

Corrigendum-1

Tender No: DTC/AFCS/589/2020/01

Selection of System Integrator (SI) for Implementation of Automatic Fare Collection System (AFCS) in DTC Buses

S. No.	Clause No.	Existing Clause	Modified Clause											
1	NIT, Page 2	The Bid document can be downloaded from the e-procurement portal of GNCTD from 14th September 2020. The EMD amount of Rs.36,00,000/-, as per details given in RFP, in the form of Bank Guarantee/Demand Draft/FDR as per details given in the RFP and in original shall be submitted to Deputy Manager (Tender Cell), Room No. 207, Delhi Transport Corporation HQ, I.P. Estate, New Delhi - 110002 (in original), so as to reach on or before 1500 hours on 19th October 2020 ("Proposal Due Date for submission of e- tender") without which the proposal shall be rejected as non-responsive.	The Bid document can be downloaded from the e-procurement portal of GNCTD from 14th September 2020. The EMD amount of Rs.36,00,000/-, as per details given in RFP, in the form of Bank Guarantee/Demand Draft/FDR as per details given in the RFP and in original shall be submitted to Deputy Manager (Tender Cell), Room No. 207, Delhi Transport Corporation HQ, I.P. Estate, New Delhi -110002 (in original), so as to reach on or before 1500 hours on 2nd November 2020 ("Proposal Due Date for submission of e- tender") without which the proposal shall be rejected as non-responsive.											
	Data Sheet, Page 10	<table border="1"> <tr> <td style="background-color: #008000; color: white; text-align: center;">1</td> <td>Last date and time (deadline) for receipt of EMD in response to tender notice in hardcopy</td> <td>19th October 2020 up to 1500 Hrs</td> </tr> <tr> <td style="background-color: #008000; color: white; text-align: center;">2</td> <td>Date, time and venue of opening of Technical Proposals received in response to the tender notice</td> <td>19th October 2020 at 1530 Hrs Conference Room, Delhi Transport Corporation, HQ I.P. Estate, New Delhi-110002</td> </tr> </table>	1	Last date and time (deadline) for receipt of EMD in response to tender notice in hardcopy	19 th October 2020 up to 1500 Hrs	2	Date, time and venue of opening of Technical Proposals received in response to the tender notice	19 th October 2020 at 1530 Hrs Conference Room, Delhi Transport Corporation, HQ I.P. Estate, New Delhi-110002	<table border="1"> <tr> <td style="background-color: #008000; color: white; text-align: center;">1</td> <td>Last date and time (deadline) for receipt of EMD in response to tender notice in hardcopy</td> <td>2nd November 2020 up to 1500 Hrs</td> </tr> <tr> <td style="background-color: #008000; color: white; text-align: center;">2</td> <td>Date, time and venue of opening of Technical Proposals received in response to the tender notice</td> <td>2nd November 2020 at 1530 Hrs Conference Room, Delhi Transport Corporation, HQ I.P. Estate, New Delhi-110002</td> </tr> </table>	1	Last date and time (deadline) for receipt of EMD in response to tender notice in hardcopy	2 nd November 2020 up to 1500 Hrs	2	Date, time and venue of opening of Technical Proposals received in response to the tender notice
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2	Glossary of Terms, Page 13, S.No. 21	Electronic Ticketing Machine is a handheld device used for in-bus fare collection and ticket validation/issuance	Electronic Ticketing Machine is a handheld device cum Validator used for in-bus fare collection and ticket validation/issuance											
3	2.15.1 Prequalification Criteria, Page 28, S.No 2. Turnover	Certified Balance Sheets along with Income Tax Returns for last 3 years along with copy of GST, PAN and TAN Certificate from the Statutory Auditor as per format "PQ Form 3"	Certified Balance Sheets along with Income Tax Returns for last 3 years along with copy of GST, PAN and TAN . For FY 19-20, Chartered Accountant Certified provisional balance sheet can be submitted. Certificate from the Statutory Auditor as per format "PQ Form 3"											
4	2.15.1 Prequalification Criteria, Page 29, S.No 5. Certification	Sole Bidder / In case of Consortium- all Consortium members	Sole Bidder / In case of Consortium- lead bidder											
5	2.15.1 Prequalification Criteria, Page 29, S.No 6. Experience in Automatic Fare Collection System – ETM Machines	The Bidder must have experience of implementing and operating an automated fare collection system involving design, supply, installation, operation and maintenance of ETM machines for public transport authority with fleet size of at least 1000 buses in the last 7 years. (as on the last date of bid submission)	The Bidder must have experience of implementing and operating an automated fare collection system involving design, supply, installation, operation and maintenance of ETM machines for public transport authority											

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S. No.	Clause No.	Existing Clause	Modified Clause
		<p>Bidder may submit project experience as per following criteria: One single project with minimum fleet size of 1000 buses</p> <p>Or</p> <p>Multiple projects with minimum fleet size of 400 buses each</p> <p>A qualifying project shall be defined as “A project consisting of supply, design, implementation, operation and maintenance of automatic fare collection system (please refer section 4 and 5 of this RFP for components of automatic fare collection system) for public transport authority. The bidder must have maintained the same project in operation for at least 12 months”.</p> <p>However, each project should have covered all of the above listed requirements</p>	<p>with fleet size of at least 750 buses in the last 7 years. (as on the last date of bid submission)</p> <p>Bidder may submit project experience as per following criteria: One single project with minimum fleet size of 750 buses</p> <p>Or</p> <p>Multiple projects with minimum fleet size of 150 buses each</p> <p>A qualifying project shall be defined as “A project consisting of supply, design, implementation, operation and maintenance of automatic fare collection system (please refer section 4 and 5 of this RFP for components of automatic fare collection system) for public transport authority. The bidder must have maintained the same project in operation for at least 12 months”.</p> <p>However, each project should have covered all of the above listed requirements</p>
6	Form FIN3: Commercial bid and priced bill of material (3756 Buses and 35 Depots) Page 69	S.No – 15- Blank Cells	This is a typo error. Kindly ignore
7	4.4. Scope of Work, Page 72, S.No.12	Ensure that the battery charge in the ETM last for the entire operation of bus. The Service provider will provide appropriate solution for smooth functioning of ETMs during all types of operation (City, extraordinary load on festival days/holidays, etc.), which may include providing charging facility on some/ all buses , providing spare battery to conductors with easy battery change mechanism, etc.	Ensure that the battery charge in the ETM last for the entire operation of bus (20 hours in a day) . The Service provider will provide appropriate solution for smooth functioning of ETMs during all types of operation (City, extraordinary load on festival days/holidays, etc.), which may include providing charging facility at depots or providing spare power bank or providing spare battery to conductors with easy battery change mechanism, etc.
8	4.4 Scope of Work, Page 74, S.No.10	Static QR Codes in each bus for payments through UPI/Paytm/Google Pay etc.	Static QR Codes for each bus or ETM or Duty (to be decided in consultation with DTC) for payments through Mobile App and payments can also be made from any of the existing mobile wallets like UPI/Paytm/Google Pay etc. to conductor using static QR Code in lieu of paper ticket purchased.
9	5.1.2.1 Electronic Ticketing Machine (ETM) Page 88, The technical	5. USB Port: Type A	5. USB Port

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S. No.	Clause No.	Existing Clause	Modified Clause
	specifications of ETM machines shall be as follows S.No 10: Communication		
10	5.1.2.1 Electronic Ticketing Machine (ETM) Page 89, The technical specifications of ETM machines shall be as follows S.No 19: Accessories	AC charger (working from 160 V to 250 V)	AC charger
11	5.1.3 Depot computer system, Page 91, Minimum Specifications for Hardware is as follows: Desktop. S.No.9 Ports	6 USB Ports (preferably 2 in front panel), 1 Serial Port, 1 Parallel port, Monitor port – (1 VGA + 1 HDMI), RJ45	6 USB Ports, Monitor port – (1 VGA + 1 HDMI), RJ45
12	5.1.3 Server, S.No. 34 Page 93	Windows 2003 Certified	Windows Certified (Latest Version)
13	Clause 5.1.5, Page 99, Mobile App Requirements. S.No. 2	The ticket may be booked by using App's own wallet or PayTm/ GooglePay/UPI etc.	The ticket can be booked by using App's own wallet or existing wallets like PayTm/ GooglePay/UPI etc. Besides payments can be made from any of the existing mobile wallets to conductor using static QR Code in lieu of paper tickets purchased.
14	5.2 SLA for AFC system Page 110	Maximum Penalty applicable for any month shall not exceed 30 % of the 'billed amount' for the respective month.	Maximum Penalty applicable for any month shall not exceed 10 % of the 'billed amount' for the respective month.
15	26.5 SCHEDULE-V: INTEGRITY PACT, Page 156 Section VIII - Independent External Monitor/Monitors (1)	The PRINCIPAL appoint a competent and credible Independent External Monitors (IEMs) for this Pact with the approval of Central Vigilance Commission (CVC), Government of India, The-task-of the Monitor is to review independently and objectively whether and to what extent the parties comply With the obligations under this agreement.	That PRINCIPAL (DTC) has appointed Sh. Jagdeep Kumar Ghai, P&TA and FS (Retd.), R/o 101, Shubhangam, NS Rd. No. 2, JVPD Scheme, Vile Parle West, Mumbai-400056. (E-Mail: jkghai@gmail.com; Mobile No. 9869422244) & Sh. Radhakrishan Kini, IPS (Retd.), R/o B- 91, Vishrantika CGHS, Plot-5A, Sector-3, Dwarka, New Delhi-110078 (E-Mail: arvini2004@yahoo.co.in; Mobile No. 9971722727) as Independent External Monitors for this Pact.
16	5.1.4.15 DC/ DR related requirements, Page 99	6. Cloud Hosting or DC and DR	6. Cloud Hosting of DR and On-premises set-up of DC
	4.4 Scope of Work, Page 74	6. The DC/DR services could be obtained from on-premises. 8. Undertake all Civil /Electrical Works etc. and related tasks for setting up DC-DR in DTC Premises 9. Space and Electricity for setting up DC-DR will be provided by DTC.	6. The DC services to be obtained from on-premises and DR on cloud. 8. Undertake all Civil /Electrical Works etc. and related tasks for setting up DC in DTC Premises 9. Only Space and Electricity for setting up DC will be provided by DTC and other infrastructure will be provided by bidder.
17	5.1.4.12 Reconciliation, page 98	System should reconcile with cash registers in depot and pass issuance counters at every EOD, reconciliation report should be generated at EOD for each device	System should reconcile with cash registers in depot at every EOD, reconciliation report should be generated at EOD for each device

'Reply to Queries' for Tender No: DTC/AFCS/589/2020/01

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S. No.	RFP Document References (Section & Page Number)	Content of RFP Requiring Clarifications	Points of Clarification	Response
1			Request for Pre-bid Meeting by Video Conference: Dear Sir: Due to current scenario of Covid-19, we would request your good self to kindly keep the pre-bid meeting through video conferencing. Many of the other government agencies are also organizing the online pre-bid meetings. We would once again humbly request you to kindly do the same for the safety and prevention of every stakeholder. Assuming you best of your services.	Tender condition prevails
2	5.1.4.15 DC/ DR related requirements	SI has to Undertake all Civil /Electrical Works etc. and related tasks for setting up DC-DR in DTC Premises	This is a non core activity for an IT SI. There are at least 4-5 Tier 3 rated Professional Data Centre colo providers in Delhi. We request the hosting be allowed here	Refer corrigendum-1. S.No.16
3	5.1.4.15 DC/ DR related requirements	The DC/DR services could be obtained from on-premises.	While RFP talks about Force Majeure in 17.1; it expects SI to set Disaster Recovery centre in DTC office. This is dangerous AND incorrect Business Continuity planning. We request DR to be hosted in a different Seismic zone like Ahmedabad or Kolkata	Refer corrigendum-1. S.No 16
4	2.15 Pre-Qualification Criteria (29) point 6.	The Bidder must have experience of implementing and operating an automated fare collection system involving design, supply, installation, operation and maintenance of ETM machines for public transport authority with fleet size of at least 1000 buses in the last 7 years. (As on the last date of bid submission). Bidder may submit project experience as per following criteria: One single project with minimum fleet size of 1000 buses Or Multiple projects with minimum fleet size of 400 buses each A qualifying project shall be defined as "A project consisting of supply, design, implementation, operation and maintenance of automatic fare collection system (please refer section 4 and 5 of this RFP for components of automatic fare collection system) for public transport authority. The bidder must have maintained the same project in operation for at least 12 months". However, each project should have covered all of the above listed requirements	We request department to consider bidder experience in e-governance projects with a minimum of supply installation and maintenance for ETM/PoS terminals for any e-Governance project with an installation size of at least 10,000 terminals in at least 10 projects of 10 different states. The department is restricting the competition by asking experience in only ETM machine in buses. To make the competition healthy kindly accept e-Governance project for pre-qualification criteria then more companies will participate.	Refer Corrigendum-1. S.No.5

5	2.15 Pre-Qualification Criteria (30) point 7.	The Bidder must have experience of providing, implementing , operating and maintaining an automated fare collection system with average count of daily smart card based financial transactions for public transport authority in the last 7 years with Minimum 1,00,000 smart card-based transactions per month A qualifying project shall be defined as “A project consisting of supply, design, implementation, operation and maintenance of automatic fare collection system (please refer section 4 and 5 of this RFP for components of automatic fare collection system) for public transport authority. The bidder must have maintained the same project in operation for at least 12 months”. Bidder may submit project experience as per following criteria: One single project with minimum	We request department to consider with average count of daily financial transactions for public in the last 7 years with Minimum 1,00,000 transactions per month A qualifying project shall be defined as “A project consisting of supply, design, implementation, operation and maintenance of PoS for real time transactions.	Tender condition prevails
6	Section 2.15.1 Pg. 28	The bidder should have an average annual turnover of at least INR 36 Crores in last 3 financial years.	The bidder should have an average annual turnover of at least INR 100 Crores in last 3 financial years.	Tender condition prevails
7	Section 2.15.1 Pg. 29	The Bidder should have a valid minimum CMMI Level 3 or higher and/or ISO 9001:2008 certificate as on last date of submission of the bid	The Bidder should have a valid minimum CMMI Level 5 and/or ISO 9001:2008 certificate as on last date of submission of the bid	Refer corrigendum-1. S.No.4
8	Section 2.17 Pg. 33	Method for evaluation of selection of successful bidder and award of contract to bidder shall be on L-1 basis.	Method for evaluation of selection of successful bidder and award of contract to bidder shall be on QCBS basis.	Tender condition prevails
9	Section 13.1 Pg. 125	Payment by DTC shall be done on monthly basis on the basis of invoice raised by the Selected Bidder in the following month of the invoice period.	How is the monthly payment linked with milestone? Pls elaborate or map the payments on monthly basis with milestones.	Tender condition prevails.
10	Section 5.3 Pg. 107	Lower Performance: Between 95% and 100% for Percentage of ETMs in working condition at each depot for the actual /active fleet.	Lower Performance: Between 95% and 99% for Percentage of ETMs in working condition at each depot for the actual /active fleet.	Tender condition prevails
11	Page: 29, Experience in Automatic Fare Collection System –ETM Machines	The Bidder must have experience of implementing and operating an automated fare collection system involving design, supply, A1 installation, operation and maintenance of ETM machines for public transport authority with fleet size of at least 1000 buses in the last 7 years. (as on the last date of bid submission) Bidder may submit project experience as per following criteria: One single project with minimum fleet size of 1000 buses Or Multiple projects with minimum fleet size of 400 buses each A qualifying project shall be defined as “A project consisting of supply, design, implementation, operation and maintenance of automatic fare collection system (please refer	It is requested to reduce the fleet size to up to 200 buses, because the solution used for 200 buses is same for 500 buses. Secondly, by reducing the fleet size more companies can participate which in result will benefit the transport authority to acquire more better solution.	Refer Corrigendum-1. S.No.5

		<p>section 4 and 5 of this RFP for components of automatic fare collection system) for public transport authority. The bidder must have maintained the same project in operation for at least 12 months”.</p> <p>However, each project should have covered all of the above listed requirements</p>		
12	Page:30, Experiencein AFC Smartcard	<p>The Bidder must have experience of providing, implementing , operating and maintaining an automated fare collection system with average count of daily smart card based financial transactions for public transport authority in the last 7 years with Minimum 1,00,000 smart card-based transactions per month A qualifying project shall be defined as“A project consisting of supply, design, implementation, operation andmaintenance of automatic fare collection system (please refer section 4 and 5 of this RFP for components of automatic fare collection system) for public transport authority. The bidder must have maintained the same project in operation for at least 12 months”.Bidder may submit project experience asper following criteria:One single project with minimum1,00,000 smart card-based transactions per monthOrMultiple projects with minimum 40,000 smart card-based transactions per monthHowever, each project should have covered all of the above listed requirements</p>	<p>It gets complicated to trace down 1,00,000 smart card based transactions per month. Since every month it is very difficult to have 1 lakh transaction. For example, even if public transport is remained off for certain days, in that case 1 lakh target cannot be achieved. Rather than it is requested to change the criteria to supply of 50,000 closed loop smart cards to public transport authority.</p>	Tender condition prevails
13	Page:2, Submission of proposal	<p>Proposal Due Date for submission of e- tender: on or before 1500 hours on 19th October 2020</p>	<p>Considering the volume of the project and its complexity, it is requested to extend the submission date so that we can offer better techno-commercial solution to the customer.</p>	Refer Corrigendum-1. S.No.1
14	2.16 Commercial Bid Evaluation Page No 32	<p>Further the quote should also detail out as per Form Fin 2 capital expenditure which the bidder will incur during the implementation phase and operational expenditure which will be incurred over a span of 3 years</p>	<p>Refer Clause No 2.1 (2) General "The contract period shall be for a term of 3 years from scheduled Go-Live Date (“the Term”). Purchaser reserves the right to extend the contract up to two years on the same rates, terms & conditions of the contract' so do this criteria be considered while submitting commercial bids please confirm</p>	<p>Tender condition prevails. Breakup of rates is only for determining the total bid value for shortlisting the successful bidder for work award. However, actual payments per ETM per day shall be regulated based on the actual number of buses out-shedded at different depots where services as per Scope of Work were delivered during the billing period. Please read Notes of Fin-1,2,3 Forms carefully before submitting tender.</p>

15	2.17 Award Criteria Page No 33	iii. The bidder whose bid has secured the “L-1” may be considered as accepted bid. iv. Purchaser is not bound to accept the evaluated bid or any bid and reserves the right to accept any bid, wholly or in part.	Does this mean DTC reserves the right not to award the contract even after bidder has qualified and L1 Please clarify. If Yes same should be removed as this criteria may discriminate the eligible bidder	Tender condition prevails
16	4.4 Scope of Work Page No 72	Provide robust and durable ETMs (with complete accessories, extra battery and charger) as per the minimum technical specifications including carrying out the activities incidental and relating thereto	Extra battery means one battery over and above the battery which is part of the device please clarify	Refer corrigendum-1, S.No.7
17	4.4 Scope of Work Page No 72	Ensure that the battery charge in the ETM last for the entire operation of bus. The Service provider will provide appropriate solution for smooth functioning of ETMs during all types of operation (City, extraordinary load on festival days/holidays, etc.), which may include providing charging facility on some/ all buses, providing spare battery to conductors with easy battery change mechanism, etc	Criteria for ETIM to last entire bus operation be defined clearly. Also the requirement of onboard charging or providing spare battery to conductors be removed as these are not practical	Refer corrigendum-1. S.No:-7
18	4.4 Scope of Work Page No 73	Make adequate arrangement, in case of exceptional circumstances, to replace machine in the bus in-case the ETM machine is not working while bus is on route.	Criteria be removed as it is non practical & as the option of manual ticket is available with no loss of revenue to the purchaser	Tender condition prevails
19	4.5 Roles and responsibilities Page No 74	Charging, repair, maintenance and other incidental activities (such as to and fro transportation of devices, hardware etc. if required) related to ETM devices	Responsibility is suggested to be with DTC kindly change the same	Tender condition prevails
20	4.5 Roles and responsibilities Page No 74	Power for ETM charging	Not only for ETM charging but supply wherever required in the project is the responsibility of DTC	Tender condition prevails. DTC shall provide power supply. Refer clause 4.5 of Section-4
21	4.7 Indicative Bill of Quantities Page No 77	Hardware SAM Module 4131 (to be provided by DTC)	Approval of bidder should be taken for compatibility factor	Tender condition prevails
22	4.7 Indicative Bill of Quantities Page No 77	Thermal paper per year 19,60,000	If this quantity is for the 3 Years contract period, Please justify how the quantity is derived in to. Is this qty is to be taken into consideration for commercial bid submission please confirm	Tender condition prevails. Thermal paper roll quantity is derived from the historical data and based on average tickets issued. Refer RFP page 78, figures provided in Bill of Material are indicative and not exhaustive. The numbers specified may vary during the project. Hence, supplier shall make its own independent assessment to meet the desired service levels as stated in the Tender Document. Refer Note on RFP page 79.

23	5.1.2 Features of ETM and its capabilities Page No 84	ETM shall be capable of issuing tickets on a non-standard route/ fallback route, in case of non adherence to pre-fed routes due to any reasons. In this case, the ticket will only have the time stamp, ETM unit code and the fare denomination on them based on the fare stages defined.	What is non standard routes, what is the % of such non standard routes. Suggested to remove this requirement	Tender condition prevails. Non standard routes are routes which are not pre-fed in the system and may be integrated with system on need basis.
24	5.1.2 Features of ETM and its capabilities Page No 84	There should be provision to manually recover encrypted transaction data from ETM using cable interface, in case the data is not communicated to central server due to problem in communication or ETM device.	Kindly elaborate this requirement	Tender condition prevails. If ETM data is not transmitted via mobile network to the central server, then there should be provision to recover encrypted transaction data from ETM using hardware interface at Depot Server or Central Server location
25	5.1.2 Features of ETM and its capabilities Page No 85	Should have capability to transmit real time battery status, ETM health, count of tickets issued to central back end system for real time reporting to Delhi Transport Corporation management as per the agreed interval. The data elements to be transmitted and frequency of 5 secs or to be finalized after discussing with Delhi Transport Corporation during design phase.	The first 2 criteria needs more clarity or better be removed	Tender condition prevails
26	5.1.2 Features of ETM and its capabilities Page No 89	Battery 1. Li-ion/Li-polymer, minimum 2900 mAh 2. Over-charge/ over-voltage/ over-current Protection 3. Quick recharge 4. Preferably outside unit 5. Battery Management should be such that it is capable of operating at least 20 hours in a day	Criteria at Sr No 4 is incorrect Request you to remove the same	Tender condition prevails
27	5.1.2 Features of ETM and its capabilities Page No 89	Max. 500 gm (including paper roll and battery)	Is the max criteria is correct please check	Tender Condition prevails
28	5.2SLA for AFC system Page No 107	The ETM should be able to print all tickets from ETMs If 1 to 50 pre-printed manual tickets issued in each shift	Criteria is not clear, the penalty should be ETM specific. Operators usage method is not considered here hence SLA should be redefined correctly	Tender condition prevails.
29	5.2SLA for AFC system Clause no 4 Page No 109	Manpower deployment (8 hours/shiftavailability at depots and control centre	No of shifts per depot and in Control Centre is not defined, important to find out the manpower requirement for the project and for submission of commercial bids	Tender condition prevails. Refer RFP 2.16 page 33, It is proposed that bidder will quote based on per ETM per day (2 shifts) including CAPEX and OPEX as per Form Fin 2
30	Page No 92 ,Section 5 ,	Firewall for Central Server : CISCO PIX 515 E or higher	Mentioned Firewall is end of sale and end of support , please allow others OEM firewall also	Tender condition prevails.

	Central Server ,point 35			
31	Page No 74 , Section 4.4 ,point -30	Cloud Hosting or DC and DR	Please elaborate requirement of cloud hosting or DC-DR	Refer Corrigendum-1. S.No.16
32	Gen	DC-DR network connectivity & Other network Devices	We are assuming DC-DR network connectivity and other network devices like Router's , SLB , L2,L3 Switches in DTC scope	Refer Corrigendum-1. S.No.16
33	2.18 Contract Commencement Page No 35	In addition, purchaser could also get the background verification checks of the bidder personnel. Any information needed for this activity by purchaser should be provided immediately by bidder.	Who will bear the background verification charges.	Tender condition prevails
34	Form FIN3: Commercial bid and priced bill of material (3756 Buses and 35 Depots) Page No 68	Form FIN3: Commercial bid and priced bill of material (3756 Buses and 35 Depots) Control room components Sr. No. 12,13,14,16,17,18,19,20,21,22,23,24	In the control room components Sr. No. 15 is missing. Request to confirm if there is typo mistake or any information is missing.	Refer Corrigendum-1. S.No.6
35	4.4 Scope of Work Page No 72	7. Undertake maintenance, repair, replacement, keep enough spare parts and other incidental activities relating to the ETMs including components, batteries and accessories during the Contract Period. All spares including batteries will be provided by the Service provider, as part of maintenance support.	Request to provide all spare part details with no. of Qty in bill of material.	Tender condition prevails. Bidder is expected to perform an independent assessment of the Infrastructure requirements for the proposed system to maintain SLA and accordingly should have spare and batteries.
36	4.4 Scope of Work Page No 72	11. Maintain adequate stock of spare ETMs, batteries and any other spares at each depot.	Request to provide the details in bill of material how much stock of spare ETM, batteries required.	Refer S.No.35
37	4.7 Indicative Bill of Quantities Page No 79	Note 9. Bidder shall supply the consumables such as thermal papers printer related. for contract period. The cost of consumables for all components supplied during the contract period should be considered for determining the contract value. Any item not quoted by the Bidder, shall be provided free of cost if it is found necessary to fulfil the bidding requirements during the currency of the contract.	Request to provide all such Qty of details in bill of material which is necessary during this contract period.	Refer S.No.35

38	19. AUDIT, ACCESS AND REPORTING Page No 136	19. AUDIT, ACCESS AND REPORTING a) The System Integrator shall allow access to DTC to all information which is in the possession or control of the System Integrator and which relates to the provision of the Services as set out in the Audit, Access and Reporting Schedule and which is reasonably required by DTC to comply with the terms of the Audit, Access and Reporting Schedule set out as Schedule III of this Agreement. Such audit rights shall be conducted once in six months.	Request to clarify who will bear this cost.	Tender condition prevails
39	5.2 SLA for AFC system Page No 110	5. Software availability at depots: ETMs could not be issued/collected. reports could not be generated due to software defect. Resolution/ workaround to be provided within 4 working hours by Service provider. INR 5000/- per day for Lower Performance. INR 50000/- per day for Material Breach.	Request to change the clause as per below. Software availability at depots: ETMs could not be issued/collected. reports could not be generated due to software defect. Resolution/ workaround to be provided within 24 working hours by Service provider. INR 500/- per day for Lower Performance. INR 2,000/- per day for Material Breach.	Tender condition prevails
40	5.2 SLA for AFC system Page No 110	6. Mobile Ticketing Platform availability for online ticket booking - INR 5000/- per day for Lower Performance. INR 50000/- per day for Material Breach.	Request to reduce the penalty as per below. 6. Mobile Ticketing Platform availability for online ticket booking - INR 500/- per day for Lower Performance. INR 2,000/- per day for Material Breach.	Tender Condition prevails
41	SLA during Implementation: Page No 111	1. Adherence to project timelines: Design, Develop, Configure and Installation of all required hardware, network connectivity and Software for On Bus, Depot and control centre Rs. 10,000 per day of delay from the scheduled completion date for issuance of acceptance certificate and go live for all DTC Buses for lower performance Rs. 20,000 per day of delay from the scheduled completion date for issuance of acceptance certificate and go live for all DTC Buses for Material breach and /or DTC can invoke breach clause	Request to reduce penalty as per below 1. Adherence to project timelines: Design, Develop, Configure and Installation of all required hardware, network connectivity and Software for On Bus, Depot and control centre Rs. 500 per day of delay from the scheduled completion date for issuance of acceptance certificate and go live for all DTC Buses for lower performance Rs. 2,000 per day of delay from the scheduled completion date for issuance of acceptance certificate and go live for all DTC Buses for Material breach and /or DTC can invoke breach clause	Tender Condition Prevails
42	Terms of payment Page No 125	· Payment by DTC shall be done on monthly basis on the basis of invoice raised by the Selected Bidder in the following month of the invoice period. The payment shall be made within 30 days from the date of receipt of invoice, subject to deduction of penalties for noncompliance computed based on the SLAs. All	Request to you release the payment within 15 days from the date of receipt of invoice.	Tender Condition prevails

		payments to the Successful bidder will be subject to tax and other deductions as per the Government rules and regulations.		
43	Section VIII - Independent External Monitor/Monitors Page No 158	Section VIII - Independent External Monitor/Monitors (1) The PRINCIPAL appoint a competent and credible Independent External Monitors (IEMs) for this Pact with the approval of Central Vigilance Commission (CVC), Government of India, The-task of the Monitor is to review independently and objectively whether and to what extent the parties comply With the obligations under this agreement.	Request to clarify who will bear the Independent External Monitors cost.	Refer corrigendum-1. S.No.15
44	The technical specifications of ETM machines (Page 88, Section 5.1.2)	7. Thermal Printer : Should support min 15-meter length thermal paper roll (50-60 GSM); Paper out sensor.	We suggest the following changes; Should support 40 mm diameter paper roll (50-60 GSM); Paper out sensor	Tender Condition Prevails
45	The technical specifications of ETM machines (Page 88, Section 5.1.2)	10. Communication 5. USB Port: Type A	We suggest the following changes; USB Port : Micro USB 2.0	Refer corrigendum-1. S.No. 9
46	The technical specifications of ETM machines (Page 89, Section 5.1.2)	19. Accessories: AC charger (working from 160 V to 250 V)	We suggest the following changes; b) AC Charger (working from 100 V to 240 V , 50 Hz)	Refer Corrigendum-1. S.No. 10
47	21. WARRANTY21.1 Standard	The warranty period shall commence from the date of Final Acceptance of the entire system or on expiry of the products commercial warranty, whichever is earlier and shall extend for one-year post completion of the agreement.	Please confirm if 4th yr warranty cost to be included.	Tender condition prevails. Refer RFP page 66, Form Fin 2, "Table For L1 Calculation purpose only" which mentions total number of years as three.
48	2.15.1 Eligibility Criteria, point 2, Page no. 29	The bidder should have an average annual turnover of at least INR 36 Crores in last 3 financial years.	As Audit for FY 19-20 in under process, request you to allow the provision Audit statement and CA certificate for FY 19-20	Refer corrigendum-1. S.No. 3
49	Minimum Specifications for Hardware is as follows: Desktop, point 9, page 91	6 USB Ports (preferably 2 in front panel), 1 Serial Port, 1 Parallel port, Monitor port – (1 VGA + 1 HDMI), RJ45	Serial port and parallel port are absolute now, request you to remove the same	Refer corrigendum-1. S.No.11

50	5.1.4.9 Contact less smart card system, Page 96	Contact Less Smart Card System should support the cash, current closed loop cards provided by DMRC, contactless debit and credit cards and any other NCMC common Mobility card.	To acquire transaction from debit/credit/NCMC cards there should be involvement of payment service provider with acquiring switch, kindly confirm who will be the payment service provider and software for acquiring should be made according with them	Tender condition prevails. As per the project requirements, system should support future NCMC common mobility.
51	Features of ETM and its capabilities, point 40, page 86	To achieve NCMC common mobility, the service provider shall modify the software to read / write / validate any existing or proposed common mobility smart cards issued by State Government or MoUHA/ smart cards issued by Central Government under various government schemes/ Smart cards issued by Other PTOs in Delhi such as DMRC etc.	EMV Level 3 Certification - payment gateway software for supplied ETM which has develop and certified with NCPI for level 3 by payment service provider who will acquiring the payment for debit/credit/NCMC card, hence OEM can provide the certified EMV level 3 ETIM device, but payment gateway application and certification with ETIM has to be done payment service provider	Refer S.No.50
52	Network Requirements from ETMs,	3. Private APN shall be end to end secured to private VPN's using MPLS over IP 4. Network operator should provide static private SIM address to all the ETM SIMs.	Please Remove this clause as only one or two operators are providing SIM with private VPN using MPLS	Tender Condition prevails
53	5.1.4.15 DC/ DR related requirements, Point 8, Page 99	Undertake all Civil /Electrical Works etc. and related tasks for setting up DC-DR in DTC Premises	Kindly provide space details for setup of DC & DR i.e. space area, location of the DC & DR	Refer corrigendum-1. S.No. 16. Bidder is encouraged to undertake site visit, understand project requirements and accordingly submit tender.
54	5.1.4.15 DC/ DR related requirements, Point 8, Page 99	Undertake all Civil /Electrical Works etc. and related tasks for setting up DC-DR in DTC Premises	Our Understanding is that UPS, DG set, Air Conditioner, CCTV, Fire System etc will be provide by DTC.	Refer corrigendum-1. S.No.16. Refer section 5 for space and allied infrastructure requirements.
55	Clause 4.54 Scope of Work Page 74	Point 6 Cloud Hosting or DC and DR	since there is a choice between cloud and DC-DR, Request you to please provide the Bill of quantity incase of DC and DR or provide the cost column for Cloud in the Price bid	Refer corrigendum-1. S.No.16

56	20. Intellectual Property Rights Page 136	Intellectual Property Rights	We request to modify the IPR clause as follows: 1. The bidder has to give perpetual licence to the Purchaser against the Product supplied and the same has to be transferred to the Purchaser at the end of the project period. The customization done over and above the product is the ownership of the purchaser and the source code for this customization has to be handed over to the Purchaser at the end of the project period, whereas the Product software should be handed over to the Purchaser as a perpetual license. 2. Finally, the Purchaser will get to use the software along with customization for an unlimited period. The Purchaser may avail the maintenance by paying charges beyond the end of contract period. 3. The IPR of the Product remains with the OEM/Bidder whereas the IPR for customization will be held jointly by Purchaser & OEM/Bidder.	Tender condition prevails
57	13.1 Payment Terms Page No 124	Payment will made on per day per ETM Basis (for both shifts) as per Fin-2 of the RFP and on actual number of ETMs out-shedded on the day i.e. maximum of the ETMs out-shedded either in morning or in evening shift.	Payment cannot be based on the ETIM out shedding count as the out shedding is dependent on various factors controlled by DTC and bidder has no role to play in this. Hence linking the payment with the factor which is not attributable to the bidder is incorrect & will have detrimental effect on the project operations. Instead it is suggested to have the Payment based on Equated Monthly Instalments of the project cost divided in to 36 months or the Average per day working ETIM count in the system whichever is higher	Tender condition prevails
58	2.15.1 Eligibility Criteria Sr No 6 Page No 29	Bidder may submit project experience as per following criteria: One single project with minimum fleet size of 1000 buses Or Multiple projects with minimum fleet size of 400 buses each	In the Multiple Projects criteria No of projects are not defined	Refer corrigendum-1. S.No. 5
59	2.15.1 Eligibility Criteria Sr No 7 Page No 30	Multiple projects with minimum 40,000 smart card-based transactions per month	In the Multiple Projects criteria No of projects are not defined	Tender condition prevails.
60	Glossary of Terms Page No 12	12. Contract period Contract period shall commence from effective date of issuance of works order and shall continue till three years post scheduled Go-Live date, unless otherwise the contract is terminated as per Termination clause. The contract period shall be extendable up to two years on the same rates, terms and conditions of the contract.	Request to clarify if contract period is extend for 2 year which rates will be used for 4th year and 5th year. Our understanding is 3rd year rate are applicable to last 4th and 5th year.	Tender condition prevails. The rates applicable shall be as per L1 Quote in Form Fin-2: Price Per ETM per DAY: (In value) inclusive of all taxes EXCLUDING GST

61	Glossary of Terms Page No 12	12. Contract period Contract period shall commence from effective date of issuance of works order and shall continue till three years post scheduled Go-Live date, unless otherwise the contract is terminated as per Termination clause. The contract period shall be extendable up to two years on the same rates, terms and conditions of the contract.	Request to clarify if contract period is extend for 2 year which rates will be used for 4th year and 5th year. Our understanding is 3rd year rate are applicable to last 4th and 5th year.	Refer S.NO.60
62	Form PQ1: PQ submission letter Page No 36	15. We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to/decrease from the scope of work under the contract.	Request to set 5% increase or decrease limit for Qty variation in this clause.	Tender Condition prevails
63	Form PQ5: Relevant Experience Page No 42	14. Total Cost of the project (in INR) 15. Total Value of services delivered by your firm (in INR)	Request to clarify the Total Value of services delivered by your firm (in INR) is with tax or without tax.	Tender condition prevails. This is additional information sought from bidders. Total Value of services delivered by your firm (in INR) is without tax.
64	Form PQ8: Manufacturers Authorization Form (For Hardware Equipment) Page No 48	Form PQ8: Manufacturers Authorization Form (For Hardware Equipment)	Request to clarify any OEM can issues Manufacturers Authorization Form also confirm is multiple OEM allowed for single product.	Tender condition prevails. Single OEM for each hardware.
65	Form PQ13: Curriculum Vitae of Key Personnel, Page No 53	Form PQ13: Curriculum Vitae of Key Personnel-3 Current Job Title/ Designation	Request to confirm this clarification required for existing employee or what.	Tender condition prevails. Bidder free to choose Key Personnel.
66	Form FIN1: Commercial bid submission letter Page No 64	2. Taxes We hereby confirm that our proposal prices include all taxes excluding GST, existing as on the date of submission. We hereby declare that if any income tax, surcharge on Income Tax, Professional and any other Corporate Tax in altercated under the law, we shall pay the same. However, any variation in tax apart from GST will be reimbursed by the DTC based on actual prevailing rates as on the date of invoice.	Request to clarify in future variation in GST then it has to be reimbursed	Tender condition prevails. Refer Form FIN-2: It is mandatory to provide breakup of all Taxes, Duties and Levies excluding GST wherever applicable and or payable. Purchaser shall consider all Taxes, Duties and Levies excluding GST for the purpose of Evaluation for L1.
67	Form FIN1: Commercial bid submission letter Page No 66	Taxes: 1. Tax 1	Request to clarify in this taxes is GST to be quoted here??	Refer S.No.66

68	4.4 Scope of Work Page No 72	1. Provide robust and durable ETMs (with complete accessories, extra battery and charger) as per the minimum technical specifications including carrying out the activities incidental and relating thereto.	Request to clarify why this extra battery and charger is required.	Refer S.No.35
69	4.4 Scope of Work Page No 73	27. Make adequate arrangement, in case of exceptional circumstances, to replace machine in the bus in-case the ETM machine is not working while bus is on route.	We request the replacement of machine should be at depot level only.	Tender condition prevails
70	4.4 Scope of Work Page No 74	The scope of the implementation of AFCS project includes following Key modules : 6. Cloud Hosting or DC and DR	Request to confirm instead of this can we give either.	Refer corrigendum-1. S.No. 16.
71	4.7 Indicative Bill of Quantities Page No 77	4.7 Indicative Bill of Quantities SAM Module - 4131 (to be provided by DTC)	As per the tender the SAM Module is provided by DTC. If any issue in SAM Module during contract period the DTC replace the same. If failure due to SAM Module no SLA and Penalty should made applicable to bidder	Tender condition prevails. DTC to provide SAM Module during the contract duration.
72	4.7 Indicative Bill of Quantities Page No 79	Note: 2. The indicative Bill of Quantity as regard other items such as thermal paper, computers, printers, servers, broadband, manpower, etc may vary as per the requirements and travel pattern in DTC buses. The prospective bidder may exercise due diligence and study the demand of these items carefully at his/her own level. No claim shall be entertained based on the above said indicative bill of quantity for any item.	Request to clarify what is the meaning of this clause.	Tender condition prevails. Refer RFP page 78, figures provided in Bill of Material are indicative and not exhaustive. Bidder is expected to perform an independent assessment of the Infrastructure requirements for the proposed system and provide a detailed BOM for the proposed infrastructure in line with the requirements of the project and performance on service level agreements. The numbers specified may vary during the project. Hence, supplier shall make its own independent assessment to meet the desired service levels as stated in the Tender Document. Refer Note on RFP page 79

73	4.7 Indicative Bill of Quantities Page No 79	3. The prospective bidders may note that ETM based ticketing always has to be ensured at a level of 95% and above during the contract period. Therefore, the prospective bidder may make necessary arrangements for deployment of extra hardware, spare batteries, software and manpower, etc. He may need to maintain additional float of ETMs, Batteries and supporting infrastructure to achieve a target of 95% and above ETM based ticketing to avoid any penalty.	Request to specify Qty of details in Bill of material	Refer S.No.72
74	4.7 Indicative Bill of Quantities Page No 79	11. All assets shall be transferred to DTC at GO-LIVE milestone.	Request to change this clause as per below. 11. All assets shall be transferred to DTC at end of the contract period.	Tender condition prevails
75	4.7 Indicative Bill of Quantities Page No 79	12. Bidder shall supply spare components as specified in bill of quantities table. This would be required by purchaser to operate the system post contract period (Defect Liability Period)	Request to specify Qty of details in Bill of material	Refer S.No.72
76	4.9 Indicative Bus Commissioning and Decommissioning Schedule Page No 81	4.9 Indicative Bus Commissioning and Decommissioning Schedule Delhi Transport Corporation currently has 3756 buses. The scrapping norms approved by the DTC Board are 12 years and 7,50,000 Kms. The following is the details of buses covering 12 years from date put on road which may be scrapped/deleted from operation after covering of 7,50,000 KMs. The Buses will be operated up to 7,50,000 Kms under original AMC with M/s TML & M/s ALL for 2756 No. of buses. After completion of 7,50,000 Kms, 1000 buses of TML Make are being operated under extended AMC up to 10th July- 2021. All these buses i.e. 3756 may be operated up to 15 years (permissible period) of operation subject to extension of AMC and economical repairing condition of bus.	Request to clarify how will this impact on payments for hardware and service supplied.	Tender condition prevails. Refer RFP section 13.1 -Payment will made on per day per ETM Basis (for both shifts) as per Fin-2 of the RFP and on actual number of ETMs out-shedded on the day i.e. maximum of the ETMs out-shedded either in morning or in evening shift.
77	Page No 82	Also, there is a tentative plan for addition of new 1000 AC LF CNG buses (BS-VI compliant) and 300 AC Electric Low Floor buses under FAME-II scheme (OPEX Model) between February to November 2021.	Request to clarify will this new 1300 buses be included in this scope of this tender or not.	Tender condition prevails. Refer RFP page 82 : The above-mentioned schedule is tentative. In case of any change in schedule the Delhi Transport Corporation will inform the service provider well in advance so that the deployment of ETM can be planned by SI.
78	Price Bid Page No 3	Form FIN3: Commercial bid and priced bill of material (3756 Buses and 35 Depots) 3. Hardware - SAM Module - 0	Request to clarify if No. Qty given in Bill of material then why zero is mentioned in commercial bid.	Refer S.No.71

79	Price Bid Page No 3	Notes of Fin-1,2,3 Forms: iii. In addition, Purchaser reserves the right to increase or decrease the quantities of items indicated in the Indicative BOQ in RFP and the payments shall be based on the actual quantity of items. Since the buses shall be procured in batches the bidder shall supply the ETMs also in batches, with each batch payment being made separately by purchaser as per terms of payment.	Request to provide the batch details	Tender condition prevails. Refer clause 4.9, Indicative Bus Commissioning and Decommissioning Schedule
80	5.2 SLA for AFC system Page No 109	5.2 SLA for AFC system 4. Manpower deployment (8 hours/shift availability at depots and control centre)	Request to clarify how many shifts required at depots and control centre	Refer S.NO.29
81	5.2 SLA for AFC system Page No 110	Maximum Penalty applicable for any month shall not exceed 30 % of the 'billed amount' for the respective month.	Request to change the clause as per below Maximum Penalty applicable for any month shall not exceed 5 % of the 'billed amount' for the respective month.	Refer corrigendum-1. S.No.14
82	5.2.5 Manpower deployment (16 x 7 availability) : Page No 112	5.2.5 Manpower deployment (16 x 7 availability) : Availability in days =(Total no of hours in a month – Total number of hour manpower unavailable for operation) / (16 hours)	Request to clarify the no of shift in one day.	Refer S.No 29
83	3. TERM AND DURATION OF THE AGREEMENT Page No 115	(c) Where the Purchaser is of the view that no further extension of the Term be granted to the Bidder, the Purchaser shall notify the Bidder of its decision at least 3 (three) months prior to the expiry of the Term. Upon receipt of such notice, the Bidder shall continue to perform all its obligations hereunder, until six months beyond the Term of the Contract as per same rates, terms & conditions of the contract within which, the Purchaser shall either appoint an alternative agency or create its own infrastructure to operate such Services as are provided under this Contract.(d) DTC reserves the right to extend the Term for a period or periods of up to 2 (two) year on the same terms and conditions, subject to satisfactory performance of the Bidder and DTC's obligations at law.	Request to clarify for beyond the 6 month the payment to be made as per 3rd years.	Tender condition prevails. The rates applicable shall be as per L1 Quote in Form Fin-2: Price Per ETM per DAY: (In value) inclusive of all taxes EXCLUDING GST
84	10.1 During the Term the System Integrator shall: Page No 122	(i) Advertisement rights – purchaser reserves the advertisement rights on components of AFCS system including the Electronic ticket issuing machines. Advertisement content shall be provided by the purchaser.	Please confirm if the SI gets the share in the same	Tender condition prevails.
85	Terms of payment Page No 125	* Payment will made on per day per ETM Basis (for both shifts) as per Fin-2 of the RFP and on actual number of ETMs out-shedded on the day i.e. maximum of the ETMs out-shedded either in morning or in evening shift.	Our understanding is the payment to be done on the basis of no of ETM outshedd on the day.	Refer S.No. 76

86	Terms of payment Page No 125	* The selected bidder will complete stabilization process for the buses in the above-mentioned depots within a period of six months.	Request to clarify the six months is starting from T. (As per the tender - T refers to the date of signing of Master service agreement.)	Tender condition prevails. Refer clause 4.6. T: Letter of Award/Work Order
87	21. WARRANTY 21.1 Standard Page No 137	d) The warranty period shall commence from the date of Final Acceptance of the entire system or on expiry of the products commercial warranty, whichever is earlier and shall extend for one-year post completion of the agreement.	The warranty extend for 1 year post completion of the agreement. It means 4th year warranty cost to be included in commercial. How payment to be release for this.	Tender condition prevails. Bidder to consider all cost related to compliances during tender submission
88	22. LIQUIDATED DAMAGES Page No 139	22. LIQUIDATED DAMAGES a) Time is the essence of the Agreement and the delivery dates are binding on the SI. In the event of delay or any gross negligence in implementation of the project before scheduled Go-Live, for causes solely attributable to the SI, in meeting the deliverables, DTC shall be entitled at its option to recover from the SI as agreed, liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of 10% of the total contract value.	Request to change the clause as per below a) Time is the essence of the Agreement and the delivery dates are binding on the SI. In the event of delay or any gross negligence in implementation of the project before scheduled Go-Live, for causes solely attributable to the SI, in meeting the deliverables, DTC shall be entitled at its option to recover from the SI as agreed, liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of maximum 5% of the capex value.	Tender condition prevails
89	23. INSURANCE COVER Page No 139	(b) for one year following the expiry or termination of the Agreement valid and enforceable insurance policies (if relevant) in the amount not less than the Insurance Cover specified in 23.1 (a) above.	Please confirm the contract period is for three years, who will be cost for next additional year	Refer S.NO.87
90	24. MISCELLANEOUS 24.1 Personnel Page No 140	(h) Proof of payment of EPF, ESI will be a mandatory requirement before submitting the invoice for the next month.	This is the internal information request to delete this clause.	Tender Condition Prevails
91	4.4.1 Scope of Work	Provide robust and durable ETMs (with complete accessories, extra battery and charger) as per the minimum technical specifications including carrying out the activities incidental and relating thereto.	In the Impending government's notification regarding restriction on Chinese products, are ETMs of Chinese origin allowed to be used in this project? Kindly clarify.	Tender condition prevails. Vendor to exercise due diligence and take into consideration restrictions by Government of India on Chinese products including ETMs and allied infrastructure before submitting tender.
92	2.15.1 Eligibility Criteria Page - 28 Sr # 1 Registration Status	Only Indian registered firms are allowed	We request you to allow consortium partner to be registered as a Global firm , outside India, as per law of their country.	Tender Condition Prevails

93	2.15.1 Eligibility Criteria Page - 29 Sr # 6 Experience in Automatic Fare Collection System – ETM Machines	<p>The Bidder must have experience of implementing and operating an automated fare collection system involving design, supply, installation, operation and maintenance of ETM machines for public transport authority with fleet size of at least 1000 buses in the last 7 years. (as on the last date of bid submission) Bidder may submit project experience as per following criteria:</p> <p>One single project with minimum fleet size of 1000 buses Or Multiple projects with minimum fleet size of 400 buses each</p> <p>A qualifying project shall be defined as “A project consisting of supply, design, implementation, operation and maintenance of automatic fare collection system (please refer section 4 and 5 of this RFP for components of automatic fare collection system) for public transport authority. The bidder must have maintained the same project in operation for at least 12 months”.</p> <p>However, each project should have covered all of the above listed requirements</p>	<p>May we request you to modify following clause as :-</p> <p><i>The Bidder must have experience of implementing and operating an automated fare collection system involving design, supply, installation, operation and maintenance of ETM/Validator machines for public transport authority with fleet size of at least 750 buses in the last 7 years. (as on the last date of bid submission) Bidder may submit project experience as per following criteria:</i></p> <p><i>One single project with minimum fleet size of 750 buses Or Multiple projects with minimum fleet size of 300 buses each</i></p> <p><i>A qualifying project shall be defined as “A project consisting of supply, design, implementation, operation and maintenance of automatic fare collection system (please refer section 4 and 5 of this RFP for components of automatic fare collection system) for public transport authority. The bidder must have maintained the same project in operation for at least 12 months”.</i></p> <p><i>However, each project should have covered all of the above listed requirements</i></p> <p>We also kindly request you to allow us to submit Global Projects from our Global subsidiary companies</p>	Refer Corrigendum-1. S.No.5
94	Glossary of Terms, Page 13	Electronic Ticketing Machine is a handheld device used for in-bus fare collection and ticket validation/issuance	Onboard Validators should be added in the definition of Electronic ticketing machine for international players to participate as worldwide the term for ticketing machine is Validators/ Ticket reader	Refer Corrigendum-1. S.No. 2
95	Clause 10.1, Page 122	(i) Advertisement rights – purchaser reserves the advertisement rights on components of AFCS system including the Electronic ticket issuing machines. Advertisement content shall be provided by the purchaser.	Advertisement rights should be provided to SI	Tender Condition prevails

96	Clause 5.1.2.1 , Page 88	GPS (for vehicle/ ETM Tracking system with live details/History Replay such as location/movement etc. data every one minute on active duty)	GPS requirement should be removed as the objective of ETIM is to perform the fare collection system objectives and in Fare collection system deployment as per RFP requirement there is no requirement of location tracking.	Tender condition prevails
97	Clause 5.2, Page 107	Baseline minimum performance is expected at 100% and Lower performance is expected at 95-100%;	In a running bus there are many issues that the etim can face and it is difficult to classify it at an SLA of 100%; No SLA in the world is 100% including human error who is handling the device, there needs to be clear indication of what are the terms of failure and is there a time period for necessary evaluation to classify as non performance to baseline	Tender Condition Prevails
98	Clause 5.2, Page 107	The ETM should be able to print all tickets from ETMs	there needs to be clear indication of what are the terms of failure and is there a time period for necessary evaluation to classify as non performance to baseline or lower performance	Tender condition prevails
99	Clause 5.2, Page 108	Missing transactions per device per duty. Reconciliation of ETM transactions performed in a duty against fare revenue earned per duty considering all fare media such as smart card, credit/debit card, cash and daily pass transactions.	If a NCMC card is used and the device cannot talk to the acquirer due to any issues who will bear the responsibility of such failed transactions,	Tender condition prevails
100	Clause 5.2, Page 109	ETMs with visible physical damages such as damage to display etc. shall only be considered as physically damaged ETMs while calculating "Total available ETMs". DTC shall certify such ETMs as physically damaged.	onboard Validators should be added in the definition of Electronic ticketing machine	Refer Corrigendum-1. S.No. 2
101	Clause 5.1.2.1, Page 88	Touchscreen or touchscreen with Physical Keypad (Minimum of 16 keys on the keypad). Backlit to enable usage at night; bigger, easily identifiable key for printing ticket	Why are minimum 16 keys required. Many ETIM machines are with 12/15 key and a re perfectly capable for operations and if device is touchscreen and keypad few keys can be configurable by touch	Tender condition prevails.
102	Clause 5.1.2.1, Page 89	Battery Management should be such that it is capable of operating at least 20 hours in a day	ETIM are available with a maximum battery spec of 5200MaH battery which is equivalent to a mobile phone and even in case of mobile phone we cannot use a phone for 20 hours continuously without charging, either this clause should be with spare battery . In most cases etim run for 6-8 hours as traditionally etim were not having QR code scanning and if you want to use QR code scanning+card tap+location then battery cannot last even if you have saver mode enabled	Tender condition prevails.
103	Clause 5.1.5, Page 99	The ticket may be booked by using App's own wallet or PayTm/ GooglePay/UPI etc.	Are there any license that we would need to buy from this wallet owners for integration and any third party audit is required for the application, please clarify	Refer corriendum-1. S.No. 13

104	Clause 4.6, Page 77	User Acceptance Testing of AFC system T + 4 months	If the device needs to accept NCMC it needs to have L3 certification which NPCI takes minimum 10-12 weeks; we request to extend to T+6 months if it is with NCMC card	Tender condition prevails.
105	Clause 5.1.4.7, Page 96	All the SAMS (equipment wise) will be issued from DMRC CCHS. Blank SAMS will be provided by DTC.	Please clarify who will responsible for the key injection in SAM Cards	Tender condition prevails. Refer RFP page 89 : SAM modules will be provided by DTC. SAM modules and its integration will be facilitated by DTC through DMRC
106	Clause 5.1.3 Server, Pt. 34 Page 93	Windows 2003 Certified	Kindly change to latest Windows version	Refer corrigendum-1. S.No. 12
107	Section: Glossary of Terms Page Number: 12	Bespoke Software means is custom or tailor-made software developed for the Purchaser.	Kindly confirm whether the Bespoke Software is to be developed by the contractor, or can be outsourced?	Tender condition prevails. Refer clause 24.3 for sub-contractors
108	Section: Eligibility Criteria Page Number: 28 Point: 1	Applicable to Sole bidder/In case of Consortium-all Consortium members	Application clause be altered to: Sole bidder or lead bidder of Consortium	Tender condition prevails
109	Section: Eligibility Criteria Page Number: 29 Point: 5	Applicable to Sole bidder/In case of Consortium-all Consortium members	Application clause be altered to: Sole bidder or lead bidder of Consortium	Refer Corrigendum-1. S.No 4
110	Section: Scope of Service for Service Providers Page Number: 73 Point: 27	Make adequate arrangements, in case of exceptional circumstances, to replace machine in the bus in-case the ETM machine is not working while bus in en route.	The bus will be moved towards nearest depot to get the new instrument, or will a DTC staff from nearest depot be sent to the affected bus with a replacement ETM Machine?	Tender condition prevails. Refer clause 4.5, S.No 5 for details
111	Section: Features of ETM and its capabilities Page number: 86 Point: 48	In case of QR Code based tickets, the ETM shall be capable of reading QR code from mobile device or paper media.	In case of unforeseen circumstances, if QR Code is not readable, what would be the backup plan for such pre-issued tickets?	Tender condition prevails.

112	Page: 29, Experience in Automatic Fare Collection System –ETM Machines	<p>The Bidder must have experience of implementing and operating an automated fare collection system involving design, supply, A1 installation, operation and maintenance of ETM machines for public transport authority with fleet size of at least 1000 buses in the last 7 years. (as on the last date of bid submission) Bidder may submit project experience as per following criteria:</p> <p>One single project with minimum fleet size of 1000 buses</p> <p>Or</p> <p>Multiple projects with minimum fleet size of 400 buses each</p> <p>A qualifying project shall be defined as “A project consisting of supply, design, implementation, operation and maintenance of automatic fare collection system (please refer section 4 and 5 of this RFP for components of automatic fare collection system) for public transport authority. The bidder must have maintained the same project in operation for at least 12 months”.</p> <p>However, each project should have covered all of the above listed requirements</p>	<p>It is requested to reduce the fleet size to up to 200 buses, because the solution used for 200 buses is same for 500/1000 buses; only number of hardware getting expanded and we all understand that success of AFCS is primarily depending on its software.</p> <p>This will help DTC to get more competitive techno-commercial offer as more companies can participate; which in result will benefit to have most optimal solution.</p>	Refer Corrigendum-1. S.No.5
113	Page:30, Experiencein AFCSmartcard	<p>The Bidder must have experience of providing, implementing , operating and maintaining an automated fare collection system with average count of daily smart card based financial transactions for public transport authority in the last 7 years with Minimum 1,00,000 smart card-based transactions per month A qualifying project shall be defined as “A project consisting of supply, design, implementation, operation and maintenance of automatic fare collection system (please refer section 4 and 5 of this RFP for components of automatic fare collection system) for public transport authority. The bidder must have maintained the same project in operation for at least 12 months”. Bidder may submit project experience as per following criteria: One single project with minimum 1,00,000 smart card-based transactions per month Or Multiple projects with minimum 40,000 smart card-based transactions per month However, each project should have covered all of the above listed requirements</p>	<p>We would like to bring your kind attention into the fact that it is complicated to trace down 1,00,000 smart card based transactions per month as it depends on several uncontrolled factors. For example, even if public transport is remained off for certain days (like during these days of COVID), in that case 1 lakh target cannot be achieved. Hence we request to change the criteria to supply of 50,000 closed loop smart cards to public transport authority; which in fact is having more than lacs of smartcard based transaction. This will also give a fair platform for more parties to participate and provide their solution for benefit of DTC.</p>	Tender condition prevails
114	Page:2, Submission of proposal	<p>Proposal Due Date for submission of e- tender: on or before 1500 hours on 19th October 2020</p>	<p>Considering the volume of the project and its complexity, it is requested to extend the submission date so that we can offer better techno-commercial solution to the customer.</p>	Refer Corrigendum-1. S.No.1

115	2.15.1 Eligibility Criteria Page no 28 Point no 1, Registration Status	Bidder shall be any ONE of the following: <ul style="list-style-type: none"> • A company incorporated in India under the Companies Act, 1956 or Companies Act 2013 (as amended till date), and subsequent amendments thereto. • An entity registered under LLP Act 2008 and subsequent amendments thereto. • Partnership firms registered under Indian Partnership Act, 1932 The bidder should have been in operations for the last five years as on the date of publishing of tender notice (including name change/ mergers or acquisitions).	Can a banking company be a bidder for this RFP or become a part of a consortium. For e.g. a vendor providing ETM and related systems and Bank	Tender condition prevails.
116	2.15.1 Eligibility Criteria Page no 28 Point no 2, Turnover	The bidder should have an average annual turnover of at least INR 36 Crores in last 3 financial years. For this criterion, annual turnover of only the bidding entity will be considered. Annual turnover of any parent, subsidiary, associated or other related entity will not be considered.	We request to kindly provide relaxation in providing IT returns. We can submit audited copies of our financial documents (balance sheet and profit and loss account) to prove our financial viability	Refer corrigendum-1. S.No.3
117	2.15.1 Eligibility Criteria Page no 28 Point no 2, Turnover	The bidder should have an average annual turnover of at least INR 36 Crores in last 3 financial years. For this criterion, annual turnover of only the bidding entity will be considered. Annual turnover of any parent, subsidiary, associated or other related entity will not be considered.	Kindly allow to submit the certificate for Annual turnover signed by Authorized signatory instead of of Statutory Auditor for Sole Bidder/Lead Bidder of the consortium	Tender condition prevails
118	2.15.1 Eligibility Criteria Page no 29 Point no 5, Certification	The Bidder should have a valid minimum CMMI Level 3 or higher and/or ISO 9001:2008 certificate as on last date of submission of the bid	Kindly provide relaxation in this criteria. As a bank we do not possess the said certificates however we possess ISO/IEC 27001:2013 Certificate	Tender condition prevails
119	2.15.1 Eligibility Criteria Page no 29 Point no 6, Experience in Automatic Fare Collection System –ETM Machines	The Bidder must have experience of implementing and operating an automated fare collection system involving design, supply, installation, operation and maintenance of ETM machines for public transport authority with fleet size of at least 1000 buses in the last 7 years.	Kindly provide relaxation in this criteria so that other bidders can also take participate in the bidding process	Refer Corrigendum-1. S.No.5
120	2.15.1 Eligibility Criteria Page no 30 Point no 7, Experience in AFCSmartcard	The Bidder must have experience of providing, implementing, operating and maintaining an automated fare collection system with average count of daily smart card based financial transactions for public transport authority in the last 7 years with Minimum 1,00,000 smart card-based transactions per month	Kindly provide relaxation in this criteria so that other bidders can also take participate in the bidding process	Tender condition prevails

121	2.15.1 Eligibility Criteria Page no 31 , Point no 8 - Key Resources	AFC Expert: Engineering Graduate with minimum 10 years of experience on implementation of automated fare collection system for transit organisations. Project Manager: Management Graduate with minimum 10 years of experience on implementation of automated fare collection system for transit organisations MIS reporting Expert: Engineering Graduate with minimum 7 years work experience in MIS reporting with at least one automated fare collection system for transit organisations	Kindly provide relaxation in this criteria. The Bank might not have resources of such expertise and experience on its payroll.	Tender condition prevails
122	4.4. Scope of Work page no 72, point no 1	1. Provide robust and durable ETMs (with complete accessories, extra battery and charger) as per the minimum technical specifications including carrying out the activities incidental and relating thereto.	Please clarify if the merchant is looking for ticket to be issued on the same device + payment application.	Tender condition prevails.
123	4.4. Scope of Work page no 72, point no 1	1. Provide robust and durable ETMs (with complete accessories, extra battery and charger) as per the minimum technical specifications including carrying out the activities incidental and relating thereto.	Kindly let us know how many extra battery, chargers will be required. Also kindly provide more information on what other accessories are required.	Refer S.No.35 and Corrigendum-1 S.No.7
124	4.4. Scope of Work , page no 72, point no 13	13. The ETMs and related infrastructure shall be transferred to Delhi Transport Corporation, in good working condition, at zero cost at the end of the Contract Period	Please note, we provide our POS devices on rental basis and once the contract is over the same will be recovered from the merchant. If the merchant wants to keep the POS devices, the same will have to be purchased by the merchant . Please confirm the pricing to be quoted in the bid for these machines will be on rental basis or on purchase basis	Tender condition prevails.
125	4.4 Scope of Work , page no 72 point no 14	The system shall be scalable to accommodate expansion due to integration with DMRC Automatic Fare Collection systems	Tender condition prevails. Kindly let us know what all third party system will be integrated with the stickeitn platform. Does machine also has to comply with NCMS One nation one card platform	Tender condition prevails. Kindly refer to ETM specifications 5.1.2.1
126	4.4 Scope of Work , page no 73 and 74 point no 29	Provide mobile ticketing solution, payment through mobile from any wallet like Paytm, GooglePay (with generation of QR Code for accepting payment from any above mentioned wallet and vendor is to make arrangement for settling accounts to decide the wallet in consultation with DTC	Kindly provide more information on mobile ticketing solution. What all features will be available in the proposed solution.	Tender condition prevails. Refer section 5.1.5
127	4.6 Project timelines, milestones** point no 6 Page no 77	Pilot roll-out in 1 depot of minimum 100 Buses	Request to kindly extend the timeline for development and pilot roll out of the project. Delivering the project on T+3 months is a shorter period.	Tender Condition prevails

128	4.7 Indicative Bill of quantities Page no 77	4000+ ETM machines 19 lakh thermal paper roll 70 desktop 35 printers broadband, router, man power on field	Kindly let us know that all these hardware devices are to be provided in one go or there will be phase wise delivery of the same. Please also confirm also to provide	Tender condition prevails. Refer section 4.6 for timelines and section 13.1 - Post completion of Pilot Roll Out, stabilization period will be divided into 3 phases for smooth roll out on all the buses.
129	5.1.5 Mobile App Requirements Page no 99	The ticket may be booked by using App's own wallet or PayTm/ GooglePay/UPI etc.	Kindly clarify can user book a ticket using payment gateway mechanism	Refer corrigendum-1, S.No.13.This includes payment gateway mechanism.
130	5.1.7 Reporting requirements Page no 100	Daily + Weekly + Monthly Reports	For customized reports, we need to know the format, frequency and understand requirements of the reports to be developed.	Tender condition prevails. Refer 5.1.7 , S.No.4. Bidder should submit the reports on a regular basis in a mutually decided format and shall develop any other required reports within 15 days of requirement raised by DTC during entire contract period
131	5.2 SLA for AFC system	At Depot Level : INR 50/- per ETM per shift on actual out shedding (excluding special hire buses) for Lower Performance. INR 100/- per ETM per shift on actual outshedding (excluding special hire buses) for Material Breach.	We request to kindly waive off the penalty clause from the RFP. We will not be able to accept the same in its current structure	Tender condition prevails
132	General	Volume of Business	Kindly let us know volume of business is expected through ticket booking. Also would like to know no of ridership and transactions in terms of booking happens on DTC buses.	Tender condition prevails. Bidder is encouraged to undertake site visit, understand project requirements and accordingly submit tender.
133	General	Preferred Banking Partner	Kindly let us know , incase if Bank wins the contract, will the bank will be treated as preferred banking partner. Will the settlement accounts be opened with the Bank.	Tender condition prevails. Bidder will be selected on the basis of terms and conditions strictly mentioned in RFP.
134	96	5.1.4.8 Database management system	What would be your overall instance strategy for implementation (Production, Test, Development, Patch instance, Vision etc.)? How many database instances you will have?	Tender condition prevails. Refer clause 2.15.1 Eligibility Criteria, S.No. 9 Solution Demonstration. A write-up elaborating the implementation, support and maintenance, roll out methodology to be adopted for this project to be provided in PQ Form-11

135	96	5.1.4.8 Database management system	Handling large scale transactions are the key requirements of RDBMS database. We understand the such capability could achieved through clustering and load balancing, please clarify active-active database clustering configuration, so as the nodes can perform read and write operations simultaneously at the common database without any partitioning or 3rd party tools	Refer S.No.134
136	96	5.1.4.8 Database management system	For the reporting and analytics requirements , we suggest to build Analytics database with data visualization tools be used which have out of the box inbuilt machine learning algorithms with self-service capacity. The analytics tool should also be able to provide analytics over mobile devices . The tools should be able to analyze historical data and forecast/ predict future workload which can greatly help in planning and real time decision	Refer S.No.134
137	73	4.4 Scope of Work point 23	The RFP asks to integrated multiple application and to have SOA platform, Please detail the capabilities required for service-oriented architecture (SOA) platform so that the bidder may same platform. Should bidder propose a single deployment and management model, end-to-end security and unified metadata management. Should the platform provide Enterprise Service Bus (ESB), Process manager capability for workflow, Event processing with IoT, Please clarify	Refer S.No.134
138	96	5.1.4.8 Database management system point 2	We understand the security concern of database, so we should leverage the database and table level encryption feature without major compromise of database performance at same time along with backup of database on disc level	Refer S.No.134
139	96	5.1.4.8 Database management system	Please Provide RPO and RTO for disaster recovery setup, we suggest dept. to have a zero data loss setup and replication support for this enterprise grade system. Please clarify	Tender condition prevails. This is based on standard practices and government guidelines.
140	103	5.1.9.1 Application Software Maintenance point 4	Proposed database software should capable to perform real application production workloads so that Real Application Testing can perform using real application production workloads when database tier infrastructure changes	Refer S.No.134
141	103	5.1.9.1 Application Software Maintenance "All patches and upgrades from OEMs"	We suggest single OEM should 24/7 support for all the components like RDBMS software, Operating System for bug fix, patch , upgrade etc..	Tender condition prevails

142	96	5.1.4.8 Database management system	We understand that large volume data growth over the years of operations this data is required for various purposes like reports, OLTP, analytics, etc. Due to the large volume of data which will be accessed by ACFS system with high concurrency it is important that the database should be Capable to handling large scale transactions with good performance also The Database should be able to support converged data type with large concurrency of OLTP transactions for analytics reporting requirements	Refer S.No.134
143	96	5.1.4.8 Database management system	we suggest RDBMS database should be capable that protects data using available backup strategy to provides efficient recoverability to any point in the user-specified recovery window (time period). It leverages the incrementally updated backup features to provide faster backups than whole database backups, and faster recoverability than is possible by applying multiple incremental backups to the last full backup. Also backup strategies use tape backups in addition to disk backups	Refer S.No.134
144	General	General	All the software licenses to be provided by the SI should be enterprise versions, perpetual, full use and should provide patches, fixes, security patches and updates directly from the OEM, if applicable. All the licenses and support (updates, patches, bug fixes, etc.) shall be in the name of DTC.	Tender condition prevails
145	General	General	Method of evaluation of selection of successful Bidder and award of Contract to bidder shall be on L-1 basis. Request to change this clause to QUALITY COST-BASED SELECTION (QCBS) where technical and commercial proposals carry proportional weightage	Tender condition prevails

146	Glossary of Terms (Point 51) (Page 15)	Software means the software designed, developed / customized, tested and deployed by the System Integrator for the purposes of the rendering the Services to the Stakeholders of the Project and includes the source code (in case of Bespoke development) along with associated documentation, which is the work product of the development efforts involved in the Project and the improvements and enhancements effected during the term of the Project, but does not include the third party software products except for the customization components on such products (including the COTS products used for the product), proprietary software components and tools deployed by the System Integrator i.e., the bespoke software, shall be solely owned by the DTC.	SI cannot provide IP rights and source code to DTC, else the project cost will increase substantially, making the project unfeasible for DTC. This point contradicts the Point 20. INTELLECTUAL PROPERTY RIGHTS (Point c) (Page 136) of the RFP, which clearly states that all the IPR including source code shall remain with the bidder or the party developing it. Please provide clarification.	Tender condition prevails.
147	2.1 General (Point 2) (Page 17)	The contract period shall be for a term of 3 years from scheduled Go-Live Date ("the Term").	Request to extend the contract term to 5 years (+ 2 years extendable) to reduce cost for DTC and bring feasibility for the bidder and the project.	Tender condition prevails
148	2.15.1 Eligibility Criteria, Point 2 (Page 28)	Turnover : The bidder should have an average annual turnover of at least INR 36 Crores in last 3 financial years.	Request to relax the average turnover criteria to 2 Crores as many start-ups and MSMEs will not be able to fulfil this criteria. Also, DTC should encourage participation from Indian Start-ups.	Tender condition prevails
149	2.15.1 Eligibility Criteria, Point 3 (Page 28)	Net worth: The bidder should have positive net worth for last three years as of March 31, 2020	Request to relax the criteria and make it as "average positive net worth for last three years as of March 31, 2019" as many start-ups and MSMEs will not be able to fulfil this criteria.	Tender condition prevails
150	2.15.1 Eligibility Criteria, Point 6 (Page 29)	Experience in AFCS-ETIMs: The Bidder must have experience of implementing and operating an automated fare collection system involving design, supply, installation, operation and maintenance of ETM machines for public transport authority with fleet size of at least 1000 buses in the last 7 years. One single project with minimum fleet size of 1000 buses	Request to not limit the experience to one single project as there are not many SPVs/STUs with such a large fleet size. Request to consider the sum of buses of all the projects of public transport authority.	Refer Corrigendum-1. S.No.5
151	2.15.1 Eligibility Criteria, Point 7 (Page 30)	Experience in AFCS Smartcard: The Bidder must have experience of providing, implementing , operating and maintaining an automated fare collection system with average count of daily smart card based financial transactions for public transport authority in the last 7 years with Minimum 1,00,000 smart card-based transactions per month	Request to accept self-certification by bidder along with CA's certificate	Tender condition prevails

152	2.15.1 Eligibility Criteria, Point 8 (Page 30)	<p>Manpower /Key Resource: AFC Expert: Engineering Graduate with minimum 10 years of experience on implementation of automated fare collection system for transit organisations.</p> <p>Project Manager: Management Graduate with minimum 10 years of experience on implementation of automated fare collection system for transit organisations.</p> <p>MIS reporting Expert: Engineering Graduate with minimum 7 years work experience in MIS reporting with at least one automated fare collection system for transit organisations.</p>	Request to relax the experience criteria to 5 Years in all the categories as many Start-ups will not be able to meet the criteria.	Tender condition prevails
153	2.17.3 Performance Security (Page 33)	An amount equivalent of 10 % of total contract value (Performance Security) shall be payable by the bidder for the total duration of the contract.	Request to reduce the performance guarantee to 5% of total contract value. Also requesting relaxation for MSMEs, or in case one of the consortium member is MSMEs	Tender condition prevails
154	4.4 Scope of Work (Page 74)	Scope of the implementation of AFCS: (Point 4) Contact Less Smart Card System	Scope of Work should allow the bidder to launch their own Closed-loop/NCMC Cards.	Tender condition prevails
155	4.4 Scope of Work (Page 74)	Scope of the implementation of AFCS: (Point 9) Mobile ticketing application including any government authorised app-based interface.	Please clarify the meaning and limits of this clause.	Tender condition prevails. Refer section 5.1.5
156	5.1.5 Mobile App Requirements (Point 1) (Page 99)	The bidder will develop a Mobile App (for Android and IOS both) for real time booking of tickets and after booking generate a dynamic QR Code which will be validated by ETM for its Authenticity.	Bidder should be allowed to launch their existing Mobile App.	Tender condition prevails
157	Missing	Co-branding	Products, including Mobile App and CMC Cards, should be co-branded so as to increase the awareness among the customers for the use of digital products and services. This will also incentivise the bidder to promote and market the digital technology and also hold the bidder/firm accountable for their work.	Tender condition prevails
158	5.1.5 (Point 11) Battery (Point 5) (Page 89)	Battery Management should be such that it is capable of operating at least 20 hours in a day.	This should be changed to 8 to 10 hours of battery life as there is no vendor available in the market who can provide such a battery life.	Tender condition prevails.

159	2.15.1 Eligibility Criteria, Page-28	Turnover:- The bidder should have an average annual turnover of at least INR 36 Crores in last 3 financial years. For this criterion, annual turnover of only the bidding entity will be considered. Annual turnover of any parent, subsidiary, associated or other related entity will not be considered.	Request you to kindly amend the turnover requirement by increasing it from INR 36 Crores to at least INR 100 Crores in last 3 financial years.	Tender condition prevails.
160	2.15.1 Eligibility Criteria, Page-30, Experience in AFCSmartcard	Documentary Evidence • Work Order + Completion Certificates from the client; OR • Work Order + Phase Completion Certificate (for ongoing projects) from the client Project details as per format “PQ Form 5”	Please allow the Self-Certificate of Completion and Certification by the Statutory Auditors along with the Work Order for providing documentary evidence of work experience.	Tender condition prevails
161	2.15.1 Eligibility Criteria, Page-29, Experience in Automatic Fare Collection System – ETM Machines	Documentary Evidence • Work Order + Completion Certificates from the client; OR • Work Order + Phase Completion Certificate (for ongoing projects) from the client Project details as per format “PQ Form 5”	Please allow the Self-Certificate of Completion and Certification by the Statutory Auditors along with the Work Order for providing documentary evidence of work experience.	Tender condition prevails
162	2.15.1 Eligibility Criteria, Page-30, Experience in AFCSmartcard	The Bidder must have experience of providing, implementing , operating and maintaining an automated fare collection system with average count of daily smart card based financial transactions for public transport authority in the last 7 years with Minimum 1,00,000 smart card-based transactions per month Or Multiple projects with minimum 40,000 smart card-based transactions per month	The mentioned numbers of transaction should be considered before covid situation, as the numbers of travellers has be drastically decreased post covid.	Tender condition prevails
163	2.15.1 Eligibility Criteria, Page-30, Experience in AFCSmartcard	The Bidder must have experience of providing, implementing , operating and maintaining an automated fare collection system with average count of daily smart card based financial transactions for public transport authority in the last 7 years with Minimum 1,00,000 smart card-based transactions per month	We suggest that PQ should seek experience of CMC or NCMC (Common Mobility Card or National Common Mobility Card) from the bidders to assess their capability to integrate with the DMRC Card.	Tender condition prevails
164	2.17 Award Criteria, Page 33	i. Method for evaluation of selection of successful bidder and award of contract to bidder shall be on L-1 basis.	We suggest that a project of this scale should be evaluated on a QCBS model instead of L1 to arrive at the best mix of technology & price for DTC.	Tender condition prevails
165	4.5 Roles and responsibilities, page 75	Spare batteries for ETM	We suggest that at least one spare battery per ETM be specified for justified comparison of the bids.	Refer corrigendum-1. S.No.7

166	4.4 Scope of Work, page- 72	3. Supply and maintain depot infrastructure.	Kindly clarify the depot infrastructure in detail	Tender condition prevails. Depot infrastructure relates to Depot computers and ETM charging stations
167	4.4 Scope of Work, page- 72	11. Maintain adequate stock of spare ETMs, batteries and any other spares at each depot.	The RFP seeks 4131 ETMs for 3756 buses. As per our experience, additional machines will be required to account for charging time, repairs etc. Therefore we would suggest to keep at least 25% of the additional machines in reference to the no. of buses rather than 10%. We suggest that the DTC to specifies the spare quantity of the ETM to enable a justified compression between bids.	Tender condition prevails.
168	4.4 Scope of Work, page- 72	17. The proposed hardware and software solution shall ensure Vendor independence delivery of modules and equipment as far as possible.	Please help us understand this. What kind of vendor independence is being sought?	Tender condition prevails. Exclusive arrangements with single vendors and technology lock-ins must be avoided to reduce life cycle cost of the system
169	Section 5: Detailed Requirements, 5.1.2 Features of ETM and its capabilities, page 84	27. The ETM performance should not get degraded over the time.	Please reconsider this clause as the bidder is already bound by an SLA.	Tender Condition prevails
170	2.5.2.1 Electronic Ticketing Machine (ETM) (47), page 89	49. Integrate the GPS locations received from the Electronic Ticketing Machine (ETM) which is to be used as a failover option (in case of failure of Mobile Network Video Recorder) to display the live/trail location of the buses. For this integration, all hardware, software, accessories and licenses will be in the bidder scope.	As per this clause, GPS would be sending location info to the backend server and would consume the 2900mAH battery very quickly leaving the ETM device either always plugged on or requiring frequent battery replacements. Both of these will hamper the ticketing operation which is the primary function of the ETM. We suggest this requirement to be removed in the interest of smooth functioning of the Ticketing Solution.	Tender condition prevails.
171	Technical specifications of ETM machines, page 88	SAM Slots: Minimum 1 SAM and 1 SIM slots (validate E-Purse RFID and ISO14443 Cards to connect with other modes) compliant to ISO Standards 7816	The single SAM slot will be used for the DMRC SAM card leaving no SAM slot for any passes or any other smart card. We wish to bring to the attention of DTC that integration with Smart passes or cards of other operators will not be possible with a single SAM slot.	Refer S.No.50

172	Technical specifications of ETM machines, page 88	Communication: In-built tamper-proof SIM Card Holder	SIM Card holders are prone to tampering as they are exposed to allow SIM insertion/extraction by the user. This requirement may be dropped.	Tender Condition prevails
173	5.1.4.2 Central fare collection system, Page-94	The Central Back-office system (also referred as “Central computer system” or “CCS”) shall be along with redundant DR system. The back-office system consists of the core components for daily operations of AFC system. The system shall be used to set configuration parameters (such as tariff, device configuration, product configuration, user configuration etc.) that would be required to operate the system. The system would host all the information required for processing the fare media within the transit ecosystem.	Request you to kindly clarify the hosting requirements. Do the bidders have to establish a CCS at DTC premises? Or do the bidders need to host it on cloud? Please clarify the DC & DR requirements in detail.	Refer corrigendum-1. S.No.16
174	5.1.4.12 Reconciliation, page 98	System should reconcile with cash registers in depot and pass issuance counters at every EOD, reconciliation report should be generated at EOD for each device	Please confirm who would be issuing the Smart Card passes, which will be accepted on the proposed ETMs. We expect this scope will be outside the scope of AFCS bidder and hence the AFCS bidder would not be involved in the pass issuance counter. Therefore such reconciliation may not be feasible.	Refer corrigendum-1, S.No.17.
175	4.7 Indicative Bill of Quantities, page-77	Thermal paper per year- 19,60,000	As per our understanding, the bidder has to supply the quantity specified in the table here. In our understanding, this number may increase for 3 years. Please confirm that any additional requirement of rolls beyond this number will be paid on a unit rate basis.	Refer S.No.22
176	5.2 SLA for AFC system, Page-110	6. Mobile Ticketing Platform availability for online ticket booking INR 5000/- per day for Lower Performance. INR 50000/- per day for Material Breach.	Request you to kindly reduce the Penalty charges.	Tender Condition prevails
177	25. GOVERNING LAW AND DISPUTE RESOLUTION/ ARBITRATION , page 144	(j) Risk of Loss: For each hardware item, System Integrator bears the risk of loss or damage up to the time it is delivered to the System Integrator/DTC-designated carrier for shipment to DTC or DTC’s designated location.	While the clause specifies the risk of theft, damage, loss till the point of delivery to DTC, there is no mention of risk of theft, damage, loss after delivery to DTC. If the equipment installed / provided for by the bidder is stolen /damaged/ Vandalized then how will the bidder be compensated?	Tender condition prevails. Refer clause 123 page 139.

178	2. TRANSFER OF ASSETS AND OWNERSHIP, page 148	(ii) All risk in and title to the Assets to be transferred / to be purchased by DTC pursuant to this Article shall be transferred to DTC, at Go-Live.	Payment by DTC will be done on monthly basis, on per day per ETM basis. Request you to kindly provide at least the capex value to the selected bidder. As you would understand that transferring the title of assets may be done only after 100% payment is received towards these items. Request you consider this and change the transfer of assets accordingly.	Tender Condition prevails
179	5.1.4.15 DC/ DR related requirements, page- 99	The functional specifications for this module	Request you to kindly provide the detail of requirement in DC & DR. The details of infrastructure development, furnishing etc. Pls clarify.	Refer corrigendum, S.No. 16
180	4.9 Indicative Bus Commissioning and Decommissioning Schedule, page- 81	Also, there is a tentative plan for addition of new 1000 AC LF CNG buses (BS-VI compliant) and 300 AC Electric Low Floor buses under FAME-II scheme (OPEX Model) between February to November 2021.	We understand that the tentative plan of additional vehicles in out of scope of work for this project	Refer S.No.77
181	4.7 Indicative Bill of Quantities, page-77	Manpower, Field Manager	Request you to kindly confirm the number of people deployed in field is only 70 for 2 shifts and 365 days. Or there is need of keeping buffer for the same.	Tender condition prevails. Bidder to maintain SLA for manpower
182	5.2 SLA for AFC system	The ETM should be able to print all tickets from ETMs INR 50/- per ETM per shift for Lower performance. INR 100/- per ETM per shift for Material breach.	Request you to kindly reduce the penalty on per ETM	Tender condition prevails
183	2.15.1 Eligibility Criteria, Page-31, Solution Demonstration	Solution demonstration	Request you to kindly include the requirement of Live demonstration with POC. This will help department to achieve better service assurance before the project award.	Tender Condition Prevails
184	General	Contract	Request you to kindly provide the status of the present contract, when is the contract expiring according the project can be planned.	Tender condition prevails. Please refer to timelines given in RFP
185	General	Extra battery and spare battery	Request you to kindly clarify the difference between the extra battery and the spare battery.	Refer corrigendum-1. S.No 7
186	Technical specifications of ETM, Page -89	Battery:- Battery Management should be such that it is capable of operating at least 20 hours in a day	Request you to kindly change this requirement of battery of ETM device, as practically its not possible depending on the project requirement.	Tender condition prevails.

187	Form FIN2: Summary, page-66	Weighted Average number of ETMs for 36 months (indicative)- 1650 Price Per ETM per Day: Grand Total/ (No of ETM * 365 * 3)- Grand Total / (1650 * 365 * 3)	Request you to kindly explain the Weighted Average number of ETMs for 36 months (indicative)- 1650	Tender condition prevails. This is on the basis of weighted average over three years and historic trends of fleet operations. However this will be used for L-1 evaluation only. Refer Fin -2 Carefully
188	20. INTELLECTUAL PROPERTY RIGHTS	Pre-existing work: All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a party under this Agreement (“pre-existing work”) including any enhancement or modification thereto shall remain the sole property of that party. DTC’s license to pre-existing work is conditioned upon its compliance with the terms of this Agreement and the perpetual license applies solely to the pre-existing work that bidder leaves with DTC at the conclusion of performance of the services.	We understand that the project period is for 3 years and in this case it would be difficult to go with perpetual licence. Request you to amend the perpetual licence accordingly.	Tender Condition Prevails
189	General	As per the order of Ministry of Finance regarding restrictions under rule 144 (xi) in the General Finance rules, 2017	Bidder from country which shares a land border with India are allowed to participate as an OEM. Kindly clarify.	Refer S.No.91

190	2.15.1 Eligibility Criteria page No. 29	<p>Experience in Automatic Fare Collection System – ETM Machines</p> <p>The Bidder must have experience of implementing and operating an automated fare collection system involving design, supply, installation, operation and maintenance of ETM machines for public transport authority with fleet size of at least 1000 buses in the last 7 years. (as on the last date of bid submission) Bidder may submit project experience as per following criteria:</p> <p>One single project with minimum fleet size of 1000 buses Or Multiple projects with minimum fleet size of 400 buses each</p> <p>A qualifying project shall be defined as “A project consisting of supply, design, implementation, operation and maintenance of automatic fare collection system (please refer section 4 and 5 of this RFP for components of automatic fare collection system) for public transport authority. The bidder must have maintained the same project in operation for at least 12 months”. However, each project should have covered all of the above listed requirements</p>	<p>We believe that No. of buses does not matter for AFCS experience, as in BRTS solutions ticketing is performed through AFCS equipments available at station only. So, relevant experience needs to be calculated based on no. of ETMs deployed instead of No of Buses. Therefore, we request authority to amend the clause as follows:</p> <p>Experience in Automatic Fare Collection System – ETM Machines</p> <p>The Bidder must have experience of implementing and operating an automated fare collection system involving design, supply, installation, operation and maintenance of ETM machines for public transport authority with fleet size of at least 1000 750 buses in the last 7 years. (as on the last date of bid submission) Bidder may submit project experience as per following criteria:</p> <p>One single project with minimum fleet size of 1000 buses Or Multiple projects with minimum fleet size of 400 150 buses each</p> <p>A qualifying project shall be defined as “A project consisting of supply, design, implementation, operation and maintenance of automatic fare collection system (please refer section 4 and 5 of this RFP for components of automatic fare collection system) for public transport authority. The bidder must have maintained the same project one of the Projects in operation for at least 12 months”. However, each project should have covered all of the above listed requirements</p>	Refer Corrigendum-1. S.No.5
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191	2.15.1 Eligibility Criteria page No. 30	<p>Experience in AFC-SmartcardThe Bidder must have experience of providing, implementing , operating and maintaining an automated fare collection system with average count of daily smart card based financial transactions for public transport authority in the last 7 years with Minimum 1,00,000 smart card-based transactions per month A qualifying project shall be defined as“A project consisting of supply, design, implementation, operation and maintenance of automatic fare collection system (please refer section 4 and 5 of this RFP for components of automatic fare collection system) for public transport authority. The bidder must have maintained the same project in operation for at least 12 months”.Bidder may submit project experience as per following criteria:One single project with minimum 1,00,000 smart card-based transactions per monthOrMultiple projects with minimum 40,000 smart card-based transactions per monthHowever, each project should have covered all of the above listed requirements</p>	<p>We request authority to include ridership instead of smart card transactions it would be more specific. We believe that client wants to check capacity of application platform then it is better if ridership transactions or digital transactions should be considered to check the capability of platform.Experience in AFC-SmartcardThe Bidder must have experience of providing, implementing , operating and maintaining an automated fare collection system with average count of daily smart card based financial transactions for public transport authority in the last 7 years with Minimum 1,00,000 smart card/Ridership based transactions per month A qualifying project shall be defined as“A project consisting of supply, design, implementation, operation and maintenance of automatic fare collection system (please refer section 4 and 5 of this RFP for components of automatic fare collection system) for public transport authority. The bidder must have maintained the same project in operation for at least 12 months”.Bidder may submit project experience as per following criteria:One single project with minimum 1,00,000 smart card-based/Ridership transactions per monthOrMultiple projects with minimum 40,000 smart card/Ridership transactions per monthHowever, each project should have covered all of the above listed requirements</p>	Tender Condition Prevails
192	2.15.1 Eligibility Criteria page No. 30	<p>Key Resources AFC Expert: Engineering Graduate with minimum 10 years of experience on implementation of automated fare collection system for transit organisations. Project Manager: Management Graduate with minimum 10 years of experience on implementation of automated fare collection system for transit organisations MIS reporting Expert: Engineering Graduate with minimum 7 years work experience in MIS reporting with at least one automated fare collection system for transit organisations</p>	<p>Key Resources AFC Expert: Engineering Graduate with minimum 40 8 years of experience on implementation of automated fare collection system for transit organisations. Project Manager: Management Graduate with minimum 40 8 years of experience on implementation of automated fare collection system for transit organisations MIS reporting Expert: Engineering Graduate with minimum 7 years work experience in MIS reporting with at least one automated fare collection system for transit organisations</p>	Tender Condition Prevails

193	Clause 15.2 Page No. 130	<p>(a) DTC may at any time terminate the Contract for any reason by giving the System Integrator a notice of termination by giving 90 days prior written notice that refers to this clause</p> <p>(b) Upon receipt of the notice of termination under this clause, the SI shall either as soon as reasonably practical or upon the date specified in the notice of termination:</p> <ul style="list-style-type: none"> • cease all further work, except for such work as DTC may specify in the notice of termination for the sole purpose of protecting that part of the System already executed, or any work required to leave the site in a clean and safe condition; • terminate all subcontracts, except those to be assigned to DTC pursuant to Clause 15.2 <p>(d) below;</p> <p>(c) repatriate the SI's and its Subcontractors' personnel from the site, remove from the site any wreckage, rubbish, and debris of any kind;</p> <p>(d) in addition, the SI shall:</p> <ul style="list-style-type: none"> • deliver to DTC the parts of the System executed by the SI up to the date of termination; • to the extent legally possible, assign to DTC all right, title, and benefit of the SI to the System, or Subsystem, as at the date of termination, and, as may be required by the Purchaser, in any subcontracts concluded between the SI and its Subcontractors; • deliver to DTC all non-proprietary drawings, specifications, and other documents prepared by the SI or its Subcontractors as of the date of termination in connection with the System. 	Bidder would be investing large amount in the project and this will impact Bidder's cashflow badly. Hence, we recommend to delete <u>15.2 entirely</u> ;	Tender Condition Prevails
194	Clause: 25 page 144	(d) If not satisfied with the resolution provided by Managing Director, DTC disputes or differences shall be referred for adjudication through arbitration by a sole arbitrator appointed by Managing Director, DTC.	We recommend to modify the said clause as below: "(d) If not satisfied with the resolution provided by Managing Director, DTC disputes or differences shall be referred for adjudication through arbitration by a sole arbitrator appointed mutually agreed by Managing Director, DTC and SI."	Tender Condition Prevails

195	Clause: 16 page 132	e) The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which <u>shall in no event exceed one time the total contract value payable under this Agreement</u> . The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in breach of clause 12 – ‘Safety and Security’ and clause 18 – ‘Confidentiality’.	liability cap of 100% of contract value is very high. We should recommend it to 10% of contract value and modify the said clause as below: "e) The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed 10% of the total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in breach of clause 12 – ‘Safety and Security’ and clause 18 – ‘Confidentiality’."	Tender Condition Prevails
196	Form FIN2: Summary (Page No. 66)	Weighted Average number of ETMs for 36 months (indicative): 1650	Please explain that how did DTC get this number (1650) ?	Refer S.No.187
197	4.3 Project Background (Page No. 71)	DTC has introduced smart card enabled Electronic Ticketing Machine (ETMs) for ticketing in buses as a part of its AFCS project. DTC envisages to upgrade the existing AFCS system to have an effective state-of-the-art system that will:	After analysing the RFP requirements, we understand that DTC is willing to deploy a new AFCS system with ETIM. Integration or upgradation of new system with existing AFC System is not required. Please confirm.	Tender condition prevails.
198	4.4 Scope of Work (Page No. 72)	2. Provide, operate and maintain ETM charging infrastructure for charging of ETMs at each bus depot.	Please provide some more details regarding this requirements, including:1. No. of Charging points at each Depots2. Type of Charging infrastructure.3. Do bidder has to provide pigeon-hole message box type charging Infrastructure. If yes then how may boxes are required at each depots.	Refer S.No.35 and Corrigendum-1 S.No.7
199	4.4 Scope of Work (Page No. 72)	2. Provide, operate and maintain ETM charging infrastructure for charging of ETMs at each bus depot.	We understand that DTC will provide Space and Regulated Electricity for charging infrastructure.	Tender condition prevails. Refer Clause 4.5 for Roles and Responsibilities and Section 5 detailed requirements for Electricity and Infrastructure.
200	4.4 Scope of Work (Page No. 72)	4. Provide, operate and maintain UPS (if required) with optimum backup for charging of ETMs at each bus depot.	Please confirm if this requirement is optional or mandatory.	Tender condition prevails.

201	4.4 Scope of Work (Page No. 73)	23. The system shall be designed based on service-oriented architecture, adopt to non-proprietary open standards for <i>seamless integration with external applications such as Intelligent Transport Management System, Mobile applications, DTC existing online Bus Pass System etc. in future.</i>	We assume that DTC will provide necessary support and API/protocol to integrated with these existing systems.	Tender condition prevails. Wherever possible administrative support will be provided by DTC. Bidder to do their own due diligence on costs and quantities before submitting the tender.
202	4.4 Scope of Work (Page No. 74)	6. Cloud Hosting or DC and DR	In the RFP section of 5.1.4.15 DC/ DR related requirements, it is mentioned that DC/DR is required on-premise and DTC will provide space for the same, which is conflicting the requirement mentioned on page no. 74. Please confirm the exact requirement.	Refer corrigendum-1. S.No 16
203	4.4 Scope of Work (Page No. 74)	10. Static QR Codes in each bus for payments through UPI/Paytm/Google Pay etc.	Will DTC bear the printing and mounting cost for static QR code or will that have to be factored by the bidders?	Refer corrigendum-1.S.No.8. Vendor will bear the cost.
204	4.7 Indicative Bill of Quantities (Page No. 77)	Hardware- ETM Machine- 4131	As total buses are 3756 in DTC and ETM machines are asked 4131. Per bus 1 ETM will be issued, keeping in mind the ridership of DTC 1 ETM's battery can be operated for single shift then how will that ETM be operated in 2nd shift? We suggest DTC to consider 1 extra ETM per bus.	Refer S.No.35 and Corrigendum-1 S.No.7
205	4.7 Indicative Bill of Quantities (Page No. 77)	Hardware- ETM Machine- 4131	As total buses are 3756 in DTC and ETM machines are asked 4131, we assume that DTC has also considered spares qty at each depot.	Tender condition prevails. Bidder to maintain SLA for ETM machine availability
206	4.7 Indicative Bill of Quantities (Page No. 78)	On Depot Components Network- Broadband- 35	Please provide the Bandwidth requirement at each depot.	Refer S.No 132
207	4.7 Indicative Bill of Quantities (Page No. 78)	Control room components Network- Broadband- 1	Please provide the Bandwidth requirement at CC.	Refer S.No.132
208	4.7 Indicative Bill of Quantities (Page No. 78)	Control room components Network- P2P Lease line- 1	Please let us know that between which locations this P2P Lease line is required.	Refer S.No 132
209	4.7 Indicative Bill of Quantities (Page No. 78)	Control room components Network- P2P Lease line- 1	Please provide the Bandwidth requirement for P2P lease line.	Refer S.No 132
210	4.8 List of Depots (Page No. 80)	-	Please provide the Lat-Long(Postal Address) of each Depot Location.	Refer S.No 132

			This information is required to calculate broadband cost.	
211	-	-	Please provide the Lat-Long(Postal Address) of CC Location. This information is required to calculate broadband cost.	Refer S.No 132
212	5.1.2.1 Electronic Ticketing Machine (ETM) (Page No. 86)	40. To achieve NCMC common mobility, the service provider shall modify the software to read / write / validate any existing or proposed common mobility smart cards issued by State Government or MoUHA/ smart cards issued by Central Government under various government schemes/ Smart cards issued by Other PTOs in Delhi such as DMRC etc.	Please let us know that by when DTC will introduce NCMC cards. These information is required to estimate server sizing.	Refer S.No.50
213	5.1.2.1 Electronic Ticketing Machine (ETM) (Page No. 86)	40. To achieve NCMC common mobility, the service provider shall modify the software to read / write / validate any existing or proposed common mobility smart cards issued by State Government or MoUHA/ smart cards issued by Central Government under various government schemes/ Smart cards issued by Other PTOs in Delhi such as DMRC etc.	After introducing NCMC cards, how many cards to be issued annually ?	Refer S.No.50
214	5.1.2.1 Electronic Ticketing Machine (ETM) (Page No. 86)	49 Integrate the GPS locations received from the Electronic Ticketing Machine (ETM) which is to be used as a failover option (in case of failure of Mobile Network Video Recorder) to display the live/trail location of the buses. For this integration, all hardware, software, accessories and licenses will be in the bidder scope. 50 The operating system should meet following functional specifications: 1. Support multi-tasking and multi-threading. 2. Seizing of a single resource by more than one competing process. 3. Locking of resource (modem, file) to prevent seizing by another process in case one process is using it. 4. Unlocking of resource to allow another process the usage of the resource. 5. Scheduling to allow the usage of single resource by competing processes. 6. Forced unlocking of resource if a process seized it and crashed without freeing it. 7. Capability of upgrading application and configuration data over the air directly from the Backend server.	Please explain this requirement.	Tender condition prevails.

215	5.1.2.1 Electronic Ticketing Machine (ETM) The technical specifications of ETM machines (Page No. 88)	1. Wireless Wide Area. 3G/4G connectivity;	As Some of the Operators have discontinue their 3G services hence we would request the DTC to amend this requirement as mentioned below: <i>1. Wireless Wide Area. <u>2G/3G/4G</u> connectivity;</i>	Tender Condition Prevails
216	5.1.2.1 Electronic Ticketing Machine (ETM)The technical specifications of ETM machines (Page No. 89)	11. Battery5. Battery Management should be such that it is capable of operating at least 20 hours in a day	Keeping in mind the ridership of DTC, non of ETM will be able to operate for 20 hours. We request DTC to amend this clause.	Tender Condition Prevails
217	5.1.3 Depot computer system (Page No. 91)	2. The network infrastructure at depot should provide a. Router with an access point to all ETMs on network in the depot. b. Dedicated network connection to central fare collection system 3. To upload end of day transactions and download configuration files (as received from central fare collection system), sales and validation devices such as on-board ETMs shall be able to automatically connect to the depot network as soon as bus enters the depot.	ETMs will be connected to central server through 2G/3G/4G, and transfer/receive the information to/from central server. Then please let us know why wireless network infrastructure at depot level is required.	Tender condition prevails. To upload end of day transactions and download configuration files (as received from central fare collection system)
218	5.1.3 Depot computer system (Page No. 91)	2. The network infrastructure at depot should provide a. Router with an access point to all ETMs on network in the depot. b. Dedicated network connection to central fare collection system 3. To upload end of day transactions and download configuration files (as received from central fare collection system), sales and validation devices such as on-board ETMs shall be able to automatically connect to the depot network as soon as bus enters the depot.	Please share the each depot's area which need to be covered by wireless router(Access Point). These information is required to calculate no. of Access Points.	Refer S.No 132
219	5.1.3 Depot computer system Printer paper (Page No. 91)	-	Will DTC bear the Printer's Papers and cartridge/toner's operational cost for project tenure or will that have to be factored by the bidders?	Tender condition prevails. Bidder to consider cost of consumables while Tender submission

220	5.1.3 Depot computer system Printer paper (Page No. 91)	-	If Printer's Papers and cartridge/toner's operational cost is in bidder scope then please provide monthly consumption details.	Refer S.No.219
221	5.1.3 Depot computer system Central Server (Page No. 92)	-	We assume that the Central server will be required if DC/DR will be hosted on premise. No any server is required at depot level. Please confirm.	Refer corrigendum-1. S.No. 16.
222	5.1.4.2 Central fare collection system (Page No. 94)	8. In the event of a failure of the Central fare collection system, there should be a redundant back office system as fall-back measure.	We understand that here 'redundant back office system' means DR system. Please confirm.	Tender condition prevails. Yes
223	5.1.4.8 Database management system (Page No. 96)	8. Shall maintain historic data for 7 years. This period should be configurable based on purchaser's requirement.	We understand from this clause that the Archival Data needs to be stored for 7 years. Please confirm.	Tender condition prevails. Yes
224	5.1.4.8 Database management system (Page No. 96)	8. Shall maintain historic data for 7 years. This period should be configurable based on purchaser's requirement.	For how much time data need to be stored on live database ?	Tender condition prevails. As per standard practices, government guidelines and to be decided with DTC.
225	5.1.4.15 DC/ DR related requirements (Page No 99)	-	What will be the RPO and RTO ?	Refer S.No.224
226	5.1.4.15 DC/ DR related requirements (Page No 99)	-	Will DTC bear the recurring cost for DC to DR connectivity or will that have to be factored by the bidders?	Refer corrigendum-1. S.No. 16
227	-	-	Please provide the following details to estimate the server sizing: 1. Annual Ridership 2. Increase in Ridership per year 3. Data to be maintained in the live database 4. Data to be maintained in archival 5. Concurrent Users of Mobile Application 6. Per Day ticket booking through Mobile application	Refer S.No 132

228	5.2SLA for AFC system page No. 109	Manpower deployment (8 hours/shift availability at depots and control centre) Measuring Duration: Monthly Baseline Minimum: Daily Lower Performance: Unavailable up to 3 days Material breach: Unavailability for more than 3 days	As per Indian Labour Laws, resource is eligible to get 15 days leave in the period of 1 year. We therefore request authority to amend the clause as below: Manpower deployment (8 hours/shift availability at depots and control centre) Measuring Duration: Monthly Baseline Minimum: Daily unavailable up to 1.25 days Lower Performance: Unavailable after 1.25 days up to 3 days Material breach: Unavailability for more than 3 days	Tender Condition Prevails
229	2.17.3 Performance Security page No. 33	The Performance Security in the form of original guarantee in Annexure-B/ Demand Draft/ FDR shall be submitted within 30 days of notification of award done through issuance of the Work Order/ Letter of Award. The validity of the Performance Security is for a period of 6 months beyond the date of completion of all contractual obligation of the System Integrator.	We request authority to minimize the grace period of PBG validity from 6 months to 1 month as it would be sufficient to handover the project to the authority in period of 1 month. Please amend the said clause as below: The Performance Security in the form of original guarantee in Annexure-B/ Demand Draft/ FDR shall be submitted within 30 days of notification of award done through issuance of the Work Order/ Letter of Award. The validity of the Performance Security is for a period of 6 months 1 month beyond the date of completion of all contractual obligation of the System Integrator.	Tender condition prevails
230	2.15.1 (S. no 6)	The Bidder must have experience of implementing and operating an automated fare collection system involving design, supply, installation, operation and maintenance of ETM machines for public transport authority with fleet size of at least 1000 buses in the last 7 years.	Please consider experience of design, supply, installation, operation and maintenance of ETM machines for government authority with 2000 machines in last 7 years. or The bidder sister-concern/shareholding company must have must have experience of implementing and operating an automated fare collection system involving design, supply, installation, operation and maintenance of ETM machines for public transport authority with fleet size of at least 1000 buses in the last 7 years.	Tender condition prevails
231	2.15.1 (S. no 7)	The Bidder must have experience of providing, implementing , operating and maintaining an automated fare collection system with average count of daily smart card based financial transactions for public transport authority in the last 7 years with Minimum 1,00,000 smart card-based transactions per month	The bidder must have experience of handling card based financial transactions for public transport authority in last 7 years with minimum 1,00,000 card based transactions per month.	Tender condition prevails
232			Request for VC Link to attend Pre-bid Meeting for “Selection of System Integrator (SI) for Implementation of Automatic Fare Collection System (AFCS) in DTC Buses”	Tender condition prevails

233	Eligibility criteria - 2.15.1 pt 1 and 5		Reference to below clause -Eligibility criteria, would appreciate if you could consider to replace it as “Sole bidder or lead bidder of consortium” . Reason is because as an International player, MSI has delivered successfully many projects in India but our interest is not to compete with local companies but to build strong local content by transferring our expertise and knowledge to local companies.	Refer corrigendum-1. S.No.5
234			<p>Bid Extension: As per your tender requirement, the prospective bidders need to drop the tender on 19th October 2020. But as your requirements are very high, it will take much time to prepare a proper estimation of the work. As a result, it is not possible for us to prepare a best competitive offer within the time specified by you.</p> <p>Under the above circumstance, we would request for an extension of time for tender submission by at least 5-6 weeks. We hope, you would grant our request in order to ensure fair participation of all bidders.</p>	Refer Corrigendum-1. S.No.1
235	Page 69; From FIN 3	S. No. - 15 - Missing entry	Form - FIN 3, in Control room components, S. No-15 is missing, Requesting you to share the details for the same.	Refer corrigendum-1. S.No.6
236	Page 77; Section 4.7	Hardware - Thermal paper per year 19,60,000	Please clarify on whether provided quantity is in roll or number of tickets? Please confirm.	Tender condition prevails. The quantity is for thermal paper roll
237	Page 125; Section 13.1	· Payment will start post stabilization of ETM machines, in retrospective manner from the date of issuance of first ETM in all depots including pilot depot, phase wise. Payment will be made at end of every month. i.e. Go-Live for the above- mentioned Depots in phased manner.	Payment will be made after each ETM machine deployment (successful implementation) & not waiting till GO-LIVE or complete 3756 bus roll out. Is our understanding correct? Please confirm	Refer S.No.9
238	4.1 Scope of Work. 27	Make adequate arrangement, in case of exceptional circumstances, to replace machine in the bus in-case the ETM machine is not working while bus is on route.	Plan for Pre-printed tickets to be issued in case of ETM failure on duty. If this is required project costs will go up as we need to have manpower to accomplish these. Please clarify on this clause.	Tender condition prevails.
239	5.1.1 Fare media options	The system shall have capability to accept DMRC smart cards as fare media.	Pls clarify if details to use SAM will be provided? Also confirm if SAM will be provided by DTC	Refer S.No.105

240	5.1.1 Features of ETM and its capabilities 5.1.2.1 Electronic Ticketing Machine (ETM). 11 point	ETM shall provide a facility to compute the refund amount as per business rules.	Please provide more details for this feature	Tender condition prevails. Refund amount will be computed in case when the price of the ticket is deducted but ticket is not issued
241	5.1.2.1 Electronic Ticketing Machine (ETM) 25 point	ETM shall be waterproof, dust proof, heat resistant and shock proof.	Request you to amend this requirement as there will be openings required for inserting paper rolls. Also this will be hand carried by the conductor	Tender condition prevails.
242	5.1.2.1 Electronic Ticketing Machine (ETM) 49 point	Integrate the GPS locations received from the Electronic Ticketing Machine (ETM) which is to be used as a failover option (in case of failure of Mobile Network Video Recorder) to display the live/trail location of the buses. For this integration, all hardware, software, accessories and licenses will be in the bidder scope.	Request you amend below clause: (1)Requirement as the battery will not support both the ETM and the GPS requirements. (2) GPS data has to be sent all the time as a back up and hence battery will not support this requirement. (3) Collecting, storing and sending GPS data for VTS is a separate expert area	Tender condition prevails.
243	ETM Component , Minimum Specifications	Battery Li-ion/Li-polymer, minimum 2900 mAh	Please modify to minimum 2400 mAH , plus add that the solution design should meet 9 hours of conductor duty in a single charge	Tender condition prevails.
244	ETM Component , Minimum Specifications	Battery - Battery Management should be such that it is capable of operating at least 20 hours in a day	Requesting you to delete this requirement. With AFC requirements, battery management can be extended to 10-11 hours of operations. With GPS + AFC, the battery may not last even 4-5 hours	Tender condition prevails.
245	General		Kindly requesting you to provide total transaction per second value.	Refer S.No 132
246	General		What will be Database year on year growth rate? Please clarify	Refer S.No 132
247	General		How each Depot are connect? Please clarify	Tender condition prevails. Depots are not connected to each other
248	4.4 Scope of Work	27. Make adequate arrangement, in case of exceptional circumstances, to replace machine in the bus in-case the ETM machine is not working while bus is on route.	Pls plan for Pre-printed tickets to be issued in case of ETM failure on duty. If this is required project costs will go up as we need to have manpower to accomplish these	Tender condition prevails.

249	5.1.1.2 Delhi Metro Rail Corporation (DMRC) Smart cards	1. The system shall have capability to accept DMRC smart cards as fare media.	Pls clarify if details to use SAM will be provided? Also confirm if SAM will be provided by DTC	Refer S.No 105
250	5.1.2.1 Electronic Ticketing Machine (ETM)	11. ETM shall provide a facility to compute the refund amount as per business rules.	More details are to be provided for this feature	Refer S.No.240
251	5.1.2.1 Electronic Ticketing Machine (ETM)	25. ETM shall be waterproof, dust proof, heat resistant and shock proof.	Pls delete this requirement as there will be openings required for inserting paper rolls. Also this will be hand carried by the conductor	Tender condition prevails.
252	5.1.2.1 Electronic Ticketing Machine (ETM)	49. Integrate the GPS locations received from the Electronic Ticketing Machine (ETM) which is to be used as a failover option (in case of failure of Mobile Network Video Recorder) to display the live/trail location of the buses. For this integration, all hardware, software, accessories and licenses will be in the bidder scope.	(1) Pls delete this requirement as the battery will not support both the ETM and the GPS requirements. (2) GPS data has to be sent all the time as a back up and hence battery will not support this requirement. (3) Collecting, storing and sending GPS data for VTS is a separate expert area	Tender condition prevails
253	5.1.2.1 Electronic Ticketing Machine (ETM)	Battery Li-ion/Li-polymer, minimum 2900 mAh	Pls modify to minimum 2400 mAH , plus add that the solution design should meet 9 hours of conductor duty in a single charge	Tender condition prevails.
254	5.1.2.1 Electronic Ticketing Machine (ETM)	Battery - Battery Management should be such that it is capable of operating at least 20 hours in a day	Pls delete this requirement. With AFC requirements, battery management can be extended to 10-11 hours of operations. With GPS + AFC, the battery may not last even 4-5 hours	Tender condition prevails.
255	Page 74 4.4 Scope of Work Point 10	Static QR Codes in each bus for payments through UPI/Paytm/Google Pay etc.	We request you to modify the clause as follows: Dynamic or Static QR Codes in each ETIM for payments through UPI/Paytm/Google Pay etc.	Tender condition prevails.
256	FINANCIAL MATTERS Terms of Payment Page 125	Payment will made on per day per ETM Basis (for both shifts) as per Fin-2 of the RFP and on actual number of ETMs out-shedded on the day i.e. maximum of the ETMs out-shedded either in morning or in evening shift.	This does not look commercially feasible as there may be lots of dependencies and there may be difference in ETIM Provided and ETIM Outshedded. Request you to please include a minimum commitment of ETIM outshedded per day, to be at least 95% of the ETIMs provided under the contract.	Tender condition prevails
257	4.4 Scope of Work	Cloud Hosting or DC and DR	Supply and hosting at state datacentre will increase the cost of the project, hence request you to allow bidder host the application on Cloud instead of DC and DR	Refer Corrigendum-1. S.No. 16
258	Form FIN2: Summary Page No .66	For L1 Calculation purpose only: Weighted Average number of ETMs for 36 months (indicative) - 1650	In the tender there are 3756 number of buses and ETM machine 4131 given. But for L1 calculation purpose ETMs 1650 consider. Request to clarify this difference.	Refer S.No.187

259	2.15.1	The bidder should have an average annual turnover of at least INR 36 Crores in last 3 financial years. For this criterion, annual turnover of only the bidding entity will be considered. Annual turnover of any parent, subsidiary, associated or other related entity will not be considered.	Requesting to change the criteria to "The bidder should have an average annual turnover of at least INR 25 Crores in last 3 financial years. Also allow us to submit the provisional balance sheet for the FY 19-20"	Refer corrigendum-1. S.No.2
260	2.15.2	The Bidder must have experience of implementing and operating an automated fare collection system involving design, supply, installation, operation and maintenance of ETM machines for public transport authority with fleet size of at least 1000 buses in the last 7 years. (as on the last date of bid submission) Bidder may submit project experience as per following criteria: One single project with minimum fleet size of 1000 buses Or Multiple projects with minimum fleet size of 400 buses each A qualifying project shall be defined as "A project consisting of supply, design, implementation, operation and maintenance of automatic fare collection system (please refer section 4 and 5 of this RFP for components of automatic fare collection system) for public transport authority. The bidder must have maintained the same project in operation for at least 12 months". However, each project should have covered all of the above listed requirements	Requesting to change the criteria to " The bidder must have experience of system integration/ Web application development/ Supply and installation of hardware of 2 projects with value of not less then 5 Cr with in the last 3 financial years for any government organisation in India." Work order and completion certificate to be submitted	Refer Corrigendum-1. S.No.5
261	2.15.3	The Bidder must have experience of providing, implementing , operating and maintaining an automated fare collection system with average count of daily smart card based financial transactions for public transport authority in the last 7 years with Minimum 1,00,000 smart card-based transactions per month A qualifying project shall be defined as "A project consisting of supply, design, implementation, operation and maintenance of automatic fare collection system (please refer section 4 and 5 of this RFP for components of automatic fare collection system) for public transport authority. The bidder must have maintained the same project in operation for at least 12 months". Bidder may submit project experience as per following criteria: One single project with minimum 1,00,000 smart card-based transactions per month Or Multiple projects with minimum 40,000 smart card-based transactions per month However, each project should have covered all of the above listed requirements	Requesting to change the criteria to "The bidder must of experience of supplying more then 100000 smart cards in a single project for any government organisation in India." Work order and completion/ Phase completion certificate from the client with minimum 1 lakh cards delivered.	Tender condition prevails.
262	2.15.3	AFC Expert: Engineering Graduate with minimum 10 years of experience on implementation of automated fare collection system for transit organisations. Project Manager: Management Graduate with minimum 10 years of experience on implementation of automated fare collection system for transit organisations MIS reporting Expert: Engineering Graduate with minimum 7 years work experience in MIS reporting with at least one automated fare collection system for transit organisations.	Requesting to allow us to submit the resumes of the required manpower after receiving the LOI/ work order.	Tender condition prevails.

263		General	Requesting to extend the bid submission date by 2 (two) more weeks.	Refer Corrigendum-1. S.No.1
264	2.15 Pre-Qualification Criteria (29) point 6.	<p>Experience in Automatic Fare Collection System – ETM Machines</p> <p>The Bidder must have experience of implementing and operating an automated fare collection system involving design, supply, installation, operation and maintenance of ETM machines for public transport authority with fleet size of at least 1000 buses in the last 7 years. (as on the last date of bid submission) Bidder may submit project experience as per following criteria:</p> <p>One single project with minimum fleet size of 1000 buses</p> <p>Or</p> <p>Multiple projects with minimum fleet size of 400 buses each</p> <p>A qualifying project shall be defined as “A project consisting of supply, design, implementation, operation and maintenance of automatic fare collection system (please refer section 4 and 5 of this RFP for components of automatic fare collection system) for public transport authority. The bidder must have maintained the same project in operation for at least 12 months”.</p> <p>However, each project should have covered all of the above listed requirements</p>	<p>Experience in Automatic Fare Collection System – ETM Machines</p> <p>The Bidder must have experience of implementing and operating an automated fare collection system involving design, supply, installation, operation and maintenance of ETM machines for public transport authority with fleet size of at least 750 buses/with supply of 750 ETMs in the last 7 years. (as on the last date of bid submission) Bidder may submit project experience as per following criteria:</p> <p>One single project with minimum fleet size of 1000 buses</p> <p>Or</p> <p>Multiple projects with minimum fleet size of 150 buses/ETMs each</p> <p>A qualifying project shall be defined as “A project consisting of supply, design, implementation, operation and maintenance of automatic fare collection system (please refer section 4 and 5 of this RFP for components of automatic fare collection system) for public transport authority. The bidder must have maintained atleast one of the projects in operation for at least 12 months”.</p> <p>However, each project should have covered all of the above listed requirements</p> <p>We believe that No. of buses does not matter for AFCS experience, as in BRTS solutions ticketing is performed through AFCS equipment available at station only. So, relevant experience needs to be calculated based on no. of ETMs deployed instead of No of Buses</p>	Refer Corrigendum-1 S.No.5