

REPLIES TO PRE-BID QUERIES RECEIVED FROM PROSPECTIVE BIDDERS

Project Title: Design, Supply, Install, Integrate, Commission, Test and Maintain the Intelligent Transportation System for HDBRTSCO in Hubli-Dharwad, Karnataka, India

IFB No.: HDBRTS/ITS/PROC/2014-15/02 Dated 20th February 2015

Prebid Date: March 25, 2015

S.N o	Page	RFP Ref.	Clause as in RFP	Query/Suggestion	Response
1	5	Page 5, Eligibility Criteria	Work Experience in AFCS , AVL, Depot Management, Incident Management	Request to consider the work credentials of consortium or subcontractor also to qualify the eligibility.	The conditions mentioned in the bidding documents shall be applicable. Refer to sub para VI of the para 4 of IFB on Page 7.
2	5	Section I: Instruction to Bidder, Page 5&6	A qualifying Depot Management System Project is defined as "A Depot Management System project shall be for a fleet of at least 100 vehicles and involving design and deployment of systems which included at least following four components -- accounting system, crew scheduling, bus scheduling and inventory management. The Depot Management System project should have been completed within the past 7 (seven) years from the date of submission of the bid and should have been in successful commercial operations for at least one year after successful acceptance."	<p>A qualifying Depot Management System Project is defined as "A Depot Management System project shall be for a fleet of at least 100 vehicles and involving design and deployment of systems which included at least following four components -- accounting system, crew scheduling, bus scheduling and inventory management. Not only the offered solution should be a COTS solution but also should have been operational in at least 10 customer sites.</p> <p>The Depot Management System project should have been completed within the past 7 (seven) years from the date of submission of the bid and should have been in successful commercial operations for at least one year after successful acceptance."</p> <p>The Vendor should provide a self certificate/undertaking about completing these projects.</p> <p>Justification: A solution can only be said</p>	The conditions mentioned in the bidding documents shall be applicable with the word "completed" replaced by "commissioned". Refer Amendment no 1, S.No: 01 dated May 18, 2015..

				proven if it is implemented in various places and running successfully and is ready to be implemented elsewhere with minimum client specific customisations. The difference between customisation and new development (to build the system itself) should be strictly enforced	
3	5	Eligibility Criteria	Experience in Automatic Fare Collection System (AFCS): The bidder shall have satisfactorily designed and deployed at least two qualifying AFCS Projects of which one is in commercial operation for at least 3 years and any one has been maintained by the bidder for at least one year. A qualifying AFCS Project is defined as "An AFCS project consisting of an application for Automatic Fare Collection for public transit, integrated with at least 50 fare gates distributed over a minimum of 20 transit stations. The solution should be supporting at least 10,000 active smart card accounts apart from one of the following payment media: RFID based smart tokens, machine readable bar-coded paper tickets (Magnetic Stripe card or Bar-coded tickets or similar). The AFCS project should have been completed within the past 7 (seven) years from the date of submission of the bid and should have been in commercial operations for at least one year after successful system acceptance."	Request to allow ongoing projects as most of the ITS projects are implemented on BOOT basis and are under operation. Hence, request to remove "The AFCS project should have been completed within the past 7 (seven) years from the date of submission of the bid". Request to allow ETM/ETIM based Ticketing projects as Automatic Fare Collection System.	The conditions mentioned in the bidding documents shall be applicable with the word "completed" replaced by "commissioned". Refer Amendment no 1 S.No: 01 dated May 18, 2015..
4	6	Page 6, Section I. Instructions to Bidders (ITB) (V.)	The Bidder shall have a minimum average annual turnover of INR 750 Million (or equivalent in foreign currency) and a minimum average annual positive net-worth of INR 75 Million (or equivalent in foreign currency) over the past three financial years i.e. years 2013-14, 2012-13 & 2011-12	We request you to consider the Indian companies, that are 100% subsidiary of the foreign company to participate in the bid as prime bidder, using the financial and technical credentials of the foreign parent company.	The conditions mentioned in the bidding documents shall be applicable. However, if the subsidiary forms a JV with the parent company, the credentials of the parent company will be considered.

5	6	I- Instruction to Bidders, 4, IV, Page 6	"An Incident Management System project involving design and deployment of CCTV Surveillance System, along with the required network (OFC/WAN), consisting of at least 150 cameras for surveillance and incident management;	Experience requirement for IMS mentions about CCTV only whereas scope of work includes ANPR system also. Please clarify	The conditions mentioned in the bidding document shall be applicable.
6	6	-	-	<p>how will be evaluated the eligibility criteria if a consortium proposes to integrate 3 different applications (Planning and Scheduling / inventory / HR)? How will be evaluated the eligibility criteria if a consortium proposes a proven planning and scheduling Solution and proposes to develop specifically for the project inventory and/or HR features required in the tender? The latest can bring delays in the project as their complexity is high as described in the tender. How will the technical marks evaluated?</p> <p>Justification: DEPOT MANAGEMENT SYSTEM A comprehensive System has been described for managing the planning (services to the passengers) and scheduling of the resources (vehicle and crew) linked to workshop management and staff accounting features. In the eligibility criteria, it is described as "Depot Management System" whereas in the requirements it is described as "Transit Management System". A Depot Management System project shall be for a fleet of at least 100 vehicles and involving design and deployment of systems which included at least following four components -- accounting system, crew scheduling, bus scheduling and inventory management. As per international benchmark, the features described in the tender are provided by 3 different systems: planning and scheduling, inventory (ERP) and HR (accounting). - Inventory / workshop application</p>	<p>The experience of the bidder and its ability to develop the complete integrated TMS solution will be evaluated based on the current qualifications.</p> <p>Only Depot Management System has been prescribed in qualification criteria, since HR & Payroll and many of the other systems can be COTs products that can be integrated with the DMS.</p>

				<p>generally includes spares for the vehicles (stock, vendor management, purchase rationalization...). Some features are centrally handled (managing the vendors and buying spares for all depots). Some other features are used at a workshop level (inventory, requesting to central new spare...). This system is linked with accounting central system (expenses, amortization...). It is asked to use bar codes for the inventory.</p> <p>Planning and Scheduling applications are generally covering around 30-50% of the inventory features (planning and the maintenance of the vehicles). Remaining specific features for managing the stock, spares, vendors are generally covered by other specific applications.</p> <ul style="list-style-type: none"> - HR Management Systems are also generally deployed centrally for the entire staff of an organization for payroll, payslip management, leaves, attendance, trainings, etc... Specific rules are applied depending on the agent profile and it is also required here to link HR Management with proximity readers, which would be used by the entire staff (including crew at a depot level). Here also planning and scheduling applications are covering 50-70% of the requirements linked to planning and attendance reporting. - Planning and scheduling applications are covering 100% of the features requested for "crew scheduling, bus scheduling" features. In total classical "Planning and Scheduling" application can cover 60-70% of the total requirements of "DEPOT MANAGEMENT SYSTEM". 	
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7	6	-	-	<p>We are suggesting to isolate for inventory and HR the specific features, used by the entire organization, as a separate module and define the data flows between the 3 systems. The risk of clubbing those requirements into a “Transit Management System” or “Depot Management System” is that any issue on non-critical features for daily operations and complex to implement (such as card readers for the entire ground Staff) can delay the entire project. We are also suggesting that eligibility criteria and technical notes should be focused on the “planning and scheduling” features (very specific to public transport) as they are critical for the success of other IT component (like AVL and AFC are based on the planning of services and resources). As inventory management and HR solution are not specific to public transport, they could not be considered for eligibility criteria.</p>	<p>The requirements mentioned in the bidding document shall be applicable.</p> <p>The Purchaser is looking for a complete integrated solution.</p>
8	6	Page 6, Point 4	<p>Experience in Incident Management System (IMS): The bidder shall have satisfactorily designed and deployed at least two qualifying IMS Projects of which one is in commercial operation for at least 3 years and any one has been maintained by the bidder for at least one year.</p>	<p>Please clarify if the CCTV has to be installed in the BUS or Station?? Generally these are part of total project scope and Purchase order done specifically talk about the IMS or CCTV system. PO or experience certification only talk about the AVLS or ITS system. Hence bidder should be allowed to give undertaking letter in this regard</p>	<p>CCTV’s to be installed at bus stations, terminals, depots and intersections. Refer to Section VI - Technical Requirements of the bidding document.</p> <p>Bidder is required to attach documentary evidence to establish its qualification. However if the details regarding the scope of the project in the documentary evidence are not sufficient to establish the bidder’s qualification, these can be supplemented by self-certification..</p>

9	6	Page 6	<p>Experience in Automatic Vehicle Location System (AVL): The bidder shall have satisfactorily designed and deployed at least two qualifying AVL Projects of which one is in commercial operation for at least 3 years and any one has been maintained by the bidder for at least one year. A qualifying AVL Project is defined as: "An AVL project for an intra-city public bus transport with a fleet of at least 50 buses integrated with Passenger Display System. The AVL project should have been completed within the past 7 (seven) years from the date of submission of the bid and should have been in commercial operations for at least one year after successful system acceptance."</p>	<p>Request to amend clause as: Experience in Automatic Vehicle Location System (AVL): The bidder shall have satisfactorily designed and deployed at least two qualifying AVL Projects of which any one has been maintained by the bidder for at least one year. A qualifying AVL Project is defined as: "An AVL project for an intra-city public bus transport with a fleet of at least 30 buses integrated with Passenger information System. The AVL project should have been in commercial operations for at least one year."</p>	<p>The conditions mentioned in the bidding documents shall be applicable.</p>
10	6	Page 6	<p>Experience in Incident Management System (IMS): The bidder shall have satisfactorily designed and deployed at least two qualifying IMS Projects of which one is in commercial operation for at least 3 years and any one has been maintained by the bidder for at least one year. A qualifying Incident Management System Project is defined as "An Incident Management System project involving design and deployment of CCTV Surveillance System, along with the required network (OFC/WAN), consisting of at least 150 cameras for surveillance and incident management; integrated with a Central City Mobility Centre or Control Centre. The Incident Management System project should have been completed within the past 7 (five) years from the date of submission of the bid and should have been in successful commercial operations for at least one year after successful acceptance."</p>	<p>In most of the ongoing ITS/ ITMS projects in India, the scope of IMS is integrated into the scope of the Central Control centre. Hence request to remove this clause and instead seek experience in implementation of Control Centre/ Data Centre/ Disaster Recovery Centre.</p>	<p>The conditions mentioned in the bidding documents shall be applicable.</p>
11	7	Page 7 ,Section I. Instructions to Bidders (ITB) (VI)	<p>In case of a JV, at least 40% of the turnover and net-worth criteria shall be met by the lead partner and the remaining can be satisfied by the other JV partners. In ascertaining the turnover and the net-worth, the respective financial year applicable in the country of the JV partner shall be used.</p>	<p>We request to consider Consortium also an option.</p>	<p>The conditions mentioned in the bidding documents shall be applicable. Refer para 6.2 of ITB. A Bidder may be a firm that is a private entity, a government-owned entity or any combination of such entities in the form of a joint</p>

					<p>venture (JV) under an existing agreement or with the intent to enter into such an agreement supported by a letter of intent. In the case of a joint venture, all members shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms. Bids submitted by a JV shall include a copy of the Joint Venture Agreement entered into by all members. Alternatively, a letter of intent to execute a Joint Venture Agreement in the event of a successful bid shall be signed by all members and submitted with the bid, together with a copy of the proposed Agreement. The bidder will be required to legally constitute the JV on selection for award of contract. It is not a mandatory requirement of the purchaser that the JV should be incorporated as a new company. The roles, rights and obligations of the JV partners between themselves, will be governed by the JV agreement. However all the partners of the JV will be jointly and severally bound to the purchaser for fulfillment of the conditions of the contract</p>
12	7	I- Instruction to Bidders, 7, Page 7	Bids must be delivered to the address below on or before 15:00 hrs on May 27'2015.	Bidder is getting around 8 weeks time for submission of bids after pre-bid meeting. Response to pre-bid queries is going to be very important for bidders. Hence we request you to please allow 8 weeks time for bid submission from the date of release of pre-bid reply from Purchaser's side.	Please refer to S.No. 04 of the Amendment No. 1 dated May 18, 2015.

13	7	INVITATION FOR BIDS (IFB), Page 7	Bids must be delivered to the address below on or before 15:00 hrs (IST) on May 27,2015. . Bids need to be secured by a bid security. The amount of Bid Security required is INR 10 Million. Late bids will be rejected. The Bids will be opened in the presence of Bidders' representatives who choose to attend at the address below at 15:30 hrs (IST) May 27, 2015.	We understand that Bid Security 10 Million is valid for T+10 Months during the implementation period of the contract.please clarify.	Bidder to refer to ITB clause 17.on Page 28, and S.No. 03 of the Amendment No. 1 dated May 18, 2015.
14	7	Section I, Page 7	In case of a JV, at least 40% of the turnover and net-worth criteria shall be met by the lead partner and the remaining can be satisfied by the other JV partners. In ascertaining the turnover and the net-worth, the respective financial year applicable in the country of the JV partner shall be used.	1.Kindly Consider Consortium /JV /Technology Partners. for Eligibility and the Experience for AFCS,AVLS,DMS,IMS and Bus Depot Management System. Please confirm.2. We understand that 40% of the Turn over and Network of the total project implementd by the lead partner company. Please confirm the total turnover and network need to match by Consortium /JV /Technology Partners.	Refer to the reply to the query 11
15	7	Page 7, Point 7	Bids must be delivered to the address below on or before 15:00 hrs (IST) on May 27, 2015. . Bids need to be secured by a bid security. The amount of Bid Security required is INR 10 Million. Late bids will be rejected. The Bids will be opened in the presence of Bidders' representatives who choose to attend at the address below at 15:30 hrs (IST) May 27, 2015.	Please decrease the amount from 10 mil to 5 mil.	The conditions mentioned in the bidding document shall be applicable.
16	7	Point 8 of Section I of ITB	The attention of prospective Bidders is drawn to (i) the fact that they will be required to certify in their bids that all software is either covered by a valid license or was produced by the Bidder and (ii) that violations are considered fraud, which can result in ineligibility for the award of World Bank-financed contracts	Please clarify this point...also please confirm if undertaking letter has to be provided for this. We request authority to share the format for the same.	A self certification will be required for all the custom software from the bidder. .
17	7	Section No. 4.VI / Page No. 7ORITB 6.1(a) VI / Page No. 50	Qualification criterion as mentioned in III and IV above can also be met by a qualified sub-contractor.	We Request you to please Amend the qualification criteria as follows: -*** Qualification criterion as mentioned in III and IV above can also be met by a qualified sub-contractor / either of Consortium Partners.	The conditions mentioned in the bidding document shall be applicable.

18	7	Section I: Instruction to Bidder, Page 7	<p>The attention of prospective Bidders is drawn to (i) the fact that they will be required to certify in their bids that all software is either covered by a valid license or was produced by the Bidder and (ii) that violations are considered fraud, which can result in ineligibility for the award of World Bank-financed contracts.</p>	<p>The attention of prospective Bidders is drawn to (i) the fact that they will be required to certify in their bids that all software is either covered by a valid license or was produced by the Bidder (ii) The offered solution should be a proven COTS (Commercially off the shelf Solution) meaning it should be ready to deploy with some client specific customizations and should be parameterised requiring minimal customization to meet the specifications mentioned in this RFP. (Commercially Off The Shelf or COTS refers to a readily available application software/package that can be deployed and customized rapidly. The solution should have been productized and implemented at multiple locations (worldwide) having implementation agency other than just the OEM itself. COTS should be backed by professional / dedicated development set up and implemented at customer locations for atleast last 15 years) and -(iii) that violations are considered fraud, which can result in ineligibility for the award of World Bank-financed contracts.</p> <p>Justification: A solution can only be said proven if it is implemented in various places and running successfully and is ready to be implemented elsewhere with minimum client specific customisations. The difference between customisation and new development (to build the system itself) should be strictly enforced.</p>	<p>The conditions mentioned in the bidding document shall be applicable.</p>
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19	7	Section I. Instructions to Bidders (ITB)	-	<p>The bidding parties and the prime vendor can have separate sub agreements between them. As a result, it is requested to allow a teaming Agreement in lieu of a JV.</p> <p>Justification: Creating a JV in itself is a huge risk for the bidding parties because no OEM may like to front end a JV and other OEMs' may not be able to work together this way.</p>	Refer to the reply to query no. 11.
20	7 1	Section 3.9, Page 71	<p>Section 3.9: Joint Venture</p> <p>If the Supplier is a Joint Venture of two or more firms, all such firms shall be jointly and severally bound to the Purchaser for the fulfillment of the provisions of the Contract and shall designate one of such firms to act as a leader with authority to bind the Joint Venture. The composition or constitution of the Joint Venture shall not be altered without the prior consent of the Purchaser</p>	As per our understanding, the interested parties will form a Joint Venture, a legal entity to execute the Hubli-Dharwad BRTS project. We suggest instead of forming 'Joint Venture', a consortium agreement should be allowed which will anyway defines the teaming agreement between the partners.	Refer to the reply to query no. 11
21	1 2	I- Instruction to Bidders, 2.1, Page 12	The Borrower named in the BDS has applied for or received a loan or credit (as identified in the BDS, and called a "loan" in these Bidding Documents) from the International Bank for Reconstruction and Development or the International Development Association (called "the Bank" in these Bidding Documents) equivalent to the amount indicated in the BDS toward the cost of the Project specified in the BDS.	Kindly let us know the component of this sanction towards ITS system.	This information is not required for purpose of bidding.
22	1 2	I- Instruction to Bidders, 2.2, Page 12	Payment by the Bank will be made only at the request of the Borrower, or the Borrower's executing agency, and upon approval by the Bank in accordance with the terms and conditions of the Loan Agreement, and will be subject in all respects to the terms and conditions of that agreement.	Kindly provide the copy of loan agreement because the final payments to the successful bidder hinges upon release of loan amounts by IBRD	This information is not required for purpose of bidding. As the World Bank releases to the State are on reimbursable basis, payments to the successful bidder do not depend on the release of loan amount by IBRD.

23	1 5	I- Instruction to Bidders, 4.3b, Page 15	it is a government-owned enterprise in the Borrower's country, unless it can establish that it (i) is legally and financially autonomous and (ii) operates under commercial law. No dependent agency of the Borrower or Sub-Borrower shall be permitted to bid.	Kindly explain what percentage of equity by government is required for defining government owned entity. Also please explain whether the bidding restriction is limited only to the "borrower entity" and "sub-borrower entity". Also please explain what is the documentary requirement of legal and financial independence from the government.	If a government owned entity is a separate legal entity and satisfies other conditions stipulated in the relevant law/clause, it can bid. The bidder is required to submit the registration documents to prove that it is a separate legal entity and its audited statement of accounts to prove its financial autonomy.
24	1 8	I- Instruction to Bidders, 6.2a, Page 18	The bid shall be signed so as to be legally binding on all partners	Does it mean each page of the bid should be signed by all partners? Please clarify. In our opinion bid should be signed by the authorised person of the lead bidder supported with the power of attorney by other partners in favour of the lead bidder's authorised signatory	The bid should be signed by the JV authorized signatory of the Lead Bidder and shall be supported with Power of Attorney by other partners in favor of the Lead Bidder. A copy of the Power of Attorney and the letter of intent between associating partners as described in item 11. shall be submitted
25	1 8	I- Instruction to Bidders, 6.3, Page 18-19	If a bidder intends to subcontract major items of the supply..... Bidders are free to list more than one Subcontractor against each item.....The purchase reserves th right to delete any proposed Subcontractor from the list	In case Bidder proposes only one Subcontractor but rejected by the Purchaser then in this case would the Bidder be allowed to replace the rejected Subcontractor with a new one?	Yes, the bidder will be allowed to replace the rejected subcontractor with a new vendor, subject to approval of the Purchaser. Refer to GCC clause 20.
26	1 9	I- Instruction to Bidders, 6.3, Page 19	it shall include in the bid details of the name and nationality of the proposed Subcontractor for each of those items and shall be responsible for ensuring that any Subcontractor proposed complies with the requirements of ITB Clause 4,	This would make the procurement inflexible for the bidder. Kindly drop this.	The conditions mentioned in the bidding document shall be applicable.
27	2 5	I- Instruction to Bidders,14. 4, Page 25	The prices for Goods components of the System are to be expressed and shall be defined and governed in accordance with the rules prescribed in the edition of Incoterms specified in the BDS, and quoted in the appropriate columns of the cost tables of Section VII as follows:	Kindly explain whether the transport of supplies in India will be responsibility of the Authority. Also please explain whether they shall be paid separately outside this contract.	The conditions mentioned in the bidding document are self-explanatory. Transportation of supplies will be the responsibility of the bidder.

28	2 5	Section I, Page 25	Locally supplied Goods:Unit prices of Goods offered from within the Purchaser'sCountry, shall be quoted on an EXW (ex factory, ex works, ex warehouse or off-the-shelf, as applicable) basis, including all customs duties, levies, fees, sales and othertaxes incurred until delivery of the Goods, but excluding all VAT or sales and other taxes and duties/fees incurred for the Goods at the time of invoicing or sales transaction, ifthe Contract is awarded.	1.We understand that VAT exemption Certificate Providing by the Client for this Project.Pls Confirm.2.For the Local Supplied Goods Prices inclusive of Excise Duties , Freight & Insurance.Custom Duty is not applicable.Kinldy Confirm.	The conditions mentioned in the bidding document are self-explanatory. There is no VAT exemption certificate. The bid price should be as per ITB & BDS clause 14, GCC clause 14 and SCC clause 14.3 regarding taxes and duties.
29	2 5	Page 25, Point 14.4	(a) Goods supplied from outside the Purchaser's country: Unless otherwise specified in the BDS, the prices shall be quoted on a CIP (named place of destination) basis, exclusive of all taxes, stamps, duties, levies, and fees imposed in the Purchaser's country. The named place of destination and special instructions for the contract of carriage are as specified in the BDS. In quoting the price, the Bidder shall be free to use transportation through carriers registered in any eligible countries. Similarly, the Bidder may obtain insurance services from any eligible source country.	Please suggest if the custom duty will be paid by the Authority ? Can we raise our invoice in INR for such goods which are imported and mentioned in respective currency. Also please clarify what will be conversion rate which will be taken for the same? How the Insurance and Logistics charges to be added in the items cost ? While invoicing we will have to provide the cost breakup with respective charges etc.	World Bank funded projects are eligible for customs and excise duty exemptions according to the extant notifications of Ministry of Finance, Govt of India. The client issues Customs/ Excise exemption certificate for eligible duty exemptions which is otherwise called project authority certificate. Please refer SCC clause 14.3. The conversion rate as per the last date of submission of bid will be taken. Refer to the S. no. 06 of Amendment No. 1 dated May 18, 2015.
30	2 6	I- Instruction to Bidders,14.4, Page 26	Unless otherwise specified in the BDS, the Bidder shall express its prices for such Information Technologies, associated Goods, and Services to be supplied locally (i.e., from within the Purchaser's Country) in the currency of the Purchaser's Country.	Kindly explain whether imported goods or SW customized in minor way for the client will be treated as local or foreign. Also please explain whether goods and SW sourced from local agents of foreign suppliers in the supply chain will be treated as local or foreign.	Only an item sourced by the bidder from a foreign source directly will be treated as foreign.

31	2 6	Section I, Page 26	The price of Services shall be quoted in total for each service (where appropriate, broken down into unit prices), separated into their local and foreign currency components. Prices must include all taxes, duties, levies and fees whatsoever, except only VAT or other indirect taxes, or stamp duties, that may be assessed and/or apply in the Purchaser's country on/to the price of the Services invoiced to the Purchaser, if the Contract is awarded.	1. We understand that only Services tax is applicable for the Services required for this project. 2. The Price for the Service charges is inclusive of service tax. Kindly Confirm.	Refer to the reply to query no. 28
32	2 6	Section I, Page 26	Prices for Recurrent Costs beyond the scope of warranty services to be incurred during the Warranty Period, defined in SCC Clause 29.4 and prices for Recurrent Costs to be incurred during the Post-Warranty Period, defined in SCC Clause 1.1. (e)(xii), shall be quoted as Service prices in accordance with ITB Clause 14.5 on the Recurrent Cost Sub-Table in detail, and on the Recurrent Cost Summary Table in currency totals. Recurrent costs are all-inclusive of the costs of necessary Goods such as spare parts, software license renewals, labor, etc., needed for the continued and proper operation of the System and, if appropriate, of the Bidder's own allowance for price increases.	1. Kindly Mention the Warranty Period and Maintenance period Separately. 2. We understand that Recurrent Cost during the warranty period is exclusive of service tax.	1. Bidder to refer to GCC and SCC clause 1.1(€) 2. Refer to the reply to the query no. 28.
33	3 1	Section I, Instruction to Bidders, Page 31	In the case of fixed price contracts, if the award is delayed by a period exceeding fifty-six (56) days beyond the expiry of the initial bid validity, the contract price will be adjusted as specified in the request for extension. Bid evaluation will be based on the bid prices without taking into consideration the above correction.	We request you to provide the price variation clause during the Validity Extension of the bid. Please confirm.	The conditions mentioned in the bidding document are self-explanatory.
34	3 6	Page 36, Point 27.1	27.1 For evaluation and comparison purposes, the Purchaser shall convert all bid prices expressed in various currencies and amounts into a single currency specified in the BDS, using the selling exchange rate established by the source and on the date also specified in the BDS.	Please suggest which conversion rate will be considered ?? Is it as per date of submission ? Please also consider if during payment how foreign currency will be converted ?? Will it be fixed with the rate of bid submission date for the duration of the contract ??	The conversion rate as per the last date of submission of bid will be taken. Refer to the S. no. 06 of Amendment No. 1 dated May 18, 2015. The foreign currency payments shall be as per GCC 12.4 on Page 82.

<p>35</p>	<p>3 8</p>	<p>Section I: Instruction to Bidder, Page 38</p>	<p>(i) Performance, capacity, or functionality features that either exceed levels specified as mandatory in the Technical Requirements; and/or influence the lifecycle cost and effectiveness of the Information System. (ii) Usability features, such as ease of use, ease of administration, or ease of expansion, which influence the life-cycle cost and effectiveness of the Information System. (iii) The quality of the Bidder’s Preliminary Project Plan as evidenced by the thoroughness, reasonableness, and responsiveness of: (a) the task and resource schedules, both general and specific, and (b) the proposed arrangements for management and coordination, training, quality assurance, technical support, logistics, problem resolution, and transfer of knowledge, and other such activities as specified by the Purchaser in Section VI (Technical Requirements) or proposed by the Bidder based on the Bidder’s experience.</p>	<p>(i) Performance, capacity, or functionality features that either exceed levels specified as mandatory in the Technical Requirements; and/or influence the lifecycle cost and effectiveness of the Information System. (ii) Usability features, such as ease of use, ease of administration, or ease of expansion, which influence the life-cycle cost and effectiveness of the Information System. (iii) The quality of the Bidder’s Preliminary Project Plan as evidenced by the thoroughness, reasonableness, and responsiveness of: (a) the task and resource schedules, both general and specific, and (b) the proposed arrangements for management and coordination, training, quality assurance, technical support, logistics, problem resolution, and transfer of knowledge, and other such activities as specified by the Purchaser in Section VI (Technical Requirements) or proposed by the Bidder based on the Bidder’s experience. (iv) Weightage on the Best proposed software that meets the requirements with minimum customisation. Justification: This will ensure that the customer will get a proven software that requires minimum customisations.</p>	<p>The conditions mentioned in the bidding document shall be applicable.</p>
<p>36</p>	<p>4 4</p>	<p>I- Instruction to Bidders,38, Page 44</p>	<p>If a Bidder does not accept the Adjudicator proposed by the Purchaser, it should state its non-acceptance in its Bid Submission Form and make a counterproposal of an Adjudicator and an hourly fee, attaching a résumé of the alternative.</p>	<p>A successful bidder would like to appoint an adjudicator depending upon the nature of dispute at appropriate point of time. Kindly drop this requirement.</p>	<p>The conditions mentioned in the bidding document shall be applicable.</p>

37	4 8	ITB 6.1 (a), Page 48/456	I. Experience in Automatic Fare Collection System (AFCS): The bidder shall have satisfactorily designed and deployed at least two qualifying AFCS Projects of which one is in commercial operation for at least 3 years and any one has been maintained by the bidder for at least one year.	Please allow this Qualification criterion can also be met by a qualified sub-contractor as in case of DMS and IMS.	The conditions mentioned in the bidding document shall be applicable.
38	4 9	Clause 6.1 (a) of ITB and A.General of BDS	II. Experience in Automatic Vehicle Location System (AVL): The bidder shall have satisfactorily designed and deployed at least two qualifying AVL Projects of which one is in commercial operation for at least 3 years and any one has been maintained by the bidder for at least one year.	As this experience will be the SOW of the first consortium partner, You need to clearly mention working OBITS experience requirement along with intelligent features and not just hardware supply to ensure quality and experienced bidder to participate. Justification: II. Experience in Automatic Vehicle Location System (AVL): The bidder shall have satisfactorily designed and deployed at least two qualifying AVL Projects with complete working OBITS of which two is in commercial operation for at least 2 years and any one has been maintained by the bidder for at least two years.	The conditions mentioned in the bidding document shall be applicable.
39	4 9	Clause 6.1 (a) of ITB and A.General of BDS	III. Experience in Depot Management System (DMS): The bidder shall have satisfactorily designed and deployed at least two qualifying DMS Projects of which one is in commercial operation for at least 3 years and any one has been maintained by the bidder for at least one year	In global tenders DMS is part of AVLS or TMS system. So, there might not be a separate order copy can not be provided. Bidder should be allowed to provide the undertaking letter in this regard, based on AVLS / TMS PO, reference letter etc. against this eligibility criteria.	The bidder is required to attach documentary evidence to establish its qualification. However if the details regarding the scope of the project given in the documentary evidence are not sufficient to establish bidder's qualification, these can be supplemented by self-certification.
40	5 0	II-Bid Data Sheet, ITB 6.1.b, Page 50	Manufacturers authorisations in the form of certificates for IT..... Following types/categories: Fare gates, ANPR camera, Handheld Electronic ticketing machines, OBITS for AVL System, Video Wall system and Automatic Sliding Door System	Can manufacturers of listed products authorise more than one bidders?	Yes.

41	5 1	ITB 6.1 (c) /page 51	If the Bidder proposes to use Sub-contractors for the provision of certain key services, written agreements by the proposed firms to provide these services in case of contract(s) resulting from this bidding are required for the following types/categories of services: a. Installation and System Commissioning b. Maintenance and Support Services during Maintenance Period	Is the subcontract agreement to be submitted post award of the contract, for category (a) & (b)? Please confirm the intent. Need clarity.	Written agreements have to be submitted with the bids. Conditions mentioned in the bidding document are self-explanatory.
42	5 2	Section II, Page 52	Bid Security that expires before December 21,2015 i.e., twenty-eight (28) days after the end of the bid validity period shall be rejected as non-responsive	The Execution period is 10 months validity Mentioned here is only for 7 months from May. Kindly Confirm the Bid Security Validity Period	The conditions mentioned in the bidding documents shall be applicable.
43	5 3	ITB 28.4, Page 53	Bid opening and Evaluation	There is lot of integration required at all levels and hence the technical should be high scoring than the price. There are third parties involved in this integration. Hence the scoring should be 70:30 instead of 60:40. we want to understand what is the evaluation process and needs to be explained in detail. For the reason that if financial are opened in the beginning, the score will not be used to manipulate the technical and award the tender to a preferred vendor.	The conditions mentioned in the bidding documents shall be applicable.
44	5 3	ITB 28.5, Page 53	-	It is requested to do the technical evaluation and marking first and declare it to all bidders, before opening the financial score. This will be a much preferred approach for us. Justification: This will enable a fair process for everyone without any prejudice.	The conditions mentioned in the bidding documents shall be applicable.
45	7 9	Page 79 Point 9.6	9.6 The Supplier shall, in all dealings with its labor and the labor of its Subcontractors currently employed on or connected with the Contract, pay due regard to all recognized festivals, official holidays, religious or other customs, and all local laws and regulations pertaining to the employment of labor.	In case of official holidays where BUSes are operating and manpower is required to be deployed, we will have to deploy resources. Such cases should be treated as expectations. Please also suggest as every year labor law changes, how to claim any Govt Law Changes % pertaining to labour and manpower cost. Bidder will consider the cost of current Labor	The conditions mentioned in the bidding document shall be applicable

				Law incase change in Labor Law, authority should pay the diferencial amount.	
46	7 9	Page 79 Point 9.8	9.8 The Supplier shall permit the Bank and/or persons appointed by the Bank to inspect the Supplier’s offices and/or the accounts and records of the Supplier and its subcontractors relating to the performance of the Contract, and to have such accounts and records audited by auditors appointed by the Bank if required by the Bank.	<p>Please suggest the process of auditing?</p> <p>As bids may come with combination of consortium partners and subcontractors. It is difficult to give access to Subcontractor and Consortium Partner's accounts and records. Please also suggest the purpose of this excercise.</p>	<p>.</p> <p>Provision in the bidding document is self-explanatory. Auditing process is mainly invoked when there is a fraud and corruption issue. The purpose is to ensure that the supplier as well as his subcontractors are transparent in their dealings. For all Bank funded projects , this is a standard requirement.</p>
47	7 9	Page 79 Point 10.3	<p>10. Purchaser’s Responsibilities</p> <p>10.3 The Purchaser shall be responsible for acquiring and providing legal and physical possession of the site and access to it,</p>	<p>Incasse of any Civil work, Fabrication and construction which is required during project has to be Purchaser's responsibility if it is BUS, BUT STOP or CONTROL ROOM</p> <p>The BUSES has to be provided with required cabling etc for ITS equipment alongwith fixtures and holdings for ITS instruments.</p>	<p>Refer to Section VI – Technical Requirements, Point 7 on Page 202 on responsibilities of Purchaser and Bidder.</p> <p>To further clarify, generally, civil work will be responsibility of Purchaser; but if the specific solution provided by the bidder requires additional civil work - it will be responsibility of bidder.</p> <p>The cabling of the 198 NWKRTC buses in which AVL equipment shall be fitted will be responsibility of these bidder. The fitting of the ITS equipment in the buses shall also be responsible of the bidder. Purchaser will provide basic support on making the buses available for the bidder and providing technical inputs on the mode of fixing of the equipment.</p>

48	8 1	Clause 12 of GCC and SCC	Terms of payments	Kindly explain burn-in testing	Bidder to refer to Section VI, Technical Requirements, Clause D (Testing, Documentation & Training Requirements)
49	8 1	Clause 12.1 of GCC and SCC	Terms of Payment	<p>As there are many different core system being asked like AFCS, AVLS (with OBITS) and TMS which don't have dependencies on each other. So payment needs to be separated for each core system. As there is a lot of dependencies for the AFCS on the civil infra and the AVLS on the buses and its delivery than on the TMS, to be fare to bidders, it is advisable to change the payment terms for core and sub-system accordingly.</p> <p>We have worked on global world bank projects and have experienced more simple payment terms. The current method of calculation would complicate release of payment over the years. Therefore we request simpler payment method.</p>	Please refer to S.No.08 of Amendment No. 1 dated May 18--, 2015.
50	8 2	Section iV, Page 82	Payments shall be made promptly by the Purchaser, but in no case later than forty five (45) days after submission of a valid invoice by the Supplier.	We request you to consider 30 days for the Submission of Invoice for the Payment.	The conditions mentioned in the bidding document shall be applicable.
51	8 2	Page 82 Point 12.3	12.3 Payments shall be made promptly by the Purchaser, but in no case later than forty five (45) days after submission of a valid invoice by the Supplier.	What is the meaning of Valid Invoice ?? How to confirm if the Invoice is Valid or not? Authority should not stop any payments due approval delays from internal administration delays.	The requirement mentioned in the bidding document is self-explanatory.
52	8 2	Page 82 Point 12.4	12.4 All payments shall be made in the currency (ies) specified in the Contract Agreement, pursuant to GCC Clause 11.	<p>How the payment shall be made in case of foreign currency ? There may be few items quoted in different currency? It has to be in INR with equivalent conversion based on date of submission date rate.</p> <p>Payment through an irrevocable letter of credit for partial component may be difficult to manage in complete contractr period, hence it is requested to settle this in INR.</p>	<p>The foreign currency payments shall be as per GCC 12.4 on Page 82.</p> <p>The conditions mentioned in the bidding document are self-explanatory.</p>

53	8 3	Section IV, General Conditions of Contract, Page 83	14. Taxes and Duties, 14.1 For Goods or Services supplied from outside the Purchaser's country, the Supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the Purchaser's country. Any duties, such as importation or customs duties, and taxes and other levies, payable in the Purchaser's country for the supply of Goods and Services from outside the Purchaser's country are the responsibility of the Purchaser unless these duties or taxes have been made part	Understand that the project is funded by world bank and is on ICB Basis. Kindly confirm on the availability of Custom duty and Excise duty exemption to be considered in quoted price.	Bidder to refer to SCC clause 14.3 of the bidding document
54	8 5	Clause 16 of GCC	Software License Agreements	Can you please elaborate on standard software?	Bidder to refer to GCC clause 1.1© (xi). xi
55	8 5	Clause 16.1 of GCC and SCC	Validity of the software license	It talks about validity of standard software throughout the territory of Purchaser's country. Please explain	The conditions mentioned in the bidding document are self-explanatory.

56	8 5	GCC Clause 15.3	<p>The Purchaser may assign, license, or otherwise voluntarily transfer its contractual rights to use the Standard Software or elements of the Standard Software, without the Supplier's prior written consent, under the following circumstances:</p> <p>a. To any agency that shall be responsible to operate the project in the future in the event of dilution of the Purchaser or the responsibility being transferred from Purchaser to other agency</p> <p>b. To any location or to any third party service provider if the Purchaser decides to outsource the ITS maintenance to a third party</p> <p>c. Integrating with additional similar or non-similar hardware for additional functional needs as deemed suitable by the Purchaser</p> <p>d. In the event of termination of contract during the operational period</p> <p>The Supplier shall protect the purchaser from any liabilities arising there from. The Supplier shall indicate all those components in the software, if any, that cannot be bound by this condition explicitly while responding to the bid, and supporting with the corresponding evidence for the same.</p>	<p>This cannot be done for any standard software or for that matter any software without the permission of the licencer. This is illegal as per law of the land. Therefore it is suggested to either change the clause or the purchase should clearly mentioned that all standard software should be procure by the bidder directly int he name of the purchase based on payments.</p>	<p>Please refer SCC clause 15.3 at Page 145. This is a standard clause in Government Contracts and does not contravene any law.</p>
57	8 5	Clause 15.5 of GCC and SCC	<p>Certified Software escrow contract is required for the execution of the Contract in case the Supplier is not willing to handover the source code to the Purchaser limited to the systems as defined in SCC 15.4 (ii). All costs associated with such escrow account shall be borne by the supplier. If purchaser intends to continue the escrow account services after completion of the contract period the purchaser can pay fee for escrow account services</p>	<p>By asking for escrow on the source codes does not guarantee the successful completion of the project by the bidder.</p> <p>It is normal practice that costs are borne 50:50 by Purchaser and Bidder. The bidder is still not willing to handover the source code of its software even after completion of the contract.</p>	<p>The conditions mentioned in the bidding document shall be applicable.</p>
58	8 5	Section IV: General Conditions of Contract 15.4 , Page 85	<p>Subject to the SCC, the Intellectual Property Rights in all Custom Software and Custom Materials specified in Appendices 4 and 5 of the Contract Agreement (if any) shall, at the date of this contract or on creation of the rights (if later than the date of this Contract), vest in the Purchaser</p>	<p>IP of the custom software also lies with the vendor</p> <p>Justification: As customization is performed to the existing COTS solution, it will become part of the full solution. Providing IP on this piece</p>	<p>The conditions mentioned in the bidding document shall be applicable. Please also refer to SCC 15.5 at Page 145</p>

				of custom software will not be feasible to the solution provider/vendor.	
59	9 1	Page 91, 20.1	20.1 Appendix 3 (List of Approved Subcontractors)	Please suggest if this need to be done after Award of Contract. We can provide information of suggested SUBCON during bid submission as per format.	This information shall be provided along with the bid.
60	9 9	Clause 25 of the GCC	Inspection and Tests	The equipments are sourced from multiple locations to complete the required system. So, will the FAT be done in all these locations or only at assembly location. Who will bear the expenses.	As stated in the bidding document, HDBRTSCO reserves the right for FAT on specific custom hardware. The equipment for which FAT needs to be conducted at bidder site will be provided only after understanding the bidder solution and the maturity of the equipment. The cost has to be borne by the bidder as shared in SCC 25.6 on Page 149
61	1 1 6	Clause 37 of Section IV of GCC	Third Party Liability Insurance and Automobile Liability Insurance	Kindly explain in detail as it talk about insurance for your personnel and insurance of vehicles used by supplier and sub contractors	The conditions mentioned in the bidding document are self-explanatory
62	1 1 6	Clause 37 of Section IV of GCC	Insurance coverage for full contract period	After installation it is the property of the purchaser	Bidder to refer to GCC clause 37.2
63	1 2 4	Page 124 Point 41.1	41.1 Termination for Purchaser's Convenience The Purchaser may at any time terminate the Contract for any reason by giving the Supplier a notice of termination	What compensation will be provided if supplier has invested in all resources and infrastructure by then ?	The requirement mentioned in the bidding document is self-explanatory. Please refer to GCC section 41.1.3, page 125-126 and SCC page 153.
64	1 2 4	Clause 41.1.1 (Termination for Purchaser's Convenience) / page 124	The Purchaser may at any time terminate the Contract for any reason by giving the Supplier a notice of termination that refers to this GCC clause 41.1.	Please confirm that what shall be the minimum period of notice for termination for convenience which shall be given by HDBRTSCO to the Supplier? We also suggest that the Supplier should be given early termination fee if HDBRTSCO invokes its right for termination for convenience. Please confirm.	Bidder to refer to the relevant clauses in SCC.

65	1 3 8	V-SCC, GCC 1.1 (a) (ix), Page 138	The applicable edition of the Procurement Guidelines is dated: Revised October 2010.	These guidelines has been revised in 2011 as well. Would you please clarify whether 2010 guidelines will supersede	The 2010 guidelines will be followed for this project. The conditions mentioned in the bidding documents shall be applicable.
66	1 4 0	V-SCC, GCC 1.1 (e) (xiv), Page 140	The Maintenance Period shall be the same as the Warantee Period of 72 months	Warranty Period of 72 months should not cover products / systems supply as the respective OEMs does not provide such a long Warranty. Please separate out Maintenance Period (72 months) and Warranty Period (12 months) from the date of Operations Acceptance of the system and Products/Systems supply, respectively.	The conditions mentioned in the bidding documents shall be applicable.
67	1 4 0	Section V, Page 140	The Maintenance Period shall be same as the Warranty Period of 72 Months	Refer to SCC 1.1 (e) xiv, Page 140	Bidder understanding of the specification is correct.
68	1 4 1	Page 141 (GCC 8.2), Time for Commence ment and Operationa l Acceptanc e	Operational Acceptance will occur on or before: T+10 months	We would request you to extend the O & A time frame to T+12 months	Bidder to refer to S.No. 07 in Amendment No. 1 dated May 18, 2015.
69	1 4 2	Section V. Special Conditions of Contract (SCC), Page 142	12. Terms of Payment (GCC Clause 12)	As per the commercial submission format, for all the componenet we are offering as supply and installation of the entire system, but in terms of payment terms there is diiference of payment between CAPEX and Installation & Testing , Commisioning. Kindly we are requesting you provide the clarity on CAPEX Payment terms. The Total advance payment adjusted during the milestone payment maximum of CAPEX and Installation & Commisioning Stage Exceeding up to 20%.But the total advance payment at the initial stage will 10% of the system supply & Installation Cost. Please provide clarity of adjusted against	CAPEX is split into supply cost and installation cost to allow for payment in stages. Please also refer to S.No. 08 of Amendment No. 1 dated May 18, 2015 for amended payment terms.

				the advance already paid. We request you to provide the single payment terms for the both CAPEX (supply and installation) portion of work and although the commercial submission provided as total of supply and installation of work. Please clarify.	
70	1 4 2	Section V, Page 142	Payment Terms	Kindly Consider the CAPEX Payment terms as 1.25 % Mobilization Advance 2.50% on Supply & Installation Costs for Supply of Materials 3.25% on n Supply & Installation Costs on Successful Installation 4.100% Recurring Cost for the Period of 6 Years	The conditions mentioned in the bidding documents shall be applicable. Please also refer to S.No. 08 of Amendment No. 1 dated May 18, 2015 for amended payment terms.
71	1 4 2	Page 142 - SCC 12. Terms of Payment (GCC Clause 12)	I. CAPEX Cost (a) Advance Payment: Ten percent (10%) of the System Supply & Installation Cost (CAPEX) shall be paid against receipt of a claim accompanied by the Advance Payment Security	Please change this to 20%; anyways authority is asking for Advance Payment Security. It will allow bidders to function smoothly for HW Delivery in time.	The conditions mentioned in the bidding documents shall be applicable.
72	1 4 2	Section V: 12.1 - Terms of Payment, Page 142	I. CAPEX Cost : System Supply & Installation Cost (for providing the ITS solution and achieving Operational Acceptance), which includes all the costs up to the Operational Acceptance	I. CAPEX Cost : Individual Systems Supply & Installation Cost (for providing each individual sub system and achieving Operational Acceptance for the same), which includes all the costs up to the Operational Acceptance Justification: The payment should be made for each ITS subsystem independently as long as they are tested and accepted by the purchaser. This will alleviate the risk on individual solution vendors in the JV.	Please refer to S.No.08 of Amendment No. 1 dated May 18, 2015 for amended payment terms.
73	1 4 3	Page 143 ,GCC 12.1 Payment Terms ,CAPEX Cost (e) & (f)	e) System Acceptance Testing: Fifteen percent (15%) of the System Supply & Installation Cost (CAPEX) against successful System Acceptance Testing f) Operational Acceptance: Twenty Five percent (25%) of the System Supply & Installation Cost (CAPEX) after successful Operational Acceptance of the System	Please let us know the O&A testing & System Acceptance Testing procedure/criteria, as 40% of CAPEX cost is linked to it.	Bidder to refer to Section VI, Technical Requirements, Clause D (Testing, Documentation & Training Requirements)

74	1 4 3	Page 143, GCC 12.1 Payment Terms, II. Recurrent Cost	20% shall be paid after verifying the invoice by HDBRTSCO	Kindly confirm the time line for invoice verification	Bidder to refer to GCC clause 12.3, Page 82
75	1 4 3	V-SCC, Clause 12.1, Page 142-143	i. Twenty five percent (25%) of the System Supply Cost against successful Installation, Testing and commissioning – out of this 25% System Supply payment, 5% payment shall be adjusted against the advance already paid ii. Fifty Five percent (55%) of the Installation Cost against successful Installation, Testing and commissioning – out of this 55% Installation payment, 10% payment shall be adjusted against the advance already paid	We request to please not adjust the advance payment against subsequent stages. If this can not be done then please adjust the advance against payment stages (e) and (f).	Please refer to S.No. 08 of Amendment No. 1 dated May 18, 2015 for amended payment terms.
76	1 4 4	Section V, Page 144	13. Securities (GCC Clause 13)1. The Performance Security shall be denominated in the currency of the contract for an amount equal to 10 percent of the Contract Price2.After the Operational Acceptance of the System, the Performance Security shall be reduced by 7 percent of the Contract Price. The remaining 3 percent shall be released to the Supplier only after successfully completing the Maintenance Period.	1. Kindly Confirm the Validity Period for the Performance Security.2.We understand that the Remaining 3 percent of the Contract Price will be released after 82 months from the award of the contract. Kindly Confirm	Provisions in the bidding document are self-explanatory.
77	1 4 4	Section V, Page 144	14. Taxes and Duties (GCC Clause 14) :Bidders are solely responsible for obtaining such benefits which they have considered in their bid and in case of failure to receive such benefits for reasons whatsoever the Purchaser will not compensate the bidder To the extent the Purchaser determines the quantity indicated therein are reasonable keeping in view the bill of quantities, equipment installation program and methodology, the certificates will be issued within 60(sixty) days of signing of contract and no subsequent changes will be permitted.	We request you to provide the Exemption Certificate within 15 days from the Signing of the Contract.	The conditions mentioned in the bidding documents shall be applicable.

78	1 4 4	Page 144 SCC 14. Taxes and Duties (GCC Clause 14) GCC 14.3	<p>This project being funded through World Bank Loan is eligible for customs / excise duty exemption for goods supplied from outside Purchaser's country.</p> <p>Bidders are solely responsible for obtaining such benefits which they have considered in their bid and in case of failure to receive such benefits for reasons whatsoever the Purchaser will not compensate the bidder.</p>	<p>Please suggest which documents will be provided by Authority.</p> <p>Please share any already world bank funded project where Custom Duty was exempted in INDIA. Please also share the items for which Custom Exemption Certificate were issued in INDIA</p>	<p>.The project authority will issue the customs / excise duty exemption certificate, popularly known as Project Authority Certificate for eligible exemptions. There are many ongoing World Bank projects. The bidder may contact the project authorities of these Projects.</p>
79	1 4 4	GCC Clause 14, page 144	Taxes and Duties	<p>There is a mention of Custom/excise duty exemption. We request that RFP make specific mention of even spares to be exempted if it is got from outside India. The reason for this request is that, sub-part of Hardware, say gates, for example which has hundreds of SKQ units is not mentioned in the invoices. From experience when we know that custom official request for proof that the said sub part belongs to the gate before allowing for duty /exception.</p>	<p>The conditions mentioned in the bidding documents shall be applicable. Refer to Note 2 and 3 in Page 343 of Supply and Installation Cost Subtable.</p>
80	1 4 5	D. INTELLE CTUAL PROPERT Y, SCC 15.Copyrig ht (GCC Clause 15), Page 145, GCC 15.4	<p>i. The Supplier shall hand over the source code for software, database, and executables to the purchaser which shall correspond 100% to the operational module and shall be verified and certified by an independent agency as identified by the Purchaser. This is limited to the AFCS and AVL system and its subsystems.</p>	<p>Bidder will submit the Product License and SW Package for AVLS and AFCS.</p> <p>For Database it will be either Oracle, Micro Soft Sql Server etc for which Source Code can not be given due to third party software.</p> <p>Operating System also comes under this category where the Source Code can not be provided.</p> <p>Bidder will provide the Operational Module with all SW Packages and with their relevant licenses so that a working version can be verified. Giving Source Code is not possible due to different country law and agreement signed with different govt organization in respective other global projects.</p>	<p>This Clause is applicable to all Custom Software as mentioned in S.No. 10 of Amendment No. 1 dated May 18, 2015. Please refer to the corresponding SCC Clause and definitions of Standard & Custom software.</p>

81	1 4 5	D. INTELLECTUAL PROPERTY, SCC 15. Copyright (GCC Clause 15), Page 145, GCC 15.5	Certified Software escrow contract is required for the execution of the Contract in case the Supplier is not willing to handover the source code to the Purchaser limited to the systems as defined in SCC 15.4 (ii).	Please confirm if the Escrow Contract will be responsibility of Purchaser ?? The cost and required effort will be done by purchaser ??	Refer to SCC 15.5 on Page 145.
82	1 4 6	SCC. 16 Software License Agreements (GCC Clause 16) GCC 16.1 (a) (iii), Page 146	The Standard Software license shall be valid: through-out the territory of the Purchaser's Country	This clause need to be corrected. The same SW can not be used in other project until and unless part of this tender SCOPE. The purchaser's country means anywhere in INDIA which is not agreeable to bidder hence this clause has to be changed accordingly.	This just means that it is licensed for India, not that the software will be used for other projects.
83	1 5 0	Page 150 (GCC 28.2, Operational Acceptance Time Guarantee (GCC Clause 28)	Liquidated damages shall be assessed at 0.2 percent per day of System Supply & Installation Cost (CAPEX). The maximum liquidated damages are 10 percent of the System Supply & Installation Cost (CAPEX).	We suggest to keep the up limit of LD as 5%	The conditions mentioned in the bidding document shall be applicable.
84	1 5 0	Section V, Page 150	28. Operational Acceptance Time Guarantee (GCC Clause 28) -Liquidated damages shall be assessed at 0.2 percent per day of System Supply & Installation Cost (CAPEX). The maximum liquidated damages are 10 percent of the System Supply & Installation Cost (CAPEX).	Kindly Consider the LD as 0.2 % of System Supply & Installation Cost (CAPEX) per week of delay .Pls Confirm	The conditions mentioned in the bidding documents shall be applicable.
85	1 5 0	SCC clause 28 (GCC 28.2) / Page 150 & Clause 8.3(3) /	Liquidated damages and penalties	The RFP document is silent on overall cap of liquidated damages and penalties both. Please confirm that what shall be Supplier's maximum overall liability against HDBRTSCO, to pay Penalties as well as Liquidated Damages both, as may be applicable during entire term	Please refer to SCC clause 28.2 on LD. There is no limit on penalty against SLA. Please refer to the revised SLA in Attachment 3 in

		page 216		of the project contract.	Amendment No. 1 dated May 18, 2015.
86	1 5 2	SCC. 37 Insurances (GCC Clause 37) GCC 37.1 , Page 152	The Supplier shall obtain Third-Party Liability Insurance in the amount of INR 5 Million. The Insurance shall cover the entire Contract Period.	Please clarify this clause, INR 5 Mil is compulsory ? The Third Party Liability will be based on the actual cost and can not be fixed as INR 5 Mil . The Insurance has to be taken after the Operational Acceptance or just after signing the contract ?? Please clarify.	Provision in the bidding document is self-explanatory.
87	1 6 0	VI (Technical Requirements), 2, Page 160	Flap Gates & ETM	Please let us know the technical hardware specifications for the Flap gates and ETM device.	Flap gates and Fare gates are same equipment, and ETM is same as hand-held ticketing machines.
88	1 6 7	Clause 2.4 of section VI. Technical Requirements	250 OBITS Buses provided by HDBRTSCO	As the platform of the existing OBITS belong to 3rd party, specification of the same not appearing in the document. Kindly share.	For OBITS, Please refer to UBS II documentation along with amendments at jnnurm.nic.in. A google search for UBS II will provide the documentation. Refer to S.No. 13 of Amendment No. 2 dated May 18, 2015.

<p>89</p>	<p>1 6 7</p>	<p>Clause 2.4 of section VI. Technical Requirements</p>	<p>Integration of 448 buses (250 existing OBITS and 198 new OBITS) in to single Central Control Centre (CCC)</p>	<p>Integration of existing 250 ITS kits with CCC would be a challenge with lot of dependancy on 3rd party support. Please elaborate the desired approach by HDBRTSCO to ensure smooth integration and coordination among multiple parties/stakeholders. Since the current system is a totally unknown territory for us, it is impossible to analyse & estimate the effort required in the integration. Also please clarify who will bear the cost of this integration. It should be standard and same for all bidders to ensure level playing field to all. Also the existing OBU units provider has added advantage over others which is not fair to the other OBU providers. Bidders should be given a chance to bid for OBU's but not to be compared to the existing OBU's as the bidder OBU's may have more better features than the current installed OBU's</p> <p>As one of the major failure reasons for ITS in India is due to the similar structure as indicated in the 250 buses. The bidder cannot gaurantee any SLA or functionality of the OBITS being provided by thrid party as OEM. therefore that the solution for this can be that the OEM takes the complete OBITS from the successful bidder at the time of manufacturing once the tender is complete. As the time taken to deliver a bus in 12 - 18 months I am sure this tender would be completed by then.</p>	<p>The equipment will follow UBS-II specifications and protocols. The Purchaser has given requirements to the bus manufacturer that a back-to-back contract shall exist between the bus manufacturer and the bus ITS equipment provider. In addition, support for integration to the bidder is a requirement in the bus manufacturer's contract. The UBS II and the integration needs are new to everyone and hence will be a level playing field. The cost of integration is the responsibility of the bidder.</p> <p>The bidder SLA will be imposed only based on bidder's ability to integrate with standard UBS-II protocols and provide the necessary tracking and operations support. It will not be based on the equipment issues that are not in the bidder's control. Determination of fault will be done through joint exercise of the Purchaser and bidder.</p> <p>Requirements in the bidding document will be applicable.</p>
<p>90</p>	<p>1 6 8</p>	<p>Page 168 - Exhibit 7</p>	<p>BRT Buses, Feeder Buses and City Buses</p>	<p>Please share the make and model of these buses with their power consumptions?? Who is responsible for maintaining these buses currently ?</p>	<p>Refer to S.No. 01 of Amendment No. 2 dated May 18, 2015.</p>

91	1 6 8	Clause 2.4 of section VI. Technical Requirements	HDBRTSCO and NWKRTC will together run operations for twin cities	<p>As there are 3 different kind of bus services that are being integrated and operated with overlapping routes and fare structures, there is no clarity on how, where and to whom the settlement will be done daily. Also, the licensing of the AFCS will be individual to each and every bus company separately and the settlement and reconciliation and reports will be designed accordingly.</p> <p>Also, the other regulatory issues such as semi open, open and closed card system needed for such a system as per RBI regulations. As it will have an impact on the KYC and non KYC cards issuance and settlements.</p>	Refer to S.No. 24 of Amendment No. 2 dated May 18, 2015.
92	1 6 9	Page 169	The AVL OBITS (onboard) equipment as per Urban Bus Specification II (UBS II) will be provided by the Purchaser for the BRT and Feeder Buses. These are procured as a part of Bus procurement, which is done separately.	Please share the specification and connectivity diagram of current OBITS already procured. Please also provide us one OBITS with relevant SW and interface specification for us to do internal testing and prepare for integration before the BID Submission.	The new buses are still being procured. The specification is as per UBS II. Refer to S.No. 13 of Amendment No. 2 dated May 18, 2015.
93	1 6 9	Page 169	The AVL OBITS hardware for the City buses shall be supplied and installed as a part of this procurement.	Please confirm the responsibility matrix for integration of existing OBITS with new proposed OBITS by the bidder. Please confirm if the OBITS acceptance has been already completed for BRT and Feeder Buses. Kindly share the technical report of acceptance in case already completed.	The integration is the responsibility of the successful bidder. The new buses are still being procured. The specification is as per UBS II.
94	1 7 4	3. Broad Scope of Services – Bidder, Page 174/456	A. The Automated Fare Collection System (AFCS) is primarily to cater the fare collection needs of the BRT buses, feeder services and the city buses in Hubli and Dharwad cities.	Looking at three different services, please advise if one AFCS with same tariff structure to be provided or three different AFCS needs to be provided.	Please refer to Pg. 413 Concept of Operations for AFCS. To further clarify, the AFCS system envisaged for this project is a single integrated system. Based on the final fare structure, there can be different fares. Bidder to provide solution confirming to the specifications mentioned in bidding documents.

95	1 7 4	Clause 3 Broad scope of services of Section VI Technical Requireme nts	Automatic Sliding Doors	This is civil work which cannot be envisaged at this stage. Also we would like to know how it has to be connected to the whole system.	The conditions mentioned in the bidding document shall be applicable.
96	1 7 4	Clause 3 Broad scope of services of Section VI Technical Requireme nts	Communications network	Laying the cable is best suited during the time of construction. As communication is a long term requirement for the BRT, it would be advisable for BDBRTCO to take it directly from the telco as per the design of the successful bidder. The current structure will also increase the cost of the project as all bidder will add unwanted risk on this component as its again dependency on third party. As mobile service providers are not willing to sign agreements with bidders for providing connectivity and hence HDBRT should be involved in the process. We suggest that BDBRT procure the OFC but the bidder shall take responsibility of laying the same. Who is going own the network outside the BRT corridor as bidder doe snot have the govt permission to lay or own the same.	The conditions mentioned in the bidding document shall be applicable. Outside the corridor, the permissions will be obtained by HDBRTSCO; while the bidder is responsible for laying the OFC.
97	1 7 7	VI (Technical Requireme nts), 4.1 AFCS System, Page 177	Fare structure:Distance based	Please specify whether this will be the GPS distance or the prefixed distance. If it is GPS based (Distance travelled by the commuter from Tap in to tap out) then kindly provide the per km or per 100m charge.	The fare structure shall be shared with successful bidder at design stage.
98	1 7 7	VI (Technical Requireme nts), 4.1 AFCS System,	Fare Validation: Through controlled access at stations with entry/exit fare gates; and through handheld ticketing machines on the buses running in open environment.	Does that mean , there will be NO ETM for BRT buses?	Bidder understanding of the specification is correct. However a backup ETM shall be provided with each POS operator on the BRT station to cater to down-time pertaining to Fare gates or AFCS

		Page 177			system.
99	1 7 7	VI (Technical Requirements), 4.1 AFCS System, Page 177	Fare integration between BRT buses, feeder buses and city bus services for Smart card and Cash user	Please let us know if the fare structure will be same for all BRT buses,feeder buses and city buses as distance based.Second, does it mean that a single journey ticket issued in a city or feeder bus from ETM, would also be applicable for travel in BRT buses and vice-versa?Third, can a single journey ticket be debited from smart card based ePurse, if the travel involve transfer from city / feeder bus to BRT and subsequent to city/feeder bus ?	The AFCS system envisaged for this project is a single integrated system that can support dynamic fare policies.. Based on the final fare structure, there can be different fares. Bidder to provide solution confirming to the specifications mentioned in bidding documents. For paper based tickets, the passengers will need to buy separate tickets for each bus that they use. Bidder to refer to the Concept of Operations for AFCS in Appendix 3, Page 413.
100	1 7 7	Clause 4.1 of Section VI technical requirements	AFCS system	Bus operations: BRTS (trunk) corridor will operate as a "closed system" whereas the feeder and city bus services will operate in the "open system" kindly explain as it would give further clarity on designing the AVLS, AFCS and TMS systems.	Bidder to refer to Annexure 3, Concept of Operations Section for understanding the concept.
101	1 8 3	VI (Technical Requirements), 4.2.2 Passenger Information system, Page 183	Real Time and Static Data – Scheduled information with exception reporting if the difference between the scheduled and actual arrival time exceeds a configurable threshold;	Please let us know the default configurable threshold value.Does there would be classification and division of PIS boards, among the four different types in which the data would be transmitted or determined dynamically i.e. first schedule, then real time Or both schedule and read time simultaneously. pl clarifyhow does the advertisement would fit between the PIS information ? Does a full fledged Advertisement management system is to be provided , along with billing ?	The conditions mentioned in the bidding documents shall be applicable. The initial inputs on how best to showcase the data shall be provided by the bidder based on the bidder's experience in the area. On the PIS board layout too, the bidder shall provide an initial, well thought out, layout (PIS design document) based on the functional needs of the project (including

					advertising). The Purchaser will provide comments and changes on the solution provided by the bidder. It shall be a full fledged advertisement management system along with billing.
102	1 8 3	VI (Technical Requirements), 4.2.2 Passenger Information system, Page 183	Website provides NWKRTC and HDBRTS commuter with Fleet locations and real time predictions	How can the real time location of NWKRTC buses would be provided along with HDBRTS ? Does project also envisage tracking of NWKRTC buses ?	The requirements mentioned in the bidding document are self explanatory
103	1 8 6	Clause 4.3.4 of Section VI Automatic Number plate Recognition (ANPR) system		ANPR has accuracy issues in India. Asking for 80% accuracy under Indian conditions	The requirements mentioned in the bidding documents shall prevail. The ANPR is applicable for only the 150 BRT buses whose license plate number will be already known and standardized. This is an achievable target. While emergency vehicles will be allowed during emergencies, the plates of these will also be known and standard.
104	1 8 6	Clause 4.3.4 of Section VI Automatic Number plate Recognition (ANPR) system	ANPR has accuracy issues in India. Asking for 80% accuracy under Indian conditions	If number plates are not as per standard RTO classification ANPR will not be able to convert the numbers in Alph numeric accurately and accuracy might get impacted for such vehicles	The requirements mentioned in the bidding documents shall prevail. Refer response in #103 above

105	1 8 7	-	-	<p>Are the vehicles and the depots pertaining to the 2 Organization? What are the responsibilities for each Organization? Who is doing the planning, who is allocating the vehicle, the crew? Is there any decision workflow?</p> <p>Justification: It requested to deploy the Depot Management System for 2 organizations (NWKRTC and HDBRTSCO). This is of course mandatory for synchronizing the feeders and trunk services (Service Planning features). This kind of critical task is actually done at a central level as the same route is implemented by different depots.</p> <p>This is why we think that the name “Transit Management System” is more pertinent than “Depot Management System” for the eligibility criteria. Central features could be highlighted for a good planning of the services.</p> <p>We also suggest adding a link to the AFC in terms of analysing ticketing data for a better planning (Business Intelligence from ticketing for a better planning). The same approach can be used from the AVL (like analysing travel times or schedule adherence). Some pertinent dashboards can be deigned from AFC and AVL to be integrated (Dashboards) in the process of planning.</p>	<p>HDBRTSCO.is developing a Standard Operating Procedure based on the present operating procedures as well as best practices in this field. It will be shared with the successful bidder for further refinement. At this point, the planning and allocation for BRT corridor is by HDBRTSCO and for the feeder and city services is by NWKRTC. The two stakeholders are in constant conversation to support the requirements of the BRT through required feeder services.</p> <p>Requirements in the bidding document will be applicable. The evaluation will be based on the Technical features offered.</p>
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106	1 9 5	VI (Technical Requirements), 4.8 Automatic Sliding Door at bus station, Page 195	The automatic sliding door should operate only when bus door aligns completely with the bus station door in which case either the driver has a remote switch(RF switch) which can be operated from inside the bus after the driver ensures it is safe to allow passengers to exit.	This means that everytime when the bus arrives the platform of bus station then driver has to use RF switch to open the automatic sliding screen doors. We feel that the driver should not be given this task operating the screen door. This screen door should be operated automatically through the RFID tag installed on the buses. When the tag is in the read range of the RFID controller/Reader , an indication should be present in the bus to indicate the driver that the bus has docked the correct location and correspondingly provides trigger or input to the RFID Reader of screen door. Based on this trigger,the platform sliding door will open along with the opening of bus doors.	Operational requirements are shown in Requirement No. 1392 and 1407. The driver intervention is required for passenger safety. Requirements in the bidding document will be applicable.
107	1 9 9	clause 5.3 Of Section VI technical requirements	Pilot Deployment	Kindly clarify the time duration to implement the pilot. It talks about invoking LD if pilot is unsuccessful. Does it mean that the pilot will be financed by HDBRTSCO? It also talks about communication system to be demonstrated. Does it mean that we have to lay OFC for pilot phase?	Please refer to S.No. 11 of Amendment No. 1 dated May 18, 2015 on Pilot timeline. Also, refer to S.No. 02, 19 and 20 of Amendment No. 2 dated May 18, 2015 on Pilot requirements. The OFC has to be laid by Pilot timeline.
108	1 9 9	5.3 Pilot Deployment	-	As doing a pilot is not feasible for the bidders (who are forming new agreements between them) it is requested to waive off the pilot demonstration of a DMS system. It is requested to be replaced by a solution presentation and a site visit. Justification: As the RFP stands today, the solution vendors have to form partnerships before bidding on it. It is highly unlikely that a pilot can be implemented by integrating their solutions in such a short timeframe and demonstrate the workings of it. As it is a huge risk for any OEM to agree to this, it is better to waive of this requirement.	Please refer to S.No. 11 of Amendment No. 1 dated May 18, 2015 on Pilot timeline. The Pilot timeline is at 8 months to show on a smaller scale the system performance before burn-in testing for the whole system is done. The conditions mentioned in the bidding document shall be applicable.

109	204	Section VIII, Page 204	<p>8. Service Level Agreements (SLA's)</p> <p>8.1 Performance Requirements and Penalties</p> <p>TYPE A PARAMETERS: MEASUREMENT & VALIDATION THROUGH AUTOMATED SYSTEM GENERATED REPORTS</p> <p>TYPE B PARAMETERS: MEASUREMENT & VALIDATION THROUGH AUTOMATED SYSTEM GENERATED REPORTS AND MANUAL VERIFICATION BY PURCHASER</p>	<p>In the section 8.1, SLA related various performance & validation through Automated system generated reports are mentioned. We suggest the following areas to be part of tender specifications:</p> <p>It is very important of each system or component to send the DTC (Diagnostic Trouble Code) to central system about functional status. The list of such DTCs should be mentioned in the tender and also appear in the specification of Product / component which every supplier should comply with. We suggest you to specify all such failure identifications flag or DTC in the system.</p>	<p>Bidder to identify the type of faults & their codes for achieving the performance & requirements as mentioned in the bidding document.</p> <p>The conditions mentioned in the bidding document shall be applicable.</p>
110	204	Clause 8 of Section VI technical requirements	<p>Service Level Agreements</p> <p>General Observation</p>	<p>In the performance requirements listed for Service level agreements there is no component which talks about operational SLR or the baseline measuring Parameter or no definition on low performance and a pre-estimated penalty applicable. There should be a parameter which states a certain time is available for repairs or replacement and if it is beyond then the penalty charges are applicable slab wise</p>	<p>The conditions mentioned in the bidding document shall be applicable.</p>

111	204	Clause 8.1 of section VI technical requirements	<p>Service Level Agreements</p> <p>“Central Communications Network Availability” is defined as the uptime of central network infrastructure & its related devices responsible for overall communication between all locations (BRT stations/ POS stations etc) with the Control Center.</p> <p>For the sake of clarification unavailability here means a situation when the complete communication network is futile resulting in the communication failure of the Control Center with any other project location viz. BRT corridor/Bus/Depot/Terminal/Workshop POS/Web users.</p>	<p>Central Communications Network availability between City Mobility Center and all other locations and buses.Meeting the uptime requirement of 99.9 percent will only lead to increase in the cost of the project and is also dependent on various external factors which may not be responsible of the bidder. Therefore, we request you to reduce the uptime requirement from 99.90 percent to 95 - 98%.</p>	<p>The conditions mentioned in the bidding document shall be applicable.</p>
112	204	Clause 8.1 of section VI technical requirements	<p>Service Level Agreements</p>	<p>Network Management System (NMS) availability availability between City Mobility Center and all other locations and buses.Meeting the uptime requirement of 99.9 percent will only lead to increase in the cost of the project and is also dependent on various external factors which may not be responsible of the bidder. Therefore, we request you to reduce the uptime requirement from 99.90 percent to 98 percent.</p>	<p>The conditions mentioned in the bidding documents shall be applicable.</p>
113	204	General	<p>Service Level Agreements</p>	<p>In the tender there is no cap on the Penalty. We insist to have a 2% cap on penalty on the monthly invoice.</p>	<p>The conditions mentioned in the bidding documents shall be applicable.</p>
114	205	Clause 8.1 of section VI technical requirements	<p>Service Level Agreements</p>	<p>AVL central system availability in DR mode of 99.95% is unacceptable as there are OBITS of different company installed in buses. The Os of that unit would be completely different and cannot take guarantee of the functionality of the 3rd party unit. Kinldy be reasonable</p>	<p>The 3rd party unit issues will not be considered in the availability calculation for imposing the SLA. However, the bidder shall work with the Purchaser to clearly show that the issue is with the 3rd party unit and not the integration.</p>

115	206	Clause 8.1 of section VI technical requirements	Service Level Agreements	"Data Availability" is defined as the accessibility of the data in the system as defined in the bidding documents with the required performance. We do not find current explanation distinctive, please clarify further.	The requirement mentioned in the bidding document is self-explanatory.
116	208	Section VIII, Page 208	UPS Availability at any single location: "Availability" is defined as: When UPS is available in full working condition as defined in bidding documents. UPS running in "Bypass" mode shall also be considered as unavailability.	Suggest to modify the definition of "Availability" as in case of power outage for more than UPS's expected power backup, it will be impossible to maintain availability.	Please refer to S.No. 03 in Amendment No. 2 dated May 18, 2015
117	209	Section VIII, Page 209	<p>AVL OBU Availability Sr no : 20 SLA - 99.5% Falls By - 0.5% Penalty (INR) - 1000 For every decrease of 0.50% in each OBU availability for a period of one month, a penalty of 1,000 shall be imposed "AVL OBU Availability" is defined as the proper functioning of the AVL OBU with all its features & functions along with required hardware & software as per the functional & technical specifications defined in the bidding documents. 3G/GPRS connection availability is excluded from this.</p>	<p>We request you to clearly define SLA's for all components in terms of response time and resolution time". In the SLA mentioned for AVL OBU availability, it is important to know the following facts 1. how the system will declare the OBU failure, 2. what is minimum time period required to establish connect between OBU and central command centre? 3. What is MTTR (Mean time to repair)? 4. When will be the bus on which the OBU installed will be handed over to supplier to fix the issue? (Will it be 4 hours after the failure of components or always in the evening period?) 5. What is a formula to compute the SLA? e.g. If the 1 OBU fails and does not recover for 10 days, how the SLA computed vs. OBU recovered after 1 day?</p>	<p>Providing response and resolution time means that the OBU can fail multiple times. The SLA is setup here to ensure robustness of the equipment. It is the bidder's responsibility to (1) ensure robustness of equipment, and (2) set response and resolution times internally - to ensure the OBU/SCU availability at all times. However, please refer to the revised SLA in Attachment 3 in Amendment No. 1 dated May 18, 2015.</p> <ol style="list-style-type: none"> 1. Data availability from the OBU when bus is running is considered for this analysis. 2. Maximum time period for establishing connection is 30 seconds. 3. MTTR is not provided, it is the bidder's responsibility to ensure that the SLA is met. The expectation is that the bidder will replace with a new unit and fix the OBU/SCU later. 4. The operations of the buses cannot be impacted to fix the

					<p>OBU/SCU. The bidder needs to find gaps in service to fix the OBU/SCU. 5. It is percentage for Total hours OBU is available in a month/Total number of bus hours (hours buses are operational for which OBU is expected to be available)</p> <p>The conditions mentioned in the bidding document shall be applicable.</p>
118	209	Clause 8.1 of section VI technical requirements	Service Level Agreements	<p>Please define operational efficiency and how it shall be calculated. You need to understand that the operation is done by conductors who are not in our control. In such a situation, for any reason, if the conductor does not use the ETM giving various reasons, the bidder will be penalised for no fault in their control. So, a reduction to 95 % should be considered. 99% can be achieved if the ETM specification are higher and of good quality with longer durability. Therefore clear demarkasion of how this would be verified with third party useage needs to be mentioned. .</p>	<p>"Operational Efficiency" as mentioned by bidder is not mentioned in respective SLA clause. Conditions clearly outside the bidder's control will be excluded from SLA calculation. Whether the item is in bidder's control or not shall be determined using a joint evaluation of the Purchaser and the Bidder.</p> <p>The requirements mentioned in the bidding documents shall be applicable.</p>
119	209	Clause 8.1 of section VI technical requirements	Service Level Agreements	<p>No 20,21,22 As the platform of the existing OBITS belong to 3rd party therefore we can not commit to the following SLA: AVL OBU Availability, ETA Accuracy in BRT, ETA Accuracy in non BRT will be provided but there are so many factors that and dependent on each other if the ETA is not displayed. Therefore we need to know exactly how this would be calculated and if any investigation shall be done before imposing any penalty.</p>	<p>The conditions mentioned in the bidding document shall be applicable, SLA prevails.</p> <p>The calculations of availability will consider the limitations imposed by non-functioning of 3rd party units.</p>

120	2 1 0	Section VIII, Page 210	ETA Accuracy in BRT (AVL System): "ETA Accuracy" is calculated for each hour at a given location as the difference between the expected and actual arrival times. This should be within -1 to 2 minutes, predicted 30 minutes before the actual measured arrival time.	We suggest removing this SLA or diluting it. ETA accuracy is still under lot of research and its difficult for anybody to claim that their ETA accuracy is below 2 minutes consistantly. We suggest to keep it within -5 to +5 mins. Same for point no. 22 also.	For both points, it already states that the threshold will be reassessed during the project implementation. If the bidder does a proper statistical (ANOVA analysis) exercise on the ETA accuracy and provides the results to the Purchaser, the ETA accuracy can be reassessed and reset based on the practical ground situation. Please refer to the revised SLA in Attachment 3 in Amendment No. 1 dated May 18, 2015.
121	2 1 1	Clause 8.1 of section VI technical requirements	Service Level Agreements	This is not a critical operational requirement and is only a additional feature is being askedfor the purpose of monitoring. Moreover, ANPR License Plate Detection has an accuracy of 75 percent for non - standardized license plates Therefore, we request you for the following: to relax the uptime requirement from 80 percent to 75 percent. There should not be any penalty on this as its a very minute operation and does not have a bearing on the total system.	The ANPR is applicable for only the 150 BRT buses whose license plate number will be already known and standardized. This is an achievable target. While emergency vehicles will be allowed during emergencies, the plates of these will also be known and standard.
122	2 1 1	Clause 8.1 of section VI technical requirements	Service Level Agreements	How the barcode reader is related to PIS Display? Please clarify. Also, the barcode reader is being installed in an open dusty, and rough environment. Also, the paperticket is being handled by the customer and the conditions in which the customer whould handle the paperticket has a huge dependency on it being read at the reader level on and above the enviromental conditions.	Please refer to the revised SLA in Attachment 3 in Amendment No. 1 dated May 18, 2015.

123	2 1 2	Clause 8.1 of section VI technical requirements	Service Level Agreements	<p>Computing accuracy of the AFCS System.for every 1 instance computing inaccuracy, client has mentioned the penalty of Rs. 250000. a. Assuming Rs. 25 to be the average ticket size and 1 instance of such mistake (might be a small bug) will cost us Rs. 250000. Which is 1000 times the cost of ticket. This should be changed to less than 1% accuracy, a fine of Rs. 10000 shall be applicable. Even if there is a system failure btw the gates and the backend the AFCS can settle all transctions after operational hours as its only reconciliation which can be taken from the system and reported.</p> <p>There has to be clear definition of instant and how this instand will be calculated casue non reading of bar code or card cannot be defined as instant.</p>	The conditions mentioned in the bidding document shall be applicable.
124	2 1 2	Clause 8.1 of section VI technical requirements	Service Level Agreements	<p>Smart Card Reading - 99.75%. The read accuracy of a smart card depends upon how the smart card is kept by the end user. Therefore, we request you to decrease the requirement from 99.75% to 98 percent at a station for a day.</p>	The conditions mentioned in the bidding document shall be applicable.
125	2 1 3	Clause 8.1 of section VI technical requirements	Service Level Agreements	<p>IVRS Operator workstation Availability - 99 %.We request you to decrease the requirement of IVRS Operator workstation from 99 percent to 95 - 98 percent as it is dependent on the third party and is not in the control of bidder. Also this is not operational critical action or event. therefore we dont undersand why penalty and uptime is 99%. Also, how would this be calculated and the methology of the same.</p>	The conditions mentioned in the bidding document shall be applicable.

126	2 1 3	Clause 8.1 of section VI technical requirements	Service Level Agreements	Maintaining Spares & Consumables - A penalty of 50,000 shall be imposed per instance per day where minimum spares or consumables as agreed in the contract aren't maintained. It takes certain time limit to replenish the spares which may get consumed. Hence this SLA is a bit unreasonable	Please refer to the revised SLA in Attachment 3 in Amendment No. 1 dated May 18, 2015.
127	2 1 6	Clause 8.3(3) / page 216	If the penalties calculated as per SLA exceed twenty percent (20%) of the quarterly Maintenance fee, the Purchaser may consider termination of the Contract, pursuant to GCC Clause 41.2.2, and forfeiture of Bidder's Performance Security in accordance with GCC Clause 13.3.4 in compensation for the extra cost and delays likely to result from this failure.	Please confirm, the maximum limit of penalties for which supplier will be liable during the entire maintenance period.	There is no limit on the penalty against SLA. Please refer to the revised SLA in Attachment 3 in Amendment No. 1 dated May 18, 2015. The requirements mentioned in the bidding document shall be applicable.
128	2 1 7	clause 9.1 of section VI technical requirements	AFCS system	Card initialization will be whose responsibility? Also who will provide the Key management system?	Card initialization It is under bidder's scope. The bidder shall propose the key management system.
129	2 1 9	clause 9.1 of section VI technical requirements No 35:	AFCS system	As global practice the keys are always encrypted and stays in SAM. Kindly clarify on the Key Management system	The requirement mentioned in the bidding document shall be applicable.
130	2 1 9	clause 9.1 of section VI technical requirements	AFCS system	There is no defined parameter for SAM slots in the Smart card Readers. Minimum should be 4 to enable multiple cards acceptances in future which are as per HDBRTCO and another or govt organization launching a new one in the future.	Please refer to S.No. 04 in Amendment No. 2 dated May 18, 2015 However the bidder may provide more than 2 SAM slots as per the bidder solution as long as the requirements of the project are satisfied.

131	2 2 0	F Req 44, Page220	Outside the BRT corridor, the smart card shall be used as an e-purse (in lieu of cash payment) with fare integration between the BRT trunk, feeder and city bus services.	Kindly share more details on e-purse and details of the integration.	Bidder to refer to Annexure 3, Concept of Operations for AFCS of the bidding document
132	2 2 1	F Req 57, Page221	All equipment shall operate with a real-time data connection to the central system via the communications network for that equipment (for station equipment it is the communications network and for mobile devices it is the GPRS connection).	Instead of "...it is the GPRS connection). It can be "for mobile devices it is at minimum a 3G connection)". Kindly clarify	Bidder to ensure the data is transmitted within the specified timeline as mentioned in bidding documents. Bidder is free to choose GPRS or better technology to meet the specified requirements.
133	2 2 2	F Req 70, Page222	Alternative mechanisms and all required systems shall be provided for the AFCS in case system is in degraded state as specified but not limited to the above by the Bidder.	This line item is not clear; Kindly clarify the meaning in full detail.	Bidder to read this in conjunction with req. nos. 69 to 74 of the bidding document, page 222. Bidder shall ensure functional requirements are met when system is in degraded mode to keep system operational.
134	2 2 3	Section VI. Technical Requirements, No. 76	-	Does the bidder can decide the DR Location or will HDBRTSCO suggest the location?	Refer to Req 76 on Page 223. HDBRTSCO will finalize on DR location during the project kickoff.
135	2 2 3	F Req 86, Page223	While reconciling shortage & excess, any excess amount which is deposited by the operator/ conductor shall not be reconciled/ balanced against any shortages. Any excess amount declared by the operator/ conductor shall be reported separately.	We request you to remove the line item as it is not possible to pay more to the cashier than you owe.	The requirement mentioned in the bidding documents shall be applicable.
136	2 2 4	F Req 95, Page224	The Bidder shall support Purchaser's data release policy.	What is the "Purchaser's data release policy"? Kindly clarify	This will be provided to bidder during design stage & will include the data retaining, backup, disclosure and other related policy for handling Purchaser's data available in the system.
137	2 2 7	clause 9.1 of section VI technical requirements	AFCS system Smart card should be accurately read at least 99.9% of the time.	Smart card should be accurately read at least 99.9% of the time. It will be very difficult to achieve it knowing how the people put the smart cards in wallets in India like putting multiple cards in same wallet etc. Request you	Please refer to S.No. 05 of Amendment No. 2 dated May 18, 2015.

		nts No.127.		to kindly reduce it to 95% - 98%	
138	2 2 7	clause 9.1 of section VI technical requirements No 128	AFCS system Readable Bar-coded Paper Tickets should be accurately read at least 99.9% of the time.	Do to the enviromental conditions and handling condition by the commuters in India , it will be very difficult for the bidder to assure 99.9% accuracy. It would be advisable to change this to 95% - 98% as required accuracy.	Clause 9.1 states that " Readable barcode paper tickets should be accurately read 99.9% of the time" The conditions mentioned in the bidding document shall be applicable.
139	2 3 0	F Req 195, Page230	The time to complete a transaction, measured from the time that the customer presents the smart media until the time that the revaluing device confirms a successful transaction (or indicates a transaction not completed successfully), shall not be longer than one second.	We request to change transaction time from one second to two (2) seconds.	The requirement mentioned in the bidding document shall be applicable.
140	2 3 0	F Req 197, Page230	The central system shall reconcile stored value loaded on smart cards with the revaluing transactions and use transactions for the same smart cards, and shall identify cards that appear to have stored value that was not paid for.	We request you to remove the line item .	The purpose for removing this specification is not clear. The requirement mentioned in the bidding document shall be applicable.
141	2 3 2	F Req 225, Page232	The SCR shall have operating card read / write range from 0 to 50 mm	We request you to change the range from 50 mm to 30 mm.	The requirement mentioned in the bidding document shall be applicable.
142	2 3 2	Req 220, Page 232	Smart Card - the clause states use of either Mifare or Calypso for Card technology	Since Calypso is not a card technology which is used for any Projects in India and hence not tested; our suggestion is opt alternatively for Sony Felica which is used in various Metro Fare Collection Projects in India and hence market tested. Sony Felica complies to ISO/IEC 18092 and has an equivalent for 4Kb EEPROM	Felica has not penetrated the Indian market at this time. Please refer to S.No. 06 in Amendment No. 2 dated May 18, 2015.

143	2 3 3	Req 223, Page 232	The clause states the SCR shall be able to store 16 security keys for support of 16 independent secure smart card applications	This technical point refers to Mifare Classic with EEPROM of 1Kbyte technology our suggestion is opt for the Mifare DESFire 4Kbyte card technology. Mifare Classic is a technology whose security has been compromised and is no longer used in Fare collection Projects. We suggest to opt for Mifare DESFire 4Kb or Sony Felica equivalent Technology which is used by various Transport operators for Fare Collection.	If MiFare cards are proposed by the bidder, a second level of encryption can be applied. If the bidder recommends using DesFire card, the requirement shall be made consistent with the card type. Only 14443 Type A or B cards are acceptable for the project.
144	2 3 4	Req 254, Page 234	The clause states the card serial number should be printed/embossed on the face or back of the card	Our suggestion is to opt for Laser engraved printing were in the serial number is etched onto the Card material layers and will remain through out the life of the card; laser engraved printing has more life than embossing or other printing.	Bidder to read this in conjunction with req. no 255. of the bidding document
145	2 3 4	clause 9.1 of section VI technical requireme nts No 248	AFCS system Smart cards shall adhere to applicable and generally adopted industry standards including ISO 14443 Type A or Type B.	Smart cards shall adhere to applicable and generally adopted industry standards including ISO 14443 Type A or Type B. Request you to kindly replace Type B card with Type C - Felica Cards. In India only Type A and Type C - Felica Cards are implemented in all transport corporations. Also the govt is also launching an unified open standard interoperable card which also will need to be integrated in future. Therefore more discussion on this needs to be deliberated.	The requirements mentioned in the bidding document shall be applicable.
146	2 3 5	clause 9.1 of section VI technical requiremen ts	AFCS system	No. 270: Please elaborate on Balance checker terminal	The balance checker terminal shall allow commuters to check their balances.
147	2 3 5	clause 9.1 of section VI technical requireme nts No 262:	AFCS system	Each BRT station shall have atleast one POS and each terminal shall have 3 POS. There are 31 bus stations and 6 Terminals. So total of which is 49. BOM asks for 55. Kindly elaborate	Some of the bus stations have POS on both sides. Please refer to the revised BOQ in Attachment 1 in Amendment No. 1 dated May 18, 2015.

148	2 3 8	Fare gates, Sl. # 327 , Page 238	9.1 Automatic Fare Collection System (AFCS), FARE GATES - HARDWARE REQUIREMENTS (AFCS H5)	Please mention the exact height of the fare gate from the ground so that when all players quote as per the requirement.	The conditions mentioned in the bidding document shall be applicable. Refer to Section VI, S.No. 327.
149	2 3 9	Fare gates, Sl. # 353, page 239	9.1 Automatic Fare Collection System (AFCS), FARE GATES - HARDWARE REQUIREMENTS (AFCS H5)	The gap that exists between the gates and the floor shall be no more than 10 cm, please clarify is this from the flaps to the ground?	The specification here refers to the gap between the floor & bottom of the gate housing if any. Bidder is free to flush the gate housing to the ground. The conditions mentioned in the bidding documents shall be applicable.
150	2 3 9	Fare gates, Sl. # 359, page 239- 240	9.1 Automatic Fare Collection System (AFCS), FARE GATES - HARDWARE REQUIREMENTS (AFCS H5)	Number of sensors are not mentioned and bi-cycle sensing is not practical. Please re-look into the bi-cycle requirement.	Please refer to S.No. 11 of Amendment No. 2 dated May 18, 2015
151	2 3 9	FARE GATES - HARDWARE REQUIREMENTS (AFCS H5) Page no. 239 Point no. 344	The force closing a barrier shall be such that the closing barrier shall stop upon encountering a resistance greater than 5 kg per gate. The force shall be applied at the maximum travel of the leading edge at any time throughout its stroke, including the fully closed position. This force shall be adjustable, using adjustments accessible within the Gate console maintenance access.	It is recommended that motor of fare gate console/mechanism should be defined. The aim is to control the movement of the flaps. DC motor has been recommended in all the Western/European metro rail and BRTS system. Justification: With a DC motor, control of movement at any time is possible. This allows to maintain security AND safety as high as it is ideal in this type of application. Whereas, with an AC motor this is not possible. The control frequency of the AC motor is so low that the inductance generated affects the possibility to control the movement of the mechanism correctly. With an AC motor, you can control the flap only at the moment this leaves the rest position and at the moment it arrives at the end position, but not during the movement. This means that to achieve an optimal limitation of forces with an AC motor, you have to compromise on the security aspect	Bidder to propose the suitable technology as per the specifications and requirements of the project. The conditions mentioned in the bidding document shall be applicable.

				(e.g. anyone can push the flap open with the touch of a finger). As a result, to increase security you must decrease safety.	
152	2 3 9	FARE GATES - HARDWAR E REQUIREM ENTS (AFCS H5) Page no. 239 Point no. 351	All mechanical parts of the gate shall have a MTBF of at least 10 Million cycles	It should be MCBF (Mean Cycles Between Failure) instead of MTBF.	All mechanical parts of the gate shall have a MCBF of at least 10 Million cycles. Please refer to S.No. 09 of Amendment No. 2 dated May 18, 2015.
153	2 3 9	FARE GATES - HARDWAR E REQUIREM ENTS (AFCS H5) Page no. 239 Point no. 357 & 372	Sensors shall be located within the consoles to detect the patron's relative location when passing through the aisle.	There should be minimum number of sensors defined to make it standard and quality product. Justification: Usually, in all global fare gate manufacturers define to have minimum of 14 set of sensors to detect tailgate, stroller/bag, suitcase, child, pregnant woman etc.	Bidder to propose the suitable technology as per the specifications and requirements of the project. The conditions mentioned in the bidding document shall be applicable.
154	2 3 9	FARE GATES - HARDWAR E REQUIREM ENTS (AFCS H5) Page no. 239 Point no. 358 & 359	Based on sensor data, the barrier logic in the gate consoles shall control the barriers by detecting patron passage, prohibiting the possibility of barrier closure on the patron that initially caused the barriers to open, and also deterring the possibility of more than one patron traversing the gate with a single ticket.	To define the tailgate feature, minimum distance between two persons should be pre-defined. Without defining distance between two persons, there will be variation and it will be difficult to evaluate Justification: As per the global projects and in India also, metro rail defines the tailgate distance between two persons as "20-30 centimeters".	Please refer to S.No. 10 of Amendment No. 2 dated May 18, 2015.

155	2 3 9	clause 9.1 of section VI technical requirements No 351:	AFCS system All mechanical parts of the gate shall have a MTBF of at least 10 Million cycles	The mechanical parts of gate shall have MTBF of atleast 10 Million cycles. There are very few vendors servicing this clause. There are more players who service the MTBF to 5-6 million cycles. This will also have an impact on the cost.	The requirement mentioned in the bidding documents shall be applicable.
156	2 4 0	FARE GATES - HARDWARE REQUIREMENTS (AFCS H5) Page no. 240 Point no. 373	The aisles formed by the gate consoles in each array shall be at least 53 cm in width.	There is no definition of gate array. It has been desired in tender that there should be one fare gate for disabled persons (wide lane) and two fare gate's lane for normal passage. Please define the array combination in terms of wide and normal lane configuration.	The minimum array width is specified for normal flap gate. For wide flap gate array width bidder to refer to Req. no. 328. For the sake of clarity, the minimum array width for wide flap gate shall be 90cm.
157	2 4 1	F Req 377, Page241	The ETM's shall be connected to the central system though GPRS connection and the Bidder shall bear all cost for such connection during the entire contract period.	We request "GPRS" to be changed to a "minimum 3 G connection"	Bidder to ensure the data is transmitted within the specified timeline as mentioned in bidding documents. Bidder is free to choose GPRS or better technology to meet the specified requirements.
158	2 4 2	F Req 396, Page242	The conductor shall be able to manually adjust the current origin location.	Kindly Change the text to: "The location will be received from the built in GPS system of the device, and the conductor shall be able to manually adjust the origin location."	Please refer to S.No. 12 of Amendment No. 2 dated May 18, 2015.
159	2 4 3	Req 257, Page 243	The clause states "Card shall support 100,000 write operations"	Both Mifare DESFire and Sony Felica supports 500,000 write operations. Mifare Classic support only 100,000 write operations. We suggest the card technology to be used as Mifare DESFire and Sony Felica.	The conditions mentioned in the bidding document shall be applicable.

160	2 4 3	clause 9.1 of section VI technical requirements : No 409:	AFCS system	Please define handheld specifications as per MOUD specification. There has not be any consideration on the security required on the HHT, how barcode tickets which will be used outside the BRT. The battery will not last even for 1 shift for all the functionalities being asked. Therefore the specifications need to be changed for the HHT and also include PCI/EMV certified terminal for using credit and debit payment for top up for NWKSRTC ticket issuance. Happy to have a discussion and presentation of an online ticketing system for better understanding.	The conditions mentioned in the bidding document shall be applicable.
161	2 4 4	F Req 424, Page244	The handheld shall operate continuously for minimum 8 (eight) hours without any disruption to the operations at any given instance during the shifts. The bidder shall ensure that appropriate back-up arrangements are made for the handhelds to cover the entire operating shift without disrupting normal operations.	We request to change 8 (eight) hours to "24 (twentyfour) continuous hours.	The bidder can propose equipment with better battery life. The requirement mentioned in the bidding document shall be applicable.
162	2 4 4	F Req 426, Page244	A specialized tool shall be provided to prevent unauthorized persons from removing the battery.	Kindly clarify on the type of specialized tool required.	The battery cover shall not be sliding type & shall require some special tool to open the battery. It is upto the bidder to provide machine in which the battery cover can be opened with requirement of any specialized tool.
163	2 4 4	clause 9.1 of section VI technical requirements No 432:	AFCS system The smart card personalisation POS shall be located at the Traffic Management Center and 3 other locations to be specified by the purchaser across Hubli & Dharwad city.	Smart card Personalisation to be located at Traffic Management Centre and 3 other locations. However the BOM talks QTY as 1. Kindly clarify	Bidder to refer to AFCS H7 of Supply & Installation Cost Sub-Table 1 of bidding document and Attachment-1 of Amendment No. 1 dated May 18 2015.
164	2 5 0	VI (Technical Requirements), 526 (Req number,	The Bidder shall develop design for Mobile application, SMS, IVRS and Commuter website and get approval of the purchaser before proceeding with the development.	These are sub-systems which get data from central AVL system. So it should be left to 3rd party vendor to develop such application using the central AVL	The conditions mentioned in the bidding document shall be applicable.

		Page 250			
165	2 5 0	VI (Technical Requirements), 541 (Req number, Page 250)	System shall allow dispatcher to send message to multiple fleet at a single time.	Does this communication is meant for Driver (SMS or voice) or for In bus PIS system (through GPRS) ?	This requirement is for emergency situations where there is a need to communicate to multiple drivers at the same time or even to passengers. Hence, it shall be both for the driver (BDC messaging and voice) and the commuters (in-bus display - when available).
166	2 5 0	VI (Technical Requirements), 545 (Req number, Page 250)	In case fleet is not sending the positional data for specified time then dispatcher has access to send request command to SCU.	This communication would happen over SMS , as GPRS not available ?How does the driver would be communicated while he is driving the bus (would it not be a traffic violation) ?	This is to verify SCU live status from CMC by dispatcher to confirm the issue through SMS or GPRS. An SOP will be developed for the purpose of how the driver should react.
167	2 5 1	VI (Technical Requirements), 556, 557,558, Page 251	Two way voice communication from City Mobility Center to Vehicle: Central system software shall allow the through software. Dispatchers at City Mobility Center shall use headphones to talk to the crew.	Making a voice call to Driver while driving, can be violation of traffic driving rules ? 2 way voice communication should be allowed only from driver to city mobility center.	Purchaser shall develop and provide the bidder Standard Operating Procedures (SOP) for the purpose of how the driver should react based on applicable rules.
168	2 5 1	VI (Technical Requirements), 551 (Req number, Page 251)	When GPRS service is not available or dropped then SCU shall send the positional packets through SMS.	What would be the frequency of sending positional packets through SMS (is it same as that of normal). It would also be limited to 160 characters per SMS.	The functional need is to ensure that bus operations are not impacted. The bidder, as a solution provider, shall evaluate and recommend on SMS frequency and data packet size that will serve the functional need of the bus operations.
169	2 5 1	F Req 560, Page 251	The central software shall incorporate maps to support the functionality, comprised of a selection of individually selectable theme layers (e.g., stations, streets, names, water features, parks, major buildings). The base map shall be Google maps or similar quality.	Can customised maps be used in the scale of 1:5000 Kindly provide the area of the map required since the buses are travelling between Hubli and Dharward.	The map is for the region covering the city services of both NWKRTC and HDBRTS. On the scale, the conditions mentioned in the bidding document shall be applicable.

170	2 5 1	F Req 560, Page 251	Fleet icon on the Map shall provide the direction of travel of the bus in real-time.	Can the direction of travel of the bus data come from the device and then be displayed on the map. Kindly confirm.	The travel direction in the map shall be the general direction of travel and should not be changing frequently. As long as the functional need of the direction arrow is addressed, it should be fine.
171	2 5 1	F Req 565, Page 251	The Purchaser shall be able to develop additional overlay map layers to the external source map that shall include polygons (e.g., municipal boundaries, fare zones), lines (e.g., route traces) and points (e.g., landmarks, transfer locations, time-points, stops), with the color, shape and thickness being selectable	We assume that the required additional data be overlaid on the map will be provided by the department	If the information is available outside of the Purchaser department, it shall be the responsibility of the bidder to get that data. The Purchaser will provide the necessary letters and support to acquire the same.
172	2 5 1	clause 9.2 of section VI technical requirements	AVLS	No 556: is option of using 3G and VOIP available instead of EPABX as the above has more flexibility in functionality	The bidder is free to choose the technology to provide the functional and performance requirement of the AVL dispatcher. Please refer to S.No. 25 of Amendment No. 2 dated May 18, 2015.
173	2 5 3	VI (Technical Requirements), 5,97,722, Page 253	The AVL Application GUI and the map should interface to provide extensive alerts required for real-time operational support. If required following few alerts shall send by Email and SMS to the registered staffs of purchaser at the configured period in advance (ex: Service and Maintenance Alerts). For critical alerts system will generate audio alert too. Following are tentative list, this may be updated/added during design and implementation period: SOS: Multiple SOS messages shall be provided to crew to send to City Mobility Center.	What would be the mechanism to trigger SOS alert? How crew in bus will decide and select multiple SOS? Would SOS alarm be available with SCU as keypad push buttons for different SOS alarms? Where these audio critical alerts will buzz (in bus or in Mobile control center) Who will provide communication protocol definition for VHMD, Service and maintenance alerts? Who will decide threshold limits for alarms in SCU.	<ol style="list-style-type: none"> 1. Dispatcher can trigger an SOS alert manually. Many of the alerts shall be maintenance alerts that can be automatically sent from the software based on configured parameters. 2. Crew will be provided training on the alerts. 3. Yes, SOS alarm shall be available with Single Control Unit. The actual design shall be finalized during design stage. 4. The audio critical alerts shall buzz in the bus when sent from the application. 5. Communication protocol shall be as per UBS II for VHMD. Other

					<p>protocols not provided in UBS-II shall be developed by the bidder and get approval from the purchaser.</p> <p>6. Threshold limit shall be proposed by the bidder and shall be finalized in consultation with the Purchaser.</p>
174	2 5 3	clause 9.2 of section VI technical requirements	AVLS	No 586/587: The threshold mentioned is unreasonable considering factors like latency, traffic etc. Request you to change in a reasonable range	For both requirements, the bidding document already states that the threshold will be reassessed. Since this area is still not mature in India, good thresholds are not known at this time. If the bidder does a proper statistical (ANOVA analysis) exercise on the ETA accuracy and provides the results to the Purchaser, the ETA accuracy can be reassessed and set based on the practical ground situation.
175	2 5 4	F Req 603, Page 254	The system shall allow replay for a single vehicle, selected set of vehicles or all vehicles on theselected map view for selected time period. Selection can be time period, or area in which vehicles arrive or a combination of both.	Playback of single vehicle is advisable rather than multiple vehicles as multiple vehicles playback will not provide clarity to the enduser.	Operational need is to be able to figure out how bunching occurs at terminals, depots, etc. All these require playback of all the vehicles in a defined zone. The conditions mentioned in the bidding document shall be applicable.
176	2 5 5	VI (Technical Requirements), 631, Page 255	Various master data files should be available through the AVI Application GUI. These includebut not limited to:OBITS Master	Do you mean GPS and SCU equipments details.	This means driver/conductor/bus/bus stop/schedule/route/landmark/other... Master files.
177	2 5 5	F Req 611, Page 255	The system shall be able to store a playback in a format that can be exported for viewing on any computer.	Kindly share the format details for video files.	The bidder shall suggest the format during design stage to the Purchaser and get approval for the same.

178	2 5 6	VI (Technical Requireme nts), 641- 651, Page 256	The various nodes when online & offline shall be represented in different color schema on theGUI of the City Mobility Center dispatcher workstation as shown few below: Servers, SMS,IVRS,DB	Is it meant for EMS or Systems performance monitoring system?	It is for AVL systems status monitoring.
179	2 5 8	9.2, 671, Page 258	The central software shall provide over-the-air updates & firmware updates to all devices,separate from other immediate critical updates.	Does SCU OTA functionality will be our responsibility?	Yes, it will be responsibility of the bidder.
180	2 5 8	Section IX, Page 258	MAINTENANCE MODE – OPERATIONAL REQUIREMENTS	Preventive Maintenance schedule: The maintenence schedule should specify the time availability of Bus for carrying out maintenance activities on the bus.	In general, most buses are available at the depots at night for a minimum of 6 hours. Some night halt buses will be available during daytime in the depot.
181	2 5 8	clause 9.2 of section VI technical requiremen ts	AVLS	No 674: Kindly clarify on "handling of degraded condtions"	Bidder shall ensure functional requirements are met through degraded mode to keep system operational.
182	2 5 9	clause 9.2 of section VI technical requireme nts : No 695	AVLS Bidder shall provide support to integrate with other AVL system in the future during the contract period.	Kindly clarify the support with other AVL system	NWKRTC is planning AVL systems in other cities in their jurisdiction. If at any point, NWKRTC sees a functional need to have some level of integration with these newer systems, the bidder is expected to provide technical assistance for interfacing with the other AVL systems.
183	2 6 2	clause 9.2 of section VI technical requireme nts : No 722	OBITS	Depends on BDC capability bidder shall provide basic map of Hubli & Dharwad city and Rural. Using that crew can able to see the vehicle location. Is there any form of turn-by-turn guidance required or is it sufficient for crew (driver) to see the position of bus on the map?	The conditions mentioned in the bidding document shall be applicable. No turn-by-turn guidance is required.

184	2 6 4	clause 9.2 of section VI technical requirements	AVLS	No 757: The operating system for server can be different for every vendors. This should be open as the system is being maintained by the vendor with 99.9% availability	Agreed. Please refer to S.No. 9 of Amendment No.2 dated May 18, 2015.
185	2 6 4	clause 9.2 of section VI technical requirements No 759, 774	AVLS Server shall be designed to provide a fully redundant and fault tolerant system and shall be available for 99.99% or greater. The unscheduled down time shall be less than 0.01%. Server shall be designed to provide a fully redundant and fault tolerant system and shall be available for 99.99% or greater. The unscheduled down time shall be less than 0.01%.	Both these clauses are the same. Server shall be designed to provide a fully redundant and fault tolerant system and shall be available for 99.99% or greater. The unscheduled down time shall be less than 0.01%. This uptime is more than even banking SLA. As this is only a AVLS solution I think the uptime of 99.99% is too high. Therefore request this to be reduced to 95% - 98%.	Please refer to S.No. 15 of Amendment No.2 dated May 18, 2015. On the uptime, please refer to the revised SLA in Attachment 3 in Amendment No. 1 dated May 18, 2015.
186	2 6 8	clause 9.2 of section VI technical requirements No 812 :	AVLS Bidder shall supply SCU & BDC and necessary accessories for existing city bus services as per UBS II standard for AVL operations.	Please further specify "necessary accessories". Moreover the city buses need to be compliant to UBS II and in good condition to supply SCU & BDC accessories. If they are not, then the bidder cannot supply anything to the city buses.	The conditions mentioned in the bidding document shall be applicable.
187	2 6 8	clause 9.2 of section VI technical requirements No 813	AVLS Bidder shall provide 3G enabled SIM cards to transfer positional data from SCU to Central AVL system located at Data center. Supplier to make sure the seam less data transfer with network service provider.	Do we need 3G for this application? 3G is very expensive and 2G is more than enough for this application. Also, this is third party telco supply and need the bidder can provide what is available in the area and cannot guarantee or promise uptime. Therefore we suggest the telco cost be taken directly by HDBRTSCO rather than giving it to bidder.	If 3G is available in the area at the time of the project, it shall be provided. Otherwise, the bidder shall go with the best available option. The bidder shall be required to provide service from the network provider with the best coverage in the area in order to ensure satisfactory service..
188	2 6 8	clause 9.3 of section VI technical requirements	PIS	Kindly clarify for displays in buses. We assume that they have been installed as it does not form part of the BOM. Kindly share the technical and protocol details of the same.	The 198 buses will not have internal displays. The newer 250 buses will have in-bus PIS display confirming to USB-II standard. This information is available in bidding document Section VI -

					Technical Requirements.
189	2 7 3	clause 9.3 of section VI technical requirements No. 916	PIS Bidder expected to develop SMS for commuter for those does not have GPRS connection with their mobile. This is to provide ETA, Stop code, fare, pass, route no, etc., through SMS	Bidder expected to develop SMS for commuter for those does not have GPRS connection with their mobile. This is to provide ETA, stop code, fare, pass, route no etc through SMS.Do you already have SMS gateway in place that it can be utilized for SMS for commuters? If not, is it applicable to offer any commercial provider or do you have any preferences? Who will bear the cost of SMS as its a constant variable and the bidder cannot estimate at this stage what will be reoccurring cost.What is the expected estimated volume of SMS text messages per month?	Please refer to S.No. 16 of Amendment No.2 dated May 18, 2015..
190	2 7 4	Page 274 ,9.4 Incident Management System ,CITY MOBILITY CENTER (IMS_FR)(932)	All equipment shall operate with a real-time data connection to the Control Center via the communications network for the respective system (for station, terminal, depot, workshop, signalized intersection equipment's it is the wired communications network, for mobile devices like BRT Vehicle it is the GPRS/EDGE/3G wireless connection and for Disaster Recovery Center (DRC) it is via dedicated telecommunications service provider link).	Since dedicated connectivity is needed from the Bus Depot, Bus Terminals and Bus stations to Control Center, We request HDBRTSCO to provide the indicative distance data from CC to each Bus Depot, Bus Terminals and Bus stations.	HDBRTSCO will provide OFC ducting on the corridor as per the concept plan in Appendix E in RFP. From the corridor, the bidder is required to provide OFC connectivity (including civil works) to the CMC, divisional offices, depots, workshops and terminals stated in the bidding document. The BOQ provides the total length of OFC required. The length of OFC needed outside the dedicated BRT corridor is approximately 12 km.
191	2 8 3	9.5 Transit Management System, No. 1123	-	Please provide the number of employees dept.wise who will be covered under this DMS system Justification: This will help the vendor to estimate the price of the sytem accurately.	Please check Section VI – Technical Requirements, Point 11.4 on Page 304 for training needs. We expect changes to the departments of the staff based on the introduction of ITS and BRTS.

<p>192</p>	<p>2 8 4</p>	<p>Section VI: Technical Requirements. Requirement No 1145, Page 284</p>	<p>Depot is the center of operation of buses where day-to-day maintenance activities, preventive maintenance schedules, engine change, checking of smoke emission, etc., are carried out. The achievement of planned physical and financial parameters is the responsibility of depot staff with assistance from divisional and regional workshops. Depot Management System shall consist of the following modules:</p> <ul style="list-style-type: none"> ☐ Master Databases, ☐ Crew Rostering, ☐ Vehicle Scheduling, ☐ Vehicle Dispatch, ☐ Vehicle Management, ☐ Vehicle Routine Maintenance, ☐ Fuel Filling, and ☐ Accounting (non-ticketing) ☐ Security System: Depot Gate Management and Entry/Exit of All Resources 	<p>Depot is the center of operation of buses where day-to-day maintenance activities, preventive maintenance schedules, engine change, checking of smoke emission, etc., are carried out. The achievement of planned physical and financial parameters is the responsibility of depot staff with assistance from divisional and regional workshops. Depot Management System shall consist of the following modules:</p> <ul style="list-style-type: none"> ☐ Master Databases, ☐ Vehicle Rostering, ☐ Vehicle Dispatch, ☐ Vehicle Management, ☐ Vehicle Routine Maintenance, ☐ Fuel Filling, and ☐ Accounting (non-ticketing) ☐ Security System: Depot Gate Management and Entry/Exit of All Resources <p>Planning and Scheduling Solution:</p> <ul style="list-style-type: none"> ☐ Vehicle Scheduling/Optimisation, ☐ Crew Scheduling/Optmisation <p>Justification:</p> <p>Typically Vehicle scheduling is not part of day to day operations and a depot management system. It should be implemented as a Planning and Scheduling solution along with Crew Optimisation to get the most optimised schedules.</p> <p>Additionally it should be implemented before a Depot Management system so that the data it receives is already optimised.</p> <p>As a result it should not be part of this RFP/project implementation.</p>	<p>The requirements mentioned in the bidding document shall be applicable.</p> <p>The Vehicle Scheduling and Crew Rostering Software shall provide daily rostering capabilities as well as tools to the Purchaser staff to optimize the operations on a regular basis.</p>
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193	2 8 4	DEPOT AND TERMINAL MANAGEMENT SYSTEM (TMS_FR2)	-	<p>Since DMS is a standard , proven and COTS system , it is requested to change the RFP in such a way that a DMS vendor should be allowed to bid as a subcontractor with multiple lead bidders.</p> <p>Justification: A COTS system will enable a succesful imlementation and hence it is requested to allow a DMS vendor to be a sub contractor.</p>	This is already permitted. Check ITB, Page 7, Clause VI in Point 4.
194	2 8 8	-	-	<p>It is requested for the Payroll system be allowed to be a third Party solution as it is a country specific solution. The technical specifications have to include a new requirement to integrate the DMS sytem with this payroll system.</p> <p>Justification: Generally Payroll system is a local developed system for each country. If this is procured from a local source out of this contract, it will reduce the customisation on part of the solution provider and hence reduce the risks and timeline of the project.</p>	<p>Payroll system can be a separate product, but it needs to be integrated to the level of single data entry with the rest of the systems.</p> <p>The conditions mentioned in the bidding document shall be applicable.</p>
195	2 9 8	ASD, 9.8 Automatic Sliding Door at Bus Station	-	Width and height of doors. Opening required, accordingly width required needs to be provided.	Bidder to study the BRT bus and evaluate the opening requirements for the half height door.
196	2 9 8	ASD, 9.8 Automatic Sliding Door at Bus Station	-	Civil required L groove 150 mm width x 150 mm deep min. for fixing the half height door kit.	Requisite civil works shall be done by the bidder for the installation of the door. The conditions mentioned in the bidding document shall be applicable.
197	2 9 8	ASD, 9.8 Automatic Sliding Door at Bus Station	-	Cabling will be in whose scope.	Cabling shall be in the scope of bidder.

198	2 9 2	9.6 Communic ation System, Tender, General	Requirement of OFC/WAN	Will bidder be responsible for lay ing down the OFC cable?	Yes, bidder shall be responsible for laying the OFC cable.
199	2 9 8	ASD		. Adherence to any International Safety Standards like DIN 18650 & CE which are mandatory for the use of Automatic Doors worldwide. The DIN 18650 standard gives the maximum force limitations and safety parameters which are required for smooth functioning of the doors and maximum safety of the people who pass through the doors. Adherence to DIN 18650 will ensure that there will be no accidents or injuries caused by the Automatic Sliding Door to any person who gets in contact with it. CE standards ensure that the LOW VOLTAGE guideline are being followed which are as applicable in Europe. This further increases the safety of the users.	Agreed. Please refer to S.No. 17 of Amendment No. 2 dated May 18, 2015.
200	2 9 8	ASD		As the usage of the doors at HDBRTS will be quite high and the doors will need to work for a long period, it is most crucial that the specification covers the durability & quality of the product in terms of number of Testing Cycles.Durability of Minimum 1 Million Cycles.	The requirement mentioned in the bidding document shall be applicable.
201	2 9 8	ASD		Half Height Automatic Sliding doors are generally used in an enclosed & clean environment which is not directly exposed to rain water, dust and moisture. Being exposed to direct rain water, dust and moisture will cause huge accumulation of dust, water & moisture in the veracious crevices and will lead to Lump formation requiring, critical cleaning & huge maintenance cost and frequent down time	The requirements in the bidding document shall prevail.

202	2 9 8	ASD		Half Height Automatic Sliding Doors are also difficult to install as it would require more complex floor preparations, waterproofing of Pit and complex conduiting & routing of cables in the bottom slab	The requirement mentioned in the bidding document shall be applicable.
203	2 9 8	ASD		Half Height Automatic Sliding Doors are also more expensive in comparison to Full Height Automatic Sliding Doors by nearly 100%.	The requirement mentioned in the bidding document shall be applicable.
204	2 9 8	ASD	-	Drawings to be provided	The drawings shall be shared with the successful bidder.
205	2 9 9	ASD, NO. 1406, Page 299	-	Jindal sections and 4+1.52+4mm glass not provided in half height doors. This will be S.S frame with 12mm toughened glass.	Bidder to provide the appropriate solution for the half height doors. Please refer to S.No.18 of Amendment No.2 dated May 18, 2015.
206	2 9 9	ASD	-	UPS to be provided by client as per requirement.	The backup power for the complete bus station is part of the bidder scope, which shall provide backup power for the Sliding doors.
207	2 9 9	ASD, NO. 1406, Page 299		We suggest 10 mm polycarbonate multilayered sheet of GE or equivalent make instead of 9.5 mm laminated glass to avoid breakage, replacement, damage and injuries in case of accidents at bus stations.	The colour of Polycarbonate sheets tends to fade over time. The requirement mentioned in the bidding document shall be applicable.

208	306	Section VI, Page 306	<p>E. Implementation Schedule</p> <ol style="list-style-type: none"> 1. Contract award - T 2. Burn-in testing commencing - T + 8 Months 3. System Acceptance - T+ 9 Months 4. Operational Acceptance -T+ 10 months <p>Liquidity damages for the above milestones - Yes</p>	<p>Looking at the project scope, the implementation schedule milestones of System acceptance (9 months) and Operational acceptance (10 months) is not realistic.</p> <p>We further suggest you to mention the milestones for all intermediate activities such as :</p> <ol style="list-style-type: none"> 1. Availability of Buses (City, Feeder and BRTS) 2. Readiness of Infrastructure (BRTS bus stops, Power supply, Depots, Workshops etc.) 3. Phasewise installation planning for City, Feeder and BRTS buses <p>Further we request you to remove the Liquidity damages for the milestones as there are various activities dependant on STU activities also.</p>	<p>Please refer to S.No. 11 of Amendment No. 1 dated May 18, 2015 on revised project duration.</p> <p>The milestones are subject to completion of intermediate activities which are the responsibility of the purchaser.</p>
209	306	Clause E of section VI technical requirements	Implementation schedule	What is HDBRTSCO commitment to timeline, namely, should we expect that the BRT corridor and bus procurement will be completed at time of contract award?	The expected timeline for BRT operations is November 2016. As per our best estimates of sub project timelines; The standard bus delivery is expected to be completed by April/May 2016; First lot of articulated buses would be expected to be supplied by June 2016; 7.2 km of BRTS corridor is already constructed; All the transit infrastructure is expected to be completed by March 2016.
210	306	Clause E of section VI technical requirements	Implementation schedule	The RPF mentions a T+ 10 months' implementation for the whole system. Given the complexity of the proposed system, this seems infeasible from our initial assessment. Can there be a more realistic timeline be set so that it is achievable. Are you open to vendors proposing timelines from their experience and assessments and if so, the time line turns out to be T + 24 months, for	Please refer to S.No. 11 of Amendment No. 1 dated May 18, 2015 on revised project duration.

				example, will this be considered or we will we be disqualified for it being out of your window of T + 10 months?	
211	3 0 7	Tech Req 12, Page 307	1.1 Automatic Fare Collection System (AFCS)AFCS FR1.3 Anti-virus softwareAFCS FR1.4 Automatic Back-up\ archiving softwareAFCS FR1.5 Any other COTS software	Please share the detailed specifications for the mentioned subsystems	Bidder to specify as per the proposed solution.
212	3 0 7	Tech Req 12, Page 307	AFCS H1.4 KVM Switch with LCD Monitor	We have considered the KVM Switch with LCD Monitor specification in the page 267. Kindly confirm the same	Bidder's understanding is correct.
213	3 0 9	Tech Req 12, Page 309	IMS H3.2 PTZ CCTV Pole with Foundation (12m)	Please share the detailed specifications for POLE	Please refer to S.No. 21 in Amendment No. 2 dated May 18, 2015.
214	3 0 9	Tech Req 12, Page 309	TMS FR6 NVR for OBITS Storage,TMS FR6.1 NVR with Connection Management	Please share the detailed specifications like storage type, capacity etc.. for the same	Please refer to Section IV. Technical Requirements - 1060 to 1074 of the bidding document for NVR specifications. The TMS NVR is required for storage of video data from each bus. The NVR shall provide storage for 15 days. Each bus is expected to have storage need of 20 GB per day. Storage is required in each depot for around 125 buses.
215	3 1 0	ASD	-	Qty. does not match need to know qty. of 6 doors bus station and 4 door bus station.	The information in the bidding document is correct.

216	3 1 0	ASD	-	Purpose of having 6 doors bus station.	The stations provides for articulated buses docking too.
217	3 2 6	FARE GATES - HARDWARE REQUIREMENTS (AFCS H5) Page no. 238 Point no. 326 & 327	The Bidder shall design the fare-gate assembly to fit the space available based on the final BRT Station drawings provided in the Annexure 1. The height of the fare-gate shall be	This point is open ended. There is possibility of different dimensions of Fare gate may be proposed by different bidders. There will not be comparison of an apple with an apple. Annexure 1 station layout is not clear and doesn't give clarity on station entry & exit space. Suggestion is to give clear dimensions of the fare gate cabinet. Justification: As per the global standard and in India also metro rail system fare gate dimensions are as follows: · Integral body type unit made from Stainless Steel (SS) with a brushed finish · SS Cabinet width – 300 mm · SS Cabinet length – 1900 mm · SS Cabinet height – 900-1000 mm (already given in tender) · Cabinet SS thickness – 1.5 mm to 2.0 mm SUS-304 brushed stainless steel or coating	Bidder to refer to ITB clause 8 regarding site visit Refer document for acceptable dimensions.
218	3 4 0	Section VII, Page 340	1.5 Transit Management System (TMS) :Document Scanner	Kindly Mention the Qty for the Document Scanner in the Price Scedhule. Or the same Quantity 7 shall be Consider as specified in the Indicative System Inventory. Kindly Confirm.	Please refer to Attachment 1 to the Amendment No. 1 dated May 18, 2015.
219	3 4 3	Section VII, Page 343	3.The Bidder shall assess the quantity of spares/ consumables to meet the SLA clauses mentioned in the bidding documents and shall quote the cost and quantity of spares/consumables.	Kindly mention the Spare Percentageof the equipments required for this project.	Bidder to refer to Section VI - 5.2, Page 198
220	3 4 4	Section VII, Page 344	The bidder should indicate supply and installation/ services cost separately wherever applicable for each line item of the "2.5 Supply and Installation Cost Sub-Table 1" in the same table	1.In the Format 2.5 Supply and Installation Cost Sub-Table 1- Only Unit Price and total Prices Column is given.2.Kindly Provide the Seperate Coulmn for Supply and Service to enter the cost according to the Payment terms Mentioned in the GCC12.1	Please refer to Attachment No. 2 to the Amendment No. 1 dated May 18, 2015.

221	3 4 6	Section VII, Page 346	Recurrent Cost Sub-Table 2-Notes :The bidder should indicate supply and installation/ services cost separately wherever applicable for each line item of the “2.6 RecurrentCost Sub-Table 2” in the same table.	1.We understand that the Recurrent cost for 6 years for the Line item identified shall be quoted in the Table 2 and not for the supply and installation/ services cost.Pls Confirm.	The conditions mentioned in the bidding document are self-explanatory
222	3 7 7		Appendix 5 , Custom Material	Please provide the meaning and Detailed type of work involved in the Custom material	Bidder to refer to GCC clause1.1© (xvi) of the bidding document
223	4 2 1	Annexure 3, 1.1.3, page 421	Requirement of Printing of Barcode on single journey ticket	Please clarify on the requirement of printing of Barcode or ETM equipped with Barcode sensor	Bidder to refer to Appendix 3, Concept of Operations for AFCS, Page 413 and other relevant sections of bidding documents.
224	4 2 3	Annexure 3, 1.1.2, page 423	Depot Management	Please clarify on the requirement of porting of legacy data into new system	All legacy data should be re-entered into the newly developed bidder’s system. No porting is expected.
225	4 4 3	1.8.2 NWKRTC, Page 443/456	North West Karnataka Road Transport Corporation (NWKRTC) will be the operator for the BRT services, while HDBRTSCO will be the owner. The feeder and city bus services will be run by NWKRTC. The fare sharing mechanism between HDBRTSCO and NWKRTC still needs to be decided on the BRT and feeder services.	Please advise if the provision of clearing house is in the current RFP scope, and if yes please provide business rules for clearing house.	Refer to S.No. 24 of Amendment No. 2 dated May 18, 2015. Clearing house is not in the scope of the project.. However, separate MIS reports for revenue, usage etc. shall be developed for the two agencies based on the business rules.
226	4 4 5	Page 445	1.8 Roles & Responsibility - DR Site Service	We understand that Disaster recovery center is already Existing and DR site service only is under bidder scope .Kindly Confirm.	Refer to Req 76 on Page 223. HDBRTSCO will finalize on DR location during the project kickoff
227	9 9 9	-	-	We suggest to split the current tender in 3 separate tenders: 1. Vehicle Tracking device and Central Command Centre 2. AFCS (E-ticketing, Point of Sale), BRTS gates, PIS on Bus station 3. Transit Management System	The conditions mentioned in the bidding documents shall be applicable.
228	9 9 9	RFP document	Propose Deviation	Can we propose deviation in the contractual terms & conditions of the RFP document. Please confirm.	Bidders were given an opportunity to comment on the provisions of the RFP.