months of Implementation Phase followed by 5 Years O & M Phase more particularly described in section V- Scope of Work. In case of any delays in the closure of any phase activities for reasons attributable to the Bidder, besides the action detailed in clause 3.22, the contract shall get extended by a period equal to the period of delay at no extra cost to the Purchaser.	If delay in approval on part of Purchaser, then project get delayed then how the SI will work with no extra cost. Request to clarify and amend accordingly	Clarified	As per RFP document
91	3.37.2	The Purchaser may at any time, by a written change order given to the Bidder, make changes within the general scope of the Contract. The Purchaser will have the option to increase or decrease (decrease only if communicated to Bidder prior to availing of services / dispatch of goods / equipment) the Quantities, Licenses and/or Specifications of the goods/equipment to be supplied and installed by the Bidder or service requirements, as mentioned in the Contract, at any time during the contract period. Due to such changes if required to modify implementation period/any additional cost would be decided by purchaser and decision will be final and binding upon both parties	Why specification should change in between project period, this will have major cost impact- Request to clarify and amend accordingly	Clarified	Considering the dynamic changes in the technology, the specifications might get revised. However, any such changes shall be governed by Change Request procedure.

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
92	3.47.4.1	Transaction definition: Transaction refers to tickets issued through ETIM and ORS. Cancelled tickets may be charged once. In case of partial cancellation / rescheduling of ORS tickets, this transaction can be charged twice, once for original booking and once for rescheduling / partial cancellation. Group ticket will not be considered. Tickets booked by a family shall be considered as group ticket and hence will be considered as a single transaction. All other existing group tickets will be considered individually. e.g. If 4 members, other than the family, have booked ticket in a group, these shall be considered as 4 transactions	Group ticket will not be considered' - This clause is to be deleted because in ORS group tickets will be more hence loss to bidder will be more. What is the definition of family how this will be controlled in ETIM group ticket	Clarified	Group tickets will be considered individually. e.g. If 4 members, other than the family, have booked ticket in a group, these shall be considered as 4 transactions. However tickets booked by a family shall be considered as group ticket and hence will be considered as a single transaction. Refer corrigendum
93	3.47.4.1 (d)	Although the payment shall be made monthly, however the reconciliation with respect to the slabs shall be done in the last month of the corresponding financial year.	FY is not correct it should be the last month of the Year post Go Live	Accept	
94	3.47.4.1	Definition for Monthly Basis	When slabs are per Year why impose the slab on monthly BOT count. Slab should be applicable when the total tickets are crossed that slab. This will be easy to monitor; monthly slabbing will have great difficulty in invoicing	Reject	As per RFP document
95	Page No 123, Clause 4	Service Level Agreements & Targets during Implementation a) Penalty for delay in final Go-Live of the project at all locations = Rs 20,000/- per day b) Penalty for delay in Go-Live of ETIM in the pilot depot = Rs 10,000/- per day c) Penalty for delay in all depot (except pilot) compared to the project implementation schedule= Rs 1000/- per depot per day	There are 3 types of penalties during pre-Go Live period. Why per depot per day penalty should be imposed when we have per day penalty as per (a). Penalty will be very high if per 4 (c) is applied. Suggestion - To have per day penalty of 'X' value say 10000/- or 5000/- before Go Live and to remove clause 4 (c)	Reject	As per RFP document
96	Page No 123 Onwards	Table 1 - Service Level Chart	There are 19 SLA parameters for post Go live. SLA parameters at Sr No 17, 18, 22 & 25 are in Rupees per day / case. The rest of the SLA are in %. If we add the min % of penalty of rest of the parameters then it comes to 13.85%, which is very high. Also Clause No 22 ETIM penalty is 150 per Machine per day which is high Suggestion - To have the capping of 5% per month of invoice and reduce 5% when payment slab is changed	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
97	Clause No 3.10.28	The Bidder shall utilize the amount of milestone based payment being released to it by the Purchaser as per the stages envisaged in Clause 3.22 of this Contract strictly for procuring and installing of all Project Assets at the Data Centre Sites, Depots/Sub-depots, Head quarter etc. and shall provide to the Purchaser original hard copies of the invoices, bills, etc. in respect of all Project Assets procured/ purchased for implementing the Project during the Implementation Phase. For the avoidance of doubt all software and licenses shall be purchased by the Bidder in the name of department	Condition of Submission of Invoice hard copies / Bills be removed	Reject	As per RFP document
98	SLA Sr No 3 To 8 & in all other parameters as well	Penalty Remark Column	Remark column to be modified with the mention that penalty be levied if the Min Criteria is not achieved, Same is missing	Reject	As per RFP document
99	6.4.15 (6)	For any delay in settlement of daily cash collection/card-based transaction to Department's accounts beyond T+1 day, the department reserves the right to deduct the Damages as amount by charging interest rates of 12% per annum for any additional period for which cash settlement is delayed	Except for the issues related to Payment gateway. Whether Purchaser will provide PG and bear the charges is not clear.	Clarified	Bidder will provide the payment gateway for this project and bear its charges during the duration of the project
100	3.10 Bidder's obligations Page No 44	3.10.12 The Bidder shall ensure that all the personnel identified for this project have high level of integrity. Bidder shall undertake necessary due diligence to ensure that the personnel have high standard of trustworthiness. Bidder shall obtain an undertaking from each of the personnel assigned and the same should be submitted to the Purchaser as and when demanded by the Purchaser. In addition, the Bidder would also get the background verification checks carried out for the personnel deployed. In addition, the Purchaser may also get the background verification carried out for Bidder's personnel. Any information needed for this activity by the Purchaser should be provided immediately by Bidder.	Request to clarify if already background verification done by bidder and again purchaser also gets the background verification then who will bear this cost. We understand that this will be at purchaser cost	Clarified	Yes, your understanding is correct
101	3.10 Bidder's obligations Page No 45	3.10.24 The Bidder shall provision the required critical spares/components at the designated Data Center Sites of the Purchaser for meeting the uptime commitment of the components supplied by him.	Request you to provide spare details to be provided under this clause	Clarified	As per RFP document
102	Section 3 GCC Pg 71 - 3.47.3.1 Payment terms and calculations for tickets issued	Slab definition for Annual Basis:	we recommend a minimum guaranteed ticket of 40 crores per annum to be paid by the Authority to the Bidder. Request incorporation of this clause	Reject	There is no such provision of minimum guaranteed transactions. Selected bidder will be paid on the basis of actual tickets/transactions.

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
103	Page No 51	3.12.5 Purchaser shall provide to the Bidder, sitting space and basic infrastructure not including, stationery and other consumables at the office locations under this project.	In clause mentioned 7.2.1 The project consumables like thermal paper roll, printer paper, printer cartridges shall be provided by department. Request to confirm that all consumables for the project shall be provided by Purchaser at his own cost	Clarified	As per RFP document
104	3.47.3.3 Payment Terms	c) The payment will be made by department for all locations to the bidder on monthly basis. The monthly bill will be submitted by the bidder to the department who will in turn release the 80% of the payment within 15 days and rest of the payment i.e. 20% released within 1 month if there is no dispute and after verification/audit of the bills	Requesting to release the 100% payment within 15 days.	Reject	As per RFP document
105	3.49 Liquidated Damages and Penalty Page No 73	3.49 Liquidated Damages and Penalty i. Recover from the Bidder, as liquidated damages and not by way of penalty a sum equivalent to 5% of the Performance Bank Guarantee Value for each week (Seven calendar days) delay beyond the Scheduled completion date.	Request to reduce the penalty from 5% to 2% of PBG per week.	Reject	As per RFP document
106	4. Service Level Agreements & Targets during Implementation Page No 123	4. Service Level Agreements & Targets during Implementation a) Penalty for delay in final Go-Live of the project at all locations = Rs 20,000/- per day b) Penalty for delay in Go-Live of ETIM in the pilot depot = Rs 10,000/- per day c) Penalty for delay in all depot (except pilot) compared to the project implementation schedule=Rs 1000/- per depot per day	Request to reduce the penalty as per below 4. Service Level Agreements & Targets during Implementation a) Penalty for delay in final Go-Live of the project at all locations = Rs 2,000/- per day b) Penalty for delay in Go-Live of ETIM in the pilot depot = Rs 1,000/- per day) Penalty for delay in all depot (except pilot) compared to the project implementation schedule= Rs 100/- per depot per day	Reject	As per RFP document
107	Page No 154	6.4.6 Non-Payment Usage ii. Authority may appoint 3rd party agency to certify the data formats and standards used by FI/Bank for terminal interface.	Who will bear the 3rd party agency cost?	Clarified	The cost of third-party agency will be borne by purchaser. However, for any non-compliance the cost shall transfer to bidder
108	3.10.34 Bidder's Organization Page No 48	3.10.34.1 The Bidder should provision for minimum manpower resources required for execution of work and provision of services under this contract.	Requesting to provide manpower details in BOQ	Clarified	Refer Corrigendum
109	Page No 10	c. The Bidders are required to submit their tender documents online along with hard copy of technical proposal only (to be submitted the following working day) in the department as per the dates mentioned in the important dates of clause 10 of section I: Invitation to Bidders.	We request that hard copy is not asked for due to the ongoing COVID crisis and non-certainty in travel or courier. However, if this is compulsory, then request for at least 7 working days' time to submit the hard copy.	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
110	Page No 19	7.1.18 One sample equipment each of EMV based ETIM device offered in the bid. The same shall be returned to the bidders after completion of the bid evaluation.	Request to clarify if we can provide multiple OEM based EMV ETIM devices. Request for confirmation on same so that bid documentation can also be done accordingly.	Reject	As per RFP document
111	Page No 24	23.3 A consortium partner can associate with more than one Lead Bidder for this Tender.	Does this mean that the System Integrator can bid with Multiple FIs / Banks	Clarified	The SI can associate with only one Lead Bidder for this Tender.
112	25. Eligibility Criteria Page No 25	2. Annual Turnover - Lead bidder and SI: Lead Bidder should have annual turnover of at least INR 50 Crore each during last three financial years ending on 31st March 2020	We understand that SI also has to fulfill this criteria	Clarified	Yes, your understanding is correct
113	Phase 3 – Financial Evaluation & Negotiation Page No 30	g) As per policy of the department of Industries & Commerce Department, Govt. of Haryana for procurement of stores & goods and turnkey contracts-negotiation regarding issued vide its circular No.2/2/2010-4/IB-II dated 16.6.2014, the negotiations could be held up to L3 bidder, if the difference between L1 quoted rate and those quoted by L2 & L3 is within 5% of the L1 quoted rate. In cases where the L1 bidder refuses to further reduce his offered price and the L2 or L3 bidders come forward to offer a price which is better than the price offered by L1 bidder, the bidder whose price is accepted becomes the L1 bidder. However, in such a situation, the original L1 bidder may be given one more opportunity to improve upon the discovered price. In case, the original L1 bidder further improves upon the price discovered during the negotiations, he would be treated as the L1 bidder.	This policy is more like a reverse auction. Request to kindly exclude this clause from the tender.	Clarified	As per RFP document
114	37. Other Negotiation and Concession terms as per Government of Haryana Page No 33	37. Other Negotiation and Concession terms as per Government of Haryana	As per this clause how is it possible to distribute this project amongst multiple bidders. Requesting to kindly exclude this clause.	Clarified	As per RFP document
115	XIII. "Change in Law" Page No 39	h) a fresh imposition of a tax or duty that was not in existence on the Effective Date. It is clarified that a change in the rate of tax or duty that was in existence on the Effective Date shall not be considered a change in law for the purposes of this Article	Request confirmation that GST would be applicable at the prevailing rates, all throughout the contract period	Clarified	Yes
116	Page No 39	"Force Majeure"	Request inclusion of pandemic also in this clause	Reject	As per RFP document
117	3.3 Conditions Precedent Page No 41	b) Obtaining of all statutory and other approvals required for the performance of the Services under this Contract. This may include approvals/clearances, wherever applicable, that may be required for execution of this contract.	Request to mention any specific approvals and clearance, if any	Clarified	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
118	3.5 Key Performance Measurements Page no 41	3.5.3 The Purchaser reserves the right to amend any of the terms and conditions in relation to the Contract / Service Specifications and may issue any such directions which are not necessarily stipulated therein if it deems necessary for the fulfilment of the scope of work. If the amendment has any commercial impact, the Change Request shall be discussed with project manager of the bidder. However, the Purchaser shall take the final decision.	Request you to include this in change management process and it should be payable extra where there is commercial impact.	Clarified	The clause is self-explanatory. Any change beyond the scope of work shall be governed by change request procedure.
119	3.10 Bidder's obligations Page No 42	3.10.3 In case of incorporation of new services or termination of any existing services, any of the deployed hardware / network components/physical or IT equipment may have to be upgraded / discarded or to be replaced. It is the sole responsibility of bidder to ensure that all such components should be in full working condition throughout the contract period and should be able to meet the Service Level Agreements as per the RFP terms and conditions.	Request to offer more clarification on this clause. Any hardware upgradation or replacement due to changes required from the Customer will involve additional costs and would need to be paid accordingly.	Clarified	For any upgradation/incorporation of new services, the commercial impact will be governed by Change Request procedure
120	3.10 Bidder's obligations Page No 45	3.10.28 The Bidder shall utilize the amount of milestone based payment being released to it by the Purchaser as per the stages envisaged in Clause 3.22 of this Contract strictly for procuring and installing of all Project Assets at the Data Centre Sites, Depots/Sub-depots, Head quarter etc. and shall provide to the Purchaser original hard copies of the invoices, bills, etc. in respect of all Project Assets procured/ purchased for implementing the Project during the Implementation Phase. For the avoidance of doubt all software and licenses shall be purchased by the Bidder in the name of department.	Request you to remove the requirement of submitting original hard copies of the invoices, bills etc. as it would not be feasible from accounting and warrantee perspective.	Reject	As per RFP document
121	3.10.34 Bidder's Organization Page No 48	3.10.34.1 The Bidder should provision for minimum manpower resources required for execution of work and provision of services under this contract.	Request to specify manpower details in Bill of material.	Clarified	Refer Corrigendum
122	3.10.35 Adherence to safety procedures, rules regulations and restriction, Page No 49	3.10.35.6 The Bidder shall ensure fire safety measures at all the sites including Depots/Sub-depots, Head Quarter, etc.	Request to clarify what all components included in fire safety and include in the BoQ	Clarified	Bidder to analyse the details
123	3.10.36 Statutory Requirements: Page No 50	3.10.36.2 The Bidder shall be responsible for physical safety and security of all locations. 3.10.36.3 The Bidder shall ensure proper cleanliness and maintenance of all the sites during working hours.	Request to clarify what all components included in physical safety and security Request to clarify what all components included in cleanliness and maintenance. Request to include all such line items in BoQ as well	Clarified	Bidder to analyse the details

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
124	3.24 Termination Page No 60	(e) Termination for convenience: The Purchaser may at any time terminate the Contract in whole or in part for convenience by giving written notice of sixty (60) days to the bidder. In the event of termination under this para (e), the financial payments, if any, to be paid to the bidder shall be either mutually decided between the Parties or through third party determination/ arbitration at that point of time.	Request to add that - In such an event, all the initial capital and opex investments made and committed by the bidder shall be reimbursed to the bidder	Reject	As per RFP document
125	Page NO 63 3.30 Force Majeure	The Purchaser will make the payments due for Services rendered till the occurrence of Force Majeure.	What happens regarding payments during the force majeure period? Will any minimum guaranteed revenue be applicable during the Force Majeure period.	Reject	As per RFP document
126	Page No 66 3.37 Change Orders/Alteration/Variation	3.37.1.1 Any upward revision and/or additions consequent to errors, omissions, ambiguities, discrepancies in the quantities, specifications, drawings etc. of the Tender documents which the Bidder had not brought out to the Purchaser's notice till the time of award of work and not accounted for in his Bid shall not constitute a change order and such upward revisions and/or addition shall be carried out by Bidder without any time and cost effect to Purchaser.	Request to also add - These shall include all those items which have no material impact on the commercials of the bidder.	Reject	As per RFP document
127	Slab definition for Monthly Basis: Page No 72	Slab definition for Monthly Basis:	Request to clarify if already Per Annum slab is defined in this tender, then what is the significance of this clause. will the payments be made on this Monthly Criteria basis or on the Annual Criteria Basis	Clarified	For calculation of monthly billing
128	3.51.2 Transfer of Assets Page No 75	3.51.2.4 Bidder shall transfer the application/software, software code, databases, hardware, business data, architecture schematics, designs, storage media and other information/ documents within 30 (Thirty) days of notice period.	Software Code cannot be transferred. Request to amend as per the IPR clause	Reject	As per RFP document
129	Form 10.2 – List of OEMs Page No 110	Form 10.2 – List of OEMs	Request to clarify if we can have multiple OEMs for a single product.	Clarified	No
130	5. Service Level Agreements & Targets during Operations, Support and Maintenance Page No 123	1 Project Management - 0.05% of monthly charges for every default	Request to reduce penalty as per below 1 Project Management - 0.01% of monthly charges for every default	Reject	As per RFP document
131	5. Service Level Agreements & Targets during Operations, Support and Maintenance Page No 124	2 Helpdesk - 95%-99% calls resolved in specified time: 2% penalty on the monthly charges 90% - 95% calls resolved in specified time: 5% penalty on the monthly charges	2 Helpdesk - 95%-99% calls resolved in specified time: 1% penalty on the monthly charges 90% - 95% calls resolved in specified time: 2% penalty on the monthly charges	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
132	5. Service Level Agreements & Targets during Operations, Support and Maintenance Page No 124	3 Install, Moves, Add, Changes Services - 0.2% of monthly charges	3 Install, Moves, Add, Changes Services - 0.1% of monthly charges	Reject	As per RFP document
133	5. Service Level Agreements & Targets during Operations, Support and Maintenance Page No 124	4 Asset / Inventory Management - 0.2% of monthly charges 5.Asset / Inventory Management - 0.5% of monthly charges	4 Asset / Inventory Management - 0.1% of monthly charges 5.Asset / Inventory Management - 0.2% of monthly charges	Reject	As per RFP document
134	5. Service Level Agreements & Targets during Operations, Support and Maintenance Page No 124	8 Server Administration / Management - 0.1% of monthly charges	8 Server Administration / Management - 0.05% of monthly charges	Reject	As per RFP document
135	5. Service Level Agreements & Targets during Operations, Support and Maintenance Page No 125	9 Server Administration / Management - 2% of monthly charges for less than 99.8% 3% of monthly charges for less than 98% 5 % of monthly charges for less than 95%	9 Server Administration / Management - 1% of monthly charges for less than 99.8% 2% of monthly charges for less than 98% 3 % of monthly charges for less than 95%	Reject	As per RFP document
136	5. Service Level Agreements & Targets during Operations, Support and Maintenance Page No 125	10 Database Administration services - 0.5% of monthly charges 2% of monthly charges for less than 99.8% 3% of monthly charges for less than 98% 5 % of monthly charges for less than 95%	10 Database Administration services - 0.1% of monthly charges 1% of monthly charges for less than 99.8% 2% of monthly charges for less than 98% 3 % of monthly charges for less than 95%	Reject	As per RFP document
137	5. Service Level Agreements & Targets during Operations, Support and Maintenance Page No 125	11 Backup/ Restore Management - If the negligence is found in monthly audit, the Bidder would be penalized a sum of Rs. 5,000/- per negligence	11 Backup/ Restore Management - If the negligence is found in monthly audit, the Bidder would be penalized a sum of Rs. 1,000/- per negligence	Reject	As per RFP document
138	5. Service Level Agreements & Targets during Operations, Support and Maintenance Page No 125	12 Backup/ Restore Management - Rs 5000/- for every restore test failure	12 Backup/ Restore Management - Rs 1000/- for every restore test failure	Reject	As per RFP document
139	5. Service Level Agreements & Targets during Operations, Support and	13 Management of EMS - 0.5% of monthly charges	13 Management of EMS - 0.1% of monthly charges	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
	Maintenance Page No 126				
140	5. Service Level Agreements & Targets during Operations, Support and Maintenance Page No 126	14 Online Reservation system availability of department portal - 1% of monthly charges	14 Online Reservation system availability of department portal - 0.5% of monthly charges	Reject	As per RFP document
141	5. Service Level Agreements & Targets during Operations, Support and Maintenance Page No 126	15 ETIM Operations Log - 0.5% of monthly charges	15 ETIM Operations Log - 0.1% of monthly charges	Reject	As per RFP document
142	5. Service Level Agreements & Targets during Operations, Support and Maintenance Page No 126	16 ETIM Availability - Rs 150/- per ETIM per day	16 ETIM Availability - Rs 50/- per ETIM per day	Reject	As per RFP document
143	5. Service Level Agreements & Targets during Operations, Support and Maintenance Page No 126	17 ETIM Ticket data transmitted over GPRS - 0.2% of monthly charges	17 ETIM Ticket data transmitted over GPRS - 0.1% of monthly charges	Reject	As per RFP document
144	5. Service Level Agreements & Targets during Operations, Support and Maintenance Page No 126	18 Process operations response times - 0.5% of monthly charges	18 Process operations response times - 0.1% of monthly charges	Reject	As per RFP document
145	5. Service Level Agreements & Targets during Operations, Support and Maintenance Page No 127	19 Training - Rs 5000/- per batch per month for a training delayed by 1 month against the training schedule.	19 Training - Rs 1000/- per batch per month for a training delayed by 1 month against the training schedule.	Reject	As per RFP document
146	5. Service Level Agreements & Targets during Operations, Support and Maintenance Page No 127	1 Card validators/readers not accepting cards - Rs.500 per transactions.	1 Card validators/readers not accepting cards - Rs.100 per transactions.	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
147	5. Service Level Agreements & Targets during Operations, Support and Maintenance Page No 127	2 Failure of transaction due to acquirer switch connectivity - 0.5% of monthly charges	2 Failure of transaction due to acquirer switch connectivity - 0.1% of monthly charges	Clarified	Refer Corrigendum
148	5. Service Level Agreements & Targets during Operations, Support and Maintenance Page No 127	3 Incorrect/Failed personalization on – Citizen Inconvenience - Rs.500 per defect.	3 Incorrect/Failed personalization on – Citizen Inconvenience - Rs.100 per defect.	Reject	As per RFP document
149	5. Service Level Agreements & Targets during Operations, Support and Maintenance Page No 127	General	Maximum SLA is coming to around 20% of monthly charges and there is no capping on the penalty. This is very high. We recommend that the maximum penalty should be capped at 10% of the monthly charges for all the SLA criteria's put together. Request insertion of this clause accordingly.	Reject	As per RFP document
150	Form 23.2 Financial Proposal Format Page No 136	Note: 1. The Per ticket price quoted by the bidder in Form 23.2 Financial Proposal Format shall apply for all requirements as specified in the Indicative Bill of Material in Section V – Scope of Work of the RFP. This will also include the temporary requirements mentioned in the Indicative Bill of Material. The per ticket cost –A quoted by the bidder shall remain constant throughout the contract period.	Request to clarify what is mean by the temporary requirement. No details have been given in the BoM. Request to delete the clause.	Clarified	Bidder should factor such cost in his bid while preparing the financial quote
151	5. Project Implementation Methodology Page No 150	4. The implementation shall cover all buses of Haryana Roadways (current and future) throughout the project duration. The bidder should estimate its cost accordingly.	Request to clarify if the BOQ includes requirements for all the future buses as well OR it is only for the existing buses. In case the BoM is only for existing Buses, request to include the BoQ for new buses in the Bill of Material. Also request clarification whether the existing 3488 buses will continue throughout the contract period.	Clarified	This is a minimum quantity mentioned in the BoQ. Any over and above quantity will be governed by change request procedure
152	Section 3 GCC 3.10.31.3 Page 46	3.10.31.3 Bidder should ensure MIS reporting as per defined service levels in Section III - Service Level Agreements of the RFP. The selected bidder shall establish and maintain a web-based project tracking system wherein all the project tasks / activities are tracked against the baseline plan in a prompt manner	Request to amend as Web / Internet based application	Accept	

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
153	5. Project Implementation Methodology Page No 150	5. All depots and sub-depots shall be covered under the project. If there is an increase in the number of depots or sub-depots of Haryana Roadways during the contract period, the Bidder shall cover two depots and its sub-depots in the project implementation at no extra cost to department. If more than two then the cost shall mutually discuss between the department and the Bidder.	Request to include in the BOQ all additional requirements for increase in number of depots and sub depots. Also confirm if the requirement is for more than 2 depots or sub depots, how will the bidder get paid. We recommend that payments are made upfront based on bidder quoted price	Reject	As per RFP document
154	6.4.12 Field Training, Hardware Maintenance and Spares Page No 155	vi. Manage hardware on field including requests for adding new hardware	Request clarification on "Adding new Hardware". What shall be the commercial model and payment model for such new hardware	Clarified	Any extra hardware which is not mentioned tender document, will be governed by change request procedure
155	Page No 158	6.6.2 Bidder shall have to procure, install and maintain GPS devices (AIS-140 standard), panic button and their connectivity of quantity mentioned in Bill of Material.	In BOQ Qty not mentioned for Panic button. Request to provide same in BOQ. Also please provide the minimum specifications for the Panic Button	Clarified	3 panic buttons on each side of bus. In case any additional requirement in future, the department shall ask the selected bidder to install panic buttons on market rate on mutual discussion between department and the selected bidder.
156	Page No	h) Physical Security of the Assets: Providing physical security for the devices and equipment shall be the responsibility of the Bidder.	Pl clarify what is the meaning of providing physical security	Clarified	Bidder to analyse the details
157	11. Specific Exclusions/Inclusions from the scope of Bidder Page No 175	(c) All SIM cards, GPRS cost etc to be borne by the Bidder for the contract period	Request to specify this Qty of requirement and minimum specs required in BOQ.	Clarified	As per RFP document
158	14. Minimum Resource Requirement Page No 179	14. Minimum Resource Requirement	Request to clarify the tenure of manpower deployment in implementation period and Operation & maintenance period	Clarified	Refer Corrigendum
159	15. Indicative Bill of Material Page No 180	Bus Infrastructure Bill of Material 3. Panic Button - As per requirement	Request to provide Qty of the panic button in bill of material	Clarified	3 panic buttons on each side of bus. In case any additional requirement in future, the department shall ask the selected bidder to install panic buttons on market rate on mutual discussion between department and the selected bidder.

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
160	15. Indicative Bill of Material Page No 180	Depot Bill of Material (24 Depots & 13 Sub-Depots) 4. NCMC cards - As per requirement	Request to provide the Qty of NCMC card in bill of material.	Clarified	Refer S. No. 48 above
161	26. Evaluation Criteria, Section 2, Clause 1B, Page 27	IT implementation projects in India or abroad in last 7 years of Lead bidder or its consortium partner– Completed Projects (Completed projects refers to projects where Go live/Acceptance has occurred) Worth of Project a) More than 5 Crore to up to 8 Crore - 2 Marks b) More than 8 Crore to up to 12 Crore - 3 Marks c) More than 12 Crore to up to 16 Crore - 4 Marks d) More than 16 Crores - 5 Marks Projects Involving a) Software Implementation for transit system - 1 Marks b) Open Loop Ticketing System - 1 Marks c) GPS System - 1 Marks d) Issuance of Cards - 1 Marks e) WAN setup - 1 Marks	Request to revise the clause as IT implementation projects in India or abroad in last 7 years of Lead bidder or its consortium partner– Completed Projects (Completed projects refers to projects where Go live/Acceptance has occurred) Worth of Project a) More than 5 Crore to up to 8 Crore - 2 Marks b) More than 8 Crore to up to 10 Crore - 3 Marks c) More than 10 Crore to up to 12 Crore - 4 Marks d) More than 12 Crores - 5 Marks Projects Involving any five of below a) Software Implementation for transit system - 1 mark b) E-ticketing System - 1 mark c) GPS System - 1 mark d) Issuance of Cards - 1 mark e) WAN setup - 1 mark f) Online Reservation System - 1 mark g) Mobile App - 1 mark h) Counter Ticketing - 1 mark	Reject	As per RFP document
162	26. Evaluation Criteria, Section 2, Clause 1B, Page 27	IT implementation projects involving Ticketing Experience in transport sector in India or abroad in last 7 years of Lead bidder or its consortium Partner – Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred) 2 Projects –5 Marks Project Involving Web based ticket reservation for public interface (Online reservation system) - 2 Marks Ticket issuance from ticket Counter - 1 Marks Ticket issuance from Handheld devices - 2 Marks	Request to revise the clause as IT implementation projects involving Ticketing Experience in transport sector in India or abroad in last 7 years of Lead bidder or its consortium Partner – Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred) 1 Projects –10 Marks Project Involving Web based ticket reservation for public interface (Online reservation system) - 4 Marks Ticket issuance from ticket Counter - 2 Marks Ticket issuance from Handheld devices - 4 Marks	Reject	As per RFP document
163	Section 1 [25.1(6)], Page No. 26	Experience - Proof Document	The bank as an acquirer for contactless smart cards and issuer for EMV cards are not executed through any other organization. and are in house products of the bank. Therefore, proof document like PO/WO/LOA would not be possible to submit. Request to revise proof document as " Copy of substantial proof like PO/WO/LOA/Copy of Contract Completion Certificate would be preferred or self-certificate"	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
164		37. Other Negotiation and Concession terms as per Government of Haryana 37.1 As per policy of the department of Industries & Commerce Department, Govt. of Haryana for procurement of stores & goods vide order G.O. no. 2/2/2016-4IBII(I) dated 20.10.2016	As this tender lead by Bank/FI, hence clause for the preference given to MSME is invalid, request you to remove this clause	Reject	As per RFP document
165	6.3 Mobile Ticketing Solution (m-Ticket), 6.3.2 Page 152	The selected Bidder shall have to enhance the mobile app and integrate with the centralised ticketing system.	Haryana Road Transport need to provide the source code of Mobile App to do the Modifications	Clarified	Will be provided to the selected bidder only
166	6.4.1 Card Issuance Point 2, Page 152	This includes both personalised as well as non- personalised cards. FI/Bank Shall provide the personalized cards for concession pass holders and employee/staffs based on department's requirements with required details of photo, name, Age printed on the card.	Non-Personalised card can be issued instantly but personalized cards will take time delivery about 10 days after completing the KYC guild lines	Clarified	Personalised cards should be delivered in 7 days
167	6.5 Bus Pass Issuance System, 6.5.1, page 157	The selected bidder shall have to design, develop and maintain online pass issuance system for free and concessional travellers of State Transport Department, Haryana. The list of free and concessional travellers is provided at clause 16 of Section V – Scope of Work	Issuance of free concessional pass will be mishandled by travellers, Request you to allow let bidder charge to traveller as one-time issuance cost for any card issued to traveller.	Reject	As per RFP document
168	6.5 Bus Pass Issuance System, 6.5.6, page 157	The cost of cards shall be as per the decision taken by the department and department will collect and retain the cost of cards and will not transfer any amount to the bidder in lieu of issuance of cards.	Request you to allow bidder to recover the cost of card,	Reject	As per RFP document
169	6.6 GPS System, 6.6.2, Page 158	Bidder shall have to procure, install and maintain GPS devices (AIS-140 standard), panic button and their connectivity of quantity mentioned in Bill of Material.	Request you to clarify the how panic switch has to be installed in the bus	Clarified	The installation of panic button is in the scope of bidder
170	Minimum Resource Requirement, Page 180	Minimum Resource Requirement	Request you to provide minimum qty of manpower for each category	Clarified	Refer Corrigendum
171	7. Antivirus for Desktops Page 207	7. Antivirus for Desktops	As per our understanding, Antivirus is in the scope of Haryana road transport, hence spec provide in the RFP is only for the reference to bidder	Clarified	Yes, Antivirus is in the scope of purchaser

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
172	Page No 66	3.37.2 The Purchaser may at any time, by a written change order given to the Bidder, make changes within the general scope of the Contract. The Purchaser will have the option to increase or decrease (decrease only if communicated to Bidder prior to availing of services / dispatch of goods / equipment) the Quantities, Licenses and/or Specifications of the goods/equipment to be supplied and installed by the Bidder or service requirements, as mentioned in the Contract, at any time during the contract period. Due to such changes if required to modify implementation period/any additional cost would be decided by purchaser and decision will be final and binding upon both parties	Decision should be mutually arrived at. Request necessary amendment	Clarified	Considering the dynamic changes in the technology, the specifications might get revised. However, any such changes shall be governed by Change Request procedure.
173	8.1.2 Communication channels, Page No 162	Helpdesk - Support helpdesk to resolve technical issues related to portal, etc. being faced by internal users	As we understand, Helpdesk can be located at bidder's premises. Kindly confirm our understanding is correct.	Clarified	Centralised help desk is envisaged. The bidder shall set up the Helpdesk in a manner so as to fulfil the SLA's
174	8.1.2 Communication channels Page No 162	SMS Gateway - To send the ticket details to the passenger through mobile after booking confirmation and the usage of paper can be decreased	How many no. of SMSs needs to be send for the each ticket i.e. Like Booking details, vehicle details before departure, service delay details and thanking details after boarding, etc? Who will provide the SMS Gateway and Short Code? Is there any SMS Short Code is available with Haryana Roadways / Haryana State Transport Department? If available does it have any exemption?	Clarified	SMS may be provisioned for tickets issued through ORS. SMS gateway will be provided by bidder and also bear its cost during the duration of the project

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
175	3.14.2 In case of deployment of COTS products Page No 52	3.14.2 In case of deployment of COTS products: Purchaser shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all processes, products, specifications, reports and other documents which have been newly created and developed by the bidder solely during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. All documentation and configuration items such as scripts, code, queries etc. developed by the bidder shall be property of the Purchaser. The Bidder should create a repository of such resources and provide access to Purchaser. The Bidder undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to the Purchaser and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the Purchaser	COTS software code cannot be broken down separately to new IP code and Old code as functionality will be enhanced. Also new IP code cannot be used by itself. Hence pls modify to exclude the handover of source code for new changes to the existing COTS products from this clause	Clarified	As per RFP document
176	Section-II (23.3), Page no. 24	A consortium partner can associate with more than one Lead Bidder for this Tender.	A consortium partner should not be allowed as then the SI will be at liberty to bid with multiple FI's and dictate the commercial terms for winning with this bid in any manner. Therefore, request to remove this clause.	Clarified	The SI can associate with only one Lead Bidder for this Tender.
177	Section 1 [25.1(5)], Page No. 26	Certifications: FI/ Bank: a) FI/Bank should have its financial switch certified for acquiring transactions of Debit/ Credit/ Prepaid Cards in India. The bank should also be certified for acquiring transactions of NCMC Cards (Debit/ Credit/ Prepaid) as per the defined specification. b) FI/Bank should have its issuer host certified for issuance of NCMC cards	In the current scenario, All the NCMC Transit projects done by the banks are through their certified Technology service provider and none of the banks have an inhouse financial switch certified for NCMC with Offline Capabilities on both issuing and acquiring front. Therefore, for wider Participation request you to revise the clause as " FI/ Bank or its consortium member: a) FI/Bank or its Technology Service Provider should have its financial switch certified for acquiring transactions of Debit/ Credit/ Prepaid Cards in India. The bank or Technology Service Provider should also be certified for acquiring transactions of NCMC/EMV Cards (Debit/ Credit/ Prepaid) as per the defined specification. b) FI/Bank or its consortium member should have its issuer host certified for issuance of NCMC /EMV cards	Clarified	Refer corrigendum

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
178	Section 1 [25.1(6)], Page No. 26	Experience: FI/ Bank: a) FI/Bank must have experience as an acquirer for acceptance, operations and management of transactions through Contactless Smart Card b) The FI/Bank must have experience as an issuer for issuance of EMV open loop cards	Request to revise the clause as " FI/ Bank: a) FI/Bank must have experience as an acquirer for acceptance, operations and management of transactions through Contactless Smart Card b) The FI/Bank must have experience as an issuer for issuance of EMV/Open loop cards "	Clarified	Refer corrigendum
179	Section 1 [26 {1(1A)}], Page no. 27	Experience in implementation of EMV based open loop ticketing system for transport sector in India in last 7 years from the last date of bid submission - Lead Bidder or its Consortium partner. (Completed/ongoing projects)	The clause is relatively stringent which allows hardly one or two banks to qualify the criteria. Therefore, request to revise the clause for benefit of larger audience as " Experience in implementation of EMV/open loop cards for transport sector/Smart City/any other project in India in last 7 years from the last date of bid submission – Lead Bidder or its Consortium partner. "	Reject	As per RFP document
180	Section 1 [26 {1(1A)}], Page no. 27	Project Involving following as fare media a) EMV pre-paid cards or RuPay Prepaid cards (NCCM/q-Sparc Specs) b) EMV contactless debit or credit cards	EMV contactless debit or credit cards are issued by bank as in-house product for their customers not as a project specific debit or credit cards. This criteria will not be satisfied by any of the consortium or lead bidder. Therefore, request to revise the clause as " Project Involving following as fare media a) EMV/ open loop (debit/credit/pre-paid cards) or RuPay Prepaid cards (NCCM/q-Sparc Specs) b) Issuance of EMV Co-branded cards (debit/credit/pre-paid cards)	Clarified	Refer Corrigendum
181	Section 1 [26 {1(1B)}], Page no. 27	Projects Involving a) Software Implementation for transit system b) Open Loop Ticketing System c) GPS System d) Issuance of Cards e) WAN setup	Since most of the Open loop ticketing project has recently been implemented and there are very few projects where any company has implemented the solution. Therefore, request to revise the parameter clause as " Projects Involving a) Software Implementation for transit system b) GPS System c) Issuance of Cards d) WAN setup	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
182	Section-II [26 (2A)], Page no. 28	Project Director: B.E/B.Tech and MBA/PG with minimum 12 plus years of experience in Intelligent Transportation System (ITS) implementation projects with Government/ PSU in India	The experience of ITS is very specific for anybody, therefore, Request you to modify the clause as " B.E/B.Tech and MBA/PG with minimum 12 plus years of experience in Intelligent Transportation System (ITS)/System Integration/E-governance implementation projects with Government/ PSU in India. Request this change for all the project manager also	Reject	As per RFP document
183	Section-II [26 (2A)], Page no. 28	Project Director: Past experience in Intelligent Transportation System (ITS) implementation projects with Government / PSU in India: a) >=3 projects b) 1-2 projects	Implementation of ITS projects by a project director with such years of experience is limited in number. The benchmark with number of projects in the clause is very high and limits the number of person who can be appointed under such criteria. Therefore, request to revise the parameter of the clause as " Past experience in Intelligent Transportation System (ITS) implementation projects with Government / PSU in India: a) 1-2 projects b) 1 project	Reject	As per RFP document
184	Section-II [26 (2B)], Page no. 28	Project Manager: Past experience in Intelligent Transportation System (ITS) implementation projects with Government / PSU in India: a) >=3 projects b) 1-2 projects	Implementation of ITS projects by a project manager with such years of experience is limited in number. The benchmark with number of projects in the clause is very high and limits the number of person who can be appointed under such criteria. Therefore, request to revise the parameter of the clause as " Past experience in Intelligent Transportation System (ITS) implementation projects with Government / PSU in India: a) 1-2 projects b) 1 project	Reject	As per RFP document
185	Section-II [26 (2D)], Page no. 28	Past experience implementing AFC solutions in Transport Sector: a) >=4 projects b) 2 projects	Implementation of AFC projects by an AFC expert with such years of experience is limited in number. The benchmark with number of projects in the clause is very high and limits the number of person who can be appointed under such criteria. Therefore, request to revise the parameter clause as " Past experience implementing AFC solutions in Transport Sector: a) >2 projects b) 1-2 projects	Reject	As per RFP document
186	Section-V [6.4.3(iii)], Page no. 153	Transaction Settlement - Bank will be responsible for cash management, reconciliation and settlement activities	In reference to cash management services, the authorities shall allow net settlement of the transaction with the bank in T+2 days i.e. FI shall deduct its share of fee/ charges from the daily collection amount payable to HSRTC	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
187	Section III Page 52 Clause 3.14	Intellectual Property Rights	We request to modify the IPR clause as follows: 1. The bidder has to give perpetual licence to the Purchaser against the Product supplied and the same has to be transferred to the Purchaser at the end of the project period. The customization done over and above the product is the ownership of the purchaser and the source code for this customization has to be handed over to the Purchaser at the end of the project period, whereas the Product software should be handed over to the Purchaser as a perpetual license. 2. Finally, the Purchaser will get to use the software along with customization for an unlimited period. The Purchaser may avail the maintenance by paying charges beyond the end of contract period. 3. The IPR of the Product remains with the OEM/Bidder whereas the IPR for customization will be held jointly by Purchaser & OEM/Bidder.	Reject	As per RFP document
188	Section 3 GCC Page 71 - 3.47.3.1 Payment terms and calculations for tickets issued	Slab definition for Annual Basis:	we recommend a minimum guaranteed ticket of 40 crores per annum to be paid by the Authority to the Bidder. Request incorporation of this clause	Reject	There is no such provision of minimum guaranteed transactions. Selected bidder will be paid on the basis of actual tickets/transactions.
189	5. Service Level Agreements & Targets during Operations, Support and Maintenance Page No 127	General	Maximum SLA is coming to around 20% of monthly charges and there is no capping on the penalty. This is very high. We recommend that the maximum penalty should be capped at 10% of the monthly charges for all the SLA criteria put together. Request insertion of this clause accordingly.	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
190	26. Evaluation Criteria, Section 2, Clause 1B, Page 27	<p>IT implementation projects in India or abroad in last 7 years of Lead bidder or its consortium partner– Completed Projects (Completed projects refers to projects where Go live/Acceptance has occurred) Worth of Project</p> <p>a) More than 5 Crore to up to 8 Crore - 2 Marks b) More than 8 Crore to up to 12 Crore - 3 Marks c) More than 12 Crore to up to 16 Crore - 4 Marks d) More than 16 Crores - 5 Marks</p> <p>Projects Involving</p> <p>a) Software Implementation for transit system - 1 Marks b) Open Loop Ticketing System - 1 Marks c) GPS System - 1 Marks d) Issuance of Cards - 1 Marks e) WAN setup - 1 Marks</p>	<p>Request to revise the clause as IT implementation projects in India or abroad in last 7 years of Lead bidder or its consortium partner– Completed Projects (Completed projects refers to projects where Go live/Acceptance has occurred) Worth of Project</p> <p>a) More than 5 Crore to up to 8 Crore - 2 Marks b) More than 8 Crore to up to 10 Crore - 3 Marks c) More than 10 Crore to up to 12 Crore - 4 Marks d) More than 12 Crores - 5 Marks</p> <p>Projects Involving any five of below</p> <p>a) Software Implementation for transit system - 1 mark b) E-ticketing System - 1 mark c) GPS System - 1 mark d) Issuance of Cards - 1 mark e) WAN setup - 1 mark f) Online Reservation System - 1 mark g) Mobile App - 1 mark h) Counter Ticketing - 1 mark</p>	Reject	As per RFP document
191	26. Evaluation Criteria, Section 2, Clause 1B, Page 27	<p>IT implementation projects involving Ticketing Experience in transport sector in India or abroad in last 7 years of Lead bidder or its consortium Partner – Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred) 2 Projects –5 Marks Project Involving</p> <p>Web based ticket reservation for public interface (Online reservation system) - 2 Marks Ticket issuance from ticket Counter - 1 Marks Ticket issuance from Handheld devices - 2 Marks</p>	<p>Request to revise the clause as IT implementation projects involving Ticketing Experience in transport sector in India or abroad in last 7 years of Lead bidder or its consortium Partner – Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred) 1 Projects –10 Marks Project Involving</p> <p>Web based ticket reservation for public interface (Online reservation system) - 4 Marks Ticket issuance from ticket Counter - 2 Marks Ticket issuance from Handheld devices - 4 Marks</p>	Reject	As per RFP document
192	Section I - Invitation to Bidders, Clause 2, Page No. 8	<p>Bidder(s) refer to Consortium Bid Lead by Financial Institution (FI)/Bank. Its mandatory to bid in a Consortium with System Integrator (SI) (will Implement and operate the project as per tender terms) and Financial Institutions (FI)/Bank (issuing NCMC Cards and Acquiring its transaction) for this tender as per the terms and conditions of this RFP.</p>	<p>Request to clarify this clause, does this imply that FI/Bank has to necessarily be the lead bidder. Can a SI bid as a sole bidder.</p> <p>This is a System integration IT project and no FI/Bank will have the expertise to undertake such a project as lead bidder or Sole bidder. This clause needs to be relooked and a SI should allowed to be the lead bidder or sole bidder.</p>	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
193	Section II - Instructions to Bidders, Clause 25, Page No. 25	Legal Entity (FI/Bank + SI) FI/Bank - Lead bidder FI/ Bank: The FI/Bank must be a Nationalized Bank or Scheduled Bank (included in the Second Schedule of Reserve Bank of India (RBI) Act, 1934)	This is a System integration IT project and no FI/Bank will have the expertise to undertake such a project as lead bidder or Sole bidder. FI/Bank do not usually participate as bidder in IT projects. We request to remove the eligibility criteria specified for FI/Bank and instead allow them to fulfil criteria as a partner for solution provider. Authorisation letter from FI/Bank should be mandatory but participation in consortium should not be kept mandatory.	Reject	As per RFP document
194	Section II - Instructions to Bidders, Clause 25, Page No. 25	System Integrator (SI): SI could be a Company incorporated in India under the companies Act 1956 or Companies Act 2013 (as amended till date) and subsequent amendments thereto OR An Entity registered under LLP Act 2008 and subsequent amendments thereto Should be in field of (IT) for at least for 5 years at the time of bid submission	Substantial prior experience is essential for BOOT model project to be successfully implemented. Request amendment as per below- System Integrator (SI): SI could be a Company incorporated in India under the companies Act 1956 or Companies Act 2013 (as amended till date) and subsequent amendments thereto OR An Entity registered under LLP Act 2008 and subsequent amendments thereto Should be in field of (IT) for at least for 10 years at the time of bid submission	Clarified	As per RFP document
195	Section II - Instructions to Bidders, Clause 25, Page No. 26	Certifications FI/ Bank: a) FI/Bank should have its financial switch certified for acquiring transactions of Debit/ Credit/ Prepaid Cards in India. The bank should also be certified for acquiring transactions of NCMC Cards(Debit/ Credit/ Prepaid) as per the defined specification. b) FI/Bank should have its issuer host certified for issuance of NCMC cards	We request to remove the eligibility criteria for Certifications specified for FI/Bank and instead allow them to fulfil criteria as a partner for solution provider. Authorisation letter from FI/Bank should be mandatory but participation in consortium should not be kept mandatory.	Reject	As per RFP document
196	Section II - Instructions to Bidders, Clause 25, Page No. 26	Experience FI/ Bank: a) FI/Bank must have experience as an acquirer for acceptance, operations and management of transactions through Contactless Smart Card b) The FI/Bank must have experience as an issuer for issuance of EMV open loop cards	We request to remove the eligibility criteria for Experience specified for FI/Bank and instead allow them to fulfil criteria as a partner for solution provider. Authorisation letter from FI/Bank should be mandatory but participation in consortium should not be kept mandatory.	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
197	Section II - Instructions to Bidders, Clause 26, S. No 1A, Page No. 27	Number of smart cards issued in project: a) More than 1 lakh – up to 2 lakh cards b) More than 2 lakh – up to 3 lakh cards c) More than 3 lakh – up to 4 lakh cards d) More than 4 lakh	4 lacs smart card issued is a large qty asked for in a project. Smart cards have been recently started to be adopted and are being implemented currently. Kindly amend as below Number of smart cards issued in project: a) More than 5000 – up to 10000 cards 1 marks b) More than 10000 – up to 25000 cards 3 marks c) More than 25000 – up to 50000 cards 5 marks Alternatively we suggest instead of no. of smart cards issued, criteria can be for no of smart card based transactions done in a month / year.	Reject	As per RFP document
198	Section II - Instructions to Bidders, Clause 26, S.No 1B, Page No. 27	Projects Involving a) Software Implementation for transit system b) Open Loop Ticketing System c) GPS System d) Issuance of Cards e) WAN setup	Criteria for issuance of cards has been already covered in clause 1A, it should be removed from 1B.	Reject	As per RFP document
199	Section II - Instructions to Bidders, Clause 26, S.No 1D, Page No. 28	Project Experience of EMV based ETIM/ POS devices – Lead bidder or its consortium partners No. of EMV based ETIM/POS Devices supplied: 1000 – 2000 Devices 2marks 2001 – 3000 Devices 4marks 3001 – 4000 Devices 6marks 4001 – 5000 Devices 8marks 5001 or more 10marks	The total qty. ETIM/POS Devices to be supplied as per RFP scope is approx. 5000, prior experience should be less than the qty. of scope requirement as per tendering guidelines. Hence the criteria should be amended as below. We request No. of EMV based ETIM/POS Devices supplied to be reduced as below 1000 – 2000 Devices 5marks 2001 – 3000 Devices 7marks 3001 – 4000 Devices 10marks	Reject	As per RFP document
200	Section II - Instructions to Bidders, Clause 26, Page No. 28	Projects in India or abroad	The scenario in Transportation sector in India is completely different from abroad. Implementation is Indian conditions is more complex and challenging. Prior experience of abroad should not be considered and only Indian projects experience should be allowed.	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
201	Section II - Instructions to Bidders, Clause 26, S.No. 2A, Page No. 28	Project Director Total no. of years of experience: a) 15+ years b) 12+ years	Kindly reduce the no. of years of experience. 11+ years is sufficient experience for this project. CV's can be submitted to score marks but are not actually deployed. For deployable CV's below amendment is essential. Project Director Total no. of years of experience: a) 11+ years 5marks	Reject	As per RFP document
202	Section II - Instructions to Bidders, Clause 26, S.No. 2B, Page No. 28	Project Manager Total no. of years of experience: a) 11+ years b) 9+ years	Kindly reduce the no. of years of experience. 9+ years is sufficient experience for this project. CV's can be submitted to score marks but are not actually deployed. For deployable CV's below amendment is essential. Project Manager Total no. of years of experience: a) 9+ years 5marks	Reject	As per RFP document
203	Section II - Instructions to Bidders, Clause 26, S.No. 2C, Page No. 28	Solution Architect Total no. of years of experience: a) 10+ years b) 8+ years	Kindly reduce the no. of years of experience. 7+ years is sufficient experience for this project. CV's can be submitted to score marks but are not actually deployed. For deployable CV's below amendment is essential. Project Manager Total no. of years of experience: a) 7+ years 5marks	Reject	As per RFP document
204	Section II - Instructions to Bidders, Clause 26, S.No. 2D, Page No. 29	AFC Expert Total no. of years of experience: a) 10+ years b) 8+ years	Kindly reduce the no. of years of experience. 5+ years is sufficient experience for this project. CV's can be submitted to score marks but are not actually deployed. For deployable CV's below amendment is essential. Project Manager Total no. of years of experience: a)5+ years 5marks	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
205	Section III - General Conditions of Contract, Clause 3.47, Page No. 71	Slab 1: 40 Crore tickets issued through ETIM and ORS in a year	The number of billable tickets has been decreasing over past years, now especially with the current pandemic crisis due to Covid -19 ridership has dropped significantly. There is a need for reducing risk for the bidder implementation agency due to significant drop in volumes. We suggest the below amendment be incorporated Minimum Volume Guarantee of 40 Crore tickets in a year	Reject	As per RFP document
206	Section II - Instructions to Bidders, Clause 23.2, Page No. 24	Consortium related condition: The consortium partner proposed by the Lead Bidder in its Bid/ proposal should be same (i.e., cannot be changed after the signing of the contract and initiation of the project) throughout the project duration. Consortium partner will perform tasks as proposed in this Tender Document	we understand that the consortium partner cannot be changed frequently. However, in some circumstances there might be changes that the consortium partnership needs to be modified, in view of that we recommend to modify the clause by including prior approval from the Purchaser for any changes in consortium Partner and recommend to modify the clause as under: Consortium related condition: The consortium partner proposed by the Lead Bidder in its Bid/ proposal cannot be changed unless by prior approval of the Purchaser. Consortium partner will perform tasks as proposed in this Tender Document	Reject	As per RFP document
207	Section III - General Conditions of Contract, Clause 3.16.1, Page No. 54	3.16.1 By virtue of this Contract, the Bidder/Bidder's Team may have access to personal information of the Purchaser and/or a third party. The Purchaser has the sole ownership of and the right to use, all such data in perpetuity including any data or other information pertaining to the subscriber that may be in the possession of the Bidder or Bidder's Team in the course of performing the Services under this Contract.	We recommend to delete the clause 3.16.1 entirely	Reject	As per RFP document
208	Section III - General Conditions of Contract, Clause 3.19.1, Page No. 56	3.19.1 The Bidder/Bidder's team shall not use Confidential Information, the name or the logo of the Purchaser except for the purposes of execution of this contract. Confidential information does not include information which: (i) The Bidder/Bidder's Team knew or had in its possession, prior to disclosure, without limitation on its confidentiality; (ii) Is independently developed by the Bidder/Bidder's Team without breach of conditions under this Contract; (iii) Information in the public domain as a matter of law; (iv) Is received from a third party not subject to the obligation of confidentiality with respect to such information; (v) is released from confidentiality with the written consent of Purchaser. (vi) Is required to be disclosed by Applicable Laws or judicial or	We recommend to modify and make neutral as below: "3.19.1 Receiving Party shall not use Confidential Information, data, the name or the logo of the Disclosing Party except for the purposes of execution of this contract. Confidential information does not include information which: (i) Receiving Party knew or had in its possession, prior to disclosure, without limitation on its confidentiality; (ii) Is independently developed by the Receiving Party's Team without breach of conditions under this Contract; (iii) Information in the public domain as a matter of law; (iv) Is received from a third party not subject to the obligation of confidentiality with respect to such information;	Reject	As per RFP document

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		<p>administrative or arbitral process or by any governmental instrumentalities, provided that for any such disclosure, the Bidder shall give the Authority, prompt written notice, and use reasonable efforts to ensure that such disclosure is accorded confidential treatment;</p> <p>(vii) Any other information unless it is specified as confidential for the purposes of the execution this contract.</p> <p>The Bidder/Bidder's team shall have the burden of proving hereinabove are applicable to the information in the possession of the Bidder Bidder's Team.</p>	<p>(v) is released from confidentiality with the written consent of Disclosing Party.</p> <p>(vi) Is required to be disclosed by Applicable Laws or judicial or administrative or arbitral process or by any governmental instrumentalities, provided that for any such disclosure, the Disclosing Party shall give the Authority, prompt written notice, and use reasonable efforts to ensure that such disclosure is accorded confidential treatment;</p> <p>(vii) Any other information unless it is specified as confidential for the purposes of the execution this contract. Receiving Party's team shall have the burden of proving hereinabove are applicable to the information in the possession of the Receiving Party's Team."</p>		
209	Section III - General Conditions of Contract, Clause 3.19.2, Page No. 57	3.19.2 The Bidder / Bidder's Team shall not, either during the term or after expiration of this Contract, disclose any proprietary or confidential information relating to the Services/Contract and/or Purchaser's business/ operations, information, Application/software, hardware, business data, architecture schematics, designs, storage media and other information / documents without the prior written consent of the Purchaser.	We recommend to modify the said clause and make neutral as below: "3.19.2 Receiving Party's Team shall not, either during the term or after expiration of this Contract, disclose any proprietary or confidential information relating to the Services/Contract and/or Purchaser's business/ operations, information, Application/software, hardware, business data, architecture schematics, designs, storage media and other information / documents without the prior written consent of the Disclosing Party."	Reject	As per RFP document
210	Section III - General Conditions of Contract, Clause 3.19.3, Page No. 57	3.19.3 The Bidder may only disclose Confidential Information in the following circumstances: (i) with the prior written consent of the Purchaser; (ii) to a member of the Bidder's Team if: A. the member of the Bidder's Team needs the Confidential Information for the performance of obligations under this contract B. the member of the Bidder's Team is aware of the confidentiality of the Confidential Information and is obliged to use it only for the performance of obligations under this contract	We recommend to modify the said clause and make neutral as below: "3.19.3 Receiving Party may only disclose Confidential Information in the following circumstances: (i) with the prior written consent of the Disclosing Party; (ii) to a member of the Receiving Party's Team if: A. the member of the Receiving Party's Team needs the Confidential Information for the performance of obligations under this contract B. the member of Receiving Party's Team is aware of the confidentiality of the Confidential Information and is obliged to use it only for the performance of obligations under this contract"	Reject	As per RFP document

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211	Section III - General Conditions of Contract, Clause 3.19.4 & 5, Page No. 57	<p>3.19.4 The Bidder shall do everything reasonably possible to preserve the confidentiality of the Confidential Information including execution of a confidentiality agreement with the subcontractors and other members of Bidder's Team to the satisfaction of the Purchaser.</p> <p>3.19.5 The Bidder shall notify the Purchaser promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by this Contract or with the authority of the Purchaser.</p>	<p>We recommend to modify the said clause and make it neutral clauses</p> <p>"3.19.4 Receiving Party shall do everything reasonably possible to preserve the confidentiality of the Confidential Information including execution of a confidentiality agreement with the subcontractors and other members of Receiving Party's Team to the satisfaction of the Disclosing Party.</p> <p>3.19.5 Receiving Party shall notify the Disclosing Party promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by this Contract or with the authority of the Disclosing Party."</p>	Reject	As per RFP document
212	Section III - General Conditions of Contract, Clause 3.19.6, Page No. 57	<p>3.19.6 The Bidder shall be liable to fully compensate the Purchaser for any loss of revenue on account of breach of confidentiality by the Bidder. The Purchaser reserves the right to adopt legal proceedings, civil or criminal, against the Bidder / Bidder's Team in relation to a breach of obligation by the Bidder under this Clause. The Bidder shall not in any way be responsible for any breach of confidentiality arising out of any other cause/reason.</p>	<p>We recommend to modify the said clause and make it neutral clause</p> <p>"3.19.6 Receiving Party shall be liable to fully compensate the Disclosing Party for any loss of revenue on account of breach of confidentiality by the Receiving Party. The Disclosing Party reserves the right to adopt legal proceedings, civil or criminal, against the Receiving Party's Team in relation to a breach of obligation by the Receiving Party under this Clause. The Disclosing Party shall not in any way be responsible for any breach of confidentiality arising out of any other cause/reason."</p>	Reject	As per RFP document
213	Section III - General Conditions of Contract, Clause 3.19.7, Page No. 57	<p>3.19.7 Bidder and sub-contractors shall be required to execute the Non-Disclosure Agreement in favour of the Purchaser at the time of contract signing.</p>	<p>We recommend to modify the said clause as below:</p> <p>"3.19.7 Bidder and sub-contractors and Bidder Purchaser shall be required to execute the Mutual Non-Disclosure Agreement at the time of contract signing."</p>	Reject	As per RFP document
214	Section III - General Conditions of Contract, Clause 3.24.1, Page No. 60	<p>3.24.1 The Purchaser may, terminate this Contract in whole or in part by giving the Bidder a prior and written notice indicating its intention to terminate the Contract under the following circumstances:</p>	<p>We recommend 30 days prior written notice and recommend to modify the clause as below:</p> <p>"3.24.1 The Purchaser may, terminate this Contract in whole or in part by giving the Bidder 30 days prior and written notice indicating its intention to terminate the Contract under the following circumstances:"</p>	Clarified	30 days' notice will be provided to bidder

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215	Section III - General Conditions of Contract, Clause 3.24.1, Page No. 60	(e) Termination for convenience: The Purchaser may at any time terminate the Contract in whole or in part for convenience by giving written notice of sixty (60) days to the bidder. In the event of termination under this para (e), the financial payments, if any, to be paid to the bidder shall be either mutually decided between the Parties or through third party determination/ arbitration at that point of time.	Bidder would be investing large amount in the project and this will impact Bidder's cashflow badly. Hence, we recommend to delete 3.24(e) entirely:	Reject	As per RFP document
216	Section III - General Conditions of Contract, Clause 3.46.2, Page No. 70	3.46.2 Except in the case of Gross Negligence or Wilful Misconduct on the part of the Bidder/Bidder's Team or on the part of any person or firm acting on behalf of the Bidder executing the work or in carrying out the Services, the Bidder, with respect to damage caused by the Bidder including to property and/or assets of the Purchaser or of any of purchaser's vendors shall regardless of anything contained herein, not be liable for any direct loss or damage that exceeds (A) the Contract Value or (B) the proceeds the Bidder may be entitled to receive from any insurance maintained by the Bidder to cover such a liability, whichever of (A) or (B) is higher	This amount is very high. We recommend the liability cap of 20% of the total contract value and recommend to modify the clause as under by replacing the below text in place of text marked in red: "not be liable for any direct loss or damage that exceeds 20% of the total Contract Value ."	Reject	As per RFP document
217	Section III - General Conditions of Contract, Clause 3.49.2, Page No. 73	3.49.2 If the agreement is terminated pursuant to Clause 3.24 of this section, the Purchaser may levy liquidated damages of an amount limited to the total Contract Value or as may be determined by the Arbitrator at the time of termination.	This amount is very high. We recommend liability cap of 20% of the total contract value and replace clause 3.49 as under: " If the agreement is terminated pursuant to Clause 3.24 of this section, the Purchaser may levy liquidated damages of an amount limited to the 20% of the total Contract Value ."	Reject	As per RFP document
218	Section IV - Bid Formats and Proformas, Clause 19, Page No. 121	Non disclosure Agreement	We recommend to have a neutral NDA	Reject	As per RFP document
219	Section IV - Bid Formats and Proformas, Clause 20	8. Server Administration /Management 10. Database Administration services 11. Backup/Restore Management 13. Management of EMS	As per section "7.4 DC and DR Services" mentioned in the RFP page no. 160, "Haryana State Electronics Development Corporation Limited (Hartron) will be the agency for providing DC-DR services on cloud basis to State Transport for implementation of this project." Considering this clause (7.4), Service Level Agreement (SLA) against these points (8,10,11,13) should not be for Bidder of this RFP. Please remove these requirements.	Reject	As per RFP document

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220	Section IV - Bid Formats and Proformas, Clause 20	1. Card validators/readers not accepting cards	There is no any requirements of Card validators/readers in this RFP. Hence please remove this requirement.	Clarified	Here card validators/readers mean the ETIM
221	Section IV - Bid Formats and Proformas, Clause 20	2. Failure of transaction due to acquirer switch connectivity	As per clause "7.1 Hardware & 7.6 Bandwidth" mentioned in the RFP page no. 160, "Network switches, Network Cablings and Bandwidth at each location will be provided by department." Considering this clause (7.1 & 7.6), Service Level Agreement (SLA) against this points (2) should not be for Bidder of this RFP. Please remove these requirements.	Accept	Refer corrigendum
222	Section V - Scope of Work, Clause 2.1, Page No. 143	8. Total Traffic Receipt annually (in Lacs)	What this component is stands for?	Clarified	Here "Total Traffic Receipt annually" means total revenue generated from bus operations annually
223	Section V - Scope of Work, Clause 3.4, Page No. 145	3.4.1 Web Based Depot Management System: 3.4.2 Online Reservation System (ORS) for Volvo and Ordinary Bus Service	Who is the vendor of existing IDMS and ORS?	Clarified	These two systems are developed in-house by State Transport Department, Haryana
224	Section V - Scope of Work, Clause 5, Page No. 150	The software licenses will be on the name of department and cost shall be funded by the Bidder. It will be the responsibility of the Bidder to provide department with latest source code in executable format for all custom applications. Bidder shall provide the updated source code biannually.	Please elaborate the term "funded by the Bidder". As per the RFP requirements, COTS software application has been asked, hence source code can be provided for those portions which are customized for Haryana State Transport Department. Please confirm.	Clarified	Funded by bidder means to be purchased by selected bidder on the name of department.
225	Section V - Scope of Work, Clause 5, Page No. 150	All depots and sub-depots shall be covered under the project. If there is an increase in the number of depots or sub-depots of Haryana Roadways during the contract period, the Bidder shall cover two depots and its sub-depots in the project implementation at no extra cost to department. If more than two then the cost shall mutually discuss between the department and the Bidder.	There are multiple equipments that will be needed at depot locations. As Bidder's scope is limited as mentioned in BOQ, hence this requirement should not be part of Bidder's scope of work.	Clarified	All the equipment to be provided at Depot and sub depot levels which are in the current scope of work of the bidder shall be replicated at two depots and its sub-depots at no extra cost to the purchaser
226	Section V - Scope of Work, Clause 6.3, Page No. 152	6.3.2 The selected Bidder shall have to enhance the mobile app and integrate with the centralised ticketing system.	As Bidder is providing all new application with latest technologies then why departments is asking to enhance the mobile application? It will consume lots of efforts and support from bidder, department and existing application's vendor. Hence please remove this clause and add new mobile application requirements.	Clarified	The discretion lies with the bidder to upgrade the existing app or build a new app

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227	Section V - Scope of Work, Clause 6.3, Page No. 152	6.3.2 The selected Bidder shall have to enhance the mobile app and integrate with the centralised ticketing system.	What level of support bidder will get from existing Mobile Application's vendor.	Clarified	Existing mobile app is developed in-house by State Transport Department
228	Section V - Scope of Work, Clause 6.4.1, Page No. 152	Card Issuance i. Besides, the NCMC Debit cards issued by any banks will be used by customers for fare payment.	In NCMC Card Ecosystem, card issuer bank is unique, it cannot be multiple. Multiple Bank cards can be used in Open Loop card ecosystem. Hence please amend this clause.	Clarified	As per RFP document
229	Section V - Scope of Work, Clause 6.4.1, Page No. 152	Card Issuance vi. FI/Bank shall have the option to issue the NCMC cards as per the payment scheme of their choice in mutual consent with the Department, but system should support acceptance of all the three payment scheme cards (MasterCard, Visa and RuPay)	In NCMC Card Ecosystem, issued cards are from Rupay, it cannot be multiple. Multiple payment scheme cards (MasterCard, Visa and RuPay) can be used in Open Loop card ecosystem. Hence please amend this clause.	Clarified	As per RFP document
230	Section V - Scope of Work, Clause 6.4.2, Page No. 153	Transaction Acquiring The customer will use the NCMC cards for digital fare payment. The selected bidder will be responsible for the acquiring of these transactions done using NCMC cards issued by any Bank certified as per NCMC specification.	In NCMC Card Ecosystem, card issuer bank is unique, it cannot be multiple. Multiple Bank cards can be used in Open Loop card ecosystem. Hence please amend this clause.	Clarified	As per RFP document
231	Section V - Scope of Work, Clause 6.4.3, Page No. 153	Transaction Settlement i. The customer will be able to use the NCMC cards, issued by any Bank, for the fare payment.	In NCMC Card Ecosystem, card issuer bank is unique, it cannot be multiple. Multiple Bank cards can be used in Open Loop card ecosystem. Hence please amend this clause.	Clarified	As per RFP document
232	Section V - Scope of Work, Clause 6.4.4, Page No. 153	iv. FI/Bank should provide the required APIs and documentation for enabling such top-up through departmental mobile app/website & other third-party apps on approval from department.	Through this RFP bidder is going to provide web and mobile application both then what is the need of API?	Clarified	For any third-party integration API will be used
233	Section V - Scope of Work, Clause 6.4.4, Page No. 153	iv. FI/Bank should provide the required APIs and documentation for enabling such top-up through departmental mobile app/website & other third-party apps on approval from department.	Which all are the third-party application?	Clarified	Third party system can be any systems which department may envisage to develop in future
234	Section V - Scope of Work, Clause 6.4.4, Page No. 154	FI/Bank shall be responsible for the Top-up of NCMC Cards, issued by any Bank, based on customers' request.	In NCMC Card Ecosystem, card issuer bank is unique, it cannot be multiple. Multiple Bank cards can be used in Open Loop card ecosystem. Hence please amend this clause.	Clarified	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
235	Section V - Scope of Work, Clause 6.4.6, Page No. 154	Non-Payment Usage i. FI/Bank to ensure all non-payment use cases are met and necessary integration with Authority's domain systems are completed. ii. Authority may appoint 3rd party agency to certify the data formats and standards used by FI/Bank for terminal interface.	Please provide some more details against this requirement.	Clarified	Non-payment may imply to some failed transactions or transaction which have happened, but tickets not issued
236	Section V - Scope of Work, Clause 6.4.7, Page No. 154	Service Points Management FI/Bank to provide support /services are their service point to NCMC cards commuters. i. FI/Bank to ensure that the Service Points display the NCMC Card Issuance activity prominently. ii. FI/Bank will facilitate following through Service Points: a) Instant card issuance and card top-up as per given process (in case of general cards) b) FI/Bank to maintain inventory of prepaid general cards c) Help end users / customers about use of cards	We understand that requirement mentioned in clause "6.4.1 Card Issuance; point no. iv" is same which is asked in this section. Please confirm.	Clarified	Yes, your understanding is correct
237	Section V - Scope of Work, Clause 6.4.12, Page No. 155	i. FI/Bank should have a local technical team set-up in city for operations and support.	We understand from this clause that Technical Team set up is required for Head office only.	Clarified	Centralised help desk is envisaged. The bidder shall set up the Helpdesk in a manner so as to fulfil the SLA's
238	Section V - Scope of Work, Clause 6.4.13, Page No. 156	General Query	Please let us know requirements of per day SMS.	Clarified	SMS may be provisioned for tickets issued through ORS. SMS gateway will be provided by bidder and also bear its cost during the duration of the project
239	Section V - Scope of Work, Clause 6.5.5, Page No. 157	6.5.5 These cards shall be validated inside the bus using ETIM machines by conductor and real time information would be synchronised with centralised server. A zero-value ticket will be issued against this pass.	Please elaborate the term "Zero Value Ticket".	Clarified	Zero value ticket will be issued to free and concessional travellers
240	Section V - Scope of Work, Clause 6.6.4, Page No. 158	6.6.4 The aim of Panic buttons is to improve safety of passengers travelling on Haryana Roadways buses. The panic buttons will be linked to the Command Control Centre of the transport department. As soon as a passenger presses the panic button, the control centre will be notified, and a horn will sound. The horn will alert not just other passengers, the conductor and the driver of the bus, but also other motorists on the road.	Please provide some more details regarding Horn requirement and also please add this in BOQ.	Clarified	Appropriate System

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241	Section V - Scope of Work, Clause 6.6.11, Page No. 158	6.6.11 The GPS System shall also have the ability to import stop data from an external system.	Please provide some more details about this external system which needs to be integrated with new system. Also, we assume that department will provide necessary supports from existing vendor.	Clarified	External system can be any IOT device to be installed in the bus. That IOT device will be installed by purchaser themselves
242	Section V - Scope of Work, Clause 6.6.15, Page No. 159	6.6.15 The GPS device settings modifications including software/firmware updates as well as business rules such as fare settings, discounts etc.	We understand that fare related information needs to be updated on ETIM not on GPS devices. Please confirm	Clarified	Yes
243	Section V - Scope of Work, Clause 8.1.3, Page No. 162	Audit	Please provide some more details against this requirement.	Clarified	The system shall provide MIS reports that can be used for audit and reconciliation
244	Section V - Scope of Work, Clause 8.1.3, Page No. 162	In addition, it will be provide for modules supporting the business functions mentioned above including: -Identity and Access Management	Please provide some more details against this requirement. What will be the use of "Identity and Access Management" in this project?	Clarified	Identity and Access Management will be used to identify different user of department and rights provided to them
245	Section V - Scope of Work, Clause 8.1.4, Page No. 163	a) Legacy Data: Data from the existing system which will be migrated on to the new system	Please let us know the type and exact quantity of legacy data which needs to be migrated. This will help bidder to estimate server requirements. Also we assume that all the data are in digital form.	Clarified	All the data is in digital form and shall be shared with the selected bidder
246	Section V - Scope of Work, Clause 10.10, Page No. 168	(b) System Maintenance, Management and Administration (c) Security Administration	As per section "7.4 DC and DR Services" mentioned in the RFP page no. 160, "Haryana State Electronics Development Corporation Limited (Hartron) will be the agency for providing DC-DR services on cloud basis to State Transport for implementation of this project." Considering this section (7.4), O&M against these points (b, c) should not be for Bidder of this RFP. Please amend these requirements.	Reject	As per RFP document
247	Section V - Scope of Work, Clause 10.10.3, Page No. 172	10.10.3 Network Monitoring	As per section "7.1 Hardware & 7.6 Bandwidth" mentioned in the RFP page no. 160, "Network switches, Network Cablings and Bandwidth at each location will be provided by department." Considering this clause (7.1 & 7.6), O&M against this points should not be for Bidder of this RFP. Please amend these requirements.	Reject	As per RFP document

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248	Section V - Scope of Work, Clause 10.10.4, Page No. 172	10.10.4 Storage and Backup Management	As per section "7.4 DC and DR Services" mentioned in the RFP page no. 160, "Haryana State Electronics Development Corporation Limited (Hartron) will be the agency for providing DC-DR services on cloud basis to State Transport for implementation of this project." Considering this section (7.4), O&M against these points (b, c) should not be for Bidder of this RFP. Please amend these requirements.	Reject	As per RFP document
249	Section V - Scope of Work, Clause 10.10.6, Page No. 173	Log service requests related to IT infrastructure of department under the scope of work and give them a service request number	Helpdesk will have data of only those items which are supplied by bidder.	Clarified	Helpdesk will provide the services under the scope of the bidder
250	Section V - Scope of Work, Clause 10.10.7, Page No. 173	b) First level hardware support for the above equipment which will include diagnosing the problem and getting the same resolved through coordination with the respective vendors as per the severity level assigned to it to ensure uptime of all IT infrastructure of department as defined SLA c) Configuration of the printers, servers and resolving printing problems of the users	Technical support can be provided for only those items which are supplied by bidder.	Clarified	Technical support can be provided for those items which are supplied by bidder.
251	Section V - Scope of Work, Clause 10.10.11, Page No. 174	10.10.11 Support for DC and DR operations	As per section "7.4 DC and DR Services" mentioned in the RFP page no. 160, "Haryana State Electronics Development Corporation Limited (Hartron) will be the agency for providing DC-DR services on cloud basis to State Transport for implementation of this project." Considering this section (7.4), O&M against these points should not be for Bidder of this RFP. Please amend these requirements.	Reject	As per RFP document
252	Section V - Scope of Work, Clause 12, Page No. 176		Please add timelines for GPS system deployment also.	Clarified	Refer clause 12 of Section V - Scope of Work
253	Section V - Scope of Work, Clause 13, Page No. 178	j) Availability: System behaviour in the failure of CPU, memory, applications. Availability is ensured by system level redundancy including the communication network.	As DC-DR and Bandwidth will be provided by Hartron and department then these requirements are also taken care by them only not by bidder.	Clarified	Yes, your understanding is correct
254	Section V - Scope of Work, Clause 14		Resources mentioned here are for implementation phase or O&M phase?	Clarified	Refer Corrigendum
255	Section V - Scope of Work, Clause 15	Bus Infrastructure Bill of Material 3. Panic Button: As per requirement	Please let us know that per bus how many Panic buttons need to be placed, this will help bidder to estimate the cost as well as efforts.	Clarified	3 panic buttons on each side of bus. In case any additional requirement in future, the department shall ask the selected

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					bidder to install panic buttons on market rate on mutual discussion between department and the selected bidder.
256	Section V - Scope of Work, Clause 15	Depot Bill of Material (24 Depots & 13 Sub-Depots) 1. ETIM Charging Points: 5000	Per location how many charging points are required?	Clarified	Bidder will have to analyse the same
257	Section V - Scope of Work, Clause 15	DC & DR Bill of Material (Software) 4. Server Operating System: 19 5. RDBMS License: 1 6. Backup & Archival Solution: 1	We understand that these services & Licenses are required for application which are asked in this RFP not for any existing application. Please confirm.	Clarified	Yes, your understanding is correct
258	Section VII - Technical Specifications, Clause 7	General Query	Please let us know how many Antivirus licenses are required?	Clarified	Antivirus licenses will be procured by department
259		General Query	Please let us know the data retention policy for this project. For Live data and Archival data.	Clarified	Live data for 30 days and archival data for 7 years as per Govt guidelines
260		General Query	We understand that RPO-RTO for DC-DR will be mutually decided between Department and Hartron, Bidder's role is not required. If it is in bidder's scope the please provide RPO-RTO for DC-DR.	Clarified	Yes, your understanding is correct
261		General Query	We understand that regulated power supply and power backups will be provide by department at each location during implementation and O&M period both.	Clarified	Yes
262		General Query	Payment Gate way - Who will provide and who will bear transaction charges?	Clarified	Bidder will have to provide the payment gateway and bear its charges during the duration of project
263	Section V - Scope of Work, Clause 5, Page No. 150	All depots and sub-depots shall be covered under the project. If there is an increase in the number of depots or sub-depots of Haryana Roadways during the contract period, the Bidder shall cover two depots and its sub-depots in the project implementation at no extra cost to department. If more than two then the cost shall mutually discuss between the department and the Bidder.	How to derive solution cost for new depots if it is more than 2?	Clarified	Bidder will have to analyse the same

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
264	Section V - Scope of Work, Clause 8.1.2, Page No. 162		Who will provide SMS gateway & What will be yearly volume of SMS?	Clarified	SMS may be provisioned for tickets issued through ORS. SMS gateway will be provided by bidder and also bear its cost during the duration of the project
265	Section V - Scope of Work, Clause 8.1.4, Page No. 163	Analytical logic and related metadata: In course of analysis being carried out and reports generated, new data about the analysis, various models created, and related metadata will be produced which will have to be stored by the system.	Please provide some details for this requirement.	Clarified	The clause is self-explanatory
266	Section V - Scope of Work, Clause 7.1, Page No. 160	Wireless Access Point	What will be the scope for Wi-Fi AP?	Clarified	Required for data synchronization
267		General query	Who will provide control room infrastructure? What is the scope of bidder if HSTD will provide CCC Infra?	Clarified	Purchaser will provide the hardware and network connectivity but the software for GPS will be provided by bidder only. Refer clause 7.5 of Section V - Scope of Work
268		General query	What is exact scope of integration? Which system SI needs to integrate? VTS system is provided by private operator Does bidder need to integrate that system? If yes than we assume that authority will facilitate the smooth process for protocol document sharing.	Clarified	Yes, the department will help in coordination
269		General query	We assume that authority will continue providing existing payment gateway which is of HDFC bank.	Clarified	No, the bidder should provision one payment gateway in their bid
270	Section I (12), page No.9	Within 15 days of the receipt of notification of award from the department, the successful Bidder shall furnish the performance bank guarantee issued by a Nationalized / Scheduled Bank equivalent to INR 1,50,00,000 (Rupees One Crore Fifty Lakh only) value valid for six months beyond contract period in accordance with the Conditions of Contract, in the Performance Bank Guarantee prescribed at Clause 18 of "Section IV: Bid Submission Formats and Proformas"	Request to revise the clause as " Within 21 working days of the receipt of notification of award from the department, the successful Bidder shall furnish the performance bank guarantee issued by a Nationalized / Scheduled Bank equivalent to INR 1,50,00,000 (Rupees One Crore Fifty Lakh only) value valid for six months beyond contract period in accordance with the Conditions of Contract, in the Performance Bank Guarantee prescribed at Clause 18 of "Section IV: Bid Submission Formats and Proformas"	Reject	As per RFP document

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271	Section-I, Page no. 10	The bidders shall upload the required eligibility & technical documents online in the Technical Bid.	Kindly confirm if the technical Bid has to be submitted online or Offline or Both	Clarified	Please refer clause 17.1 of section II - Instructions to Bidders of RFP document
272	Section-II (7.1.3), Page no. 18	Notarized Power of Attorney executed by the Bidder in favour of the duly Authorized Representative, certifying him as an authorized signatory for the purpose of this RFP in prescribed format as per Clause 14 of Section IV	Kindly confirm, can the Copy of the POA in the bank's format accompanied by the Certificate by the CS (with the relevant declaration mentioned in the Format provided by HSRTC) be acceptable as, in banking due to multiple hierarchy, getting a separate POA executed is lengthy and time taking leading to delay in bid submission	Clarified	As per RFP document
273	Section-II (7.1.18), Page no. 19	One sample equipment each of EMV based ETIM device offered in the bid. The same shall be returned to the bidders after completion of the bid evaluation.	This requirement seems to be invalid while we are declaring the MAF from the OEM, we do not understand the need for this, as it will only be standalone device. Kindly, remove the clause	Clarified	As per RFP document
274	Section-II (7.1.21), Page no. 19	An undertaking duly attested by the notary that i. The bidder is currently not blacklisted or banned by any Govt / Govt Department / Govt Agency / PSU in India for corrupt or fraudulent practices or non-delivery or non-performance in last 3 years	Request you to consider this on the bidder's letter head as self-declaration/Undertaking.	Reject	As per RFP document
275	Section-II (23.3), Page no. 24	A consortium partner can associate with more than one Lead Bidder for this Tender.	A consortium partner should not be allowed as then the SI will be at liberty to bid with multiple FI's and dictate the commercial terms for winning with this bid in any manner. Therefore, request to remove this clause.	Reject	As per RFP document
276	Section-II (24.7), Page no. 25	The terms of Bidder's contract / agreement with the sub-contractor (excluding the commercial terms) for this particular assignment shall require the review and approval of the Purchaser and shall be in conformity with the terms of this Contract. Where the Purchaser deems necessary, it may refuse to consent to the delegation of services to the sub-contractor (s). The Lead Bidder shall not amend or modify the terms of contract / agreement with the sub-contractor (s) without the prior written consent of the Purchaser.	In case of sub-contractor, the agreement which shall be executed is an internal bank document and cannot be shared with any third party following the internal compliances of bank. As the authorities will have a right to decide which services can be sub contracted, this would be difficult for the bidder to implement the project. Therefore, request to remove the clause.	Reject	Any sub-contracting shall need prior approval of the department

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
277	Section-II (24.8), Page no. 25	The Lead Bidder shall not terminate the contract / agreement with the sub-contractor (s) without prior written consent of the Purchaser. Further, in case the Lead Bidder terminates any contract/arrangement or agreement with a sub-contractor for any reason whatsoever, the Lead Bidder shall ensure the smooth continuation of services by providing forthwith, a suitable replacement which is acceptable to the Purchaser at no additional cost to the Purchaser.	These clauses are too restrictive and impact the working of the bidder is not allowed to work independently. In any which ways the bidder shall indemnify the purchases from all such repercussion arising out of any claims by the sub-contractors. Therefore, request to remove the clause	Reject	As per RFP document
278	Section-II [25.1(2)], Page No. 26	Annual Turnover - Proof document	Request to consider provisional certificate from CA for annual turnover also. For bidder to provide statutory certificate would be an extra cost and a time taking process. Therefore, kindly revise the proof document required as " Provisional certificate from Statutory Auditor/CA for 2019-20 is acceptable, in the case the audited financial statements are not available	Clarified	Provisional Certificate from CA will be only allowed for FY 2019-20
279	Section-II [25.1(3)], Page No. 26	Certificate from Statutory Auditor	Request you to consider the Financial Information of the Tenderer on Statutory Auditor's /CA's Letter Head. Since all the financial statements are already audited and certified by the Statutory Auditor's only, getting a separate certificate from them will only add cost and time burden on the tender submission. Therefore, request you to please consider CA's Certificate also. Clause to be revised as " Certificate from Statutory Auditor's/CA's Letter Head "	Accept	
280	Section-II [25.1(5)], Page No. 26	Certifications: FI/ Bank: a) FI/Bank should have its financial switch certified for acquiring transactions of Debit/ Credit/ Prepaid Cards in India. The bank should also be certified for acquiring transactions of NCMC Cards (Debit/ Credit/ Prepaid) as per the defined specification. b) FI/Bank should have its issuer host certified for issuance of NCMC cards	In the current scenario, All the NCMC Transit projects done by the banks are through their certified Technology service provider and none of the banks have an inhouse financial switch certified for NCMC with Offline Capabilities on both issuing and acquiring front. Therefore, for wider Participation request you to revise the clause as " FI/ Bank or its consortium member: a) FI/Bank or its Technology Service Provider should have its financial switch certified for acquiring transactions of Debit/ Credit/ Prepaid Cards in India. The bank or Technology Service Provider should also be certified for acquiring transactions of NCMC/EMV Cards (Debit/ Credit/ Prepaid) as per the defined specification. b) FI/Bank or its consortium member should have its issuer host certified for issuance of NCMC /EMV cards	Clarified	Refer corrigendum

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
281	Section-II [25.1(6)], Page No. 26	Experience: FI/ Bank: a) FI/Bank must have experience as an acquirer for acceptance, operations and management of transactions through Contactless Smart Card b) The FI/Bank must have experience as an issuer for issuance of EMV open loop cards	Request to revise the clause as " FI/ Bank: a) FI/Bank must have experience as an acquirer for acceptance, operations and management of transactions through Contactless Smart Card b) The FI/Bank must have experience as an issuer for issuance of EMV/Open loop cards "	Clarified	Refer Corrigendum
282	Section-II [25.1(6)], Page No. 26	For the purpose of evaluation, AFCS project will be defined as a project for a transport organization including Card/ cash-based transit Fare Collection System where system is integrated with ETIM machines	Kindly confirm the understanding, will integration with Gate Validator's Not qualify for the definition of the AFCS project here?	Clarified	Any project that deals with automated fare collection system will be a valid project
283	Section-II [25.1(6)], Page No. 26	Experience - Proof Document	The bank as an acquirer for contactless smart cards and issuer for EMV cards are not executed through any other organization. and are in house products of the bank. Therefore, proof document like PO/WO/LOA would not be possible to be submitted. Request to revise proof document as " Copy of substantial proof like PO/WO/LOA/Copy of Contract Completion Certificate would be preferred or self-certificate"	Reject	As per RFP document
284	Section-II [25.1(7)], Page No. 26	ETIM Devices offered - proof Document	Please allow the bidder in case of PoS to submit a Self-certificate to this effect as POS goes to separate merchant's basis the individual merchant agreement or forms. It would be difficult to provide these in the form of 1000 pages. Therefore, request to revise the clause as: "Installation Certificate/ Purchase Order/Copy of contract/Completion certificate issued by the purchaser clearly indicating the quantity of equipment supplied in the project/ Self-Certificate. "	Clarified	As per RFP document
285	Section-II [25.1(7)], Page No. 26	ETIM Devices offered - proof Document (Copy of NPCI-qSPARC certification)	NPCI does not provide any separate certificate, the list of qSPARC certified device are published on NPCI's website. Therefore, request to remove the clause	Reject	As per RFP document Any valid proof from NPCI should be provided
286	Section-II [26 {1(1A)}], Page no. 27	Experience in implementation of EMV based open loop ticketing system for transport sector in India in last 7 years from the last date of bid submission - Lead Bidder or its Consortium partner. (Completed/ongoing projects)	The clause is relatively stringent which allows hardly one or two banks to qualify the criteria. Therefore, request to revise the clause for benefit of larger audience as " Experience in implementation of EMV/open loop cards for transport sector/Smart City/any other project in India in last 7 years from the last date of bid submission - Lead Bidder or its Consortium partner. "	Reject	As per RFP document

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
287	Section-II [26 {1(1A)}], Page no. 27	Project Involving following as fare media a) EMV pre-paid cards or RuPay Prepaid cards (NCMC/q-Sparc Specs) b) EMV contactless debit or credit cards	EMV contactless debit or credit cards are issued by bank as in-house product for their customers not as a project specific debit or credit cards. This criteria will not be satisfied by any of the consortium or lead bidder. Therefore, request to revise the clause as " Project Involving following as fare media a) EMV/ open loop (debit/credit/pre-paid cards) or RuPay Prepaid cards (NCMC/q-Sparc Specs) b) Issuance of EMV Co-branded cards (debit/credit/pre-paid cards)	Clarified	Refer Corrigendum
288	Section-II [26 {1(1B)}], Page no. 27	Projects Involving a) Software Implementation for transit system b) Open Loop Ticketing System c) GPS System d) Issuance of Cards e) WAN setup	Open loop ticketing system has recently been implemented and there are very few projects where any company has implemented the solution. Therefore, request to revise the parameter clause as " Projects Involving a) Software Implementation for transit system b) GPS System c) Issuance of Cards d) WAN setup	Reject	As per RFP document
289	Section-II [26 {1(1D)}], Page no. 28	No. of EMV based ETIM/POS Devices supplied: (The customers or client for this criterion can be one or different entities within India or abroad. The proof should be a work order or letter from the client which clearly mentions the number of ETIMs supplied)	In case the bidder is sharing the experience of POS, request you to please allow a self-certificate to be submitted along with the latest supporting from the RBI Website. Kindly, revise the parameter as " No. of EMV based ETIM/POS Devices supplied: (The customers or client for this criterion can be one or different entities within India or abroad. The proof should be a work order or letter from the client or self-certificate which clearly mentions the number of ETIMs supplied)	Reject	As per RFP document
290	Section-II [26 (2)], Page no. 28	Manpower	Since the core business of the bank is related to payments and do not have on boarded Technical resource, therefore we seek clarity if we can propose the CV's of these resources from the SI who shall be the consortium partner for the implementation of the project.	Clarified	Yes, you can propose the resource from SI for implementation of the project
291	Section-II [26 (2A)], Page no. 28	Project Director: B.E/B.Tech and MBA/PG with minimum 12 plus years of experience in Intelligent Transportation System (ITS) implementation projects with Government/ PSU in India	The experience of ITS is very specific for anybody, therefore, request you to modify the clause as " B.E/B.Tech and MBA/PG with minimum 12 plus years of experience in Intelligent Transportation System (ITS)/System Integration/E-governance implementation projects with Government/ PSU in India. Request this change for all the project manager also	Reject	As per RFP document

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292	Section-II [26 (2A)], Page no. 28	Project Director: Past experience in Intelligent Transportation System (ITS) implementation projects with Government /PSU in India: a) >=3 projects b) 1-2 projects	Implementation of ITS projects by a project director with such years of experience is limited in number. The benchmark with number of projects in the clause is very high and limits the number of persons who can be appointed under such criteria. Therefore, request to revise the parameter of the clause as " Past experience in Intelligent Transportation System (ITS) implementation projects with Government / PSU in India: a) 1-2 projects b) 1 project	Reject	As per RFP document
293	Section-II [26 (2B)], Page no. 28	Project Manager: Past experience in Intelligent Transportation System (ITS) implementation projects with Government /PSU in India: a) >=3 projects b) 1-2 projects	Implementation of ITS projects by a project manager with such years of experience is limited in number. The benchmark with number of projects in the clause is very high and limits the number of person who can be appointed under such criteria. Therefore, request to revise the parameter of the clause as " Past experience in Intelligent Transportation System (ITS) implementation projects with Government / PSU in India: a) 1-2 projects b) 1 project	Reject	As per RFP document
294	Section-II [26 (2D)], Page no. 28	Past experience implementing AFC solutions in Transport Sector: a) >=4 projects b) 2 projects	Implementation of AFC projects by an AFC expert with such years of experience is limited in number. The benchmark with number of projects in the clause is very high and limits the number of person who can be appointed under such criteria. Therefore, request to revise the parameter clause as " Past experience implementing AFC solutions in Transport Sector: a) >2 projects b) 1-2 projects	Reject	As per RFP document
295	Section -II [27.1.1 (f)], Page no. 30	The financial quote shall be evaluated and marked L1, L2, L3 etc. L1 being the lowest offer and then others in ascending order. In case of a tie, the bid that scored higher technical marks will be considered the best value bid.	Request to confirm if L1 will be evaluated on base price or total price (inclusive of taxes) in Form 23.2. In case the L1 is evaluated on Total amount, other taxes quoted by different bidders may vary and those taxes has to be borne by the bidder itself. Therefore, it is requested to evaluate L1 on base price of the financial bid only.	Reject	As per RFP document
296	Section-III (3.17), Page no. 54	Indemnity	Please insert indemnity clause for the bank as well where the bidder is indemnified by the purchaser	Reject	As per RFP document

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297	Section-III [3.17.1 (b)], Page no. 54	Any breach of any of the terms of the Bidder's Bid as agreed, the Tender and this Contract by the Bidder, thesis' Team or any third party.	Any breach of its sub-contractor, as liability of any 3rd party cannot be taken up by the bidder. Therefore, request to modify the clause as " Any breach of any of the terms of the Bidder's Bid as agreed, the Tender and this Contract by the Bidder, thesis' Team"	Reject	As per RFP document
298	Section-III [3.24.1 (e)], Page no. 60	Termination for convenience: The Purchaser may at any time terminate the Contract in whole or in part for convenience by giving written notice of sixty (60) days to the bidder. In the event of termination under this para (e), the financial payments, if any, to be paid to the bidder shall be either mutually decided between the Parties or through third party determination/ arbitration at that point of time.	In reference to termination, authority has the right to terminate the contract as per their convenience whereas the bidder does not have such right to protect. Therefore, request to also add a clause for termination as per convenience by bidder.	Reject	As per RFP document
299	Section-IV Form - 20 [5(2)], Page no. 123	SLA - helpdesk	Kindly, clarify the understanding of helpdesk on which SLAs have been assigned. In reference to helpdesk for bank related services are operated on RBI guidelines which have their own timelines for resolving the query logged. Therefore, such clause has to be eliminated	Clarified	Bank related services will not be included in SLA for helpdesk services
300	Section-IV Form - 20 [5(5)], Page no. 124	Asset / Inventory Management - Management approval of Physical Asset Verification report	Request to revise the clause as " Submission of the Asset Verification Report "	Reject	As per RFP document
301	Section-IV Form - 20 [5(9)], Page no. 125	Uptime of servers - >=99.8 %	Request to modify service level to 99.5 % as it is a standard across all platforms, even the cloud vendors follow the same and give guarantee of 99.5%	Reject	As per RFP document
302	Section-IV Form - 20 [5(12)], Page no. 125	Department would periodically (once a quarter on a random day) request the Bidder to restore the backup data - Rs 5000/- for every restore test failure	Taking backup and Its restorations are two different things, restoration may also fail you the issues with the Data base, OS etc. Therefore, the penalty can only be applicable for taking backups	Reject	As per RFP document
303	Section-IV Form - 20 [5(3)], Page no. 127	Failure of transaction due to acquirer switch connectivity - Less than 0.2%	Any connectivity service provider, gives an uptime guarantee of 99.5%, please consider the same as the bank will have no control over this	Clarified	Refer Corrigendum
304	Section-V (1.1), Page no. 141	Can be a no-KYC or minimum-KYC card based on customer preference	Since these are banking cards the compliance for KYC is mandatory even for NCMC card as per RBI guidelines. Therefore, request to revise the clause as " Can be minimum-KYC or full - KYC card based on customer preference "	Accept	

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305	Section-V (6.3.2.), Page no. 152	The selected Bidder shall have to enhance the mobile app and integrate with the centralised ticketing system.	In reference to enhancement of existing mobile application, our understanding is that the existing mobile app is developed and managed by HSRTC vendor. Therefore, the bidder can share relevant APIs for integration of new development like card related services but the development of the same on mobile application has to be done by the existing vendor of HSRTC. Please confirm the understanding.	Clarified	The selected bidder will have to enhance the existing mobile app and integrate with its system. Existing app is built in-house by State Transport Department.
306	Section-V [6.4.3(iii)], Page no. 153	Transaction Settlement - Bank will be responsible for cash management, reconciliation and settlement activities	Kindly, confirm if Cash management referred as total cash collection including ticketing collection, top up collection from all depots across Haryana	Clarified	Yes, your understanding is correct
307	Section-V [6.4.3(iii)], Page no. 153	Transaction Settlement - Bank will be responsible for cash management, reconciliation and settlement activities	In reference to cash management services, the authorities shall allow net settlement of the transaction with the bank in T+2 days i.e. FI shall deduct its share of fee/ charges from the daily collection amount payable to HSRTC	Reject	As per RFP document
308	Section-V (6.4.7), Page no. 153	Service Points Management	Kindly, confirm the number of service points which shall be managed by the bidder during the tenure of the project	Clarified	At all depots/sub-depots and centralised location in Chandigarh
309	Section-V [6.4.15 (v)], Page no. 156	Department may open a separate settlement account with FI/Bank, if required. Post settlement, FI/Bank shall transfer payment of settlement amount on next day (T+1) by 10:00 hours in Department's designated Account (in Bidder Bank or other Bank). For the transactions occurred on Saturday, Sunday or any holiday as declared under Negotiable Instruments Act 1988 or any bandh/bank strike etc., the transfer of payment will be conducted concurrently on the next working day. Bank shall make flexi deposit on the very same day of credit after leaving minimum balance i.e. mutually agreed for a minimum period of 365 days at Bank Bulk card rate and whenever fund is required to transfer flexi deposit shall reverse as per instruction of Authority.	As a standard practice of NPCI, the Settlement cycle is T+2 days and accordingly the FI will have to follow the same as basis the settlement done by Rupay only will the bank be able to settle the amount in to HSRTC's account. Therefore, request to modify the clause as " Department may open a separate settlement account with FI/Bank, if required. Post settlement, FI/Bank shall transfer payment of settlement amount on two day (T+2) by 10:00 hours in Department's designated Account (in Bidder Bank or other Bank). For the transactions occurred on Saturday, Sunday or any holiday as declared under Negotiable Instruments Act 1988 or any bandh/bank strike etc., the transfer of payment will be conducted concurrently on the next working day. Bank shall make flexi deposit on the very same day of credit after leaving minimum balance i.e. mutually agreed for a minimum period of 365 days at Bank Bulk card rate and whenever fund is required to transfer flexi deposit shall reverse as per instruction of Authority."	Reject	As per RFP document

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310	Section-V (7.4.1), Page no. 160	Haryana State Electronics Development Corporation Limited (Hartron) will be the agency for providing DC-DR services on cloud basis to State Transport for implementation of this project.	Our Understanding is the only the AFC and the GPS tracking application is expected to hosted in the Hartron DC, All banking related application and services shall be hosted out of their existing cloud/In house Premises as all these banking applications requires multiple compliance for security and regulations. Therefore, it will not be possible for any bank to host its application in the SDC. Please clarify?	Clarified	Yes, your understanding is correct
311	Section-V (10.10.6), Page no. 173	Help Desk	In reference to help desk, please confirm if the helpdesk setup by the bidder will only be executing the services for technical queries and ORS call centre or all the services for customer card support will also be a part of this helpdesk.	Clarified	Helpdesk will cover all the services under the scope of bidder
312	Section-V [11 (f)], Page no. 175	The Bidder is encouraged to undertake any activity that shall enhance non-fare revenue. However, before taking any such activity the bidder shall take prior permission from department. The revenue shall be shared with the department. The revenue sharing shall be done with mutual understanding of the bidder and department. Any contracts with any third parties for enhancing the non-fare revenue shall be shared with department for transparency and accountability	Our understanding for non-fare revenue is marketing and branding rights for the bidder on the bus depots etc. Request to please elaborate the definition non-fare revenue. Kindly, specify the components which will come under non-fare revenue.	Clarified	Here, Non-fare revenue means the revenue generated from other sources like - advertisement on tickets, ORS, etc.
313	Section-V (15), Page no. 180	Indicative Bill of Material - Panic Button	Kindly provide the Estimated number of Panic Button that is proposed to be issued under this project, this is vital for the calculation of the Project Cost	Clarified	3 panic buttons on each side of bus. In case any additional requirement in future, the department shall ask the selected bidder to install panic buttons on market rate on mutual discussion between department and the selected bidder.
314	Section-V (15), Page no. 180	Indicative Bill of Material - NCMC Cards	Kindly provide the Estimated number of NCMC Cards that is proposed to be issued under this project, this is vital for the calculation of the Project Cost	Clarified	Refer S. No 48 above

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315	Additional		RSRTC is requested to extend the banking service to the winning FI such as: 1.) Salary Accounts 2.) Salary Remittance Account 3.) Current Account 4.) Term Deposits 5.) Bank Guarantee deposit 6.) Remittance A/C 7.) Working Capital Loans	Reject	As per RFP document
316	Section V – Scope of Work, Page No. 156	6.4.15 Settlement & Reconciliation Procedure Bank shall make flexi deposit on the very same day of credit after leaving minimum balance i.e. mutually agreed for a minimum period of 365 days at Bank Bulk card rate and whenever fund is required to transfer flexi deposit shall reverse as per instruction of Authority.	Request you to kindly amend this clause by within 48 hours, as it difficult to make flexi deposit on the very same day of credit after leaving minimum balance	Reject	As per RFP document
317	Form 4.1 Response to Eligibility Criteria, Page No. 98	Point no. 5 Certification	Request you to kindly consider, if the NCMC certification is pending and is under process.	Reject	As per RFP document
318	Section II – Instructions to Bidders, 26. Evaluation Criteria, Point- 1A, Page No. 27	Experience in implementation of EMV based open loop ticketing system for transport sector in India in last 7 years from the last date of bid submission - Lead Bidder or its Consortium partner. (Completed/ongoing projects) 2 Projects – 10 Marks each Project Involving following as fare media a) EMV pre-paid cards or RuPay Prepaid cards (NCMC/q-Sparc Specs)-2.5 Marks b) EMV contactless debit or credit cards-2.5 Marks Number of smart cards issued in project: a) More than 1 lakh – up to 2 lakh cards- 1 Marks b) More than 2 lakh – up to 3 lakh cards- 2 Marks c) More than 3 lakh – up to 4 lakh cards-3 Marks d) More than 4 lakh- 5 Marks	Since the NCMC ticketing is in initial stage in transport sector that, only few limited banks have completed certification therefore request you to kindly reduce the required experience by one project rather than 2 and include the experience also please consider experience in Closed loop/Semi-Closed projects into it.	Reject	As per RFP document
319	3.47.3.1	Slab 1: 40 Crore tickets issued through ETIM and ORS in a year	Department will make minimum guaranteed payment for 40 crore ticket per year from the GO-LIVE date. Is our understanding is correct?	Clarified	No, there is no such provision of minimum guaranteed payment for 40 Crore tickets per year from go-live date

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320	3.47.3.3	c) The payment will be made by department for all locations to the bidder on monthly basis. The monthly bill will be submitted by the bidder to the department who will in turn release the 80% of the payment within 15 days and rest of the payment i.e. 20% released within 1 month if there is no dispute and after verification/audit of the bills	Kindly requesting to make the payment of 90% within 15 days & balance 10% before end of the month.	Reject	As per RFP document
321	6.5.7	6.5.7 The bidder shall be responsible for issuance of only 10 lakh cards (Personalised Bus Pass only) during the 5 years contract period. If there is increase in quantity of cards, the cost shall be mutually decided between bidder and department.	Please give us clarity on below points: a) Please share the specification for the personalised Bus pass b) Please share the NCMC card specification & approx. quantity per year to be included in commercial bid.	Clarified	Personalised Bus pass should be NCMC compliant. The intention of the department is to provide NCMC cards to each traveller travelling by Haryana Roadways. Hence the bidder may analyse the number of cards on the basis of data provided in clause 2.1 of Section V - Scope of Work Refer clause 6.5 of Section V - Scope of Work
322	Section V - 14	14. Minimum Resource Requirement	Department will provide the manpower for the required scope of work. Is our understanding correct? Please confirm	Clarified	Refer corrigendum for minimum manpower requirement
323	Section V - 15	3. Panic Button As per requirement	Kindly share the specification & quantity details for Panic button to be included in the cost for our reference.	Clarified	3 panic buttons on each side of bus. In case any additional requirement in future, the department shall ask the selected bidder to install panic buttons on market rate on mutual discussion between department and the selected bidder.

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
324	Section-II-26	Experience- System Integrator (SI): a) SI should have the minimum experience of AFCS Project implementation during last five years (as on bid submission date) as below:	Since SI is required to have experience in large turnkey project implementation and having sound technical and financial background, we request you to allow a SI with other ICT project execution experience also along with AFC. Thus, the amended clause can be as below: Experience- System Integrator (SI): a) SI should have the minimum experience of AFCS/ICT Project implementation experience during last five years (as on bid submission date)	Reject	As per RFP document
325	Section V-105	The software licenses will be on the name of department and cost shall be funded by the Bidder. It will be the responsibility of the Bidder to provide department with latest source code in executable format for all custom applications. Bidder shall provide the updated source code biannually.	If the source code of the solution and IP has to be transferred to the customer, then our technology partners will not agree for this clause. Please amend this clause.	Reject	As per RFP document
326	Section V- 160	DC and DR services: Haryana state Electronics development corporation limited (Hartron) will be the agency for providing DC-DR services on cloud basis to state transport for implementation of this project	All required Hardware will be provided by Haryana Department? Is our understanding correct? Please confirm	Clarified	Please refer clause 7 of Section V -Scope of Work for the hardware/services to be provided by department
327	Consortium Related Conditions 23.1, Page 21	Other than FI and SI, one consortium partner is allowed. The Lead bidder should be the Financial Institution (FI)/Bank and System Integrator (SI) partner should be Automated Fare Collection (AFC) solution provider. Its Mandatory SI and FI/Bank to bid together. The members of the Consortium shall enter into a Joint Bidding Agreement as per the format provided under Clause 22 of Section IV.	Request to allow two consortium partners in a consortium apart from FI and SI. The requested line is following: Other than FI and SI, two consortium partners are allowed. The Lead bidder should be the Financial Institution (FI)/Bank and System Integrator (SI) partner should be Automated Fare Collection (AFC) solution provider. Its Mandatory SI and FI/Bank to bid together. The members of the Consortium shall enter into a Joint Bidding Agreement as per the format provided under Clause 22 of Section IV.	Reject	As per RFP document. Refer clause 3.8.3 of Section III -General Conditions of Contract.

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328	Net Worth 25.1.3, Page 26	All members of consortium should have positive Net Worth during last three financial years ending on 31st March 2020 For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered.	Since Lead Bidder is responsible for the whole project, cumulative net worth of all consortium members or network of only lead bidder should be considered. The requested line is following: All members of consortium cumulatively should have positive Net Worth during last three financial years ending on 31st March 2020 For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered. Or Lead Bidder of consortium should have positive Net Worth during the last three financial years ending on 31st March 2020 For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered.	Reject	As per RFP document
329	Solution Architect 26.2.2C, Page 28	B. Tech with M. Tech/MBA or Bachelors in IT with MCA having certification in Architecture and minimum 8 plus years of experience in solution design	Can bachelor's in computer science also be considered for Bachelors in IT? Request Line is following: B. Tech with M. Tech/MBA or Bachelors in IT/ Computer Science with MCA having certification in Architecture and minimum 8 plus years of experience in solution design	Clarified	Refer Corrigendum
330	Page No. 39	XV. "Data Centre (DC)" or "Disaster Recovery (DR)" means Haryana State Data Centre (SDC) and DR on cloud provided by HARTRON. HARTRON will provide services as specified under the scope of work are to be carried out for the purpose of this Tender /Contract.	Request to share the Locations & Bandwidth required so that we can get the feasibility Survey Conducted. Request to share the Scope of Work/SLA's as well for all of these Clauses and Penalty against not maintaining the SLA. What would be the delivery timelines and Penalty for not Delivering in Time. Are there any Last Mile Media Delivery Specifications - Say Last mile Delivery Only via Fibre or would both Fibre or UBR would be okay. What would be the Payment Terms & Conditions say Monthly/Quarterly Advance or Arrears.	Clarified	Network connectivity for DC-DR, Depot/Sub-depot, HQ and Command Control Centre will be provided by department.

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331	Clause 8.1.5 (c), Page No. 164	Disaster recovery link with Dedicated MPLS Leased Circuit link	Request to share the Locations & Bandwidth required so that we can get the feasibility Survey Conducted. Request to share the Scope of Work/SLA's as well for all of these Clauses and Penalty against not maintaining the SLA. What would be the delivery timelines and Penalty for not Delivering in Time. Are there any Last Mile Media Delivery Specifications - Say Last mile Delivery Only via Fibre or would both Fibre or UBR would be okay. What would be the Payment Terms & Conditions say Monthly/Quarterly Advance or Arrears.	Clarified	Network connectivity for DC-DR, Depot/Sub-depot, HQ and Command Control Centre will be provided by department.
332	Clause 7.4.1, Page No. 160	DC and DR Services - Haryana State Electronics Development Corporation Limited (Hartron) will be the agency for providing DC-DR services on cloud basis to State Transport for implementation of this project.	Request to share the Locations & Bandwidth required so that we can get the feasibility Survey Conducted. Request to share the Scope of Work/SLA's as well for all of these Clauses and Penalty against not maintaining the SLA. What would be the delivery timelines and Penalty for not Delivering in Time. Are there any Last Mile Media Delivery Specifications - Say Last mile Delivery Only via Fibre or would both Fibre or UBR would be okay. What would be the Payment Terms & Conditions say Monthly/Quarterly Advance or Arrears.	Clarified	Network connectivity for DC-DR, Depot/Sub-depot, HQ and Command Control Centre will be provided by department.
333	Clause 7.6.1, Page No. 160	Bandwidth - Department will provide the primary and secondary network connectivity along with necessary hardware (active and passive network devices) for depot, sub-depot, head quarter and command control centre.	What shall be the ILL Bandwidth Required for these locations. What would be the exact address/Lat Long for these locations. What would be the SLA for Internet Leased Line Circuits and Penalty against not maintaining the SLA. What would be the delivery timelines and Penalty for not Delivering in Time. Are there any Last Mile Media Delivery Specifications - Say Only Over Fibre or UBR. What would be the Payment Terms & Conditions say Monthly/Quarterly Advance or Arrears.	Clarified	Network connectivity for DC-DR, Depot/Sub-depot, HQ and Command Control Centre will be provided by department.
334	Clause 6.4.9, Page No. 154	Helpdesk and Dispute Management i. Provide central toll-free helpdesk/ IVRS to handle NCMC card transaction related issues ii. Provide NCMC Card dedicated support to Issuer Bank with reference to transaction dispute, refunds, chargeback and merchant account management as per RBI requirements	Is Part ii. Of the 6.4.9 Clause to be provided by the same party who is providing the Part i. Request to allow both to be evaluated independently. We can provide our Toll-Free Solutions Platform which would have Intelligent IVRS built in. It would be provided with a real time Dashboard for all the Calls which were received/missed etc. from the customers. Acknowledgement SMS would also be sent to the Customer. But Part ii. is to be provided by the FI/SI and is out of our Scope.	Reject	As per RFP document

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335	Clause 24.1, Page No. 24	24. Sub-Contract 24.1 The Lead bidder and its consortium partner shall not, without the consent in writing of the Purchaser appoint any delegate/ subcontractor for the performance of Services under this contract. It is desirable that the number of sub-contractors engaged by the Lead Bidder and its consortium partner for this contract is kept to the minimum possible. However, no subcontracting would be permitted for the following Services under the Contract (not limited to): Software Development	Request you to allow Sub-Contracting for the Partner criteria. What would be the OTC for implementing AIS for the first time. Also, As per Indicative BOM, 3000 AIS 140 Devices would be required. Please confirm the same. For AIS 140, VIL would like to Participate as End to End Solution Partner but installation & Field Support would be through our partner. Also for any Software Development to be outsourced outside the consortium (subcontracting terms). In our case platform to manage the devices will be provided by the partner And, any modification thereby will be through the partner. Although we would be managing end to end for AIS 140 proposition, but our dependency would be on our partners. There needs to be an integration done with the existing system – would need to understand who will be the SI and their capability.	Reject	As per RFP document
336	Page No. 186	ETIM - Electronic Ticketing Issuing Machine	As per indicative BOM 5000 IoT SIM's would be required for connecting these ETIM Devices. Please confirm the tentative quantity. How much data would be required on monthly basis? Would you be requiring a FALLBACK Options so that the Mobility network automatically switches to 3G or 2G when 4G is not available. Would you be requiring a Private APN with Static IP's? Also, would these be IPv4 or IPv6. What would be the Payment Terms & Conditions say Monthly/Quarterly Advance or Arrears.	Clarified	Bidder will have to analyse the same according to their solution
337	26 Evaluation Criteria 1A, Page no 27	Experience in implementation of EMV based open loop ticketing system for transport sector in India in last 7 years from the last date of bid submission - Lead Bidder or its Consortium partner. (Completed/ongoing projects) Project Involving following as fare media a) EMV pre-paid cards or RuPay Prepaid cards (NCCMC/q-Sparc Specs) b) EMV contactless debit or credit cards	Most of the transit projects does not involve EMV contactless debit or credit card as in India push is towards NCCMC card. Request you to remove that criteria.	Reject	As per RFP document

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338	26 Evaluation Criteria 1B Page no 27	IT implementation projects in India or abroad in last 7 years of Lead bidder or its consortium partner– Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred) Projects Involving a) Software Implementation for transit system b) Open Loop Ticketing System c) GPS System d) Issuance of Cards e) WAN setup	Transit authority mostly comes up with different clauses for GPS System and Ticketing system. Request you to bifurcate the clauses, it would be easier for evaluation Also request you to accept ongoing projects or phase completion certificate signed by CA	Reject	As per RFP document
339	26 Evaluation Criteria 1C Page no 27	IT implementation projects involving Ticketing Experience in transport sector in India or abroad in last 7 years of Lead bidder or its consortium Partner – Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred)	Request you to also add Mobile based ticketing. Please amend the clause as Web based ticket/ Mobile ticket for public interface (Online reservation system) Also request you to accept ongoing projects or phase completion certificate signed by CA	Reject	As per RFP document
340	Consortium Related Conditions 23.1, Page 21	Other than FI and SI, one consortium partner is allowed. The Lead bidder should be the Financial Institution (FI)/Bank and System Integrator (SI) partner should be Automated Fare Collection (AFC) solution provider. Its Mandatory SI and FI/Bank to bid together. The members of the Consortium shall enter into a Joint Bidding Agreement as per the format provided under Clause 22 of Section IV.	Request to allow two consortium partners in a consortium apart from FI and SI. The requested line is following: Other than FI and SI, two consortium partners is allowed. The Lead bidder should be the Financial Institution (FI)/Bank and System Integrator (SI) partner should be Automated Fare Collection (AFC) solution provider. Its Mandatory SI and FI/Bank to bid together. The members of the Consortium shall enter into a Joint Bidding Agreement as per the format provided under Clause 22 of Section IV.	Reject	As per RFP document. Refer clause 3.8.3 of Section III -General Conditions of Contract.
341	Net Worth 25.1.3, Page 26	All members of consortium should have positive Net Worth during last three financial years ending on 31st March 2020 For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered.	Since Lead Bidder is responsible for the whole project cumulative net worth of all consortium members or network of only lead bidder should be considered. The requested line is following: All members of consortium cumulatively should have positive Net Worth during last three financial years ending on 31st March 2020 For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered. Or Lead Bidder of consortium should have positive Net Worth during last three financial years ending on 31st March 2020 For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of	Reject	As per RFP document

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			any parent, subsidiary, associated or other related entity will not be considered.		
342	3.47 Payment Schedule Page no 71	NA	Request you to fix minimum guarantee per annum for the SI which will make the project financially viable for the SI	Clarified	There is no such provision of minimum guaranteed tickets. The selected bidder will be paid on the basis of actual tickets/transactions
343	Table 1 Service Level Chart Page 126	ETIM Availability 100%	It is not possible to maintain availability of 100% for ETIM. The clause should be changed accordingly.	Reject	As per RFP document
344	Clause 12 Project Implementation Schedule Page 176	Pilot Implementation Phase T+4 months and Go Live Phase T+7	Request to change Pilot Implementation to T + 7 and Go Live to T+10 as because of NCMC integration it is going to take time for L3 certification and integration with Financial Institutions	Reject	As per RFP document
345	Clause 16 List of Free Concession and Travellers in Haryana Page 181	List of Free Travellers	For the free travellers how will the revenue shared with the bidder?	Clarified	For free and concessional travellers, a zero-value ticket will be issued, which will be counted as transaction.
346	Clause 4 GPS Requirement Page 194	The GPS should provide provision for the GIS based route maps which would be required for real-time vehicle tracking. Vehicle tracking, application software (including complete Haryana Map, All India Map, Map engine and APIs all should be licensed version)	Request you to confirm if ope street map can be used	Clarified	Any map which meet the functional requirements are allowed. The Department may ask the bidder to change the route map in case of errors/ discrepancies or is not working satisfactorily
347	Vehicle Fleet Summary Dashboard – Quick view on vehicle fleet performance Page 194	Vehicle Fleet Summary Dashboard – Quick view on vehicle fleet performance	Request to list down the parameters which are required to be part of Vehicle Fleet Summary Dashboard	Clarified	The KPIs for the dashboards shall be shared with the selected bidder
348	5 MIS Reporting System Page 196	Postal Mail Details Report indicating pickup point, handover point & no. of bags	How do you expect to capture the Postal Mail data in backend system?	Clarified	Needs to be punched manually
349	C Other Reports Page 199	Route Planner/Optimizer system shall incorporate 7.1 Route planning, scheduling and analysis 7.2 Real time scheduling and routing of buses 7.3 Demographic analysis and route restructuring 7.4 Transportation planning & modeling	For these requirements Vehicle planning, and Scheduling system are required. Is Vehicle planning system part of project scope?	Clarified	The data for vehicle planning will be provided to the selected bidder as and when needed

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350	Section 3.47 Page 72	a) If the actual ticket sale is equal to the volume specified in Slab 1, then the amount to be paid is (Ticket Volume) * Ra	We understand that, the payment will be made at the actual rate for volumes till the slab 1 (40 crores volume) and not only when it reaches the threshold of slab 1. Also will the Department give any minimum guarantee of volumes to protect the Bidders. Please clarify	Clarified	There is no such provision of minimum guaranteed tickets. The selected bidder will be paid on the basis of actual tickets/transactions
351	Section 3.47.3.2, Page 73	3.47.3.2 Payment terms and calculations for smart cards Bidder shall be responsible for issuance of personalised and non-personalised NCMC cards. Personalised NCMC cards shall act as Bus Pass which will be issued to free and concessional travellers. Transactions through Personalised NCMC cards (o value ticket) will be counted as transaction. The cost of the NCMC card shall be as per the decision taken by the department and department will collect and retain the cost of cards and will not transfer any amount to the bidder in lieu of issuance of cards	Can the Bidder charge Card issuance fee to the customer or will the Department pay the bidder the cost of the Card.? Also, the cost of the Card will be decided based on the Banks internal approval. Also please advise the various revenue sources to the Bidder like Card top up, Card AMC cost etc. Please clarify	Clarified	As per RFP document
352	Section 6.4.2, Page 153	Transaction Acquiring: The customer will use the NCMC cards for digital fare payment. The selected bidder will be responsible for the acquiring of these transactions done using NCMC cards issued by any Bank certified as per NCMC specification.	Since the contract period is only for 5 years and there will be considerable investment from the Bidder. Acquiring of transactions done using NCMC Cards issued by any Bank will be a huge burden to the selected Bidder. Hence you are requested to please amend this clause allowing for single issuer and single acquirer only to make the project viable	Reject	As per RFP document
353	6.4.6, Page 154	Non-Payment Usage FI/Bank to ensure all non-payment use cases are met and necessary integration with Authority's domain systems are completed.	Please provide the details of the Non-payments use cases	Clarified	Non-payment may imply to some failed transactions or transaction which have happened, but tickets not issued
354	6.4.12 Field Training, Hardware Maintenance and Spares Page 155	FI/Bank shall provide dedicated Relationship Manager to take care of all issues of commuters arising out of this contract.	FI/Bank will be able to take care of only FI/Bank related issues arising out of this contract and any other issue will be taken care of by the concerned parties. Please amend the clause accordingly	Reject	As per RFP document
355	6.7 Command Control Centre Page 159	Command Control Centre	Since the RFP is for selection of a FI/Bank, request you to remove this clause of Command Control Centre as it does not align with the line of Business of a Bank/FI	Reject	As per RFP document
356	10.10.3 Network Monitoring Page 172	Bidder is expected to closely liaison with bandwidth Service Provider(s) for the period of contract. The Bidder is expected to file the applications in the formats as required by the network service provider for bandwidth procurement.	Does the department already has a tie up with any Network Service Provider or the Bidder has to tie up separately. Please clarify	Clarified	Network connectivity for DC-DR, Depot/Sub-depot, HQ and Command Control Centre will be provided by department.

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357	Section 10.11 Page 175	10.11 Transfer of System: a) Asset (Hardware, Software and Licenses) Transfer: The Bidder, at the end of the contract period shall transfer all IT assets (hardware, software and licenses to department) in running condition.	Since the IT assets are proprietary in nature, they are not transferable. Hence, request you to waive this condition.	Reject	As per RFP document
358	Section 1, Page 8	This invitation to Bidders is for “Selection of Bidder for Implementation of Open Loop Ticketing System and GPS System for State Transport Department, Government of Haryana on Build Own Operate and Transfer (BOOT) Model”.	Since the RFP is for selection of a FI/Bank, request you to remove this requirement of GPS as it does not align with the line of Business of a Bank/FI	Reject	As per RFP document
359	Section 1, Page 8	Bidder(s) refer to Consortium Bid Lead by Financial Institution (FI)/Bank. Its mandatory to bid in a Consortium with System Integrator (SI) (will implement and operate the project as per tender terms) and Financial Institutions (FI)/Bank (issuing NCMC Cards and Acquiring its transaction) for this tender as per the terms and conditions of this RFP.	Since the primary bidder is the Bank, request you provide the Bank freedom to enter into an agreement with any suitable partner at the time of project implementation. Please relax the condition of mandatory bidding in a consortium with System Integrator.	Reject	As per RFP document
360	Section 10.10. Important dates: Page :9	Last date for submission of RFP response 05.10.2020 at 12:00 Hrs (IST)	Since there is a requirement of Consortium Partner, the Bank needs to find a suitable TSP partner and enter into a contract with the same. Further, to work out our pricing, we need to make ground level enquiries which will require additional time. Hence, we request you to please extend the time of bid submission by minimum of 1 month.	Reject	As per RFP document
361	Section II, Clause 23.1	Consortium Related Conditions Other than FI and SI, one consortium partner is allowed. The Lead bidder should be the Financial Institution (FI)/Bank and System Integrator (SI) partner should be Automated Fare Collection (AFC) solution provider. Its Mandatory SI and FI/Bank to bid together. The members of the Consortium shall enter into a Joint Bidding Agreement as per the format provided under Clause 22 of Section IV.	Restriction on the Lead bidder to mandatorily be a FI/Bank to be relaxed since the major scope of work in this RFP is a non-Banking scope and related more closely with an AFC and SI. Additionally, it is suggested to have a separate RFP for a FI/Bank and SI/AFC to ensure there is clear segregation of deliverables.	Reject	As per RFP document
362	Section V, Clause No.6.2.1, Page No. 151	Bidder shall have to enhance the current online reservation system with suitable use of technology and integrate with the centralised ticketing system.	Request more details on the exact requirement to arrive at the total effort required. Ideally, the enhancement of online reservation should not come under a banking scope of work. This should ideally be done by some 3rd Party IT vendors.	Reject	As per RFP document
363	Section V, Clause No. 6.3.3, Page No. 152	Bidder shall be required to operate a 24x7 call centre services for the users of mobile ticketing system and technical support to resolve their queries	FI can only operate call centre for open loop card related Queries and not for ticketing or booking queries. This needs to be managed by the PTO themselves in line with the current industry practices.	Reject	As per RFP document

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364	Section V, Clause No.6.4.1, Page No. 152	This includes both personalised as well as non- personalised cards. FI/Bank Shall provide the personalized cards for concession pass holders and employee/staffs based on department's requirements with required details of photo, name, Age printed on the card.	As a practice, personalized cards are not issued on the spot it requires a special printer and network setup at additional cost. With high issuance time and low success rates. Additionally, age cannot be printed on a banking card. Request you to remove the requirement to issue personalized cards. Any pass or concession validation to be managed at terminal end using the service area creation.	Clarified	Refer S.No.166
365	Section V, Clause No.6.4.1, Page No. 152	Department will approve the card design before proceeding for printing by FI/Bank.	Need confirmation if the card needs to be co-branded with the PTO	Clarified	The card needs to be co-branded with HSTD
366	Section V, Clause No.6.4.1, Page No. 152	Department facilitate issuance of FI's prepaid /Concessional NCMC Cards from depot counters through operators/ Department's personnel. However, the issuance from counters by department's personnel shall in general be limited to only instant issuance requiring minimum KYC. FI/Bank shall make its own arrangement for converting to Full KYC.	Can the FI ask the customers to walk-in to the branch for conversion from minimum KYC to Full KYC	Clarified	The FI is required to set up the service points at each depot and sub-depot. This is the minimum requirement
367	Section V, Clause No.6.4.3, Page No. 153	The bidder should support the transactions settlements across multiple Issuer Banks through Central Clearing House (NPCI). The key points to be noted are as follows:	NPCI is the clearing house only for RUPAY, this has to be corrected as transaction of NCMC cards for Mastercard and visa also needs to be settled.	Clarified	The clearance of master card and visa shall be done by the respective custodian
368	Section V, Clause No. 6.4, Page No. 153	Bank will be responsible for cash management, reconciliation and settlement activities.	FI will not be taking responsibility of Cash Management, however reconciliation of card-based transaction and settlements will be taken care	Clarified	Yes, your understanding is correct
369	Section V, Clause 6.4.4, Page No. 153	FI/Bank shall be responsible for setup process and enabling the Top-up of all NCMC Cards at department's service points issued by any Bank under any payment scheme, based on commuters' request. The FI/Bank shall not charge any additional fee for such services from the Customer and the Department unless otherwise specified in the agreement	Top up Fee, Annual fee and Issuance fees is an integral part of any Banking card that gets issued. In order to provide the required card support and related services to the customers throughout the lifetime of the card including sponsoring of offers on the card, there is a requirement to charge a certain applicable fees to these customers. This is a standard banking practice and is applicable on all other Bank cards as well. Also, there should be a provision to charge a % MDR on ticketing txns to cover the hosting and processing costs involved in supporting a transit solution.	Clarified	As per RFP document
370	Section V, Clause 6.4.4, Page No. 153	FI/Bank shall enable online top-up of NCMC cards through departmental mobile app and website (inter-operability for top-up of other bank cards to be enabled as and when permitted by RBI)	For enabling inter - operability top-up of other bank cards requires support and integration with application/networks (visa, mastercard, rupay) and also with other banks. It cannot be assured by the bidder Bank alone.	Clarified	The bidder is expected to develop the inter - operability facility. As and when integration is required, the solution

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					should have the provision for the same
371	Section V, Clause 6.4.13, Page No. 156	Manage email/SMS for citizens and merchants	who are we referring to as merchants in this case and what is the exact expectation?	Clarified	Please read this as "Manage email/SMS for citizens and project stakeholders"
372	Section V, Clause 6.4.15, Page No. 156	Department may open a separate settlement account with FI/Bank, if required. Post settlement, FI/Bank shall transfer payment of settlement amount on next day (T+1) by 10:00 hours in Department's designated Account (in Bidder Bank or other Bank). For the transactions occurred on Saturday, Sunday or any holiday as declared under Negotiable Instruments Act 1988 or any bandh/bank strike etc., the transfer of payment will be conducted concurrently on the next working day. Bank shall make flexi deposit on the very same day of credit after leaving minimum balance i.e. mutually agreed for a minimum period of 365 days at Bank Bulk card rate and whenever fund is required to transfer flexi deposit shall reverse as per instruction of Authority.	Restriction of 10:00 Hours to be removed. And change the Settlement time to T+1 EOD.	Clarified	Bidder shall have to transfer the payment of settlement amount within 24 hours in Department's designated account.
373	Section V, Clause 6.4.15, Page No. 156	Selected Bidder shall undertake reconciliation of cash collected and transaction reported.	FI cannot take the responsibility for reconciliation of cash collected or any cash transaction report. This should always be managed by the PTO themselves as per the standard industry practice.	Clarified	Reconciliation of cash refers to the revenue collected by selected bidder be selling the cards, in case required
374	Section V, Clause 6.4.15, Page No. 156	Selected Bidder shall have to provide explanation for any discrepancy found.	FI will not be responsible for cash transaction discrepancy. This should always be managed by the PTO themselves as per the standard industry practice.	Clarified	Please refer to S.No.373
375	Section V, Clause 6.5.2, Page No. 157	The process flow for pass issuance system would be changed after implementation of this project. NCMC based personalised smart cards would be issued to user instead of paper-based card. These passes shall be non-transferable and valid for a certain time period. Pass information shall be printed on the card including user details along with photo, type of pass, expiry date, etc.	Pass rules as well as the entire business logic for passes to be managed by the AFC provider. FI can only help in integration with the AFC system for writing the respective passes onto the cards. Also Personalized cards are not issued across all points. It requires a special infrastructure and network setup which comes at an additional cost and is also not feasible for on-demand model and has a low success rate. Personalization should ideally be done only at perso bureau end and hence cannot be an instant issuance.	Clarified	AFC provider and FI/Bank (lead bidder) has to bid in consortium
376	Section V, Clause 6.6.1, Page No. 158	Bidder shall be responsible for design, development and maintenance of GPS System for real time tracking of buses.	This activity needs to be managed by some 3rd part IT vendors and not by an FI. This is not a banking related activity and is typically done by an ITS provider across all other bus PTOs as well. Request you to remove this requirement from this particular RFP.	Clarified	Refer clause 2 of Section I - Invitation to Bidders

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377	Section V, Clause 1.1, Page No 142	National Common Mobility Card Program (NCMC) offers the ideal payment solution, based on Open loop, Stored Value Dual interface EMV standards, for digitizing the transit payments. This card is based on 'One Card for all Payments' theme and can be used for carrying out cashless transactions at multiple participating transit operators (Metro/Cabs/Auto/Bus) in addition to making the payments at toll, parking, select retail outlets, ATM, e-commerce etc.	This card will only work in Transit ecosystem which is NCMC compliant. However, other than transit, to enable acceptance of cards in Tolls, parking, etc will be subjected to that acquiring system supporting NCMC. That will not be Bank responsibility. This will require the corresponding entity (i.e. toll, parking etc.) to upgrade its acquiring system to support NCMC.	Clarified	If and when tolls, parking, etc. will develop an acquiring system to support NCMC, the card issued by selected bidder should be accepted in that system
378		General Query	What is the category wise breakup of ticketing amount & no. of paying travellers across the different bus services?	Clarified	Current capacity is mentioned in clause 2.1 of Section V - Scope of Work. Bidder will to analyse the details.
379		General Query	What is the volume projection under the current scenario till March 31 st '21?	Clarified	Current capacity is mentioned in clause 2.1 of Section V - Scope of Work. Bidder will to analyse the details.
380		General Query	What other funds shall be kept in the current account with the Bank that will be providing such GPS and Ticketing facility? - Needs to be specified in the RFP/Corrigendum	Clarified	As per RFP document
381		General Query	What other banking opportunities shall be provided to the bank? - Needs to be specified in RFP/Corrigendum	Clarified	As per RFP document
382		General Query	Request consideration for dropping of the Flexi Deposit Facility and the PBG conditions under this arrangement given the heavy investment & overheads involved	Reject	As per RFP document
383		General Query	Request elaboration on exit clause - notice period for exit by either party by serving notice to other party etc.	Clarified	As per RFP document
384	Consortium Related Conditions, 23.1, Page 21	Other than FI and SI, one consortium partner is allowed. The Lead bidder should be the Financial Institution (FI)/Bank and System Integrator (SI) partner should be Automated Fare Collection (AFC) solution provider. Its Mandatory SI and FI/Bank to bid together. The members of the Consortium shall enter into a Joint Bidding Agreement as per the format provided under Clause 22 of Section IV.	Request to allow two consortium partners in a consortium apart from FI and SI. The requested line is as following: Other than FI and SI, two consortium partners are allowed. The Lead bidder should be the Financial Institution (FI)/Bank and System Integrator (SI) partner should be Automated Fare Collection (AFC) solution provider. Its Mandatory SI and FI/Bank to bid together. The members of the Consortium shall enter into a Joint Bidding Agreement as per the format provided under Clause 22 of Section IV.	Reject	As per RFP document. Refer clause 3.8.3 of Section III -General Conditions of Contract.
385	Net Worth 25.1.3, Page 26	All members of consortium should have positive Net Worth during last three financial years ending on 31st March 2020 For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered.	Since Lead Bidder is responsible for the whole project cumulative net worth of all consortium members or network of only lead bidder should be considered. The requested line is as following: All members of consortium cumulatively should have	Reject	As per RFP document

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			<p>positive Net Worth during last three financial years ending on 31st March 2020 For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered.</p> <p>Or</p> <p>Lead Bidder of consortium should have positive Net Worth during last three financial years ending on 31st March 2020 For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered.</p>		
386	Experience 24.1.6, Page 26	<p>System Integrator (SI):</p> <p>a) SI should have the minimum experience of AFCS Project implementation during last five years (as on bid submission date) as below:</p> <ul style="list-style-type: none"> . One (1) project with contract value equal of INR 24 Crore; OR . Two (2) projects with contract value of INR 15 Crore each; OR . Three (3) projects with contract value of INR 12 Crore each <p>For the purpose of evaluation, AFCS project will be defined as a project for a transport organization including Card/ cash-based transit Fare Collection System where system is integrated with ETIM machines</p>	<p>Consortium members should be allowed to provide project experience. This is BOOT Project and therefore BOOT or BOO project experience should be considered. The Requested Line is as following:</p> <p>System Integrator (SI) or any member of Consortium:</p> <p>a) SI should have the minimum experience of AFCS or OPRS Project implementation on BOOT or BOO model during last five years (as on bid submission date) as below:</p> <ul style="list-style-type: none"> . One (1) project with contract value equal of INR 24 Crore; OR . Two (2) projects with contract value of INR 15 Crore each; OR . Three (3) projects with contract value of INR 12 Crore each <p>For the purpose of evaluation, AFCS or OPRS project will be defined as a project for a transport organization including Card/ cash-based transit Fare Collection System where system is integrated with ETIM machines or point of sales terminals</p>	Reject	As per RFP document
387	Evaluation Criteria 26.1B. Page 27	<p>IT implementation projects in India or abroad in last 7 years of Lead bidder or its consortium partner– Completed Projects Involving</p> <ul style="list-style-type: none"> b) Open Loop Ticketing System d) Issuance of Cards 	<p>IT implementation projects in India or abroad can be for private organisations, government organisation or any? If its for government organisation then please define government transport organisation.</p> <p>Can Open Loop Ticketing System include app or application wherein ticketing can be performed by paying through Visa, Master etc open loop cards?</p> <p>Can experience of issuance of virtual cards be considered?</p>	Reject	As per RFP document

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388	Solution Architect 26.2.2C, Page 28	B. Tech with M. Tech/MBA or Bachelors in IT with MCA having certification in Architecture and minimum 8 plus years of experience in solution design	Can Bachelors in Computer Science also be considered for Bachelors in IT? The Requested Line is as following: B. Tech with M. Tech/MBA or Bachelors in IT/ Computer Science with MCA having certification in Architecture and minimum 8 plus years of experience in solution design	Accept	Refer Corrigendum
389	AFC Expert 26.2.2D, Page 29	AFC Expert B. Tech with M. Tech/MBA or Bachelors in IT with MCA minimum 8 plus years of experience in AFC	The requested line is as following: AFC Expert or OPRS Expert B. Tech with M. Tech/MBA or Bachelors in IT/ Computer Science with MCA minimum 8 plus years of experience in AFC or OPRS	Reject	As per RFP document
390	Payment Terms 3.47.3.3, Page 73	c) The payment will be made by department for all locations to the bidder on monthly basis. The monthly bill will be submitted by the bidder to the department who will in turn release the 80% of the payment within 15 days and rest of the payment i.e. 20% released within 1 month if there is no dispute and after verification/audit of the bills	Kindly requesting to make the payment of 90% within 15 days & balance 10% before end of the month.	Reject	As per RFP document
391	Bus Pass Issuance System 6.5.7, Page 157	The bidder shall be responsible for issuance of only 10 lakh cards (Personalised Bus Pass only) during the 5 years contract period. If there is increase in quantity of cards, the cost shall be mutually decided between bidder and department.	Please give us clarity on below points: a) Please share the specification for the personalised Bus pass b) Please share the NCMC card specification & approx. quantity per year to be included in commercial bid.	Clarified	Refer S. No. 321 above
392	Minimum Resource Requirement Section V - 14, Page 179	Minimum Resource Requirement	Department will provide the manpower for the required scope of work. Is our understanding correct? Please confirm	Clarified	Refer Corrigendum for minimum manpower requirement
393	Indicative Bill of Material Section V - 15, Page 180	Panic Button As per requirement	Kindly share the specification & quantity details for Panic button to be included in the cost for our reference.	Clarified	3 panic buttons on each side of bus. In case any additional requirement in future, the department shall ask the selected bidder to install panic buttons on market rate on mutual discussion between department and the selected bidder.
394	1.1, 141	Supports online (Contact & Contactless) & offline (Contactless) transactions	The services for payment gateway integration will be provided by the DST or bidder has to provide?	Clarified	Payment Gateway will be provided by bidder and also bear its charges during the duration of the project

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395	1.1, 142	Can be issued by any member authorized by RBI to issue cards Can be a no-KYC or minimum-KYC card based on customer preference	What is the expected requirement in minimum kyc?	Clarified	The minimum KYC requirement should be as per RBI regulations required for instant issuance of cards
396	1.1, 142	Same card to be used for contactless payments at multiple retail outlets, online e-commerce payments & multiple transit use cases viz., Toll, parking etc.	Which bank will issue card on behalf of DST?	Clarified	Cards will be issued by selected FI/Bank
397	6.4.13, 156	Manage email/SMS for citizens and merchants	SMS and email gateway package cost (sending SMS and email) will be borne by the DST?	Clarified	No, this cost will be borne by bidder only
398	6.3, 152	State Transport Department has already developed a mobile app for online ticket booking for Volvo and ordinary buses	Does the existing Mobile application need to be maintained by bidder?	Clarified	Yes
399	6.3, 152	Trainings may be conducted in shifts over a period of time. Some of the practical/operational training session for the conductors needs to be conducted in the buses when they are the depot.	What is the batch size for each training session?	Clarified	Refer clause 10.9 of Section V - Scope of work
400	10.9.2, 166	Trainings may be conducted in shifts over a period of time. Some of the practical/operational training session for the conductors needs to be conducted in the buses when they are the depot.	How many training sessions will be conducted in a year?	Clarified	Refer clause 10.9 of Section V - Scope of work
401	13 P, 178	The system should maintain a backup of all programs, data, documents, procedures, etc. on timely intervals.	What is the current data backup policy / Back up frequency?	Clarified	Data should be backed up daily
402	13 P, 178	The system should maintain a backup of all programs, data, documents, procedures, etc. on timely intervals.	What is the expected data storage period?	Clarified	Archival data upto 7 years
403	10.10.4, 172	Ensure prompt execution of on-demand backups of volumes, files and database applications whenever required by the purchaser or in case of upgrades and configuration changes to the system.	what is the expected maximum size limit per file?	Clarified	Depends upon the solution of the bidder
404	10.10.4, 172	Ensure prompt execution of on-demand backups of volumes, files and database applications whenever required by the purchaser or in case of upgrades and configuration changes to the system.	what is the maximum files allowed per user?	Clarified	The bidder may estimate the volumes as per the experience.
405	1, 186	ETIMs shall be able to issue a group ticket i.e. it shall be able to accept the number of persons, number of full tickets, number of half tickets in a group and compute the fare accordingly and issue a single ticket.	Is the Fare price calculation should be configurable?	Clarified	Yes, the fare price needs to be configurable basis the decision from the department
406	6.1.5, 151	Passengers with NCMC Cards will show their card to the conductor for cashless payment of fare. Conductor will tap the contactless	Is there any feature provided for the refund of passengers transaction through payment mode?	Clarified	The option should be provisioned in the ETIM for last transaction.

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Accept/ Reject/ Clarified	Clarification/Revised clause, if Changed
		card on the ETIM machine, which will validate the card and deduct the fare amount for the route from the card.			However, the department will decide to enable or disable accordingly
407	6.2.1, 151	Bidder shall have to enhance the current online reservation system with suitable use of technology and integrate with the centralised ticketing system.	Can you brief us more detail about the existing application functionality and challenges? What are the expected enhancements to be provided by the Bidder to the ORS?	Clarified	Existing application details will be shared with the selected bidder only. Bidder will have to analyse the same
408	22, 190	Provide Tatkal reservation facility with special charges for specified period.	What is the timeframe given to citizen for tatkal booking?	Clarified	This should be configurable parameter in the system. The department will decide how much time will be given to citizen for tatkal booking
409	42,191	The system should support remote management. It shall be possible to monitor and tune the system remotely.	What is the expected requirement here?	Clarified	Refer clause 10.10.2 of Section V – Scope of Work
410	6.1.9, 151	This change enables the department to conduct an ongoing assessment of ticket sales, seat availability, as well as keeping tabs on pilferage on the bus when it is on the move. Data can also be synchronised on Wi-Fi if there is data loss on GPRS, when conductor reaches the depot.	Is the ETIM device to store offline data while network connection get loss? If yes, what is the expected maximum file storage to be allocated for offline data?	Clarified	Although the ETIM has a provision of SIM slot which shall enable transfer of data over GSM network.
411		General Query	Will the department allow Bank to engage independent agents who will be authorised to service the consumer towards card issuance, Passes, tickets etc. This will be at zero additional cost to Department only the applicable customer incentive and bidding commercial?	Clarified	The bank may chose to do so. But the agents to be deployed should be verified.
412		General Query	Card issuance and maintenance involves maintenance of a network and complying to various compliances and certifications. This makes the whole procurement process expensive for the bank. Hence, bank would like to charge One timecard issuance and nominal maintenance fee directly to the consumer. This will have no financial implication on the department. Bank will be providing an open network card to consumer which will be multipurpose use card	Reject	As per RFP document

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413		General Query	The document proposes a two-device solution to collect data but we want to give a single device solution wherein the single device is capable of collecting location and sending to the backend. Please clarify if this can be implemented. The GPS solution will be provided on a unified device which will be used as ETIM and GPS tracking also. This will lower the cost for corporation and as such benefit the Corporation and consumer both by way of cost savings.	Reject	As per RFP document
414		General Query	Kindly clarify that for the support services, is there a need of a Help Desk software solution manned by Haryana Roadways employees?	Clarified	No, it would be the responsibility of bidder to setup a centralised helpdesk
415		General Query	Due to the security protocols of the Bank, its financial system will be hosted on their own defined cloud server and not on the Haryana state Data Centre. However, a period sync can be given to the State Data Centre as per the period agreed between the parties. Please clarify if this system is possible?	Clarified	It is not possible
416		General Query	It is mentioned that the battery should be of 2400mAH and that it should support a run time of 14 hours in single charge. But from our past experience, this is not possible. Kindly suggest a revised technical specification for the same.	Clarified	This is the minimum requirement. However, the bidder can provide the better configuration.
417	Clause 6.4.15, Section V - Scope of Work	Department may open a separate settlement account with FI/Bank, if required. Post settlement, FI/Bank shall transfer payment of settlement amount on next day (T+1) by 10:00 hours in Department's designated Account (in Bidder Bank or other Bank). For the transactions occurred on Saturday, Sunday or any holiday as declared under Negotiable Instruments Act 1988 or any bandh/bank strike etc., the transfer of payment will be conducted concurrently on the next working day. Bank shall make flexi deposit on the very same day of credit after leaving minimum balance i.e. mutually agreed for a minimum period of 365 days at Bank Bulk card rate and whenever fund is required to transfer flexi deposit shall reverse as per instruction of Authority	Amount should be transferred to Bidder Bank only on settlement as it will help us in making the project financially viable (another bank option to be removed). Also clarify how many days float will remain with Bidder Bank. Further, it is requested to remove flexi deposit option or confirm the minimum balance in advance to calculate financial viability	Clarified	As per RFP document
418	Section V - Scope of Work, Clause 2.1, Page No. 143	General Query	Approximate number of pass transactions done per year/month/day	Clarified	Refer clause 2.1 of section V - Scope of Work, approximate number of passes issued per year mentioned there.

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419	Section II - Instructions to Bidders, Clause 25, S. No. 1A, Page No. 27	Evaluation Criteria: Likely typo error under point 1A –Experience in implementation of EMV based open loop ticketing system for transport sector in India / Abroad (missing) in last 7 years from the last date of bid submission	Abroad has been listed in all subsequent paragraphs 1B, 1C and 1D · Criteria of 7 years is irrelevant as technology changes rapidly and hence this should not be more than 3 years at maximum · This technology is very nascent in India and hence acquisition / sourcing of international best practices and technology is recommended for long term benefits as well as to represent Haryana as a model state	Clarified	Global experience will be considered
420	Section III - General Conditions of Contract, Clause 3.47.3.3, Page No. 73		Pilot project – payment for pilot locations is listed only as a schedule. Specific amount was not found to be listed. Kindly clarify.	Clarified	Upon go-live and acceptance of the system for pilot depots as well as other depots, the bidder shall be paid as per the monthly invoice submitted against the tickets issued by system implemented by bidder.
421	Section II - Instructions to Bidders, Clause 25, S. No. 5, Page No. 26	System Integrator (SI): a) CMM/CMMi Level 3 or higher certified IT company and/ OR b) ISO 9001:2008 or later certified IT Company	Request you to ask for either of the two. Please clarify	Clarified	As per RFP document
422	Section II - Instructions to Bidders, Clause 26, S. No. 1A, Page No. 27	Number of smart cards issued in project: a) More than 1 lakh to up to 2 lakh cards b) More than 2 lakh to up to 3 lakh cards c) More than 3 lakh to up to 4 lakh cards d) More than 4 lakh	Request you to reduce the number of cards per slab for the evaluation.	Reject	As per RFP document
423	Section V - Scope of Work, Clause 15, Page No. 180	EMV based ETIM with SAM Module	In case of open loop ticketing system including EMV specification SAM is not required. Please clarify	Clarified	As per RFP document
424	Section V - Scope of Work, Clause 15, Page No. 180	Bus Passes for Free & Concessional Travelers (for 5 years)	Bus passes and NCMC cards are separately mentioned, it is requested that the bus passes shall also be issued on NCMC cards by the bidder bank to the passengers.	Clarified	Bus Passes for Free & Concessional Travelers has to be done on NCMC which need to be personalised
425	Section V - Scope of Work, Clause 15, Page No. 180	Camera – Required at pass counter for taking the photograph of pass holder	Is the instant issuance of personalized cards needs to be done at the counters, request you to not keep instant personalization as it will increase the cost of project substantially	Clarified	Issuance of personalised cards can be done within 7 days

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426	Section II - Instructions to Bidders, Clause 24.1, Page No. 24	The Lead bidder and its consortium partner shall not, without the consent in writing of the Purchaser appoint any delegate/ subcontractor for the performance of Services under this contract. It is desirable that the number of sub-contractors engaged by the Lead Bidder and its consortium partner for this contract is kept to the minimum possible. However, no subcontracting would be permitted for the following Services under the Contract (not limited to): · Software Development	Please clarify if the subsidiary or a parent company of the consortium members can provide special services.	Clarified	Only after the approval from the purchaser
427	Section III - General Conditions of Contract, Clause 3.47, Page No. 71	Payments	Request you to provide minimum guarantee for the transactions	Clarified	There is no such provision of minimum guaranteed tickets.
428	Section III - General Conditions of Contract, Clause 3.48, Page No. 71	Payments	Will there be a cap on MDR charges charged for money paid through Credit card debit card on top up of NCMC cards or Monthly passes issuance	Clarified	As per RFP document
429	Section III - General Conditions of Contract, Clause 3.47.3.2, Page No. 73	The cost of the NCMC card shall be as per the decision taken by the department and department will collect and retain the cost of cards and will not transfer any amount to the bidder in lieu of issuance of cards	Is there a cap on maximum number of cards issued, request you to put a slab for limit of supply of cards?	Clarified	Refer S. No. 48 above
430	Section II - Instructions to Bidders, Clause 25.1, S. No 5	a) FI/Bank should have its financial switch certified for acquiring transactions of Debit/Credit/ Prepaid Cards in India. The bank should also be certified for acquiring transactions of NCMC Cards (Debit/ Credit/ Prepaid) as per the defined specification. b) FI/Bank should have its issuer host certified for issuance of NCMC cards.	FI/Bank OR its Technology Service Provider (TSP) should have its financial switch certified and d) FI/Bank OR its TSP should have its issuer host certified for issuance of NCMC cards. OR It can also modified as FI/ Bank or its consortium partner SI should have its financial switch certified and should have its issuer host certified for issuance of NCMC cards	Reject	As per RFP document
431	Page 101 , Form 4.2 – Response to Evaluation Criteria, Point 1A	Experience in implementation of EMV based open loop ticketing system for transport sector in India in last 7 years from the last date of bid submission – Lead Bidder or its Consortium partner. (Completed/ongoing projects)	We request you kindly modify this point as “Experience in implementation of EMV based OR open loop ticketing system”	Clarified	Refer Corrigendum
432		General Query	For the purpose of calculation of viability of the project and for assessing the break even, as discussed request you to kindly mention a minimum guaranteed ticket volume at which the banks shall calculate the viability.	Clarified	There is no such provision of minimum guaranteed tickets. The selected bidder will be paid on the basis of actual tickets/transactions

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433	Section II - Instructions to Bidders, Clause 25.1, S. No 2	Annual Turnover Consortium Partner: Consortium partner should have annual turnover of at least INR 8 Crore each during last three financial years ending on 31st March 2020	Please reduce the turnover to 2.5 Crore for consortium partners who are MSME and will provide the required AFCS and VTS Solution	Reject	As per RFP document
434	Section II - Instructions to Bidders, Clause 25.1, S. No 6	System Integrator (SI): a) SI should have the minimum experience of AFCS Project implementation during last five years (as on bid submission date) as below: · One (1) project with contract value equal of INR 24 Crore; OR · Two (2) projects with contract value of INR 15 Crore each; OR · Three (3) projects with contract value of INR 12 Crore each For the purpose of evaluation, AFCS project will be defined as a project for a transport organization including Card/ cash-based transit Fare Collection System where system is integrated with ETIM machines	Kindly modify to include experience of a consortium member with experience of providing AFCS solution for minimum 1000 buses or 2000 ETIMs. (Many a times software solution providers are behind the SI, hence this request)	Reject	As per RFP document