Rajasthan State Road Transport Corporation

IT Cell, Head Office, Jaipur

No. F3/HO/IT/105/2025/424 **Date- 31/10/2025**

Pre-Bid Queries

Pre-Bid Queries for tender "Tender for Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on Build, Own, Operate and Transfer (BOOT) Model" at RSRTC.

S.No.	RFP Clause	RFP References (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RSRTC Reply
1	18	4.1 PRE-QUALIFICATION /ELIGIBILITY CRITERIA	4.1 PRE-QUALIFICATION /ELIGIBILITY CRITERIA	Considering the e fact that the solution requirement here is for Fare Collection which is a complex revenue generation for RSRTC. However, we would like to high light here that the documented Pre qualification condition are too low and it is understood to be done for few specific bidders. To Specify few such Conditions: - Turnover- To execute a BOOT project which is approximately 3 times the turnover requirement of the RFP and requires a huge investment in capex and Implementation services. This will put a huge financial burden for any bidders and will impact the project execution with shall further lead to inconvenience to RSRTC and its Passengers. We propose to increase the turnover to at least INR 75 Cr. - Project Experience- The asked project experience is also too low in comparison to the project which is expected to be execute here. - Technical Evaluation - There are no Technical Evaluation criteria for the bidder who post award will be implementing such a large and complex state wide project Therefore, we understand that the RFP has been drafted to promote and allow small specific players by ignorance the critical aspects of any public procurement (special for such a complex fare collection ecosystem) i.e. a sound evaluation of the capabilities , past experience and thorough technical evaluation of the proposed solution We as one of the most experienced SI' for this domain would strongly urge to please revise the Pre qualification	As per RFP
2	18	4.1 PRE-QUALIFICATION /ELIGIBILITY CRITERIA	2. The Bidder should deposit Bid Document fee of Rs. 10,000/- (Rupee Ten Thousand only) in the form of Demand Draft/Cash as mentioned in NIB. 3. The Bidder should deposit Bid Security Deposit (BSD) of Rs. 1,20,00,000/- (Rupee One Crs. Twenty Lakh only) in the form of Demand Draft / Bank Guarantee/e-BG/Bankers Cheque as mentioned in NIB. 4. The Bidder should deposit Bid Processing Fee of Rs. 2,500/- (Rupee Two Thousand Five Hundred only) in the form of Demand Draft / Cash as mentioned in NIB. Supporting Documents to be Submitted The scanned copy is to be uploaded on the E-Proc Portal and the physical copy should be submitted by the bidder at RSRTC HQ, Jaipur	We understand that the bidder is required to submit a hard copy of only the Bid Document Fee, Bid Security Deposit (BSD), and Bid Processing Fee receipt. All other documents, including the Technical Bid and Financial Bid, must be submitted online only through the e-procurement portal. Kindly confirm if our understanding is correct.	Yes

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3	18	4.1 PRE-QUALIFICATION /ELIGIBILITY CRITERIA	We request to add the new PRE-QUALIFICATION /ELIGIBILITY CRITERIA as follow: **Certification of the Bidder** The Bidder (Sole Bidder /Consortium) should have a valid CMMi level 3 or above certification on the Bidder's name. The CMMi Certificate must be validated on https://cmmiinstitute.com website. Failure to which bidder will be disqualified during bid evaluation stage. **Supporting document:** A valid CMMi certificate on or before the date of publication of the RFP.	The requirement for a valid CMMI Level 3 or above certification ensures that the Bidder follows globally recognized best practices in process maturity and quality management. Since the scope of work includes software development, this certification is critical to guarantee high standards in software engineering, project delivery, risk management, and continuous improvement, thereby minimizing project risks and ensuring successful outcomes.	As per RFP
4	18	4.1 PRE-QUALIFICATION /ELIGIBILITY CRITERIA	We request to add the new PRE-QUALIFICATION /ELIGIBILITY CRITERIA as follow: **Non- Performance Declaration -** The Bidder should, in the last 3 (three) years, have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder, as the case may be, nor has been expelled from any project or contract by any public entity nor have had any contract terminated by any public entity for breach by such Bidder. **Supporting document:** A self-certified letter signed by the Authorized Signatory of the Bidder in letterhead	This clause is essential to ensure that only reliable and financially stable Bidders participate in the tender process. It helps mitigate the risk of project delays, contractual breaches, or insolvency-related disruptions by screening out entities with a history of non-performance or financial instability, thereby safeguarding the interests of the project and ensuring successful execution.	As per RFP
5	19	4.1 PRE-QUALIFICATION /ELIGIBILITY CRITERIA, Sub Clause 8	The Prime Bidder and its consortium member should submit documentary proof(s) having positive net worth as on 31st March, 2025**.	Request you to please revise the clause as below: The Prime Bidder (and its consortium partner) should submit documentary proof(s) having positive net worth **and profitability in each of the last three financial years as on 31st March 2025** This is ensure that the bidder will be able to sustain such a project which is highly capex intensive and at has to be executed on a BOOT model. Therefore, it is very Important to also consider the profitability of the Bidder for a such a project which requires goof financial credentials for its	As per RFP
6	67	6.5 FORMAT AND SIGNING OF BIDS	a. Bidders must submit their bids online at e-Procurement portal i.e. http://eproc.rajasthan.gov.in. b. All the documents uploaded should be digitally signed with the DSC of authorized signatory.	We understand that the bidder is required to upload the bid documents duly signed by the Power of Attorney (PoA) holder of the company. Additionally, if the Digital Signatory (DSC) and the authorized signatory (PoA holder) are different individuals, the bid must be digitally signed using the DSC while being physically signed by the PoA holder.	All the technical documents are to be digitally signed by the POA holder

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7	90	7.8 Statutory Requirements	d. The Bidder shall provide one handholding staff at each depot level for providing support to the concerned depot and unit. The bidder will also ensure to provide training to supervisory staff at all locations. The bidder shall also provide required manpower as per the scope of work.	The RFP requires handholding support staff at each depot but does not define the number of staff required per depot, their working hours, or shift patterns. Please provide clarity.	Kindly refer clause 5.19.4 Training
8	97	7.25 Liquidated Damages (LD)	e. The maximum amount of liquidated damages shall be up to 10% of the project value at any time.	We request in relaxing the Liquidated Damages (LD) clause by capping the maximum penalty at 5% of the Project value instead of 10% of the project value. Additionally, we suggest: 1. Phased LD Cap: Instead of a flat 10%, apply a progressive penalty structure (e.g., 2% for the first breach, increasing incrementally up to a maximum of 5%). 2. Exclusions for Uncontrollable Factors: Exclude delays caused by force majeure events, dependencies on RSRTC approvals, or third-party integrations from LD calculations. Grace Period for Rectification: Introduce a cure period (e.g., 15-30 days) before imposing LD to allow for issue resolution without immediate penalties. 3. Penalty on Specific Deliverables Instead of Full Project Value: Instead of penalizing 10% of the entire project value, LD should be limited to the affected milestone or service component. These relaxations will ensure fair risk distribution, encourage bidders to maintain service quality, and prevent excessive financial burden due to unforeseen circumstances. Kindly consider and confirm if these changes can be accommodated.	As per RFP
9	105	Confidential Information, Security, and Data:	"The selected bidder will promptly on the commencement of the exit management period supply to tendering authority or its nominated agencies the following: i. Documentation relating to Intellectual Property Rights; ii. Project related data and confidential information; iii. All current and updated data as is reasonably required for purposes of tendering authority or its nominated agencies transitioning the services to its replacement selected bidder in a readily available format nominated by tendering authority or its nominated agencies."	Please confirm whether the **license transfer requirement applies only to off-the-shelf software** (e.g., database, operating system, third-party tools) or if it also includes **custom-developed applications and source code**. If it includes custom software, does RSRTC expect full ownership of the **source code** or just operational rights? Justification: Commercial off-the-shelf (COTS) software follows standard licensing models, but custom-developed applications often retain IP with the developer. If RSRTC expects full source code transfer, bidders must factor in development costs and long-term support requirements.	As per RFP
10	106	Exit Management Plan:	"The selected bidder shall provide tendering authority or its nominated agencies with a recommended exit management plan ('Exit Management Plan'), which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and SOWs."	The RFP does not specify whether the selected bidder will be responsible for **post-contract maintenance and software updates**, or if RSRTC will take over these responsibilities. Please confirm if bidders need to include a **post-contract maintenance plan and cost provisions** in their financial bid. Justification: Defining post-contract support responsibilities ensures a smooth transition and prevents operational risks. If RSRTC does not have in-house capability, an extended support agreement may be required, affecting financial planning.	This is a BOOT based project. Hence, bidder will responsible for all the pre/post contract software and hardware maintenance

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11	114	9.1 Payment Terms and Schedule	f. The cost of the project has been calculated assuming number of tickets to be 25 Crs. per year. This clause is only for calculation of the project cost and has no relation with payment and neither will the RSRTC make any payment if the number of tickets is less than this. However, approximately 130 Crs. tickets were issued during last five years	Under the **BOOT model**, the entire financial risk falls on the bidder, making the project **highly uncertain** without a guaranteed revenue stream. Many transport authorities provide a **minimum transaction volume commitment** to ensure bidders can recover costs. So we request to provide the minimum transaction volume commitment for billing.	As per RFP
12	114	9.1 Payment Terms and Schedule	e. Payment will be worked out on the basis of "Per Tickets" considered for the payment as mentioned below:….	The RFP states that **all applicable taxes and duties will be included in per-ticket pricing**. Please confirm if future tax structure changes (e.g., GST rate changes, new levies) will be **reimbursed by RSRTC or adjusted in the per-ticket price**. Justification: Future tax rate changes (e.g., GST increase from 18% to 28%) can significantly impact financial viability. A cost pass-through mechanism ensures bidders are not penalized due to government policy changes.	As per RFP
13	109	9.1 Payment Terms and Schedule	Payment Terms – Revenue Sharing Clarity	The RFP does not specify **revenue-sharing percentages** between RSRTC and the bidder. Please confirm whether a **fixed percentage will be assigned or if bidders need to propose their revenue model**.	As per RFP
14	71	6.12 SELECTION METHOD	a. The selection method is Least Cost based selection (LCBS-L1).	The RFP specifies that financial bids will be evaluated on an L1 (Lowest Cost) basis. We suggest switching to a Quality and Cost-Based Selection (QCBS) with a 70:30 ratio (Technical: Financial) to ensure quality service providers are selected. Justification: Considering the such project, authority will always have to prioritize quality in terms of technical weightage over price, mitigate risk, ensure compliance with standards, encourage innovation, align with best practices, enhance vendor relationships, and minimize potential legal challenges. By giving greater importance to technical evaluation, authority will able to select qualified bidders with the necessary expertise, experience, and capacity to deliver high-quality outcomes, while still considering the financial aspect. This change will improve the overall effectiveness, fairness, and transparency of our procurement processes, ultimately leading to better value for money and successful project outcomes. Apart from the same as per CVC guidelines for service procurement states where quality is more important QCBS evaluation to be suggested. In QCBS selection, minimum qualifying marks (normally 70-80 (seventy – eighty) out of maximum 100 (hundred) marks) as benchmark for quality of the technical proposal will be prescribed and indicated in the RfP along with a scheme for allotting marks for various technical criteria/ attributes. (https://doe.gov.in/sites/default/files/Manual%20for%20P	As per RFP
15	168	ANNEXURE-21: BANK GUARANTEE FORMAT –	"The contents of the Bank Guarantee shall be strictly as per format prescribed by RSRTC."	As per requirement, **Bank Guarantee (BG) format must strictly adhere to the RSRTC-prescribed template**. However Banks often have internal compliance requirements that may necessitate minor modifications to the standard BG format (e.g., additional liability disclaimers, specific wording changes). Clarity on whether such modifications are permissible will help avoid rejection of the BG during bid submission. hence we assume that if bidders can incorporate **additional clauses or modifications** required by their respective banks while ensuring compliance with RSRTC's core format will acceptable. Please confirm our understanding	As per RFP

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16	168	ANNEXURE-21: BANK GUARANTEE FORMAT –	"Non-judicial stamp paper shall be used within 6 months from the date of purchase. Bank Guarantee executed on the non-judicial stamp paper after 6 (six) months of the purchase shall be treated as non-valid."	Many banks prefer e-Stamping over physical stamp papers due to digital convenience and authenticity tracking. Confirmation on acceptance of e-Stamping will help bidders align with modern banking practices. So please confirm if **e-Stamping is accepted as an alternative** to physical **Non-Judicial Stamp Paper** and whether **the 6-month validity applies to e-Stamping as well**.	E-stamping is allowed
17	164	ANNEXURE-20: FINANCIAL BID FORMAT	2. Per Ticket Charges quoted by the bidder shall remain constant throughout the contract period.	Over long contract durations, **inflation and operational cost increases** (e.g., payment gateway charges, system maintenance, banking charges) may impact financial viability. A **cost escalation mechanism** (e.g., 5% per year or WPI-linked) is necessary to maintain sustainability. The RFP states that the per ticket charges shall remain constant throughout the contract period. Kindly confirm whether there is a provision for periodic revision based on inflation, operational cost fluctuations, or government policy changes. If not, please consider allowing an annual price escalation linked to WPI/CPI.	As per RFP
18	165	ANNEXURE-21: BANK GUARANTEE FORMAT	To be stamped in accordance with Stamp Act and to be issued by a Nationalized/ Scheduled bank having its branch at Jaipur and payable at par at Jaipur, Rajasthan	Many bidders operate from states outside Rajasthan and maintain banking relationships with branches located in their respective states. Typically, government tenders allow BGs issued from any Nationalized/Scheduled Bank in India, as long as they are payable at par in Jaipur. Considering the same, We request bidders whose registered offices are outside Rajasthan can submit a Bank Guarantee (BG) issued by a Nationalized/Scheduled Bank located in any state of India, provided the BG is payable at par in Jaipur.	As per RFP
19	164	ANNEXURE-20: FINANCIAL BID FORMAT	Per Ticket Charges	Please clarify on below points, 1. We assume that free ticket issued to any commuters will be considered under billable tickets for bidder. Please confirm. 2. We assume that any transaction of ticket made via smart card and/or NCMC card will be considered under billable tickets for bidder. Please confirm. 3. We understand top-up of NCMC card and/or smart card will be considered as one transaction. Please confirm. 4. Please provide existing total number of smart cards available with commuters.	1. Yes 2. Yes 3. No 4. Approx 25 lakh RFID Smart Cards are issued to the commuters
20	27	5.1.7 Payment Gateways and DQR Payment Processing	a. Payment Gateway Integration: Integrate with multiple payment gateways to support UPI, credit cards, debit cards, mobile payments, and digital wallets.	Please clarify on below points, 1. How many total Payment Gateways need you be integrated with the proposed System? 2. Who will onboard Payment Gateway? We assume that it will be RSRTC's responsibility. Please confirm	1. Currently, 4 Payment Gateways 2. RSRTc will onboard all the payment gateways 3. MDR charges will be borne by the commuters
21	29	5.1.11 Reliability and Availability	a. System Uptime: Ensure 99 % uptime to handle concurrent transactions reliably.	The hosting is asked in State Data Centre. In such case, uptime can not be committee by Solution Provider. Hence, we request you to delete such clause.	As per RFP
22	29	5.1.12 Security Requirement	c. Compliance: Ensure PCI-DSS compliance for all payment transactions and General Data Protection Regulation (GDPR) compliance for personal data	We assume that charges towards PCI-DSS certification will be bear by RSRTC or onboarded bank by RSRTC. Solution Provider has to help in term of getting such compliance. Please confirm.	As per RFP

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23	34	5.3 PUBLIC ONLINE RESERVATION SYSTEM (PORS)	The user should have the facility to Print / SMS / E – mail / WhatsApp the ticket.	Please clarify on below points, 1. Who will bear SMS related charges? 2. Per booking, How many unique SMS needs to be sent to passengers? 3. Who will bear charges w.r.t. WhatsApp integration and it's recurring cost?	1. Bidder will bear the SMS charges 2. booking, cancellation, vehicle tracking, allotment. Approx 4 sms will be delivered to the commuters 3. Bidder will bear all the cost all integration and its recurring cost
24	90	7.8 Statutory Requirements	The ownership of software and any system software proposed in solution (in the form of licenses) should be in favour of RSRTC only.	Request to kindly confirm our understanding that ownership over here means license to use the software as there might be proprietary software's as part of solution	As per RFP
25	93	7.17 Copyright	The copyright in all drawings, design documents, source code and other materials containing data and information furnished to the RSRTC by the Successful bidder herein shall remain vested in the RSRTC.	Request to kindly modify the clause as below as the license to use shall be provided as per clause 7.8 "The copyright in all drawings, design documents, ~~source code~~ and other materials containing data and information furnished to the RSRTC by the Successful bidder herein shall remain vested in the RSRTC.	As per RFP
26	93	7.18 Confidential Information	The provisions of this clause shall survive completion or termination, for whatever reason, of the Contract.	Request to modify the clause as below: The provisions of this clause shall survive **for one year post** completion or termination, for whatever reason, of the Contract.	As per RFP
27	101	7.31 Limitation of Liability	the aggregate liability of the successful bidder to the RSRTC, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the successful bidder to indemnify the RSRTC with respect to patent infringement	Since it is a boot model request to modify the clause as below:"the aggregate liability of the successful bidder to the RSRTC, whether under the Contract, in tort, or otherwise, shall not exceed the amount **received by bidder in the previous three months** ~~specified in the Contract,~~ provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the successful bidder to indemnify the RSRTC with respect to patent infringement	As per RFP
28	102	7.34.1 Termination for Default	In the event the RSRTC terminates the Contract in whole or in part, by Termination for Default, the Procuring Entity may procure, upon such terms and in such manner as it deems appropriate, the Goods, Services and Works similar to those undelivered or not performed, and the bidder shall be liable to the Procuring Entity for any additional costs for such Goods, Works or Related Services and such additional cost shall be recovered from the dues of the bidder with the Procuring Entity	This being a boot model procurement having such clause would be an onerous obligation, hence request to kindly delete the same	As per RFP
29	103	7.34.3 Termination for Convenience	7.34.3 Termination for Convenience	This being a boot model procurement having such clause would be an onerous obligation, hence request to kindly delete the same	As per RFP
30	107	7.36 Disputes Resolution	Any dispute or differences whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof, shall, in the first instance, be resolved by referring such dispute or differences to the Standing Committee constituted vide Rajasthan State Road Transport office order No HO/Law/Gen/17/781 dated 3rd Oct 2017. The Standing Committee so constituted shall ensure full compliance with the office order referred above.	Request to kindly consider Arbitration instead as the ADR means as promoted by Govt	As per RFP

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31	182	ANNEXURE-25: CONSORTIUM AGREEMENT	That M/s_____________ which is the Prime Bidder of the Consortium shall invest and continue to invest …. % (at least 60% to be invested by Prime Bidder) interest in the Consortium for the Lock in Period as specified in the RFP document. 4. That M/s ____________, (Second Member) shall invest and continue to invest …. 40% interest of the Consortium for the Lock in Period as	Since this is a consortium bid, we respectfully request the deletion of the clause, as it pertains specifically to joint ventures. In the context of a consortium, the scope of work may be allocated among members based on their respective technical capabilities rather than the percentage of investment.	As per RFP
32	183	ANNEXURE-25: CONSORTIUM AGREEMENT	It is expressly agreed by the members that all members of the consortium shall be held equally responsible for the obligations under the RFP Document, Contract and this Agreement, irrespective of the specific roles/responsibilities undertaken by them. In case of any issue, the lead member would be responsible for all the roles and responsible and for all the damages and penalties.	Request to modify as below :"It is expressly agreed by the members that a~~ll members of the consortium shall be held equally responsible for the obligations under the RFP Document, Contract and this Agreement, irrespective of the specific roles/responsibilities undertaken by them. In case of any issue, the lead member would be responsible for all the roles and responsible and for all the damages and penalties~~ e**ach member of the consortium shall be responsible solely for the obligations, liabilities, and performance pertaining to their respective scope of work as defined in the Consortium Agreement and the Contract. The lead member shall coordinate consortium activities but shall not be held liable for the roles, obligations, or liabilities of the other consortium members"**	As per RFP
33	183	ANNEXURE-25: CONSORTIUM AGREEMENT	If RSRTC suffers any loss or damage on account of any breach in the stipulation of the Agreements to be entered into by the Consortium Members, upon its selection pursuant to RFP (the "Agreements") or any shortfall in the performance of the Transaction or in meeting the performances guaranteed as per the RFP and the Agreements, the Consortium Members hereby jointly and severally undertake to promptly make good such loss or damages caused to RSRTC on its demand without any demur or contest. The RSRTC shall have the right to proceed against anyone of the partners and it shall neither be necessary nor obligatory on the part of the RSRTC to proceed against the Prime Bidder before proceeding against or dealing with the other Member	"If RSRTC suffers any loss or damage on account of any breach in the stipulation of the Agreements to be entered into by the Consortium Members, upon its selection pursuant to RFP (the "Agreements") or any shortfall in the performance of the Transaction or in meeting the performances guaranteed as per the RFP and the Agreements, the Consortium Members hereby ~~jointly and severally~~ ***individually, and to the extent of their respective scope of work,*** undertake to promptly make good such loss or damages caused to RSRTC on its demand without any demur or contest. The RSRTC shall have the right to proceed against ~~anyone of the partners~~ ***the specific Consortium Member responsible for the breach*** , and it shall neither be necessary nor obligatory on the part of the RSRTC to proceed against the Prime Bidder ~~before proceeding against or dealing with the other Member~~ ***if that Member is not responsible for the loss or breach*** .	As per RFP
34	183	ANNEXURE-25: CONSORTIUM AGREEMENT	The financial liability of the Consortium Members to the RSRTC, with respect to any of the claims arising out of the performance or non-performance of obligations under the RFP and the resulting Agreement(s) shall not be limited so as to restrict or limit the liabilities of any of the Members and the Members shall be jointly and severally liable to RSRTC.	"The financial liability of the Consortium Members to the RSRTC, with respect to any of the claims arising out of the performance or non-performance of obligations under the RFP and the resulting Agreement(s) shall not be limited so as to restrict or limit the liabilities of any of the Members, and the Members shall ~~be jointly and severally liable~~ ***each be liable solely and exclusively for obligations pertaining to their respective scope of work, as defined in the Consortium Agreement and the Contract.***	As per RFP
35	**15**	Notice Inviting Bid, Date/ Time/ Place for Pre-Bid Queries	Pre bid Meeting Date and Timing: 28/10/2025 Address: Conference Hall, RSRTC Office, Jaipur- 302001	We kindly request you to conduct the Pre-Bid meeting in online mode. Our company officials are available to join via video conferencing. Therefore, we request you to share the VC link to attend the Pre-Bid meeting virtually.	As per RFP

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36	15	Notice Inviting Bid (NIB)	Submission of Bid Document Fee, Bid Security Depoist and Processing Fee (Offline mode)	It is requested that the submission of physical documents related to Bid Document Fee, Bid Security Deposit (BSD) and Bid Processing Fee be mandated before the last date and time of bid submission, and not allowed till opening of technical bid, to avoid manipulation like submission of BSD only when the company assured themself of better postion	As per RFP
37	37	5.5.1 NCMC Card Issuance	5.5.1 NCMC Card Issuance	RSRTC should allow advertisement of NCMC Cards & products on Bus stations, inside bus & counters for NCMC publicity.	That will be decided on mutual basis.
38	19	4.1 PRE-QUALIFICATION /ELIGIBILITY CRITERIA, Sr. no. 5	The Prime bidder (and its consortium partner) should be a company registered under Companies Act, 1956 or Companies Act 2013 /Partnership Firms Registered under Limited Liability Partnership Act 2008 and subsequent amendments thereto; Financial Institution/Bank: The FI/Bank/PPI (For NCMC purpose) must be a Nationalized Bank or Scheduled Bank (included in the Second Schedule of Reserve Bank of India (RBI) Act, 1934) or Pre-paid Payment Instrument (PPI) under RBI, Payment and Settlement Act, 2005 and subsequent amendments thereto;	**Consortium should not be allowed** **Justification:** There will be no single ownership leading to failure of this large scale complex project which has to be operated on Opex Model. Multiple entities in implementation cause problems in integrations, sharing of work & financial investments, finally leading to lack of single ownership for success of the project.	As per RFP
39	20	4.1 PRE-QUALIFICATION /ELIGIBILITY CRITERIA, Sr. no. 9	The Bidder should have a minimum average annual turnover of Rs. 20 Crores in last three financial years (FY 2022-23, 2023-24 and 2024-25)*. In case of consortium, the Prime bidder must have an average annual turnover of minimum Rs. 12 Crores in last three financial years (FY- 2022-23, 2023-24 and 2024-25)*; and the other consortium member must have an average annual turnover of minimum Rs. 8 Crores in last three financial years (FY 2022-23, 2023-24 and 2024-25) *.	"The Bidder should have a minimum average annual turnover of **Rs. 50 Crores** in last three Financial years. (FY 2022-23, 2023-24 and 2024-25)*. **Justification:** The Project requires exhaustive Capex investment on day one with holding capacity of atleast 9 months till full rollout for the first monthly payment. Also this being an Opex Project, all the investment will be done by the bidder which is more than 40 Crore. As such bigger companies like TCS, Wipro, Oracle, Infosys etc will be participating. Company having INR 20 Crore as turnover will not be able to invest INR 40 Crore on day one. As such more financial strong company having bigger turnover of at least INR 50 Crore should be envisaged."	As per RFP

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40	21	4.1 PRE-QUALIFICATION /ELIGIBILITY CRITERIA, Sr. no.18	The Bidder and its consortium partner should have following valid certificates: 1. ISO 9001-2015 or higher 2. ISO 27001-2022 or higher	We request Authorities to select a standard company with basic certifications like. This Bidder or Consortium member should have the following certification 1. CMMI Level 3 or Higher 2. ISO 14000 or higher 3. ISO 20000 or higher **Justification: These certifications are common & available with all good companies. As the major component of the scope of work is software development CMMI is very important. Ideally CMMI 5 Certificate is required by all government tender procuring committees**	As per RFP
41	164	ANNEXURE-20: FINANCIAL BID FORMAT	**Rate in INR per ticket**	We request RSRTC to change financial bid Model to Per Device Per Month (PDPM), which will include all the cost related to hardware, software, connectivity, manpower etc. required in this project as per BOQ. **Justification :-** As the number of tickets will only grow over a period, RSRTC can change the financial bid model from per ticket rate to Per Device Per Month as the number of ETIMs will remain constant even if the tickets grow thereby saving the expenses for Rsrtc. If Rsrtc is not paying upfront for ETIMs like previous tender, then per ETIM per month model will be suitable instead of per ticket rate. Recently all STUs have gone on Per Device Per Month Model only like KSRTC, KKRTC, NBSTC, APSRTC. If Rsrtc does not change the financial model to per device per month then Rsrtc can assure 10-12 Crore tickets per year instead of no assurance currently mentioned in RFP as this is important for getting finance for bidders from investors or banks as this is Opex BOOT project. Last tender minimum assured tickets mentioned were 30 Crore per year.	As per RFP
42	23	4.2 EVALUATION OF BIDS	b. Phase 2 – Financial Evaluation The financial bids of the bidders qualifying Phase 1 of the evaluation process shall be opened in the presence of the representatives of the qualified bidders and the bid will be awarded on the basis of lowest quoted price (L1).	**We recommend QCBS model instead of L1 criteria** Otherwise RSRTC can at least keep passing marks as 75 for all bidders to get quality bidders. **Justification:-** QCBS can help Rsrtc select Quality bidder with reasonable cost as recently done by other STUs like KSRTC, HRTC, MSRTC, KKRTC & BMTC. For the standard companies to participate for getting quality services to Rsrtc, a minimum passing marks of 75 can be applied. All the bidders who qualify above 75 marks can then compete on commercials to decide the L1	As per RFP

Pre-Bid Queries for tender "Tender for Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on Build, Own, Operate and Transfer (BOOT) Model" at RSRTC.					
S.No.	**RFP Clause**	**RFP References (Section, Page)**	**Content of RFP requiring clarification**	**Points of clarification required**	**RSRTC Reply**
43	59	5.17 SUPPLY OF THERMAL PAPER ROLLS	a. The bidder shall procure and supply the thermal paper rolls required for issuance of tickets through ETIMs as per requirement of RSRTC at depot locations to ensure smooth operation of the ticketing. b. Bidder shall supply thermal paper rolls to RSRTC for issuing tickets through ETIMs. The supply of thermal paper rolls directly to the depot.	We request authority to change this clause as: The bidder shall procure and supply of thermal paper rolls to RSRTC central stores instead of individual depots to ensure standardization and control of stock and quality. The paper rolls are money value forms as such to avoid any leakages/ misuse of the paper rolls, control of paper rolls & logistics should be with RSRTC only. This is most important as the bidder's staff and conductors through hand in gloves can manipulate the usage of these rolls.	Amended as: a. The bidder shall procure and supply the thermal paper rolls required for issuance of tickets through ETIMs as per requirement of RSRTC at the Central Store, Head Office to ensure smooth operation of the ticketing. b. Bidder shall supply thermal paper rolls to RSRTC for issuing tickets through ETIMs.
44	59	5.17 SUPPLY OF THERMAL PAPER ROLLS	c. The bidder should maintain an adequate inventory (Approx. 2 months requirements) of the thermal papers rolls to ensure smooth functioning at all depot locations. However, the supplying of thermal paper roll shall start from the date of issuing of work order.	The Thermal Paper rolls have to be supplied against the ticket issued under new project as such the supply of thermal paper roll should start from pilot depot for tickets which will be allowed to be billed by the bidder. As natural justices to the bidder paper roll should be supplied against new tender only for the tickets which can be billed by the bidder to RSRTC.	Amended as: The bidder should maintain an adequate inventory (Approx. 2 months requirements) of the thermal papers rolls to ensure smooth printing of the ETIM tickets.
45	59	5.17 SUPPLY OF THERMAL PAPER ROLLS	d. There will be no separate payment to the bidder towards the supply of paper rolls. Payment of paper rolls included in the per ticket charges	If we consider the thermal paper roll length of 13 meter i.e. 1300 cm and the average ticket size as 6 cm then number of tickets per roll comes to approximately 216 tickets. Considering 20.55 crore tickets issued in FY 2024–25 as per the tender, the total requirement will be around 9.50 lakh rolls per year. However, if there is wastage by conductors, please clarify whether RSRTC will pay for such wastage or it will be recovered from the respective conductors. We request RSRTC to fix the quantity of paper rolls per month and separately ask for per-paper roll cost in the tender so that the same can be recovered by RSRTC from the respective conductors.	As per RFP
46	59	5.17 SUPPLY OF THERMAL PAPER ROLLS	e. Length:- as standard.	Exact length size should be mentioned i.e. 13 meters to avoid any mischief from the paper roll manufacturers	As per RFP
47	60	5.17 SUPPLY OF THERMAL PAPER ROLLS	k. DATA RETENTION: Paper should retain print for minimum 30 days after printing	k) Data Retention: As the paper rolls are thermal, long exposure to daylight will not guarantee the retention of printed data for 30 days. Kindly clarify the acceptable duration for legibility of print.	As per RFP

Pre-Bid Queries for tender "Tender for Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on Build, Own, Operate and Transfer (BOOT) Model" at RSRTC.					
S.No.	RFP Clause	RFP References (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RSRTC Reply
48	60	5.17 SUPPLY OF THERMAL PAPER ROLLS	l. PENALTY: If the successful bidder is failed to supply and maintain sufficient inventory as mentioned above, then the penalty of Rs. 2000 per day per depot shall be imposed and the same shall be deducted from the invoice amount.	I) PENALTY: The penalty mentioned is very huge and comes to Rs. 30 lakh per month which may exceed the billing amount. The penalty against non availability of paper roll is not needed as the bidder will anyways not get per ticket charges if the tickets is not issued on this thermal paper roll.	Amended as: l. PENALTY: If the successful bidder is failed to supply and maintain sufficient inventory as mentioned above, then the penalty of Rs. 20,000/- per day shall be imposed and the same shall be deducted from the invoice amount. RISK PURCHASE : In case supplies are not made by the Successful Bidder as per the requirement, RSRTC reserves the right to purchase thermal paper rolls from alternate source without giving any notice to the Successful Bidder and in that event, purchase cost as applicable at the time of purchase, will be recovered from the Successful Bidder, in addition to the
49	60	5.17 SUPPLY OF THERMAL PAPER ROLLS	f. The rolls should be packed in a good quality box/cartons. Each roll should be packed to avoid sort of loss or damage to the rolls, including safety from weather effects etc. standard cartons.	Will RSRTC pay the bidder if the supplied paper rolls get damaged in the depot premises due to incidents such as water leakage, rodent's damages, etc.	As per RFP
50	60	5.18 ESTABLISHMENT OF OPERATION CENTER	The successful bidder is responsible for establishment and maintenance of 30 seater (approx. area 1000 sqft) operation center for handling passenger queries and day-to-day depot operations such as networking, hardware and software issues of depots etc.. The bidder shall equip the operation center with standard false ceiling, A/c, fans, LAN, electric work, power backup, required furniture and chairs along with safety infrastructure such as CCTV camera, fire extinguisher within a month from the issuing of work order at their own cost. RSRTC is responsible only for providing the space and electricity.	Request RSRTC to give tentative estimation of the cost required for redevelopment of 1000 sq.ft. of operation center which also includes civil work.	Amended as: The successful bidder is responsible for establishment and maintenance of 30 seater (approx. area 1000 sqft) operation center for handling passenger queries and day-to-day depot operations such as networking, hardware and software issues of depots etc.. The bidder shall equip the operation center with standard false ceiling, 4 A/c (1.5 Ton), 7 fans, 32 PORT router for LAN, electric work, required office furniture and chairs along with safety infrastructure such as CCTV camera (4 Nos), fire extinguisher (2 Nos) within a month from the issuing of work order at their own cost. RSRTC is responsible only for providing the space and electricity.
51	57	5.15 DATA CENTRE SITE	**a. The successful bidder must deploy the application software at Bhamashah Data Center, Jaipur as per hosted policy of Government of Rajasthan**	Rsrtc can give freedom to bidder to host their solution on any cloud certified by Meity for better performance & uptime as Primary site & keep Bamasha State Data Center, Jaipur as Secondary site	As per RFP

Pre-Bid Queries for tender "Tender for Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on Build, Own, Operate and Transfer (BOOT) Model" at RSRTC.					
S.No.	**RFP Clause**	**RFP References (Section, Page)**	**Content of RFP requiring clarification**	**Points of clarification required**	**RSRTC Reply**
52	57	5.15 DATA CENTI	The selected bidder would be required to pay FMS/O&M charges of the cloud/hardware/software and internet connectivity installed in the BSDC, Jaipur to DoIT&C/RISL.	Please wayoff the FMS/O&M charges at BSDC	As per RFP
53	114	9. PAYMENT TERMS 9.1 Payment Terms and Schedule, i	Due payments shall be made promptly by the RSRTC, generally within Forty-Five (45) days after submission of an invoice or request for payment by the successful bidder.	Please justify payment due date from the invoice date for 80% as well as for 20%. Currently RSRTC is paying their current vendor at a delay of 15 Months. This additional finance cost will add up to the project cost by at least 12%. Rsrtc can offer payments to bidder through Escrow account on T+1 basis so that the payments will not be delayed. If the Payment is done on T+1 basis Rsrtc can get the per ticket cost at at least 10% lesser price.	As per RFP
54	24	5. SCOPE OF WORK (SoW), 5.1 AUTOMATIC FARE COLLECTION SYSTEM (AFCS), b.	The AFCS and its associated software applications are to be developed on the latest technology for faster processing at various cross interoperable platforms.	Rsrtc can ask for **one single database solution** which is latest trend in such complex projects for better manageability, faster & accurate reports needed for decision making.	As per RFP
55	124	11. CHANGE REQUESTS MANAGEMENT	a. An institutional mechanism will be set up for taking decisions regarding requests for changes. RSRTC will set up a Change Control Committee with members from the procurement entity and the selected bidder. If it is unable to reach an agreement, the decision of the RSRTC will be final.	Decision shall be made on mutually agreed terms by both the parties	As per RFP
56	124	11. CHANGE REQUESTS MANAGEMENT	b. RSRTC may at any time, by a written order given to the bidder, make changes within the general scope of the Agreement in any one or more of the following: - i. Provided under the Agreement are to be specifically developed and rendered for RSRTC. ii. The method of Deployment. iii. Schedule for Installation Acceptance. iv. Application related business rules. v. The place of delivery and/or the services to be provided by the bidder.	RSRTC is requested to give prior information in written in advance 30 days	As per RFP

Pre-Bid Queries for tender "Tender for Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on Build, Own, Operate and Transfer (BOOT) Model" at RSRTC.					
S.No.	RFP Clause	RFP References (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RSRTC Reply
57	30	5.2 ONLINE RESERVATION SYSTEM (ORS), a	The Online Reservation System interface will be intuitive, responsive with mobile devices, web-enabled and compatible with latest versions of internet browsers (such as Chrome, Edge, Firefox, Safari, etc.).	Please amend as The Online Reservation System interface will be intuitive, responsive with mobile devices, web/desktop enabled and compatible with latest versions of windows/Linux	As per RFP
58	40	5.5.6 Service Points Management, a	Bidders to provide support /services at their service point to NCMC cards commuters	Please amend as Bidders to provide remote support to NCMC cards commuters	As per RFP
59	40	5.5.6 Service Points Management, b	Bidder to ensure that the Service Points display the NCMC Card Issuance activity prominently	Please remove this clause	As per RFP
60	40	5.5.9 Helpdesk and Dispute Management, a	Provide central toll-free helpdesk/ IVRS to handle NCMC card transaction related issues	Please amend as Provide central helpdesk/ IVRS to handle NCMC card transaction related issues	As per RFP
61	126	ANNEXURE-1: BILL OF MATERIAL (BOM)	**4 Internet at various places:** L3 Internet Managed Switches	Please remove the Managed switch and allow bidder to consider 16 Port unmanage switch	As per RFP
62	127	ANNEXURE-1: BILL OF MATERIAL (BOM)	**4 Internet at various places:** 10 mbps ILL @ 8 Zone CBS	Please amend as min 30 Mbps Broadband instead of ILL	As per RFP
63	127	ANNEXURE-1: BILL OF MATERIAL (BOM)	**4 Internet at various places:** DC - 20 mbps ILL - Primary	RSRTC requires a centralized system, but the current bandwidth is not sufficient. Please amend it to a minimum of **DC - 50 mbps ILL - Primary**	As per RFP
64	127	ANNEXURE-1: BILL OF MATERIAL (BOM)	**4 Internet at various places:** DC - 16 mbps ILL - Secondary	RSRTC requires a centralized system, but the current bandwidth is not sufficient. Please amend it to a minimum of **DC - 50 mbps ILL - Secondary**	As per RFP
65	127	ANNEXURE-1: BILL OF MATERIAL (BOM)	**4 Internet at various places:** DR- 16 mbps ILL– Primary	RSRTC requires a centralized system, but the current bandwidth is not sufficient. Please amend it to a minimum of **DR - 50 mbps ILL - Primary**	As per RFP
66	127	ANNEXURE-1: BILL OF MATERIAL (BOM)	**4 Internet at various places:** DR - 10 mbps ILL Secondary	RSRTC requires a centralized system, but the current bandwidth is not sufficient. Please amend it to a minimum of **DR - 50 mbps ILL - Secondary**	As per RFP
67	141	ANNEXURE-2: TECHNICAL SPECIFICATIONS	**Item-14: Connectivity:** Secondary Data Cards	Please elaborate the requirement as per RFP all location must have primary and secondary connectivity	As per RFP
68	136	ANNEXURE-2: TECHNICAL SPECIFICATIONS	**Item-11: 10 KVA DG Set:** (Suitable for 10 KVA DG Set) Type approved by CPCB-IV Indigenous make, CPCB approved, Liquid Cooled Twin Cylinder Diesel Engine Developing Minimum 16 BHP @1500 RPM	Please amend as (Suitable for 10 KVA DG Set) Type approved by CPCB Indigenous make, CPCB approved, AIR/ LIQUID cooled, 1 / 2 Cylinder	As per RFP
69	135	ANNEXURE-2: TECHNICAL SPECIFICATIONS	**Item-10: 80 Col. Dot Matrix Printer: Pins and column:** 24 pin, 80 column	Please amend as 9/24 pin, 80 column	As per RFP

Pre-Bid Queries for tender "Tender for Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on Build, Own, Operate and Transfer (BOOT) Model" at RSRTC.					
S.No.	RFP Clause	RFP References (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RSRTC Reply
70	135	ANNEXURE-2: TECHNICAL SPECIFICATIONS	**Item-10: 132 Col. Dot Matrix Printer: Pins and column:** 24 pin, 132 column	Please amend as 9/24 pin, 132 column	As per RFP
71	129	ANNEXURE-2: TECHNICAL SPECIFICATIONS	**Item-3: Desktops at Depots & Booking Counters:** Minimum 512 GB SSD	Please amend to Minimum 500 GB HDD	As per RFP
72		General	Secondary Connectivity at Depot and At Booking Windows & Bus Stands	kindly add SIM Base secondary connectivity at Depot ,booking Windows and Bus stands	As per RFP
73	139	Item-12: Body Worn Camera (BWC)	Item-12: Body Worn Camera (BWC)	We request RSRTC to reconsider the requirement of Body Worn Camera with respect to the limited benefits as it is increasing the cost of the project. The ETIM specification already has a camera built-in and can be considered for against the requirement of Body Worn Camera.	As per RFP
74	129	Item-4: L3 Managed Switch	**Item-4: L3 Managed Switch:** **Switch Type:** L3 Managed Switch specification @depot	We recommend an L1 unmanaged 16-port switch instead of a high-cost L3 managed switch, as the project requirements do not necessitate an L3 managed switch. RSRTC can in total save Rs 32 lakh by using L1 Switch instead of L3 Switch without affecting the perfornces considering the requirement at depots.	As per RFP
75	132	ANNEXURE-2: TECHNICAL SPECIFICATIONS	Item-6: ETIM Specifications: System Parameters Keypad : 2 Physical keys 3 touch key	**Suggestion:** ETIM Device is Android Touch Screen Device, hence 1 On/Off Key is sufficient for operation. **Modification: 1 ON/OFF** Physical keys, 3 touch key	As per RFP
76	133	ANNEXURE-2: TECHNICAL SPECIFICATIONS	Item-6: ETIM Specifications: Certifications EMVCo (L1, L2 & L3) : For acceptance of Chip Card Payments	**Suggestion:** L3 Certification needs to be provided by Bank / FII / TSP Partner of RSRTC, hence remove the requirement for L3 certificate at this stage. **Modification:** EMVCo (L1 & L2) : For acceptance of Chip Card Payments	As per RFP
77	133	ANNEXURE-2: TECHNICAL SPECIFICATIONS	Item-6: ETIM Specifications: Certifications PCI DSS : For Payments Card Industry Data Security Standard	**Suggestion:** PCI DSS Certification needs to be provided by Bank / FII / TSP Partner of RSRTC, hence remove the requirement for PCI DSS certificate at this stage. **Modification:** PCI DSS requirement needs to be removed	As per RFP
78	19	4.1 PRE-QUALIFICATION /ELIGIBILITY CRITERIA, Sr. no. 3	The Bidder should deposit Bid Security Deposit (BSD) of Rs. 1,20,00,000/- (Rupee One Crs. Twenty Lakh only) in the form of Demand Draft / Bank Guarantee/ Bankers Cheque as mentioned in NIB.	It seems there might be a typo error in the Bid Security Deposit (BSD) amount mentioned in the tender documents. In the NIT, the BSD amount is mentioned as Rs. 1,30,00,000/- (Rupees One Crore Thirty Lakhs only), whereas in the Eligibility Criteria, it is mentioned as Rs. 1,20,00,000/- (Rupees One Crore Twenty Lakhs only). Kindly correct BSD amount to be considered for submission.	Amended as : The Bidder should deposit Bid Security Deposit (BSD) of Rs. 1,30,00,000/- (Rupee One Crs. Thirty Lakh only) in the form of Demand Draft / Bank Guarantee/ Bankers Cheque as mentioned in NIB.

Pre-Bid Queries for tender "Tender for Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on Build, Own, Operate and Transfer (BOOT) Model" at RSRTC.					
S.No.	RFP Clause	RFP References (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RSRTC Reply
79	Page no 15 And Page no 19	Notice Inviting Bid (NIB) Claue 4 Eligibility Criteria and Evaluation Bids 4.1 Pre-Qualification / Eligibility Criteria **Point no 3**	Bid Security Deposit mentioned as INR 1.3 Cr in NIB on page no 15 and Same mentioned as INR 1.2 Cr on Page no 19 under PQ / Eligibility Criteria. The bidder should deposit Bid Security Deposit (BSD) of Rs 1,20,00,000 in the form of Demand Draft / Bank Guarantee / Bankers Cheque as mentioned in NIB	Corporations normally have practice of keeping EMD of INR 10 Lac as deposit. The Bid Security Deposit of INR 1.2 Cr will discourage participation from MSME companies. Hence, request you to waive off this BSD for MSME companies.	As per RFP
80	Page 20	Claue 4 Eligibility Criteria and Evaluation Bids 4.1 Pre-Qualification/ Eligibility Criteria **Point no 7**	The prime bidder should submit documentary proof regarding the bidder being an Information Technology Company as on bid submission date.	We request corporation to consider Bids from OEMs and Manufacturer of ETIMs as this is major component of ITMS. For Information Technology, request corporation to accept ISO certificates ISO 20000 and ISO 27000 as proof of IT capability.	As per RFP
81	Page 20 & 21	Claue 4 Eligibility Criteria and Evaluation Bids 4.1 Pre-Qualification / Eligibility Criteria **Point no 11**	The Bidder should possess experience of at least 5 years of implementing and maintaining Intelligent Transport System (ITS)/E- Ticketing Project(s). Only the project fulfilling following criteria will be considered for the project experience: (i) Minimum project value: Rs. 10 Crs. (ii) Implementation in Central/State Government / Public Sector Undertaking/State Transport Undertaking/ City Transport (iii) Issuing of tickets for commuters from ETIMs (iv) Minimum number of operational ETIM's in the project: 500 At least one of the above projects should be currently operational (after Go-Live) for the minimum period of one year.	We request corporation to accept ITS / E-Ticketing / ETIM supply and management as acceptance criteria for this clause. We also request corporation to consider Quantity of ETIM deployed as proof as well as eligibility critera and not value of the order for Implementation Experience.	As per RFP
82	Page 20 & 21	Claue 4 Eligibility Criteria and Evaluation Bids 4.1 Pre-Qualification / Eligibility Criteria	No Eligibility criteria for ETIM OEM is mentioned in the PQ TQ	ETIM is a most important component of the Project. Hence ETIM OEM / Supplier should have experience for supply and maintenance of ETIM in any State Road Transport Corporation for minimum Qty supply of 3000 Android ETIMs. We request corporation to kindly introduce Eligibility Criteria for ETIM supplier.	As per RFP

Pre-Bid Queries for tender "Tender for Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on Build, Own, Operate and Transfer (BOOT) Model" at RSRTC.					
S.No.	**RFP Clause**	**RFP References (Section, Page)**	**Content of RFP requiring clarification**	**Points of clarification required**	**RSRTC Reply**
83	Page 37-38	Clause No 5.5 NATIONAL COMMON MOBILITY CARD (NCMC)	General	Request corporation to clarify on below points How many NCMC cards are expected to be issued? Is there any reference price for NCMC cards as it is expected to be collected from Passenger direclty We hope corporation will make payment for MDR on per transaction basis as per RBI guidelines	As NCMC is a new concept,exact numbers can not be ascertained as of now. Rest is as per the RFP.
84	Page 44	Clause No 5.8 RFID SMART CARD SYSTEM	RSRTC has an RFID Smart Card technical Free/Concessional partner to issue the RFID Smart Cards.	Request corporation to clarify on the type and specifications of the smart card being issued currently. Also the quantity of cards under active use.	MiFare, type 1k RFID Smart card to be used by th RSRTC. Till date, RSRTC has issued approx 25 lakh cards for concessional passengers,. However, approx. 3.5 lakh cards are used in a day.
85	19	Serial No. 3	The Bidder should deposit Bid Security Deposit (BSD) of Rs.1,20,00,000/- (Rupee One Crs. Twenty Lakh only) in the form of Demand Draft / Bank Guarantee/ Bankers Cheque as mentioned in NIB.	The Bid Security Deposit mentioned at one place as Rs.1.2 CR and at place as Rs 1.3 CR. Please make this amount consistent and reduce it to Rs. 50 Lakhs.	As per RFP
86	21	Serial No. 12	The Prime Bidder and its consortium partner should submit an undertaking duly attested by the notary that the bidder has not been blacklisted / debarred by any Central/State Government/any PSU/ Legal entity in India in last 3 years.	We kindly request you to amend this clause as "The Prime Bidder and its consortium partner should submit an undertaking duly attested by the notary that the bidder has never been blacklisted / debarred/ ended pre-maturely by any Central/State Government/any PSU/ Legal entity in India in last 3 years.	As per RFP
87	158	Annexure 16: Black List/ Debar Certificate	Annexure 16: Black List/ Debar Certificate Executive Director (Traffic) RSRTC Head Office, Parivahan Marg, C-Scheme Jaipur- 302001 Sir, Having examined the RFP Document the receipt of which is hereby duly acknowledged, I/we, the undersigned, offer the "Project Name" in RSRTC as required and outlined in the RFP. 1. I/We undertake that, we (along with all consortium partners) have not been declared insolvent or are not subject to any proceedings for bankruptcy or insolvency under any law in India as on the date of submission of this bid. 2. I/We undertake that we (along with all consortium partners) have not been	We kindly request you to amend this clause as "Annexure 16: Black List/ Debar Certificate Executive Director (Traffic) RSRTC Head Office, Parivahan Marg, C-Scheme Jaipur- 302001 Sir, Having examined the RFP Document the receipt of which is hereby duly acknowledged, I/we, the undersigned, offer the "Project Name" in RSRTC as required and outlined in the RFP. 1. I/We undertake that, we (along with all consortium partners) have never declared insolvent or are not subject to any proceedings for bankruptcy or insolvency under any law in India as on the date of submission of this bid. 2. I/We undertake that we (along with all consortium partners) have never been debarred/ blacklisted/ banned/ ended pre-maturely by RSRTC/any Government /PSU/Autonomous body for corrupt or fraudulent practices or under declaration of disqualification for non delivery or non-performance as on the date of submission of this bid. 3.I/We undertake that, we (along with all consortium partners and related parties) have never been declared bankrupt or insolvent, have not initiated any voluntary bankruptcy proceedings, and are not subject to any proceedings admitted by any court for bankruptcy or insolvency / debarment / blacklisting / banning / termination / or under declaration of ineligibility for corrupt or fraudulent practices or for non-delivery or non-performance by any Government / State Transport Undertaking (STU) / Public Sector Undertaking (PSU) / Autonomous Body under any law in India or across the globe as on the date of submission of this bid. 4. I/We undertake that, we (along with all consortium partners and related parties), in the event the anyone having global presence apart from or along with India, its ultimate beneficiaries, holding companies, parent company should also have never been involved in any voluntarily bankruptcy proceeding or any proceedings admitted by the courts for bankruptcy or insolvency/ debarred/ blacklisted/ banned/ ended pre-maturely/ not being under declaration of ineligibility for corrupt or fraudulent practices or non-delivered or non-performance by any Government/STU/PSU/ Autonomous Body in any courts across the globe". 5. I/ We agree, to reject out rightly my bid if anything found bogus,	As per RFP

Pre-Bid Queries for tender "Tender for Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on Build, Own, Operate and Transfer (BOOT) Model" at RSRTC.					
S.No.	RFP Clause	RFP References (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RSRTC Reply
88	22	Serial No 20	Eligible IT Equipment and Related Services: (i) All IT Equipment and related services to be supplied under the Contract shall have either India as their country of origin or a country which has not been declared ineligible by Government of India. (ii) The supply of finished goods from countries sharing land border with India, shall only be allowed after prior registration with the Industries Department of the Government of Rajasthan as per Rule 13 of RTPP Rules and Government of Rajasthan Notification / Order No. F.2(1)FD/G&TSPFC/2017 dated 01.01.2021,15.01.2021 and 30.03.2021.	Requesting you to remove this clause as it limits number of possible suppliers and will increase the cost of the project.	As per RFP
89	15	Submission of Technical Bid	Date: 13/11/2025	Please extend the bis submission date by 30 days enabling large IT Companies to also participate in the bid.	As per RFP
90	Page No 19	RFP Rule No 4.1: Pre-Qualification/ Eligibility Criteria. Serial No. 3	The Bidder should deposit Bid Security Deposit (BSD) of Rs.1,20,00,000/- (Rupee One Crs. Twenty Lakh only) in the form of Demand Draft / Bank Guarantee/ Bankers Cheque as mentioned in NIB.	Please clarify the amount, as it appears to contradict the details provided in the Notice Inviting Bid (NIB) document.	Amended as : The Bidder should deposit Bid Security Deposit (BSD) of Rs.1,30,00,000/- (Rupee One Crs. Thirty Lakh only) in the form of Demand Draft / Bank Guarantee/ Bankers Cheque as mentioned in NIB.
91	Page No 21	RFP Rule No 4.1: Pre-Qualification/ Eligibility Criteria. Serial No. 12	The Prime Bidder and its consortium partner should submit an undertaking duly attested by the notary that the bidder has not been blacklisted / debarred by any Central/State Government/any PSU/ Legal entity in India in last 3 years.	We kindly request you to amend this clause as "The Prime Bidder and its consortium partner should submit an undertaking duly attested by the notary that the bidder has not been been blacklisted / debarred/ **terminated** by any Central/State Government/any PSU/ Legal entity in India in last 3 years **and is not subjudice as on the date of bid submission."**	As per RFP

Pre-Bid Queries for tender "Tender for Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on Build, Own, Operate and Transfer (BOOT) Model" at RSRTC.					
S.No.	RFP Clause	RFP References (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RSRTC Reply
92	Page No 22	RFP Rule No 4.1: Pre-Qualification/ Eligibility Criteria. Serial No. 20	Eligible IT Equipment and Related Services: (i) All IT Equipment and related services to be supplied under the Contract shall have either India as their country of origin or a country which has not been declared ineligible by Government of India. (ii) The supply of finished goods from countries sharing land border with India, shall only be allowed after prior registration with the Industries Department of the Government of Rajasthan as per Rule 13 of RTPP Rules and Government of Rajasthan Notification / Order No. F.2(1)FD/G&TSPFC/2017 dated 01.01.2021,15.01.2021 and 30.03.2021.	Most ETIM devices are manufactured in China, with their key components produced outside India and only assembled within the country. As a result, it will be challenging to differentiate the origin of these devices, which could give an undue advantage to a specific ETIM vendor and limit the participation of other potential bidders in this tender. Hence, we request you to remove this point. The RFP conditions already stipulate local presence to ensure availaibility of parts and reliable service which will ensure that the project does not suffer due to remove of this conditions.	As per RFP
93	Page No 15	Submission of Technical Bid	Date: 13/11/2025, 1600 HRS	We request to kindly provide a 15 days extension to the Bid Submission Deadline (from the existing 13th November, 2025 till 4 Pm).	As per RFP
94	133	EMVCo (L1, L2 & L3)	For acceptance of Chip Card Payments	We wish to bring to your kind attention that the successful bidder, upon finalization, will integrate the ETIM devices with the department's on-boarded bank. The required Terminal Application(L3) certification will be obtained and submitted after Integration as ETIM device is fully compliance with the requirement. Therefore, we kindly request that an undertaking be taken from participating bidders at the time of bid submission, instead of submission of Acquiring Bank Certification upfront. This approach will encourage broader participation, including those who are otherwise compliant but may not yet have completed the bank certification process prior to bidding.	As per RFP

Pre-Bid Queries for tender "Tender for Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on Build, Own, Operate and Transfer (BOOT) Model" at RSRTC.					
S.No.	**RFP Clause**	**RFP References (Section, Page)**	**Content of RFP requiring clarification**	**Points of clarification required**	**RSRTC Reply**
95	133	PCI DSS	For Payments Card Industry Data Security Standard	We would like to seek clarification regarding the requirement for PCI DSS compliance and payment integration. As per our understanding, the PCI DSS declaration will be submitted by the bidder along with the bid. However, the actual payment integration will be undertaken by the successful bidder only after receiving confirmation and approval from RJRTC. Accordingly, submission of the PCI DSS declaration at the time of bid should be considered sufficient, and the payment system integration can be completed post identification of the L1 bidder and subsequent confirmation from RJRTC. We kindly request RJRTC to accept the above request.	As per RFP
96	132	Item-6: ETIM Specifications:	Battery: >= 7.4V, >=3000mAh, >=24wh	We request to kindly consider battery with **>= 7.2V, >=3000mAh, >=23.0 wh or or Li-ion/Li-Polymer battery capable of providing minimum 10-12 hours of operation while all function of ETIM active.**	As per RFP
97		Clause to be added in RFP	**Manufacturer** should comply with **Circular issued by MEITY on BDCS**: **F.No: STQC/2020/ITeGOv/BDCS** acceptance of devices for evaluation and Certification under biometric device certification Scheme and restrictions imposed on biometric Scanners from countries which share a land border with India.	The biometric devices integrated in EPOS devices shall not have been imported from countries having land border with India and in case if such devices are imported from any such country, necessary approval from concerned authorities have to be submitted. An Affidavit from the Manufacturer to be submitted to this effect.	As per RFP
98		Clause to be added in RFP	**Manufacturer** should comply with the Office Order for insertion of Rule 144 (xi) in the General Finance Rules (GFR)-2017 bearing reference number F.No. 6/18/2019-PPD dated 23 July 2020 or latest, by the Public Procurement Division, Department of Expenditure, Ministry of Finance.	The Manufacturer of proposed EPOS device shall comply with DPIIT guidelines and shall not have been manufactured in any country having land border with India and in case if such devices are imported from any such country, necessary approval from concerned authorities have to be submitted. An Affidavit from the Manufacturer to be submitted to this effect.	As per RFP
99		Clause to be added in RFP	**The OEM should have manufactoring facility in India for at least 15 years**	Factory Registration Certificate Certificate of Incorporation + MOA/AOA To show the establishment year of the company and its line of business (manufacturing). Trademark Certificate	As per RFP

Pre-Bid Queries for tender "Tender for Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on Build, Own, Operate and Transfer (BOOT) Model" at RSRTC.					
S.No.	RFP Clause	RFP References (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RSRTC Reply
100		Clause to be added in RFP	Mandatory Certifications for OEM– ISO 14001:2004, and 20000-1:2011, IBA, IDRBT, NPCI and UIDAI formulated Micro ATM 1.5.1 standard or its latest revised version, DSIR Certified, RD Service Certification, Bidder/Manufacturer of ePOS should have DSIR recognized R&D with In house NABL Lab	The OEM should have all these certification to manufacture qualitative products.	As per RFP
101		Clause to be added in RFP	**The devices should be manufactured in India as per GOI's ATMANIRBHAR BHARAT Program and in accordance Make-in-India (MII) Local supplier certificate** (as per order No P-45021/2/2017-PP (BE-II) by DPIIT, Ministry of Commerce and Industry, GoI	Certification in compliance with guidelines have to be submitted. An Affidavit from the Manufacturer to be submitted to this effect.	As per RFP
102	19	4.1 Sr.no.5	PRE-QUALIFICATION /ELIGIBILITY CRITERIA- The Bidder should possess experience of at least 5 years of implementing and maintaining Intelligent Transport System (ITS)/E-Ticketing Project(s). Only the project fulfilling following criteria will be considered for the project experience: (i) Minimum project value: Rs. 10 Crs. (ii) Implementation in Central/State Government / Public Sector Undertaking/State Transport Undertaking/ City Transport (iii) Issuing of tickets for commuters from ETIMs (iv) Minimum number of operational ETIM's in the project: 500 At least one of the above projects should be currently operational (after Go-Live) for the minimum period of one year.	Request you to kindly clarify whether the projects that were awarded within the last five years and have been implemented with one year of successful operations completed after GoLive as on bid submission date will be considered under this eligibility criterion. Kindly confirm.	Amended as : PRE-QUALIFICATION /ELIGIBILITY CRITERIA- The Bidder should possess experience of at least 5 years of implementing and maintaining Intelligent Transport System (ITS)/E-Ticketing Project(s). Only the project fulfilling following criteria will be considered for the project experience: (i) Minimum project value: Rs. 10 Crs. (ii) Implementation in Central/State Government / Public Sector Undertaking/State Transport Undertaking/ City Transport (iii) Issuing of tickets for commuters from ETIMs (iv) Minimum number of operational ETIM's in the project: 500 At least one of the above projects should be currently operational (after Go-Live) for the minimum period of one year. Note: In case experience certificates submitted by the bidder have overlapping execution period, the overlapping period will be considered
103	19	4.2 - a	a. Phase 1 – Technical Evaluation	We request to make the evalutaion on QCBS to make sure the quality bids with state of art solution. Please refer the other states similar bids in past and running bids.	As per RFP

Pre-Bid Queries for tender "Tender for Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on Build, Own, Operate and Transfer (BOOT) Model" at RSRTC.					
S.No.	RFP Clause	RFP References (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RSRTC Reply
104	59	5.17.2	**Licensing** a. The successful bidder shall provide the required licenses for Database, Application and other application etc. being used at all levels without cost. b. All software licenses, documents and any other as applicable. The licenses should be valid over a period of five years except otherwise specified in this RFP. c. In case of licenses which require annual renewal, an undertaking for timely renewal by the successful bidder should be submitted.	As the Applications will be hosted at BSDC cloud. We assume that the required infra and licenses will be provided by BSDC only. Similarly for the DR site. Hence the bidder is only to pay the services/ rent for this. please clarify	Yes, all the BSDC and DR site servive/rent paid by bidder only.
105	61	5.18.3	**OEM Support Services** Bidder should have direct back-to-back service support agreement with the respective OEMs for the project duration of 5 years as per RFP from signoff the project. Though the projects shall be handed over to RSRTC after 5 years from date of signoff of project, all the equipment's shall become assets of RSRTC from day one. RSRTC must be able to log a support ticket directly to OEM helpdesk to get telephonic/ remote support directly from OEM as required. Undertaking from OEM (Annexure-8) for above support services should be submitted by the Bidder along with the bid.	**OEM Support Services** **We request you to plese amend the clasue as :** Bidder should maintain all the assets and meet the SLA for smooth operations of the proejct for the project duration of 5 years as per RFP. Though the project shall be handed over to RSRTC after completion of thr origianl contract period, bidder to make sure that all the equipments shall be in running condition while handing over to RSRTC. RSRTC must be able to log a support ticket directly to OEM helpdesk to get telephonic/ remote support directly from OEM as required. Undertaking from OEM (Annexure-8) for above support services should be submitted by the Bidder along with the bid.	As per RFP
106	74	6.23	PERFORMANCE SECURITY DEPOSIT	Forfeiture of Performance Security Deposit shall be after failure of the Service Provider to cure the delay/default within the given cure period, which are directly and solely attributable to the Service Provider.	As per RFP
107	85	7.5	Joint Venture, Consortium or Association A Joint venture, consortium is allowed (only one member) to bid.	We request to remove the consortium clause	As per RFP

Pre-Bid Queries for tender "Tender for Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on Build, Own, Operate and Transfer (BOOT) Model" at RSRTC.					
S.No.	**RFP Clause**	**RFP References (Section, Page)**	**Content of RFP requiring clarification**	**Points of clarification required**	**RSRTC Reply**
108	86	7.8	Statutory Requirements The ownership of software and any system software proposed in solution (in the form of licenses) should be in favour of RSRTC only. The Bidder at the end of the term of the Contract or early termination thereof; shall handover/ transfer all the software, licenses, etc. created/ established by the bidder for the implementation of the Project, to the RSRTC.	The Pre-existing IPR shall remain with the concerned bidder however non-exclusive, non-transferable right can be licensed for the tenure of the project. Customized source code will be deployed at the BSDC for RSRTC	As per RFP
109	87	7.10.	Scope of Supply b. Unless otherwise stipulated in the Contract, the scope of supply shall include all such items not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining delivery and completion of the goods and related services as if such items were expressly mentioned in the Contract.	We request to specify the scope of supply explicitly for better clarity and understanding. Service Provider shall not be held liable for any scope requirement that is not clearly mentioned in the Scope	As per RFP
110	87	7.11.	Delivery & Installation The contract for the supply can be repudiated at any time by the purchase officer, if the supplies are not made to his satisfaction after giving an opportunity to the bidder of being heard and recording the reasons for repudiation.	For any such delay directly attributable to the Service Provider Cure period shall be offered. Please condier above as there are thousands of items will be deliverd wich are boxpack from OEMs.	As per RFP
111	88	7.15	Recoveries from Successful bidder a. Recovery of liquidated damages shall be made ordinarily from bills. b. The Purchase Officer shall withhold amount to the extent of liquidated damaged/ penalties as applicable. In case of failure to withhold the amount, it shall be recovered from his dues and performance security available with RSRTC. c. The balance, if any, shall be demanded from the Successful bidder and when recovery is not possible, the Purchase Officer shall take recourse to law in force.	We request do not make direct deductions from the payment to be made to bidder instead use Debit/credit notes Also the amount to be withheld in any given quarter shall not exceed 10% of the quarterly payment to be received by the Service Provider in the given quarter.	As per RFP

Pre-Bid Queries for tender "Tender for Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on Build, Own, Operate and Transfer (BOOT) Model" at RSRTC.					
S.No.	**RFP Clause**	**RFP References (Section, Page)**	**Content of RFP requiring clarification**	**Points of clarification required**	**RSRTC Reply**
112	89	7.17	Copyright The copyright in all drawings, design documents, source code and other materials containing data and information furnished to the RSRTC by the Successful bidder herein shall remain vested in the RSRTC.	The IPR and the source code of the application software (product) will remain with the original owner of the product however the customized for RSRTC will be deployed for RSRTC will be given. Please consider	As per RFP
113	93	7.25	Liquidated Damages (LD)	We request to consider - LD shall be imposed for the delays directly and solely attributable to the bidder which remains unremedied after 60 days cure period. Excluding delays caused by force majeure events, delays attributable to RSRTC, or other justifiable reasons beyond the control of the Bidder, which shall be duly recorded and acknowledged by both Parties The total amount of liquidated damages in respect of the Works in all stages shall, however, not exceed the limit of 10% of the quarterly payment made to the Contractor. Please consider	As per RFP
114	93	7.26	Authenticity of Equipment a. The selected bidder shall certify (as per Annexure-8 "CERTIFICATE OF CONFORMITY/ NO DEVIATION BY OEM") that the supplied goods are brand new, genuine/ authentic, not refurbished, conform to the description and quality as specified in this bidding document and are free from defects in material, workmanship and service.	We request to include the following clause: **Implied Warranties:** The Service Provider expressly disclaims all warranties, whether express, implied, statutory, or otherwise, including but not limited to any implied warranties of merchantability, fitness for a particular purpose, non-infringement, or arising from course of dealing, usage, or trade practice. No warranty, guarantee, or representation is made by the Service Provider beyond those expressly set forth. To the fullest extent permitted by applicable law, the Purchaser acknowledges that the goods/services are provided on an "as is" and "as available" basis, and the Service Provider does not warrant that the goods/services will be error-free, uninterrupted, or meet the Purchaser's specific requirements beyond the scope explicitly agreed in writing.	As per RFP

Pre-Bid Queries for tender "Tender for Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on Build, Own, Operate and Transfer (BOOT) Model" at RSRTC.					
S.No.	RFP Clause	RFP References (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RSRTC Reply
115	94	7.27	Warranty The bidder must supply all items with comprehensive on-site OEM warranty valid for five years (Excluding battery which shall be considered with 3 years onsite replacement warranty) after the goods, or any portion thereof as the case may be, have been delivered to, installed and accepted at the final destination(s) indicated in the bidding document. However, if the installation delay is more than a month due to the reasons ascribed to the bidder, the warranty shall start from the date of completion of the job.		As per RFP
116	97	7.31	**Limitation of Liability** Except in cases of gross negligence or willful default: - a. neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the successful bidder to pay liquidated damages to the RSRTC; and b. the aggregate liability of the successful bidder to the RSRTC, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the successful bidder to indemnify the RSRTC with respect to patent infringement.	b. the aggregate liability of the successful bidder to the RSRTC, whether under the Contract, in tort, or otherwise, shall not exceed the 10% of the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the successful bidder to indemnify the RSRTC with respect to patent infringement. RSRTC shall have a duty to mitigate any losses, damages, or expenses arising under this Contract. Kindly consider	As per RFP
117	98	7.34	Termination	Termination for default shall be for the defaults directly and solely attributable to the Contractor which remains unremedied after 60 days cure period. 90 days written notice shall be given for the termination for convenience and compensation shall be paid to the service provider wherever necessary. Request you to please consider	As per RFP

Pre-Bid Queries for tender "Tender for Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on Build, Own, Operate and Transfer (BOOT) Model" at RSRTC.					
S.No.	RFP Clause	RFP References (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RSRTC Reply
118	103	7.36	Disputes Resolution	If the dispute is not resolved as per the provision given herein then the parties shall refer the dispute to arbitration as per Arbitration and Conciliation Act 1996 Request you to please consider	As per RFP
119	106 of 180	8.1.d	The work for all the phases needs to be completed within 16 weeks of award of contract. A Liquidated Damage (LD) will be levied for non-completion of activities within prescribed timelines.	While RFP Rule no. 8.1.d mentions that all phases need to be completed within 16 weeks, the tabular format provided under 8.1.f detailing break-up of the tasks mentions the Phase III completion timeline as T+24 weeks. Kindly clarify if completion period is 16 weeks or 24 weeks. Also, since the scope of work is tremendous across various locations, we request you to consider the project implementation timeline of atleast 36 weeks.	its clearly mentioned the completion period is 24 weeks
120			Request to add the clause	Our request in this case is to incorporate Minimum Guarantee Tickets, based on the last 2-3 years' average ticketing volumes. As a global transit specialist working with India with MOHUA, NPCI, Metro systems and multiple STUs it shall enable us and other quality partners to deliver world class solutions for RSRTC. this wil also impact on the cost of the project	As per RFP
121	109	9	PAYMENT TERMS h. The successful bidder may request for payment to the RSRTC on monthly basis. i. Due payments shall be made promptly by the RSRTC, generally within Forty-Five (45) days after submission of an invoice or request for payment by the successful bidder. l. Payment in case of those goods/services which need testing shall be made only when such tests have been carried out, test results received conforming to the prescribed specification. m. Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.	We request to make the payment within 30 days from the date of invoice. There shall be no direct deductions from the invoice payments, debit/credit noted shall be issued. For goods/services which need testing, such testing shall be done promptly and the test results not be withheld unreasonably	As per RFP
122	111	10	SERVICE LEVEL AGREEMENT (SLA)	We kindly request to reduce the penalty amounts. If the delay is due to dependencies on RSRTC or third parties, the penalty shall not apply. The total penalty shall be capped at 5% of the contract value.	As

Pre-Bid Queries for tender "Tender for Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on Build, Own, Operate and Transfer (BOOT) Model" at RSRTC.					
S.No.	**RFP Clause**	**RFP References (Section, Page)**	**Content of RFP requiring clarification**	**Points of clarification required**	**RSRTC Reply**
123	111	10	SERVICE LEVEL AGREEMENT (SLA)	We request you to please revise the SLA for ETIMs (Electronic Ticket Issuing Machines) as bellow- SLA Penalty Amount: 99% or more: No penalty. 98% – 98.99%: 0.25% of the Monthly Invoice Amount. 97% – 97.99%: 0.5% of the Monthly Invoice Amount. Less than 97%: 1% of the Monthly Invoice Amount. Critical SLA Threshold: 96%.	per RFP
124	111	10	SERVICE LEVEL AGREEMENT (SLA)	We request you to please revise the SLA for AFCS (Automated Fare Collection System) as bellow- SLA Penalty Amount: 99% or more: No penalty. 98% – 98.99%: ₹5,000 per month. 97% – 97.99%: ₹10,000 per month. Less than 97%: ₹15,000 per month. Critical SLA Threshold: 96%. Penalty Cap: The maximum penalty shall not exceed 3% of the contract value in a given month.	As per RFP
125			SERVICE LEVEL AGREEMENT (SLA)	We request you to please revise the SLA for Application Response Time SLA Penalty Amount: ≤ 12 sec: No penalty. 13 – 15 sec: ₹2,500 per month. 16 – 18 sec: ₹5,000 per month. 19 sec or more: ₹7,500 per month. Critical SLA Threshold: 25 sec. Penalty Cap: The maximum penalty shall not exceed 2% of the contract value in a given month.	As per RFP
126	111	10	SERVICE LEVEL AGREEMENT (SLA)	We request you to please revise the SLA for Cloud Hosting SLA Penalty Amount: 98.5% or more: No penalty. 97.5% – 98.49%: ₹5,000 per month. 96.5% – 97.49%: ₹10,000 per month. Less than 96.5%: ₹15,000 per month. Critical SLA Threshold: 95%. Penalty Cap: The maximum penalty shall not exceed 2% of the contract value in a given month.	As per RFP

Pre-Bid Queries for tender "Tender for Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on Build, Own, Operate and Transfer (BOOT) Model" at RSRTC.					
S.No.	RFP Clause	RFP References (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RSRTC Reply
127	111	10	SERVICE LEVEL AGREEMENT (SLA)	We request you to please revise the SLA for Repair of Hardware Items SLA Penalty Amount: SLA Holiday: No penalty for the first 72 hours from intimation. Post-SLA Holiday: Day 4 – Day 6: ₹50 per item per day. Beyond Day 6: ₹150 per item per day, capped at ₹3,000 per month per item.	As per RFP
128	111	10	SERVICE LEVEL AGREEMENT (SLA)	We request you to please revise the SLA for ETIM Ticket Data Transmission Over Network SLA Penalty Amount: 99% or more: No penalty. 98% – 98.99%: ₹5,000 per month. 97% – 97.99%: ₹10,000 per month. Less than 97%: ₹15,000 per month	As per RFP
129	111	10	SERVICE LEVEL AGREEMENT (SLA)	We request you to please revise the SLA for Accuracy of Online MIS and Reports SLA Penalty Amount: 99.9% or more: No penalty. 99% – 99.89%: ₹5,000 per month. 98% – 98.99%: ₹10,000 per month. Less than 98%: ₹15,000 per month.	As per RFP
130	111 of 180	10.4	The cumulative maximum SLA Penalty Amount levied on the Selected Bidder in any given calendar month shall be limited to 10% (ten percent) of the Monthly Invoice Amount.	The cumulative maximum SLA penalty amount proposed is very high. While best efforts are made to avoid any levy of penatly, we request you to kindly restrict the maximum SLA penalty amount to 3% of monthly invoice amount	As per RFP
131	111 of 180	10.7	Implementation SLA for Installation of Hardware and Network Equipment: Delay of every day in installation of Hardware and Network Equipment would attract a penalty per day as per the following: 2 x Per Day Penalty The total penalty would be generated by the product of the above and the number of days' delays. The penalty per day is Rs. 5000/- per day	Per day penalty of ₹5000 is very high. While best efforts are made to implement the project within timeline, we request you to kindly restrict the per day penalty to ₹500	As per RFP
132	44	5.9 API Integration Point no. E	The successful bidder will also have to integrate the ticketing machines with Automatic Passenger Count (APC) system likely to be installed in buses by RSRTC in future.	Please clarify which type of integration is required for Body Worn Camera (BWC) system with automatic passenger count (APC) system likely to be installed in buses by RSRTC in future as BWC works on its private protocol	As per RFP

Pre-Bid Queries for tender "Tender for Unified Ticketing System (UTS) using National Common Mobility Card (NCMC) on Build, Own, Operate and Transfer (BOOT) Model" at RSRTC.					
S.No.	**RFP Clause**	**RFP References (Section, Page)**	**Content of RFP requiring clarification**	**Points of clarification required**	**RSRTC Reply**
133	109		9.1 Payment Terms and Schedule	The revenue calculation is based on monthly ticketing volumes and followed a slab-wise pricing model. To foster greater competitiveness and encourage wider adoption, we respectfully recommend removing the slab-based pricing structure. instead, we propose adopting a performance-based incentive model, particularly designed to reward the System Integrator (SI) for increasing the share of online/digital ticketing beyond a defined baseline. This approach will not only promote innovation and accountability but will also align with RSRTC's broader digital transformation goals, leading to enhanced operational efficiency and improved passenger experience. This model would ensure that the project remains sustainable and future-ready, while encouraging all stakeholders to work towards shared success.	As per RFP
134	117		B.E / B.Tech / M.Tech (EC/IT/CS) / MCA with 5 + Years Experiences in IT Industries.	We request you to kinlyd consider MSc IT (Masters of Sceince in Information Technology) in the qualification of all type of manpower	As per RFP