

PRE BID CLARIFICATIONS REQUESTED FOR AFCS

Sl.No	RFP Document Reference(s) Section and Page Number(s)	RFP Page No.	Content of RFP requiring Clarification(s)	Points of Clarification	CLARIFICATION
1	Data Sheet, point no. 5. Earnest Money Deposit ('EMD'), page no. 5	5	₹25,00,000 (Rupees twenty five lakhs only), in the form of a DD, drawn in favour of "Telangana State Road Transport Corporation (TSRT C)", payable at Hyderabad, valid for 210 (Two hundred and ten) days from the Bid Submission Deadline date, as per the instructions prescribed in Annexure 14.	₹25,00,000 (Rupees twenty five lakhs only), in the form of a DD/Bank Guarantee, drawn in favour of "Telangana State Road Transport Corporation (TSRT C)", payable at Hyderabad, valid for 210 (Two hundred and ten) days from the Bid Submission Deadline date, as per the instructions prescribed in Annexure 14. We request to kindly provide BG format.	EMD accepted only in the form of DD.
2	Page No. 24, Security Deposit	24	Security Deposit is Rs. 50,00,000/- (Rupees fifty lakhs only) i.e., Earnest Money Deposit (EMD) of Rs. 25 lakhs converted as security deposit and the balance Rs. 25 lakhs to be deposited by the successful bidder in the form of a Demand Draft.	In event case of Contract extension for Phase II Implementation, does bidder have to submit additional Performance Guarantee? Please confirm, What would be the Percentage / amount ?	Not Required to submit additional amount
3	Data Sheet, page no. 5	5	General	We request for online submission of bid instead of physical submission	Not Agreed
4	Data Sheet (5)	5	Bid Submission Deadline	Request for extension for bidding date from 2nd December 2022 to 17 December 2022	Agreed, 21 days from the date of publishing replies
5	Data Sheet (Page Number: 6)	6	15. Bid Validity Period <u>210 (Two hundred and ten) days</u> from the Bid Submission Deadline.	The bid validity should be maximum of 180 days as per standard government procurement practices. Hence, we request authority to amend this clause as, "15. Bid Validity Period <u>180 (One Hundred and Eighty) days</u> from the Bid Submission Deadline."	Not Agreed
6	Data Sheet, point no. 9. Bid Submission Deadline, page no. 5	9	02-12-2022 by 14:00 hrs	We request the Authority to provide at least 21 working days of time to submit the bid after issuance of pre-bid response as per CVC guidelines.	Agreed
7	2.1.2 General, Page 15	15	2. The Term shall be for a period of 5 (five) years. The Purchaser reserves the right to extend the Term up to an additional 5 (five) years, in periods of 1 (year) years for each extension, whereupon the Commercial Terms shall be revised as described in clause 9. All other terms and conditions of the Tender shall remain as is	It is requested to the authorities to increase the project period to 6 years, so that the capex cost gets optimally distributed resulting in lower opex cost for the authority	Not Agreed
8	2.2.2 Consortium (Page Number: 17)	17	3. The total number of consortium members cannot <u>exceed 3 (three)</u> , including the Lead Bidder of the consortium.	The scope of work includes core AFCS solution which can be delivered by single entity or two entity. Inclusion of more members may lead to delay in project implementation and compromise with desired outcomes from the project. Hence, we request authority to amend this clause as, "3. The total number of consortium members cannot exceed <u>3 (three), 2 (two)</u> including the <u>Lead Bidder of the consortium</u> ."	Not Agreed
9	2.4 Right to vary the Scope of Work, page no. 18	18	The Purchaser may at any time, by a written order given to the Selected Bidder, make changes within the quantities, specifications, services, or Scope of Work, as per the Change Request Process defined in clause 4.	If Qty and specification, sow changes, then there will be increase in cost of the project. Hence we request you to kindly give clarity.	Will be clarified at the time of Agreement

10	2.5 Right to Terminate the Process, page no. 18	18	1. The Purchaser may terminate the selection process at any time and without assigning any reason. The Purchaser makes no commitments, express or implied, that this process will result in a business transaction with anyone.	Need clarification on s business transaction with anyone	Any bidder responding to the bid.
11	2.2.2 - Consortium (18)	18	The roles, responsibilities, and Scope of Work shall be distributed among the consortium members in such a way that the Lead Bidder shall be responsible for delivering works.	Under consortium, we would like to request to consider joint/combined experience of all members of consortium at the time of bid resolution.	Not Agreed, As per RFP
12	3.1 Tender Document Fees and Purchase, page no. 19	19	Cost of the Tender Document is Rs. 11,800/- (including GST) and has to be paid in the form of a Demand Draft (DD) drawn in favour of "FA & CAO, TSRTC, Hyderabad" drawn on a Nationalized / Scheduled Bank other than a Co-operative Bank.	We request the Authority to allow payment of Cost of Tender Document of Rs. 11,800/- through RTGS/NEFT also. For the same kindly provide bank details.	Agreed, Telangana State Road Transport Corporation, A/c No. 007611010000007, Union Bank Of India, Vidya Nagar Branch, IFSC Code: UBIN0806048
13	3 Bid submission instructions, point no. 9, page no. 20	20	Bidder have to submit their Technical and Financial Bids along with all relevant documents, enclosures and annexures at Bus Bhavan as mentioned location in the Data Sheet.	We request for online submission of bid instead of physical submission	Not Agreed
14	3.4.7 Pre-Qualification Criteria, Financial Stability, PQ3: The Bidder must have an average annual turnover of at least ₹25(Twenty five) Crores for the last 3 financial years. On page no. 28	28	Turn over certificate from a statutory auditor specifying the annual turnover of the Bidder for last three financial years as per the format provided in Annexure 21.	On page no. 119, in Annexure 21: Financial Capability, it is written "Note: To be furnished by the chartered account of the bidder / each consortium member on their letterhead and signed by an authorised signatory. Please attach supporting financial statements as required in clause 3.4.7". Hence we request the Authority to modify the clause as "Turn over certificate from a Chartered Accountant/statutory auditor specifying the annual turnover of the Bidder for last three financial years as per the format provided in Annexure 21".	Agreed
15	PQ3, Page Number 28	28	Turn over certificate from a statutory auditor specifying the annual turnover of the Bidder for last three financial years as per the format provided in Annexure 21	Request to change it as Turn over certificate from a statutory auditor/Chartered Accountant specifying the annual turnover of the Bidder for last three financial years as per the format provided in Annexure 21	Agreed
16	3.4.7 Pre-Qualification Criteria Page No. 29	29	PQ3: The Bidder must have an average annual turnover of at least ₹25(Twenty five) Crores for the last 3 financial years. Audited financial statements for last three financial years by a statutory auditor. Turn over certificate from a statutory auditor specifying the annual turnover of the Bidder for last three financial years as per the format provided in Annexure 21. GST returns copy for the specified years. GST certificate. <i>Certified copies of valid PAN.</i>	We request to authority allow the CA certificate for said criteria and amend the clause as follow: "PQ3: The Bidder must have an average annual turnover of at least ₹25(Twenty five) Crores for the last 3 financial years. Audited financial statements for last three financial years by a statutory auditor. Turn over certificate from a statutory auditor / <u>CA</u> specifying the annual turnover of the Bidder for last three financial years as per the format provided in Annexure 21. GST returns copy for the specified years. GST certificate. Certified copies of valid PAN."	Agreed
17	4 Scope Of Work, page no. 30	30	General	In the overall scope of work, there is no clarity on depot internet connectivity in the RFP document. Hence it is requested to kindly elaborate on this point	Depot Internet connectivity will be provided by TSRTC

18	3.4.9 Technical Qualification Criteria Page No. 29	29	<p>TQ1: Experience in issuing stored value smart cards for intra-city stage carriage buses for any Indian government transport body (STUs or SPVs) that have a pre- paid wallet and can store either a pass or travel plan.</p> <p>Documents needed: Certificate or letter from the client entity or banking partner(s).</p> <p>Pan-India smart card sales in the 3 (three) years prior to the Bid Submission Deadline date:</p> <p>50,000 to 75,000: 5 marks 75,001 to 1,00,000: 10 marks 1,00,001 or more: 20 marks</p>	<p>As there are not many projects in Government Bus transport against the asked criteria, we request the authority to kindly amend the clause as following:</p> <p>"Experience in issuing stored value smart cards for intra-city stage carriage buses for any Indian government transport body (STUs or SPVs) that have a pre-paid wallet and can store either a pass or travel plan.</p> <p>Documents needed: Certificate or letter from the client entity or banking partner(s) <u>along with Work order clearly stating scope of work to supply Smart cards</u>"</p> <p>Pan-India smart card sales <u>Projects</u> in the 3 (three) <u>7 (seven)</u> years prior to the Bid Submission Deadline date:</p> <p><u>50,000 to 75,000: 5 marks</u> <u>75,001 to 100,000: 10 marks</u> <u>100,001 or more: 20 marks</u> <u>1 project: 5 marks</u> <u>2 projects: 10 marks</u> <u>3 or more projects: 20 marks</u>"</p>	Please refer the Amendment No.2
19	3.4.9 Technical Qualification Criteria, TQ1, page no. 29	29	<p>Experience in issuing stored value smart cards for intra-city stage carriage buses for any Indian government transport body (STUs or SPVs) that have a pre paid wallet and can store either a pass or travel plan.</p> <p>Pan-India smart card sales in the 3 (three) years prior to the Bid Submission Deadline date:</p> <p>50,000 to 75,000: 5 marks 75,001 to 1,00,000: 10 marks 1,00,001 or more: 20 marks</p> <p>Documents needed: Certificate or letter from the client entity or banking partner(s).</p>	<p>This kind of criteria is very tough to find in Indian market and no bidder will pass the criteria. Only M/s Chalo will be passing this tailor made criteria. As the scope of the project involves AFCS, Eticketing, Mobilr App, Cloud hosting, Manpower deployment, Integration with different apps etc and not limited to sale of smart card, hence we request you to kindly add experiences of bidder related to the scope of work. Hence we request you to kindly dilute the criteria.</p> <p>Documents needed: Client certificated and work order and agreement copy should be submitted as a proof in TQ criteria.</p>	Please refer the Amendment No.2
20	3.4.9 - Technical Qualification Criteria (29)	29	<p>TQ1: Experience in issuing stored value smart cards for intra-city stage carriage buses for any Indian government transport body (STUs or SPVs) that have a prepaid wallet and can store either a pass or travel plan.</p>	<p>In TQ1, We Request to update "sales" to "issuing and managing" as certain STUs manage sales themselves and the bidder is responsible for issuing and managing the smart cards.</p>	Will be considered
21	Page No. 29, Section 3.4.9, Technical Qualification Criteria	29	<p>TQ1 : Experience in issuing stored value smart cards for intra-city stage carriage buses for any Indian government transport body (STUs or SPVs) that have a pre-paid wallet and can store either a pass or travel plan.</p>	<p>We request ammendenment in the criteria, as currently the criteria is limited to buses only. Whereas AFCS is across all public transporation including buses / metro. Please use the same terminology as TQ4.</p>	Will be considered
22	TQ1, Page Number 29	29	<p>Experience in issuing stored value smart cards for intra-city stage carriage buses for any Indian government transport body (STUs or SPVs) that have a pre-paid wallet and can store either a pass or travel plan</p>	<p>Request to change it as Experience in issuing stored value smart cards for intra-city/inter-city or any STU stage carriage buses for any Indian government transport body (STUs or SPVs) that have a pre-paid wallet and can store either a pass or travel plan</p>	Agreed

23	3.4.9 Technical Qualification Criteria Page-29	29	TQ1: Experience in issuing stored value smart cards for intra-city stage carriage buses for any Indian government transport body (STUs or SPVs)that have a pre-paid wallet and can store either a pass or travel plan. Documents needed: Certificate or letter from the client entity or banking partner(s).	With this clause only few selected bidders can participated. May we kindly request you to amend this clause as per following for wider participation and to get better completative pricing which will be in favor of the project from qualified bidders :-	Please refer the Amendment No.2
24	Page No. 30, 3.4.9: TQ 1: Experience in issuing stored value smart cards for intra-city stage carriage buses for any Indian government transport body (STUs or SPVs)that have a pre paid wallet and can store either a pass or travel plan	30	Pan-India smart card sales in the 3 (three) years prior to the Bid Submission Deadline date: 50,000 to 75,000:5 marks 75,001 to 1,00,000: 10 marks 1,00,001 or more: 20 marks	Since the adoption of Smart cards by various Govt agencies is different (eg. APSRTC CAT cards), most SRTC's have implemented eWallet system with Top up amounts for ticket bookings. Hence this clause may relaxed to consider Inter - city eWallet implementations for STU's / SRTC's.	Please refer the Amendment No.2
25	3.4.9 - Technical Qualification Criteria (29)	29	Experience in mobile passes with offline validation for intracity stage carriage buses for any Indian government transport body (STUs or SPVs).	Request to update "mobile passes" to "mobile passes/digital passes".	Please refer the Amendment No.2
26	3.4.9 - Technical Qualification Criteria (29)	29	TQ2: Experience in mobile passes with offline validation for intracity stage carriage buses for any Indian government transport body (STUs or SPVs).	Also, request to update "sales" to "issuing and managing" as certain STUs manage sales themselves and the bidder is responsible for issuing and managing the smart cards.	Please refer the Amendment No.2
27	3.4.9 - Technical Qualification Criteria (29)	29	Experience in mobile passes with offline validation for intracity stage carriage buses for any Indian government transport body (STUs or SPVs).	Is a pass and ticket the same thing?	Please refer the Amendment No.2
28	3.4.9 - Technical Qualification Criteria (29)	29	TQ2: Experience in mobile passes with offline validation for intracity stage carriage buses for any Indian government transport body (STUs or SPVs).	Reduce the slabs for marks to : 10,000-50,000 50,000 to 1,00,000 1,00,000 to 3,00,000	Please refer the Amendment No.2
29	3.4.9 - Technical Qualification Criteria (29)	29	TQ3:Experience in providing a mobile app for intra-city stage carriage buses for any Indian government transport body (STUs or SPVs), with functionality for: 1. Mobile tickets; 2. Mobile passes; 3. Live tracking of buses; 4. Live arrival times at bus stops; 5. Trip planner; and 6. Support for Telugu, Hindi, and English.	In TQ3, The marks/points allocations for the number of downloads is too strict and is restrictive. For example, 50 lakh + for 20 points is very restrictive and only helps one or two players. This condition will eliminate most startups and is therefore very restrictive. This will result in innovative/cost effective solutions to get disqualified at this stage only. However, this condition is important and therefore, we request the points allocation be reduced to 10 L + downloads (for 20 points). We believe that 10 lakh downloads is good enough to assess the quality of app.	Please refer the Amendment No.2

30	Page No. 31, 3.4.9: TQ 3: Experience in providing a mobile app for intra-city stage carriage buses for any Indian government transport body (STUs or SPVs), with functionality for: 1. Mobile tickets; 2. Mobile passes; 3. Live tracking of buses; 4. Live arrival times at bus stops; 5. Trip planner; and 6. Support for Telugu, Hindi, and English.	31	Mobile app downloads in the 3 (three)years prior to the Bid Submission Deadline date: 10,00,000 to 30,00,000: 5 marks 30,00,001 to 50,00,000: 10 marks 50,00,001 or more: 20 marks	Mobile App implementations for Inter City STU's may be considered.	Please refer the Amendment No.2
31	3.4.9 Technical Qualification Criteria (Page Number: 30)	30	TQ3:Experience in providing a mobile app for intra-city stage carriage buses for any Indian government transport body (STUs or SPVs), with functionality for: 1.Mobile tickets; 2.Mobile passes; 3.Live tracking of buses; 4.Live arrival times at bus stops; 5.Trip planner; and 6.Support for Telugu, Hindi, and English. Documents needed: · Exported reports from Google Play Store, Apple App Store, or any other major app store; or · Certificate / letter from the client entity. Mobile app downloads in the 3 (three)years prior to the Bid Submission Deadline date: 10,00,000 to 30,00,000: 5 marks 30,00,001 to 50,00,000: 10 marks 50,00,001 or more: 20 marks	We have not come across any such government project that involves such huge volume of mobile app downloads, therefore we request the authority to kindly consider the number of projects instead of number of downloads and amend the clause as following: "Experience in providing a mobile app for intra-city stage carriage buses for any Indian government transport body (STUs or SPVs), with any four functionality for: 1. Mobile tickets; 2. Mobile passes; 3. Live tracking of buses; 4. Live arrival times at bus stops; 5. Trip planner; and 6. Support for Telugu, Hindi, and English. Documents needed: · Exported reports from Google Play Store, Apple App Store, or any other major app store; or · Certificate / letter from the client entity. Mobile app downloads in the 3 (three)years prior to the Bid Submission Deadline date: <small>1,000,001 to 3,000,000: 05 marks 3,000,001 to 5,000,000: 10 marks 5,000,001 or more: 20 marks</small> <u>1,00,001 to 3,00,000: 05 marks</u> <u>3,00,001 to 5,00,000: 10 marks</u> <u>5,00,001 or more: 20 marks</u>	Please refer the Amendment No.2
32	3.4.9 - Technical Qualification Criteria (29)	29	TQ4: Project implementation for deployment of ETIM, AFCS, and mobile tickets for any Indian government transport body (STUs or SPVs). Documents needed: Certificate or letter from the client entity.	In TQ4, 1 project with STU is enough for estimation of how good the bidder is, please reduce the maximum number of projects to 1 or more.'Otherwise the condition is very restrictive and is not conducive to startups like us.	Please refer the Amendment No.2

33	TQ4: Project implementation for deployment of ETIM, AFCS, and mobile tickets for any Indian government transport body (STUs or SPVs). Documents needed: Certificate or letter from the client entity	30	Number of projects in the 3 (three)years prior to the Bid Submission Deadline date: 1 project: 5 marks 2 projects: 10 marks 3 or more projects: 20 marks	Request for downloads as Project implementation for deployment of ETIM, AFCS, OR mobile tickets for any Indian government transport body (STUs or SPVs). Documents needed: Certificate or letter from the client entity	Please refer the Amendment No.2
34	3.5 Tender Model, page no. 31	31	The Bidders have to submit quotes for implementation of the Project under two models mentioned hereunder: 1. CAPEX and OPEX Model: Capital Expenditure (ETIMs Cost and other Hardware & Software Costs will comes under this CAPEX). Operation Expenditure (e-SIM charges, License charges and monthly rentals will be considered under this OPEX). Accordingly Quote should be submitted. 2. OPEX Model: The entire cost for establishing, operating and maintaining the system and its operations would be borne by the bidder and should factored in the 'Per Transaction Cost'. Accordingly Quote should be submitted 'Per Transaction Cost'. TSRTC Reserves the right to implement the Project under any of the two models. Note : Bidder should quote their rates in paise. Part-A and Part-B of Annexure-9 are considered for Financial Evaluation.	will the order to successful Bidder will be given either on Part A or Part B or Both? How L1 will be decided? Lowest of system 1 or System 2? Or lowest of both? For OPEX model, minimum assured tickets transaction is required.	Please refer the Amendment No.2
35	3.5 Tender Model Page 31	31	TSRTC Reserves the right to implement the Project under any of the two models.	It is requested to the authorities to fix one model among these two, preferably Opex as it involves zero capital investment by the authorities and 100% performance-based payout to the bidder.	Please refer the Amendment No.3
36	3.5 Tender Model (Page Number: 31)	31	The Bidders have to submit quotes for implementation of the Project under two models mentioned hereunder: 1. CAPEX and OPEX Model 2. OPEX Model <u>TSRTC Reserves the right to implement the Project under any of the two models</u>	The Evaluation methodology must be define at the RFP stage, since the selection of bidder is dependent on such parameters specifically for Least-cost based System (L1). It can not be define at a later stage. Hence, we request authority to re-visit and provide clarity on the evaluation part at RFP stage. Also, kindly provide Evaluation equation for L1 bidder consideration.	Please refer the Amendment No.3

37	3.5 Tender Model (Page Number: 31)	31	2. OPEX Model	<p>The OPEX model must have 'minimum assurance transaction per month' in order to safe-guard the project from financial risk for BOO model as per general standard practices.</p> <p>We request authority to provide 'minimum assured transaction per month' for scope of work.</p> <p>Furthermore, bidder is unable to estimate the tickets from given data as 6 crore ticket is for entire TNSTC operations whereas scope of for Greater Hyderabad Zone (GHZ) area only.</p> <p>Kindly provide tickets issued for Greater Hyderabad Zone (GHZ) area per month?</p>	Please refer the Amendment No.3
38	Page No. 32, Capex & Opex Model	32	Capital Expenditure (ETIMs Cost and other Hardware & Software Costs will comes under this CAPEX). Operation Expenditure (e-SIM charges, License charges and monthly rentals will be considered under this OPEX). Accordingly Quote should be submitted.	<p>pl. detail TSRTC method for arriving at L1 Bidder? As TSRTC has requested for Commercials in Capex & Opex Model as well as Complete Opex Model</p> <p>What will be complete evaluation procedure to finalize the L1 Bidder? it may be that TSRTC should finalize the Commercial Model and guide the Bidders accordingly, Requesting for Commercial Models in 2 different scenarios without clear way forward for arriving at L1 will lead to lots of confusion and will not be appropriate. Hence clearly mention the option to be considered for quoting the best commercials.</p> <p>We also request TSRTC to provide complete Ridership Data Sets like, No. of Tickets Issued Per Day, During Peak Hours, Next 5 Year Projections, No. of Depots etc. to arrive at exact costings & apportionments</p> <p>We also request TSRTC to provide minimum guarantee committed Tickets Per Month , to cover unexpected events like Strike, Bandh, Lockdowns etc.</p>	Please refer the Amendment No.3
39	Page No. 32, OPEX Model:	32	<p>The entire cost for establishing, operating and maintaining the system and its operations would be borne by the bidder and should factored in the 'Per Transaction Cost'. Accordingly Quote should be submitted 'Per Transaction Cost'.</p> <p>TSRTC Reserves the right to implement the Project under any of the two models.</p>	<p>As per Page No. 36, Point 4.3.1 & 4.3.2 , the Project to be executed in 2 Phases, in First Phase, Bidder has to deploy 3087 ETMs+ 10% Spares for Intra City Operations and in a Second Phase, this is to be extend for entire Telangana State.</p> <p>The Mode of Operations, Requirement of Manpower does immensely varies for Intra State & Inter-State Bus Operations & Maintenance.</p> <p>As there is no Price Variations allowed while extending the Project for Inter State Bus Operations, we request TSRTC to kindly Provide complete Data Sets like, No. of Tickets Issued Per Day, During Peak Hours, Next 5 Year Projections, No. of Depos etc. to arrive at exact costings & apportionments</p> <p>We also request TSRTC to provide minimum guarantee committed Tickets Per Month , to cover unexpected events like Strike, Bandh, Lockdowns etc.</p>	Minimum Guarantee commitment for the project is 70% of average transactions. Average transactions per month is around 6 Cr for entire Corporation. Average transactions per month is 2.32 Cr tickets in phase I.
40	3.7 Negotiations, Contract Finalization and Award, Page 32	32	The L1 bidder (bidder quoting the lowest rate from among the technically qualified bidders) may be called for negotiations, for awarding the contract.	<p>It is requested to the authorities to add the evaluation formula for selecting the L1 bidder under Capex+Opex Model.</p> <p>Also, we request that the authorities change the evaluation method to "QCBS"(Quality cum Cost-Based Selection) so that the technically advanced system gets preference for better product delivery and enhanced user experience</p>	Please refer the Amendment No.3
41	4.2 Overview of Scope of Work, point no. 10. Integration With Existing IT systems, page no. 35	35	The Selected Bidder shall provide all necessary manpower for technical support for all hardware and software deployed. Further, for handling of ETIMs(Issuing, Receiving and Charging) at Depots sufficient Man Power should be provided	How many manpower will be required for each depot is not mention. Please clarify	Clause is dropped. There is no requirement of manpower at depots.

42	Page No. 50, Details of transactions	48	TSRTC is issuing 6 crores tickets per month. Now TSRTC expects to increase the sale of tickets due to adoption of different promotional schemes and consideration of other tickets as billable.	Should we consider, 6 Cr per month as minimum guarantee commitment for this Project? 1. Out of 6Cr tickets issues monthly, how many are chargeable tickets under RFP terms? 2. What is the estimate of TSRTC on increase in it's network (bus, depots, etc.) in the five years and also how much increase in the chargeable tickets in the same period?	Minimum Guarantee commitment for the project is 70% of average transactions. Average transactions per month is around 6 Cr for entire Corporation. Average transactions per month is 2.32 Cr tickets in phase I.
43	Clause 9.9, Page Number 49	49	It is also implied that even though in order to complete the said-transactions, the bidder would be required to create a suitable ICT Infrastructure, deploy the necessary Staff and thereafter bear the operational expenses on daily-basis, this entire cost for establishing, operating and maintaining the system and its operations would be borne by the bidder and should factored in the 'Per Transaction Cost' to be quoted in the Commercial Proposal	Request for Minimum Capping for tickets sold per month for Billing if 6 crore tickets are not sold due to any situation like Pandemic since it is 'Per Transaction Cost' on Opex Model	Minimum Guarantee commitment for the project is 70% of average transactions. Average transactions per month is around 6 Cr for entire Corporation. Average transactions per month is 2.32 Cr tickets in phase I.
44	Details of transactions (Page Number: 49)	49	TSRTC is issuing 6 crores tickets per month .	The OPEX model must have 'minimum assurance transaction per month' in order to safe-guard the project from financial risk for BOO model as per general standard practices. We request authority to provide 'minimum assured transaction per month' for scope of work. Furthermore, bidder is unable to estimate the tickets from given data as 6 crore ticket is for entire TNSTC operations whereas scope of for Greater Hyderabad Zone (GHZ) area only. Kindly provide tickets issued for Greater Hyderabad Zone (GHZ) area per month?	Minimum Guarantee commitment for the project is 70% of average transactions. Average transactions per month is around 6 Cr for entire Corporation. Average transactions per month is 2.32 Cr tickets in phase I.
45	Page 87	87	Indicative Project Cost with component wise breakup	Request to clarify relevance of the first table (above Part - A)	To estimate the Project Cost
46		87	Indicative Project Cost with component wise breakup	Request to include price of NCMC card and Smart Card in the bid format for both the models	Will be decided at the time of Agreement. The Charges will be borne by the Customer
47		87	Indicative Project Cost with component wise breakup	Will TSRTC bear MDR charges incurred on the transactions?	No, will be charged to the Passenger
48	4.2.1	33	ETIMs increase transparency in tickets reports and enable real-time flow of tickets and revenue information. They also form the enabling infrastructure for digital tickets, namely mobile tickets and passes, smart card acceptance and other digital tickets initiatives	Smart card to be replaced with NCMC (Debit, Credit and Prepaid)	Agreed
49	Page No. 33: Point 3.7: The L1 bidder (bidder quoting the lowest rate from among the technically qualified bidders) may be called for negotiations, for awarding the contract.	33		We request you to relax this RFP Condition, Bidder quotes with best of his ability to become a L1 Bidder, keeping this unfavorable conditions will create unnecessary confusion while providing the aggressive price quotes to TSRTC	Not Agreed

50	4.2.2	34	The Selected Bidder must deploy an AFCS Platform and integrate with all necessary hardware and software applications	The Selected Bidder must deploy an AFCS Platform and integrate with all necessary hardware and software applications following NCMC specification	Will be considered
51	4.2.3	34	Mobile tickets and mobile passes offer a new digital form of purchasing tickets. Regular passengers are also saved the time and hassle involved in purchasing physical monthly passes	Passes should be issued on NCMC (Debit, credit and Prepaid) platform only	Not agreed.
52	4.2 Overview of Scope of Work (Page Number: 34)	34	The Selected Bidder must deploy a mobile app along with a mobile ticket and passes Platform with necessary software applications, <u>payment gateway integration</u> , etc.	We assume Payment Gateway charges will be bear by authority or passenger/commuters. <u>Please confirm.</u>	Charges will be borne by the TSRTC/commuter.
53	4.2 Overview of Scope of Work, point no. 6. Manpower Support, page no. 35	35	The Selected Bidder shall be responsible for integrating with the existing IT systems of the Purchaser.	Kindly provide details of the existing infra to enhance with new AFCS System	The Selected Bidder shall be responsible for integrating with the existing IT systems of the Purchaser ie., Oracle ERP system, OPRS, Bus Pass and Vehicle Tracking systems etc.,
54	4.4 Electronic Ticket Issuing Machines ('ETIMs'), 4.4.1 Scope, point no. 1, page no. 35.36	35	1. Procure, supply, and maintain ETIMs with covers, chargers, and sufficient spare batteries for all of buses operated by Purchaser or operated under the Purchaser's brand name for the entire Term of the Project, at the agreed quantities as described in the Bill of Materials in clause.	Please clarify on sufficient spare batteries for all the buses	Sufficient quantity to meet SLAs
55	4.2 Overview of Scope of Work (Page Number: 35)	35	The Selected Bidder shall be responsible for <u>procurement and distribution management</u> of Smart Cards.	<p>The scope is not clear in the RFP. It contradicts with each other across the RFP. (refer section 4.14, 4.14.1)</p> <p>We relook and provide/define proper scope of work.</p> <p>Also, requesting you to provide in line response of below questions,</p> <p>1. We understand only non-personalized smart card will be issued to commuters by either conductor or at depot location. <u>Please confirm.</u></p> <p>2. As per clause 4.14.1, Point - 3, Bidder should provide incentives to conductors but commercials format does not have such section. We request authority provide brief on it and also add line-item in commercial bid format.</p> <p>3. As per clause 4.14, point 2: Distribution of smart cards can be from bus stops/other key locations/retail outlets. The scope is very open in nature. Please provide list of location and numbers of bus stops, other key locations, retail outlets as it does have commercials implications.</p> <p>Note: We request authority to provide detailed response on such points as it is important for project implementation perspective and commercials discovery perspective</p>	The Acquiring Bank and responsibility of the Supplying of NCMC cards to the Customer will be discussed with successful Bidder and dicided later.

56	4.2 Overview of Scope of Work (Page Number: 35)	35	The Selected Bidder shall be responsible for integrating with the <u>existing IT systems</u> of the Purchaser.	We understand existing IT system means AVLS system and OPRS system implemented for public transport services. <u>Please confirm.</u> Also, provides below details on said point which will help bidders to estimate the efforts towards integration and complete the implementation in timely manner, 1. Does AVLS system implemented for all TSRTC buses operated in GHZ area? 2. <u>Who is implementing Agency and Software OEM of existing AVLS solution?</u>	Implementation under Progress. M/s Mapmy India is the SI for VLS System.
57	4.4 Electronic Ticket Issuing Machines ('ETIMs'), 4.4.1 Scope, point no. 7, page no. 36	36	7. The Purchaser shall be liable for all expenses relating to repair or replacement of ETIMs arising out of physical damage, mishandling, theft, or any other reason beyond the control of the Selected Bidder. The price of the ETIM shall be documented in the Agreement based on prices of the same or similar model listed on the Government e-Marketplace (GeM) portal, or a similar reliable source of prices, or as per mutual agreement.	If purchaser compare the price of etmis provided by bidder with the price available on GeM portal. The price can be vary with specification and oem. Hence clarify	GeM price will be taken only for reference, the same will not considered for evaluation.
58	8. The Purchaser shall provide at no cost to the Selected Bidder: Pg 36	36	d) Paper rolls for ticket printing, and other consumables such as stationery, etc.	How many paper roles would be required per bus per month ?	It will be supplied by TSRTC
59	4.6.2	37	Integration with the AFCS to facilitate issuance and reporting of mobile tickets and mobile passes, and payments from the mobile app's prepaid mobile wallet	To be removed - "Prepaid Mobile Wallet" Integration with the AFCS to facilitate issuance and reporting of mobile tickets and mobile passes, and payments from the mobile app's prepaid mobile wallet for mobile tickets and passes only	Not agreed
60	4.7.1 Point 2	38	Capability to issue and store on each Card: a) Closed System PPI or Semi-closed System PPI	Capability to issue new NCMC (Debit, Credit and Prepaid) Cards which are Open-loop and interoperable	Will be considered
61	4.7.1 Point 4	38	Capability to accept payments from NCMCs issued by Telangana State appointed bank	Capability to accept payments from any NCMC (Debit, Credit and Prepaid) certified issuer entity. NCMC cards issued by all banks in the country to be accepted on the network	Will be considered
62	4.7.1 Point 5	38	Capability to accept payments from Open System PPIs such as EMV Contactless Credit and Debit Cards, or any other Open System PPI Card	To be removed	Not agreed
63	4.7.1 Point 7	38	The smart cards shall be co-branded with the Purchaser and Selected Bidder's brand names, conforming to applicable guidelines	NCMC shall be co-branded with the Purchaser conforming to applicable NCMC guidelines	Not Agreed
64	4.7.3	38	The Smart Cards Platform must meet or exceed the technical specifications as described in Annexure 7. The agreed technical specification for the Smart Cards to be used is also provided in Annexure 7	NCMC technical specifications must be followed	Will be considered
65	4.7 Smart Cards Platform, point no. 4.7.1.2a, page no. 38	38	Smart card system with Closed loop card	Can we start the project with closed loop and then NCMC? Please clarify.	With Open Loop only i.e., with NCMC
66	4.7 Smart Cards Platform, point no. 4.7.1, page no. 38	38	NCMC Issuance	Is acceptance and issuance not necessary for GoLive certificate	NCMC Certificate is mandatory

67	4.7 Smart Cards Platform 4.7.1 Scope (Page Number: 38)	38	4. Capability to accept payments from NCMCs issued by <u>Telangana State appointed bank.</u>	Both clauses mentioned in the RFP contradict each other. Please clarify, who will onboard the bank to issue NCMC cards? We request that onboarding of bank should be in TSRTC's scope as per general practices and tenders for <u>government transit projects.</u>	The Acquiring Bank and responsibility of the Supplying of NCMC cards to the Customer will be discussed with successful Bidder and decided later.
68	4.13.2, Page 40	40	4.13.2 Integrating with Online Reservation Tickets/Authorised Agent Tickets and Bus Passes	As the said services are for inter-city bus operations, it is requested to the authorities to add this integration clause to Phase II only	Agreed
69	4.13.2 Point 1	41	The Selected Bidder shall provide APIs or other means, and all required documentation, to integrate issuance of tickets and passes with the Purchaser's existing IT systems, websites, and / or mobile apps	"Mobile passes" to be replaced with "Passes on NCMC" The Selected Bidder shall provide APIs or other means, and all required documentation, to integrate issuance of mobile tickets and mobile passes with the Purchaser's existing IT systems, websites, and / or mobile apps. Passes to be made available both on Mobile App as well as on NCMC Card	In addition to the passes issued through mobile app and NCMC cards, the systems should also validate the QR code printed on paper passes
70	4.13.1 Integrating Live Bus Tracking in Mobile App, page no. 41	41	Integrating Live Bus Tracking in Mobile App	Is this mobile app different	To integrate the VTS in the Mobile App developed by the SI
71	4.13.1 Integrating Live Bus Tracking in Mobile App Pg 41	41	2. The Selected Bidder shall provide real-time APIs to: a) Receive the live route assignment information on which each bus is plying; b) Receive the live GPS data feed directly from GPS devices, or from the Purchaser's IT systems; and c) If required, provide a real-time mirroring service to send the live GPS data feed as received to the Purchaser's existing IT systems.	Will the department share the APIs for the existing system for integration ?	API will be provided to integrate with AFCS
72	4.13 Integration with existing IT Systems 4.13.1 Integrating Live Bus Tracking in Mobile App (Page Number: 41)	41	3. The Purchaser shall provide real-time APIs to: a) Send the live GPS data feed directly to the Selected Bidders' IT systems with less than 1 (one) second delay; and b) Send live route assignment information as soon as a bus is dispatched on a route	We assume it will be API based integration with software of existing AVLS solution and AVLS solution provider will provide support for the same. If any further help is required TSRTC will facilitate the same. <u>Please confirm.</u>	Yes
73	4.13.2 Point 2	42	The Purchaser shall have the option to integrate mobile tickets and mobile passes into their existing IT systems, websites, and / or mobile apps	"Mobile passes" to be replaced with "Passes on NCMC" Passes to be made available both on Mobile App as well as on NCMC Card	Not Agreed
74	4.14.1 Point 1	42	The Selected Bidder shall procure Smart Cards as per the specifications provided in Annexure 7 to be able to meet the functional requirements as described in Annexure 6	The Selected Bidder shall procure NCMC as per the NCMC specifications, to be able to meet the functional requirements as described in Annexure 6	Will be considered
75	4.13.2 Integrating with Online Reservation Tickets/Authorised Agent Tickets and Bus Passes (Page Number: 42)	42	4.13.2 Integrating with Online Reservation Tickets/Authorised Agent Tickets and Bus Passes	We assume it will be API based integration with OPRS software. <u>Please confirm.</u> Who is solution provider for OPRS system?	Yes. At present Abhibus

76	4.13.3 Integrating Payments for other services offered by Purchaser (Page Number: 42)	42	The Selected Bidder shall, upon request from the Purchaser, integrate an ability to make payments for any other services offered by the Purchaser (e.g. electricity bill Payments) in the mobile app deployed under the Project.	The project scope is for AFCS and transit ticketing solution. The scope of electricity bill payment must not be there since TSRTC is transit bus operator. To Payment reconcile and cross-validate the electricity bill integration with other entity is required, which is vast scope. <u>Hence, we request authority to delete this clause.</u>	Agreed
77	Pg no 42, 4.14 Procurement and Distribution of Smart Cards	42	Pg no 42, 4.14 Procurement and Distribution of Smart Cards	The FI selected by the bidder for the issuance of NCMC cards, will he get exclusive card issuance rights at all TSRTC touchpoints?	No
78	Pg no 42, 4.14 Procurement and Distribution of Smart Cards	42	Pg no 42, 4.14 Procurement and Distribution of Smart Cards	For the sale and promotion of NCMC cards, will TSRTC be assigning any specific areas inside the depots as well ? Please specify the number of depots for phase-1 project	The Acquiring Bank and responsibility of the Supplying of NCMC cards to the Customer will be discussed with successful Bidder and decided later. 27 Depots in I - Phase.
79	5.1 Change Request Process Overview, page no. 43	43	Change Request Note ('CRN')	Need to understand their changes, business and commercial impact	Will be clarified at the time of Agreement
80	5.2 Other Terms and Conditions for Change Requests (Page Number: 43)	43	1. Any Change Request with respect to the Scope Of Work that includes additional requirements that can be fulfilled by the Selected Bidder shall not require the Purchaser to solicit fresh bids via a new tender process, unless such individual Change Request increases the Project implementation cost by more than 25% (twenty five percent) of the Total Project Value , in which case it shall be considered beyond the scope of the Change Request Process and will require the Purchaser to solicit fresh bids via a new tender process	Both the clauses contradict each other. The solution is asked which should able to scale for entire operations of TSRTC whereas it is mentioned that the Change Request should be maximum of 25% of project value. Please clarify on this.	no contradiction seen
81	6.3 Point 4	44	The Smart Cards shall be co-branded with the Purchaser and Selected Bidder's brand names, conforming to applicable guidelines	NCMC shall be co-branded with the Purchaser conforming to applicable NCMC guidelines	The Acquiring Bank and responsibility of the Supplying of NCMC cards to the Customer will be discussed with successful Bidder and decided later.
82	6.2 Obligations of the Purchaser, page no. 44	44	6. To inform the Selected Bidder 2 (two) months in advance of new bus fleet additions to enable the Selected Bidder to arrange all necessary hardware and infrastructure as per the terms of the Tender.	How bidder will be compensated for this additional benefits, as within same fixed price it is not possible to provide this additionally.	Additional benefit in the form of increased transactions due to addition of the fleet to the SI.
83	6.3 Rights of the Selected Bidder, page no. 45	45	To develop new travel products, in close coordination with the Purchaser, that are facilitated by the new technology deployed. For e.g. new kinds of ticket options, passes, travel plans, etc.	How bidder will be compensated for this additional benefits, as within same fixed price it is not possible to provide this additionally	With increased transactions, the SI will get more transaction charges
84	8 Bill of Materials, page no. 46-47	46	Hardware Component : 3. Additional battery chargers for spare batteries	How many additional battery chargers require quantity is not specified	To meet the SLAs.
85	7. Project Timelines (Page Number: 46)	46	Route and bus stop data digitization	We understand the data will be in digital format already available with TSRTC. It does not mean conversion of manual data/paper based data in to digital form. Please confirm.	Available data can be used. Additional data to be created.

86	8 Bill of Materials (Page Number: 47)	47	4. The total requirement of ETIMs mentioned below are inclusive of validators that may be required to be fitted on the buses. ETIMs may be used as validators in buses	How many validators will be used as bus mounted validators? Please clarify Note: Bidder has to consider installation and mounting arrangement which is important for success of the project.	Will be decided later
87	8 Bill of Materials (Page Number: 47)	47	3. Additional battery chargers for spare batteries As may be required	We understand batteries will be charges using Gang Charger as battery standalone can be charge using chargers. Please confirm.	To provide sufficient spare batteries and chargers to meet the SLAs
88	A - CAPEX and OPEX Model, page no. 48	48	9.2. Cost of all the ETIM devices constitute CAPEX. The said Hardware (ETIM Device) should be procured in the name of TSRTC.	Who will raise PO on Vendor?	System Integrator
89	A - CAPEX and OPEX Model, page no. 48	48	9.4. 60% of the CAPEX will be paid after delivery & installation of all the equipment, 20% after Pilot implementation and observation for a period of one month, 10% after completion of full implementation. The balance 10% will be paid after completion of the total project period or against submission of Bank Guarantee for this value, valid for 84 months, in the format prescribed by TSRTC. Payment of the said 10% amount, against Bank Guarantee will be made only after completion of full implementation	If model chosen by TSRTC of Opex will this clause applicable? If billing by Vendor/s is/ are to be done on TSRTC ? This payment will be done to whom? Bidder or Vendor? For Hardware portion	It is applicable for only CAPEX + OPEX model. TSRTC will pay to the SI.
90	Clause 9.6, Page Number 48	48	The payment to bidder will be made on (Actual) per-card basis at a fixed rate. TSRTC will make payment to the bidder as per issuance of a smart card to passengers/users as per required on monthly basis	Request to add more information on Minimum requirement of smart cards/cost to be included	The Acquiring Bank and responsibility of the Supplying of NCMC cards to the Customer will be discussed with successful Bidder and dicided later.
91	9.6 Payment /Commercial Terms, Page 48	48	The payment to bidder will be made on (Actual) per-card basis at a fixed rate. TSRTC will make payment to the bidder as per issuance of a smart card to passengers/users as per required on monthly basis.	The selected bidder has to maintain sufficient inventory for uninterrupted availability/supply of Smart cards, hence it is requested to the authorities to release the 50 % payment on procurement of cards and the remaining 50% after its issuance. Also, we request the authorities to provide the fixed rate of smart card in the tender copy	The Acquiring Bank and responsibility of the Supplying of NCMC cards to the Customer will be discussed with successful Bidder and dicided later.
92	9. Payment /Commercial Terms (Page Number: 48)	48	9.6. The payment to bidder will be made on (Actual) per-card basis at a fixed rate. TSRTC will make payment to the bidder as per issuance of a smart card to passengers/users as per required on monthly basis.	Kindly provide details such has How many rupee TSRTC will provide per issuance of smart card? Elsewhere, kindly add line item in Commercial bid format for the same.	The Acquiring Bank and responsibility of the Supplying of NCMC cards to the Customer will be discussed with successful Bidder and dicided later.
93	9. Payment /Commercial Terms (Page Number: 48)	48	Cost of software/customization of readily available software, maintenance charges for all the hardware, software & peripheral equipment supplied and installed under the project for contract period of five years, annual licenses, data centre hosting charges, Internet connectivity charges, <u>SMS Charges</u> , man power charges, <u>power charges</u> , communication charges etc. for running the project for five years period will constitute <u>OPEX</u>	We assume Power charges will be in TSRTC's scope as mentioned in the RFP. <u>Please confirm.</u> Also, we understand since Mobile Application based and ETIM based city ticketing is required under the scope of work. SMS charges is not required. <u>Please confirm.</u>	Power charges for ETIM charging in depots will be borne by TSRTC. SMS charges will have to be borne by the SI wherever required.

94	Page 49	49	The payment to bidder will be made on (Actual) per-card basis at a fixed rate. TSRTC will make payment to the bidder as per issuance of a smart card to passengers/users as per required on monthly basis	Will the issuance of NCMC cards will also be reimbursed by TSRTC? Please confirm	The Acquiring Bank and responsibility of the Supplying of NCMC cards to the Customer will be discussed with successful Bidder and decided later.
95	9. Payment /Commercial Terms, page no. 49	49	Cost of all the ETIM devices constitute CAPEX. The said Hardware (ETIM Device) should be procured in the name of TSRTC.	Who will generate the PO and will they make a payment to OEM directly	Bidder has to raise PO, Payment shall be made to the Bidder
96	9.13. Non chargeable, Page 50	50	Non Chargeable- 1. Monthly / Quarterly pass 2. Student monthly pass 3. Travel as you like/T24 Ticket 4. Freedom fighter and their escort 5. Press reporter(Free Ticket) 6. M.L.A./M.P. and one escort 7. Ex. M.L.A/M.P. and escort 8. M.L.C. and escort 9. Ex. M.L.C. and escort 10. Staff on duty pass - Employee 11. Platform ticket 12. Difference ticket 13. Unpaid amount ticket 14. Billable tickets o Bidder will not be paid for all remaining tickets types. o Bidder will be paid for all smart cards issued on actuals. In case a new type of ticket is added, then decision on the same will be taken	Daily, Flexi, Monthly and student passes are important tickets for the passengers and from a revenue perspective for TSRTC. Not including these categories in the Bidder chargeable tickets, will create a disincentive for the bidder to improve these ticket categories which could be an important means to improve ridership and revenue for the authority. Hence, we request the authority to include all valid ticket categories for the overall benefit of the system.	Bidder has to quote separate Transaction Charges/Rates for Non Chargeable Tickets. At present in Phase-I (GHZ) 7.50 lakhs Bus passes are issued. TSRTC does not have the data of travel pattern(no. of times/trips/days travelled) of Bus Pass Holders. Bus Pass Holders may travel an average of 2 to 3 trips per day. Bidders have to consider the same and quote accordingly.
97	9.14. Payment Terms & Calculations for Smart Cards, Page 51	51	Transaction definition: Smart Cards issued through ETIM and ORS/OPRS The payment to bidder will be made on (Actual) per-card basis at a fixed rate. TSRTC will make payment to the bidder as per issuance of a smart card to passengers/users as per required on monthly basis, this will be decided between bidder and TSRTC at time of signing of agreement	The selected bidder has to maintain sufficient inventory for uninterrupted availability/supply of Smart cards, hence it is requested to the authorities to release the 50 % payment on procurement of cards and the remaining 50% after its issuance. Every transaction through NCMC card involves a transaction fee (approx 0.9%). We request the authority to bring more clarity on it as who would be bearing this cost. For All digital transactions on the app, PG charges should be borne by the customer.	The Acquiring Bank and responsibility of the Supplying of NCMC cards to the Customer will be discussed with successful Bidder and decided later.
98	9.17, Page 51	51	ETIM Hardware parts and Equipment's if abused or damaged physically except damages due to accidents etc., whether intentionally by user then the same will be replaced by the bidder.	The cost of any kind of damages other than the normal wear and tear shall be the responsibility of TSRTC, whether intentionally or accidentally.	Agreed
99	Page 52	52	Payment Terms & Calculations for Smart Cards: Transaction definition: Smart Cards issued through ETIM and ORS/OPRS The payment to bidder will be made on (Actual) per-card basis at a fixed rate. TSRTC will make payment to the bidder as per issuance of a smart card to passengers/users as per required on monthly basis, this will be decided between bidder and TSRTC at time of signing of agreement	We request TSRTC to kindly define the No. of Cards required for the Project. Card Issuance is the One time Activity for which Rates to be fixed through RFP commercial quote - rather than during the Contract Stage.	The Acquiring Bank and responsibility of the Supplying of NCMC cards to the Customer will be discussed with successful Bidder and decided later.

100	9.24. The Escrow Account, page no. 52	52	9.24. The Escrow Account shall only be operated by the TSRTC.	If the Bank account is in the name of Bidder, how it can be operated only by TSRTC?	Escrow Account is not required. All the payments should be mapped to TSRTC Account
101	9.24. The Escrow Account, page no. 52	52	9.24. The Escrow Account shall only be operated by the TSRTC.	If it is only to be operated by TSRTC why ESCROW account with Bidder	Escrow Account is not required. All the payments should be mapped to TSRTC Account
102	9.24. The Escrow Account, page no. 52	52	9.24. The Escrow Account shall only be operated by the TSRTC.	What are the rights of Bidder under ESCROW account?	Escrow Account is not required. All the payments should be mapped to TSRTC Account
103	9.24. The Escrow Account, page no. 52	52	9.24. The Escrow Account shall only be operated by the TSRTC.	How Bidder can withdraw amounts from such ESCROW account? What is the mechanism for such ESCROW account	Escrow Account is not required. All the payments should be mapped to TSRTC Account
104	9.24. The Escrow Account, page no. 52	52	9.24. The Escrow Account shall only be operated by the TSRTC.	Can Bidder make payments for purpose other than for TSRTC Project related payments?	Escrow Account is not required. All the payments should be mapped to TSRTC Account
105	9.22, Details of transactions, Opex Model Page 52	52	Payment for per ticket rate as quoted by Selected Bidder shall be made by TSRTC to Selected Bidder on T+2 days excluding bank holidays on tickets issued on ETIM and ORS as per the banking arrangement with the current bank.	We request the authority to allow the bidder should be allowed to settle the due amount directly from the collected revenue through digital mediums on T+1 basis	Payment for per ticket rate as quoted by Selected Bidder shall be made by TSRTC to Selected Bidder on monthly basis within 15 days after receipt of invoice from the SI,
106	9.31 Details of transactions, Opex Model, Page 52	52	In case of dispute regarding the imposition of penalty by the respective head of office, the selected bidder shall refer the matter to Vice Chairman & Managing Director, Telangana State Road Transport Corporation for resolution thereof within seven days of receipt of such notice from the concerned office. In case, the Selected Bidder fails to refer the matter as above within the specified time limits, it shall be presumed that the Bidder agrees to pay the penalty as demanded.	It is requested to the authority to increase the time period of reference of the matter to Vice Chairman and MD to 15 days, so that authorities and the bidder get time to appropriately respond to the concerned notice	Agreed
107	Clause 9.30 - Page No. 53	53	TSRTC shall raise demand notice for applicable SLA penalties on monthly basis. Any penalties imposed on the Selected Bidder for non-performance as per SLAs shall be paid by the Selected Bidder on monthly basis within 10 days of intimation of such demand. If the penalty is not paid in the stipulated time it will be liable for deduction from the Security Deposit submitted by the selected bidder.	The penalties to be deducted from the payments payable to the Bidder as mentioned in clause 9.32 below. If the penalty is higher than the payment payable to the Bidder, the Purchaser may deduct the amount from he SD.	Not Agreed

108	Clause 9.31 - Page No. 53	53	In case of dispute regarding the imposition of penalty by the respective head of office, the selected bidder shall refer the matter to Vice Chairman & Managing Director, Telangana State Road Transport Corporation for resolution thereof within seven days of receipt of such notice from the concerned office. In case, the Selected Bidder fails to refer the matter as above within the specified time limits, it shall be presumed that the Bidder agrees to pay the penalty as demanded.	The time period has to be increased to 30 days and the period should be extendable as mutually agreed between the Parties.	Agreed
109	Clause 9.33 - Page No. 54	54	In the event of deduction of penalty from the Security Deposit, the Selected Bidder shall promptly recoup the Security Deposit by the amount so deducted within 7 working days from the date of intimation from TSRTC or the date of invocation of the Security Deposit whichever is later.	7 days to be increased to 15 days.	Agreed
110	9.44 Third Party Audits and Reviews, Page 54	54	Cost of any third-party audit - including initial and annual audits as mentioned in this RFP shall be borne by the bidder and payment to the agency will be made by the bidder. Audit shall be done at initial stage of contract and whenever there will be changes in device or in software specification.	Changes in software specification take place regularly with the fixing of bugs, adding of features and making the processes efficient. Thus audit is not feasible after every change in hardware and software. Annual audit will be sufficient.	Cost of any third-party audit -ie., system audit, security audit including initial and annual audits as mentioned in this RFP and for any security certifications shall be borne by the bidder and payment to the agency will be made by the bidder. Audit shall be done at initial stage of contract and whenever there will be changes in device or in software specification.
111	10 Payment And Settlement Terms, Page 54	54	Missing in this clause (Refer 9.22)	The bidder should be allowed to settle the due amount from TSRTC directly from the collected revenue through digital mediums on T+1 basis	Not Agreed
112	Clause 10(2) - Page No. 55	55	Invoices shall be accurate, and the Purchaser reserves the right to make adjustments (if any) to the subsequent invoice payments to correct for inaccuracies (if any).	Any inaccuracies has to be notified to the Bidder, for the Bidder to verify and confirm, before Purchaser corrects the same.	Agreed
113	11.1 SLA during Implementation Phase on page no. 55	55	The Selected Bidder shall be penalised the 'Implementation Penalty Amount' as defined below for each full calendar week of delay beyond the Go Live date, except under Force Majeure conditions. Implementation Penalty Amount = ₹50,000 (Rupees Fifty Thousand Only)	We request the Authority to keep the maxium Implementation Penalty Amount = ₹20,000 (Rupees Twenty Thousand Only)	Not Agreed
114	11.2 SLA during Operations and Maintenance Phase on page no. 55	55	The cumulative maximum SLA Penalty Amount levied on the Selected Bidder in any given calendar month shall be limited to 2.5% (two point five percent) of the Monthly Invoice Amount.	We request the Authority to change the clause as "The cumulative maximum SLA Penalty Amount levied on the Selected Bidder in any given calendar month shall be limited to 1.5% (One point five percent) of the Monthly Invoice Amount".	Not Agreed

115	11.2.2 SLA for ETIMs Platform, SLA Penalty Amount on page no. 55-56	55	99% or more: 0 (Zero) 98% to 98.99%: 0.5% (Zero point five percent) of the Monthly Invoice Amount 97% to 97.99%: 1.5% (One point five percent) of the Monthly Invoice Amount Less than 97%: 2.5% (Two point five percent) of the Monthly Invoice Amount	We request the Authority to keep the maxium penalty as 1.5%	Not Agreed
116	11.2.3 SLA for AFCS, SLA Penalty Amount on page no. 56	56	99% or more: ₹0 (Rupees Zero) 98% to 98.99%: ₹10,000 (Rupees Ten Thousand Only) per month 95% to 98.99%: ₹20,000 (Rupees Twenty Thousand Only) per month Less than 95%: ₹30,000 (Rupees Thirty Thousand Only) per month	We request the Authority to keep the maxium penalty amount as INR 10,000	Not Agreed
117	11.2.4 SLA for Application Response Time Of AFCS, SLA Penalty Amount on page no. 57	57	10 seconds or lesser: ₹0 (Rupees Zero) 11 to 15 seconds: ₹10,000 (Rupees Ten Thousand Only) per month 15 to 20 seconds: ₹20,000 (Rupees Twenty Thousand Only) per month 21 seconds or more: ₹30,000 (Rupees Thirty Thousand Only) per month	We request the Authority to keep the maxium penalty amount as INR 10,000	Not Agreed
118	11.2.6 SLA for Smart Cards Platform, SLA Penalty Amount on page no. 58-59	58	99% or more: 0 (Zero) 98% to 98.99%: 0.5% (Zero point five percent) of the Monthly Invoice Amount 97% to 97.99%: 1.5% (One point five percent) of the Monthly Invoice Amount Less than 97%: 2.5% (Two point five percent) of the Monthly Invoice Amount	We request the Authority to keep the maxium penalty as 1.5%	Not Agreed
119	11.2.7 SLA for Cloud Based Hosting, SLA Penalty Amount on page no. 59	59	99% or more: ₹0 (Rupees Zero) 98% to 98.99%: ₹10,000 (Rupees Ten Thousand Only) per month 95% to 98.99%: ₹20,000 (Rupees Twenty Thousand Only) per month Less than 95%: ₹25,000 (Rupees Twenty Five Thousand Only) per every 1 (one)percentage lesser, or part thereof per month	We request the Authority to keep the maxium penalty amount as INR 10,000	Not Agreed
120	13.2	61	Data Security	Below clause to be inserted AFCS should be PCI DSS and PCI SSF certified. Card hashing/tokenisation should be followed as by NCMC guidelines	Will be considered
121	15.2 Force Majeure Event page no. 64	64	f) An act of God; or	Need clarification on f) An act of God; or	Standard definition

122	Clause 15.3(7) - Page No. 65	65	For the avoidance of doubt, it is expressly clarified that the failure on the part of the Selected Bidder under the Agreement or the SLA to implement any disaster contingency planning and back-up and other data safeguards in accordance with the terms of the Agreement shall not be deemed to be a Force Majeure event. For the avoidance of doubt, it is further clarified that any negligence in performance of services which directly causes any breach of security like hacking aren't the forces of nature and hence wouldn't be qualified under the definition of Force Majeure. In so far as applicable to the performance of services the Selected Bidder will be solely responsible to complete the risk assessment and ensure implementation of adequate security hygiene, TSRTC practices, processes, and technology to prevent any breach of security and any resulting liability there from (wherever applicable).	TSRTC to share the list of the TSRTC's practices, processes and technology.	TSRTC practices, processes and technology is deleted
123	Clause 16.1(1)(a) - Page No. 65	65	Material Breach by the Selected Bidder shall include the following: a) If the Selected Bidder does not adhere to the 'Go Live' as mentioned in this Tender plus another 3 (three) months beyond that;	To be limited to the reason solely attributable to the Bidder.	Not Agreed
124	Clause 16.1(2)(a) - Page No. 65	65	Material Breach by the Purchaser shall include the following: a) When the Purchaser delays payments for 6 (six) months beyond the due date.	6 months period is too long. It has to be reduced to 15 days from the due date, since there is a separate cure of 3 months also mentioned in clause 16.2(1) below.	Not Agreed
125	Clause 17.3(1) - Page No. 66	66	In the event that the Purchaser terminates the Agreement pursuant to Material Breach on the part of the Selected Bidder, the PBG furnished by the Selected Bidder may be forfeited.	The Purchaser to deduct only the actual loss from the PBG. To be modified accordingly.	Not Agreed
126	17.1 Termination, Page 66	66	Termination The Corporation can resort to termination/cancellation of agreement by giving 6 month's advance notice. In case of such premature termination of Contract for no fault on the part of the successful bidder, TSRTC will settle all the pending bills, refund the EMD/Security Deposit, after settling all the transactions under the contract. TSRTC will also permit the successful bidder to take back the equipment installed by them in TSRTC.	Given there will be high capex deployed by the bidder in form of Software and Hardware, termination without cause is detrimental to the bidder and will discourage bidder to adequately invest in the project. We request the authority to either remove the termination without cause or additionally compensate the bidder by paying the total purchase price of all the equipment deployed.	Based on historical events, termination without cause is very rare. Hence not agreed.

127	Clause 18(1)(f) - Page No. 67	67	Under ordinary circumstances, Bidder reserves no right to exit from the project. TSRTC reserves full rights to exit. However, under extra ordinary circumstances, if the SI unlikely to maintain contractual obligations due to changes in the organisation may serve a written notice to TSRTC duly stating the reasons	Not acceptable. To be deleted or both the Parties should have exit, when the termination is for the material breach.	Not Agreed
128	18.1.f Exit Management, Page 67	67	Under ordinary circumstances, Bidder reserves no right to exit from the project. TSRTC reserves full rights to exit. However, under extra ordinary circumstances, if the SI unlikely to maintain contractual obligations due to changes in the organisation may serve a written notice to TSRTC duly stating the reasons	To ensure G12:G13 smooth operations, it is requested to the authority to make termination possible only incase of Material Breach for both Selected Bidder and authority. Any change in the contract between the Selected Bidder and authority shall be mutually agreed upon	As per RFP
129	19.4.2 (Pg No. 68)	68	Either Party shall indemnify the other Party against all actions, suits, claims, damages and demands brought or made against it in respect of anything done or omitted to be done by the first Party in the execution of or in the connection with the Project.	Authority is requested to amend the clause as follow: "Either Party shall indemnify the other Party against all Direct actions, suits, claims, damages and demands brought or made against it in respect of anything done or omitted to be done by the first Party in the execution of or in the connection with the Project."	Not Agreed
130	19.4.3 (pg No. 68)	68	Either Party shall indemnify the other Party against loss or damage to the other Party in consequences of any action or suit being brought against the first Party.	Auhtorities are requested to ommit this clause since the same has been covered in 19.4.2	As per RFP
131	Clause 194(2) - Page No. 68	68	Either Party shall indemnify the other Party against all actions, suits, claims, damages and demands brought or made against it in respect of anything done or omitted to be done by the first Party in the execution of or in the connection with the Project.	The Indemnification should apply when the losses or damages arise from the willful default or gross negligence or fraud of the other Party.	Agreed
132	Annexure 1 to Annexure 7 contains Functional Details and Technical Specifications of ETM, AFCS, Mobile App and Smart Card Platform	71	General	Do we need to submit these annexures as a part of Technical bid? Please clarify	Yes
133	Annexure 2: Technical Specifications of ETIM- Page No. 76	76	Android 10.0 or higher with security payment system	We request TSRTC to kindly consider to revise the requirement to Android 7 or Higher instead of Android 10 Most of the EMV Certified and qSparc certified devices across India are running on Android 7. The Performance of these devices are stable and working well. Android 10 or higher is used for Products like Mobile Phone for Media Use	Agreed
134	Page 75, Annexure 2 - Technical Specifications of ETIM	75	Audio - 1 Headphone Jack	We request you to Drop Headphone Jack	Agreed
135	Annexure 2: Technical Specifications of ETIM- Page No. 77	77	Li-ion equivalent to 5000 mah or more	We request TSRTC to consider 7.4 V 3000 mah Capacity batteries. The Mentioned 5000 Mah is normally 3.7 V 5000 Mah which is total Power of 18.5 WH is lesser than but 7.4 V 3000 Mah is 22 Wh. The throughput equivalent to almost 6000 MAH battery Capacity which is higher capacity.	7.4V-3000mAh or 22 Wh or Higher
136	Page 76, Annexure 2 - Technical Specifications of ETIM	76	Weight - 450 grams or lesser	We request you to ament it to 450-500 grams	Agreed

137	Annexure 2: Technical Specifications of ETIM - Page No.76	76	Display : 5.5 inches IPS colour	We Request TSRTC to kindly accept Display of 5 Inch with IPS colour 1280x720 pixels Touchscreen Capacitive	Agreed
138	Annexure 2: Technical Specifications of ETIM (Page Number: 76)	76	Additional	We rest authority to add clause for IP certification which will ensure the ETIM hardware quality. Certificate: IP54	IP54 is Desirable
139	Product Configuration Management (Page Number: 77)	77	Configure transport products with parameters such as product ID, name, duration of product, number of trips per day, routes or stops, device type, fare, discounted fare, applicable passenger categories, etc.	Please clarify, What is the meaning of 'Transport Product'? We understand it means parameters w.r.t. transport ticketing landscape. Please confirm.	Product type i.e. garuda, delux, express etc
140	Annexure 4 - Payment Integration & Security Point 2	79	Payment options include RBI-approved digital payment options, including UPI, debit cards, credit cards, net banking, and others	Include NCMC (Debit, Credit and Prepaid) Cards which are open-loop and interoperable	As per RFP
141	Annexure 6	82	Smart Card	Smart Card to be replaced with NCMC at all the places	As per RFP
142	Annexure 6 -Point 3	82	The smart card should be able to concurrently store: a) Closed System PPI	Open loop and interoperable NCMC (Debit, Credit and Prepaid) only to be deployed. All NCMC capable Bank cards issued to be accepted on TSRTC bus network	Will be considered
143	Others Pg 82	82	1. The Selected Bidder and the Purchaser shall jointly market the proposition to public transport users to drive migration towards usage of the mobile app, mobile tickets and mobile passes.	What are the steps that would be encouraged to migrate people to use the mobile app.	Through Promotoional messages and alerts
144	Pg no 82, Annexure 6: Functional Details of Smart Cards Platform	82	Pg no 82, Annexure 6: Functional Details of Smart Cards Platform	The efforts required for smart card based systems and NCMC are commerically and techincally different. Moreover, RTC's and Metros have been instructed to move to a NCMC based platform in the near future. This would make smart cards redundant. Requesting you to consider changing smart card to NCMC cards	Should be Complied with NCMC Functionalities
145	Annexure 7	83	Smart Cards Technical Specifications	To be replaced with NCMC Card specifications	Will be considered
146	Annexure 6: Functional Details of Smart Cards Platform Pg 83	83	4. The Platform shall have the capability to remotely blacklist smart cards in circulation.	Is blacklisting temporary or permeant.	Shall have Both
147	Annexure 6: Functional Details of Smart Cards Platform Pg 83	83	6. At any point in time, it shall be possible for a ticket inspector to validate smart card tickets and passes using an ETIM or any other device, and impose a fine on the passenger if s/he is found travelling with an invalid ticket / pass.	How will fines be collected ? Will fines be collected thro the balance in the smart card ?	Through Manual and Smart Cards Also
148	Annexure 11: Consortium Agreement Format, page no. 91	91	Note: To be executed on non-judicial stamp paper of appropriate value, to be purchased in the name of executants' companies or as required by the jurisdiction in which executed.	It is requested to kindly specify the amount in INR for the anon-judicial stamp paper	Rs.200 Non judicial Stamp
149	Page Number 95, Point Number 14	95	IN WITNESS WHEREOF, the Consortium Members have through their authorised representatives executed these presents and affixed common seal of their companies, on the day, month and year first mentioned above	Request to give relaxation on the common seal usage	Not Agreed

150	Annexure 14: Earnest Money Deposit Format on page no. 101	101	Note: To be furnished by the bank on their letterhead and signed by an authorised signatory for the bank, along with the seal of the bank, and one witness signature.	Please elaborate on this	As per the Standard DD format
151	Clause 8 - Page No. 104 (NDA)	104	This Agreement shall be effective from the date of signing of this agreement and shall continue perpetually.	The Agreement should be valid till the term of the Contract with TSRTC and survive for a period of one year post termination or expiry.	Not Agreed
152	Common Seal	GEN	General	Will fixing Company Stamp will be treated as Common seal? Please clarify.	Yes
153	General	GEN	General	Please specify on the number and list of the document along with their format and sizes in MB that will be uploaded at the time of submission at the portal.	Only Physical Copies allowed
154	General	GEN	Deployment Architecture	Need Details	Cloud Tier-3 and above
155	General	GEN	No of Concurrent Users	Need Details	12000 Concurrent Users
156	General	GEN	Max Transaction per Day	Need Details	30 to 40 Lakhs
157	General	GEN	Max Size of Write /Transaction year	Need Details	80 Crores Transaction per annum
158	General	GEN	Any Document Upload Permitted	Need Details	KYC documents may have to uploaded
159	General	GEN	Max Size of File in MB	Need Details	2 MB
160	General	GEN	Max Files per User	Need Details	Max 2
161	General	GEN	Database Backup Policy	Need Details	Incremental,Daily, Weekly and Monthly Backup
162	General	GEN	Database Retention Policy	Need Details	Data should available in live environment atleast for 5 years, old data should be archived
163	General	GEN	DC - DR Policy	Need Details	DC & DR Setup Required as per RFP
164	General	GEN	RPO -- Recovery Point of Object	Need Details	For the critical components: RPO for each activity of solution should be designed to recover the last saved data by user and RTO for each activity of the solution should be designed to restore the function within minutes.
165	General	GEN	Data Archival Policy	Need Details	Atleast five sets of Backup should be available
166	Additional	GEN		It is requested to the authorities to Change "per transaction cost" to percentage of transaction cost, as the project involves both Intra-city and Intercity bus operations in different phases. Not doing so will increase the "Per transaction Cost" by the bidder, as the number of transactions in inter-city is much lesser in comparison to intra-city operations and bidder will be bound to charge higher per transaction charges	Not Agreed
167	Additional	GEN		It is requested to the authorities to give preference/additional marks for the bidder having NCMC experience in Intra-city stage carriage bus operations for better project delivery	Not Agreed
168	-	GEN	General	The Scope of work is very open and Qualification criteria is single organization specific. Hence, we request authority to re-inspect the both.	Please refer the above clarifications. Modifications are done to meet the eligibility criteria.
169	-	GEN	General	Kindly provide response of each queries, since it is important to prepare techno-commercial offer. We also request authority to provide sufficient time after publishment of Pre-bid queries response/addendum.	Agreed
170	-	GEN	General	We request authority to amend the process and allow bidders to submit the bid online for Technical and Commercials	Not Agreed
171	4.7 Smart Card Plat form		a) Closed System PPI or Semi-closed System PPI;	open loop instead of close-loop NCMC implementation for ticketing solution.	Will be considered