

**Directorate of State Transport, Haryana**  
**30-Bays Building, 2<sup>nd</sup> Floor, Sector-17, Chandigarh**  
**Website: [www.hartrans.gov.in](http://www.hartrans.gov.in)**

**NOTICE INVITING E-TENDER**

**CORRIGENDUM**

Online tender no. 7/2020-21/SPO/HQ dated 22.12.2020 was invited for selection of bidder for implementation of Open Loop Ticketing System and GPS System on Build Own Operate and Transfer (BOOT) model for a period of five years with last date of submission of tender documents online as 21.01.2021 upto 17.00 hours. As per the request of a no. of prospective bidders, the Corrigendum /clarification to the queries has been uploaded on the E-Tendering website of the department i.e. <https://etenders.hry.nic.in/nicgep/app> as well as <http://hartrans.gov.in> only.

All prospective bidders are requested to go through the above website for further detail of RFP documents and Corrigendum /clarifications.

**Dated: 07.01.2021**

**-Sd/-**  
**Director State Transport**  
**Haryana, Chandigarh.**



# **STATE TRANSPORT DEPARTMENT, GOVERNMENT OF HARYANA**

**Corrigendum Dated 07 January 2021**

**Request for Proposal (RFP)**

**for**

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

**Tender No. 07/2020-21/SPO/HQ**

**Issued By**

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

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## 1 Annexure I – Modification to Important Clauses of the RFP

| RFP Reference(s)<br>(Section, page)  | Previous Clause   | Revised Clause  |
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| <p>Section II - Instructions to Bidders, Clause No. 25.1, Page No. 26, S. No. 5<br/>And<br/>Section IV - Bid Formats and Proformas, Clause No. 4, Page No. 100</p> | <p><b>5. Certifications:</b><br/><b>FI/ Bank:</b><br/>a) FI/Bank should have its financial switch certified for acquiring transactions of Debit/ Credit/ Prepaid Cards in India. The bank should also be certified for acquiring transactions of NCMC Cards (Debit/ Credit/ Prepaid) as per the defined specification.<br/>b) FI/Bank should have its issuer host certified for issuance of NCMC cards</p>  | <p><b>5. Certifications:</b><br/><b>FI/ Bank:</b><br/>a) FI/Bank should have its financial switch certified for acquiring transactions of Debit/ Credit/ Prepaid Cards in India. The bank or its Technology Service Provider should also be certified for acquiring transactions of NCMC/ EMV Cards (Debit/ Credit/ Prepaid) as per the defined specification.<br/>b) FI/Bank should have its issuer host certified for issuance of NCMC/ EMV cards</p>   |
| <p>Section III - General Conditions of Contract &amp; Contract Agreement Format, Clause 3.13.9.3, Page No. 52</p>  | <p>If there is any reduction in taxes/ duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser.</p>  | <p>If there is any reduction/increase in taxes/ duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser.</p>   |
| <p>Section IV - Bid Formats and Proformas, Clause No. 22, Page No. 133</p>   | <p>1. {..... Bank, a nationalised bank registered under the Reserve Bank of India under Act 1934} and having its registered office at ..... (hereinafter referred to as the “First Part/Lead Bidder” which expression shall, unless repugnant to the context include its successors and permitted assigns)<br/>AND<br/>2. {..... Limited, a company incorporated under the Companies Act, 1956} and having its registered office at ..... (hereinafter referred</p> | <p>1. {..... Bank, a nationalised/Scheduled bank registered under the Reserve Bank of India under Act 1934} and having its registered office at ..... (hereinafter referred to as the “First Part/Lead Bidder/ Consortium Partner” which expression shall, unless repugnant to the context include its successors and permitted assigns)<br/>AND<br/>2. {..... Limited, a company incorporated under the Companies Act, 1956} and having its registered office at ..... (hereinafter referred to as the</p> |

| RFP Reference(s)<br>(Section, page)  | Previous Clause   | Revised Clause   |
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|  | <p>to as the “Second Part” which expression shall, unless repugnant to the context include its successors and permitted assigns)</p> <p>3. {....., a company incorporated under the Companies Act, 1956} and having its registered office at ..... (hereinafter referred to as the “Third Part” which expression shall, unless repugnant to the context include its successors and permitted assigns)</p>   | <p>“First Part/Lead Bidder/ Consortium Partner” which expression shall, unless repugnant to the context include its successors and permitted assigns)</p> <p>3. {....., a company incorporated under the Companies Act, 1956} and having its registered office at ..... (hereinafter referred to as the “Third Part” which expression shall, unless repugnant to the context include its successors and permitted assigns)</p>   |
| <p>Section V - Scope of Work, Clause No. 1.1, Page No. 144</p>                 | <p>Can be a no-KYC or minimum-KYC card based on customer preference</p>   | <p>Can be minimum-KYC or full - KYC card based on customer preference</p>  |
| <p>Section V - Scope of Work, Clause No. 6.4.15, Point No. V, Page No. 158</p> | <p>Department may open a separate settlement account with FI/Bank, if required. Post settlement, FI/Bank shall transfer payment of settlement amount on next day (T+1) by 10:00 hours in Department’s designated Account (in Bidder Bank or other Bank). For the transactions occurred on Saturday, Sunday or any holiday as declared under Negotiable Instruments Act 1988 or any bandh/bank strike etc., the transfer of payment will be conducted concurrently on the next working day. Bank shall make flexi deposit on the very same day of credit after leaving minimum balance i.e. mutually agreed for a minimum period of 365 days at Bank Bulk card rate and whenever fund is required to transfer flexi deposit shall reverse as per instruction of Authority.</p> | <p>Department may open a separate settlement account with FI/Bank, if required. Post settlement, FI/Bank shall transfer payment of settlement amount after receiving settlement from NPCI on next day (T+1) by 10:00 hours in Department’s designated Account (in Bidder Bank or another Bank). However, for any online or non NPCI transaction the period of settlement shall be T+1 day. For the transactions occurred on Saturday, Sunday or any holiday as declared under Negotiable Instruments Act 1988 or any bandh/bank strike etc., the transfer of payment will be conducted concurrently on the next working day. Bank shall make flexi deposit on the very same day of credit after leaving minimum balance i.e. mutually agreed for a minimum period of 365 days at Bank Bulk card rate and whenever fund is required to transfer flexi deposit shall reverse as per instruction of Authority."</p> |

| RFP Reference(s)<br>(Section, page)  | Previous Clause   | Revised Clause   |
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|  |   |  |
| Section VII –<br>Technical<br>Specifications,<br>Clause No. 1, Page<br>No. 203 | 8. Printer- Paper Cover open sensor   | 8. Printer - Paper Cover open Sensor & Paper Out<br>Sensor   |
| Section VII –<br>Technical<br>Specifications,<br>Clause No. 1, Page<br>No. 204 | <p>32. GPS:</p> <p>(a) Input Voltage: 8-70 VDC with surge protection</p> <p>(b) GPS Receiver (Quectel L89)</p> <ul style="list-style-type: none"> <li>· Support IRNSS, GPS, GLONASS</li> <li>· Support AGPS, SBAS ranging (WAAS, EGNOS, GAGAN, MSAS)</li> <li>· 66 acquisition channel</li> <li>· Maximum update rate: 10 Hz</li> </ul> <p>(c) GPS tracking Sensitivity</p> <ul style="list-style-type: none"> <li>· Tracking – 166 dBm</li> <li>· Reacquisition – 162 dBm</li> <li>· Cold Starts – 147 dBm</li> </ul> <p>(d) GPS Accuracy – 2.5-meter CEP</p> <p>(e) Bluetooth – Compliant with 3.0 + EDR</p> <p>(f) GPRS Data</p> <ul style="list-style-type: none"> <li>· GPRS Class 12: max 85.6 kbps (downlink/uplink)</li> <li>· PBCCH support</li> </ul> <p>(g) Protocol – Embedded TCP/HTTP protocol</p> <p>(h) Jamming Detection – Yes</p> <p>(i) Antenna (Internal + External) – GPS &amp; GSM high gain antenna</p> <p>(j) Device Working Mode</p> <ul style="list-style-type: none"> <li>· Continuous tracking</li> </ul> | <p>32. GPS</p> <p>a) Input Voltage: Internal</p> <p>b) GPS Receiver:</p> <ul style="list-style-type: none"> <li>• Support GPS, GLONASS</li> <li>• Support AGPS, SBAS ranging</li> <li>• 66 acquisition channels</li> </ul> <p>c) GPS tracking Sensitivity: Standard</p> <p>d) GPS Accuracy: 2.5-meter CEP</p> <p>e) Bluetooth: Compliant with 3.0 + EDR</p> <p>f) GPRS Data:</p> <ul style="list-style-type: none"> <li>• GPRS Class 12: max 85.6 kbps (downlink/uplink)</li> <li>• PBCCH support</li> </ul> <p>g) Protocol: Embedded TCP/HTTP protocol</p> <p>h) Jamming Detection: Yes</p> <p>i) Antenna: Internal GPS &amp; GSM high gain antenna</p> <p>j) Device Working Mode:</p> <ul style="list-style-type: none"> <li>• Continuous tracking</li> <li>• Interval tracking</li> <li>• Sleep mode</li> <li>• Deep sleep mode</li> </ul> <p>k) Input/ Output:</p> |

| RFP Reference(s)<br>(Section, page) | Previous Clause  | Revised Clause  |
|-------------------------------------|--|---|
|                                     | <ul style="list-style-type: none"> <li>· Interval tracking</li> <li>· Sleep mode</li> <li>· Deep sleep mode</li> </ul> (k) Input/ Output <ul style="list-style-type: none"> <li>· 1 digital outputs</li> <li>· 2 analog output</li> <li>· 4 digital input</li> <li>· 1 RS232 (Serial Communication)</li> </ul> (l) Housing – IP 65<br>(m) Accelerometer – 6 Axis | <ul style="list-style-type: none"> <li>• 1 digital outputs</li> <li>• 2 analog output</li> <li>• 4 digital input</li> </ul> l) Housing: IP54<br>m) Accelerometer: 3 Axis (optional) |

**Pre-Bid Queries Response:**

| S. No. | RFP Reference(s) (Section, Page)   | Content of the RFP Requiring clarification  | Points of clarification required   | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed   |
|--------|--|---|--|---------------------------|--|
| 1      | Section V - Scope of Work, Clause No. 13, Page No. 179                         | Workflow-integration approach: The system would adapt workflow management techniques.   | Please clarify the given requirement for a integration layer enabled with workflow Business Process Management (BPM). As the application requires to integrate within and outside purview, it is recommended that rather going for a peer-to-peer or ad-hoc integration, department should seek for an SOA (Service Oriented Architecture) based integration platform and Service bus layer and provides capabilities for business process management in integration process, the platform would address the integration using multi channels and means.   | Clarified                 | The bidder is expected to provide the best possible solution which shall meet the functional requirements and also comply to SLAs. Hence no change |
| 2      | Section VI - Functional Requirement Specifications, Clause No. 4, Page No. 195 | Requirement (for GPS)   | GPS function are the key capabilities required in this RFP, the database must also support the required GPS, spatial and GIS data management, hence Dept. must ask for a database platform that have capabilities for GIS data capture and have native Spatial data GUI tools, department should look for " A data management platform that natively support to store GPS, GIS and spatial data and provide native spatial GUI and studio interface to display the spatial data. The GUI and data management should provide capability of routing, reference models, network data model, geo fencing, spatial data analytics functions and R-tree indexes without any additional cost to Dept." Please clarify | Clarified                 | The bidder is expected to provide the best possible solution which shall meet the functional requirements and also comply to SLAs. Hence no change |
| 3      | Section V - Scope of Work, Clause No. 13, Page No. 179                         | Reliability: Solution would be implemented with clustering technology to ensure the system reliability. Portal server and Integration server are clustered at application level and database server is clustered at Operating System level. | The application need to provide 24*7 up & running application, which could effectively achieved through an active-active native cluster at the application and database tier, rather than providing OS level cluster as mentioned in this RFP, hence Please suggested that dept. should ask " Bidder should provide an native active-active database and application cluster with load balancing so that all the nodes/servers in the cluster are able to perform all the read-write operations simultaneously on a common centralized database without data partitioning or 3rd party tools".   | Clarified                 | The bidder is expected to provide the best possible solution which shall meet the functional requirements and also comply to SLAs. Hence no change |



| S. No. | RFP Reference(s) (Section, Page)                           | Content of the RFP Requiring clarification   | Points of clarification required  | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed |
|--------|--|--|---|---------------------------|--|
| 4      | Section V - Scope of Work, Clause No. 6.4.16, Page No. 158 | 6.4.16 Information and Data Security Measures  | <p>The application would cater some confidential and financial data. Along with the application security, department have not included or specified database level security considerations. Dept. should clarify on the below database and data security capabilities below database security capabilities to be provided:</p> <ol style="list-style-type: none"> <li>1. Database administrators or high privileged users should not able to access the transactional data by accessing the transactional tables.</li> <li>2. Ability to restrict data access through application by-pass.</li> <li>3. The data at rest, backup and transfer over the network should be encrypted.</li> <li>4. Database to be prevented from the sql injections and ability to provide white and blacklists, and able to provide policy best auditing of the database transactions and alerts.</li> <li>5. The offered database should capability in roadmap or it the preview to provide temper-proof blockchain table (i.e. no update or delete)</li> </ol> <p>Please clarify if Bidder has to consider these capabilities.</p> | Clarified                 | As per RFP document                      |
| 5      | Section V - Scope of Work, Clause No. 10.4, Page No. 167   | 10.4 Development and Customization of Software   | <p>Rapid and fast development is required today, such application development framework should be tightly coupled and integrated with data management platform, hence dept. should look for a database that provides an native and free of cost low code development platform hence we suggest that the dept. should seek for a database hat natively provide an integrated and tightly coupled low code web application development platform to develop enterprise application with high security.</p>   | Clarified                 | As per RFP document                      |
| 6      | Section V - Scope of Work, Clause No. 6.7.7, Page No. 161  | 6.7.7 Solution should provide configurable rules with tailored alerts, dashboard visualizations, intelligent role-based workflow, response tools and situation collaboration | <p>As we understand that dept. look to have analytics and ML platform with advanced capabilities, We suggest dept. should elaborate and specify the requirements for analytics and visualization platform, for example please clarify on below requirements:</p> <ol style="list-style-type: none"> <li>1. The proposed tool should provide complete access to reports, dashboards, notifications through a native mobile application on mobile platforms like Android and iOS, for senior executives to view reports while on-the-move.</li> <li>2. The business analytics Platform should offer integrated</li> </ol>   | Clarified                 | As per RFP document                      |

| S. No. | RFP Reference(s) (Section, Page)                                   | Content of the RFP Requiring clarification   | Points of clarification required  | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed  |
|--------|--|--|---|---------------------------|---|
|        |  |  | Scorecard and Strategy Management that enables the Company to achieve alignment between top-level strategic goals, cascaded through a series of objectives, and monitored in real-time through integrated KPIs (Key Performance Indicators)<br>3. The database platform should provide graph data to Ability to model and analyse link-node graphs to represent physical and logical networks used in transportation or in excise to have fraud detection |                           |   |
| 7      | Section V - Scope of Work, Clause No. 13, Page No. 179             | Scalability: System will be deployed across all the locations (Head Quarter, Depot, and Sub-depot) of the State Transport Department, Haryana. As the locations vary in size and functionality it is a mandate requirement that the system would be scalable at modular level. | Requested that please clarify the scale out architecture does Dept. look for scale out architecture for horizontal scalability, so that additional nodes/servers can be added in the cluster with load balancing of all read and write operations on common and centralized database without any downtime.  | Clarified                 | As per RFP document                       |
| 8      | Section V - Scope of Work, Clause No. 13, Page No. 180             | Appropriate Disaster Recovery tools should be provided for recovery of the system and database with minimum down time. The minimum downtime will be finalized during the system design state.  | Please provide the expected RPO and RTO, also should the database provide native zero data loss capabilities? should database provide replication to DR and keeping the minimum logs at near DR to ensure zero data capabilities with minimum storage and processing required at near DR. Please clarify. also does department look for read only transactions at the DR?   | Clarified                 | DC and DR Infra are not part of this RFP. |
| 9      | Section VII - Technical Specifications, Page No. 201               | Generic  | Database, integration and analytics platform are some of the key components of the application design and provisions, they must be provided with highest enterprise capabilities, however they are completely missing from the technical specifications section, we request department to provide the minimum required specifications of these components as well.  | Reject                    | As per RFP document                       |
| 10     | Section II - Instructions to Bidders, Clause No. 25.1, Page No. 25 | Annual Turnover: Consortium partner should have annual turnover of at least INR 8 Crore each during last three financial years ending on 31st March 2020   | It is requested to lower down the turnover criteria for consortium members from INR 8 crore to 1 crore so that more MSME companies can participate which in return will be beneficial to customer in getting better techno-commercial solution.   | Reject                    | As per RFP document                       |

| S. No. | RFP Reference(s) (Section, Page)                                   | Content of the RFP Requiring clarification   | Points of clarification required  | Accept/Reject/Clarified | Clarification/ Revised Clause if Changed  |
|--------|--|--|---|-------------------------|---|
| 11     | Section II - Instructions to Bidders, Clause No. 25.1, Page No. 26 | a) SI should have the minimum experience of AFCS Project implementation during last five years (as on bid submission date) as below:<br>- One (1) project with contract value equal of INR 24 Crore; OR<br>- Two (2) projects with contract value of INR 15 Crore each; OR<br>- Three (3) projects with contract value of INR 12 Crore each.<br>For the purpose of evaluation, AFCS project will be defined as a project for a transport organization including Card/ cash-based transit Fare Collection System where system is integrated with ETIM machines. | It is requested to consider the volume of buses in each project instead of contract value. Because contract value may vary depending on intercity and interstate project. But the solution of AFCS remains the same whether it is interstate or intercity project.      | Reject                  | As per RFP document   |
| 12     | Section II - Instructions to Bidders, Clause No. 25.1, Page No. 27 | a) Lead bidder or its consortium partner(s) should have supplied 1000 or more EMV based ETIM/POS devices to Single or Multiple customers in India or abroad during last 5 years (from date of bid submission).   | Please clarify whether ETIM/POS devices supplied are to be considered for any field or only for transport projects related.   | Clarified               | The clause is self-explanatory that "The bidder should have supplied 1000 or more EMV based ETIM/POS to single or multiple customers in India or abroad during last 5 years"<br>Here customers means any customer either from transport or any other sector |
| 13     | Section I - Invitation to Bidders, Clause No. 10, Page No. 9       | Last date for submission of RFP response - 21.01.2021 at 17:00 Hrs   | Keeping the technical requirements in mind and creating a suitable techno-commercial offer. It is requested to extend the submission date so that we can offer best techno-commercial offer to the transport department.  | Reject                  | As per RFP document   |
| 14     | Section II - Instructions to Bidders, Clause No. 25.1, Page No. 25 | Consortium Partner could be a Company incorporated in India under the companies Act 1956 or Companies Act 2013 (as amended till date) and subsequent amendments thereto  | Kindly confirm, how many consortium companies are allowed?  | Clarified               | Refer Clause 23 of Section II - Instructions to Bidders for consortium partners   |
| 15     | Section II - Instructions to Bidders, Clause 23.3, Page No. 24     | A consortium partner can associate with more than one Lead Bidder for this Tender.   | As per industry practice consortium partner cannot associate with more than one bidder as it may lead to conflict of interest. Therefore, we request you to amend the clause as "A consortium partner cannot associate with more than one Lead Bidder for this Tender". | Reject                  | As per RFP document   |

| S. No. | RFP Reference(s) (Section, Page)   | Content of the RFP Requiring clarification  | Points of clarification required   | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed |
|--------|--|---|--|---------------------------|--|
| 16     | Section III - General Conditions of Contract & Contract Agreement Format, Clause 3.13.9.3, Page No. 52 | If there is any reduction in taxes/ duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser.   | Request to amend the clause as “If there is any reduction / increase in taxes / duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser”.   | Accept                    | Refer Corrigendum                        |
| 17     | Section III - General Conditions of Contract & Contract Agreement Format, Clause 3.14.2, Page No. 52   | In case of deployment of COTS products: Purchaser shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract | We suggest that the bidder will provide perpetual license to the Purchaser with customization done over and above the product, so that the Purchaser will get to use the software along with customization for an unlimited period. However, the IPR of the Product remains with the OEM/Bidder. | Reject                    | As per RFP document                      |
| 18     | Section III - General Conditions of Contract & Contract Agreement Format, Clause 3.17, Page No. 54     | Indemnity: The Bidder shall indemnify the Purchaser...  | The clause provides for indemnifying the Purchaser by the bidder, which is one sided. Hence request you to provide for mutual indemnification of both, Purchaser and Bidder. Kindly amend the clause as “The Bidder and Purchaser shall indemnify each other...”.                                | Reject                    | As per RFP document                      |
| 19     | Section III - General Conditions of Contract & Contract Agreement Format, Clause 3.47.3.1, Page No. 72 | Group ticket will be considered as single transaction.  | Request to amend the clause as: “All group tickets shall be considered individually, e.g., If 4 members have booked ticket in a group, the same shall be considered as 4 transactions”.  | Reject                    | As per RFP document                      |
| 20     | Section III - General Conditions of Contract & Contract Agreement Format, Clause 3.47.3.1, Page No. 72 | Minimum guaranteed volume of tickets in a year: 30 Crore  | Since the scope of work in the RFP involves huge upfront investment and recurring expenses for the bidder, we suggest that minimum volume guarantee be increased to 40 crores ticketing transactions from 30 crores.   | Reject                    | As per RFP document                      |

| S. No. | RFP Reference(s) (Section, Page)  | Content of the RFP Requiring clarification   | Points of clarification required  | Accept/Reject/Clarified | Clarification/ Revised Clause if Changed  |
|--------|---|--|---|-------------------------|---|
| 21     | Section III - General Conditions of Contract, Clause 3.47.3.3, Page No. 74    | Upon go-live and acceptance of the system, the bidder shall be paid as per the monthly invoice submitted against the tickets issued  | The Bank has to not only take care of Capital Expenditure, but also Operating Expenditure towards Issuance & Acquiring year after year over the contract period. For smooth settlement and reconciliation of funds and to save the regular invoice clearance process for the Bank and the Transport Department, we suggest that the payment terms be amended as: The Bank will retain Transaction Charges quoted, from the total revenue, and shall remit/settle the net amount, to the Transport Department on T+2/T+3 working days. | Reject                  | As per RFP document   |
| 22     | Section V – Scope of Work, Clause 6.4.1, Page No. 154                         | FI/Bank shall be responsible for instant issuance of NCMC Cards at depot/sub-depot level   | We understand that the requirement of ‘instant issuance’ pertains to only Non-personalised Cards. Kindly confirm. As personalization of cards involve considerable data capturing, transmission and processing, which is time consuming, it is suggested that duration for issuance of Personalized Cards be considered as 15 working days after completing KYC guidelines.   | Clarified               | Your understanding is correct in case of "instant issuance of NCMC Cards"<br><br>Personalised cards should be delivered in 7 working days |
| 23     | Section V – Scope of Work, Clause 6.6.14, Page No. 160                        | The bidder shall also responsible for integration of existing or new VTS devices fitted on existing or new buses   | As the supplier of VTS devices and the selected Bidder in this project may be two different entities, the primary responsibility for integration should be of the Purchaser. Further, the bidder may carry out the required integration, as per mutually decided terms and conditions.  | Reject                  | As per RFP document   |
| 24     | Section IV – Bid Submission Formats & Proformas, Clause 4 (b).1, Page No. 125 | The penalty in a month shall be capped at maximum of 25% of the monthly invoice.   | The capping of penalty at 25% of the monthly invoice is too high. Request you to amend the clause as “The penalty in a month shall be capped at maximum of 10% of the monthly invoice”.   | Reject                  | As per RFP document   |
| 25     | Section I - Invitation to Bidders, Clause No. 12, Page No. 9                  | Within 15 days of the receipt of notification of award from the department, the successful Bidder shall furnish the performance bank guarantee issued by a Nationalized / Scheduled Bank equivalent to INR 1,50,00,000 (Rupees One Crore Fifty Lakh only) value valid for six months beyond contract period in accordance with the Conditions of Contract, in the Performance Bank Guarantee prescribed at Clause 18 of “Section IV: Bid Submission Formats and Proformas” | Request to revise the clause as " <b>Within 21 working days</b> of the receipt of notification of award from the department, the successful Bidder shall furnish the performance bank guarantee issued by a Nationalized / Scheduled Bank equivalent to INR 1,50,00,000 (Rupees One Crore Fifty Lakh only) value valid for six months beyond contract period in accordance with the Conditions of Contract, in the Performance Bank Guarantee prescribed at Clause 18 of “Section IV: Bid Submission Formats and Proformas”           | Reject                  | As per RFP document   |

| S. No. | RFP Reference(s) (Section, Page)                                     | Content of the RFP Requiring clarification   | Points of clarification required   | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed                        |
|--------|--|--|--|---------------------------|---|
| 26     | Section II - Instructions to Bidders, Clause No. 7.1.21, Page No. 19 | An undertaking duly attested by the notary that i. The bidder is currently not blacklisted or banned by any Govt / Govt Department / Govt Agency / PSU in India for corrupt or fraudulent practices or non-delivery or non-performance in last 3 years   | Request you to consider this on the bidder's letter head as self-declaration/Undertaking.  | Reject                    | As per RFP document   |
| 27     | Section II - Instructions to Bidders, Clause No. 23.3, Page No. 24   | A consortium partner can associate with more than one Lead Bidder for this Tender.   | A consortium partner should not be allowed to be part of more than one Consortium as then the SI/Bank will be at liberty to bid with multiple FI's and dictate the commercial terms for winning with this bid in any manner. Therefore, request to remove this clause.   | Reject                    | As per RFP document   |
| 28     | Section II - Instructions to Bidders, Clause No. 24.7, Page No. 25   | The terms of Bidder's contract / agreement with the sub-contractor (excluding the commercial terms) for this particular assignment shall require the review and approval of the Purchaser and shall be in conformity with the terms of this Contract. Where the Purchaser deems necessary, it may refuse to consent to the delegation of services to the sub-contractor (s). The Lead Bidder shall not amend or modify the terms of contract / agreement with the sub-contractor (s) without the prior written consent of the Purchaser. | In case of sub-contractor, the agreement which shall be executed is an internal bank document and cannot be shared with any third party following the internal compliances of bank. As the authorities will have a right to decide which services can be sub contracted, this would be difficult for the bidder to implement the project. Therefore, request to remove the clause. | Reject                    | Any sub-contracting shall need prior approval of the department |
| 29     | Section II - Instructions to Bidders, Clause No. 24.8, Page No. 25   | The Lead Bidder shall not terminate the contract / agreement with the sub-contractor (s) without prior written consent of the Purchaser. Further, in case the Lead Bidder terminates any contract/arrangement or agreement with a sub-contractor for any reason whatsoever, the Lead Bidder shall ensure the smooth continuation of services by providing forthwith, a suitable replacement which is acceptable to the Purchaser at no additional cost to the Purchaser.   | These clauses are too restrictive and impact the working of the bidder is not allowed to work independently.<br><br>In any which ways the bidder shall indemnify the purchases from all such repercussion arising out of any claims by the sub-contractors. Therefore, request to remove the clause  | Reject                    | As per RFP document   |
| 30     | Section II - Instructions to Bidders, Clause No. 25.1, Page No. 26   | Net Worth - Certificate from Statutory Auditor   | Request you to consider the Financial Information of the Tenderer on Statutory Auditor's /CA's Letter Head. Since all the financial statements are already audited and certified by the Statutory Auditor's only, getting a separate certificate from them will only add cost and time burden on the tender submission. Therefore, request you to please consider CA's             | Accept                    |   |

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|        |  |  | Certificate also. Clause to be revised as" <b>Certificate from Statutory Auditor's/CA's Letter Head"</b>  |                           |  |
| 31     | Section II - Instructions to Bidders, Clause No. 25.1, Page No. 26 | Certifications: FI/ Bank:<br>a) FI/Bank should have its financial switch certified for acquiring transactions of Debit/ Credit/ Prepaid Cards in India. The bank should also be certified for acquiring transactions of NCMC Cards (Debit/ Credit/ Prepaid) as per the defined specification.<br>b) FI/Bank should have its issuer host certified for issuance of NCMC cards | All the NCMC Transit projects done by the banks are through their certified technology service providers and none of the banks have an in-house financial switch certified for NCMC with Offline Capabilities on both issuing and acquiring front. Moreover, any new NCMC Program in any case requires it to be certified by NPCI before Implementation and the same will have to be done for this project also.<br>Therefore, for wider Participation request you to revise the clause as " FI/ Bank:<br>a) FI/Bank should have its financial switch certified for acquiring transactions of Debit/ Credit/ Prepaid Cards in India. The bank or Technology Service Provider should also be certified for acquiring transactions of <b>NCMC/EMV</b> Cards (Debit/ Credit/ Prepaid) as per the defined specification.<br>b) FI/Bank should have its issuer host certified for issuance of <b>NCMC /EMV cards</b> | Accept                    | Refer Corrigendum  |
| 32     | Section II - Instructions to Bidders, Clause No. 25.1, Page No. 26 | For the purpose of evaluation, AFCS project will be defined as a project for a transport organization including Card/ cash-based transit Fare Collection System where system is integrated with ETIM machines  | Kindly confirm the understanding, will integration with Gate Validator's Not qualify for the definition of the AFCS project here?   | Clarified                 | Any project that deals with automated fare collection system will be a valid project |
| 33     | Section II - Instructions to Bidders, Clause No. 25.1, Page No. 27 | Experience - Proof Document  | The bank as an acquirer for contactless smart cards and issuer for EMV cards are not executed through any other organization. and are in house products of the bank. Therefore, proof document like PO/WO/LOA would not be possible to be submitted. Request to revise proof document as " <b>Copy of substantial proof like PO/WO/LOA/Copy of Contract Completion Certificate would be preferred or self-certificate"</b>  | Reject                    | As per RFP document  |

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| 34     | Section II - Instructions to Bidders, Clause No. 25.1, Page No. 27 | ETIM Devices offered - proof Document   | Please allow the bidder in case of PoS Machine which are deployed directly by the bank to its merchant and are not part of any project, getting a PO or Work order for the same is difficult, <b>Also this information for POS is published by RBI on a monthly and is available on the RBI portal.</b> Therefore, request to revise the clause as: "Installation Certificate/ Purchase Order/Copy of contract/Completion certificate issued by the purchaser clearly indicating the quantity of equipment supplied in the project/ <b>Self-Certificate.</b> "  | Clarified                 | As per RFP document   |
| 35     | Section II - Instructions to Bidders, Clause No. 25.1, Page No. 27 | ETIM Devices offered - proof Document (Copy of NPCI-qSPARC certification)   | NPCI does not provide any separate certificate, the list of q SPARC certified device are published on NPCI's website. Therefore, request to remove the clause   | Reject                    | As per RFP document<br>Any valid proof from NPCI should be provided |
| 36     | Section II - Instructions to Bidders, Clause No. 26, Page No. 27   | Experience in implementation of EMV/ Open loop ticketing system for transport sector in India in last 7 years from the last date of bid submission - Lead Bidder or its Consortium partner. 2 Projects – 10 marks each<br>Project Involving following as fare media:<br>(a) EMV/Open loop-based debit/credit/pre-paid cards or RuPay Pre-paid cards (NCCMC/q-Sparc Specs) - 2.5 marks<br>(b) EMV/ Open Loop contactless debit or credit cards - 2.5 marks<br>Number of smart cards issued in project:<br>(a) More than 1 lakh – up to 2 lakh cards – 1 mark<br>(b) More than 2 lakh – up to 3 lakh cards – 2 marks<br>(c) More than 3 lakh – up to 4 lakh cards – 3 marks<br>(d) More than 4 lakh – 5 marks<br>(Completed/ongoing projects) | As the implementation of Open Loop/NCCMC projects in transit sector is relatively new has started within the last 2 Years. Asking for two project with a combination of (a) issuance of Pre-paid/Debit/Credit card (b) Contact less Debit /credit card and (c) with a minimum no. of 1 Lakh cards is relatively stringent for scoring.<br><b>Explanation:</b><br><b>For any bank having issued, Pre-paid and debit/credit card under the same Transit project is very unlikely, also issuance of Open loop smart card under the same project to the tune of 1 Lakh and above is something which only 2 banks have and is restrictive and not allowing other banks to score. Since The EMV card issuance experience can only be fulfilled by the Financial Institution and not the System Integrator.</b><br>Therefore, we request you to please split this clause into mutually exclusive sub clause (and not deleted the clause ) as Technical criteria as provided below:<br><b>1.) The FI should have experience in implementation of EMV/open loop cards for transport sector in India in last 7 years from the last date of bid submission - Lead Bidder or its Consortium partner. " 2 Projects – 5 marks each</b><br><b>Project Involving following as fare media:</b> | Reject                    | As per RFP document   |



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|        |  |  | <p>(a) EMV/Open loop-based debit/credit/pre-paid cards or RuPay Pre-paid cards (NCMC/q-Sparc Specs) - 2.5 marks</p> <p>2.) The FI should have the experience of issuance of EMV/ Open Loop contactless debit or credit cards - 2.5 marks each for 2 projects"</p> <p>3.) The FI) should have the experience of issuance of No. of Smart Cards :</p> <p>(a) More than 1 lakh – up to 2 lakh cards – 1 mark</p> <p>(b) More than 2 lakh – up to 3 lakh cards – 2 marks</p> <p>(c) More than 3 lakh – up to 4 lakh cards – 3 marks</p> <p>(d) More than 4 lakh – 5 marks</p> |                           |  |
| 37     | Section II - Instructions to Bidders, Clause No. 26, Page No. 27     | <p>Projects Involving</p> <p>a) Software Implementation for transit system</p> <p>b) Open Loop Ticketing System</p> <p>c) GPS System</p> <p>d) Issuance of Cards</p> <p>e) WAN setup</p>   | <p>Open loop ticketing system has recently been implemented and there are very few projects where any company has implemented the solution. Therefore, request to revise the parameter clause as " Projects Involving</p> <p><b>a) Software Implementation for transit system</b></p> <p><b>b) GPS System</b></p> <p><b>c) Issuance of Cards</b></p> <p><b>d) WAN setup</b></p>   | Reject                    | As per RFP document                                      |
| 38     | Section II - Instructions to Bidders, Clause No. 27.1.1, Page No. 30 | The financial quote shall be evaluated and marked L1, L2, L3 etc. L1 being the lowest offer and then others in ascending order. In case of a tie, the bid that scored higher technical marks will be considered the best value bid.  | Request to confirm if L1 will be evaluated on base price or total price (inclusive of taxes) in Form 23.2. In case the L1 is evaluated on Total amount, other taxes quoted by different bidders may vary and those taxes has to be borne by the bidder itself. Therefore, it is requested to <b>evaluate L1 on base price of the financial bid</b> only.  | Reject                    | As per RFP document                                      |
| 39     | Section II - Instructions to Bidders, Clause No. 35, Page No. 32     | <p>Transfer / Exit Management</p> <p>The Bidder shall transfer all the assets (including hardware and software) and all related documentation, which will be developed, procured or customized during the project to the purchaser. Bidder shall have to transfer the whole setup in optimum performance conditions as per the contract.</p> | The transfer of all the assets like hardware and software which will implemented would be difficult for the bidder specially the banking services like software for card issuance , card top up devices etc. as they can only be used by a Financial Institution and are bounded by data security mandates by RBI including card and customer data acquired through such applications/devices. Request to please remove this clause for transfer of the assets to the authority.  | Reject                    | The applications which are related to FI may be excluded |

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| 40     | Section III - GCC, Clause No. 3.17, Page No. 54                     | Indemnity  | Please insert indemnity clause for the bank as well where the bidder is indemnified by the purchaser. This is critically important for all the participating agencies  | Reject                    | As per RFP document   |
| 41     | Section III - GCC, Clause No. 3.17.1 (b), Page No. 54               | Any breach of any of the terms of the Bidder's Bid as agreed, the Tender and this Contract by the Bidder, thesis' Team or any third party.   | Any breach of its sub-contractor, as liability of any 3rd party cannot be taken up by the bidder. Therefore, request to modify the clause as " <b>Any breach of any of the terms of the Bidder's Bid as agreed, the Tender and this Contract by the Bidder, thesis' Team</b> " | Reject                    | As per RFP document   |
| 42     | Section III - GCC, Clause No. 3.24.1, Page No. 60                   | Termination for convenience: The Purchaser may at any time terminate the Contract in whole or in part for convenience by giving written notice of sixty (60) days to the bidder. In the event of termination under this para (e), the financial payments, if any, to be paid to the bidder shall be either mutually decided between the Parties or through third party determination/ arbitration at that point of time. | In reference to termination, authority has the right to terminate the contract as per their convenience whereas the bidder does not have such right to protect. Therefore, <b>request to also add a clause for termination as per convenience by bidder.</b>                   | Reject                    | As per RFP document   |
| 43     | Section IV - Bid Formats and Proformas, Clause No. 20, Page no. 126 | SLA - helpdesk   | Kindly, clarify the understanding of helpdesk on which SLAs have been assigned. In reference to helpdesk for bank related services are operated on RBI guidelines which have their own timelines for resolving the query logged. Therefore, such clause has to be eliminated   | Clarified                 | Bank related services will not be included in SLA for helpdesk services |
| 44     | Section IV - Bid Formats and Proformas, Clause No. 20, Page no. 126 | Asset / Inventory Management - Management approval of Physical Asset Verification report   | Request to revise the clause as " <b>Submission of the Asset Verification Report</b> "   | Reject                    | As per RFP document   |
| 45     | Section IV - Bid Formats and Proformas, Clause No. 20, Page no. 127 | Uptime of servers - >=99.8 %   | Request to modify service level to <b>99.5 %</b> as it is a standard across all platforms, even the cloud vendors follow the same and give guarantee of 99.5%  | Reject                    | As per RFP document   |
| 46     | Section IV - Bid Formats and Proformas, Clause No. 20, Page no. 128 | Department would periodically (once a quarter on a random day) request the Bidder to restore the backup data - Rs 5000/- for every restore test failure  | Taking backup and Its restorations are two different things, restoration may also fail you the issues with the Data base, OS etc. Therefore, the penalty can only be applicable for taking backups   | Reject                    | As per RFP document   |

| S. No. | RFP Reference(s) (Section, Page)  | Content of the RFP Requiring clarification  | Points of clarification required   | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed |
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| 47     | Section IV - Bid Formats and Proformas, Clause No. 22 (1,2,3), Page No. 133 | {..... Bank, a nationalised bank registered under the Reserve Bank of India under Act 1934} and having its registered office at ..... (hereinafter referred to as the "First Part/Lead Bidder" which expression shall, unless repugnant to the context include its successors and permitted assigns)  | In reference with eligibility criteria where bank/FI must be nationalized or scheduled bank, the clause in the joint bidding agreement refers the bank as only nationalized bank. Therefore, request you to revise the clause as "{..... Bank, a <b>nationalised/scheduled bank</b> registered under the Reserve Bank of India under Act 1934} and having its registered office at ..... (hereinafter referred to as the "First Part/Lead Bidder" which expression shall, unless repugnant to the context include its successors and permitted assigns)" | Accept                    | Refer Corrigendum                        |
| 48     | Section IV - Bid Formats and Proformas, Clause No. 22, Page No. 133         | 1. {..... Bank, a nationalised bank registered under the Reserve Bank of India under Act 1934} and having its registered office at ..... (hereinafter referred to as the "First Part/Lead Bidder" which expression shall, unless repugnant to the context include its successors and permitted assigns)<br>AND<br>2. {..... Limited, a company incorporated under the Companies Act, 1956} and having its registered office at ..... (hereinafter referred to as the "Second Part" which expression shall, unless repugnant to the context include its successors and permitted assigns)<br>3. {....., a company incorporated under the Companies Act, 1956} and having its registered office at ..... (hereinafter referred to as the "Third Part" which expression shall, unless repugnant to the context include its successors and permitted assigns) | In reference to RFP, FI or SI any one of them can be the lead bidder whereas the said clause in the joint bidding agreement says the bank being first part/lead bidder in the bid and SI being the second part in the bid. Therefore, request you to revise the clause stating FI or SI any one of them can be lead bidder in the said agreement.  | Accept                    | Refer Corrigendum                        |
| 49     | Section IV - Bid Formats and Proformas, Clause No. 22, Page No. 134         | Termination   | Bank should also have the right to termination for breach, convenience and immediate right of termination. Request to amend the clause for giving the rights to bank for termination   | Reject                    | As per RFP document                      |
| 50     | Section V - Scope of Work, Clause No. 1.1, Page No. 144                     | Can be a no-KYC or minimum-KYC card based on customer preference  | Since these are banking cards the compliance for KYC is mandatory even for NCMC card as per RBI guidelines. Therefore, request to revise the clause as " <b>Can be minimum-KYC or full - KYC card based on customer preference</b> "   | Accept                    | Refer Corrigendum                        |

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| 51     | Section V - Scope of Work, Clause No. 6.3.2, Page No. 154  | The selected Bidder shall have to enhance the mobile app and integrate with the centralised ticketing system.  | In reference to enhancement of existing mobile application, our understanding is that the existing mobile app is developed and managed by HSRTC vendor. Therefore, the bidder can share relevant APIs for integration of new development like card related services but the development of the same on mobile application has to be done by the existing vendor of HSRTC. Please confirm the understanding.  | Clarified                 | The selected bidder will have to enhance the existing mobile app and integrate with its system. Existing app is built in-house by State Transport Department. |
| 52     | Section V - Scope of Work, Clause No. 6.4.3, Page No. 155  | Transaction Settlement - Bank will be responsible for cash management, reconciliation and settlement activities  | Kindly, confirm if <b>Cash management</b> referred as total cash collection including ticketing collection, top up collection from all depots across Haryana   | Clarified                 | Yes, your understanding is correct  |
| 53     | Section V - Scope of Work, Clause No. 6.4.3, Page No. 155  | Transaction Settlement - Bank will be responsible for cash management, reconciliation and settlement activities  | In reference to cash management services, the authorities shall allow <b>net settlement</b> of the transaction with the bank in T+1 days i.e. FI shall deduct its share of fee/ charges from the daily collection amount payable to HSRTC  | Reject                    | As per RFP document   |
| 54     | Section V - Scope of Work, Clause No. 6.4.7, Page No. 157  | Service Points Management  | Kindly, confirm the <b>number of service points</b> which shall be managed by the bidder during the tenure of the project  | Clarified                 | At all depots/sub-depots and centralised location in Chandigarh   |
| 55     | Section V - Scope of Work, Clause No. 6.4.15, Page No. 158 | Department may open a separate settlement account with FI/Bank, if required. Post settlement, FI/Bank shall transfer payment of settlement amount on next day (T+1) by 10:00 hours in Department's designated Account (in Bidder Bank or other Bank). For the transactions occurred on Saturday, Sunday or any holiday as declared under Negotiable Instruments Act 1988 or any bandh/bank strike etc., the transfer of payment will be conducted concurrently on the next working day. Bank shall make flexi deposit on the very same day of credit after leaving minimum balance i.e. mutually agreed for a minimum period of 365 days at Bank Bulk card rate and whenever fund is required to transfer flexi deposit shall reverse as per instruction of Authority. | As a standard practice of NPCI, the Settlement of transaction is received by banks on the next day through NPCI and accordingly the FI will have to follow the same as basis the settlement done by Rupay only will the bank be able to settle the amount on second day of transaction in to HSRTC's account.<br>For Illustration:<br>The transaction acquired by bank on 1st Dec'20 for Rs. 10/- is settled and processed by NPCI on 2nd Dec'20 for Rs.10/-. Therefore, maintaining the transaction settlement of T+1 day, bank will settle the transaction post receiving settlement from NPCI on 3rd Dec'20 for Rs. 10/- to HSRTC's account.<br>Therefore, request to modify the clause as " Department may open a separate settlement account with FI/Bank, if required. Post settlement, FI/Bank shall transfer payment of <b>settlement amount after receiving settlement from NPCI on next day (T+1)</b> by 10:00 hours in Department's | Accept                    | Refer Corrigendum   |

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|        |   |   | designated Account (in Bidder Bank or other Bank). For the transactions occurred on Saturday, Sunday or any holiday as declared under Negotiable Instruments Act 1988 or any bandh/bank strike etc., the transfer of payment will be conducted concurrently on the next working day. Bank shall make flexi deposit on the very same day of credit after leaving minimum balance i.e. mutually agreed for a minimum period of 365 days at Bank Bulk card rate and whenever fund is required to transfer flexi deposit shall reverse as per instruction of Authority." |                           |  |
| 56     | Section V - Scope of Work, Clause No. 7.4.1, Page No. 162   | Haryana State Electronics Development Corporation Limited (Hartron) will be the agency for providing DC-DR services on cloud basis to State Transport for implementation of this project.   | Our Understanding is the only the AFC and the GPS tracking application is expected to hosted in the Hartron DC, All banking related application and services shall be hosted out of their existing cloud/In house Premises as all these banking applications requires multiple compliance for security and regulations. Therefore, it will not be possible for any bank to host its application in the SDC. Please clarify?  | Clarified                 | Yes, your understanding is correct   |
| 57     | Section V - Scope of Work, Clause No. 10.10.6, Page No. 174 | Help Desk   | In reference to help desk, please confirm if the helpdesk setup by the bidder will only be executing the services for technical queries and ORS call centre or all the services for customer card support will also be a part of this helpdesk.  | Clarified                 | Helpdesk will cover all the services under the scope of bidder   |
| 58     | Section V - Scope of Work, Clause No. 11 (f), Page No. 177  | The Bidder is encouraged to undertake any activity that shall enhance non-fare revenue. However, before taking any such activity the bidder shall take prior permission from department. The revenue shall be shared with the department. The revenue sharing shall be done with mutual understanding of the bidder and department. Any contracts with any third parties for enhancing the non-fare revenue shall be shared with department for transparency and accountability | Our understanding for non-fare revenue is marketing and branding rights for the bidder on the bus depots etc. Request to please elaborate the definition non-fare revenue. Kindly, specify the components which will come under non-fare revenue.  | Clarified                 | Here, Non-fare revenue means the revenue generated from other sources like - advertisement on tickets, ORS, etc. |

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| 59     | Section V - Scope of Work, Clause No. 15, Page No. 182           | Indicative Bill of Material - NCMC Cards                           | Kindly provide the <b>Estimated number of NCMC Cards</b> that is proposed to be issued under this project, this is vital for the calculation of the Project Cost  | Clarified                 | The intention of the department is to provide NCMC cards to each traveller travelling by Haryana Roadways. Hence the bidder may analyse the number of cards on the basis of data provided in clause 2.1 of Section V - Scope of Work. However, the bidder will have to provide 10 lakh personalised cards for free and concessional travellers in a period of 5 years |
| 60     | Additional   |  | RSRTC is requested to extend the banking service to the winning FI such as:<br>1.) Salary Accounts<br>2.) Salary Remittance Account<br>3.) Current Account<br>4.) Term Deposits<br>5.) Bank Guarantee deposit<br>6.) Remittance A/C<br>7.) Working Capital Loans                          | Reject                    | As per RFP document   |
| 61     | Additional   |  | 1) Average daily collection 2) Types of passes issued 3) Number of commuters using passes 4) Number of commuters using Concessional passes 5) Average daily collection from ORS 6) Number of commuters using ORS 7) Average Ticket Size 8) Break up of ridership, i.e. passes, non-passes | Clarified                 | will be shared with the selected bidder   |
| 62     | Section II - Instructions to Bidders, Clause No. 23, Page No. 23 | 23.1 Other than FI/Bank and SI, one consortium partner is allowed. | Here, "consortium partner" definition is not clear. In a consortium, partners come together complementing each other with their skills sets which are needed for successful execution of the project. So here, consortium should be of FI/BANK, SI and AFC provider.                      | Reject                    | As per RFP document   |

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| 63     | Section II - Instructions to Bidders, Clause No. 23, Page No. 24 | 23.3 A consortium partner can associate with more than one Lead Bidder for this Tender | This will lead Conflict of Interest among the bidders. Hence, we kindly request you not to allow any Consortium Partner (FI/BANK, SI or third partner) to be associate with more than one Lead Bidder.  | Reject                    | As per RFP document                      |
| 64     | Section II - Instructions to Bidders, Clause No. 25, Page No. 25 | 1. Legal Entity  | Technology for Open loop Ticketing System implemented worldwide is same, so we kindly request you to allow technology expert companies from abroad to participate in this tender. You are also allowing work experience from abroad under various Eligibility Criteria and Technical Evaluation Criteria. So, in same line, we kindly request you to relax this clause and allow SI and Consortium Partner can be company incorporated outside India as per respective country laws.  | Reject                    | As per RFP document                      |
| 65     | Section I - Invitation to Bidders, Clause No. 10, Page No. 9     | Important dates:   | We request you to hold a Pre bid meeting so that our points could be discussed in detail and understood in the right perspective and also all bidders are at the same level of understanding. As we are aware about the Covid 19 Pandemic situation, we want you to hold meeting through Video Conferencing   | Reject                    | As per RFP document                      |
| 66     | Section III - GCC, Clause No. 3.30.12, Page No. 64               | In case of Force Majeure, the bidder shall be paid on actual number of transactions.   | Considering the current Covid situation, there is no clarity given by the government on how the passenger transport would be monitored going forward. Moreover, things are also not very clear on how long the covid situation might continue. If the current situation continues for a longer time, then the project would turn out to be non-feasible for the successful bidder. Also, other big State Transport Corporation like UPSRTC & MSRTC give minimum guarantee tickets even during force majeure period and the same is clearly mentioned in their bid document. We request you to modify the clause as follows:<br>In case of Force Majeure the bidder shall be paid on minimum guarantee tickets | Reject                    | As per RFP document                      |

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| 67     | Section III - GCC, Clause No. 3.47.3, Page No. 72   | Provision of 30 crore minimum guaranteed tickets/transactions per year.   | The average annual passenger count over the last 5 years has been above 40 crores as per information given in the tender. Keeping the minimum guarantee at a lower level would mean that the bidders would quote on the basis of 30 crores tickets per annum and hence the per ticket rate quote would be higher. In real terms, when the actual tickets go upto 40 crores per annum, the department would end up paying a higher amount thereby increasing the project cost for the entire contract period. Average is more than 40 Crs in last 5 yrs, hence minimum guaranteed ticket should be at least 40 crores   | Reject                    | As per RFP document                      |
| 68     | Section III - GCC, Clause No. 3.47.3.2, Page No. 74 | Bidder shall be responsible for issuance of personalised and non-personalised NCMC cards. Personalised NCMC cards shall act as Bus Pass which will be issued to free and concessional travellers only as notified by Government of Haryana. Transactions through personalised NCMC cards (0 value ticket) will be counted as transaction. The cost of the personalised NCMC card shall be as per the decision taken by the department and department will collect and retain the cost of cards and will not transfer any amount to the bidder in lieu of issuance of cards. | If Seasonal Passes & concession Cards are also taken as NCMC cards then additional burden of the costly NCMC cards will be finally loaded on Haryana Transport by the bidder. NCMC cards are 10 times costlier than close loop cards considering 5 years of operations. As such only the E-Purse Cards can be NCMC whereas Seasonal Passes & Concession cards can be Closed loop cards. This will save at least 15 Crore cost to Haryana Transport considering 10 Lac cards for 5 years.<br>Why the NCMC Cards are suggested for Buss Pass and Concessional pass, where the cost and maintenance cost of NCMC card is high, whereas normal 1k card can be used as bus pass and concessional pass which reduce will reduce the cost of project. | Reject                    | As per RFP document                      |
| 69     | Section III - GCC, Clause No. 3.47.3.2, Page No.74  | Non-personalised NCMC cards will be issued to general public. The bidder/Bank will only charge the issuance fee to the customer. The bidder/Bank shall not charge any additional/annual fee either from the passenger or the department. Transactions through non-personalised NCMC cards (0 value ticket) will be counted as transaction.  | If Annual Maintenance cost is not allowed for NCMC cards then the bidder will load the whole 5 year cost initially only there by increasing the overall cost of the project for Haryana Transport<br>Request to allow Bidders to charge One Time Cost and Annual Maintenance Cost separately for the NCMC based Smart Card (Pass) & the NCMC Card both.  | Reject                    | As per RFP document                      |



| S. No. | RFP Reference(s) (Section, Page)                                  | Content of the RFP Requiring clarification   | Points of clarification required   | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed |
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| 70     | Section IV - Bid Formats & Proformas, Clause No. 20, Page No. 125 | <p>Implementation Phase:</p> <p>(i) Penalty for delay in final Go-Live of the project at all locations = Rs 20,000/- per day per depot</p> <p>(ii) Penalty for delay in Go-Live of ETIM in the pilot depot = Rs 10,000/- per day per depot</p> <p>(iii) Penalty for delay in the remaining depot (non-pilot depots) compared to the project implementation schedule= Rs 1000/- per day per depot</p> <p>(iv) The penalty shall be capped at INR 2.00 Crore</p> <p>b) During Operation &amp; Maintenance Phase:</p> <p>(i) The penalty in a month shall be capped at maximum of 25% of the monthly invoice.</p> | <p>1. The maximum penalty during implementation period is INR 3 crores - 1 crore liquidated damages and 2 crores as penalty. For a 40 crores budgeted project, the maximum penalty applicable during implementation period is 3 crores, which is 7.50% of the project cost.</p> <p>Normally, in all such ITMS Projects, STUs keep a maximum penalty of 5% of the undelivered portion during the implementation period. This clause, if not changed, will only lead to higher quotes in the project by 7%.</p> <p>2. The maximum penalty during the O&amp;M period in any of such project is usually capped at 5% of the monthly billing value. Keeping the capping at 25% would give every chance to the corporation to thrust the penalty on to the bidder, thereby making it non feasible for the bidder. Alternately, bidder may choose to quote higher prices keeping this huge penalty structure in mind.</p> <p>The logical way would be to cap the maximum penalty at 5% of the monthly billing, and if the monthly penalty cap is exceeded in 4 continuous months, then the cap of 5% shall be removed and penalty shall be charged at actuals for the next quarter.</p> <p>The penalty in a month shall be capped at maximum of 5% of the monthly invoice</p> | Reject                    | As per RFP document                      |
| 71     | Section II - Instructions to Bidders, Clause No. 25, Page No. 26  | <p>FI/ Bank:</p> <p>a) FI/Bank should have its financial switch certified for acquiring transactions of Debit/ Credit/ Prepaid Cards in India. The bank should also be certified for acquiring transactions of NCMC Cards (Debit/ Credit/ Prepaid) as per the defined specification.</p> <p>b) FI/Bank should have its issuer host certified for issuance of NCMC cards</p>  | <p>In the current scenario, All the NCMC Transit projects done by the banks are through their certified Technology service provider and none of the banks have an in-house financial switch certified for NCMC with Offline Capabilities on both issuing and acquiring front. Therefore, for wider Participation request you to revise the clause</p> <p>FI/ Bank:</p> <p>a) FI/Bank should have its financial switch certified for acquiring transactions of Debit/ Credit/ Prepaid Cards in India. The bank or Technology Service Provider should also be certified for acquiring transactions of NCMC/EMV Cards (Debit/ Credit/ Prepaid) as per the defined specification.</p>  | Accept                    | Refer Corrigendum                        |

| S. No. | RFP Reference(s) (Section, Page)                                 | Content of the RFP Requiring clarification   | Points of clarification required   | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed |
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|        |  |  | b) FI/Bank should have its issuer host certified for issuance of NCMC /EMV cards   |                           |  |
| 72     | Section II - Instructions to Bidders, Clause No. 26, Page No. 27 | <p>Experience in implementation of EMV/ Open loop ticketing system for transport sector in India in last 7 years from the last date of bid submission - Lead Bidder or its Consortium partner. (Completed/ongoing projects) 2 Projects – 10 Marks each</p> <p>Project Involving following as fare media</p> <p>a) EMV/ Open loop-based debit/credit/pre-paid cards or RuPay Pre-paid cards (NCMC/q-Sparc Specs) b) EMV/Open loop contactless debit or credit cards (2.5 marks each)</p> <p>Number of smart cards issued in project:</p> <p>a) More than 1 lakh – up to 2 lakh cards – 1 mark<br/> (b) More than 2 lakh – up to 3 lakh cards – 2 marks<br/> (c) More than 3 lakh – up to 4 lakh cards – 3 marks<br/> (d) More than 4 lakh – 5 marks</p> | <p>The clause is relatively stringent which allows hardly one or two banks to qualify the criteria. Therefore, request to revise the clause for benefit of larger audience</p> <p>Experience in implementation of EMV/open loop cards for transport sector in India in last 7 years from the last date of bid submission - Lead Bidder or its Consortium partner. (Completed/ongoing projects) 2 Projects – 10 marks each</p> <p>Project Involving following as fare media:</p> <p>Experience in issuance of EMV/ Open Loop contactless debit or credit cards</p> <p>a) More than 1 lakh – up to 2 lakh cards – 1 mark<br/> (b) More than 2 lakh – up to 3 lakh cards – 2 marks<br/> (c) More than 3 lakh – up to 4 lakh cards – 3 marks<br/> (d) More than 4 lakh – 5 marks</p>   | Reject                    | As per RFP document                      |
| 73     | Section II - Instructions to Bidders, Clause No. 26, Page No. 27 | <p>IT implementation projects in India or abroad in last 7 years of Lead bidder or its consortium partner– Completed Projects (Completed projects refers to projects where Go live/Acceptance has occurred) Worth of Project</p> <p>a) More than 5 Crore to up to 8 Crore - 2 Marks<br/> b) More than 8 Crore to up to 12 Crore - 3 Marks<br/> c) More than 12 Crore to up to 16 Crore - 4 Marks<br/> d) More than 16 Crores - 5 Marks</p> <p>Projects Involving</p> <p>a) Software Implementation for transit system - 1 Marks<br/> b) Open Loop Ticketing System - 1 Marks<br/> c) GPS System - 1 Marks<br/> d) Issuance of Cards - 1 Marks<br/> e) WAN setup - 1 Marks</p>  | <p>There are very few companies today having the experience of 2 projects requested. Moreover, since this is not a QCBS evaluation, asking for 2 projects with the necessary experience in all aspects would not add much value. Rather a single project with a larger size (that of Haryana tender say INR 40 crores) would be more justified. Alternatively, multiple options could be given for bidders to meet this criterion such as Online Reservation, Mobile Application etc, as suggested.</p> <p>IT implementation projects in India or abroad in last 7 years of Lead bidder or its consortium partner– Completed Projects (Completed projects refers to projects where Go live/Acceptance has occurred) Worth of Project</p> <p>a) More than 5 Crore to up to 8 Crore - 2 Marks<br/> b) More than 8 Crore to up to 10 Crore - 3 Marks<br/> c) More than 10 Crore to up to 12 Crore - 4 Marks<br/> d) More than 12 Crores - 5 Marks</p> | Reject                    | As per RFP document                      |

| S. No. | RFP Reference(s) (Section, Page)                                 | Content of the RFP Requiring clarification  | Points of clarification required  | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed |
|--------|--|---|---|---------------------------|--|
|        |  |   | <p>Projects Involving any five of below</p> <p>a) Software Implementation - 1 mark</p> <p>b) Open Loop Ticketing System - 1 mark</p> <p>c) GPS System - 1 mark</p> <p>d) Issuance of Cards - 1 mark</p> <p>e) WAN setup - 1 mark</p> <p>f) Online Reservation System - 1 mark</p> <p>g) Mobile App - 1 mark</p> <p>h) Counter Ticketing - 1 mark</p> <p>I) E-ticketing System - 1 mark</p> <p>j) Supply of Hardware – 1 Mark</p>  |                           |  |
| 74     | Section II - Instructions to Bidders, Clause No. 26, Page No. 27 | <p>IT implementation projects in India or abroad in last 7 years of Lead bidder or its consortium partner– Completed Projects (Completed projects refers to projects where Go live/Acceptance has occurred) Worth of Project</p> <p>a) More than 5 Crore to up to 8 Crore - 2 Marks</p> <p>b) More than 8 Crore to up to 12 Crore - 3 Marks</p> <p>c) More than 12 Crore to up to 16 Crore - 4 Marks</p> <p>d) More than 16 Crores - 5 Marks</p> <p>Projects Involving</p> <p>a) Software Implementation for transit system - 1 Marks</p> <p>b) Open Loop Ticketing System - 1 Marks</p> <p>c) GPS System - 1 Marks</p> <p>d) Issuance of Cards - 1 Marks</p> <p>e) WAN setup - 1 Marks</p> <p>IT implementation projects involving Ticketing Experience in transport sector in India or abroad in last 7 years of Lead bidder or its consortium Partner – Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred)</p> <p>2 Projects –5 Marks Project Involving Web based ticket reservation for public interface (Online reservation system) - 2 Marks</p> <p>Ticket issuance from ticket Counter - 1 Marks</p> <p>Ticket issuance from Handheld devices - 2 Marks</p> | <p>There are very few companies today having the experience of 2 projects requested. Moreover, since this is not a QCBS evaluation, asking for 2 projects with the necessary experience in all aspects would not make much sense. Rather a single project with a larger size (that of Haryana tender say INR 40 crores) would be more justified.</p> <p>IT implementation projects involving Ticketing Experience in transport sector in India or abroad in last 7 years of Lead bidder or its consortium Partner – Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred)</p> <p>1 Projects –10 Marks Project Involving Web based ticket reservation for public interface (Online reservation system) - 4 Marks</p> <p>Ticket issuance from ticket Counter - 2 Marks</p> <p>Ticket issuance from Handheld devices - 4 Marks</p> | Reject                    | As per RFP document                      |

| S. No. | RFP Reference(s) (Section, Page)                                  | Content of the RFP Requiring clarification  | Points of clarification required  | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed |
|--------|---|---|---|---------------------------|--|
| 75     | SectionVII - Technical Specifications, Clause No. 1, Page No. 204 | ETIM Specifications<br>Point 29 - Ingress IP54<br>Point 32 Housing IP 65                              | IP 65 cannot be part of ETIM specification as the ETIM PoS will have an open card slot for contact & swipe card facility. As such it cannot be water resistant and as such cannot be IP65.<br>ETIM Specifications<br>ETIM is have Printer slot, hence it is not possible to have IP65 rating, request you to consider IP 54rating for ETIM Machines   | Clarified                 | Refer Corrigendum                        |
| 76     | SectionVII - Technical Specifications, Clause No. 1, Page No. 204 | Point 32, GPS   | Specifications of AIS 140 to be removed from ETIM Specifications as AIS140 protocols are set for independent devices & not for PoS with GPS facility Specs of AIS 140 GPS has been mention, ETIM GPS is only used for tracking, it not specific AIS 140 system,<br>If AIS 140 GPS tracking is required, request you to add AIS 140 GPS devices in the BOQ or else remove the AIS 140 specs for the ETIM specs   | Clarified                 | Refer Corrigendum                        |
| 77     | Section III - GCC, Clause No. 3.47.3.3, Page No. 74               | In case of any event of default by bidder as per clause 3.21 of this section, no payment will be paid | Bank will not fund the project or get approval for this project due to this clause.<br>Events of default include, among other clauses, failure on the part of the Bidder to perform any of its obligations or comply with any of the terms of this Contract, including failure to perform any instructions or directives issued by the Purchaser, failure to confirm / adhere to any of the key performance indicators as laid down in the Key Performance Measures / Service Level Agreements, failure to remedy a defect or failure to perform its obligations in accordance with the specifications issued by the Purchaser, failure to adhere to any amended direction, instruction, modification or clarification as issued by the Purchaser during the term of this Contract.<br>For all the above non compliances or non-meeting of service levels, appropriate penalty shall be levied and recovered from the system integrator. In addition, if payments are not released, it would mean the penalty is 100% of the monthly billing.<br>With this clause, all the prospective bidders would think twice for participating in this tender. Or else participate at | Reject                    | As per RFP document                      |

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|        |  |  | very high margins and high prices, which would anyway not be beneficial for the corporation.<br>There is already penalty is imposed on non-performance by bidder, request to change<br>In case of any event of default by bidder as per clause 3.21 of this section, Penalty will be imposed.   |                           |  |
| 78     | Section I - Invitation to Bidders, Clause No. 10, Page No. 9,      | The Bidders are required to submit their tender documents online along with hard copy of technical proposal only (to be submitted the following working day) in the department as per the dates mentioned in the important dates of clause 10 of section I: Invitation to Bidders.   | As we all are aware regarding the Pandemic situation, we request the authority to only accept the online bid and as the hard copy of the technical bid is a challenge in these times.   | Reject                    | As per RFP document                      |
| 79     | Section II - Instructions to Bidders, Clause No. 25.1, Page No. 26 | Certifications: FI/ Bank:<br>a) FI/Bank should have its financial switch certified for acquiring transactions of Debit/ Credit/ Prepaid Cards in India. The bank should also be certified for acquiring transactions of NCMC Cards (Debit/ Credit/ Prepaid) as per the defined specification.<br>b) FI/Bank should have its issuer host certified for issuance of NCMC cards | All the NCMC Transit projects done by the banks are through their certified technology service providers and none of the banks have an in-house financial switch certified for NCMC with Offline Capabilities on both issuing and acquiring front. Moreover, any new NCMC Program in any case requires it to be certified by NPCI before Implementation and the same will have to be done for this project also.<br>Therefore, for wider Participation request you to revise the clause as " FI/ Bank:<br>a) FI/Bank should have its financial switch certified for acquiring transactions of Debit/ Credit/ Prepaid Cards in India. The bank or Technology Service Provider should also be certified for acquiring transactions of NCMC/EMV Cards (Debit/ Credit/ Prepaid) as per the defined specification.<br>b) FI/Bank should have its issuer host certified for issuance of NCMC /EMV cards | Accept                    | Refer Corrigendum                        |
| 80     | Section II - Instructions to Bidders, Clause No. 23, Page No. 24   | A consortium partner can associate with more than one Lead Bidder for this Tender. However, the lead bidder/Single bidder would not be allowed to submit a second bid either individually or as a consortium partner. Non-compliance to this clause will lead to disqualification of bid and forfeiture of EMD.  | Request you change the clause as<br>A consortium partner or a lead bidder/single bidder cannot be associate with more than one bid either individually or as a consortium partner. Non-compliance to this clause will lead to disqualification of bid and forfeiture of EMD.  | Reject                    | As per RFP document                      |

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|--------|--|---|---|---------------------------|--|
| 81     | Section II - Instructions to Bidders, Clause No. 37, Page No. 33 | Other Negotiation and Concession terms as per Government of Haryana   | This policy is more like a reverse auction. Request to kindly exclude this clause from the tender.  | Reject                    | As per RFP document  |
| 82     | Section V - Scope of Work, Clause No. 6.3, Page No. 154          | Bidder shall be required to operate a 24x7 call centre services for the users of mobile ticketing system and technical support to resolve their queries.  | Request you to add no of manpower   | Clarified                 | Centralised help desk is envisaged. The bidder shall set up the Helpdesk in a manner so as to fulfil the SLA's |
| 83     | Section V - Scope of Work, Clause No. 6.4.5, Page No. 156        | Provide necessary hardware for all required applications as per mentioned Scope of the Services to be provided by the bidder. Kindly refer Bill of material as per clause 15 of section V of the RFP document.  | As per our understanding Haryana transport will provide all the necessary hardware (expect bill of material of clause 15 of section of the RFP which will be provided by the bidder)  | Clarified                 | Yes, your understanding is correct   |
| 84     | Section II - Instructions to Bidders, Clause No. 26, Page No. 27 | <p>Experience in implementation of EMV/ Open loop ticketing system for transport sector in India in last 7 years from the last date of bid submission - Lead Bidder or its Consortium partner. 2 Projects – 10 marks each</p> <p>Project Involving following as fare media:</p> <p>(a) EMV/Open loop-based debit/credit/pre-paid cards or RuPay Pre-paid cards (NCMC/q-Sparc Specs) - 2.5 marks</p> <p>(b) EMV/ Open Loop contactless debit or credit cards - 2.5 marks</p> <p>Number of smart cards issued in project:</p> <p>(a) More than 1 lakh – up to 2 lakh cards – 1 mark</p> <p>(b) More than 2 lakh – up to 3 lakh cards – 2 marks</p> <p>(c) More than 3 lakh – up to 4 lakh cards – 3 marks</p> <p>(d) More than 4 lakh – 5 marks</p> <p>(Completed/ongoing projects)</p> | <p>As the implementation of Open Loop/NCMC projects in transit sector is relatively new has started within the last 2 Years. Asking for two project with a combination of (a) issuance of Pre-paid/Debit/Credit card (b) Contact less Debit /credit card and (c) with a minimum no. of 1 Lakh cards is relatively stringent for scoring.</p> <p>Explanation:</p> <p>For any bank having issued, Pre-paid and debit/credit card under the same Transit project is very unlikely, also issuance of Open loop smart card under the same project to the tune of 1 Lakh and above is something which only 2 banks have and is restrictive and not allowing other banks to score. Since The EMV card issuance experience can only be fulfilled by the Financial Institution and not the System Integrator.</p> <p>Therefore, we request you to please split this clause into mutually exclusive sub clause (and not deleted the clause ) as Technical criteria as provided below:</p> <p>1.) The FI should have experience in implementation of EMV/open loop cards for transport sector in India in last 7 years from the last date of bid submission - Lead Bidder or its Consortium partner. " 2 Projects – 5 marks each</p> | Reject                    | As per RFP document  |

| S. No. | RFP Reference(s) (Section, Page)                                   | Content of the RFP Requiring clarification   | Points of clarification required   | Accept/Reject/Clarified | Clarification/ Revised Clause if Changed   |
|--------|--|--|--|-------------------------|--|
|        |  |  | <p>Project Involving following as fare media:</p> <p>(a) EMV/Open loop-based debit/credit/pre-paid cards or RuPay Pre-paid cards (NCCMC/q-Sparc Specs) - 2.5 marks</p> <p>2.) The FI should have the experience of issuance of EMV/ Open Loop contactless debit or credit cards - 2.5 marks each for 2 projects"</p> <p>3.) The FI) should have the experience of issuance of No. of Smart Cards :</p> <p>(a) More than 1 lakh – up to 2 lakh cards – 1 mark<br/> (b) More than 2 lakh – up to 3 lakh cards – 2 marks<br/> (c) More than 3 lakh – up to 4 lakh cards – 3 marks<br/> (d) More than 4 lakh – 5 marks</p> |                         |  |
| 85     | Section V - Scope of Work, Clause No. 6.4.6, Page No. 156          | ii. Authority may appoint 3rd party agency to certify the data formats and standards used by bidder for terminal interface.  | Who will bear the cost of 3rd party agency certificate   | Clarified               | The cost of third-party agency will be borne by purchaser. However, for any non-compliance the cost shall transfer to bidder |
| 86     | Section V - Scope of Work, Clause No. 6.6, Page No. 160            | The map shall be capable of supporting a variety of map attributes that shall include, but not be limited to, all streets, highways, prominent geographical features, routes, bus stops, time points, and transfer points. The provision for selective updates of the base map and to any selected overlays shall be possible without reimporting the entire map and all overlays and without loss of prior map. | Who will provide the MAPs services, if Bidder needs to provide kindly add in the Bill of material  | Clarified               | APIs for track and trace can be obtained from specified agencies   |
| 87     | Section V - Scope of Work, Clause No. 14, Page No. 180             | Minimum Resource Requirement   | Kindly provide the number of resources are required.   | Clarified               | The minimum resource requirement is mentioned in clause 14, of Section V - Scope of Work of RFP document.                    |
| 88     | Section VII - Technical Specifications, Clause No. 6, Page No. 206 | Antivirus  | Kindly add required qty of antivirus in the bill of material   | Clarified               | Antivirus shall be provided by department  |

| S. No. | RFP Reference(s) (Section, Page)                                    | Content of the RFP Requiring clarification  | Points of clarification required   | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed                                |
|--------|---|---|--|---------------------------|---|
| 89     | Section V - Scope of Work, Clause No. 10.10.3, Page No. 173         | Network Monitoring Tool   | As per our understanding Haryana transport will provide the network monitoring tool.   | Clarified                 | Yes, your understanding is correct                                      |
| 90     | Section II - Instructions to Bidders, Clause No. 35, Page No. 32    | Transfer / Exit Management<br>The Bidder shall transfer all the assets (including hardware and software) and all related documentation, which will be developed, procured or customized during the project to the purchaser. Bidder shall have to transfer the whole setup in optimum performance conditions as per the contract. | The transfer of all the assets like hardware and software which will implemented would be difficult for the bidder specially the banking services like software for card issuance , card top up devices etc. as they can only be used by a Financial Institution and are bounded by data security mandates by RBI including card and customer data acquired through such applications/devices. Request to please remove this clause for transfer of the assets to the authority.   | Reject                    | As per RFP document   |
| 91     | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 124 | SLA - helpdesk  | Kindly, clarify the understanding of helpdesk on which SLAs have been assigned. In reference to helpdesk for bank related services are operated on RBI guidelines which have their own timelines for resolving the query logged. Therefore, such clause has to eliminated  | Clarified                 | Bank related services will not be included in SLA for helpdesk services |
| 92     | General   | Current database size   | Please provide current PORS technology, database size.   | Clarified                 | Selected bidder will have to analyse before designing the solution      |
| 93     | Section III - GCC, Clause No. 3.14, Page No. 52                     | Intellectual Property Rights  | We request to modify the IPR clause as follows:<br>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.<br>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.<br>3. The IPR of the Product remains with the OEM/Bidder whereas the IPR for customization will be held jointly by Purchaser & OEM/Bidder. | Reject                    | As per RFP document   |



| S. No. | RFP Reference(s) (Section, Page)                                   | Content of the RFP Requiring clarification  | Points of clarification required  | Accept/Reject/Clarified | Clarification/ Revised Clause if Changed   |
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| 94     | Section VII – Technical Specifications, Clause No. 1, Page No. 203 | 8. Printer- Paper Cover open sensor   | We request you to modify the following Paper Cover open Sensor & Paper Out Sensor   | Accept                  |  |
| 95     | Section VII – Technical Specifications, Clause No. 1, Page No. 203 | 14. Communication Port:<br>RS232C Serial Port for PC connectivity an 115K baud rate<br>USB Port: Type A/Type<br>Ethernet Port: 10/100/1000 Mbps | Most latest ETIM do not incorporate RS232 Serial Port, USB Type A port or Ethernet Port because of legacy technology. Ports can be made available on optional Docking Base for use when ETIM return to Depot for data exchange. While ETIM to have WiFi for efficient communication and Micro USB port for data access. | Clarified               | This is the minimum requirement. However, if the bidder provides a better option, the same can be considered by the department |
| 96     | Section VII – Technical Specifications, Clause No. 1, Page No. 204 | 21. Accessories: Memory Device  | Is it Micro SD Card, please clarify   | Clarified               | It is always recommended to use the latest one   |

| S. No. | RFP Reference(s) (Section, Page)                                   | Content of the RFP Requiring clarification  | Points of clarification required   | Accept/Reject/Clarified | Clarification/ Revised Clause if Changed |
|--------|--|---|--|-------------------------|--|
| 97     | Section VII – Technical Specifications, Clause No. 1, Page No. 204 | <p>32. GPS:</p> <p>(a) Input Voltage: 8-70 VDC with surge protection</p> <p>(b) GPS Receiver (Quectel L89)</p> <ul style="list-style-type: none"> <li>· Support IRNSS, GPS, GLONASS</li> <li>· Support AGPS, SBAS ranging (WAAS, EGNOS, GAGAN, MSAS)</li> <li>· 66 acquisition channel</li> <li>· Maximum update rate: 10 Hz</li> </ul> <p>(c) GPS tracking Sensitivity</p> <ul style="list-style-type: none"> <li>· Tracking – 166 dBm</li> <li>· Reacquisition – 162 dBm</li> <li>· Cold Starts – 147 dBm</li> </ul> <p>(d) GPS Accuracy – 2.5-meter CEP</p> <p>(e) Bluetooth – Compliant with 3.0 + EDR</p> <p>(f) GPRS Data</p> <ul style="list-style-type: none"> <li>· GPRS Class 12: max 85.6 kbps (downlink/uplink)</li> <li>· PBCCH support</li> </ul> <p>(g) Protocol – Embedded TCP/HTTP protocol</p> <p>(h) Jamming Detection – Yes</p> <p>(i) Antenna (Internal + External) – GPS &amp; GSM high gain antenna</p> <p>(j) Device Working Mode</p> <ul style="list-style-type: none"> <li>· Continuous tracking</li> <li>· Interval tracking</li> <li>· Sleep mode</li> <li>· Deep sleep mode</li> </ul> <p>(k) Input/ Output</p> <ul style="list-style-type: none"> <li>· 1 digital outputs</li> <li>· 2 analog output</li> <li>· 4 digital input</li> <li>· 1 RS232 (Serial Communication)</li> </ul> <p>(l) Housing – IP 65</p> <p>(m) Accelerometer – 6 Axis</p> | <p>Please specify if the GPS specifications are for external GPS device?</p> <p>Standard ETIM in-built GPS functionalities include;</p> <p>(a) Input Voltage: Internal</p> <p>(b) GPS Receiver: Support GPS, GLONASS, Support AGPS, SBAS ranging, 66 acquisition channel</p> <p>(c) GPS tracking Sensitivity: Standard</p> <p>(d) GPS Accuracy: 2.5-meter CEP</p> <p>(e) Bluetooth: Compliant with 3.0 + EDR</p> <p>(f) GPRS Data: GPRS Class 12: max 85.6 kbps (downlink/uplink), PBCCH support</p> <p>(g) Protocol: Embedded TCP/HTTP protocol</p> <p>(h) Jamming Detection: Yes</p> <p>(i) Antenna: Internal GPS &amp; GSM high gain antenna</p> <p>(j) Device Working Mode: Continuous tracking, Interval tracking, Sleep mode, Deep sleep mode</p> <p>(k) Input/ Output: 1 digital outputs, 2 analog output, 4 digital input</p> <p>(l) Housing: IP54</p> <p>(m) Accelerometer: 3 Axis (optional)</p> | Accept                  | Refer Corrigendum                        |
| 98     | Section VI - FRS, Clause No. 1, Page No. 190, Point No. 43         | All the ETIM should be GPS enabled for determining the position of buses  | The supplied devices will be equipped with built in GPS. However active use of GPS will be draining the battery. Request you consider external GPS modules for GPS tracking and include it in BOQ.   | Reject                  | As per RFP document                      |

| S. No. | RFP Reference(s) (Section, Page)                              | Content of the RFP Requiring clarification  | Points of clarification required   | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed                     |
|--------|---|---|--|---------------------------|--|
| 99     | Section VI - FRS, Clause No. 1, Page No. 190, Point No. 43.4  | IP 65 dustproof & waterproof  | IP 65 is used for external/ un-attended devices. For dust proof & waterproof the IP will be anything above IP 54. Note: Page: 204, Section - VII: Technical Specification subpoint: 29 is requiring IP 54. Please confirm if IP 54 with NABL accredited lab certificate to be accepted | Clarified                 | Refer Corrigendum  |
| 100    | Section VII - Technical Specification, Clause 1, Page No. 203 | Operating System- Linux/Windows/Android   | Its recommend to use latest version of OS. For android it should be 7.1 and above. Please clarify if any older version is acceptable   | Clarified                 | It is always recommended to use the latest version           |
| 101    | Section VII - Technical Specification, Clause 1, Page No. 203 | SAM Slots : Minimum 2 SAM Slot  | The android devices support multiple Soft SAM's. The usage of SAM is secured by internal Secure element. This will reduce the dependency on physical SAM. Please accept soft SAM.  | Clarified                 | A minimum of one physical SAM is required                    |
| 102    | Section VII - Technical Specification, Clause 1, Page No. 204 | Ingress- IP 54  | Please confirm if NABL accredited lab certification is required  | Clarified                 | Yes  |
| 103    | Section VII - Technical Specification, Clause 1, Page No. 204 | GPS- Quecetel L89   | Quecetel L89 - is a specific brand of GPS module. The ETM devices will have GPS modules & the purpose of these GPS can't be compared to external GPS modules. Can you consider external GPS modules & not specific to a brand?   | Clarified                 | Refer Corrigendum  |
| 104    | Section III - GCC, Clause No. 3.10, Page No. 44               | In addition, the Purchaser may also get the background verification carried out for Bidder's personnel.   | If purchaser get the background verification, then who will bear the cost. Our understanding is purchaser bear the cost.   | Clarified                 | Yes, your understanding is correct                           |
| 105    | Section III - GCC, Clause No. 3.10.13, Page No. 44            | 3.10.13 The Bidder shall maintain required hardware, software at all locations, at no extra cost to the Purchaser, that may be required by bidder's or Purchaser itself during the contract period for performance of Services under this contract. | Request to clarify other than Bill of material which hardware and software required.   | Clarified                 | Refer clause 15 of Section V - Scope of Work of RFP document |

| S. No. | RFP Reference(s) (Section, Page)                    | Content of the RFP Requiring clarification   | Points of clarification required  | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed  |
|--------|---|--|---|---------------------------|---|
| 106    | Section III - GCC, Clause No. 3.10.24, Page No. 45  | 3.10.24 The Bidder shall provision the required critical spares/components at the designated Data Center Sites of the Purchaser for meeting the uptime commitment of the components supplied by him.             | Request to provide no of spare details in bill of material.   | Clarified                 | As per RFP document   |
| 107    | Section III - GCC, Clause No. 3.10.34, Page No. 48  | 3.10.34 Bidder's Organization<br>3.10.34.1 The Bidder should provision for minimum manpower resources required for execution of work and provision of services under this contract.                              | Request to provide the manpower details in BOQ  | Clarified                 | The minimum resource requirement is mentioned in clause 14, of Section V - Scope of Work of RFP document.   |
| 108    | Section III - GCC, Clause No. 3.10.35, Page No. 49  | 3.10.35.6 The Bidder shall ensure fire safety measures at all the sites including Depots/Sub-depots, Head Quarter, etc.  | Request to clarify what all components included in fire safety and include in the BoQ   | Clarified                 | Bidder to analyse the details   |
| 109    | Section III - GCC, Clause No. 3.10.35, Page No. 49  | 3.10.36.2 The Bidder shall be responsible for physical safety and security of all locations.<br>3.10.36.3 The Bidder shall ensure proper cleanliness and maintenance of all the sites during working hours.      | Request to clarify what all components included in physical safety and security<br>Request to clarify what all components included in cleanliness and maintenance.<br>Request to include all such line items in BoQ as well                     | Clarified                 | Bidder to analyse the details   |
| 110    | Section III - GCC, Clause No. 3.12, Page No. 50     | 3.12 Purchaser's Obligations<br>3.12.5 Purchaser shall provide to the Bidder, sitting space and basic infrastructure not including, stationery and other consumables at the office locations under this project. | In the clause 7.2.1 The project consumables like thermal paper roll, printer paper, printer cartridges shall be provided by department. Request to confirm that all consumables for the project shall be provided by Purchaser at his own cost. | Clarified                 | Clause 7.2.1 of Section V - Scope of Work is self-explanatory. The purchaser will provide consumables like thermal paper roll, printer paper, printer cartridges. |
| 111    | Section III - GCC, Clause No. 3.30, Page No. 64     | 3.30 Force Majeure<br>3.30.12 In case of Force Majeure, the bidder shall be paid on actual number of transactions.   | Request to amend the clause as per below<br>3.30.12 In case of Force Majeure, the bidder shall be paid on Minimum Guaranteed Volume of tickets.   | Reject                    | As per RFP document   |
| 112    | Section III - GCC, Clause No. 3.47.3.1, Page No. 72 | Minimum guaranteed volume of tickets in a year - 30 Crore  | Request to increase the Minimum Guaranteed Volume of tickets in a year upto 40 Crore.   | Reject                    | As per RFP document   |
| 113    | Section III - GCC, Clause No. 3.47.3.1, Page No. 73 | Slab definition for Monthly Basis:   | Request to clarify if already Per Annum slab is defined in this tender, then what is the significance of this clause. will the payments be made on this Monthly Criteria basis or on the Annual Criteria Basis                                  | Clarified                 | For calculation of monthly billing  |

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|--------|---|--|---|---------------------------|---|
| 114    | Section III - GCC, Clause No. 3.47.3.3, Page No. 74                 | 3.47.3.3 Payment Terms<br>c) The payment will be made by department for all locations to the bidder on monthly basis. The monthly bill will be submitted by the bidder to the department who will in turn release the 80% of the payment within 15 days and rest of the payment i.e. 20% released within 1 month if there is no dispute and after verification/audit of the bills  | Requesting to release the 100% payment within 15 days.  | Reject                    | As per RFP document   |
| 115    | Section III - GCC, Clause No. 3.51.1, Page No. 76                   | 3.51.2.4 Bidder shall transfer the application/software, software code, databases, hardware, business data, architecture schematics, designs, storage media and other information/ documents within 30 (Thirty) days of notice period.   | Software Code cannot be transferred. Request to remove from this clause.  | Reject                    | As per RFP document   |
| 116    | Section IV - Bid Formats and Proformas, Clause No. 2, Page No. 94   | Form 2 – Lead Bidder and Consortium Details<br>3. Consortium Partner 2   | As per consortium clause only one consortium allowed but in the Form 2 – Lead Bidder and Consortium Details consortium partner 2 also mentioned.<br>Request to clarify consortium partner one or two allowed.   | Clarified                 | Other than SI and FI only one consortium partner is allowed |
| 117    | Section IV - Bid Formats and Proformas, Clause No. 10, Page No. 112 | Form 10.2 – List of OEMs   | Request to clarify if we can have multiple OEMs for a single product.   | Clarified                 | No  |
| 118    | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 125 | 4. Service Level Agreements & Targets during Implementation<br>a) During Implementation Phase:<br>(i) Penalty for delay in final Go-Live of the project at all locations = Rs 20,000/- per day per depot<br>(ii) Penalty for delay in Go-Live of ETIM in the pilot depot = Rs 10,000/- per day per depot<br>(iii) Penalty for delay in the remaining depot (non-pilot depots) compared to the project implementation schedule= Rs 1000/- per day per depot<br>(iv) The penalty shall be capped at INR 2.00 Crore<br>b) During Operation & Maintenance Phase:<br>(i) The penalty in a month shall be capped at maximum of 25% of the monthly invoice. | Request to reduce the penalty as per below<br>a) During Implementation Phase:<br>(i) Penalty for delay in final Go-Live of the project at all locations = Rs 2,000/- per day per depot<br>(ii) Penalty for delay in Go-Live of ETIM in the pilot depot = Rs 1,000/- per day per depot<br>(iii) Penalty for delay in the remaining depot (non-pilot depots) compared to the project implementation schedule= Rs 500/- per day per depot<br>(iv) The penalty shall be capped at INR 1.00 Crore<br>b) During Operation & Maintenance Phase:<br>(i) The penalty in a month shall be capped at maximum of 5% of the monthly invoice. | Reject                    | As per RFP document   |

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|--------|---|---|--|---------------------------|--|
| 119    | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 126 | 1.Project Management - 0.05% of monthly charges for every default   | Request to reduce penalty as per below<br>1.Project Management - 0.01% of monthly charges for every default  | Reject                    | As per RFP document                      |
| 120    | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 126 | 2.Helpdesk - 95%-99% calls resolved in specified time: 2% penalty on the monthly charges 90% - 95% calls resolved in specified time: 5% penalty on the monthly charges  | 2.Helpdesk - 95%-99% calls resolved in specified time: 1% penalty on the monthly charges 90% - 95% calls resolved in specified time: 2% penalty on the monthly charges   | Reject                    | As per RFP document                      |
| 121    | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 126 | 3. Install, Moves, Add, Changes Services - 0.2% of monthly charges  | 3. Install, Moves, Add, Changes Services - 0.1% of monthly charges   | Reject                    | As per RFP document                      |
| 122    | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 126 | 4.Asset / Inventory Management - 0.2% of monthly charges<br>5. Asset / Inventory Management - 0.5% of monthly charges   | 4.Asset / Inventory Management - 0.1% of monthly charges<br>5. Asset / Inventory Management - 0.2% of monthly charges  | Reject                    | As per RFP document                      |
| 123    | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 126 | 6 . Antivirus Management - 0.1% of monthly charges<br>7. Antivirus Management - 0.1% of monthly charges for each incident.  | 6 . Antivirus Management - 0.05% of monthly charges<br>7. Antivirus Management - 0.05% of monthly charges for each incident.   | Reject                    | As per RFP document                      |
| 124    | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 127 | 8. Server Administration / Management - 0.1% of monthly charges<br>9. Server Administration / Management - 2% of monthly charges for less than 99.8% 3% of monthly charges for less than 98% 5 % of monthly charges for less than 95% | 8. Server Administration / Management - 0.05% of monthly charges<br>9. Server Administration / Management - 1% of monthly charges for less than 99.8% 2% of monthly charges for less than 98% 3 % of monthly charges for less than 95% | Reject                    | As per RFP document                      |
| 125    | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 127 | 10. Database Administration services - 0.5% of monthly charges<br>10. Database Administration services - 2% of monthly charges for less than 99.8% 3% of monthly charges for less than 98% 5 % of monthly charges for less than 95%   | 10. Database Administration services - 0.1% of monthly charges<br>10. Database Administration services - 1% of monthly charges for less than 99.8% 2% of monthly charges for less than 98% 3 % of monthly charges for less than 95%    | Reject                    | As per RFP document                      |

| S. No. | RFP Reference(s) (Section, Page)                                    | Content of the RFP Requiring clarification  | Points of clarification required  | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed |
|--------|---|---|---|---------------------------|--|
| 126    | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 127 | 11. Backup/ Restore Management - If the negligence is found in monthly audit, the Bidder would be penalized a sum of Rs. 5,000/- per negligence.<br>12. Backup/ Restore Management - Rs 5000/- for every restore test failure | 11. Backup/ Restore Management - If the negligence is found in monthly audit, the Bidder would be penalized a sum of Rs. 1,000/- per negligence.<br>12. Backup/ Restore Management - Rs 1000/- for every restore test failure | Reject                    | As per RFP document                      |
| 127    | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 128 | 13. Management of EMS - 0.5% of monthly charges   | 13. Management of EMS - 0.1% of monthly charges   | Reject                    | As per RFP document                      |
| 128    | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 128 | 14. Online Reservation system availability of department portal - 1% of monthly charges   | 14. Online Reservation system availability of department portal - 0.05% of monthly charges  | Reject                    | As per RFP document                      |
| 129    | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 128 | 15. ETIM Operations Log - 0.5% of monthly charges   | 15. ETIM Operations Log - 0.1% of monthly charges   | Reject                    | As per RFP document                      |
| 130    | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 128 | 16. ETIM Availability - Rs 150/- per ETIM per day   | 16. ETIM Availability - Rs 50/- per ETIM per day  | Reject                    | As per RFP document                      |
| 131    | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 128 | 17. ETIM Ticket data transmitted over GPRS - 0.2% of monthly charges  | 17. ETIM Ticket data transmitted over GPRS - 0.1% of monthly charges  | Reject                    | As per RFP document                      |
| 132    | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 129 | 18. Process operations response times - 0.5% of monthly charges   | 18. Process operations response times - 0.1% of monthly charges   | Reject                    | As per RFP document                      |

| S. No. | RFP Reference(s) (Section, Page)                                    | Content of the RFP Requiring clarification   | Points of clarification required   | Accept/Reject/Clarified | Clarification/ Revised Clause if Changed   |
|--------|---|--|--|-------------------------|--|
| 133    | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 129 | 19. Training - Rs 5000/- per batch per month for a training delayed by 1 month against the training schedule.  | 19. Training - Rs 1000/- per batch per month for a training delayed by 1 month against the training schedule.  | Reject                  | As per RFP document  |
| 134    | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 129 | 1. Card validators/readers not accepting cards - Rs.500 per transactions.  | 1. Card validators/readers not accepting cards - Rs.100 per transactions.  | Reject                  | As per RFP document  |
| 135    | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 129 | 2. Incorrect/Failed personalization – Citizen Inconvenience - Rs.500 per defect.   | 2. Incorrect/Failed personalization – Citizen Inconvenience - Rs.100 per defect.   | Reject                  | As per RFP document  |
| 136    | Section IV - Bid Formats and Proformas, Clause No. 23, Page No. 138 | Note:<br>1. The Per ticket price quoted by the bidder in Form 23.2 Financial Proposal Format shall apply for all requirements as specified in the Indicative Bill of Material in Section V – Scope of Work of the RFP. This will also include the temporary requirements mentioned in the Indicative Bill of Material. The per ticket cost –A quoted by the bidder shall remain constant throughout the contract period. | Request to clarify what is mean by the temporary requirement. No details have been given in the BoM.<br>Request to delete the clause.  | Clarified               | Bidder should factor such cost in his bid while preparing the financial quote  |
| 137    | Section V - Scope of Work, Clause No. 5, Page No. 152               | 5. All depots and sub-depots shall be covered under the project. If there is an increase in the number of depots or sub-depots of Haryana Roadways during the contract period, the Bidder shall cover two depots and its sub-depots in the project implementation at no extra cost to department. If more than two then the cost shall mutually discuss between the department and the Bidder.                           | Request to include in the BOQ all additional requirements for increase in number of depots and sub depots. Also confirm if the requirement is for more than 2 depots or sub depots, how will the bidder get paid. We recommend that payments are made upfront based on bidder quoted price | Reject                  | As per RFP document  |
| 138    | Section V - Scope of Work, Clause No. 6.4.6, Page No. 156           | ii. Authority may appoint 3rd party agency to certify the data formats and standards used by bidder for terminal interface.  | Request to clarify who will bear the 3rd party agency cost.  | Clarified               | The cost of third-party agency will be borne by purchaser. However, for any non-compliance the cost shall transfer to bidder |



| S. No. | RFP Reference(s) (Section, Page)                             | Content of the RFP Requiring clarification   | Points of clarification required   | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed   |
|--------|--|--|--|---------------------------|--|
| 139    | Section V - Scope of Work, Clause No. 6.4.12, Page No. 157   | vi. Manage hardware on field including requests for adding new hardware  | Request clarification on "Adding new Hardware". What shall be the commercial model and payment model for such new hardware | Clarified                 | Any extra hardware which is not mentioned tender document, will be governed by change request procedure  |
| 140    | Section V - Scope of Work, Clause No. 10.10.9, Page No. 175  | g) Conduct Yearly IT Asset Audits, quarterly during the currency of the contract.  | Request to clarify who will bear the audit cost.   | Clarified                 | Bidder shall bear the cost of audit  |
| 141    | Section V - Scope of Work, Clause No. 10.10.10, Page No. 176 | 10.10.10 Maintenance of Spares<br>a) The Bidder shall provide all the required spares/components at all locations for meeting the uptime commitment of the components supplied by him. | Request to clarify how much spares/components required in this project.  | Clarified                 | Bidder to analyse the details  |
| 142    | Section V - Scope of Work, Clause No. 10.10.11, Page No. 176 | h) Physical Security of the Assets: Providing physical security for the devices and equipment shall be the responsibility of the Bidder.   | Please clarify what is the meaning of providing physical security.   | Clarified                 | Bidder to analyse the details  |
| 143    | Section V - Scope of Work, Clause No. 11, Page No. 176       | (b) All SIM cards, GPRS cost etc to be borne by the Bidder for the contract period   | Request to specify this Qty of requirement and minimum specs required in BOQ.  | Clarified                 | As per the number of active ETIM machines. The SIM cards have to be a 4G SIM. The SIMs should be procured after feasibility study and due diligence by the bidder        |
| 144    | Section V - Scope of Work, Clause No. 14, Page No. 180       | 14. Minimum Resource Requirement   | Request to provide Qty of manpower for each category.  | Clarified                 | Bidder will have to provide the manpower as mentioned in clause 14 of Section V - Scope of Work  |
| 145    | Section V - Scope of Work, Clause No. 15, Page No. 182       | Depot Bill of Material (24 Depots & 13 Sub-Depots)<br>Sr No 1,3,4,5  | Sr No 2 is missing request to confirm if any details missing or this is a typo mistake                                     | Clarified                 | Typing error   |
| 146    | Section V - Scope of Work, Clause No. 15, Page No. 182       | Depot Bill of Material (24 Depots & 13 Sub-Depots)<br>4. NCMC cards - As per requirement   | Request to provide the Qty of NCMC card in bill of material  | Clarified                 | The intention of the department is to provide NCMC cards to each traveller travelling by Haryana Roadways. Hence the bidder may analyse the number of cards on the basis |

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|        |   |  |  |                           | of data provided in clause 2.1 of Section V - Scope of Work.<br>However, the bidder will have to provide 10 lakh personalised cards for free and concessional travellers in a period of 5 years |
| 147    | General   | Network Connectivity   | We assume that all connectivity will be provided by Haryana Road Transport & it is not in bidder scope | Clarified                 | Network connectivity for DC-DR, Depot/Sub-depot, HQ and Command Control Centre will be provided by department   |
| 148    | General   | Current database size  | Please provide current PORS technology, database size.   | Clarified                 | Selected bidder will have to analyse before designing the solution  |
| 149    | Section V - Scope of Work, Clause No. 5, Page No. 152 | All depots and sub-depots shall be covered under the project. If there is an increase in the number of depots or sub-depots of Haryana Roadways during the contract period, the SI shall cover two depots and its sub-depots in the project implementation at no extra cost to department. If more than two then the cost shall mutually discuss between purchaser and SI  | As per understanding there will be one sub depot for under one increased depot                         | Clarified                 | Yes, your understanding is correct  |
| 150    | Section III - GCC, Clause No. 3.10.34.5, Page No. 48  | The Bidder shall provide at the Data Centre Sites and office location of State Transport Department, Haryana for necessary supervision during the execution of work and as long thereafter as the Purchaser may consider necessary for the proper fulfillment of the Bidder's obligations under the Contract. <b>The Bidder or his competent and authorized representative(s) shall be constantly present at the respective Datacenter Sites during agreed time for supervision.</b> The Bidder shall authorize his representative to receive directions and instructions from the Purchaser's Representative. | Highlighted content may not be acceptable. Request you to kindly delete the highlighted portion.       | Reject                    | As per RFP document   |

| S. No. | RFP Reference(s) (Section, Page)                  | Content of the RFP Requiring clarification  | Points of clarification required   | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed  |
|--------|---|---|--|---------------------------|---|
| 151    | Section III - GCC, Clause No. 3.12.5, Page No. 50 | Purchaser shall provide to the Bidder, sitting space and basic infrastructure not including, stationery and other consumables at the office location and Data Center Sites.   | We request to add Power Supply under 'Purchaser's Obligations'   | Clarified                 | As per RFP document   |
| 152    | Section III - GCC, Clause No. 3.23.1, Page No. 59 | The term of this Contract would be 7 months of Implementation Phase followed by 5 Years O & M Phase more particularly described in section V- Scope of Work. In case of any delays in the closure of any phase activities for reasons attributable to the Bidder, besides the action detailed in clause 3.22, <b>the contract shall get extended by a period equal to the period of delay at no extra cost to the Purchaser.</b>  | If delay in approval on part of Purchases, then project get delayed then how the SI will work with no extra cost Please confirm  | Clarified                 | As per RFP document   |
| 153    | Section III - GCC, Clause No. 3.37.2, Page No. 67 | The Purchaser may at any time, by a written change order given to the Bidder, make changes within the general scope of the Contract. The Purchaser will have the option to increase or decrease (decrease only if communicated to Bidder prior to availing of services / dispatch of goods / equipment) the Quantities, Licenses and/or <b>Specifications of the goods/equipment</b> to be supplied and installed by the Bidder or service requirements, as mentioned in the Contract, at any time during the contract period. Due to such changes if required to modify implementation period/any additional cost would be decided by purchaser and decision will be final and binding upon both parties | Why specification should change in between project period, this will have major cost impact- Please confirm  | Clarified                 | Considering the dynamic changes in the technology, the specifications might get revised. However, any such changes shall be governed by Change Request procedure. |
| 154    | Section III - GCC, Clause 3.47.4.1, Page No. 72   | Although the payment shall be made monthly, however the reconciliation with respect to the slabs shall be done in the last month of the corresponding financial year.   | FY is not correct it should be the last month of the Year post Go Live. Please confirm   | Accept                    |   |
| 155    | Section III - GCC, Clause 3.47.4.1, Page No. 72   | Definition for Monthly Basis  | When slabs are per Year why impose the slab on monthly BOT count. Slab should be applicable when the total tickets are crossed that slab. This will be easy to monitor; monthly slabbing will have great difficulty in invoicing | Clarified                 | For calculation of monthly billing  |

| S. No. | RFP Reference(s) (Section, Page)                                    | Content of the RFP Requiring clarification   | Points of clarification required  | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed                            |
|--------|---|--|---|---------------------------|---|
| 156    | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 125 | Service Level Agreements & Targets during Implementation<br>a) Penalty for delay in final Go-Live of the project at all locations = Rs 20,000/- per day <b>per depot</b><br>b) Penalty for delay in Go-Live of ETIM in the pilot depot = Rs 10,000/- per day per depot<br>c) Penalty for delay in all depot (except pilot) compared to the project implementation schedule= Rs 1000/- per depot <b>per day</b><br>d. Penalty shall be capped at INR 2 Crores | a. Per depot should be removed<br>b. Per depot should be removed<br>c. Per depot should be removed<br>d. Is this for complete project period not confirm<br>There are 3 types of penalties during pre Go Live period. Why per depot per day penalty should be imposed when we have per day penalty as per (a). Penalty will be very high if per 4 ( c ) is accepted.<br>We request to have per day penalty of 'X' value say 10000/- or 5000/- before Go Live and must remove clause 4 ( c ) | Reject                    | As per RFP document   |
| 157    | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 125 | Table 1 - Service Level Chart  | There are 19 SLA parameters for post Go live. Some of the SLA parameters are in Rupees per day / case. The rest of the SLA are in %. If we add the min % of penalty of rest of the parameters then it comes to > 10%, which is very high. Also Clause No 16 ETIM penalty is 150 per Machine per day which is high<br>We request To have the capping of 5% per month of invoice  | Reject                    | As per RFP document   |
| 158    | Section IV - Bid Formats and Proformas, Clause No. 20, Page No. 125 | Penalty Remark Column  | Remark column to be modified with the mention that penalty be levied if the Min Criteria is not achieved, Same is missing   | Reject                    | As per RFP document   |
| 159    | Section V - Scope of Work, Clause No. 6.4.15 (vi), Page No. 158     | For any delay in settlement of daily cash collection/card-based transaction to Department's accounts beyond T+1 day, the department reserves the right to deduct the Damages as amount by charging interest rates of 12% per annum for any additional period for which cash settlement is delayed  | Except for the issues related to Payment gateway. Whether Purchasers will provide PG and bear the charges is not clear.   | Clarified                 | Payment Gateway will be in the scope of bidder                      |
| 160    | Section II - Instructions to Bidders, Clause No. 25, Page No. 25    | Annual Turnover Document Required  | Request you to modify the clause as follows:<br>Provisional certificate from Statutory Auditor/ Chartered Accountant for 2019-20 is acceptable, in the case the audited financial statements are not available  | Clarified                 | Provisional Certificate from CA will be only allowed for FY 2019-20 |

| S. No. | RFP Reference(s) (Section, Page)                                     | Content of the RFP Requiring clarification  | Points of clarification required  | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed |
|--------|--|---|---|---------------------------|--|
| 161    | Section II - Instructions to Bidders, Clause No. 27.1.1, Page No. 30 | Phase 3 – Financial Evaluation & Negotiation<br>As per policy of the department of Industries & Commerce Department, Govt. of Haryana for procurement of stores & goods and turnkey contracts- negotiation regarding issued vide its circular No.2/2/2010-4/IB-II dated 16.6.2014, the negotiations could be held up to L3 bidder, if the difference between L1 quoted rate and those quoted by L2 & L3 is within 5% of the L1 quoted rate. In cases where the L1 bidder refuses to further reduce his offered price and the L2 or L3 bidders come forward to offer a price which is better than the price offered by L1 bidder, the bidder whose price is accepted becomes the L1 bidder. However, in such a situation, the original L1 bidder may be given one more opportunity to improve upon the discovered price. In case, the original L1 bidder further improves upon the price discovered during the negotiations, he would be treated as the L1 bidder. | considering the current Covid situation, there is no clarity given by the government on how the passenger transport would be monitored going forward. Moreover, things are also not very clear on how long the covid situation might continue. If the current s   | Clarified                 | Query not clear                          |
| 162    | Section II - Instructions to Bidders, Clause No. 35, Page No. 32     | 35. Transfer / Exit Management  | We request you to Transfer the software as per IPR Clause   | Reject                    | As per RFP document                      |
| 163    | Section II - Instructions to Bidders, Clause No. 37, Page No. 33     | 37. Other Negotiation and Concession terms as per Government of Haryana   | We request you to remove the clause   | Reject                    | As per RFP document                      |
| 164    | Section III - GCC, Clause No. 3.1.1, Page No. 39                     | H. a fresh imposition of a tax or duty that was not in existence on the Effective Date. It is clarified that a change in the rate of tax or duty that was in existence on the Effective Date shall not be considered a change in law for the purposes of this Article   | We request you to modify the clause as follows:<br>a fresh imposition of a tax or duty that was not in existence on the Submission date. It is clarified that a change in the rate of tax or duty that was in existence on the Submission Date shall not be considered a change in law for the purposes of this Article | Reject                    | As per RFP document                      |

| S. No. | RFP Reference(s) (Section, Page)                     | Content of the RFP Requiring clarification  | Points of clarification required   | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed  |
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| 165    | Section III - GCC, Clause No. 3.1.1, Page No. 39     | “Contract Value” means the price payable to the Bidder under this Contract for the full and proper performance of its contractual obligations. The Contract Value shall be the value quoted by selected bidder in its commercial bid and accepted by State Transport Department, Haryana.   | The value is to be quoted on per ticket basis Please provide clarity how to calculate the contract value for the same. | Clarified                 | Here the contract value means the price quoted by the selected bidder in his commercial bid |
| 166    | Section III - GCC, Clause No. 3.10.30.1, Page No. 45 | 3.10.30.1 The selected bidder will discuss in detail all the specifications of the infrastructure to be hosted at State Data Centre before procurement with department. It is also necessary that the bidder must also comply with the requirements of DC and DR, including policies and procedures involving DC and DR operators. Bidder is required to work closely in relation to these items to ensure the project success.   | We request you to provide the detailed BOQ for the same.   | Clarified                 | Query not clear   |
| 167    | Section III - GCC, Clause No. 3.50.1, Page No. 75    | The Bidder shall, if ordered in writing by the Purchaser’s Representative, temporarily suspend the works or any part thereof for such a period and such a time as ordered. The Bidder shall not be entitled to claim compensation for any loss or damage sustained by him by reason of temporary suspension of the Works as aforesaid. The Purchaser may consider suitable compensation to the Bidder on case to case basis, to the extent of work completed, subject to fulfilment of other conditions of this contract. An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Bidder, if request for same is made and that the suspension was not consequent to any default or failure on the part of the Bidder. In case the suspension of works, is not consequent to any default or failure on the part of the Bidder and lasts for a period of more than 2 months, the Bidder shall have the option to request the Purchaser to terminate the Contract with mutual consent. | We request you to delete the clause  | Reject                    | As per RFP document   |
| 168    | Section IV - Bid Formats and Proformas, Clause       | Monitoring and Auditing   | Please confirm who will pay the fee for third party audit  | Clarified                 | Bidder is expected to pay for conducting audit.   |

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|        | No. 20, Page No. 131   |   |   |                           |  |
| 169    | Section V - Scope of Work, Clause No. 2.1, Page No.145             | 2.1 Haryana Roadways<br>The Bus Fleet Size of Haryana Roadways is expected to be augmented in next couple of months. Haryana Roadways is going to add approx. 1000 buses either under Km. Scheme or through outright purchase, the operation of which will increase the passenger counts. The current fleet size of Haryana Roadways comprising nearly 3500 buses is expected to increase to approx. 4500 buses in next couple of months. | As the fleet size will increase, Please confirm if the bidder has to provide the infrastructure for the same. Also, request you to provide the sizing for the same.<br>Also confirm what will be the payment terms regarding the increment in fleet size. | Clarified                 | Infra in terms of ETIMs                  |
| 170    | Section V - Scope of Work, Clause No. 11, Page No. 177             | The total number of ETIMs which are to be supplied by the bidder are 4500 with a variation of +25%. The additional ETIMs (25%) will be supplied and made operational after mutual agreement between the Bidder and the Purchaser.   | This is very generic statement and doesn't clarify when ETIMs are to be provided? Request you to include in BOQ itself if additional 25% is required  | Reject                    | As per RFP document                      |
| 171    | Section II - Instructions to Bidders, Clause No. 25.1, Page No. 26 | System Integrator (SI): SI should have the minimum experience of AFCS Project implementation during last five years (as on bid submission date) as below:   | Only the experience of lead bidder should be considered for evaluation  | Reject                    | As per RFP document                      |
| 172    | Section II - Instructions to Bidders, Clause No. 26, Page No. 27   | Experience in implementation of EMV/ Open loop ticketing system for transport sector in India in last 7 years from the last date of bid submission - Lead Bidder or its Consortium partner. (Completed/ongoing projects)  | Only the experience of lead bidder should be considered for evaluation  | Reject                    | As per RFP document                      |
| 173    | Section III – GCC, Clause No. 3.47.3.1, Page No. 71                | 3.47.3.1 Payment terms and calculations for tickets   | We request Authority to kindly consider Viability Gap Funding up to 40% on Go-live for Capex investment and rest can be paid on month basis as per transaction volume   | Reject                    | As per RFP document                      |
| 174    | Section III – GCC, Clause No. 3.47.3.2, Page No. 74                | 3.47.3.2 Payment terms and calculations for smart cards   | We request HSRTC to kindly share the revenue for Personalized Cards with the Free / concessional Passes   | Reject                    | As per RFP document                      |
| 175    | Section V - Scope of Work, Clause No. 6.5.6, Page No. 159          | 6.5.6 The cost of cards shall be as per the decision taken by the department and department will collect and retain the cost of cards and will not transfer any amount to the bidder in lieu of issuance of cards.  | We request HSRTC to kindly share the revenue for Personalized Cards with the Free / concessional Passes   | Reject                    | As per RFP document                      |

| S. No. | RFP Reference(s) (Section, Page)                                   | Content of the RFP Requiring clarification   | Points of clarification required   | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed  |
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| 176    | Section V - Scope of Work, Clause No. 14, Page No. 180             | 14. Minimum Resource Requirement   | Please clarify total resources requirement, is it 12 Resources?  | Clarified                 | Refer clause 14 of Section V - Scope of Work of RFP document  |
| 177    | Section V - Scope of Work, Clause No. 6.5, Page No. 159            | 6.5 Bus Pass Issuance System   | Please clarify, who will Provide the Card Perso Printer, the Infrastructure like PCs / Work station for Card Issuance at station Level?<br>It is not clear in the BOQ nor in the Scope of Work HSRTC only requested for Camera as a necessary requirement for Card Personalization | Clarified                 | The department will provide the necessary infra at depot/sub-depot level.   |
| 178    | Section V - Scope of Work, Clause No. 14, Page No. 182             | Facilities Management and Help Desk Coordinator  | Kindly provide the number of manpower need to be deployed for Facility Management & Helpdesk.<br>The Infrastructure required like Electricity, Basic Sitting arrangements etc. will be arranged by HSRTC? Please confirm   | Clarified                 | Refer Clause 14 of Section V - Scope of Work of RFP document.<br>Centralised help desk is envisaged. The bidder shall set up the Helpdesk in a manner so as to fulfil the SLA's |
| 179    | Section VII – Technical Specifications, Clause No. 1, Page No. 202 | 1. Electronic Ticketing Issuing Machine (ETIM)<br>12. Battery  | Please specify 'quick recharge'. i.e. Time to recharge the machine   | Clarified                 | Refer clause 1 of Section VII - Technical Specification of RFP document   |
| 180    | Section IV -Bid Formats & Performas, Clause No. 20, Page No. 127   | 20. Service Level Agreement<br>Table 1 - Service Level Chart<br>Service:- Card validators/readers not accepting cards<br>Critical:- More than 1% occurrences in a calendar month<br>Penalty:- Rs.500 per transactions.       | Request you to relax the penalty clause by "Each Card validators/readers not accepting cards per day will be penalized by Rs. 500 per day".  | Reject                    | As per RFP document   |
| 181    | Section IV -Bid Formats & Performas, Clause No. 20, Page No. 127   | 20. Service Level Agreement<br>Table 1 - Service Level Chart<br>Service:- Incorrect/Failed personalization – Citizen Inconvenience<br>Critical:- More than 1% occurrences in a calendar month<br>Penalty:- Rs.500 per defect | Request you to kindly relax the penalty clause by providing the reason of invalidity of the personalized card. As there is possibility of delicacy of the card, damaged card etc.  | Reject                    | As per RFP document   |



| S. No. | RFP Reference(s) (Section, Page)                        | Content of the RFP Requiring clarification   | Points of clarification required  | Accept/Reject/Clarified | Clarification/ Revised Clause if Changed   |
|--------|---|--|---|-------------------------|--|
| 182    | Section V - Scope of Work, Clause No. 2.1, Page No. 145 | Haryana Roadways has fleet of 3488 buses as on December 2019 being operated by 24 depots and 13 Sub depots | Kindly provide the details of schedules/shifts of total 3488 buses which are running on:<br>a) Single shift<br>b) Double shift<br>c) Three shifts<br>d) Long route overnight stay   | Clarified               | Required details will be shared with the selected bidder   |
| 183    | Section V - Scope of Work, Clause No. 15, Page No. 182  | 15. Indicative Bill of Material NCMC cards   | Kindly specify the tentative number of NCMC Cards envisaged for the Project?  | Clarified               | The intention of the department is to provide NCMC cards to each traveller travelling by Haryana Roadways. Hence the bidder may analyse the number of cards on the basis of data provided in clause 2.1 of Section V - Scope of Work.<br>However, the bidder will have to provide 10 lakh personalised cards for free and concessional travellers in a period of 5 years |
| 184    | Section V - Scope of Work, Clause No. 6.7, Page No. 160 | 6.7 Command Control Centre   | We understand that the Command Control Centre will set up by the department with required hardware and network connectivity. Submission of specifications and BOM for hardware / licenced software required to be submitted by SI, but the funding will be done by the Department only., Please confirm   | Clarified               | Department will provide the hardware and network connectivity but the software for GPS will be provided by bidder only.  |
| 185    | Section V - Scope of Work, Clause No. 6.1, Page No. 152 | 6.1 ETIM Ticketing   | We understand that the conductor for cash paying commuters will generate e-Ticket using thermal printer, otherwise paper slip or ticket for cards or mobile transactions, cash recharge, card top-up is not need. If its needed kindly clarify in detail. It's also mentioned that the project consumables like thermal paper roll, printer paper, printer cartridges shall be provided by department. Is pre-printed ticket management in scope of the bidder? | Clarified               | For any cash paying commuter, the conductor will generate e-ticket (using thermal printer) through ETIM.<br>Yes, consumables like thermal paper roll, printer paper, printer cartridges shall be provided by department.   |

| S. No. | RFP Reference(s) (Section, Page)                          | Content of the RFP Requiring clarification   | Points of clarification required  | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed                                    |
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|        |   |  |   |                           | Ticket management is in the scope of the bidder                             |
| 186    | Section V - Scope of Work, Clause No. 6.5, Page No. 159   | 6.5 Bus Pass Issuance System<br>These cards shall be validated inside the bus using ETIM machines by conductor and real time information would be synchronised with centralised server. A zero-value ticket will be issued against this pass.  | We understand that the Bus Pass which will be issued to free and concessional travellers, and travel done using the pass will be counted as transaction. In addition, do the bidder require to provide paper ticket for each zero value card transaction? We would request to share the cost of concessional passes with the bidder which will be charged by HSRTC. | Reject                    | As per RFP document   |
| 187    | Section V - Scope of Work, Clause No. 6.5, Page No. 159   | 6.5 Bus Pass Issuance System<br>6.5.7 The bidder shall be responsible for issuance of only 10 lakh cards (Personalised Bus Pass only) during the 5 years contract period. If there is increase in quantity of cards, the cost shall be mutually decided between bidder and department. | Pls clarify the cost of the card to be paid to the bidder for 10 lakhs and beyond. This will give a tentative idea and will help the bidder to estimate the Project Costing   | Clarified                 | Clause 6.5 of Section V - Scope of Work of RFP document is self-explanatory |
| 188    | Section V - Scope of Work, Clause No. 3.5.3, Page No. 150 | 3.5.3 Network Connectivity<br>1. SWAN Connectivity- All depots (24) & Sub-depots (13)<br>2. Internal Networking (LAN)- All depots (24) & Sub-depots (13)<br>3. Broadband (Internet) Connectivity- All depots (24) & Sub-depots (13)  | Bidder don't have to provide for additional Network Connectivity for the Project, please confirm  | Clarified                 | Yes, your understanding is correct  |
| 189    | Section V - Scope of Work, Clause No. 7.6, Page No. 162   | 7.6 Bandwidth<br>7.6.1 Department will provide the primary and secondary network connectivity along with necessary hardware (active and passive network devices) for depot, sub-depot, head quarter and command control centre.  | We understand that there is no requirement of bidder to provide any additional Bandwidth for the project. Please confirm  | Clarified                 | Yes, your understanding is correct  |
| 190    | Section V - Scope of Work, Clause No. 7.4, Page No. 162   | 7.4 DC and DR Services<br>7.4.1 Haryana State Electronics Development Corporation Limited (Hartron) will be the agency for providing DC-DR services on cloud basis to State Transport for implementation of this project.  | We understand that no fees/ charges need to be paid for the Cloud services by the bidder., Please confirm   | Clarified                 | Yes, your understanding is correct  |

| S. No. | RFP Reference(s) (Section, Page)                                 | Content of the RFP Requiring clarification   | Points of clarification required  | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed  |
|--------|--|--|---|---------------------------|---|
| 191    | Section V - Scope of Work, Clause No. 3.4.2, Page No. 149        | 3.4.2 Online Reservation System (ORS) for Volvo and Ordinary Bus Service<br>Payment Gateway:- HDFC Bank  | At present Payment gateway for the ORS to limited buses is provided by HDFC bank. Kindly clarify who would be providing the Payment Gateway for the entire project or specifically for the ORS after the selection of the project implementor. We understand it will be the new selected implementor for the project. If the selected bidder has to provide the payment gateway services, should the cost/interchange fees for the services be included in the bid cost, or to be paid by the Department to the selected bidder separately? | Clarified                 | The selected bidder will have to provide the payment gateway for this project and charges for the same will also be borne by the selected bidder.                                   |
| 192    | Section VI - FRS, Page No. 194                                   | The GPS should provide provision for the GIS based route maps which would be required for real-time vehicle tracking. Vehicle tracking, application software (including complete Haryana Map, All India Map, Map engine and APIs all should be licensed version)   | Kindly provide us the names of the states which need to be included for the Map, including Entire India MAP will be time consuming, and extra effort without any utilization  | Clarified                 | States in which Haryana Roadways operate its buses, should be included in the map e.g Delhi, Punjab, Rajasthan, Uttar Pradesh, Uttarakhand, Himachal Pradesh, Jammu & Kashmir, etc. |
| 193    | Section V - Scope of Work, Clause No. 6.4.15, Page No. 158       | 6.4.15 Settlement & Reconciliation Procedure<br>Bank shall make flexi deposit on the very same day of credit after leaving minimum balance i.e. mutually agreed for a minimum period of 365 days at Bank Bulk card rate and whenever fund is required to transfer flexi deposit shall reverse as per instruction of Authority. | Request you to kindly amend this clause by within 48 hours, as it difficult to make flexi deposit on the very same day of credit after leaving minimum balance  | Reject                    | As per RFP document   |
| 194    | Section IV - Bid Formats & Proformas, Clause No.20, Page No. 125 | 20. Service Level Agreement  | Request you to kindly provide relaxation on the SLA's penalty.  | Reject                    | As per RFP document   |
| 195    | Section IV - Bid Formats & Proformas, Clause No.20, Page No. 125 | 4. Service Level Agreements & Targets during Implementation<br>The penalty in a month shall be capped at maximum of 25% of the monthly invoice.  | Request you to kindly reduce the penalty capping. The Penalty Capping of 25% is exorbitantly high, we request HSRTC to cap the penalty in a month to maximum of 10% of the monthly invoice.   | Reject                    | As per RFP document   |
| 196    | Section V - Scope of Work, Clause No. 4, Page No. 151            | Overview of GPS System: The GPS System will utilize the GPS enabled EMV based ETIM device to determine the position of every bus.  | The GPS System will utilize the GPS enabled EMV based ETIM device to determine the position of every bus. The coordinates of bus location will be continuously transmitted through GPRS connectivity from the ETIM device to the backend server. It will drain the battery very fast, its not   | Reject                    | As per RFP document   |

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|        |  |   | advisable to develop AVLS using ETM GPS enabled devices. Kindly reconsider the requirement  |                           |  |
| 197    | Section V - Scope of Work, Clause No. 6.7.2, Page No. 161          | 6.7.2 The Estimated Time of Arrival (ETA), Estimated Time of Departure (ETD), Information of the buses and other GPS parameters for management decision making, AFC system parameters/data, Database, MIS dashboard/application can also be monitored from the CCC. | The only standard process to derive the required ETA and ETD especially in the long route planning is through GPS data. Kindly eliminate the ETA and ETD deriving process using ETM as its not the proven technology yet.                           | Reject                    | As per RFP document  |
| 198    | Section V- Scope of Work, Clause No. 12, Page No. 177              | Project Implementation Schedule   | Requesting to reconsider the project implementation schedule, for such a complex project implementation period of 7 months is bit less. We understand that the additional depot will not be considered in the proposed implementation project plan. | Clarified                 | As per RFP document  |
| 199    | Section VII – Technical Specifications, Clause No. 1, Page No. 203 | 1. GPS enabled EMV based Electronic Ticketing Issuing Machine (ETIM)<br>SAM Slots- Minimum 2 SAM slots (validate E-Purse NCMC Cards to connect with other modes) compliant to NCMC Standards  | SAM not required for NCMC card implementation, pl clarify.  | Clarified                 | As per RFP document  |
| 200    | Section VII – Technical Specifications, Clause No. 1, Page No. 203 | Contactless Smart Card Reader/Writer - Inbuilt Contactless Smart Card reader/writer – ISO 14443 Type A & B, FeliCa, entire Mifare family  | For NCMC Type A&B, FeliCa are not required, pl reconsider especially for the FeliCa   | Reject                    | As per RFP document  |
| 201    | Section V - Scope of Work, Clause No. 6.4.10, Page No. 157         | ETIM Certification Requirements: Terminal Application (L3) NCMC   | ETIM application (L3) certification will be required the time of Go-Live only, please confirm   | Clarified                 | Certification is must be valid at the time of bid submission   |
| 202    | General  | ETM vandalization   | We understand that HSRTC would provide compensation to the bidder of any vandalization in the ETM device.   | Clarified                 | The cost of replacement shall be provided by the department in case of vandalization which is not attributable to bidder |
| 203    | Section III - GCC, Clause 3.47.3.1, Page No. 72                    | Minimum guaranteed volume of tickets in a year - 30 crore   | 1. Bank is requesting to keep minimum guaranteed volume of tickets at 40 crore.<br>2. The minimum guarantee clause to be valid in force majeure period as well  | Reject                    | As per RFP document  |

| S. No. | RFP Reference(s) (Section, Page)                                  | Content of the RFP Requiring clarification  | Points of clarification required   | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed  |
|--------|---|---|--|---------------------------|---|
| 204    | Section III - GCC, Clause 3.47.3.2, Page No. 74                   | Bidder shall be responsible for issuance of personalised and non-personalised NCMC cards. Personalised NCMC cards shall act as Bus Pass which will be issued to free and concessional travellers only as notified by Government of Haryana. Transactions through personalised NCMC cards (0 value ticket) will be counted as transaction. The cost of the personalised NCMC card shall be as per the decision taken by the department and department will collect and retain the cost of cards and will not transfer any amount to the bidder in lieu of issuance of cards. | 1. Bank is requesting to allow levying of issuance fees both for personalised and non-personalised cards. Bank wont be charging the additional personalisation cost for personalised cards | Reject                    | As per RFP document   |
| 205    | Section III - GCC, Clause 3.47.3.2, Page No. 74                   | Non-personalised NCMC cards will be issued to general public. The bidder/Bank will only charge the issuance fee to the customer. The bidder/Bank shall not charge any additional/annual fee either from the passenger or the department. Transactions through non-personalised NCMC cards (0 value ticket) will be counted as transaction.  | 2. Bank's understanding is that issuance fee to be recovered from card holder. Kindly confirm.   | Clarified                 | The clause is self-explanatory that "The bidder/Bank will only charge the issuance fee to the customer. The bidder/Bank shall not charge any additional/annual fee either from the passenger or the department" |
| 206    | Section IV - Bid Formats & Proformas, Clause No. 20, Page NO. 125 | b) During Operation & Maintenance Phase:<br>(i) The penalty in a month shall be capped at maximum of 25% of the monthly invoice.  | Bank is requesting to cap the penalty at a maximum of 5 % of monthly invoice   | Reject                    | As per RFP document   |
| 207    | Section IV - Bid Formats & Proformas, Clause No. 20, Page NO. 125 | (iv) The penalty shall be capped at INR 2.00 Crore  | Bank is requesting to cap the penalty at INR 1 crore   | Reject                    | As per RFP document   |
| 208    | General   |   | Bank is requesting for a pre-bid meeting via video conference for discussion on the rfp and points highlighted   | Reject                    | As per RFP document   |

| S. No. | RFP Reference(s)<br>(Section, Page)                   | Content of the RFP Requiring clarification   | Points of clarification required   | Accept/<br>Reject/<br>Clarified | Clarification/ Revised<br>Clause if Changed |
|--------|---|--|--|---------------------------------|---|
| 209    | Section V - Scope of Work, Clause No. 4, Page No. 151 | Overview of GPS System:<br>The GPS System will utilize the GPS enabled EMV based ETIM device to determine the position of every bus. The coordinates of bus location will be continuously transmitted through GPRS connectivity from the ETIM device, to the backend server. | Using ETIM devices for location tracking would increase the battery usage of the device. This will drain the battery of the ETIM. Also please clarify the polling interval (frequency) of the location transmission. Request you to remove the specs from ETIM device and add separate GPS device.                 | Reject                          | As per RFP document                         |
| 210    | Section V - Scope of Work, Clause No. 4, Page No. 151 | The GPS System will utilize the GPS enabled EMV based ETIM device to determine the position of every bus.  | The GPS System required here is AIS-140 as mandated by the Government guidelines. Using GPS enabled EMV based ETIM device will violate the standard specs of AIS-140. Therefore, requesting you to consider a separate AIS-140 GPS device for location tracking. Request you to remove the specs from ETIM device. | Reject                          | As per RFP document                         |

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| 211    | Section VII – Technical Specifications, Clause No. 1, Page No. 204 | (a) Input Voltage: 8-70 VDC with surge protection<br>(b) GPS Receiver (Quectel L89)<br>· Support IRNSS, GPS, GLONASS<br>· Support AGPS, SBAS ranging (WAAS, EGNOS, GAGAN, MSAS)<br>· 66 acquisition channel<br>· Maximum update rate: 10 Hz<br>(c) GPS tracking Sensitivity<br>· Tracking – 166 dBm<br>· Reacquisition – 162 dBm<br>· Cold Starts – 147 dBm<br>(d) GPS Accuracy – 2.5-meter CEP<br>(e) Bluetooth – Compliant with 3.0 + EDR<br>(f) GPRS Data<br>· GPRS Class 12: max 85.6 kbps (downlink/uplink)<br>· PBCCH support<br>(g) Protocol – Embedded TCP/HTTP protocol<br>(h) Jamming Detection – Yes<br>(i) Antenna (Internal + External) – GPS & GSM high gain antenna<br>(j) Device Working Mode<br>· Continuous tracking<br>· Interval tracking<br>· Sleep mode<br>· Deep sleep mode<br>(k) Input/ Output<br>· 1 digital outputs<br>· 2 analog output<br>· 4 digital input<br>· 1 RS232 (Serial Communication)<br>(l) Housing – IP 65<br>(m) Accelerometer – 6 Axis | These features are not recommended using an EMV based ETIM device. A separate AIS 140 based GPS device will be required here. | Clarified                 | Refer Corrigendum                        |

| S. No. | RFP Reference(s) (Section, Page)                                       | Content of the RFP Requiring clarification   | Points of clarification required   | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed   |
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| 212    | Section IV - Bid Formats & Proformas, Clause No. 20, Page No. 127, 128 | 8. Server Administration /Management<br>10. Database Administration services<br>11. Backup/Restore Management<br>13. Management of EMS   | As per section "7.4 DC and DR Services" mentioned in the RFP page no. 162, "Haryana State Electronics Development Corporation Limited (Hartron) will be the agency for providing DC-DR services on cloud basis to State Transport for implementation of this project." Considering this clause(7.4), Service Level Agreement (SLA) against these points (8,10,11,13) should not be for Bidder of this RFP. Please remove these requirements. | Reject                    | As per RFP document  |
| 213    | Section IV - Bid Formats & Proformas, Clause No. 20, Page No. 129      | 1. Card validators/readers not accepting cards   | There is no any requirements of Card validators/readers in this RFP. Hence please remove this requirement.   | Clarified                 | Here card validators/readers mean the ETIM   |
| 214    | Section IV - Bid Formats & Proformas, Clause No. 20, Page No. 129      | 2. Failure of transaction due to acquirer switch connectivity  | As per clause "7.1 Hardware & 7.6 Bandwidth" mentioned in the RFP page no. 161-162, "Network switches, Network Cablings and Bandwidth at each location will be provided by department." Considering this clause (7.1 & 7.6), Service Level Agreement (SLA) against this points (2) should not be for Bidder of this RFP. Please remove these requirements.   | Clarified                 | This clause was in previous issue of RFP which is already deleted in this issue of RFP document  |
| 215    | Section V - Scope of Work, Clause 2.1, Page No. 145                    | 8. Total Traffic Receipt annually (in Lacs)  | What this component is stands for?   | Clarified                 | Here "Total Traffic Receipt annually" means total revenue generated from bus operations annually |
| 216    | Section V - Scope of Work, Clause No. 3.4.1 & 3.4.2, Page No. 148, 149 | 3.4.1 Web Based Depot Management System:<br>3.4.2 Online Reservation System (ORS) for Volvo and Ordinary Bus Service   | Who is the vendor of existing IDMS and ORS?  | Clarified                 | These two systems are developed in-house by State Transport Department, Haryana                  |
| 217    | Section V - Scope of Work, Clause No. 5, Page No. 152                  | The software licenses will be on the name of department and cost shall be funded by the Bidder. It will be the responsibility of the Bidder to provide department with latest source code in executable format for all custom applications. Bidder shall provide the updated source code biannually. | Please elaborate the term "funded by the Bidder".<br><br>As per the RFP requirements, COTS software application has been asked, hence source code can be provided for those portions which are customized for Haryana State Transport Department. Please confirm.  | Clarified                 | Funded by bidder means to be purchased by selected bidder on the name of department.             |



| S. No. | RFP Reference(s) (Section, Page)                          | Content of the RFP Requiring clarification  | Points of clarification required   | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed   |
|--------|---|---|--|---------------------------|--|
| 218    | Section V - Scope of Work, Clause No. 5, Page No. 152     | All depots and sub-depots shall be covered under the project. If there is an increase in the number of depots or sub-depots of Haryana Roadways during the contract period, the Bidder shall cover two depots and its sub-depots in the project implementation at no extra cost to department. If more than two then the cost shall mutually discuss between the department and the Bidder. | There are multiple equipments that will be needed at depot locations. As Bidder's scope is limited as mentioned in BOQ, hence this requirement should not be part of Bidder's scope of work.   | Clarified                 | All the equipment to be provided at Depot and sub depot levels which are in the current scope of work of the bidder shall be replicated at two depots and its sub-depots at no extra cost to the purchaser |
| 219    | Section V - Scope of Work, Clause No. 6.3.2, Page No. 154 | 6.3.2 The selected Bidder shall have to enhance the mobile app and integrate with the centralised ticketing system.   | As Bidder is providing all new application with latest technologies then why departments is asking to enhance the mobile application ? It will consume lots of efforts and support from bidder, department and existing application's vendor. Hence please remove this clause and add new mobile application requirements. | Clarified                 | The discretion lies with the bidder to upgrade the existing app or build a new app   |
| 220    | Section V - Scope of Work, Clause No. 6.3.2, Page No. 154 | 6.3.2 The selected Bidder shall have to enhance the mobile app and integrate with the centralised ticketing system.   | What level of support bidder will get from existing Mobile Application's vendor?   | Clarified                 | Existing mobile app is developed in-house by State Transport Department  |
| 221    | Section V - Scope of Work, Clause No. 6.4.1, Page No. 154 | i. Besides, the NCMC Debit cards issued by any banks will be used by customers for fare payment.  | In NCMC Card Ecosystem, card issuer bank is unique, it cannot be multiple. Multiple Bank cards can be used in Open Loop card ecosystem. Hence please amend this clause.  | Reject                    | As per RFP document  |
| 222    | Section V - Scope of Work, Clause No. 6.4.1, Page No. 154 | vi. FI/Bank shall have the option to issue the NCMC cards as per the payment scheme of their choice in mutual consent with the Department, but system should support acceptance of all the three payment scheme cards (MasterCard, Visa and RuPay)  | In NCMC Card Ecosystem, issued cards are from Rupay, it cannot be multiple. Multiple payment scheme cards (MasterCard, Visa and RuPay) can be used in Open Loop card ecosystem. Hence please amend this clause.  | Reject                    | As per RFP document  |
| 223    | Section V - Scope of Work, Clause No. 6.4.2, Page No. 155 | The customer will use the NCMC cards for digital fare payment. The selected bidder will be responsible for the acquiring of these transactions done using NCMC cards issued by any Bank certified as per NCMC specification.  | In NCMC Card Ecosystem, card issuer bank is unique, it cannot be multiple. Multiple Bank cards can be used in Open Loop card ecosystem. Hence please amend this clause.  | Reject                    | As per RFP document  |
| 224    | Section V - Scope of Work, Clause No. 6.4.3, Page No. 155 | i. The customer will be able to use the NCMC cards, issued by any Bank, for the fare payment.   | In NCMC Card Ecosystem, card issuer bank is unique, it cannot be multiple. Multiple Bank cards can be used in Open Loop card   | Reject                    | As per RFP document  |

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|        |   |   | ecosystem.<br>Hence please amend this clause.   |                           |  |
| 225    | Section V - Scope of Work, Clause No. 6.4.4, Page No. 155 | iv. FI/Bank should provide the required APIs and documentation for enabling such top-up through departmental mobile app/website & other third-party apps on approval from department.   | Through this RFP bidder is going to provide web and mobile application both then what is the need of API?   | Clarified                 | For any third-party integration API will be used   |
| 226    | Section V - Scope of Work, Clause No. 6.4.4, Page No. 155 | iv. FI/Bank should provide the required APIs and documentation for enabling such top-up through departmental mobile app/website & other third-party apps on approval from department.   | Which all are the third-party application?  | Clarified                 | Third party system can be any systems which department may envisage to develop in future                     |
| 227    | Section V - Scope of Work, Clause No. 6.4.4, Page No. 155 | FI/Bank shall be responsible for the Top-up of NCMC Cards, issued by any Bank, based on customers' request.   | In NCMC Card Ecosystem, card issuer bank is unique, it cannot be multiple.<br>Multiple Bank cards can be used in Open Loop card ecosystem.<br>Hence please amend this clause. | Clarified                 | As per RFP document  |
| 228    | Section V - Scope of Work, Clause No. 6.4.6, Page No. 156 | 6.4.6 Non-Payment Usage<br>i. Bidder to ensure all non-payment use cases are met and necessary integration with Authority's domain systems are completed.<br>ii. Authority may appoint 3rd party agency to certify the data formats and standards used by bidder for terminal interface.  | Please provide some more details against this requirement.  | Clarified                 | Non-payment may imply to some failed transactions or transaction which have happened, but tickets not issued |
| 229    | Section V - Scope of Work, Clause No. 6.4.7, Page No. 156 | 6.4.7 Service Points Management<br>FI/Bank to provide support /services are their service point to NCMC cards commuters.<br>i. FI/Bank to ensure that the Service Points display the NCMC Card Issuance activity prominently.<br>ii. FI/Bank will facilitate following through Service Points:<br>a) Instant card issuance and card top-up as per given process (in case of general cards)<br>b) FI/Bank to maintain inventory of prepaid general cards<br>c) Help end users / customers about use of cards | We understand that requirement mentioned in clause "6.4.1 Card Issuance; point no. iv" is same which is asked in this section.<br>Please confirm.                             | Clarified                 | Yes, your understanding is correct   |

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| 230    | Section V - Scope of Work, Clause No. 6.4.12, Page No. 157 | i. FI/Bank should have a local technical team set-up in city for operations and support.  | We understand from this clause that Technical Team set up is required for Head office only.  | Clarified               | Centralised help desk is envisaged. The bidder shall set up the Helpdesk in a manner so as to fulfil the SLA's  |
| 231    | Section V - Scope of Work, Clause No. 6.4.13, Page No. 157 | General Query   | Please let us know requirements of per day SMS.  | Clarified               | SMS may be provisioned for tickets issued through ORS. SMS gateway will be provided by bidder and also bear its cost during the duration of the project |
| 232    | Section V - Scope of Work, Clause No. 6.5, Page No. 159    | 6.5.5 These cards shall be validated inside the bus using ETIM machines by conductor and real time information would be synchronised with centralised server. A zero-value ticket will be issued against this pass. | Please elaborate the term "Zero Value Ticket".   | Clarified               | Zero value ticket will be issued to free and concessional travellers  |
| 233    | Section V - Scope of Work, Clause No. 6.6.8, Page No. 160  | 6.6.8 The GPS System shall also have the ability to import stop data from an external system.   | Please provide some more details about this external system which needs to be integrated with new system. Also, we assume that department will provide necessary supports from existing vendor.            | Clarified               | External system can be any IOT device to be installed in the bus. That IOT device will be installed by purchaser themselves                             |
| 234    | Section V - Scope of Work, Clause No. 6.6.15, Page No. 160 | 6.6.15 The GPS device settings modifications including software/firmware updates as well as business rules such as fare settings, discounts etc.  | We understand that fare related information needs to be updated on ETIM not on GPS devices. Please confirm   | Clarified               | Yes   |
| 235    | Section V - Scope of Work, Clause No. 8.1.3, Page No. 164  | Audit   | Please provide some more details against this requirement.   | Clarified               | The system shall provide MIS reports that can be used for audit and reconciliation  |
| 236    | Section V - Scope of Work, Clause No. 8.1.3, Page No. 164  | In addition, it will be provide for modules supporting the business functions mentioned above including:<br>Ø Identity and Access Management  | Please provide some more details against this requirement.<br><br>What will be the use of "Identity and Access Management" in this project?  | Clarified               | Identity and Access Management will be used to identify different user of department and rights provided to them  |
| 237    | Section V - Scope of Work, Clause No. 8.1.4, Page No. 164  | a) Legacy Data: Data from the existing system which will be migrated on to the new system   | Please let us know the type and exact quantity of legacy data which needs to be migrated. This will help bidder to estimate server requirements.<br>Also we assume that all the datas are in digital form. | Clarified               | All the data is in digital form and shall be shared with the selected bidder  |

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| 238    | Section V - Scope of Work, Clause No. 10.10, Page No. 170-171 | (b) System Maintenance, Management and Administration<br>(c) Security Administration   | As per section "7.4 DC and DR Services" mentioned in the RFP page no. 160, "Haryana State Electronics Development Corporation Limited (Hartron) will be the agency for providing DC-DR services on cloud basis to State Transport for implementation of this project." Considering this section (7.4), O&M against these points (b,c) should not be for Bidder of this RFP.<br>Please amend these requirements. | Reject                  | As per RFP document  |
| 239    | Section V - Scope of Work, Clause No. 10.10.3, Page No. 173   | 10.10.3 Network Monitoring   | As per section "7.1 Hardware & 7.6 Bandwidth" mentioned in the RFP page no. 160, "Network switches, Network Cablings and Bandwidth at each locations will be provided by department." Considering this clause (7.1 & 7.6), O&M against these points should not be for Bidder of this RFP.<br>Please amend these requirements.   | Reject                  | As per RFP document  |
| 240    | Section V - Scope of Work, Clause No. 10.10.4, Page No. 173   | 10.10.4 Storage and Backup Management  | As per section "7.4 DC and DR Services" mentioned in the RFP page no. 160, "Haryana State Electronics Development Corporation Limited (Hartron) will be the agency for providing DC-DR services on cloud basis to State Transport for implementation of this project." Considering this section (7.4), O&M against these points (b,c) should not be for Bidder of this RFP.<br>Please amend these requirements. | Reject                  | As per RFP document  |
| 241    | Section V - Scope of Work, Clause No. 10.10.6, Page No. 174   | o Log service requests related to IT infrastructure of department under the scope of work and give them a service request number   | Helpdesk will have data of only those items which are supplied by bidder.   | Clarified               | Helpdesk will provide the services under the scope of the bidder |
| 242    | Section V - Scope of Work, Clause No. 10.10.7, Page No. 175   | b) First level hardware support for the above equipment which will include diagnosing the problem and getting the same resolved through coordination with the respective vendors as per the severity level assigned to it to ensure uptime of all IT infrastructure of department as defined SLA<br>c) Configuration of the printers, servers and resolving printing problems of the users | Technical support can be provided for only those items which are supplied by bidder.  | Clarified               | Yes, your understanding is correct                               |

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| 243    | Section V - Scope of Work, Clause No. 10.10.11, Page No. 176       | 10.10.11 Support for DC and DR operations  | As per section "7.4 DC and DR Services" mentioned in the RFP page no. 160, "Haryana State Electronics Development Corporation Limited (Hartron) will be the agency for providing DC-DR services on cloud basis to State Transport for implementation of this project." Considering this section (7.4), O&M against these points should not be for Bidder of this RFP.<br>Please amend these requirements. | Reject                    | As per RFP document   |
| 244    | Section V - Scope of Work, Clause No. 12, Page No. 178             |  | Please add timelines for separate GPS system deployment also.   | Clarified                 | Refer clause 12 of Section V - Scope of Work  |
| 245    | Section V - Scope of Work, Clause No. 13, Page No. 179             | j) Availability: System behaviour in the failure of CPU, memory, applications. Availability is ensured by system level redundancy including the communication network. | As DC-DR and Bandwidth will be provided by Hartron and department then these requirements are also taken care by them only not by bidder.   | Clarified                 | Yes, your understanding is correct  |
| 246    | Section V - Scope of Work, Clause No. 14, Page No. 181             |  | Resources mentioned here are for implementation phase or O&M phase?   | Clarified                 | For both implementation phase as well as O & M phase                                      |
| 247    | Section V - Scope of Work, Clause No. 15, Page No. 182             | Depot Bill of Material (24 Depots & 13 Sub-Depots)<br>1. ETIM Charging Points: 4500  | What exactly is required for charging point? Per location how many charging points are required?  | Clarified                 | Charging points are required for ETIM Charging. For Quantity, bidder will have to analyse |
| 248    | Section V - Scope of Work, Clause No. 15, Page No. 183             | DC & DR Bill of Material (Software)<br>4. Server Operating System: 19<br>5. RDBMS License: 1<br>6. Backup & Archival Solution: 1                                       | We understand that these services & Licenses are required for application which are asked in this RFP not for any existing application. Please confirm.   | Clarified                 | Yes, your understanding is correct  |
| 249    | Section VII - Technical Specifications, Clause No. 7, Page No. 207 | General Query  | Please let us know how many Antivirus licenses are required?  | Clarified                 | Antivirus licenses will be procured by department   |

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| 250    |  | General Query   | Please let us know the data retention policy for this project.<br><br>For Live data and Archival data.   | Clarified                 | Live data for 30 days and archival data for 7 years as per Govt guidelines |
| 251    |  | General Query   | We understand that RPO-RTO for DC-DR will be mutually decided between Department and Hartron, Bidder's role is not required.<br>If it is in bidder's scope the please provide RPO-RTO for DC-DR. | Clarified                 | Yes, your understanding is correct   |
| 252    |  | General Query   | We understand that regulated power supply and power backups will be provide by department at each location during implementation and O&M period both.  | Clarified                 | Yes, your understanding is correct   |
| 253    | Section VI – FRS, Clause No. 1, Page No. 190                       | 43.4 IP 65 dustproof & waterproof                             | Because of inbuilt Printer & Card slots, a typical ETM device cannot be IP 65 waterproof, dust proof, shock proof.   | Clarified                 | Refer Corrigendum  |
| 254    | Section VII – Technical Specifications, Clause No. 1, Page No. 205 | (l) Housing – IP 65   |  | Clarified                 | Refer Corrigendum  |
| 255    | Section III – GCC, Clause No. 3.47.3.1, Page No. 72                | 3.47.3.1 Payment terms and calculations for tickets           | Request you to kindly amend the payment terms by paying 40% of the payment on Go-live for Capex investment and rest can be paid on month basis as per transaction value.                         | Reject                    | As per RFP document  |
| 256    | Section V – Scope of Work, Clause No. 14, Page No. 180             | 14. Minimum Resource Requirement                              | Kindly provide the details of the total number of Manpower required for the project. Is the 12 number of total resources required for the project.   | Clarified                 | Refer Clause 7.3 and 14 of Section V - Scope of Work of RFP document       |
| 257    | Section V – Scope of Work, Clause No. 14, Page No. 182             | Facilities Management and Help Desk Coordinator               | Kindly provide the number of manpower need to be deployed per depot and sub-depot for the project implementation.  | Clarified                 | Refer Clause 7.3 and 14 of Section V - Scope of Work of RFP document       |
| 258    | Section VII – Technical Specifications, Clause No. 1, Page No. 203 | 1. Electronic Ticketing Issuing Machine (ETIM)<br>12. Battery | Please specify 'quick recharge'. i.e. Time to recharge the machine   | Clarified                 | Refer clause 1 of Section VII - Technical Specification of RFP document    |

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| 259    | Section IV – Bid Formats and Proformas, Clause No. 20, Page No. 129 | 20. Service Level Agreement<br>Table 1 - Service Level Chart<br>Service:- Card validators/readers not accepting cards<br>Critical:- More than 1% occurrences in a calendar month<br>Penalty:- Rs.500 per transactions.       | Request you to kindly amend this penalty clause by "Each Card validators/readers not accepting cards per day will be penalized by Rs. 500 per day".   | Reject                  | As per RFP document  |
| 260    | Section IV – Bid Formats and Proformas, Clause No. 20, Page No. 129 | 20. Service Level Agreement<br>Table 1 - Service Level Chart<br>Service:- Incorrect/Failed personalization – Citizen Inconvenience<br>Critical:- More than 1% occurrences in a calendar month<br>Penalty:- Rs.500 per defect | Request you to kindly amend this penalty clause by providing the reason of invalidity of the personalized card. As there is possibility of delicacy of the card, damaged card etc.  | Reject                  | As per RFP document  |
| 261    | General, Page No. 145   | Haryana Roadways has fleet of 3488 buses as on December 2019 being operated by 24 depots and 13 Sub depots   | Kindly provide the details of schedules/shifts of total 3488 buses which are running on:<br>a) Single shift<br>b) Double shift<br>c) Three shifts<br>d) Long route overnight stay   | Clarified               | Required details will be shared with the selected bidder   |
| 262    | Section V – Scope of Work, Clause No. 15, Page No. 182              | 15. Indicative Bill of Material NCMC cards   | Kindly specify the tentative number of NCMC Cards. We believe that the hardware will be provided by the HSRTC for the personalization like Printer etc and the bidder responsibility will be restricted for the issuance of the card. | Clarified               | The intention of the department is to provide NCMC cards to each traveller travelling by Haryana Roadways. Hence the bidder may analyse the number of cards on the basis of data provided in clause 2.1 of Section V - Scope of Work.<br>However, the bidder will have to provide 10 lakh personalised cards for free and concessional travellers in a period of 5 years |

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| 263    | Section V – Scope of Work, Clause No. 6.7, Page No. 161   | 6.7 Command Control Centre  | We understand that the Command Control Centre will set up by the department with required hardware and network connectivity. Submission of specifications and BOM for hardware / licenced software required to be submitted by SI, but the funding will be done by the Department only.   | Clarified                 | Department will provide the hardware and network connectivity but the software for GPS will be provided by bidder only.   |
| 264    | Section V – Scope of Work, Clause No. 6.1, Page No. 152   | 6.1 ETIM Ticketing  | We understand that the conductor for cash paying commuters will generate e-Ticket using thermal printer, otherwise paper slip or ticket for cards or mobile transactions, cash recharge, card top-up is not need. If its needed kindly clarify in detail.<br>It's also mentioned that the project consumables like thermal paper roll, printer paper, printer cartridges shall be provided by department.<br>Is pre-printed ticket management in scope of the bidder? | Clarified                 | For any cash paying commuter, the conductor will generate e-ticket (using thermal printer) through ETIM.<br>Yes, consumables like thermal paper roll, printer paper, printer cartridges shall be provided by department.<br>Ticket management is in the scope of the bidder |
| 265    | Section V – Scope of Work, Clause No. 6.5, Page No. 159   | <b>6.5 Bus Pass Issuance System</b><br>These cards shall be validated inside the bus using ETIM machines by conductor and real time information would be synchronised with centralised server. <b>A zero-value ticket will be issued against this pass.</b>                                   | We understand that the Bus Pass which will be issued to free and concessional travellers, and travel done using the pass will be counted as transaction. In addition, do the bidder require to provide paper ticket for each zero-value card transaction?<br>We would request to share the cost of concessional passes with the bidder which will be charged by HSRTC.  | Reject                    | As per RFP document   |
| 266    | Section V – Scope of Work, Clause No. 6.5, Page No. 159   | <b>6.5 Bus Pass Issuance System</b><br>6.5.7 The bidder shall be responsible for issuance of only 10 lakh cards (Personalised Bus Pass only) during the 5 years contract period. If there is increase in quantity of cards, the cost shall be mutually decided between bidder and department. | Pls clarify the cost of the card to be paid to the bidder for 10 lakhs and beyond. This will give a tentative idea and will help the bidder not to overvalue the project costing. Kindly provide the tentative cost of the additional cards to be issues  | Clarified                 | Refer Clause 6.5 of Section V - Scope of Work   |
| 267    | Section V – Scope of Work, Clause No. 3.5.3, Page No. 150 | <b>3.5.3 Network Connectivity</b><br>1. SWAN Connectivity- All depots (24) & Sub-depots (13)<br>2. Internal Networking (LAN)- All depots (24) & Sub-depots (13)<br>3. Broadband (Internet) Connectivity- All depots (24) & Sub-depots (13)  | We understand that there is no requirement of bidder to provide any additional Network Connectivity for the project.  | Clarified                 | Yes, your understanding is correct  |



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| 268    | Section V – Scope of Work, Clause No. 7.6, Page No. 162    | 7.6 Bandwidth<br>7.6.1 Department will provide the primary and secondary network connectivity along with necessary hardware (active and passive network devices) for depot, sub-depot, head quarter and command control centre.  | We understand that there is no requirement of bidder to provide any additional Bandwidth for the project.  | Clarified                 | Yes, your understanding is correct   |
| 269    | Section V – Scope of Work, Clause No. 7.4, Page No. 162    | <b>7.4 DC and DR Services</b><br>7.4.1 Haryana State Electronics Development Corporation Limited (Hartron) will be the agency for providing DC-DR services on cloud basis to State Transport for implementation of this project.   | We understand that no fees/ charges need to be paid for the Cloud services by the bidder.  | Clarified                 | Yes, your understanding is correct   |
| 270    | Section V – Scope of Work, Clause No. 3.4.2, Page No. 149  | 3.4.2 Online Reservation System (ORS) for Volvo and Ordinary Bus Service<br><br>Payment Gateway:- HDFC Bank  | At present Payment gateway for the ORS to limited buses is provided by HDFC bank. Kindly clarify who would be providing the Payment Gateway for the entire project or specifically for the ORS after the selection of the project implementor. We understand it will be the new selected implementor for the project. If the selected bidder has to provide the payment gateway services, should the cost/ interchange fees for the services be included in the bid cost, or to be paid by the Department to the selected bidder separately? | Clarified                 | The selected bidder will have to provide the payment gateway for this project and charges for the same will also be borne by the selected bidder.                                    |
| 271    | Section VI – FRS, Clause 4, Page No. 195                   | The GPS should provide provision for the GIS based route maps which would be required for real-time vehicle tracking. Vehicle tracking, application software (including complete Haryana Map, All India Map, Map engine and APIs all should be licensed version)   | Kindly provide us the names of the states which need to be included for the Map, as we understand that the routes of Haryana Roadways is not covering Southern part of India.  | Clarified                 | States in which Haryana Roadways operate its buses, should be included in the map e.g. Delhi, Punjab, Rajasthan, Uttar Pradesh, Uttarakhand, Himachal Pradesh, Jammu & Kashmir, etc. |
| 272    | Section V – Scope of Work, Clause No. 6.4.15, Page No. 158 | 6.4.15 Settlement & Reconciliation Procedure<br>Bank shall make flexi deposit on the very same day of credit after leaving minimum balance i.e. mutually agreed for a minimum period of 365 days at Bank Bulk card rate and whenever fund is required to transfer flexi deposit shall reverse as per instruction of Authority. | Request you to kindly amend this clause by within 48 hours, as it difficult to make flexi deposit on the very same day of credit after leaving minimum balance   | Reject                    | As per RFP document  |

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| 273    | Section IV – Bid Formats and Proformas, Clause No. 20, Page No. 125 | 20. Service Level Agreement   | Request you to kindly provide relaxation on the SLA's penalty.   | Reject                  | As per RFP document                      |
| 274    | Section IV – Bid Formats and Proformas, Clause No. 20, Page No. 125 | 4. Service Level Agreements & Targets during Implementation<br>The penalty in a month shall be capped at maximum of 25% of the monthly invoice.   | Request you to kindly reduce the penalty capping. The penalty in a month shall be capped at maximum of 10% of the monthly invoice.   | Reject                  | As per RFP document                      |
| 275    | Section V – Scope of Work, Clause No. 4, Page No. 151               | Overview of GPS System: The GPS System will utilize the GPS enabled EMV based ETIM device to determine the position of every bus.   | The GPS System will utilize the GPS enabled EMV based ETIM device to determine the position of every bus. The coordinates of bus location will be continuously transmitted through GPRS connectivity from the ETIM device to the backend server. It will drain the battery very fast, its not advisable to develop AVLS using ETM GPS enabled devices. | Reject                  | As per RFP document                      |
| 276    | Section V – Scope of Work, Clause No. 6.7.2, Page No. 161           | 6.7.2 The Estimated Time of Arrival (ETA), Estimated Time of Departure (ETD), Information of the buses and other GPS parameters for management decision making, AFC system parameters/data, Database, MIS dashboard/application can also be monitored from the CCC. | The only standard process to derive the required ETA and ETD especially in the long route planning is through GPS data. Kindly eliminate the ETA and ETD deriving process using ETM as its not the proven technology yet.  | Reject                  | As per RFP document                      |
| 277    | Section V – Scope of Work, Clause No. 12, Page No. 177              | Project Implementation Schedule   | Requesting to reconsider the project implementation schedule, for such a complex project implementation period of 7 months is bit less. We understand that the additional depot will not be considered in the proposed implementation project plan.  | Reject                  | As per RFP document                      |
| 278    | Section VII – Technical Specifications, Clause No. 1, Page No. 203  | 1. GPS enabled EMV based Electronic Ticketing Issuing Machine (ETIM)<br>SAM Slots- Minimum 2 SAM slots (validate E-Purse NCMC Cards to connect with other modes) compliant to NCMC Standards  | For NCMC card implementation SAM slots are not required, pl clarify.   | Clarified               | As per RFP document                      |
| 279    | Section VII – Technical Specifications,                             | Contactless Smart Card Reader/Writer - Inbuilt Contactless Smart Card reader/writer – ISO 14443 Type A & B, FeliCa, entire Mifare family  | For NCMC Type A&B, FeliCa are not required, pl reconsider especially for the FeliCa  | Reject                  | As per RFP document                      |

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|        | Clause No. 1, Page No. 203                                   |   |   |                           |   |
| 280    | Section V – Scope of Work, Clause No. 6.4.10, Page No. 157   | ETIM Certification Requirements: Terminal Application (L3) NCMC   | We understand that the ETIM application (L3) certification will be required at the time of Go-Live only.  | Clarified                 | At the time of bid submission   |
| 281    | General  | ETM vandalization   | We understand that HSRTC would provide compensation to the bidder of any vandalization in the ETM device.   | Clarified                 | The cost of replacement shall be provided by the department in case of vandalization which is not attributable to bidder      |
| 282    | Section V - Scope of Work, Clause No. 10.10.11, Page No. 176 | The Bidder should coordinate with Data Centre Service Provider (DCSP) to resolve as per SLA with DCSP any problems and issues related to the data centre  | SIs are not sure which DCSP will be provided by department to them and the type of services and SLA offered by DCSP. Still SI is being asked to coordinate with DCSP and maintain the RFP SLA. Please clarify in case of breach of SLA on any application/portal uptime, which authority will decide if the issue DCSP fault or SI fault. Since the entire project is on BOOT model, please add cloud DC, DR supply also in the scope of the bidder. It will also be beneficial to Department in making one party accountable for the entire SLA. | Reject                    | As per RFP document   |
| 283    | Section V - Scope of Work, Clause No. 7.4, Page No. 162      | 7.4 DC and DR Services<br>7.4.1 Haryana State Electronics Development Corporation Limited (Hartron) will be the agency for providing DC-DR services on cloud basis to State Transport for implementation of this project. | Please clarify which cloud services will be provided by Hartron and the below details of the cloud for sizing the application and necessary licenses-<br>1. Hypervisor used in the cloud<br>2. Make and configuration of servers with CPU & processor details<br>3. physical to virtual CPU ratio in the cloud<br>4. Configuration of RAM, Storage  | Clarified                 | The required details will be shared with the selected bidder  |
| 284    | Section V - Scope of Work, Clause No. 7.4, Page No. 162      | 7.4 DC and DR Services<br>7.4.1 Haryana State Electronics Development Corporation Limited (Hartron) will be the agency for providing DC-DR services on cloud basis to State Transport for implementation of this project. | Please clarify if the DCSP will provide the cloud with operating system or without.<br>If DCSP will provide operating system, please specify which all OS options will be available free of cost.   | Clarified                 | HARTRON will provide the DC-DR services without operating system. The operating system shall be the responsibility of bidder. |

| S. No. | RFP Reference(s) (Section, Page)  | Content of the RFP Requiring clarification   | Points of clarification required   | Accept/Reject/Clarified | Clarification/ Revised Clause if Changed                            |
|--------|---|--|--|-------------------------|---|
| 285    | Section V - Scope of Work, Clause No. 10.10.11, Page No. 176                  | Asset (Hardware, Software and Licenses) Transfer: The Bidder, at the end of the contract period shall transfer all IT assets (hardware, software and licenses to department) in running condition  | Cloud based Software; licenses are generally rented on a subscription model. Please clarify how will such assets be transferred back to the department.  | Clarified               | The solution Shall be hosted on the data centre provided by HARTRON |
| 286    | Section V - Scope of Work, Clause No. 10.10.11, Page No. 176                  | Asset (Hardware, Software and Licenses) Transfer: The Bidder, at the end of the contract period shall transfer all IT assets (hardware, software and licenses to department) in running condition  | Cloud based hardware is property of DCSP and are rented on a subscription model. Please clarify how will such assets be transferred back to the department.  | Clarified               | The solution Shall be hosted on the data centre provided by HARTRON |
| 287    | Section V - Scope of Work, Clause No. 10.10.11, Page No. 176                  | Physical Security of the Assets: Providing physical security for the devices and equipment shall be the responsibility of the Bidder   | Cloud premises are secure perimeters with no access to external people, please clarify how the bidder will comply this clause when the DC, DR belong to a different entity.  | Clarified               | The solution Shall be hosted on the data centre provided by HARTRON |
| 288    | Section IV - Bid Format & Proformas, Clause No. 20, Point No. 5, Page No. 127 | Rollout of patches (OS, infra level) on workstations and Servers after patch being approved on test environment<br>>=98%<br><br>Uptime of servers<br>>=99.8%<br><br>Uptime of databases<br>>=99.8%<br><br>Availability of Online reservations system 24X7<br>>=99.8% | The SI is being penalized for components that have dependency on DCSP. Kindly delete the SLA penalty for these clauses or put cloud supply also in SI's scope.   | Reject                  | As per RFP document   |
| 289    | Section VII - Technical Specifications, Page No. 201-207                      | We strongly recommend department to add below suggested technical specifications of CSP in the RFP   | <ul style="list-style-type: none"> <li>• ISO/IEC 27701:2019 Security techniques for privacy information management</li> <li>• SOC-3 - A Service Organization Control 3 (Soc 3) report outlines information related to a service organization's internal controls for security, availability, processing integrity, confidentiality or privacy.</li> <li>• ISO 22301- Certificate for business continuity management systems (rfp asks for both dc,dr)</li> <li>• Cloud solution should be compliant to PCI DSS: Level 1 (Payment Card Industry Data Security Standard) - The Payment Card Industry Data Security Standard is an information security standard for organizations that handle branded credit cards from the major card schemes.</li> </ul> | Clarified               | The solution Shall be hosted on the data centre provided by HARTRON |

| S. No. | RFP Reference(s) (Section, Page)                         | Content of the RFP Requiring clarification  | Points of clarification required  | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed  |
|--------|--|---|---|---------------------------|---|
| 290    | Section VII - Technical Specifications, Page No. 201-207 | We strongly recommend department to add below suggested technical specifications of CSP in the RFP  | "Offered OEM products must be are listed in the Leader Quadrant of below Gartner MQ reports-<br><ul style="list-style-type: none"> <li>• Cloud Infrastructure and Platform Services 2020</li> <li>• Operational Database Management 2019</li> <li>• Analytics and Business Intelligence Platforms 2020</li> <li>• Access Management 2019"</li> </ul>  | Clarified                 | The solution Shall be hosted on the data centre provided by HARTRON   |
| 291    | Section VII - Technical Specifications, Page No. 201-207 | We strongly recommend department to add below suggested technical specifications of CSP in the RFP  | "CSP should have published following details on its public facing website-<br><ul style="list-style-type: none"> <li>• Rates for its cloud services</li> <li>• Service Level Agreements (SLAs) for its cloud services</li> <li>• Dashboard with Realttime service health for all its cloud services across all data centers</li> <li>• Declare all outages in its cloud services along with Root cause analysis over past 90 days"</li> </ul> | Clarified                 | The solution Shall be hosted on the data centre provided by HARTRON   |
| 292    | Section V - Scope of Work, Clause 2.1, Page No. 145      | Current Capacity: December 2019   | Please share the current capacity up to December 2020   | Clarified                 | Will be shared with the selected bidder only  |
| 293    | Section V - Scope of Work, Clause 2.1, Page No. 145      | The Bus Fleet Size of Haryana Roadways is expected to be augmented in next couple of months. Haryana Roadways is going to add approx. 1000 buses either under Km. Scheme or through outright purchase, the operation of which will increase the passenger counts. The current fleet size of Haryana Roadways comprising nearly 3500 buses is expected to increase to approx. 4500 buses in next couple of months. | Whether it is already implemented or yet to implement the same, If not, please share the tentative period for the same  | Clarified                 | Will be share with the selected bidder only   |
| 294    | Section V - Scope of Work, Clause No. 14, Page No. 180   | 14. Minimum Resource Requirement  | Please share the Number of resources required for the list provided.  | Clarified                 | Refer Clause 14 of Section V - Scope of Work  |
| 295    | Section V - Scope of Work, Clause No. 15, Page No. 182   | 4. NCMC cards - As per requirement  | a) Our understanding these are Non perso card, which will be provided on chargeable basis to end customer. Please confirm.<br>b) Also share the approx. quantity for the project.   | Clarified                 | The bidder will only charge the issuance fee to the customer.<br>For quantity of non-personalised NCMC cards, |

| S. No. | RFP Reference(s) (Section, Page)  | Content of the RFP Requiring clarification  | Points of clarification required   | Accept/Reject/Clarified | Clarification/ Revised Clause if Changed   |
|--------|---|---|--|-------------------------|--|
|        |   |   |  |                         | bidder will have to analyse the details  |
| 296    | Section V - Scope of Work, Clause No. 15, Page No. 182  | 1. GPS enabled EMV based ETIM with SAM Module - 4500  | Whether additional 25% ETIM cost will be provided by dept. as & when required or the bidder should consider the cost for the same as part of bid. Please confirm.                | Clarified               | Bidder will have supplied the quantity as mentioned in BoQ. In case of additional requirement, "Change Request" procedure will be followed |
| 297    | Section V - Scope of Work, Clause No. 6.4.13, Page No. 157  | 6.4.13 - SMS and e-mail Gateway   | Our understanding is providing gateway is only our scope of work & recurring charges on sending mail/SMS will be borne by Dept. Please confirm.                                  | Clarified               | Payment gateway and its recurring charges during the contract period will be borne by bidder itself  |
| 298    | Section III - GCC, Clause No. 3.12.5, Page No. 50 and Section V - Scope of Work, Clause No. 7.2.1, Page No. 161 | 3.12.5 Purchaser shall provide to the Bidder, sitting space and basic infrastructure not including, stationery and other consumables at the office locations under this project.<br><b>And</b><br>7.2.1 The project consumables like thermal paper roll, printer paper, printer cartridges shall be provided by department.   | Our understanding is all type of consumables will be provided by HSRTC. Please confirm.  | Clarified               | Refer Clause 7.2 of Section V - Scope of Work  |
| 299    | Section V - Scope of Work, Clause No. 7.4.1, Page No. 162   | 7.4 DC and DR Services<br>7.4.1 Haryana State Electronics Development Corporation Limited (Hartron) will be the agency for providing DC-DR services on cloud basis to State Transport for implementation of this project.   | Our understanding is bidder is not required to consider any cost towards DC & DR (as it will be provided by HATRON to State transport) including OS & data base. Please confirm. | Clarified               | Refer clause 7 of Section V - Scope of Work for scope of services under State Transport Department, Haryana                                |
| 300    | Section V - Scope of Work, Clause 2.1, Page No. 145   | Current Capacity: December 2019   | Please share the current capacity up to December 2020  | Clarified               | Will be shared with the selected bidder  |
| 301    | Section V - Scope of Work, Clause 2.1, Page No. 145   | The Bus Fleet Size of Haryana Roadways is expected to be augmented in next couple of months. Haryana Roadways is going to add approx. 1000 buses either under Km. Scheme or through outright purchase, the operation of which will increase the passenger counts. The current fleet size of Haryana Roadways comprising nearly 3500 buses is expected to increase to approx. 4500 buses in next couple of months. | Whether it is already implemented or yet to implement the same, If not, please share the tentative period for the same   | Clarified               | Will be shared with the selected bidder  |

| S. No. | RFP Reference(s) (Section, Page)   | Content of the RFP Requiring clarification  | Points of clarification required  | Accept/Reject/Clarified | Clarification/ Revised Clause if Changed   |
|--------|--|---|---|-------------------------|--|
| 302    | Section V - Scope of Work, Clause No. 14, Page No. 180   | 14. Minimum Resource Requirement  | Please share the Number of resources required for the list provided.  | Clarified               | The minimum resource requirement for the project is mentioned in clause 14 of Section V - Scope of Work  |
| 303    | Section V - Scope of Work, Clause No. 15, Page No. 182   | 4. NCMC cards - As per requirement  | a) Our understanding these are Non perso card, which will be provided on chargeable basis to end customer. Please confirm.<br>b) Also share the approx. quantity for the project. | Clarified               | The bidder will charge only one-time issuance fee from customer for non-personalised cards<br>For quantity of non-personalised cards, the bidder will have to analyse the details mentioned in RFP document. |
| 304    | Section V - Scope of Work, Clause No. 15, Page No. 182   | 1. GPS enabled EMV based ETIM with SAM Module - 4500  | Whether additional 25% ETIM cost will be provided by dept. as & when required or the bidder should consider the cost for the same as part of bid. Please confirm.                 | Clarified               | The bidder will have to provide the ETIM as mentioned in the Bill of Material  |
| 305    | Secton V - Scope of Work, Clause No. 6.4.13, Page No. 157  | 6.4.13 - SMS and e-mail Gateway   | Our understanding is providing gateway is only our scope of work & recurring charges on sending mail/SMS will be borne by Dept. Please confirm.                                   | Clarified               | Gateway and its recurring charges during project period will be in the scope of the selected bidder  |
| 306    | Section III - GCC, Clause No. 3.12.5, Page No. 50 <b>and</b> Section V - Scope of Work, Clause No. 7.2.1, Page No. 161 | 3.12.5 Purchaser shall provide to the Bidder, sitting space and basic infrastructure not including, stationery and other consumables at the office locations under this project.<br><b>And</b><br>7.2.1 The project consumables like thermal paper roll, printer paper, printer cartridges shall be provided by department. | Our understanding is all type of consumables will be provided by HSRTC. Please confirm.   | Clarified               | Both the clauses are self-explanatory  |
| 307    | Section V - Scope of Work, Clause No. 7.4.1, Page No. 162  | 7.4 DC and DR Services<br>7.4.1 Haryana State Electronics Development Corporation Limited (Hartron) will be the agency for providing DC-DR services on cloud basis to State Transport for implementation of this project.   | Our understanding is bidder is not required to consider any cost towards DC & DR (as it will be provided by HATRON to State transport) including OS & data base. Please confirm.  | Clarified               | DC-DR software as mentioned in Bill of Material is in scope of Bidder  |

| S. No. | RFP Reference(s) (Section, Page)                                     | Content of the RFP Requiring clarification  | Points of clarification required  | Accept/Reject/Clarified | Clarification/ Revised Clause if Changed |
|--------|--|---|---|-------------------------|--|
| 308    | Section V - Scope of Work, Clause No. 4, Page No. 151                | “ The GPS System will utilize the GPS enabled EMV based ETIM device to determine the position of every bus. The coordinates of bus location will be continuously transmitted through GPRS connectivity from the ETIM device.”   | Please note that utilizing GPS of ETIM for tracking of bus will have below affects:<br>1. The battery of ETIM machine will drain faster than normal use.<br>2. If a person carrying ETIM machine is roaming outside the bus while bus is stationary in actual, it will show in maps that bus is moving because system will consider ETIM tracking as vehicle movement.  | Clarified               | As per RFP document                      |
| 309    |  |   | Please note that this is not a good practical approach to use ETIM machine’s GPS for vehicle tracking purpose. For this, system must use separate GPS device installed in bus.  | Reject                  | As per RFP document                      |
| 310    |  |   | Please include a separate GPS device with 2G/3G/4G capabilities without CAN connector to track the bus on a map.  | Reject                  | As per RFP document                      |
| 311    |  |   | CAN connector is not required as department is not planning to use any other health monitoring of the buses like fuel, temperature etc..  | Reject                  | As per RFP document                      |
| 312    | Section II - Instructions to Bidders, Clause No. 26. Page No. 27, 28 | Experience in transport sector in India or abroad in last 7 years of Lead bidder or its consortium Partner – Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred).   | <b><u>Please remove the experience from abroad i.e. to be read as; Experience in transport sector in India in last 7 years of Lead bidder or its consortium Partner – Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred).</u></b>  | Reject                  | As per RFP document                      |
| 313    | RFP Page no. 27,28 under section 26(Evaluation criteria)             | IT implementation projects involving Ticketing Experience in transport sector in India or abroad in last 7 years of Lead bidder or  | Please remove abroad option only india experience to be counted.  | Reject                  | As per RFP document                      |
| 314    | Section II - Instructions to Bidders, Clause No. 23.1, Page No. 23   | Other than FI and SI, one consortium partner is allowed. The Lead bidder should be the Financial Institution (FI)/Bank and System Integrator (SI) partner should be Automated Fare Collection (AFC) solution provider. Its Mandatory SI and FI/Bank to bid together. The members of the Consortium shall enter into a Joint Bidding Agreement as per the format provided under Clause 22 of Section IV. | Request to allow <b>two</b> consortium partners in a consortium apart from FI and SI. The requested line is following:<br>Other than FI and SI, <b>two</b> consortium partners is allowed. The Lead bidder should be the Financial Institution (FI)/Bank and System Integrator (SI) partner should be Automated Fare Collection (AFC) solution provider. Its Mandatory SI and FI/Bank to bid together. The members of the Consortium shall enter into a Joint Bidding Agreement as per the format provided under Clause 22 of Section IV. | Reject                  | As per RFP document                      |



| S. No. | RFP Reference(s) (Section, Page)   | Content of the RFP Requiring clarification  | Points of clarification required   | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed |
|--------|--|---|--|---------------------------|--|
| 315    | Section II - Instructions to Bidders, Clause No. 25.1, Page No. 26       | All members of consortium should have positive Net Worth during last three financial years ending on 31st March 2020 For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered.  | Since Lead Bidder is responsible for the whole project cumulative net worth of all consortium members or network of only lead bidder should be considered. The requested line is following:<br>All members of consortium <b>cumulatively</b> should have positive Net Worth during last three financial years ending on 31st March 2020 For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered.<br>Or<br><b>Lead Bidder</b> of consortium should have positive Net Worth during last three financial years ending on 31st March 2020 For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered. | Reject                    | As per RFP document                      |
| 316    | Section II – Instructions to Bidders, Page #25, 25. Eligibility Criteria | Lead bidder and SI: Lead Bidder should have annual turnover of at least INR 50 Crore each during last three financial years ending on 31st March 2020   | We request you to kindly amend this clause as "Lead Bidder should have <b>annual turnover of at least INR 30 Crore each during last three financial years</b> ending on 31st March 2020"   | Reject                    | As per RFP document                      |
| 317    | Section II – Instructions to Bidders, Page #26, 25. Eligibility Criteria | System Integrator (SI):<br>a) SI should have the minimum experience of AFCS Project implementation during last five years (as on bid submission date) as below:<br>• One (1) project with contract value equal of INR 24 Crore; OR<br>• Two (2) projects with contract value of INR 15 Crore each; OR<br>• Three (3) projects with contract value of INR 12 Crore each<br>For the purpose of evaluation, AFCS project will be defined as a project for a transport organization including Card/ cash-based transit Fare Collection System where system is integrated with ETIM machines | We request you to kindly amend this clause as "System Integrator (SI):<br>a) SI or consortium partner should have the minimum experience of IT System Integration Project implementation during last five years (as on bid submission date) as below:<br>• One (1) project with contract value equal of INR 24 Crore; OR<br>• Two (2) projects with contract value of INR 15 Crore each; OR<br>• Three (3) projects with contract value of INR 12 Crore each<br>For the purpose of evaluation, IT System Integration project will be defined as a project for a Government / PSU organization including Design, Development, customization and Implementation of e-Governance / citizen centric  | Reject                    | As per RFP document                      |

| S. No. | RFP Reference(s) (Section, Page)   | Content of the RFP Requiring clarification   | Points of clarification required  | Accept/Reject/Clarified | Clarification/ Revised Clause if Changed |
|--------|--|--|---|-------------------------|--|
|        |  |  | Application where system is integrated with ETIM / POS / Handheld machines  |                         |  |
| 318    | Section II – Instructions to Bidders, Page #27, 25. Eligibility Criteria | <p>7. ETIM Devices Offered</p> <p>a) Lead bidder or its consortium partner(s) should have supplied 1000 or more EMV based ETIM/POS devices to Single or Multiple customers in India or abroad during last 5 years (from date of bid submission)</p> <p>b) The ETIM device proposed by bidder should be NPCI – qSPARC Certified at the time of bid submission</p>   | <p>We request you to kindly amend this clause as "7. ETIM Devices Offered</p> <p>Lead bidder or its consortium partner(s) should have supplied 500 or more ETIM / POS / Handheld devices to Single or Multiple customers in India or abroad during last 5 years (from date of bid submission)"</p>  | Reject                  | As per RFP document                      |
| 319    | Section II – Instructions to Bidders, Page #27, 26. Evaluation Criteria  | <p>1A – Experience</p> <p>Experience in implementation of EMV based open loop ticketing system for transport sector in India in last 7 years from the last date of bid submission – Lead Bidder or its Consortium partner. (Completed/ongoing projects)</p> <p>2 Projects – 10 Marks each</p> <p>Project Involving following as fare media</p> <p>a) EMV pre-paid cards or RuPay Prepaid cards (NCCMC/q-Sparc Specs) – 2.5 Marks</p> <p>b) EMV contactless debit or credit cards – 2.5 Marks</p> <p>Number of smart cards issued in project:</p> <p>a) More than 1 lakh – up to 2 lakh cards – 1 Mark</p> <p>b) More than 2 lakh – up to 3 lakh cards – 2 Marks</p> <p>c) More than 3 lakh – up to 4 lakh cards – 3 Marks</p> <p>d) More than 4 lakh – 5 Marks</p> | <p>We request you to kindly amend this clause as "1A – Experience</p> <p>Experience in implementation of ETIM / Online based ticketing system for transport sector in India in last 7 years from the last date of bid submission – Lead Bidder or its Consortium partner. (Completed/ongoing projects)</p> <p>2 Projects – 10 Marks each</p> <p>Number of Tickets issued in project:</p> <p>a) More than 1 lakh – up to 2 lakh cards – 2 Mark</p> <p>b) More than 2 lakh – up to 3 lakh cards – 4 Marks</p> <p>c) More than 3 lakh – up to 4 lakh cards – 6 Marks</p> <p>d) More than 4 lakh – 10 Marks</p> | Reject                  | As per RFP document                      |

| S. No. | RFP Reference(s) (Section, Page)  | Content of the RFP Requiring clarification   | Points of clarification required   | Accept/ Reject/ Clarified | Clarification/ Revised Clause if Changed |
|--------|---|--|--|---------------------------|--|
| 320    | Section II – Instructions to Bidders, Page #27, 26. Evaluation Criteria | <p>1B – Experience<br/>IT implementation projects in India or abroad in last 7 years of Lead bidder or its consortium partner– Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred)<br/>2 Projects – 10 Marks each<br/>Worth of Project<br/>a) More than 5 Crore to up to 8 Crore – 2 Marks<br/>b) More than 8 Crore to up to 12 Crore – 3 Marks<br/>c) More than 12 Crore to up to 16 Crore – 4 Marks<br/>d) More than 16 Crores – 5 Marks<br/>Projects Involving<br/>a) Software Implementation for transit system – 1 Mark<br/>b) Open Loop Ticketing System – 1 Mark<br/>c) GPS System – 1 Mark<br/>d) Issuance of Cards – 1 Mark<br/>e) WAN setup – 1 Mark</p> | <p>We request you to kindly amend this clause as "1B - Experience<br/>IT implementation projects in India or abroad in last 7 years of Lead bidder or its consortium partner– Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred)<br/>2 Projects – 10 Marks each<br/>Worth of Project<br/>a) More than 5 Crore to up to 8 Crore – 2 Marks<br/>b) More than 8 Crore to up to 12 Crore – 3 Marks<br/>c) More than 12 Crore to up to 16 Crore – 4 Marks<br/>d) More than 16 Crores – 5 Marks<br/>Projects Involving<br/>a) Software Design &amp; Development – 3 Marks<br/>b) GPS System – 1 Mark<br/>c) WAN setup – 1 Mark</p> | Reject                    | As per RFP document                      |
| 321    | Section II – Instructions to Bidders, Page #27, 26. Evaluation Criteria | <p>1C – Experience<br/>IT implementation projects involving Ticketing Experience in transport sector in India or abroad in last 7 years of Lead bidder or its consortium Partner – Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred)<br/>2 Projects – 5 Marks each<br/><br/>Project Involving<br/>Web based ticket reservation for public interface (Online reservation system) – 2 Marks<br/>Ticket issuance from ticket Counter – 1 Mark<br/>Ticket issuance from Handheld devices – 2 Marks</p>   | <p>We request you to kindly amend this clause as "1C – Experience<br/>IT implementation projects involving Ticket / Service booking Experience in transport sector in India or abroad in last 7 years of Lead bidder or its consortium Partner – Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred)<br/>2 Projects – 5 Marks each<br/><br/>Project Involving<br/>Web based ticket / service reservation for public interface (Online reservation / booking system) – 2 Marks<br/>Ticket / Service booking from Counter / Desktop – 1 Mark<br/>Ticket / Service booking from Handheld devices – 2 Marks</p>                  | Reject                    | As per RFP document                      |

| S. No. | RFP Reference(s) (Section, Page)  | Content of the RFP Requiring clarification  | Points of clarification required   | Accept/Reject/Clarified | Clarification/ Revised Clause if Changed |
|--------|---|---|--|-------------------------|--|
| 322    | Section II – Instructions to Bidders, Page #28, 26. Evaluation Criteria | 1D – Experience<br>Project Experience of EMV based ETIM/ POS devices – Lead bidder or its consortium partners<br>No. of EMV based ETIM/POS Devices supplied:<br>(The customers or client for this criterion can be one or different entities within India or abroad. The proof should be a work order or letter from the client which clearly mentions the number of ETIMs supplied)<br>1000 – 2000 Devices – 2 Marks<br>2001 – 3000 Devices – 4 Marks<br>3001 – 4000 Devices – 6 Marks<br>4001 – 5000 Devices – 8 Marks<br>5001 or more – 10 Marks | We request you to kindly amend this clause as "1D – Experience<br>Project Experience of ETIM/ POS / Handheld devices – Lead bidder or its consortium partners<br>No. of ETIM/POS / Handheld Devices supplied:<br>(The customers or client for this criterion can be one or different entities within India or abroad. The proof should be a work order or letter from the client which clearly mentions the number of ETIM / POS / Handheld Devices supplied)<br>1000 – 2000 Devices – 2 Marks<br>2001 – 3000 Devices – 4 Marks<br>3001 – 4000 Devices – 6 Marks<br>4001 – 5000 Devices – 8 Marks<br>5001 or more – 10 Marks | Reject                  | As per RFP document                      |