

F3/HO/ST/IT/91/2018/847 Date 30/08/18 Reply of Pre-Bid quires

Meeting held on 27/08/18 at 1600hrs for Selection of Agency for Maintenance/Up-gradation of Online Reservation System-ETM Project and RFID Smart Card Concessional Pass System Project on BOO Model

Name : Sachin Raut Firm Name : Trimax IT Infrastructure and Services Ltd.				
S. No	Page No./ Clause No.	Point of RFP	Firm's Query	IT Cell's Proposal
1	Section II: Instruction to Bidders Pt. 28.1 Page 30	Within 15 days of the receipt of notification of award from RSRTC, the successful Bidder shall furnish the performance bank guarantee of 5% of the total contract value valid in accordance with the Conditions of Contract. Performance Bank Guarantee can be in the form of Bank Guarantee/DD/Banker's Cheque as per the guidelines of RTPP Act	Please provide validity period of Performance bank guarantee.	Entire project period plus sixty days beyond the date of completion of all contractual obligations of the bidder including warranty obligations, maintenance and defect liability period.
2	Section III: General Terms and Conditions Pt. 17.1 Page 51	RSRTC shall make payments only to the Bidder at the times and in the manner set out in the Payment schedule as specified later in this contract (Refer Clause 51 of this section) subject always to the fulfillment by the Bidder of the obligations herein. RSRTC will make all efforts to make payments to the Bidder within 45 days of receipt of invoice(s) and all necessary supporting documents.	Change Request: We recommend to consider complete payment cycle within 30 days of receipt of Invoice.	No Change, as per RFP.
3	Section III: General	RSRTC shall make payments only to the Bidder at the times and in the manner set	We request to specify the list of	Invoice and payment related verification document.

	Terms and Conditions Pt. 17.1 Page 51	out in the Payment schedule as specified later in this contract (Refer Clause 51 of this section) subject always to the fulfillment by the Bidder of the obligations herein. RSRTC will make all efforts to make payments to the Bidder within 45 days of receipt of invoice(s) and all necessary supporting documents.	documents required along with Invoice.	
4	Section III: General Terms and Conditions Pt. 17.9.3 Page 53	If there is any reduction in taxes/duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to the RSRTC	Change Request: If there is any reduction in taxes / duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to the RSRTC . If there is any increase in taxes /duties by the Tax authority same shall be paid by the RSRTC to the bidder.	No change, as per RFP.
5	Section III: General Terms and Conditions Pt. 30.1 Page 65	RSRTC and Successful bidder shall make every effort to resolve disputes amicably by direct informal negotiation, any disagreement or dispute	Change Request: RSRTC and Successful bidder shall make every	No Change, as per RFP.

		<p>arising between them under or in connection with the agreement will be settled at the level of Head of Department of RSRTC.</p>	<p>effort to resolve disputes amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the agreement will be settled by independent arbitrator appointed with consent by both the party.</p>	
6	<p>Section III: General Terms and Conditions Pt. 41.2 Page 71</p>	<p>Any upward revision and/or additions consequent to errors, omissions, ambiguities, discrepancies in the quantities, specifications, drawings etc. of the bid documents which the Bidder had not brought out to the RSRTC's notice till the time of award of work and not accounted for in his Bid shall not constitute a change order and such upward revisions and/or addition shall be carried out by Bidder without any time and cost</p>	<p>In case of any such changes if there is any impact on cost and time schedule, we recommend RSRTC to consider additional cost (if any) and change in Implementation schedule accordingly.</p>	<p>Already capping 10% of Project cost. Point (f) at Pg. No. 11</p>

		effect to RSRTC.		
7	Section III: General Terms and Conditions P t . 51.3 Page 79	After the successful PAT, the successful bidder has to implement the complete system in all the depots. The payments for these depots will start once the deployment /implementation of ORS/ETMs has been done. The payment at that time would be based on the actual ticket sale, and not on the minimum guaranteed amount.	Change Request: We recommend RSRTC to calculate payment based on higher of actual ticket sale and minimum guaranteed number of tickets.	No change, as per RFP.
8	Section III: General Terms and Conditions P t . 51.10 Page 81	Payment will be made within 45 days from the date of receipt of bill provided there is no dispute.	Change Request: Payment will be made within 30 days from the date of receipt of bill provided there is no dispute.	No change, as per RFP.
9	Section III: General Terms and Conditions P t . 53.5 Page 82	For the tasks to be performed till Certifications of successful operations of the integrated solution completion given to Bidder by RSRTC, the amount of liquidated damages shall not exceed 10 % of the total Contract Value. This upper limit is restricted only to the activities till Certifications of	Change Request: We recommend to consider Liquidated Damages charges maximum up to 5% of value of delayed portion of	No change, as per RFP.

		successful operations of the integrated solution completion given to Bidder by RSRTC. The liquidated damages will be governed by Service Level Agreements for Post Implementation Phase.	work	
10	Section-V Scope of work- Pt. 1.10 Page 120	Deployment of a kiosk to be used as self-serving ticket vending machine (specification as per best industry standard) at each of the depot; For payment/SLA related issues, this kiosk would be treated as a Booking Counter. Space required for installation of the kiosk would be provided by RSRTC.	Change Request : RSRTC is already taking POS for Debit/Credit card at booking counter deploying kiosk with same feature will	Already mentioned at page no. 140 point no. 14 of RFP.
11	Section VI: Functional Requirement Specification Pt. 5.1 Page 134	Timely Delivery: Penalty for non-achievement of SLA Requirement 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 delay. The Penalty per day is Rs. 5,000/-	Change Request: Timely Delivery: Penalty for non-achievement of SLA Requirement Delay of every week in Installation of Hardware and Network Equipment would attract a penalty per	No change, as per RFP.

			<p>day as per the following: – 2 X per day Penalty</p> <p>The total penalty would be generated by the product of the above and the number of days delay.</p> <p>The Penalty per day is Rs. 2,000/-</p>	
12	<p>Section VI: Functional Requirement Specification Pt. 5.2 Page 135</p>	<p>Security & Incident Management SLA</p> <p>If the Successful Bidder is not able to meet the above defined service level requirement, then any deviation from the same would attract a penalty as per the following –</p> <p>Incidents in a quarter</p> <p>0<Incidents <= 7 Rs. 50000 per Quarter</p> <p>7<Incidents <= 9 Rs. 100000 per Quarter</p> <p>Incidents >= 10 Rs. 200000 per Quarter</p>	<p>Change Request:</p> <p>Security & Incident Management SLA If the Successful Bidder is not able to meet the above defined service level requirement, then any deviation from the same would attract a penalty as per the following – Incidents in a quarter 0<Incidents</p>	No Change, as per RFP.

			<= 7 Rs. 15000 per Quarter 7<Incidents <= 9 Rs. 30000 per Quarter Incidents >= 10 Rs. 35000 per Quarter	
13	Section VI: Functional Requirement Specification Pt. 5.2 Page 137	Other Project-Specific SLA: Transaction Accuracy (including report, MIS, accounting etc)- Accuracy between 99% and 100% - penalty of Rs. 20000 Accuracy between 98% and 99% - penalty of Rs. 40000 Accuracy less than 98% - penalty of Rs. 80000	Change Request: Other Project-Specific SLA: Transaction Accuracy (including report, MIS, accounting etc)- Accuracy between 99% and 100% - penalty of Rs. 5000 Accuracy between 98% and 99% - penalty of Rs. 10000 Accuracy less than 98% - penalty of Rs. 20000	No Change, as per RFP.
14	Section VI: Functional Requirement Specification Pt. 5.2 Page 137	Other Project-Specific SLA: Halting of Operation: In case, complete ticketing functionality is affected, due to malafide intention of the successful bidder, resulting in complete stand still of the ticketing operations To be measured from the number of reported incidents	Change Request: Other Project-Specific SLA: Halting of Operation: In case, complete ticketing functionality is affected, due to malafide intention of	No Change, as per RFP.

		<p>For every instance, a penalty of Rs 1,00,000/- per minute. (Decision to be taken by the standing committee mentioned in Dispute Resolution Clause)</p>	<p>the successful bidder, resulting in complete stand still of the ticketing operations</p> <p>To be measured from the number of reported incidents</p> <p>For every instance, a penalty of Rs 20,000/- per minute. Delay time for penalty shall be counted post 30 minutes from the time the issue occurred. (Decision to be taken by the standing committee mentioned in Dispute Resolution Clause)</p>	
15	<p>Section VI: Functional Requirement Specification Pt. 5.2 Page 138</p>	<p>The maximum penalty at any point of time and for any period should not exceed 10% of project cost as per the Commercial Bid submitted by the successful</p>	<p>Change Request:</p> <p>The maximum penalty at any point of time and for any period</p>	<p>No Change, as per RFP.</p>

		bidder. If the Penalty exceeds this amount, RSRTC reserves the right to terminate the Contract.	should not exceed 5% of monthly invoice as per the Commercial Bid submitted by the successful bidder.	
16	Section VI: Functional Requirement Specification Pt. 5.2 Page 136	<p>Repair of ETIM (Uptime):</p> <p>Penalty for non-achievement of SLA Requirement:</p> <p>Delay of repair of ETIM every day would attract a penalty per day as per the following – For repair of ETIM = 1 X Per day Penalty</p> <p>The total penalty would be generated by the product of the above and the number of days delay. The Penalty per day is Rs. 500/-</p>	<p>Change Request:</p> <p>Request you to change penalty clause based on non-availability of properly functional ETIM for conductor going on route from Depot.</p> <p>Penalty shall be Rs. 300 per conductor going on route from depot without properly functional ETIM.</p>	No Change, as per RFP.
17	Section VI:	Manpower:	Manpower	No Change, as per RFP.

	Functional Requirement Specification 2 Page 131	Manpower required for the supervision of operations at 56 Depots – 53 Nos	quantity is not matching with Depots quantity. Pls. clarify.	
18	Section-VI Functional Requirement specification 1.2 page no 130	Project Implementation Plan: The contract period will start with the signing the contract /award of Work Order (earlier of the two) to the successful bidder.	Change Request : The contract period will start with the signing the contract to the successful bidder.	No Change, as per RFP.
19	Section-VI Functional Requirement specification Pt. 6.1 page 139	Minimum Infrastructure requirement at DC Centre and DR Site Blade Chassis - Data Centre 2 Nos. DR Centre-1 No.	Change Request : Blade Chassis - Data Centre 1 No. , DR Centre-1 No; Data Centre shall have 15 Blade Servers which can fit in single chassis having capacity of 16 blade servers.	Yes, DC-1 DR-1
20	Section-VI Functional Requirement specification Pt. 6.1 Page 139	Minimum Infrastructure requirement at DC Centre and DR Site	Request to provide minimum SAN storage capacity requirement at Data Centre and DR site.	It would be discussed at the time of functional requirement.
21	Section-VII- Technical Specification Page 152	Hardware Specification for Database Server, Application Server, Web Server : Processor	Change Request : Two Intel®	No Change, similar or higher configuration would be suggested.

		<p>Two Intel® Xeon® E5-2600 Processor /AMD equivalent product family processor with 2.5MB per core Cache ; Proposed servers should have Minimum 2.7 Ghz and 12 Cores per CPU.</p>	<p>Xeon® E5-2600 Processor /AMD equivalent product family processor with 2.5MB per core Cache ; Proposed servers should have Minimum 2.1 Ghz or higher and 12 Cores per CPU.</p>	
22	<p>Section-VII- Technical Specification Page 153</p>	<p>ETIM SPECIFICATIONS</p> <ol style="list-style-type: none"> 1. Display -Min.5 Inch touch screen display with virtual keypad 2. Key Pad - Virtual Key Pad touch Screen with soft-keys 3. Processor- Arm- Cortex – A-9 and Above 4. Communication- <ol style="list-style-type: none"> a) RS232C Serial Port for PC connectivity an 115K baud rate b) USB Port: Type A/Type c) Ethernet Port: 10/100/1000 Mbps 	<p>Change Request :</p> <ol style="list-style-type: none"> 1. Display- Min 3.5 inch with minimum 12 key pad OR 5inch display with virtual soft keypad 2. Key Pad - Min 12 keys with keypad OR In case of touch screen, Virtual Keypad 3. Processo r- Arm7/9/ 11 4. Communica tion- 	<p>No Change, as per RFP.</p>

			<p>a) RS232 C Serial Port for PC connectivity at 115K baud rate and/ or</p> <p>b) USB Port: Type A/Type and/ or</p> <p>c) Ethernet Port: 10/100/1000 Mbps</p>	
23	Section-VII-Technical Specification Page 158	<p>Local Server Specification at depots</p> <p>11. Hard Disk Drives- 3 x300 GB.</p> <p>12. Type of HDD - Hot plug @ 10K SFF SAS</p>	<p>Change Request :</p> <p>11. Hard Disk Drives – 2x 500 GB</p> <p>12. Type of HDD – SATA</p>	No Change, as per RFP.
24	Section-VII-Technical Specification Page 160	<p>Desktop Specification</p> <p>18. Ports- Min. 6 USB (2 In front), 1 Serial, 1 Parallel</p>	<p>Change Request :</p> <p>18. Ports- Min. 6 USB (2 In front); Request you to remove serial and parallel ports as such motherboard configuration are not standard.</p>	No Change, as per RFP.
25	Page No. 80 Pt. 51.6		In this bid minimum ticket	Amended as per point no. 6 of extra point

			guarantee 30 crore tickets per annum and payment slab is 1.50 crore < Payment term = A*** while in the last bid for the same term was <=1.80 crore tickets, requesting you for increase ticket quantity minimum two crore in slab 1	page no. 18 of this document.
26	Page No. 80 Pt. 51.5		80 % Payment of invoice would be done within 30 days instead of 45 days after submitted date of Invoice and rest of 20 % payment timeline should be clear mentioned in RFP.	The 20% payment would be settled within 90 days from sanction order.
Name : Mohit Motwani - Area Operations manager Firm Name : Mantis technologies Pvt. Ltd.				
1.	Page No. 120 scope of work Pt. 1.4	Upgrading/Enhancing the functionalities of RFID SCPPS as per the requirement of RSRTC and/or as per the guidelines of MoRTH/ASRTU.	what are the guidelines	https://www.npci.org.in/sites/default/files/circular/DO_Enabling%20Open%20Loop%20Digital%20Payment%20Systems%20in%20Public%20Transport.pdf
2.	Page No. 120- Pt. 1.3	Upgrading/Enhancing the functionalities of ITMS as per the requirement of RSRTC and/or as per the guidelines of MoRTH/ASRTU.	what are the guidelines	https://www.npci.org.in/sites/default/files/circular/DO_Enabling%20Open%20Loop%20Digital%20Pa

				yment%20Systems%20in%20Public%20Transport.pdf
3.	Page No. 121 Pt. 2.1	Maintain/Enhance the existing ORS Application as per the requirement of RSRTC	can we integrate our ORS system applications. And what if we provide without any charges.	The current ORS/PORs/ETM software is the property of RSRTC. Successful bidder use that software or upgrade it or change it by own software at no extra cost.
4.		working conditions of hardware	What is the life of hardware, their condition, No of hardware.	Kindly refer page no 22 clause no 15 "Local conditions" of hardware/ software of RSRTC.
5.	Page No. 125 Pt. 7.10	The successful bidder would replace all the existing RFID cards of RSRTC with the Contactless smart Card in accordance with the guidelines under National Common Mobility Card. For this, a tripartite agreement between RSRTC, Successful Bidder and any bank approved by NPCI for this purpose, would take place. A separate RFP for be floated for the selection of the bank as per the guidelines issued by MoRTH/NPCI	online booking will be involved in this. Who will be the PG charges bearer	Selection of Payment Gateway is the responsibility of RSRTC. Successful bidder is only responsible for integration of PG to RSRTC system.
6.		Local data center/server	Instead of this , Allow us to perform on could server	No change, as per RFP.
7.		paper rolls inclusion	clarify about the paper rolls charges bearer	Paper rolls are provided by RSRTC.
8.	Page No. 26 Pt. 6	Documentary proofs from bidder having positive net worth in last three financial years	Is it the prime bidder RSRTC wants to mention over here. If not then make it a	Yes, prime bidder must have positive net worth amongst of all consortium partners.

			prime bidder	
9.	Page No. 26 Pt. 7	Documentary proofs from bidder regarding having an average turnover of 30 crore in last three financial years	Is it the prime bidder RSRTC wants to mention over here. If not then make it a prime bidder	All consortium members jointly fulfill the turn over criteria.
10.	Page No. 26 Pt. 11	Documentary proof regarding the bidder experience of handling assignments in India with Government/ PSU / Government owned entity in India	pls make it as " Any member of consortium" in this condition	Prime bidder or one consortium member must have the experience as mentioned in the RFP.
11.	Page No. 110	project Value	what value will be considered in case of per ticket costing. In case of lumpsum project value , expenses and Profit margin is included .In same case it should have been the total amount/fare of tickets booked.	The project cost would be based on minimum guarantee of tickets and ticket rate.
Name : Rudraprasad Ghatak Firm Name : KPMG Advisory Services Private Limited				
1.	Financial Criteria		The construct of the price bid will make the financial model hybrid, with a Capex & an Opex component. In order to safeguard the spirit of BOO model in the RFP, we would like to recommend that a cap is placed on the Capex component of the bid that it should not be more than 25% of the total bid value. This is to contain the bidders	No change, as per RFP.

			from quoting heavily on the Capex component.	
2.			The terms in the GCC & ITB on sub-contracting are slightly of contradictory nature. We would request RSRTC to clarify their stand on sub-contracting.	No change, as per RFP.
Name : Hardip Davda Firm Name : iBIBO Group Pvt. Ltd. (redBus)				
1	Page No. 13.	Bidder refers to sole bidder who wants to bid for this bid as per the terms and conditions of this RFP.	We request RSRTC to allow for consortium bidding as this is a large project involving services from multiple OEMs and partners. Allowing consortium will help to define the roles and responsibilities for each provider more clearly. All major system integration projects like this allow consortium bidding	Already mentioned in RFP. Pg. no 34 of "Key terms and definitions"
2	Page No. 26 Pt. 11	Documentary proof regarding the bidder experience of handling assignments in India with Government/ PSU / Government owned entity in India in last 5 years of the following: a.1) Experience in implementing/maintaining projects i. 1 Project of value at least INR 10 Crore within a period of 5 years	Can a company which has worked only in Private Transport Corporations with similar size of business bid. We request to allow the companies with experience in private bus operations to be	No change, as per RFP.

		<p>OR</p> <p>ii. 2 projects with cumulative value of INR 15 Crore within a period of 5 years</p> <p>a.2) Experience in projects in implementation/maintenance of Intelligence Transport System (ITS)/ E- ticketing solution capable of issuing tickets for either passengers or freight transportation.</p> <p>i. 1 Project of value at least INR 10 Crore or more</p> <p>OR</p> <p>ii. 2 projects with value of at least INR 5 Crore each.</p> <p>The copy of Purchase Order/Work Order/Certificate from client self-attested by the authorized signatory should be attached. Completion Certificate would be preferred.</p>	allowed to bid.	
3	Page No. 120 Pt. 1.5, 1.7, 1.9	<p>The RFP refers to :</p> <p>1.5 Replace the existing hardware under the ITMS as per the hardware specification mentioned in the Technical Specification (Section VII) under the buyback scheme.('Buyback Scheme' refers to the scheme by which the successful bidder will purchase all the existing hardware of RSRTC under ORS project. The buyback rate would be as per the per ticket rate mentioned in the financial bid. The final rate for deciding L1 would be the total rate minus the buyback rate as quoted by the bidder.)</p> <p>1.7 Replace the existing hardware under the RFID SCPPS as per the hardware specification mentioned in the Technical Specification (Section VII) under the buyback</p>		<p>As per point 15 "local conditions" of RFP. The bidder go through all the local conditions of hardware/ software then evaluate the buyback rate and fill it in financial bid.</p> <p>1.7) All hardware of RFID smart card project would be replaced by the successful bidder.</p>

		<p>scheme.</p> <p>1.9 Replacement of RFID cards issued by RSRTC with the contactless smart card in line with the guidelines issued under National Common Mobility Card.(The successful bidder would be responsible for software side integration of the Smart Card with the ticketing system. The application should be compatible for reading both 1k card and new contactless card.)</p>		<p>1.9) The existing smart card would be replaced by the selected bank but the application should be compatible for reading both old/new smart card and this responsibly of the successful bidder.</p>
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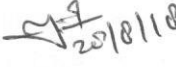
Extra Points:

Some discrepancies are found in RFP and it may also be corrected as below:

1. Total inside/outside booking windows: (158+126+9)=293
2. Total depots (Depots + CBS): 56
3. Total UPS for outside booking windows: 135
4. Total 80 column printer= 293
5. Outside location add : Chandigarh
6. Per Ticket Charge quoted by the bidder (This slab taken from existing agreement)


Slab No	Ticket Issuing Mode	No. of Tickets sold monthly	Rate Per Ticket Charges (Rs.)
1	Tickets issuing from all modes	Less Than 1.80 Crs.	a **
		Tickets >1.80 cr and <= 2.40 Crs (over and above Slab1)	75% of a
		Tickets >2.40 Crs. (over and above Slab 1 & 2)	60% of a

Note: ** (Rate quoted by the successful bidder)


Yashpal Jain
AAO(IT)


Arun Nama
Programmer


Riju Jacob
EM(Traffic)


Rajesh Rathore
DyGM(IT)


Amar Chandra
Joint GM (Payment)