

OFFICE OF THE DIVISIONAL MANAGER, CTU & DIRECTOR
TRANSPORT, UNION TERRITORY, CHANDIGARH.


No. 11494 /AO (CCBSS)/CTU/2018

Dated, Chandigarh, the 4/12/18

CORRIGENDUM/ADDENDUM

Refer to notice No 18399/WB/AO (CCBSS)/CTU/2018 dated 19.11.2018 inviting e-Tender to act as System Integrator (SI) for the Design, Supply, Installation, Testing Commissioning & Maintenance of the Intelligent Transportation System (ITS) for Chandigarh Transport Undertaking, Chandigarh appeared in the leading newspapers and also displayed on the website of this undertaking as well as website of the Chandigarh Administration i.e. chdctu.gov.in and <http://etenders.chd.nic.in/> respectively and with respect to pre-bid meeting held on 29.11.2018 at U.T., Guest House, Chandigarh, certain amendments /modifications are hereby made in the e-tender documents/RFP dated 19.11.2018. The Addendum as well as replies to the Pre-Bid queries are uploaded on website <http://etenders.chd.nic.in/> and chdctu.gov.in under the file name Prebid_ITS_Replies_Corrigendum which may be referred to by all interested bidders.

The other terms and conditions will remain the same.


Divisional Manager, CTU &
Director Transport,
Union Territory,
Chandigarh

**REPLIES TO THE QUERIES RAISED BY THE PROSPECTIVE BIDDERS IN PREBID MEETING HELD ON 29 NOVEMBER 2018
AND SUBSEQUENT QUERIES RECEIVED BY E-MAIL TILL 30 NOVEMBER 2018 01:00 PM**

Name of the Work : **Procurement of Design, Supply, Installation, Integration, Testing, Commissioning & Maintenance of the Intelligent Transportation System for Chandigarh Transport Undertaking (CTU), Chandigarh, India**

Tender/Bid No. ICB/NCB : **CTU/ESCBS/03 issued on 19 November, 2018**

Names of those Present:

From Employer/Purchaser

1. Amit Talwar, Director Transport, Chandigarh Transport Undertaking
2. Yashjeet Gupta, General Manager, (CCBSS)
3. Amit Gupta, General Manager, CTU
4. Vijay Kumar Vij, Account Officer, (CCBSS)
5. ID Kalra, Consultant, CCBSS

From Project Management Consultant

1. Dipjyoti Banerjee, Business Director
2. Kaushal Mishra, Project Manager
3. Ravi Shanker Sharma, IT Specialist
4. Ashish Sharma, ITS Expert

From Prospective Bidders

1. Lalit Setia, M/s Castmaster Mobitec India Pvt. Ltd.
2. Sajan Mehta, M/s Eon Infotech Ltd.
3. Devansh Malhotra, M/s Paycraft Solution Pvt. Ltd.
4. Manmohan, M/s Manipal Technologies

5. Rakesh, M/s Arya Omnitalk Wireless Solutions Pvt. Ltd.
6. Sukumar Barik, M/s Microfocus
7. Purshottam, M/s C-TEL Infosystems Pvt. Ltd.
8. Anurag Somvanshi, M/s DIMTS
9. Vaibhav Kumar, M/s DIMTS
10. Paresh Bhatti, M/s Amnex Infotechnologies Pvt. Ltd.
11. Inderjeet, M/s Trimax IT Infra
12. Raj Kunwar, M/s Trimax IT Infra
13. Prasad Hedge, M/s Trimax IT Infra
14. Akash Arora, M/s NEC Technologies
15. Chethan M S, M/s Lumiplan
16. Raman Bansal, M/s Uniq Solutions
17. Kunal Jain, M/s Vayam Technology
18. Sujoy Sarkar, M/s Vayam Technology
19. Abhishek Kumar, M/s Rosmerta Technologies
20. Hemant Gulati, M/s Microsoft Corp

Opening Remarks

General Manager (CCBSS), U.T. Chandigarh welcomed all the representative of prospective bidders and briefed about ITS project under Global Environmental Facility (GEF) which is termed as ESCBS project under grant from World Bank.

A brief presentation of Chandigarh Transport Undertaking (CTU) was given, which included the information on Fleet Strength, Service offerings, daily average ridership details and in-house automation initiatives.

Table 1.Response to the queries.

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
1	Page No. 10	the related software development, transportation, insurance, installation, customization, integration, commissioning, training, technical support, maintenance, repair, and other services necessary for proper operation of the Information System to be provided by the selected Bidder and as specified in the Contract.	Request to confirm what will be the support timing and working days?	Please refer to page no 246, Section VI, 11.3 Maintenance Team		
2	Page no. 10	the related software development, transportation, insurance, installation, customization, integration, commissioning, training, technical support, maintenance, repair, and other services necessary for proper operation of the Information System to be provided by the selected Bidder and as specified in the Contract.	What will be the support timing and work days?	Please refer response given against Sr. No. 1.		
3	Page no. 11 6.1 (a)	(For the purpose of establishing bidders qualification and unless stated to the contrary in the BDS and has successful performance history. If the prequalification has to be taken to the contract for which the bidding document have been issued, the bidder shall, as part of its bid, update any information submitted with its application for prequalification)	We request you to kindly relax to use subcontractor's eligibility or qualification or experience with proper agreement between prime bidder and subcontractor.	No change, the conditions mentioned in the bidding document shall prevail.		

	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
4	Page no. 40, Clause : ITB 6.1 (a)	<p>i. Experience in Automatic Fare Collection System (AFCS): The bidder (or any one of the partners in case of JV/consortium) should have designed/implemented in last 7 (Seven) years, at least 2 (Two) qualifying AFCS projects of which 1 (One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1 (One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>A qualifying AFCS Project is defined as “An AFCS project consisting of a software application (Web/Mobile App/ POS enabled) for Fare Collection in public transit, integrated with minimum of 100 (One hundred) buses supporting RFID/NFC enabled smart card and use of electronic ticket machines/POS machine or flap gates.”</p>	<p>In this clause, It has mentioned urban public transit. With the same, we also would like to highlight that many projects have been successfully running in many State Transport domain also with more number of buses. Thus we request you to consider the experience of state transport & revises the clause as below:</p> <p>i. Experience in Automatic Fare Collection System (AFCS): The bidder (or any one of the partners in case of JV/consortium) should have designed/implemented at least 1 (one) qualifying AFCS projects A qualifying AFCS Project is defined as “An AFCS project consisting of a software application (Web/Mobile App/ POS enabled) for Fare Collection in public transit, integrated with minimum of 100 (one hundred) ticketing machines and use of electronic ticket machines. A qualifying AFCS Project is defined as “An AFCS project consisting of a software application (Web/Mobile App/ POS enabled) for Fare Collection in public transit, integrated with minimum of 100 (One hundred) buses supporting RFID/NFC enabled smart card and use of electronic ticket machines/POS machine or flap gates.”</p>	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms	Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks	
5	Page no. 40, Clause : ITB 6.1 (a)	<p>ii. Experience in Automatic Vehicle Location System (AVL) and Passenger Information System (PIS) monitored in Real Time through a Transit Management Centre (TMC): The bidder (or any one of the partners in case of JV/consortium) should have designed/implemented in last 7(Seven) years, at least 2(Two) qualifying AVL & PIS Projects of which 1(One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1 (One) year) and maintained by the bidder (or the consortium partner) for at least 1 (One) year. A qualifying AVL & PIS Project is defined as: “An AVL project for a bus based public transit system on a fleet of at least 100(one hundred) buses wherein the bidder shall have provided AVL system software and hardware to monitor, manage and control transit operations. The bidder should have integrated the AVL system with the Passenger Information System (PIS) to provide real time information (such as ETA i.e. expected time of arrival, real time location of buses, journey planner etc.) disseminated through any of the public dissemination modes such as mobile app/ screen or display boards etc.”</p>	<p>In this clause, It has mentioned urban public transit. With the same, we also would like to highlight that many projects have been successfully running in many State Transport domain also with more number of buses. Thus we request you to consider the experience of state transport & revises the clause as below:</p> <p>ii. Experience in Automatic Vehicle Location System (AVL) and Passenger Information System (PIS) monitored in Real Time through a Transit Management Centre (TMC): The bidder (or any one of the partners in case of JV/consortium) should have designed/implemented in last 7(Seven) years, at least 2(Two) qualifying AVL & PIS Projects of which 1(One) project should be necessarily in urban public transit/ State Transport. Atleast 1 (One) of the projects should be in commercial operation for 1 (One) year) and maintained by the bidder (or the consortium partner) for at least 1 (One) year. A qualifying AVL & PIS Project is defined as: “An AVL project for a bus based public transit system on a fleet of at least 100(one hundred) buses wherein the bidder shall have provided AVL system software and hardware to monitor, manage and control transit operations. The bidder should have integrated the AVL system with the Passenger Information System (PIS) to provide real time information (such as ETA i.e.</p>	<p>No change, the conditions mentioned in the bidding document shall prevail.</p>		

	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query		dum	
6	Page no. 40, Clause : ITB 6.1 (a)	iii. Experience in Scheduling and Roster: The bidder (or any one of the partners in case of JV/consortium) should have, by itself or by a way of procurement, designed/implemented in last 7(Seven) years, at least 2(Two) qualifying Scheduling and Roster Projects of which 1(One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1(One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year. A qualifying Scheduling and Roster Project is defined as “A Scheduling and Roster project for public transit fleet of at least 100 (One hundred) Buses deploying scheduling software, time table and roster of buses and crew.”	There are no such successful implementation cases in India where scheduling software and roistering of buses has been successfully implemented. So, we suggest you to remove this clause as it restricted local vendors to participate in the tender.	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms	Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks	
7	Page no. 40, Clause : ITB 6.1 (a)	<p>iv. Experience in Transit Management System: The bidder (or any one of the partner in case of JV/consortium) should have, by itself or by a way of procurement, designed/implemented in last 7(Seven) years, at least 2(Two) qualifying TMS Projects of which 1(One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1(One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>A qualifying TMS project is defined as “A TMS project for public transit fleet of at least 100 (One hundred) buses where the bidder (or any one of the partners in case of JV/consortium) should have, by itself or by a way of procurement, implemented integrated solution comprising Depot Management System (including Workshop/ Store and Inventory management system) integrated with Scheduling and Roster system.”</p>	<p>In this clause, It has mentioned urban public transit. With the same, we also would like to highlight that many projects have been successfully running in many State Transport domain also with more number of buses. Thus we request you to consider the experience of state transport & revises the clause as below:</p> <p>iv. Experience in Transit Management System: The bidder (or any one of the partner in case of JV/consortium) should have, by itself or by a way of procurement, designed/implemented in last 7(Seven) years, at least 2(Two) qualifying TMS Projects of which 1(One) project should be necessarily in urban public transit / State Transport. Atleast 1 (One) of the projects should be in commercial operation for 1(One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>A qualifying TMS project is defined as “A TMS project for public transit fleet of at least 100 (One hundred) buses where the bidder (or any one of the partners in case of JV/consortium) should have, by itself or by a way of procurement, implemented integrated solution comprising Depot</p>	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
			Management System (including Workshop/ Store and Inventory management system) integrated with Scheduling and Roster system.”			

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
8	Page no. 40	<p>ITB 6.1 (a) Qualification requirements for Bidders are:</p> <p>i. Experience in Automatic Fare Collection System (AFCS):</p> <p>The bidder (or any one of the partners in case of JV/consortium) should have designed/implemented in last 7 (Seven) years, at least 2 (Two) qualifying AFCS projects of which 1 (One) project should be necessarily in urban public transit. At least 1 (One) of the projects should be in commercial operation for 1 (One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>A qualifying AFCS Project is defined as “An AFCS project consisting of a software application (Web/Mobile App/ POS enabled) for Fare Collection in public transit, integrated with minimum of 100 (One hundred) buses supporting RFID/NFC enabled smart card and use of electronic ticket machines/POS machine or flap gates.”</p>	<p>The RFP clause mentions "At least 1 (One) of the projects should be in commercial operation for <u>1 (One) year</u> and maintained by the bidder (or the consortium partner) for at least <u>1 (One) year.</u>"</p> <p>We request to accept projects which are under operation, without having to mandatorily operational for a specific period like 1 year.</p>	<p>No change, the conditions mentioned in the bidding document shall prevail.</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
9	Page No. 40, Section II - Bid Data Sheet - ITB - 6.1 (a) (i)	<p>Experience in Automatic Fare Collection System (AFCS): The bidder (or any one of the partners in case of JV/consortium) should have designed/implemented in last 7 (Seven) years, at least 2 (Two) qualifying AFCS projects of which 1 (One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1 (One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>A qualifying AFCS Project is defined as “An AFCS project consisting of a software application (Web/Mobile App/ POS enabled) for Fare Collection in public transit, integrated with minimum of 100 (One hundred) buses supporting RFID/NFC enabled smart card and use of electronic ticket machines/POS machine or flap gates.”</p>	<p>Flap gates are most often used for BRTS and metro station implementations and the eligibility is more measured in terms of number of stations or number of flap gates being implemented. Can you please consider the experience valid, for Metro Projects in where Flap gates/validators are used.</p>	<p>No change, the conditions mentioned in the bidding document shall prevail. BRTS projects are already eligible.</p>		
10	Page No. 40 ITB 6.1 (a) Qualification requirements for Bidders	<p>Experience in Automatic Fare Collection System (AFCS): The bidder (or any one of the partners in case of JV/consortium) should have designed/implemented in last 7 (Seven) years, at least 2 (Two) qualifying AFCS projects of which 1 (One) project should be necessarily in urban public transit.</p>	<p>We request you amend from at least Two AFCS projects to One AFCS project</p>	<p>No change, the conditions mentioned in the bidding document shall prevail.</p>		

	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
11	Page No.-40	<p>Section II. Bid Data Sheet ITB 6.1 (a) - Qualification requirements for Bidders are:</p> <p>i. Experience in Automatic Fare Collection System (AFCS): The bidder (or any one of the partners in case of JV/consortium) should have designed/implemented in last 7 (Seven) years, at least 2 (Two) qualifying AFCS projects of which 1 (One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1 (One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>A qualifying AFCS Project is defined as “An AFCS project consisting of a software application (Web/Mobile App/ POS enabled) for Fare Collection in public transit, integrated with minimum of 100 (One hundred) buses supporting RFID/NFC enabled smart card and use of electronic ticket machines/POS machine or flap gates.”</p>	<p>In order to encourage more bidder to participate in this bid and for competitive bid, requesting you to please relax the Qualification Criteria and may amend as:</p> <p>Section II. Bid Data Sheet Section II. Bid Data Sheet ITB 6.1 (a) - Qualification requirements for Bidders are:</p> <p>i. Experience in Automatic Fare Collection System (AFCS): The bidder (or any one of the partners in case of JV/consortium) should have designed/implemented in last 7 (Seven) years, at least 2 (Two) qualifying AFCS projects of which 1 (One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1 (One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>A qualifying AFCS Project is defined as “An AFCS project consisting of a software application (Web/Mobile App/ POS enabled) for Fare Collection in public transit, integrated with minimum of 50 (Fifty) buses supporting RFID/NFC enabled smart card and use of electronic ticket machines/POS machine or flap gates.”</p>	<p>No change, the conditions mentioned in the bidding document shall prevail.</p>		

	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
12	Page no. 41	<p>ITB 6.1 (a) Qualification requirements for Bidders are:</p> <p>ii. Experience in Automatic Vehicle Location System (AVL) and Passenger Information System (PIS) monitored in Real Time through a Transit Management Centre (TMC):</p> <p>The bidder (or any one of the partners in case of JV/consortium) should have designed/implemented in last 7(Seven) years, at least 2(Two) qualifying AVL & PIS Projects of which 1(One) project should be necessarily in urban public transit. At least 1 (One) of the projects should be in commercial operation for 1 (One) year) and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>A qualifying AVL & PIS Project is defined as: “An AVL project for a bus based public transit system on a fleet of at least 100(one hundred) buses wherein the bidder shall have provided AVL system software and hardware to monitor, manage and control transit operations. The bidder should have integrated the AVL system with the Passenger Information System (PIS) to provide real time information (such as ETA i.e. expected time of arrival, real time location of buses, journey planner etc.) disseminated through any of the public dissemination modes such as mobile app/ screen or display boards etc.”</p>	<p>The RFP clause mentions "At least 1 (One) of the projects should be in commercial operation for <u>1 (One) year</u> and maintained by the bidder (or the consortium partner) for at least <u>1 (One) year.</u>"</p> <p>We request to accept projects which are under operation, without having to mandatorily operational for a specific period like 1 year.</p>	<p>No change, the conditions mentioned in the bidding document shall prevail.</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
13	Page no. 41	<p>ITB 6.1 (a) Qualification requirements for Bidders are:</p> <p>iii. Experience in Scheduling and Roster</p> <p>The bidder (or any one of the partners in case of JV/consortium) should have, by itself or by a way of procurement, designed/implemented in last 7(Seven) years, at least 2(Two) qualifying Scheduling and Roster Projects of which 1(One) project should be necessarily in urban public transit. At least 1 (One) of the projects should be in commercial operation for 1(One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>A qualifying Scheduling and Roster Project is defined as “A Scheduling and Roster project for public transit fleet of at least 100 (One hundred) Buses deploying scheduling software, time table and roster of buses and crew.”</p>	<p>The RFP clause mentions "At least 1 (One) of the projects should be in commercial operation for <u>1 (One) year</u> and maintained by the bidder (or the consortium partner) for at least <u>1 (One) year.</u>"</p> <p>We request to accept projects which are under operation, without having to mandatorily operational for a specific period like 1 year.</p>	<p>No change, the conditions mentioned in the bidding document shall prevail.</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
14	Page No. 41, ITB 6.1(a) & Page No. 49, 28.5.4 Specific Experience - Scheduling & Roster – 8 Marks	<p>Experience in Scheduling and Roster: The bidder (or any one of the partners in case of JV/consortium) should have, by itself or by a way of procurement, designed/implemented in last 7(Seven) years, at least 2(Two) qualifying Scheduling and Roster Projects of which 1(One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1(One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>A qualifying Scheduling and Roster Project is defined as “A Scheduling and Roster project for public transit fleet of at least 100 (One hundred) Buses deploying scheduling software, time table and roster of buses and crew.”</p>	<p>Experience in Scheduling and Roster: The bidder (or any one of the partners in case of JV/consortium) should have, by itself or by a way of procurement, designed/implemented in last 7(Seven) years, at least 2(Two) qualifying Scheduling and Roster Projects to be necessarily in urban public transit (bus system). Atleast 1 (One) of the projects should be in commercial operation for 1(One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year. Atleast 1 (One) of the projects should be in India.</p> <p>A qualifying Scheduling and Roster Project is defined as “A Scheduling and Roster project for public transit fleet of at least 1000 (One thousand) Buses deploying scheduling software, time table and roster of buses and crew.”</p> <p>As it is asked in page 210 (212 of PDF) 8.3 Non functional requirements:</p> <ul style="list-style-type: none"> ● Solution should have capability and be used at public transport operator with bus operations exceeding 1000 buses. 	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query		dum	
			<p>We suggest to ask for 1000 vehicles qualifying projects (2 projects). As it is mainly for CTU urban operations (bus system), we suggest that both projects should be urban and for bus system. As it has to fit with Indian conditions, we suggest that at least 1 project should be in India.</p>			

	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
15	Page no. 41	<p>Experience in Automatic Vehicle Location System (AVL) and Passenger Information System (PIS) monitored in Real Time through a Transit Management Centre (TMC):</p> <p>The bidder (or any one of the partners in case of JV/consortium) should have designed/implemented in last 7(Seven) years, at least 2(Two) qualifying AVL & PIS Projects of which 1(One) project should be necessarily in urban public transit. At least 1 (One) of the projects should be in commercial operation for 1 (One) year) and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>A qualifying AVL & PIS Project is defined as: “An AVL project for a bus based public transit system on a fleet of at least 100(one hundred) buses wherein the bidder shall have provided AVL system software and hardware to monitor, manage and control transit operations. The bidder should have integrated the AVL system with the Passenger Information System (PIS) to provide real time information (such as ETA i.e. expected time of arrival, real time location of buses, journey planner etc.) disseminated through any of the public dissemination modes such as mobile app/ screen or display boards etc.”</p>	<p>Requesting CTU to evaluate projects based on the components and its successful operation and maintenance, rather than focusing on the year of implementation.</p> <p>Requesting to allow bidder to use projects implemented within the last 10 (ten) years. Long run projects with large maintenance phase demonstrates the operational excellence of bidder and hence we also request the authority to evaluate the project , which are in operations phase in last 10 years. Also request the authority to consider Rail project which is also a part of public transport.</p> <p>Also request the authority to modify the clause as below</p> <p>The bidder (or any one of the partners in case of JV/consortium) should have designed/implemented in last 10(TEN) years, at least 2(Two) qualifying AVL & PIS Projects of which 1(One) project should be preferably in urban public transit. At least 1 (One) of the projects should be in commercial operation for 1 (One) year) and maintained by the bidder (or the consortium partner) for at least 1</p>	<p>No change, the conditions mentioned in the bidding document shall prevail.</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms	Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
16	<p>Page no. 48</p> <p>Specific Experience - Automatic Vehicle Location (AVL) and Passenger Information System (PIS) Projects Experience -12 marks</p> <p>Minimum 2 (Two) qualifying AVL & PIS projects in last 7 (Seven) years of which 1 (One) project should be necessarily in urban public transit. At least 1 (One) of the projects should be in commercial operation for 1 (One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>Successful completion of additional qualifying AVL & PIS projects over and above the two projects required for eligibility; (1(one) marks per project with a maximum of 2(two) projects)</p> <p>Additional marks for successfully completing qualifying AVL & PIS project comprising more than 200(two hundred) buses; (2(two) marks per project with a maximum of 1(one) project.</p>	<p>(One) year.A qualifying AVL & PIS Project is defined as: “An AVL project for a <u>bus /Rail based public transit system</u> on a fleet of at least <u>100(one hundred) buses/ train</u> wherein the bidder shall have provided AVL system software and hardware to monitor, manage and control transit operations. The bidder should have integrated the AVL system with the Passenger Information System (PIS) to provide real time information (such as ETA i.e. expected time of arrival, real time location of buses, journey planner etc.) disseminated through any of the public dissemination modes such as mobile app/ screen or display boards etc.”</p>	<p>No change, the conditions mentioned in the bidding document shall prevail.</p>		

	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query		dum	
17	Page no. 41	<p>Experience in Scheduling and Roster: The bidder (or any one of the partners in case of JV/consortium) should have, by itself or by a way of procurement, designed/implemented in last 7(Seven) years, at least 2(Two) qualifying Scheduling and Roster Projects of which 1(One) project should be necessarily in urban public transit. At least 1 (One) of the projects should be in commercial operation for 1(One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>A qualifying Scheduling and Roster Project is defined as “A Scheduling and Roster project for public transit fleet of at least 100 (One hundred) Buses deploying scheduling software, time table and roster of buses and crew.”</p>	<p>In order to evaluate the bidders experience here, request the authority to modify the definition of qualifying experience as below.</p> <p>The bidder (or any one of the partners in case of JV/consortium) should have, by itself or by a way of procurement, designed/implemented in last 10(Ten) years, at least 2(Two) qualifying Scheduling and Roster Projects of which 1(One) project should be preferably in urban public transit. At least 1 (One) of the projects should be in commercial operation for 1(One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p><i>A qualifying Scheduling and</i></p>	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms	Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
18	<p>Page no. 49</p> <p>Specific Experience - Scheduling & Roster - 8 Marks Minimum 2 (Two) qualifying Scheduling and Roster projects in last 7 (Seven) years of which 1 (One) project should be necessarily in urban public transit. At least 1 (One) of the projects should be in commercial operation for 1 (One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>Successful completion of additional qualifying Scheduling and Roster projects over and above the two projects required for eligibility; (1(one) marks per project with a maximum of 2(two) projects)</p> <p>Additional marks for successfully completing qualifying Scheduling and Roster project comprising more than 200(two hundred) buses; (2(two) marks per project with a maximum of 1(one) project.</p>	<p><u>Roster/time tabling Project is defined as “A Scheduling and Roster/timetabling project for public transit fleet of at least 100 (One hundred) Buses deploying scheduling software, time table or roster of buses/Crew.”</u></p> <p>Requesting CTU to evaluate projects based on the components and its successful operation and maintenance, rather than focusing on the year of implementation.</p> <p>Requesting to allow bidder to use projects implemented within the last 10 (ten) years. Long run projects with large maintenance phase demonstrates the operational excellence of bidder and hence we also request the authority to evaluate the project , which are in operations phase in last 10 years</p>	<p>No change, the conditions mentioned in the bidding document shall prevail.</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
19	Page No.-41	<p>Section II. Bid Data Sheet ITB 6.1 (a) - Qualification requirements for Bidders are:</p> <p>ii. Experience in Automatic Vehicle Location System (AVL) and Passenger Information System (PIS) monitored in Real Time through a Transit Management Centre (TMC): The bidder (or any one of the partners in case of JV/consortium) should have designed/implemented in last 7(Seven) years, at least 2(Two) qualifying AVL & PIS Projects of which 1(One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1 (One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>A qualifying AVL & PIS Project is defined as: “An AVL project for a bus based public transit system on a fleet of at least 100(one hundred) buses wherein the bidder shall have provided AVL system software and hardware to monitor, manage and control transit operations. The bidder should have integrated the AVL system with the Passenger Information System (PIS) to provide real time information (such as ETA i.e. expected time of arrival, real time location of buses, journey planner etc.) disseminated through any of the public dissemination modes such as mobile app/ screen or display boards etc.”</p>	<p>In order to encourage more bidder to participate in this bid and for competitive bid, requesting you to please relax the Qualification Criteria and may amend as:</p> <p>Section II. Bid Data Sheet ii. Experience in Automatic Vehicle Location System (AVL) and Passenger Information System (PIS) monitored in Real Time through a Transit Management Centre (TMC): The bidder (or any one of the partners in case of JV/consortium) should have designed/implemented in last 7(Seven) years, at least 2(Two) qualifying AVL & PIS Projects of which 1(One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1 (One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>A qualifying AVL & PIS Project is defined as: “An AVL project for a bus based public transit system on a fleet of at least 50(Fifty) buses wherein the bidder shall have provided AVL system software and hardware to monitor, manage and control transit operations. The bidder should have integrated the AVL system with the Passenger Information System (PIS) to</p>	<p>No change, the conditions mentioned in the bidding document shall prevail.</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
			<p>provide real time information (such as ETA i.e. expected time of arrival, real time location of buses, journey planner etc.) disseminated through any of the public dissemination modes such as mobile app/ screen or display boards etc.”</p>			

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
20	Page No.-41	<p>Section II. Bid Data Sheet ITB 6.1 (a) - Qualification requirements for Bidders are:</p> <p>iii. Experience in Scheduling and Roster: The bidder (or any one of the partners in case of JV/consortium) should have, by itself or by a way of procurement, designed/implemented in last 7(Seven) years, at least 2(Two) qualifying Scheduling and Roster Projects of which 1(One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1(One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year. A qualifying Scheduling and Roster Project is defined as “A Scheduling and Roster project for public transit fleet of at least 100 (One hundred) Buses deploying scheduling software, time table and roster of buses and crew.”</p>	<p>In order to encourage more bidder to participate in this bid and for competitive bid, requesting you to please relax the Qualification Criteria and may amend as:</p> <p>Section II. Bid Data Sheet iii. Experience in Scheduling and Roster: The bidder (or any one of the partners in case of JV/consortium) should have, by itself or by a way of procurement, designed/implemented in last 7(Seven) years, at least 2(Two) qualifying Scheduling and Roster Projects of which 1(One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1(One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>A qualifying Scheduling and Roster Project is defined as “A Scheduling and Roster project for public transit fleet of at least 50 (Fifty) Buses deploying scheduling software, time table and roster of buses and crew.”</p>	<p>No change, the conditions mentioned in the bidding document shall prevail.</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
21	Page no. 42	<p>ITB 6.1 (a) Qualification requirements for Bidders are:</p> <p>iv. Experience in Transit Management System:</p> <p>The bidder (or any one of the partner in case of JV/consortium) should have, by itself or by a way of procurement, designed/implemented in last 7(Seven) years, at least 2(Two) qualifying TMS Projects of which 1(One) project should be necessarily in urban public transit. At least 1 (One) of the projects should be in commercial operation for 1(One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>A qualifying TMS project is defined as</p> <p>“A TMS project for public transit fleet of at least 100 (One hundred) buses where the bidder (or any one of the partners in case of JV/consortium) should have , by itself or by a way of procurement, implemented integrated solution comprising Depot Management System (including Workshop/ Store and Inventory management system) integrated with Scheduling and Roster system.”</p>	<p>The RFP clause mentions "At least 1 (One) of the projects should be in commercial operation for <u>1 (One) year</u> and maintained by the bidder (or the consortium partner) for at least <u>1 (One) year.</u>"</p> <p>We request to accept projects which are under operation, without having to mandetorily operational for a specific period like 1 year.</p>	<p>No change, the conditions mentioned in the bidding document shall prevail.</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms	Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
22	Page no. 42	<p>Experience in Transit Management System: The bidder (or any one of the partner in case of JV/consortium) should have, by itself or by a way of procurement, designed/implemented in last 7(Seven) years, at least 2(Two) qualifying TMS Projects of which 1(One) project should be necessarily in urban public transit. At least 1 (One) of the projects should be in commercial operation for 1(One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>A qualifying TMS project is defined as “A TMS project for public transit fleet of at least 100 (One hundred) buses where the bidder (or any one of the partners in case of JV/consortium) should have , by itself or by a way of procurement, implemented integrated solution comprising Depot Management System (including Workshop/ Store and Inventory management system) integrated with Scheduling and Roster system.”</p>	<p>Requesting CTU to allow bidder to become eligible, if they have experience in implementing at least one project with Transit Management System. Requesting to allow bidder to use projects implemented within the last 10 (ten) years, and also to include Rail projects rather than limiting to bus projects and revise this clause as: <i>The bidder (or any one of the partner in case of JV/consortium) should have, by itself or by a way of procurement, designed/implemented in last 10 (ten) years, at least 1 (one) qualifying TMS Project which should be preferably in urban public transit and should be in commercial operation for 1(One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</i></p> <p><i>A qualifying TMS project is defined as “A TMS project for public transit fleet of at least 100 (One hundred) buses/ trains where the bidder (or any one of the partners in case of JV/consortium) should have , by itself or by a way of procurement, implemented integrated solution comprising Depot Management System (including Workshop/ Store and Inventory management system) integrated with Scheduling and Roster/timetabling</i></p>	No change, the conditions mentioned in the bidding document shall prevail.	

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
			<i>system.”</i>			

	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query		dum	
23	Page no. 42	The Parent company of the participating firms /partners shall be considered for the purpose of experience or qualification only if it is part of the JV/Consortium itself.	In recent similar tenders, the bidders were allowed to submit their parent company credentials to meet technical & financial criteria's if the <i>bidders are wholly owned/ 99.99% subsidiary of their foreign parent company</i> from the same domain. Hence we kindly request the authority to allow the bidders to use their foreign parent company credentials to meet Pre-Qualification & Technical Qualification criteria sought in this RFP, <i>even if parent company is not a part of the JV/consortium</i> . Please confirm.	No change, the conditions mentioned in the bidding document shall prevail.		

	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
24	Page No.-42	<p>Section II. Bid Data Sheet ITB 6.1 (a) - Qualification requirements for Bidders are:</p> <p>iv. Experience in Transit Management System: The bidder (or any one of the partner in case of JV/consortium) should have, by itself or by a way of procurement, designed/implemented in last 7(Seven) years, at least 2(Two) qualifying TMS Projects of which 1(One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1(One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>A qualifying TMS project is defined as “A TMS project for public transit fleet of at least 100 (One hundred) buses where the bidder (or any one of the partners in case of JV/consortium) should have , by itself or by a way of procurement, implemented integrated solution comprising Depot Management System (including Workshop/ Store and Inventory management system) integrated with Scheduling and Roster system.”</p>	<p>In order to encourage more bidder to participate in this bid and for competitive bid, requesting you to please relax the Qualification Criteria and may amend as: Section II. Bid Data Sheet iv. Experience in Transit Management System: The bidder (or any one of the partner in case of JV/consortium) should have, by itself or by a way of procurement, designed/implemented in last 7(Seven) years, at least 2(Two) qualifying TMS Projects of which 1(One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1(One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>A qualifying TMS project is defined as “A TMS project for public transit fleet of at least 50 (One hundred) buses where the bidder (or any one of the partners in case of JV/consortium) should have , by itself or by a way of procurement, implemented integrated solution comprising Depot Management System (including Workshop/ Store and Inventory management system) integrated with Scheduling and Roster system.”</p>	<p>No change, the conditions mentioned in the bidding document shall prevail.</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
25	Page no. 43, Clause : ITB 6.1 (a)	Bidders are advised to submit only those Certificates in support of technical and financial eligibility, for which they have original copies. The burden of proof and liability to produce the original certificates shall be on the bidder and not on the client or certificate issuing authority	Why original certificate is required?	Original Certificate is not to be attached with the bid as only scanned copy is to be uploaded; howsoever the bidder should be able to get the uploaded document verified by producing the original certificate, in case a doubt is raised on veracity of the document. It is seen that many times the bidder have multiple version of the same certificate while they are unable to produce the original version of uploaded certificate.		
26	Page no. 43, Clause : ITB 6.1 (a)	Work completion certificate and the scope of work as mentioned in Award letter of Work/MoU/MoA should be in consonance with each other.	Scope of work mentioned in LOA is given in general way, whereas scope of work mentioned in Work completion certificate is in detail. Therefore they cannot be in consonance with each other.	Scope of work is generally backed by other documents such as supplementary award letter/MOA/formal contracts which are more detailed as compared to original work scope. The idea is that the task shown completed in the work		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
				completion certificate need to be substantiated that the task was actually allotted.		
27	Page no. 47, Clause : ITB 28.5.1	3. Additional marks for successfully completing qualifying AFCS project comprising more than 200(two hundred) buses; (2(two) marks per project with a maximum of 1(one) project. – Maximum 2(two) marks	We suggest you to revised clause as “Qualifying AFCS project comprising more than 200(two hundred) ticketing machines” because quantity of buses are lower compared to machine supplied in most AFCS projects as in many projects there are two ticketing machines required in one bus. Also, we understand that the project required in this point should be the project other than the project showed in above 2 points.	No change, the conditions mentioned in the bidding document shall prevail. The project to be considered under point no.3 can be an additional project or any other project under point no 1 & 2. (Reference 28.5.1)		

	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
28	Page No.-47	<p>Section II. Bid Data Sheet : ITB 28.5 28.5.1 Specific Experience - Automatic Fare Collection System (AFCS) Experience - 18 Marks</p> <p>1. Minimum 2 (Two) qualifying AFCS projects in last 7 (Seven) years of which 1 (One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1 (One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year. - 12(twelve) marks</p> <p>2. Successful completion of additional qualifying AFCS projects over and above the two projects required for eligibility; (2(two) marks per project with a maximum of 2(two) projects) – Maximum 4(four) marks 3. Additional marks for successfully completing qualifying AFCS project comprising more than 200(two hundred) buses; (2(two) marks per project with a maximum of 1(one) project. – Maximum 2(two) marks</p>	<p>In order to encourage more bidder to participate in this bid and for competitive bid, requesting you to please relax the Qualification Criteria and may amend as:</p> <p>28.5.1 Specific Experience - Automatic Fare Collection System (AFCS) Experience - 18 Marks</p> <p>1. Minimum 2 (Two) qualifying AFCS projects in last 7 (Seven) years of which 1 (One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1 (One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year. - 12(twelve) marks</p> <p>2. Successful completion of additional qualifying AFCS projects over and above the two projects required for eligibility; (2(two) marks per project with a maximum of 2(two) projects) – Maximum 4(four) marks 3. Additional marks for successfully completing qualifying AFCS project comprising more than 100(one hundred) buses; (2(two) marks per project with a maximum of 1(one) project. – Maximum 2(two) marks</p>	<p>No change, the conditions mentioned in the bidding document shall prevail.</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
29	Page no. 48, Clause : ITB 28.5.2	3. Additional marks for successfully completing qualifying AVL & PIS project comprising more than 200(two hundred) buses; (2(two) marks per project with a maximum of 1(one) project. – Maximum 2(two) marks	We understand that the project required in this point should be the project other than the project showed in above 2 points.	The project to be considered under point no.3 can be an additional project or any other project under point no 1 & 2. (Reference 28.5.2)		
30	Page no. 48, Clause : ITB 28.5.3	3. Additional marks for successfully completing qualifying TMS project comprising more than 200(two hundred) buses; (2(two) marks per project with a maximum of 1(one) project. – Maximum 2(two) marks	We understand that the project required in this point should be the project other than the project showed in above 2 points.	The project to be considered under point no.3 can be an additional project or any other project under point no 1 & 2. (Reference 28.5.3)		
31	Page No. 48	28.5.2 Specific Experience - Automatic Vehicle Location (AVL) and Passenger Information System (PIS) Projects Experience - 12 Marks	We request to consider the experience of Urban Public Transit/Public/Private sector organization used for public or employee transport.	No change, the conditions mentioned in the bidding document shall prevail.		
32	Page No. 48	28.5.3 Specific Experience -Transit Management System Projects Experience - 12 Marks	We request to consider the experience of Urban Public Transit/Public/Private sector organization used for public or employee transport.	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms	Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks	
33	Page no. 48	<p>Specific Experience - Transit Management System Projects Experience - 12 Marks</p> <p>1. Minimum 2 (Two) qualifying TMS projects in last 7 (Seven) years of which 1 (One) project should be necessarily in urban public transit. At least 1 (One) of the projects should be in commercial operation for 1 (One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year – 8 (eight) marks</p> <p>3. Additional marks for successfully completing qualifying TMS project comprising more than 200(two hundred) buses; (2(two) marks per project with a maximum of 1(one) project - Maximum 2(two) marks</p>	<p>Requesting CTU to allow bidder to become eligible, if they have experience in implementing at least one project with implementation of Transit Management System and evaluate marks based on additional experience over one project on TMS. Requesting to revise this clause and marking as:</p> <p>Specific Experience - Transit Management System Projects Experience - 12 Marks</p> <p>1. Minimum 1 (one) qualifying TMS projects in last 10 (ten) years which should be preferably in urban public transit and should be in commercial operation for 1 (One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year- 8 Marks</p> <p>3. Additional marks for successfully completing qualifying TMS project comprising more than 150 (one hundred and fifty) buses; (2(two) marks per project with a maximum of 1(one) project - Maximum 2(two) marks</p>	No change, the conditions mentioned in the bidding document shall prevail.		

	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
34	Page No.-48	<p>Section II. Bid Data Sheet : ITB 28.5 28.5.2 Specific Experience - Automatic Vehicle Location (AVL) and Passenger Information System (PIS) Projects Experience - 12 Marks</p> <p>1. Minimum 2 (Two) qualifying AVL & PIS projects in last 7 (Seven) years of which 1 (One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1 (One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year. – 8 (eight) marks</p> <p>2. Successful completion of additional qualifying AVL & PIS projects over and above the two projects required for eligibility; (1(one) marks per project with a maximum of 2(two) projects) – Maximum 2(two) marks</p> <p>3. Additional marks for successfully completing qualifying AVL & PIS project comprising more than 200(two hundred) buses; (2(two) marks per project with a maximum of 1(one) project. – Maximum 2(two) marks</p>	<p>In order to encourage more bidder to participate in this bid and for competitive bid, requesting you to please relax the Qualification Criteria and may ammend as:</p> <p>28.5.2 Specific Experience - Automatic Vehicle Location (AVL) and Passenger Information System (PIS) Projects Experience - 12 Marks</p> <p>1. Minimum 2 (Two) qualifying AVL & PIS projects in last 7 (Seven) years of which 1 (One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1 (One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year. – 8 (eight) marks</p> <p>2. Successful completion of additional qualifying AVL & PIS projects over and above the two projects required for eligibility; (1(one) marks per project with a maximum of 2(two) projects) – Maximum 2(two) marks</p> <p>3. Additional marks for successfully completing qualifying AVL & PIS project comprising more than 100(one hundred) buses; (2(two) marks per project with a maximum of 1(one) project. – Maximum 2(two) marks</p>	<p>No change, the conditions mentioned in the bidding document shall prevail.</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
35	Page No.-48	<p>Section II. Bid Data Sheet : ITB 28.5 28.5.3 Specific Experience - Transit Management System Projects Experience - 12 Marks 1. Minimum 2 (Two) qualifying TMS projects in last 7 (Seven) years of which 1 (One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1 (One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year. – 8 (eight) marks</p> <p>2. Successful completion of additional qualifying TMS projects over and above the two projects required for eligibility; (1(one) marks per project with a maximum of 2(two) projects) – Maximum 2(two) marks</p> <p>3. Additional marks for successfully completing qualifying TMS project comprising more than 200(two hundred) buses; (2(two) marks per project with a maximum of 1(one) project. – Maximum 2(two) marks</p>	<p>In order to encourage more bidder to participate in this bid and for competitive bid, requesting you to please relax the Qualification Criteria and may amend as: 28.5.3 Specific Experience - Transit Management System Projects Experience - 12 Marks 1. Minimum 2 (Two) qualifying TMS projects in last 7 (Seven) years of which 1 (One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1 (One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year. – 8 (eight) marks 2. Successful completion of additional qualifying TMS projects over and above the two projects enquired for eligibility; (1(one) marks per project with a maximum of 2(two) projects) – Maximum 2(two) marks 3. Additional marks for successfully completing qualifying TMS project comprising more than 100(one hundred) buses; (2(two) marks per project with a maximum of 1(one) project. – Maximum 2(two) marks</p>	<p>No change, the conditions mentioned in the bidding document shall prevail.</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
36	Page no. 49, Clause : ITB 28.5.4	3. Additional marks for successfully completing qualifying Scheduling and Roster project comprising more than 200(two hundred) buses; (2(two) marks per project with a maximum of 1(one) project. – Maximum 2(two) marks	We understand that the project required in this point should be the project other than the project showed in above 2 points.	The project to be considered under point no.3 can be an additional project or any other project under point no 1 & 2. (Reference 28.5.4)		
37	Page no. 49, Clause : ITB 28.5.5	1. Project Manager: Management Professional with Computer Science/ Electronics (4(four) years regular) Engineering Degree and Masters in Business Administration (2(two) years regular) having at least 10(ten) years of relevant project management experiences. He / she should have handled at least two ITS projects as project manager. Should have excellent project management skills and should be able to communicate effectively in English and Hindi. - Maximum 8(eight) marks	Kindly consider the below clause Project Manager: Management Professional with (4(four) years regular) Engineering Degree and Masters in Business Administration (2(two) years regular) having at least 10(ten) years of relevant project management experiences. He / she should have handled at least two ITS projects as project manager. Should have excellent project management skills and should be able to communicate effectively in English and Hindi. - Maximum 8(eight) marks	No change, the conditions mentioned in the bidding document shall prevail.		
38	Page no. 49, Clause : ITB 28.5.5	2. AFCS Expert: Engineering Graduate with Computer Science/ Electronics (4(four) years regular) at least 8(eight) years of experience in designing and implementing AFCS systems for Public transit. Experience in working on any of the qualifying AFCS project as an AFCS Expert would be preferable. - Maximum 5(five) marks	Kindly consider the below clause AFCS Expert: Engineering Graduate (4(four) years regular) at least 6(six) years of experience in designing and implementing AFCS systems for Public transit. Experience in working on any of the qualifying AFCS project as an AFCS Expert would be preferable. - Maximum 5(five) marks	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
39	Page No. 49	28.5.4 Specific Experience - Scheduling & Roster - 8 Marks	We request to consider the experience of Urban Public Transit/Public/Private sector organization used for public or employee transport.	No change, the conditions mentioned in the bidding document shall prevail.		
40	Page No.-49	<p>Section II. Bid Data Sheet : ITB 28.5 28.5.4 Specific Experience - Scheduling & Roster - 8 Marks</p> <p>1. Minimum 2 (Two) qualifying Scheduling and Roster projects in last 7 (Seven) years of which 1 (One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1 (One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year. – 4 (four) marks</p> <p>2. Successful completion of additional qualifying Scheduling and Roster projects over and above the two projects required for eligibility; (1(one) marks per project with a maximum of 2(two) projects) – Maximum 2(two) marks</p> <p>3. Additional marks for successfully completing qualifying Scheduling and Roster project comprising more than 200(two hundred) buses; (2(two) marks per project with a maximum of 1(one) project. – Maximum 2(two) marks</p>	<p>In order to encourage more bidder to participate in this bid and for competitive bid, requesting you to please relax the Qualification Criteria and may amend as:</p> <p>28.5.4 Specific Experience - Scheduling & Roster - 8 Marks</p> <p>1. Minimum 2 (Two) qualifying Scheduling and Roster projects in last 7 (Seven) years of which 1 (One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1 (One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year. – 4 (four) marks</p> <p>2. Successful completion of additional qualifying Scheduling and Roster projects over and above the two projects required for eligibility; (1(one) marks per project with a maximum of 2(two) projects) – Maximum 2(two) marks</p> <p>3. Additional marks for successfully completing qualifying Scheduling and Roster project comprising more than 100(one hundred) buses; (2(two)</p>	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
			marks per project with a maximum of 1(one) project. – Maximum 2(two) marks			
41	Page no. 50, Clause : ITB 28.5.5	5. Maintenance Team: Engineering Graduate with Computer Science/ Electronics (4(four) years regular) at least 5 years of experience in ITS system maintenance activities and performance monitoring in public transport domain. - Maximum 5(five) marks	Kindly consider the below clause Maintenance Team: Engineering Graduate (4(four) years regular) at least 5 years of experience in ITS system maintenance activities and performance monitoring in public transport domain. - Maximum 5(five)	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
			marks			
42	Page No. 52, 28.5.7.4 Quality Assurance Plan	At least one of the partners complies ISO 9001-2015	Recommend to add CMM Level 3 certification	No change, the conditions mentioned in the bidding document shall prevail.		
43	Page no. 52, Clause : 28.5.7 Maintenance and Quality Assurance - 10 Marks	4. Quality Assurance Plan – maximum 2(two) marks (1(one) mark if at least one of the partners complies ISO 9001-2015; 1(one) additional mark if all the partners comply ISO 9001-2015. In case of single entity, 2(two) marks if ISO 9001-2015 compliance	For Stringent process CMMI level 3 certificate is widely acceptable in many tenders. Tender References, Indore BRTS – World Bank Tender Surat BRTS ITMS tender Jaipur City Transport tender Hubli Dharwad tender – World Bank Tender and many more. So, we suggest you to add CMMI-level 3 certificate in Qualification criteria also which can also standard for quality assurance.	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
44	Page no. 53	<p>ITB 6.1(a) (iii) - Experience in Scheduling and Roster: The bidder (or any one of the partners in case of JV/consortium) should have, by itself or by a way of procurement, designed /implemented in last 7(Seven) years, at least 2(Two) qualifying Scheduling and Roster Projects of which 1(One) project should be necessarily in urban public transit. Atleast 1 (One) of the projects should be in commercial operation for 1(One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>A qualifying Scheduling and Roster Project is defined as “A Scheduling and Roster project for public transit fleet of at least 100 (One hundred) Buses deploying scheduling software, time table and roster of buses and crew.”</p>	<p>We request you to amend the clause as below :</p> <p>Experience in Scheduling and Roster: The bidder (or any one of the partners in case of JV/consortium) should have, by itself or by a way of procurement, designed /implemented in last 7(Seven) years, at least 2(Two) qualifying Scheduling and Roster Projects of which 1(One) project should be necessarily in Vehicle tracking. Atleast 1 (One) of the projects should be in commercial operation for 1(One) year and maintained by the bidder (or the consortium partner) for at least 1 (One) year.</p> <p>A qualifying Scheduling and Roster Project is defined as “A Scheduling and Roster project for fleet of at least 100 (One hundred) Vehicles deploying scheduling software, time table and roster of Vehicles and crew.”</p>	<p>No change, the conditions mentioned in the bidding document shall prevail.</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
45	Page no. 61,62	(ix) "General-Purpose Software" means Software that supports general-purpose office and software development activities and is identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be General Purpose Software. Such General-Purpose Software may include, but is not restricted to, word processing, spreadsheet, generic database management, and application development software.	Do we have SQL Server or Oracle database license to create a instance for new system?	No, Bidder has to provide the same as per the requirement mentioned in this RFP document.		
46	Page no. 67, Clause :3.9	If the Supplier is a Joint Venture of two or more firms, all such firms shall be jointly and severally bound to the Purchaser for the fulfillment of the provisions of the Contract and shall designate one of such firms to act as a leader with authority to bind the Joint Venture. The composition or constitution of the Joint Venture shall not be altered without the prior consent of the Purchaser.	Suggesting you to kindly remove this clause.	No change, the conditions mentioned in the bidding document shall prevail.		
47	Page No. 67, Section IV - General Conditions of the Contract - Clause 3.9	If the Supplier is a Joint Venture of two or more firms, all such firms shall be jointly and severally bound to the Purchaser for the fulfillment of the provisions of the Contract and shall designate one of such firms to act as a leader with authority to bind the Joint Venture.	Since the members of a bidding Consortium, may have work domains are clearly defined along specialized verticals as AFCS, AVLS etc; hence request that the liability be defined as 'several' and not 'joint and several' since one partner may not have expertise in the other partners domain.	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
48	Page No. 79, 12.3 GCC, Terms of Payment	<p>Payments shall be made promptly by the Purchaser, but in no case later than forty five (45) days after submission of a valid invoice by the Supplier. In the event that the Purchaser fails to make any payment by its respective due date or within the period set forth in the Contract, the Purchaser shall pay to the Supplier interest on the amount of such delayed payment at the rate(s) specified in the SCC for the period of delay until payment has been made in full, whether before or after judgment or arbitration award.</p> <p>The Purchaser shall pay to the Supplier interest on the delayed payments at a rate of: 0 % (zero) per annum.</p>	<p>These two clauses effectively mean that the payment can be made at any time as per the purchaser as there is a 0% interest rate for delayed payments. There should be at least 8% interest rate per annum for delayed payments or a fixed time period after invoice submission where payment will have to be given to the bidder.</p>	<p>No change, the conditions mentioned in the bidding document shall prevail.</p>		
49	Page No. 80, Section IV - General Conditions of the Contract - Clause 12.3	<p>Payments shall be made promptly by the Purchaser, but in no case later than forty five (45) days after submission of a valid invoice by the Supplier.</p>	<p>In case of a Consortium with partners having specific work domains clearly identified, request if the payments can be made into an escrow account to be created by the consortium partners to receive all the payments being made by the Purchaser?</p>	<p>The payment will be made to the account whichever is declared by bidder, Whether it is escrow or current account, nothing to do with purchaser. It is an internal arrangement of bidder consortium.</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
50	Page No. 137, 15.4 GCC: Intellectual Property	The Supplier shall hand over the source code for software, database, and executables to the purchaser which shall correspond 100% (One hundred) to the operational module(s) and shall be verified and certified by an independent agency as identified by the Purchaser (if required). This is limited to all custom software and its subsystems but not limited to (AVL, AFCS, PIS, Scheduling & Roster, TMS (including ERP/MIS, NMS etc.), etc.) of the bidder.	As per our understanding, the independent agency will be appointed by CTU. Please confirm.	Yes, CTU will appoint an independent agency to verify the handover of source code for softwares, database and executables which correspond 100% all the operational modules.		
51	Page no. 137	Section V D. 15. GCC 15.3	Does this section mean there are possibilities Supplier's software can be used without each other's agreement? If so, we request to modify the content so that our rights can be protected. If not so, please explain the meaning of this section.	Please refer to Table 2 Sr. no. 1.	Sr. No. 1 of Table 2	
52	Page no. 158	Section VI Technical Requirements Clause 1.6.3 Current ITS Infrastructure In CTU Way Bill Arrangement	Is integration required with existing ETMs with new Automatic Fare Collection System or will existing ETMs will be scrapped?	No integration is required with existing ETMs.		
53	Page no. 159	Section VI Technical Requirements Clause 1.6.3 Mobile App	Is there any integration required with existing ""Chandigarh Bus Guide Mobile"" and new system?	No integration is required with existing mobile app Chandigarh Bus Guide, SI has to develop a new mobile app as per the requirement of this		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
				RFP document with the advanced features.		
54	Page no. 164	<p>Section VI Technical Requirements</p> <p>Clause 2.6 Transit Management Centre (TMC) shall collect information from AVL and AFCS generates the information to be broadcasted to commuters through PIS</p>	What information needs to be broadcasted from AFCS system to PIS?	No AFCS information is required to be broadcasted on PIS.		
55	Page No.- 167	<p>Section VI: Technical Requirements</p> <p>3 GENERAL REQUIREMENTS</p> <p>On board equipment - Bullet Pt. 2</p> <ul style="list-style-type: none"> ● Automotive Industrial Standard 140 (AIS-140) 	<p>As per MoRTH GR Dated: 28.11.2016 for "Automotive Tracking Device (ATD) and Integrated Systems": AIS-140 specification was only valid till BIS specification is released and further Morth Notification Dated 26 July 2018 BIS Specification IS 16833 : 2018 was released.</p> <p>Hence request you to please ammend the clause from AIS-140 to IS 16833:2018</p>	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms	Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks	
56	Page no. 170	<p>Clause 3.2.2 System Integrator - The SI shall be responsible for delivery and installation of all parts of the systems provided under this contract. Further, the SI is required to integrate certain components of the OBITS system which is being supplied by the bus manufacturers as part of their scope as per UBS-II, AIS-140 and IS-16490 specifications to provide a fully integrated seamless solution. Any additional component or equipment required for the seamless integration with OBITS shall be provided by the SI and must be factored into the bid by the SI. In addition to this, Integration with Chandigarh Smart City Card shall also be the responsibility of SI.</p>	<p>As the integration of certain components of the OBITS system has to be integrated with the new system supplied by the SI. Is the customer going to provide Protocol & required support from the existing vendor to the SI for the Purpose of Integration. Please confirm</p>	<p>CTU has been provided protocol language documents for these OBITS equipments by the supplier, there are two suppliers of OBITS i.e. Castmaster and KPIT. The bidder is advised to check these documents before bidding, so as to ensure the adequacy of these documents. However the overall responsibility lies with the system integrator for integration with OBITS equipments.</p>		
57	Page No.- 170	<p>Section VI: Technical Requirements 3.2.2 System Integrator (SI) Software and configuration data - Data entry work for all master data into application</p>	<p>Requesting you to please provide the nature of data and what volume of Data we need to Entry.</p>	<p>The SI shall estimate the data volume based on information providing in the bidding document and experience in their past projects.</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
58	Page No. 172	The Consultant shall give recommendations on training and deployment plans, proposed migration plan and may include phases (alpha, beta, pilot roll out) before a full-scale roll out. Critical reports such as transition plan; feedback of pilot roll out shall be submitted to CTU.	Do we have to do data migration? If so, please let us know the volume of data to be migrated with file format.	No data migration is required; Migration plan here refers to how the change over from existing system to new system will occur.		
59	Page No. 172	Validate solution architecture to ensure interoperability, data & application security, access management, data backup and recovery, scalability and performance.	Do we have to provide SSL - Security Certificate for the web-based solution?	The requisite security for both networks as well as web access is mandatory as per Cyber Security Guideline issued by MoUD vide circular K-15016/6U2016-SC-1 dated 19/05/2016 and should be accompanied by prescribed security certificate.		
60	Page no. 171	Responsibility matrix table Telecommunication Bills (SIM card bills for buses, PIS, ETM, POS, SMS) Cloud computing services	Please clarify if the telecom & cloud computing bills are paid by CTU or responsibility of SI under O&M?	All the bills for telecom, cloud hosting, web hosting, SMS etc. shall be entirely in the scope of SI during the complete project period including O&M. Please Refer to page no 168, Section VI, 3.2 Responsibilities of		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
				the parties.		
61	Page no. 172	The Consultant shall give recommendations on training and deployment plans, proposed migration plan and may include phases (alpha, beta, pilot roll out) before a full-scale roll out. Critical reports such as transition plan; feedback of pilot roll out shall be submitted to CTU.	Does the bidder have to do data migration? If so, please do mention the volume of data to be migrated with file format.	Please refer response given against Sr. No. 58.		
62	Page no. 172	Validate solution architecture to ensure interoperability, data & application security, access management, data backup and recovery, scalability and performance.	Does the bidder have to provide SSL - Security Certificate for the web-based solution?	Please refer response given against Sr. No. 59.		
63	Page no. 172	Depot Non IT infrastructure, raw power supply and furniture and fire protection. Control Centre room and Data Centre room, air conditioning, raw power supply, furniture and fire protection	Hope that the control centre room mentioned here is the " Transit Management Centre and both the Datacenter and Control room will be located in same location and hope that it will in one of the depots	Yes both Data Centre and Control room will be at same location and will be located in one of the premises as mentioned on page no. 303 Section VI Annex B. CTU Data Summary.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
64	Page No. 175, 4.3 Payment Means Management	SCs shall be designed to be used as an e-purse as well as to handle at least 15 different policies with multiple configurable parameters. The policies along with configurable parameters shall be discussed with CTU at design stage and finalized as per their requirements.	As per our understanding, one smart card will allow 2 aspects a. e-purse for regular transactions b. one of the policies chosen by him, for eg. Concessional fare for daily commute on particular route. Please confirm.	Yes		
65	Page no. 175	4.3 Payment Means Management In case of smart card, the fare will be deducted from commuter smart card after the origin and destination station is entered by bus conductor and the smart card is tapped against ETM	What types of fare types that need to be supported (distance based or stage based etc)?	Both distance and stage based fare types are required, and as per the fare policy approved from time to time.		
66	Page no. 175	4.3 Payment Means Management The commuters will be able to buy the tickets after boarding the bus. Paper tickets will be sold by conductors. These tickets shall be printed with a QR code where all the information relative to transaction will be registered (fare, bus id, conductor id, driver id, date/time, bus stop of origin/destination, etc...)	Is the purpose of QR ticket only for inspection terminals?	QR will be use for daily pass and for inspection as well to for validation.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
67	Page no. 176	If a user with this category of Smart Pass travels on a route other than the assigned, the SC will not be accepted by the system and the commuter has to purchase paper ticket to complete the journey.	Can the user buy more than one smart pass for different route on the same card?	Yes, user can buy more than one scheme on one smart card.		
68	Page no. 177	4.3 Payment Means Management SCs shall be designed to be used as an e-purse as well as to handle at least 15 different policies with multiple configurable parameters.	Please confirm if these policies are related to Passes and travel restrictions?	Policies are related to various fare schemes including concessions with multiple configurable parameters.		
69	Page no. 177	The telescopic and other journey based fare discounts/benefits will be applicable on e-purse accounts. For a SC user to make a trip. SC shall at least have the minimum balance which is consistent with his/her origin and destination	Since the ticket is sold with single tap of card with input of origin and destination, why is there a requirement to check min balance and how this will affect the travel?	Minimum balance is required to avoid shortage of amount during the last transaction.		
70	Page no. 177	4.3.4 Distribution and sale of SC	Will the customer be charged for the SC when buying/issuing? If not then who will bear the charges for the SC issue?	Design of Solution should be flexible enough to put the burden on either side.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
71	Page no. 177	<p>4.3.4 Distribution and sale of SC Customer Service Points (CSPs). At these points it shall be possible to recharge and buy anonymous and personalized SCs, as well as solve user incidences.</p> <ul style="list-style-type: none"> • Points of Sale (POS). At these points it shall be possible to recharge anonymous and personalized SCs, and buy anonymous SC. 	<p>How many CSP and POS sites are required? Pls clarify if the CTU personnel will be manning the operations at CSP and POS sites?</p>	<p>Numbers of CSP and POS sites can be equivalent to the numbers of CSP and POS devices defined in this RFP document. Yes CTU personnel will be managing the operations at CSP and POS, however SI has to maintain the system at CSP and POS as defined in the RFP.</p>		
72	Page no. 178	<p>4.3.5 Recharge of SC Mobile App & Web: User can use these payment means to recharge SC through online transfer or credit/debit card payment.</p>	<p>Will the customer bear the payment gateway charges or will the CTU bear this?</p>	<p>Design of Solution should be flexible enough to put the burden on either side.</p>		
73	Page no. 179	<p>Points of Sale (POS). At these points it shall be possible to recharge anonymous and personalized SCs, and buy anonymous SC.</p>	<p>Hope that the POS will be there at each terminals and we would request the authority to specify the no of POS's to be implemented in each terminals</p>	<p>Bidder has to provide the POS system as per the quantities defined in the BOQ, and shall be installed at each terminal as well as e-sampark centers and any other location defined by the purchaser along with the requisite quantity. Details of e-sampark</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
				centers are given on page no. 306 Section VI Technical Requirements B.9 Location details of CSP.		
74	Page No. 175, Section IV - Technical Requirement , 4.3 Payment Means Management	The process shall adhere to the “Guidelines for issuance and operation of Prepaid Payment Instruments in India” issued by Reserve Bank of India (RBI).	RBI guidelines shall come into play only for semi-closed or open loop cards with the given licenses - PPI MTS or PPI/payment bank/bank license. We are assuming that the solution provider is not responsible for any such guidelines/licenses as the mentioned implementation is for closed loop cards. Is our understanding correct?	It is understandable that RBI guidelines will not be applicable in closed loop card, yet the closed loop card shall be integrated with the financial system through the payment gateway. The RBI guidelines will be applicable for the same.		
75	Page No. 180, 4.5.1 Electronic Ticket Machine (ETM)	QR codes shall have a SAM based security key	As per our understanding, you wish to have encryption on the QR codes so that it cannot be written and read by any device. It can be SAM or any other. Please confirm.	The authentication of QR code shall be only done by the key management system of CTU. However CTU's concern is to mitigate the risk of misuse of QR.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
76	Page no. 181	Receipt printing for each transaction if it is required by user.	Is this also required for ticketing through SC if the user request for receipt or only limited to POS and CSP for recharge and smart pass?	Yes, ticketing is required for payment through SC, in case user demand for it.		
77	Page No. 187-188 Section 5.2	Architecture	We find the RFP Architecture as Sub Optimal and non – conforming to CMVR and BIS Regulations. CMIPL Suggested Architecture Justification: The proposed Architecture will a) Meet all Regulatory Standards as mentioned in attached letter dated 12th Nov 2018 b) Comply to all Functional Requirements of RFP. c) Will be less expensive by at least 40%.	No change, the conditions mentioned in the bidding document shall prevail.		
78	Page No.201 7.3.4 Passenger Information System (PIS)	Passenger Information System (PIS)	Present ETA calculation is based only on AVL system. We request to add ETA based on AVL/RFID/Microwave sensor which is the most accurate ETA calculation.	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
79	Page no. 201	At TMC there shall be several operator workstations (minimum 4) and one additional workstation for operator supervisor. Every operator will monitor several routes, according to the routes assignment, done from supervisor's workstation.	Please clarify whether the call centre is a part of Transit Management centre. Or the call centre to be maintained in a different location for managing complaints or events. Please specify whether the customer service and call centres are same because as per BOM, Page No 345, under clause 4.2.1, the hardwares and software associated with customer service are provided as a sub system of TMC. Or else if the customer service points and call centres are different, please specify the locations.	Yes Call centre is a part of Transit Management Centre located in same location. Passenger can call to log their grievances. Customer Service Points are location from where Smart Cards will be issued as defined under BOQ AFCS System. In BOQ under TMC sub system, there are CSP agent workstations which will be used to reconcile the transactions done in CSP and POS defined on page no.306 Section VI Location details for CSP.		
80	Page no. 239	Passenger can call up the Call Centres to register their grievances, these grievances then can be logged into the solution by the call centre operator.				

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
81	Page No. 205	7.4 Integration requirements	Will CTU will provide API's for integration of third party application?	CTU has been provided protocol language documents for OBITS equipments by the supplier, there are two suppliers of OBITS i.e. Castmaster and KPIT. The bidder is advised to check these documents before bidding, so as to ensure the adequacy of these documents. However the overall responsibility lies with the system integrator for integration with OBITS equipments.		
82	Page No. 205	7.5 Disaster Recovery	Please confirm is it going to be cloud hosting or on premise? Is DC & DR available for solution hosting? Do we have to give hardware sizing of solution?	Cloud hosting is required for Disaster Recovery and will be entirely in SI Scope. SI can select cloud hosting at his preferred cloud service location. Howsoever CTU's concern is to mitigate the risk of outages in the event of any disaster. Data Centre will be		

	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
				Physical, Solution shall be hosted on both locations. Yes SI has to provide the hardware sizing for the solution.		
83	Page no. 205	7.4 Integration requirements	For integration with all these systems we need their APIs, all the system APIs will be provided by(tendering authority) to integrate. Please confirm	CTU has been provided protocol language documents for OBITS equipments by the supplier, there are two suppliers of OBITS i.e. Castmaster and KPIT. The bidder is advised to check these documents before bidding, so as to ensure the adequacy of these documents. However the overall responsibility lies with the system integrator for integration with OBITS equipments.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
84	Page no. 205	7.5 Disaster Recovery	<p>Is it going to be cloud hosting or on premise? Is DC & DR available for solution hosting? Do we have to give hardware sizing of solution?</p>	Please refer response given against Sr. No. 82.		
85	Page No. 208-210	Chapter 8.2.1 Bus Scheduling Bullet point 3 “Solution shall have feature to capture trip/schedule wise revenue kilometre”	<p>Removing bullet point 3</p> <p>The bus scheduling solution is not directly linked to the AFCS. Revenue analysis shall be done into BI platform and MIS Reports (chapter 9.2.6). The reports extracted from BI / MIS platforms will be used by planners make decisions (changing frequency, changing bus routes, etc...) and the new operation plan will be produced in bus scheduling application and exported to other systems.</p>	No change, the conditions mentioned in the bidding document shall prevail.		

	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query		dum	
86	Page No. 208-210	Chapter 8.2.1 Bus Scheduling Bullet point 8 “The solution shall be capable to interface with GIS Maps to plot the road, route, etc.”	<p>The solution shall natively include an access to GIS data, Google map and road network to plot the routes, stops, depots, calculate distances, etc...</p> <p>The bus scheduling application shall come with ready-made GIS network access to avoid any additional cost for CTU like purchasing GIS data or digitalizing the network and roads. In Chandigarh the best data available is Google Map, the bus scheduling application shall be compatible natively with Google map.</p>	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
87	Page No. 208-210	<p>Chapter 8.2.1 Bus Scheduling Bullet points 19 to 24</p> <ul style="list-style-type: none"> ● Solution shall have ability to add / remove turn restrictions. ● Solution shall have ability to enable / disable turn restriction. ● Solution shall have ability to set to One-way. ● Solution shall have ability to set to Two – way. ● Solution shall have ability to set to Blocked Road. ● Solution shall have ability to Define Road Class - Main roads, highway, narrow road, service road, freeway, toll road etc. 	<p>Remove the 6 bullet points and replace by 3 bullet point2:</p> <ul style="list-style-type: none"> ● Solution shall automatically include the latest road network provided in Google Map. ● Solution shall automatically calculate the links between the points (stops, depots, ...) based on the latest network GIS data (Google Map) ● Solution shall allow the user to bypass the road network constraints when designing a route and draw manually on the map the route (bus route turn restriction, one or two ways, ...). <p>In order to avoid additional costs for STU (buying GIS data, digitalization, manual changes in the road network...), the solution shall natively integrate the latest changes in the road network.</p> <p>If a change in road network (for example work in progress), the user shall be able to bypass the road network for designing the bus routes. So that in most of the cases, the road constraints (turn restriction, one-way, etc...) will be present in the native road network (the bus route will be automatically calculated) and if it is</p>	<p>No change, the conditions mentioned in the bidding document shall prevail.</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
			not the case, the user can manually configure a new constraint for the bus route.			

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
88	Page No. 208-210	Chapter 8.2.1 Bus Scheduling	<p>Adding a new bullet point:</p> <ul style="list-style-type: none"> • Solution shall use for each route and each section of the routes a travel time pattern depending on the type of day (such as week day, Sunday, holiday...) and the hour of the day (typically peak and non-peak hours). The travel time pattern will be applied for each trip generated by the solution. <p>It is important that the bus scheduling application incorporates travel times statistics and allow the user to define travel time patterns for each route and section based on the type of day and hour of the day, a critical parameter for implementing timetables according to the actual traffic conditions (and thus producing better schedule adherence)</p>	Please refer to Table 2 Sr. no. 2.	Sr. No. 2 of Table 2	
89	Page No. 208-210	<p>Chapter 8.2.2 Roster, point 16</p> <ul style="list-style-type: none"> • Roster shall have technique to minimize and help CTU to identify the nonperforming/ underperforming crew. 	<p>Removing bullet point 16</p> <p>The analysis of actual crew performance shall be done in BI / MIS reports (chapter 9.2.6). The planner and depot managers will have access to those reports in order to make decisions (changing a crew allocation, sanctioning a crew...) and the new allocation will be produced in the Crew roster application.</p>	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
90	Page No. 208-210	Chapter 8.2.2 Roster, point 23 <ul style="list-style-type: none"> Ability to send SMS alerts prior to day of duty and also if crew has not arrived as per his schedule and if schedule has changed. 	Removing bullet point 23 The management of communications on real-time basis shall be implemented in TMS modules. As TMS application is integrated with all other systems such as AVLS or scheduling, TMS will collect all messages for broadcasting	No change, the conditions mentioned in the bidding document shall prevail.		
91	Page No. 205	7.4 Integration requirements	Kindly confirm if the integration service needs to have the ability to publish your APIs securely for internal and external developers to use when connecting to backend systems. Does the integration service need to connect to on-prem apps and cloud-based apps and services to implement highly secure messaging workflows.	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
92	Page No. 205	7.5 Disaster Recovery	<p>MIETY has empanelled multiple Cloud Service Providers for providing cloud services, so request you to kindly include the following clauses :</p> <ol style="list-style-type: none"> 1. The CSP (Cloud Service Provider) Should be Empanelled with the MIETY for Providing the Cloud Services for Managed DR as a Service 2. The CSP should ensure that the Data Center is located in India 3. CSP Should have following minimum Certifications <ol style="list-style-type: none"> a. ISO 27001 b. ISO 27017 c. ISO 27018 d. ISO 20000:1 e. ISO 22301 f. ISO 9001 4. CSP should be a Global Datacenter Provider with atleast 3 datacenters in India 	No change, the conditions mentioned in the bidding document shall prevail.		
93	Page No. 205	7.5 Disaster Recovery	In order to have a reliable DR service- we request you to mandate that the CSP should have its own native service that automatically replicates workloads from a primary site to a secondary location and allows replication of both physical as well as virtual machines (VMs) on common hypervisors - VMwarer/hyper-V	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
94	Page No. 205	7.5 Disaster Recovery - The SI shall guarantee up time of 5 minutes for disaster recovery (secondary) TMC.	Kindly confirm the RPO & RTO required for the DR Services	To be designed by the SI as per the functional requirements mentioned in the RFP and to meet the desired SLAs.		
95	Page No. 205	7.5 Disaster Recovery	Kindly Confirm the DR need to be configured for full DC Capacity or 50% of DC capacity	To be designed by the SI as per the functional requirements mentioned in the RFP and to meet the desired SLAs.		
96	Page No. 205	7.5 Disaster Recovery - The SI shall guarantee up time of 5 minutes for disaster recovery (secondary) TMC.	Kindly confirm the SLA required for the DR	Please refer Page 274-275, Section VI, Sr. No. 24 and 25		
97	Page No. 205	7.5 Disaster Recovery - The SI shall provide reporting access to secondary TMC server to CTU authorized officials to cross verify day end reports sent from primary TMC. The secondary TMC is expected to be on auto pilot mode in normal circumstances receiving a copy of the information from primary TMC and may act as a primary source of reporting	Kindly clarify the following 1. Hope our understanding is correct that the you require the DR Site to be in Synchronous mode of Replication & also sized accordingly that the reporting Services can run from the DR site without any delay	Yes, your understanding is correct.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
98	Page No. 205	SI shall provide automatic backup/restore functionalities to ensure a safe copy of all information, including daily data backups and weekly complete system backups.	Kindly clarify if DR will function as the backup of the DC. Or do you want a cloud based backup of the DC which is separate from DR, so as to ensure that - one copy of the data is kept at different location than DC/DR location & safe in backup site.	DR will function as backup of DC, and backup will be taken separately through Backup device to be installed at TMC by SI.		
99	Page No. 205	7.5 Disaster Recovery	Can you kindly confirm in case it is required by the bidder to do planned DR Drill so as to check the All Servers & Services are up & running in the DR along with proper data consistency. As per Industry standard it is recommended to do minimum 1 DR Drill (failover and failback in 2 working days) in a Quarter. Kindly provide details of same.	Yes, Bidder can do DR drill as per industry standards with prior written approval of purchaser with condition that no live operation will be affected. Details of the same has to be given by the bidder.		
100	Page no. 212	Objectives- Ensure Manpower Management	How will the attendance be marked for first and second shift drivers, For second shift driver can directly join at terminals instead of depot. Kindly clarify	Attendance of drivers will be marked through Biometric attendance system installed at each Depot or Crew Kiosk to be installed by SI, also for drivers who are directly boarding at terminals, their login time in BDC will be considered for attendance.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
101	Page No. 211	9 TRANSIT MANAGEMENT SYSTEM (TMS)	Kindly confirm the total no of System (Desktop/ Laptop/workstations/kiosk users) thru which the proposed applications would be accessed.	SI has to estimate based on the requirement mentioned in the bidding document and his own experience in past projects.		
102	Page No. 211	9 TRANSIT MANAGEMENT SYSTEM (TMS)	We Strongly recommend to use the Cloud Services for both the DC & DR . Many State Govt like Mumbai BEST have moved there both DC & DR to Cloud & reaping the benefits of public cloud.	No change, the conditions mentioned in the bidding document shall prevail.		
103	Page No.- 211	Section VI: Technical Requirements 9 TRANSIT MANAGEMENT SYSTEM (TMS): The TMS software shall be deployed at each city bus depot (1, 2, 3 and 4) for smooth operation and maintenance. The central TMS servers shall be installed on the same location as Transit Management Centre and shall communicate with various components of the TMS system at each depot, synchronising the data at frequent interval to update the records. The TMS software at each depot shall work as standalone with a local database in case of communication failure between centralized TMS and depots.	As per scope TMS Software need to deploy in all Depot including Depot-1 but Depot-1 is not cover in the scope. Kindly confirm whether we need to deploy application in Depot-1 or not.	Way Bill generation and Cash Branch of Depot -2 is located in Depot-1, also Central Store is located in Depot-1, so the relevant application modules along with necessary hardware need to be installed at Depot-1.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
104	Page No. 217	WMS shall send alerts through SMS and Email to authorized staff	Please confirm who will provide subscription? If vendor then please mention volume? (No of SMSs and Emails)	SI has to provide subscription. CTU being the owner of the project will assist in signing all the requisite documents, however all the expenses incurred for the engagement of the operator and subsequent payments for operation shall lie under SI's scope during the project period. The required quantity of SMS and emails has to be estimated by the SI based on the requirement mentioned in the bidding document and his own experience in past projects.		
105	Page no. 217	WMS shall send alerts through SMS and Email to authorized staff	Who will provide subscription? If vendor then please mention volume? (No of SMSs and Emails)	Please refer response given against Sr. No. 104.		
106	Page No. 225	9.2.4_1 Employee Self Service (ESS)/Crew kiosk	Please confirm total number of employee using ESS	All the employees of CTU will be using the ESS; however the solution should be such that increase in number of users over a		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
				period of time should not impact the same.		
107	Page no. 236 of Tendersnotice _1.pdf	9.2.7 Network Management System (NMS)	<p>Solution having been analysed & recognized by leading analysts ensures that an industry standard solution is being proposed. This is important because as NMS/EMS is the only solution that gives visibility into the project and is responsible for SLA measurements and audits, and therefore all the stakeholders must agree to the reports been generated from NMS/EMS. This warrants an industry-standard solution.</p> <p>Hence request you to please confirm and include the specification if the proposed NMS/EMS must be analysed and recognized by leading industry analysts – Gartner/ Forrester/ IDC?</p>	<p>Please Refer to page no 237, Section VI, 9.2.7 Network Management System (NMS) under Identity and Access Management. Howsoever as mentioned on page no 51, section II BDS against clause ITB 28.5.6 bidders are encouraged to propose solutions that improve the specified requirements, in order to get additional marks.</p>		
108	Page no. 225	9.2.4_1 Employee Self Service (ESS)/Crew kiosk	Request to confirm number of employees using ESS.	Please refer response given against Sr. No. 106.		

Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query		dum		
109	Page No. 236	Identity and Access Management	<p>Kindly add the latest functionalities given below to the IAM solution as given below-</p> <ul style="list-style-type: none"> a. Ability of Single-Sign-On across all applications b. Ability to provide multi factor authentication (eg. OTP based identity verification after entering password) c. Available on the cloud d. Ability to define conditional access policies for logging in into applications - policies based on device, network and geography that a user is signing in from e. Ability to detect suspicious logins and user behavior 	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
110	Page No. 231	9.2.6_2 Business Intelligence and Reporting	<p>Kindly add the following latest functionalities to the BI and reporting solution as given below-</p> <ul style="list-style-type: none"> a. Ability to do Natural Language Q& that allows users to write questions and provides answer and content to match users' visual need b. Ability to customize visualizations as per the unique business needs using a library of visual templates including advanced AI visuals such as sand-dance chart c. Ability to create a unique BI dashboard for each user basis his rank in the organization and charter without writing any code d. Ability to refresh data any number of times a day to give real time dashboards to users e. Ability to Get Data from a huge array of on-premise and cloud data sources, structured and unstructured with inbuilt ability in the report-development-tool to pull data 	No change, the conditions mentioned in the bidding document shall prevail.		
111	Page No. 236	9.2.8 Grievance Redressal Management System (GRMS)	We Request you to kindly include Chat BOT with the grievance management system. This can bring increased efficiency, speed & new age technology to CTU by helping in reducing the no of calls to CTU's customer care. So we would request that a 'natural language processing	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
			Chat bot', available as a service be provided in the GRMS.			

	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	dum
112	Page no. 238 of Tendernotice _1.pdf	<ul style="list-style-type: none"> The solution shall provide features for security and accountability and shall generate a log file for any user access to configuration or platform changes. 	<p>For procurement of better and industry Standard solution it is very essential to have the functional requirements of the desired service described in RFP, hence request you to please incorporate the following specification for network automation and configuration management system:</p> <ol style="list-style-type: none"> 1. Network Audit & Compliance Management. 2. Network Configuration Management and Backup. 3. Network Automatic IOS and patch upgrades, etc. 4. Manage network compliance by comparing devices to defined, best-practice standards. Speed audit processes with out-of-the-box network compliance reports for ITIL and more. Validate device operating states in real time to stay in compliance. 5. The proposed system should be able to administer configuration changes to network elements by providing toolkits to automate the following administrative tasks of effecting configuration changes to network elements: a) Capture running configuration b) Capture start-up configuration c) Upload configuration d) Write start-up configuration e) Upload firmware 	<p>Please Refer to page no 237, Section VI, 9.2.7 Network Management System (NMS) under Identity and Access Management. Howsoever as mentioned on page no 51, section II BDS against clause ITB 28.5.6 bidders are encouraged to propose solutions that improve the specified requirements, in order to get additional marks.</p>	

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms	Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks	
113	Page no. 237 of Tendernotice _1.pdf	<ul style="list-style-type: none"> ● Integrated Network Traffic Analysis System – It shall provide details of applications, hosts, and conversations consuming WAN bandwidth to isolate and resolve problems. Traffic monitoring system shall able to track 100% of all flow traffic on the network and identify malicious behavior with all IP conversations. It shall use non-intrusive monitoring to reduce the impact on the monitored network and improve scalability. 	<p>To ensure that the proposed NMS/EMS is proven at the scalability required for the said project and is operational in the Indian Public Sector space and thereby avoid risk of being a test bed for solutions not known to scale up to the requisite levels.</p> <p>Hence request you to please confirm and include the specification if the proposed EMS/NMS solution MUST have at least 3 deployments in Indian Government/ Public Sector, monitoring & managing 10,000+ network nodes in each of such deployments. Customer names, solution details and OEM undertaking needs to be provided at the time of bidding?</p>	<p>Please Refer to page no 237, Section VI, 9.2.7 Network Management System (NMS) under Identity and Access Management.</p> <p>Howsoever as mentioned on page no 51, section II BDS against clause ITB 28.5.6 bidders are encouraged to propose solutions that improve the specified requirements, in order to get additional marks.</p>		
114	Page no. 237 of Tendernotice _1.pdf	<ul style="list-style-type: none"> ● The solution shall provide features for security and accountability and shall generate a log file for any user access to configuration or platform changes. 	<p>NMS/EMS consists of multiple components. Having all these components from the same OEM will ensure that the components are pre-integrated and adequately tested and hence time to value realization is quick and issues of integration does not arise.</p> <p>Hence request you to please confirm and include the specification if all the NMS/EMS components must be from the same OEM?</p>	<p>Please Refer to page no 237, Section VI, 9.2.7 Network Management System (NMS) under Identity and Access Management.</p> <p>Howsoever as mentioned on page no 51, section II BDS against clause ITB 28.5.6 bidders are encouraged to propose solutions that improve the specified</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
				requirements, in order to get additional marks.		
115	Page No. 237	9.3 Integration Requirements Integrate with TMC centre for transfer of data: DMS, WMS, Store & Inventory, HR & Payroll, Accounting, ERP/MIS	Kindly provide the following details for each of the existing application mentioned 1. Development Platform 2. Existing Database Software version & edition 3. Database Size 4. No of Tables 5. Approx No of Transactions per Table	SI has to design the requirement as per the requirement mentioned in this RFP documents. All the modules like DMS, WMS, Store & Inventory, HR & Payroll, Accounting, ERP/MIS etc is to be provided by the bidder.		
116	Page No. 237	Integrate between internal departments of Depots	Kindly provide the following details for each of the existing application mentioned 1. Development Platform 2. Existing Database Software version & edition 3. Database Size 4. No of Tables 5. Approx No of Transactions per	Please refer reply to query no.115.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
			Table			
117	Page No. 237	Integrate of TMS with the following existing systems: ¢ Biometric Attendance System Details (Refer Annex B.4) ¢ Automatic Boom Barrier Gate System Details (Refer Annex B.5) ¢ Fuel Pump Station Details (Refer Annex B.6)	Kindly provide the following details for each of the existing application mentioned 1. Development Platform 2. Existing Database Software version & edition 3. Database Size 4. No of Tables 5. Approx No of Transactions per Table	CTU will provide all the available information as well as will assist in getting all the requisite information from the vendor, However the overall responsibility lies with the system integrator for integration with existing systems.		
118	Page No. 237	Integration of existing Workshop Management System	Kindly provide the following details for each of the existing application mentioned 1. Development Platform 2. Existing Database Software version & edition 3. Database Size 4. No of Tables 5. Approx No of Transactions per Table	Please refer reply to query no.117		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
119	Page no. 238 of Tendornotice _1.pdf	Integrated Helpdesk Solution	<p>ITIL process certificate adherence from a industry known body like Pink Elephant ensures the proposed solution meets the desired standards. How to verify the product is aligned to ITIL processes?</p> <p>Hence request you to please confirm and include the specification if the the proposed Helpdesk tool must be Pink Elephant Gold level certified on at least 11 ITIL V3 2011 processes: Incident management, Problem Management, Change Management, Knowledge Management, Service Level Management, Service Asset and Configuration management, Service Catalogue and Request Fulfilment, etc. The certification copy to be submitted.</p>	No change, the conditions mentioned in the bidding document shall prevail.		
120	Page no. 238 of Tendornotice _1.pdf	Suggestion	Please confirm the network services like Traffic, MPLS, Multicast, VOIP, etc.. available for monitoring and management?	Please Refer to page no 238, Section VI, 10 Communication.		
121	Page no. 238 of Tendornotice _1.pdf	Suggestion	Operational and Infrastructure level SLM technical specifications are missing in RFP, hence request to include that in RFP.	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
122	Page No. 238	IMPLEMENTATION PLAN The SI shall maintain and update an online, live version of the project Implementation Plan with status of all activities and dependencies	Kindly clarify if the bidder need to quote for a project management Software like M S project for the management of the Project, Kindly clarify if the access of the Project management Tool is also needed by CTU so that they can monitor the progress of the Project.	Yes, Project Management Tool is required by CTU to monitor the performance. Please refer on page no.168 Section VI Technical Requirements 3.3.2 System Integrator (SI) responsibilities.		
123	Page No. 238	9.2.4 HR & Payroll	Kindly confirm the no of employees , ex-employees for which the Payroll System is Required	Please refer on page no. 306 Section VI Technical Requirement B.8 Manpower Details; however provision to be taken while designing a solution for any increase/decrease in number of employees over a period of time.		
124	Page no. 245	Software developments - For software development, it is estimated to perform 5,000 hours distributed in 1,000 hours / year, which can be used to integrate new incorporated elements into the system in this procedure or to deploy of future functionalities.	Requesting CTU to kindly elaborate this statement. Context is not clear.	Please refer to Table 2 Sr. no. 2.	Sr. No. 3 of Table 2	

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
125	Page No. 249	12.1 Project Implementation Plan - The SI shall deploy the proposed Expert Manpower in contract, exclusive of Maintenance Team, dedicatedly on-site for complete Implementation Period.	Does the bidder need to provide any onsite manpower for support? If so please confirm number of manpower.	The project entails 2 parts one is implementation other is maintenance. There will be involvement of manpower in both the parts.		
126	Page no. 249	12.1 Project Implementation Plan - The SI shall deploy the proposed Expert Manpower in contract, exclusive of Maintenance Team, dedicatedly on-site for complete Implementation Period.	Do we need any onsite manpower for support?	Please refer response given against Sr. No. 125.		
127	Page No. 252	12.2 Training and knowledge transfer	Chandigarh Transport Undertakings will provide training infrastructure like training room, projector, table, chairs etc. Please confirm Approx number of users to train?	CTU will provide the infrastructure but training material and projection equipments will be provide by the SI. Please refer to page no 171, Section VI		
128	Page no. 252	12.2 Training and knowledge transfer	We are assuming, CTU will provide training infrastructure like training room, projector, table, chairs etc. Please confirm Approx number of users to train?	Please refer response given against Sr. No. 127.		
129	Page No. 262	13.2 Bill of Quantities	OEM criteria / approved makes not mentioned for devices and applications to be deployed. Pls clarify if any OEM criteria to be considered	No change, the conditions mentioned in the bidding document		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
				shall prevail.		
130	Page No. 262	13.2 Bill of Quantities - AFCS - 1.1.2 AVL - 2.1.2	Separate Automatic Disk Back-up devices and media with Back-up/Archiving software inclusive of requisite licenses mentioned for both applications. Please clarify whether both these applications servers need separate backup device for backup. Please clarify server and backup device locations for these applications	The purpose of the Disk Backup is to have copy of the system and the information rapidly accessible in case of need. The SI will estimate the required Disk Backup devices based on double the size of current fleet, and storage demand of detailed information for a period of at least 24(twenty four) months. The backup device is to provided as per the requirement mentioned in the BOQ, and same will be located at TMC.		
131	Page No: 263	2.2.1.4 Multifunction Antenna	Suggest to keep separate devices for 3G, Wifi and GPS, as it would be single point of failure if all functions kept on single device	No change, the conditions mentioned in the bidding document shall prevail.		
132	Page no. 264	Service Level Agreement	Requesting CTU to relax the SLA to 95% since the connectivity depends on the provider selected by vendor and	No change, the conditions mentioned in		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
			in some places range/coverage will not be good.	the bidding document shall prevail.		
133	Page No: 265	5.2 Depot Equipment	There are Servers and switches going to be deployed at Depots. Please clarify if there is arrangement for their physical placements as Racks are not mentioned in BoQ line item in Depot Equipment section.	No change, the conditions mentioned in the bidding document shall prevail. Existing racks of CTU shall be used at Depots.		
134	Page No: 265	6.1.7 Internet Lease line, TMC & Depot Connectivity	Required Bandwidth for Internet / VPN not mentioned. Please clarify	Required bandwidth has to be estimated by SI, taking into consideration of live video feed from 20-25 cameras at a time plus other requirement as mentioned in this RFP document.		
135	Page No. 266	Service Level Agreement	As per Service Level Agreement Table. overall collective penalty applicable has no upper limit and which cannot be the penalty criteria for any project. We request to keep cap of "maximum penalty of up to 5% of quarterly billing".	No change, the conditions mentioned in the bidding document shall prevail.		
136	Page No. 270	Service Level Agreement - Point No,15 -POS and Customer Service Points (Esampark Centre)Availability - 99.5%	Request you to reduce SLA levels to 98% as there are many external factors involved. Also request to exclude 3G/4G/GPRS connectivity from calculation of POS and customer service	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
137	Page No. 270	Service Level Agreement - Point No,16- Handheld ETM Machine Availability - 99.9% - For every decrease of 0.1% in each ETM availability during operations in a period of one month, a penalty of 2,000 shall be imposed	Request you to clarify how operational availability is calculated and also request you to reduce penalty amount as Rs. 2000 penalty per machine per month for 0.1% SLA decrease is very high.	No change, the conditions mentioned in the bidding document shall prevail.		
138	Page No. 281, Section IV - Technical Requirement , Annexure A. Technical Specifications. A 1.1. Smart Card	Integrated circuit of the card: MIFARE DESFire EV1, with memory of 4K or higher, or another chip of similar and / or higher performance.	The card specifications are for close loop card and do not seem to follow NCMC specification. This will not lead to true seamless benefit that an open loop card offers the passengers. Refer the cities of Kochi, Bangalore, Ahmedabad, Surat among a few where such an open loop solution based on NCMC specs has been implemented.	Yes, the specifications of Smart Card are for closed loop, as CTU is going for closed loop solution only as part of this project, but with the condition that the system should be capable of expansion to other modes such as e-wallet, open loop or smart phone payment method etc in future..		
139	Page No.- 281	Section VI: Technical Requirements A.1.2 Electronic Ticketing Machine (ETM) <ul style="list-style-type: none"> ● The terminal shall be work under an operating temperature range of -5 to +70 °C. ● The terminal shall be work under an operating humidity of 95% RH non condensing. 	The required Temperature and Humidity range for ETM and Inspection Terminal in RFP Document is not readily available in the market. <p>So requesting you to please modify the requirement and amend the clause as:</p> <ul style="list-style-type: none"> ● The terminal shall be work under an operating temperature range of 0 to +50 °C. ● The terminal shall be work under an operating humidity of 90% RH non condensing. 	Please refer to Table 2 Sr. no. 4.	Sr. No. 4 of Table 2	

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
140	Page no. 282, Electronic Ticketing Machine Technical requirements	<ul style="list-style-type: none"> ● The terminal shall have a compact and durable design, for indoor and outdoor use. ● The terminal shall be designed to operate from an internal, battery source which can be charged and recharged. ● The terminal battery shall utilize “no memory” battery technology which is state-of-the-art, commercially available and common for use with such equipment. ● The terminal shall operate continuously for minimum 12 (Twelve) hours without any disruption to the Operations at any given instance during the shifts. The bidder shall ensure that appropriate back-up arrangements are made for the handhelds to cover the entire operating shift without disrupting normal Operations. ● The battery shall be field replaceable without any loss of data, with field replacement time (from end of operation with previous battery to beginning of operation with new battery) not to exceed three minutes. ● The battery shall be recharged to a full charge from a completely discharged state in less than four hours. ● The battery shall have a life of at least 500 recharging cycles with not more than 20% loss of efficiency over that lifetime of the battery. 	<p>Asked requirement are quite subjective.</p> <p>We suggest you to provide Specific requirement for the Battery of ETM which will be more helpful for bidder provide as per requirement here are more subjective than specific.</p> <p>As per our experience in projects and as per standard in different projects Battery specification/Battery rating which is more suitable to CTU operation: Li-ion/Li-polymer battery 7.4 V/2600 mAH</p>	<p>Technology chosen by the SI for batteries shall comply the specified Technical and Functional requirements.</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
141	Page no. 282, Clause:A.1.2 Electronic Ticketing Machine (ETM)	<p>The terminal shall have a high-speed thermal printer for the issuing of tickets. This same printer shall print the sales and validations summaries, if required.</p> <ul style="list-style-type: none"> ● The ticket printer shall be a compact thermal printer able to print, as a minimum, tickets (text and graphics), barcodes, and system status information. ● The print speed shall not be less than 150 mm/s for both text and graphic and at a minimum resolution of 203 dpi (8 dots/mm). ● The ticket printer shall use readily available paper rolls of standard size. ● The ticket printer shall provide low paper and out of paper indication. ● The ticket printer shall have an automatic cutter with a self-sharpening ceramic rotary knife. ● The auto-cutter shall have a reliability of at least 1.5 million cuts. ● The ticket printer head shall have a Mean Cycle between Failure (MCBF) of at least 50 million print lines. ● The ticket printer shall have a Mean Time between Failure (MTBF) of at least 360,000 hours. ● The terminal shall generate and the printer shall print QR codes 	<p>Asked requirement are quite subjective.</p> <p>We suggest you to provide specific requirement for thermal printer which will be more helpful for bidder provide as per requirement</p> <p>As per our experience in projects and as per standard in different projects Thermal Printer specification as below:</p> <p>Thermal Graphic Printer: 8 dots/mm: 57 mm wide paper with 20 meter paper roll.</p>	<p>Technology chosen by the SI for printer shall comply the specified Technical and Functional requirements.</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms	Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks	
142	Page No. 282, Section IV - Technical Requirement , Annexure A. Technical Specifications. A 1.2. Electronic Ticketing Terminal	The terminal shall process at least the following cards: MIFARE UltraLight, MIFARE Classic, MIFARE Plus, MIFARE DESFire and MIFARE DESFire EV1, or other similar cards used in this project.	The ETM specifications only mention capability to read Mifare and Desfire cards. It does not speak of need to have any EMV L1 and L2 certifications and the same should be included even if future open loop is to be considered.	Please refer response given against Sr. No. 138.		
143	Page no. 283, A.1.2 Electronic Ticketing Machine (ETM)	<ul style="list-style-type: none"> The terminal shall have a Processor: ARM11 32-bit Core CPU @ 400Mhz or superior 	With reference to our experience in AFC projects we understand that ARM 9 & ARM 11 are widely used processors in ETM and technically both the processors have similar specifications and it will not affect on overall solution if Whether ETM have ARM 9 or ARM 11 processor. So, we suggest you to allow ARM 9 & ARM 11 both processor in the ETM requirements.	No change, the conditions mentioned in the bidding document shall prevail.		
144	Page No. 284	Annex A. TECHNICAL SPECIFICATIONS- A.1.2 Electronic Ticketing Machine (ETM)- The terminal shall have at least 3 SAM slots.	Request you to change requirement to " The Terminal shall have at least 2 SAM slots" as standard COTS Terminals are available with 2 SAM slots and Functionality it should suffice application requirement	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
145	Page No. 284	Annex A. TECHNICAL SPECIFICATIONS- A.1.2 Electronic Ticketing Machine (ETM)- The terminal shall have the following Interface / Connectors: 2 x RS-232 (Serial / Console) 1x USB Device 1x USB Host 1x LAN (RJ45 connector) Micro SD (up to 16 GB)	As standard COTS terminals do not provide RS232 and USB host connectors , Request You to change interface/ Connector requirements as follows: 1x USB Device OR 1x LAN (RJ45 connector) Micro SD (up to 16 GB)	No change, the conditions mentioned in the bidding document shall prevail.		
146	Page No.- 285	Section VI: Technical Requirements A.1.5 Point of Sale (POS) ● The terminal should be able to work smoothly under an operating temperature range of -5 to +50 °C. ● The terminal shall be work under an operating humidity of 95% RH non condensing	The required Temperature and Humidity range for Point of Sale (POS) in RFP Document is not readily available in the market. So requesting you to please modify the requirement and amend the clause as: ● The terminal shall be work under an operating temperature range of 0 to +50 °C . ● The terminal shall be work under an operating humidity of 90% RH non condensing.	Please refer to Table 2 Sr. no. 5.	Sr. No. 5 of Table 2	

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
147	Page No. 293, Section IV - Technical Requirement , Annexure A. Technical Specification s. A.4 Transit Management Centre	Hardware for AFCS	Automatic fare collection systems generally have growing transaction volumes because of which often a hardware upgrade / server augmentation is required in a dedicated hardware model as proposed in this RFP. In order to cater to increase in transaction volumes without impacting the performance, it is suggested that the bidder should be allowed to use a cloud hosted AFCS solution which can be upgraded in future on demand based on transaction volumes. Suggesting that can DC and DR both be hosted on cloud?	No change, the conditions mentioned in the bidding document shall prevail.		
148	Page No. 293, Section IV - Technical Requirement , Annexure A. Technical Specification s. A.4 Transit Management Centre	OS and SQL	Kindly confirm if bidder can supply commercial grade open source OS (Linux) and databases (like no SQL, mongoDB, Postgres etc) and it is not mandatory to propose specific OS or SQL	Please refer page no. 293 Section VI A.4.1 OS Microsoft Windows Server 2012 standard or higher license or Linux server grade operating system.		
149	Page No. 293	A.4 TRANSIT MANAGEMENT CENTRE (TMC)	Request you to kindly Allow the bidder to Quote the Necessary Hardware on MIETY empanelled Cloud Service Provider	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
150	Page No. 293	<p>A.4 TRANSIT MANAGEMENT CENTRE (TMC)</p> <p>Database servers: they will be the equipment responsible for supporting the service of the database constituting the core of the entire information system. The equipment must comply with the following minimum characteristics:</p> <p>∅ High availability redundant systems (7x24).</p>	<p>Kindly clarify if our understanding is correct that you require the Database Server with Requisite Software (OS + Database) to be configured in High Availability Mode.</p>	<p>Yes, High Availability mode</p>		
151	Page No. 293	<p>Communications / Applications / Web Servers: this equipment shall host the processes that are responsible for establishing communications with the system's equipment; the size of the equipment will depend on the size of the fleet and the sales and recharge network. The equipment must comply with the following minimum characteristics:</p> <p>∅ High availability redundant systems (7x24).</p>	<p>Kindly clarify if our understanding is correct that you require the Communications / Applications / Web Servers Server with Requisite Software (OS + Database) to be configured in High Availability Mode / Load Balancing Mode</p>	<p>Yes, High Availability mode</p>		
152	Page No. 294	<p>Backup System:</p> <p>∅ Library of 24 minimum LTO-5 backup tapes</p> <p>∅ LTO-5 tape drive (recorder)</p> <p>∅ Automatic rotation of tapes for backup</p> <p>∅ Management System of backups in tapes, for archives and specialized by service.</p>	<p>We request you to kindly allow us to quote for backup as a Service. Rather than Quoting for the Backup System as it is always recommended to keep the Backup at different Site than DC so that this can be kept safe</p>	<p>No change, the conditions mentioned in the bidding document shall prevail.</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
153	Page No. 294	Backup software functionality:	We request you to kindly allow us to quote for the Backup as a Service. Rather than Quoting for the Backup Software as it is always recommended to keep the Backup at different Site than DC so that this can be kept safe & by quoting Backup as a Service we can ensure it si done in automated way	No change, the conditions mentioned in the bidding document shall prevail.		
154	Page No. 295	Website and Mobile App	We Request you to kindly include Chat BOTS on Website & Mobile App and especially with Grievance management system. This can bring in the efficiency, speed & new age technology to CTU. It can help in reducing the no of calls to CTU's customer care. So we would request that a 'natural language processing Chat bot', available as a service be provided in the Application.	No change, the conditions mentioned in the bidding document shall prevail.		
155	Page No. 298	A.5.1.5 TMS workstation	We request you to kindly ensure to include the MS Office Productivity Suite like O365 Pro Plus (which provides the Access to MS EXCEL, WORD & other Office tools), this is required to edit the reports.	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
156	Page No. 298	A.6.7 Crew Kiosk	Request you to kindly confirm the Operating Sytem Required for the Kiosk	Operating System of Crew Kiosk will be similar to Workstation as defined on page no. 295 Section VI. System Access Terminal. <i>"OS as compatible with Server Operating System but with the friendly User Interface preferably in Microsoft Windows OS"</i>		
157	Page No. 301	A.6 COMMUNICATIONS- A.6.2 OFC Network – TMC & Depot - The OFC based fixed communication system shall be designed to transmit /receive the data traffic from/ to Depot 1(Store, Waybill & Cash section of Depot-2 is located at Depot-1) to TMC, Depot 2 to TMC, Depot 4 to ISBT 43 bus terminal.	Request You to allow providing leased communication network instead of OFC based fixed communication system, for faster project implementation	No change, the conditions mentioned in the bidding document shall prevail. OFC based communication in only required to connect two nearby locations (approximately less than 500 meters), in order to reduce the operational cost of leased line and faster data communication. Leased line based communication is		

Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
158	Page No: 302	A.6.4 Switches	Number of Switch Ports not mentioned in specifications. Please clarify. Also ST connectors are obsolete for fiber ports. Suggest replacing ST connectors with SC or LC which are current standards. Suggest to have 1000-Base FX or 1000Base-T uplinks for high speed Data transfer	SI has to estimate the required number of ports as per the requirement mentioned in this RFP document. ST connectors are still available in the market, howsoever as mentioned on page no 51, section II BDS against clause ITB 28.5 .6 bidders are encouraged to propose solutions that improve the specified	

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
				requirements, in order to get additional marks.		
159	Page No: 303	A.6.5 Cables	Please change, inside building horizontal and vertical cabling from the Data points to the Server Rack Fire retardant rated CAT 6 FT4 cables, with Cat 6 UTP LSZH Cable as this is the standard offered by most OEMs	No change, the conditions mentioned in the bidding document shall prevail.		
160	Page No.- 304	Section VI: Technical Requirements B.7 Installed OBITS Equipment Details	As per the scope the bidder need to used the existing installed device and integrate with the proposed solution but in case the existing device is required to replace with new due to faulty or not proper functioning or having problem in integration with the proposed solution due to no support from existing device vendor. May this lead to increase the new quantity requirement in BOQ of RFP Document, then in case is Department will pay on actual as per rate quote by bidder for the additional new quantity?	For the purpose of drafting the BoQ, it have been considered that 85% of existing components to be re-used. Howsoever if the number of faulty components exceeds 15%, then purchaser will pay on actual as per rate quoted by the bidder in their bid.		

Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	dum	
161	Page No: 305	B.3 Reusable IT Equipment Details	Need detailed specifications of existing HP - Proliant DL560 9th Generation Servers. Also Please clarify current applications running on servers	Rack mount server-4P)-Server having four nos. of x86 64 bit processor(Intel E5-4610 v2); 256 GB DDRIII expandable to 1 TB; integrated Graphics Controller; SAS RAID Controller supporting RAID 0,1 and 5 with 1 GB cache; 4*600 GB SAS hot swap HDD(10Kor higher RPM); Quad 10Gbps and Dual 1 Gbps network port, Dual 8 Gbps FC port with two number of 5m LC-LC cable; DVD ROM drive;2U Rack Mount Server chassis having Redundant Hot Swappable Power supply with 5 HOT Swap drive bays; Certification for Linux and Windows; All required device drivers for OS installation, system configuration and server Management(Five Years Warranty)	

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
162	Page no. 332 of Tendernotice _1.pdf	28.5.7.4 Quality Assurance Plan	<p>ISO 27001 certification ensures that Security risks posed have been taken care of during the product development and release phases and the solution thus deployed does not pose security risks.</p> <p>Hence request you to please confirm and include the specification if the proposed NMS/EMS must be an industry standard solution from an OEM that is ISO 27001 certified?</p>	No change, the conditions mentioned in the bidding document shall prevail.		
163	Page No. 343	Commuter SMS System	Please confirm who will provide subscription? If vendor then please mention volume? (No of SMSs and Emails)	SI has to provide SMS subscription. CTU being the owner of the project will assist in signing all the requisite documents, however all the expenses incurred for the engagement of the operator and subsequent payments for operation shall lie under SI's scope during the project period. The required quantity of SMS has to be estimated by the SI based on the requirement mentioned in the bidding document and his own experience in		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
				past projects.		
164	Page no. 343	Commuter SMS System	Who will provide subscription? If vendor then please mention volume? (No of SMSs and Emails)	Please refer response given against Sr. No. 163.		
165	General	AVL Device mentioned at various places.	In terms of CMVR Gazette Notification G.S.R 1095(E) dated 28-11-16 and subsequent amendments thereof, w.e f. 01 Jan'19 Vehicle Location and Tracking Device with Emergency as per AIS 140 (BIS IS 16833 Annexc A) must be installed. In this regard please also see Communication dated 12th Nov2018 from Joint Secretary MORTH and ED ASRTU as attached. Scope of Supply in RFP does not include this CMVR mandatory Device with Emergency	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
			<p>Buttons</p> <p>Please confirm DEVICE AS PER AIS 140 IS NOT REQUIRED. If such a device is required please add it in the Scope of Supply</p>			
166	General	IP Camera and NVR mentioned at Various places.	<p>Please also see Communication dated 12th Nov2018 from Joint Secretary MORTH and ED ASRTU as attached which recommends CCTV System with Integrated Emergency System (IS 16833:2018-Annexure C)</p> <p>No mention of the BIS Standard is found in RFP. Kindly Include.</p>	No change, the conditions mentioned in the bidding document shall prevail.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
167	General	General query	<p>Request to confirm number of users for each module -</p> <p>Depot Management System Workshop Management System Stores and Inventory HR & Payroll Accounting Management Information System (MIS) & Enterprise Network Management System (NMS) Grievance Redressal Management System (GRMS)</p>	<p>As a part of scope of project, the no. of buses, no. of depots, no. of employees, solution design as well as SLA's have been mentioned in the RFP document, further the SI has to maintain the project for 5 (five) years after implementation of the project, therefore SI shall estimate the best solution including the no. of users and scope of the project. The solution should be such that increase in number of buses/users over a period of time should not impact the same.</p>		
168	General	General Query	<p>Payment gateway subscription is there any requirement of payment gateway subscription? If so who will provide subscription?</p>	<p>SI has to provide payment gateway subscription, CTU will authorize payment gateway, howsoever the SI will assist in engagement, operation and integration with the payment gateway.</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
169	General	General query	Data Digitization - Does the bidder have also to do digitization of data for the solution? If so, please mention the number of documents to be digitized?	There is no old records/files to be digitalized under this project.		
170	General	General query	Implementation - We prefer doing onsite implementation to meet the deadline. Can Chandigarh Transport Undertakings provide desk space for our people? This will help for fast implementation.	Yes, CTU will provide desk space for 10-12 person of SI's team during implementation of solution.		
171	General	General Query	Cloud Hoisting - Please confirm will the authority use its own cloud based platform for hosting or on Public cloud?	Cloud hosting is required for Disaster Recovery and will be entirely in SI Scope. SI can select cloud hosting at his preferred cloud service location. Howsoever CTU's concern is to mitigate the risk of outages in the event of any disaster.		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
172	General	General	<p>We feel that requirements of ETM are more subjective. So, it does not clear specific requirement of ETM.</p> <p>For Example, RAM requirement, Flash requirement, Dimension requirement, OS requirement are not clear in the requirement.</p> <p>So, we suggest you to Provide more specific ETM specification.</p> <p>For your reference please refer Annexure A for standard ETM specifications matching with CTU requirement.</p>	<p>SI shall select an ETM which comply the specified Technical and Functional requirements.</p>		
173	General	General query	<p>Data Digitization - Does the bidder have also to do digitization of data for the solution? If so, please mention the number of documents to be digitized?</p>	<p>Please refer response given against Sr. No. 169.</p>		
174	General	General Query	<p>Cloud Hoisting - Will the authority use its own cloud based platform for hosting or on Public cloud?</p>	<p>Please refer response given against Sr. No. 171.</p>		
175	General	General Query	<p>Payment gateway subscription is there any requirement of payment gateway subscription? If so who will provide subscription?</p>	<p>Please refer response given against Sr. No. 168.</p>		

Sr. No.	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query	Response	Ref. to Sr. No. of Corrigendum	Remarks
176	General	General query	<p>Please mention approx number of users for the following modules -</p> <ul style="list-style-type: none"> o Depot Management System o Workshop Management System o Stores and Inventory o HR & Payroll o Accounting o Management Information System (MIS) & Enterprise o Network Management System (NMS) o Grievance Redressal Management System (GRMS) 	Please refer response given against Sr. No. 167.		
177	General	General query	Implementation - We prefer doing onsite implementation to meet the deadline . Can CTU provide desk space for our people? This will help for fast implementation.	Please refer response given against Sr. No. 170.		
178	General	General Query	Document Storage - We need a storage server to store scanned documents. Do we have storage server and space?	There is no requirement of scanned documents storage under this project.		
179	General	Consortium Agreement Format	Please provide the Consortium Agreement Format	Bidders can use any standard legal Consortium Agreement Format.		

	Clause No. of ITB/GCC/SCC/ Forms		Gist of the Query		dum	
180	General	CMMI Certification	<p>Since the project contains the Application development, we suggest to add the CMMI Certification requirement by any one of the consortium member in Pre-Qualification and Technical Evaluation Marking Criteria. May add the Certification Requirement as</p> <ol style="list-style-type: none"> 1. Under Pre-Qualification Criteria- CMMI 3 or Higher. 2. Under Technical Evaluation Marking Criteria - Allot marks if bidder having CMMI 5 Certificate. 	No change, the conditions mentioned in the bidding document shall prevail.		

Table 2.

Corrigendum

Sr. No.	Clause No. ITB/GCC/ SCC/Forms	As existing	As amended	Reference to Sr. No. of Response	Remarks
1	Page no 137, Section V, SCC 15.3	The Purchaser may assign, license, or otherwise voluntarily transfer its contractual rights to use the Standard Software or elements of the Standard Software, without the Supplier's prior written consent, under any circumstances.	The Purchaser may assign, license, or otherwise voluntarily transfer its contractual rights to use the Standard Software or elements of the Standard Software, without the Supplier's prior written consent, if legally permissible.	Sr. No. 51, 38 of Table 1	
2	Page no 209, Section VI, Technical Requirement 8.2.1	Bus Scheduling <ul style="list-style-type: none">• System shall support the ability of creating special trips for days with additional demand due to special events (festivals etc.) These trips shall be reflected into the operation module for roster and dispatch functions.	Bus Scheduling <ul style="list-style-type: none">• System shall support the ability of creating special trips for days with additional demand due to special events (festivals etc.) These trips shall be reflected into the operation module for roster and dispatch functions.• System should be flexible enough to use for each route and each section of the routes a travel time pattern depending on the type of day (such as week day, Sunday, holiday etc.) and the hour of the day (typically peak and non-peak hours).	Sr. No. 88, 38 of Table 1	

Sr. No.	Clause No. ITB/GCC/ SCC/Forms	As existing	As amended	Reference to Sr. No. of Response	Remarks
3	Page no 245, Section VI, Technical Requirement 11.1.2_1	<p>Software developments For software development, it is estimated to perform 5,000 hours distributed in 1,000 hours / year, which can be used to integrate new incorporated elements into the system in this procedure or to deploy of future functionalities. The works may be proposed by CTU or by SI, being necessary prior approval of CTU for the SI proposals. Working hours will be billed according to their consumption. The SI justification will be previously needed. Intellectual property and all operation and dissemination rights, as well as the source code and documentation of all the software developed under this contract will be property of CTU.</p>	<p>Software developments For software development, it is estimated to perform 5,000 hours distributed in 1,000 hours / year, which can be used to integrate new incorporated elements into the system in this procedure or to deploy of future functionalities. During the Comprehensive Maintenance Contract (CMC) period, it is expected that some alteration or new features to the given solution will be proposed either by CTU or SI, for which software development has to be undertaken howsoever the provision for software developer manpower is already incorporated in the CMC team therefore no separate cost is payable for this and same shall be presumed to be part of CMC activities itself. Intellectual property and all operation and dissemination rights, as well as the source code and documentation of all the software developed under this contract will be property of CTU.</p>	Sr. No. 124 of Table 1	
4	Page no 281, Section VI, Technical Requirement A.1.2	<p>A.1.2 Electronic Ticketing Machine (ETM)</p> <ul style="list-style-type: none"> • The terminal shall be work under an operating temperature range of -5 to +70 °C. • The terminal shall be work under an operating humidity of 95% RH non condensing. 	<p>A.1.2 Electronic Ticketing Machine (ETM)</p> <ul style="list-style-type: none"> • The terminal should be able to work under an operating temperature range of 0 to +50 °C. • The terminal should be able to work under an operating humidity of 90% RH non condensing. 	Sr. No. 139 of Table 1	

Sr. No.	Clause No. ITB/GCC/ SCC/Forms	As existing	As amended	Reference to Sr. No. of Response	Remarks
5	Page no 285, Section VI, Technical Requirement A.1.5	<p>A.1.5 Point of Sale (POS)</p> <ul style="list-style-type: none"> • The terminal should be able to work smoothly under an operating temperature range of -5 to +50 °C. • The terminal shall be work under an operating humidity of 95% RH non condensing 	<p>A.1.5 Point of Sale (POS)</p> <ul style="list-style-type: none"> • The terminal should be able to work smoothly under an operating temperature range of 0 to +50 °C. • The terminal should be able to work under an operating humidity of 90% RH non condensing 	Sr. No. 146 of Table 1	