

Reply to Pre-Bid Queries

Sl. No.	Clause No.	Page No	Content of RFP Requiring Clarification	Change Requested/ Clarification required	Remarks/Clarifications
1	Technical Qualification Criteria	14	<p>TQ 3: Experience of project completion (go live) with complete system integration with the ETIM, AFCS, Smart card, mobile ticketing and live tracking through GPS, etc. of buses across any Govt. Public Transport agency in last five years from the date of RFP publication.</p> <p>In case of Consortium, combined experiences will be considered.</p> <p>300 to 500 Buses/Vehicles: 5 marks 501 to 1000 Buses/Vehicles: 10 marks 1001 or more Buses/Vehicles: 15 marks</p>	<p>Experience of executing project with complete system integration with the ETIM, AFCS and/or Smart card and/or mobile ticketing and/or live tracking through GPS, etc. of buses across any Public Transport agency across the globe in last five years from the date of RFP publication.</p> <p>In case of Consortium, combined experiences will be considered.</p> <p>300 to 500 Buses/Vehicles: 5 marks 501 to 1000 Buses/Vehicles: 10 marks 1001 or more Buses/Vehicles: 15 marks</p>	RFP Clause prevails
2	Technical Qualification Criteria	14	<p><u>TQ 4: Experience in issuing stored value smart cards for intra-city stage carriage buses for any Indian government transport body (STUs or SPVs) that have a pre-paid wallet and can store either a pass or travel plan.</u></p> <p>In case of consortium, combined experience will be considered.</p> <p>Documents needed: Certificate or letter from the client entity or banking partner(s). Issuance and Management of Smart Cards and/or Digital passes in the 3 (three) years prior to the Bid Submission Deadline Date:</p> <p>50,000 to 75,000: 5 marks 75,001 to 100,000: 10 marks 100,001 or more: 15 marks</p>	<p>Experience in AFCS/eTicketing project comprising of issuance of stored value smart cards for any public transit system across Globe</p> <p>In case of consortium, combined experience will be considered.</p> <p>1 project - 5 marks 2 projects - 10 marks more than 2 projects - 15 marks</p>	Experience in AFCS/eTicketing project comprising of issuance of stored value smart cards for any public transit system across Globe shall be considered.

3	Technical Qualification Criteria	15	Experience in providing a mobile app for intra- city stage carriage buses for any Indian government transport body (STUs or SPVs), with functionality for:1. Mobile tickets & passes;2. Live tracking of buses & ETA;3. Multi Modal Ticketing;4. Multi lingual supportIn case of consortium, combined experience will be considered.Documents needed: · Exported reports from Google Play Store, Apple App Store, or any other major app store; or Certificate / letter from the client entity.Mobile app downloads in the 3 (three) years prior to the Bid Submission Deadline Date:1,00,001 to 5,00,000: 05 marks5,00,001 to 10,00,000: 10 marks10,00,001 or more: 15 marks	Experience in AFCS/eTicketing project comprising of Mobile App /ORS for any public transit system across Globe1 project - 5 marks2 projects - 10 marks3 more than 2 projects - 15 marks	Experience in AFCS/eTicketing project comprising of Mobile App /ORS for any public transit system across Globe shall be considered.
4	Bid Submission	2 & 9	Last date for receipt of Bid proposals (Through Speed Post /Registered Post / Courier only) has been mentioned in Page number 2, Sl. No 4 However, In page 9, it is mentioned that "The bid can be submitted physically or can be send through post, no bid will be considered as soft copy or through email."	We hereby assume that "the bid can be submitted physically" means we can submit the bid by hand. Kindly clarify if our understanding is correct?	RFP Clause prevails. Any bid submitted by hand will lead to disqualification.

5	Technical Qualification Criteria:TQ-4	14	<p>Experience in issuing stored value smart cards for intra-city stage carriage buses for any Indian government transport body (STUs or SPVs) that have a pre-paid wallet and can store either a pass or travel plan.In case of Consortium, combined experiences will be considered.Documents needed: Certificate or letter from the client entity or banking partner(s).Issuance and Management of Smart Cards and/or Digital passes in the 3 (three) years prior to the Bid Submission Deadline Date:50,000 to 75,000: 5 marks75,001 to 100,000: 10 marks100,001 or more: 15 marks</p>	<p>As there are not many projects in Government Bus transport against the asked criteria, Also due to Pandemic, the public transports were shut down and there were very few projects were awarded. There were only a few projects are available in last 7-10 years with very limited users. we request the authority to kindly amend the clause as following:"Experience in issuing stored value smart cards for intra-city stage carriage buses for any Indian government transport body (STUs or SPVs) that have a pre-paid wallet and can store either a pass or travel plan.Documents needed: Certificate or letter from the client entity or banking partner(s) <u>along with Work order clearly stating scope of work to supply Smart cards</u>"Issuance and Management of Smart Cards and/or Digital passes <u>Projects</u> in the 3 (three) 7 (seven) years prior to the Bid Submission Deadline date:50,000 to 75,000: 5 marks75,001 to 100,000: 10 marks100,001 or more: 15 marks<u>1 project: 5 marks2 projects: 10 marks3 or more projects: 15 marks</u>"</p>	<p>RFP Clause prevails. However, the Issuance and Management of Smart Cards and/or Digital passes in the last 5 (five) years prior to the Bid Submission Deadline Date shall be considered.</p>
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6	Technical Qualification Criteria:TQ-5	15	Experience in Project implementation for deployment of ETIM, AFCS, and/or mobile tickets through mobile application for any Indian government transport body (STUs or SPVs).In case of Consortium, combined experienceswill be considered.Documents needed: Certificate or letter from theclient entity.Number of projects implemented in the last 3 (three) years prior to the Bid Submission Deadline Date:1 Project: 5 marks2 Projects: 10 marks3 or more Projects: 15 marks	We request the authority to amend the clause as:"Experience in Project implementation for deployment of ETIM, AFCS, and/or mobile tickets through mobile application for any Indian government transport body (STUs or SPVs).In case of Consortium, combined experienceswill be considered.Documents needed: Certificate or letter from the client entity <u>along with Work order clearly stating scope of work.</u> Number of projects implemented in the last 3 (three) <u>7 (seven)</u> years prior to the Bid Submission Deadline Date:1 Project: 5 marks2 Projects: 10 marks3 or more Projects: 15 marks"	RFP Clause prevails. However, the Number of projects implemented in the last 5 (five) years prior to the Bid Submission Deadline Date shall be considered.
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7	Technical Qualification Criteria:TQ-6	15	Experience in providing a mobile app for intra-city stage carriage buses for any Indian government transport body (STUs or SPVs), with functionality for:1. Mobile tickets & passes;2. Live tracking of buses;3. Multi Modal Ticketing;4. Multi lingual support.In case of Consortium, combined experienceswill be considered.Documents needed: · Exported reports from Google Play Store, Apple App Store, or any other major app store; or · Certificate / letter from the client entity.	In We have not come across any such government project that where the intra-city stage carriage buses for any Indian government transport body (STUs or SPVs) multi model ticketing solution is extremely rare, therefore we request the authority to give relaxation in the said criteria and amend the clause as following:"Experience in providing a mobile app for intra-city stage carriage buses for any Indian government transport body (STUs or SPVs), with functionality for any two :1. Mobile tickets & passes;2. Live tracking of buses;3. Multi Modal Ticketing;4. Multi lingual support. 5. Feedback/ Grivence Module In case of Consortium, combined experiences will be considered.Documents needed: · Exported reports from Google Play Store, Apple App Store, or any other major app store; or · Certificate / letter from the client entity <u>along with Work order clearly stating scope of work.</u>	RFP Clause prevails. However, the experience of providing a mobile app with functionality for any 3 (three) shall be considered.
8	Scope of Work:	20	CRUT plans to implement a modern, comprehensive, NCMC compliant digital tickets system using IT applications to achieve the following key objectives:	We assume onboarding of bank will be done by CRUT for issuance of NCMC cards. Please confirm.	RFP Clause prevails
9	Overview: Smart Cards Platform (Tap IN & Tap OUT)	19	The Selected Bidder must deploy the necessary software applications to enable payments via smart cards (Closed & Open Looped) and NCMCs for CRUT & Commuters.	Does bidder has to integrate existing closed loop cards or it will be replaced with new closed loop cards and later on with open loop cards? If Yes, How many existing closed loop cards are there at present? We assume once open loop card will introduced closed loop cards will be replaced with open loop cards. Please confirm. <u>Is CRUT will use both close loop card and</u>	RFP Clause prevails. The successful bidder will be provided with the required data for enabling the payments via smart cards (Closed & Open Looped) and NCMCs for CRUT & commuters.

				<u>open loop card simuntaneously, Please Confirm</u>	
10	Overview: Mobile App with Mobile Tickets & Passes Platform	19	The Selected Bidder must deploy a mobile app along with a mobile ticket and passes Platform with necessary software applications, payment gateway integration, etc.	We assume Payment Gateway charges will be borne by authority or commuter. Please confirm.	RFP Clause prevails.
11	Overview: Manpower Support	19	The selected bidder should facilitate the required manpower at each of the depots and OD terminals managed by CRUT.	Please clarify. How many minimum manpower required? How many total depots and terminal are there managed by CRUT?	RFP Clause prevails.
12	Overview: Integration with existing IT Systems	22	Integration needs to be done with existing Smart Tracking System and its modules. The successful bidder should be capable of capturing data from the existing APIs. The successful bidder will also share their APIs for data sharing.	Does CRUT wants to run two system parallely or it will be replaced by new ticketing system?	RFP Clause prevails.
13	Bill Of Materials:	36	#7 Smart Cards (bidder will provide as per requirement)	We request authority to provide separate line-item in commercial price bid format to quote for smart card issuance charges for both i) Closed loop card and ii) open loop card	RFP clause prevails.

14	Automated Fare Collection System ('AFCS'):	26	7. Multi-Modal Transportation: The solution should be capable of multi modal ticketing and reconciliation of tickets. CRUT is providing mobility services through buses and rickshaws. Commuters should be able to plan their end-to-end journey through the mobile application with individual modes (either bus or e-rickshaw) and combined modes (both bus and e-rickshaw). The fare matrix should be developed as per the rates provided by CRUT. Commuter can pay through CRUT Mobility Card also.	We assume Electronic Ticketing Machine will be provided to E-rickshaw provider as well. Please confirm. Also, E-rickshaw fare should be flat kilometre based rate. Please confirm	RFP clause prevails.
15	Mobile Application	29	· Should have a provision to host various promotion & brand displays	We understand onboarding of various advertisement entity to generate revenue will be in client's scope. Please confirm.	RFP Clause prevails
16	Performance Requirements	37	▪ ETMs should be rugged enough to withstand the harsh public transport environment and be dust and water-resistant .	We understand dust and water-resistant can be met via ETM cover and device IP rating only. Please confirm.	RFP Clause prevails. However, the IP rating should be 6 or above.
17	Performance Requirements	37	▪ Provide multiple means of transferring data from ETM to the cloud in case of lack of connectivity such that there is no loss of data.	Please clarify. What does multiple means of transferring data referred as? Generally, In case of lack of connectivity; data is being stored in the ETM device and it will be sent to cloud based AFCS once connectivity established. We assume such standard process will meet the client requirement. Please confirm	RFP Clause prevails

18	Application support including modification and integrations with existing systems	37	· Provide technical support on system parameters and requirement for CRUT's Enterprise Applications Software.	We understand the word 'CRUT's Enterprise Applications software' means Cloud based AFCS system. Please confirm.	RFP Clause prevails
19	Commercial Model:	37	CRUT will pay the Selected Bidder on the basis fixed 'Per Bus/Vehicle Quote' amount, <u>irrespective of the vehicles or journey trips used by commuter</u> (as the solution will be designed for buses or rickshaws).	We understand CRUT will provide 'Per Bus/Vehicle Quote' based monthly amount to successful bidder irrespective to actual operation conditions which means 350 Number of buses mentioned in the 'Financial Bid Format' is minimum Guaranteed Vehicle per month. Please confirm.	RFP Clause prevails
20	Bill Of Materials:		*Electronic Ticketing Machine Requirement of 2.2 ETMs per bus, Initial fleet size of 348 (188 + 60+ 50+ 50) vehicles	We required authority to provide detailed break-up for number mentioned in the fleet size like 180,60,50,50. Also, we understands 2.2 ETMs per bus includes spares ETM machines as well? Please confirm.	RFP Clause prevails
21	Functional Details:	22	The printed travel receipts issued <u>shall comply with the requirements of CRUT, and as may vary from time to time.</u>	Both clause contradict each other.	RFP Clause prevails
22	Bill Of Materials:	36	*Paper rolls will be provided by the successful bidder as per the requirement	It is difficult for Bidder to predict the consumption on paper roll for such fluctuating demand for ticketing. We request authority to provide per month minimum paper roll in the Bill of Material which will be considered by bidders.	RFP Clause prevails
23	Delivery Timeline:	35	Go Live of full solution – AFCS, ETIMs, smart cards, mobile appT + 120 days	We request authority to amend implementation timeline for at least 6 months looking forward to scope of work and critical hardware purchase involved such as ETM machines which has	RFP Clause prevails

				delivery lead time of 4 to 6 weeks as per present market conditions.	
24	-	-	General	<p>What is daily ridership/number of tickets issued per day by CRUT?</p> <p>Note: This is important parameter in order to estimate the paper roll consumption</p>	Prospective bidders can collect the data from CRUT's social media handles.
25	-	-	General - Penalty and Liquidated Damage	We assume Penalty and Liquidated damages will be capped at maximum 10% of monthly billing value. Please confirm.	Penalty and liquidated damages shall be based on non-performance/non-compliance of the clauses mentioned in the RFP subject to maximum 10% of the monthly billing amount.
26	Performance Requirement s:	24	4. The Selected Bidder shall ensure availability and uptime of ETMs, Cloud Services and any <u>related software Platform at 99%.</u>	<p>We assume availability mentioned here is on monthly basis. Please confirm.</p> <p>Also, 99% of uptime availability of ETM device per month is difficult to achieve, Hence, we request authority that it should be at least 95% uptime availability of ETMs on monthly basis.</p>	RFP Clause prevails
27			General	We hereby request the authority to kindly extend the tender for minimum 15 working days considering the current short period of one week that is given for physical submission after pre-bid query submission.	RFP Clause prevails.

28	Pre-Qualification Criteria:	13	Technical Stability Bidder or the Consortium(Combined experience of the consortium member) should have experience of implementing at least one (1) similar project related to Integrated/Intelligent Ticketing System for public transport operations of any Indian/Foreign cities in last five years as on publication date of RFP of project value should not less than 5 Cr.	<p>We are one of the leading Indigenous Developers and Manufactures for Point of Sale devices and having a decade of experience in the following Application Areas using POS devices:</p> <ul style="list-style-type: none"> * Public Distribution System * AEBAS * Fertilizer Distribution System * Micro ATM from AEPS & digital payment transactions * Postal Department <p>Hence, we Request you to consider experience in eGovernance projects using POS devices & solutions to have a level playing field and healthy competetion.</p> <p>TQ3, TQ4, TQ5 and TQ6 may please be modified accordingly.</p>	RFP Clause prevails.
29	Technical Specifications of ETM:	25	Cameras Front: 0.3 megapixels	Having a front camera for such ticketing application is not desired considering the usability aspect of the device and moreover it adds unnecessary cost. Also you did asked for a good rear camera which is convinient to read QR codes related to payments. Hence request you to remove the same.	RFP Clause prevails
30	Technical Specifications of ETM:	25	Terminal Connectivity Mobile Data: 5G / 4G or LTE (5G supported)	The operation requirements mentioned in the scope of work require very less bandwidth. Hence 4G is sufficient to serve the puprose. Hence we request you to remove the 5G as there are no POS devices with the desired specifications in the market and 5G network is yet to deploy.	RFP Clause prevails

31	Bill Of Materials:	36 & 38	<p>*Electronic Ticketing Machine Requirement of 2.2 ETMs per bus, Initial fleet size of 348 (188+60+50+50) vehicles Quantity: 766 (Seven Hundred Sixty-Six) <u>Annexure-A: Financial Bid Format</u> Quantity : 350* Number of buses</p>	There is a mismatch in the Quantity requirement mentioned in Bill of Material & Annexure-A:Financial Bid Format. As per ratio of 2.2 ETMs per bus furnished in Bill of Material, we understand that total of 766 qty. of devices required for 350 buses. If so, please correct the quantity mentioned in Annexure-A to 766 devices.	The total vehicles to be read as 350.
32	Scope	21	Deploy and maintain device level software applications with future enhancement and integrate with the existing AFCS to enable issuance and validation of tickets and passes by the conductor against payment of cash, smart cards, and / or mobile tickets and passes.	Kindly provide the details of the existing AFCS solution provider for the better understanding of the application & scope.	CRUT will facilitate the details of the existing AFCS solution and support required for API integration.
33	Technical Qualification		TQ 1: Average Annual Turnover of the Bidder or the Lead member of the Consortium during last three Financial Years-2019-20, 2020-21, 2021- 22 Bidder having average Annual Turnover Rs.5 crores: 5 marks For every additional turnover of Rs.1 crores - 1 mark subject to maximum of 5 marks	TQ 1: Average Annual Turnover of the Bidder or the Lead member of the Consortium during last three Financial Years-2019-20, 2020-21, 2021- 22 Request to change it to Bidder having average Annual Turnover Rs.5 crores: 5 marks For turnover beyond 5 crore - 5 marks for more participation	RFP clause prevails.
34	Technical Qualification		TQ 3: Experience of project completion (go live) with complete system integration with the ETIM, AFCS, Smart card, mobile ticketing and live tracking through GPS, etc. of buses across any Govt. Public Transport agency in last five years from the date of RFP publication. In case of Consortium, combined experiences will be considered 300 to 500 Buses/Vehicles: 5 marks 501 to 1000 Buses/Vehicles: 10 marks 1001 or more Buses/Vehicles: 15 marks	We have Live Tracking through GPS on the ETIM, will that be considered for the same, request to clarify	RFP clause prevails.

35	Scope of Work: Hardware Component "Electronic Ticket issuing Machines ('ETMs')"	Page 21 of 45	Paper rolls for ticket printing to be provided by the selected bidder as per the requirement.	It is requested to the authorities to provide consumables to the selected bidder for the whole project period. As with the increase in digital penetration, consumption of paper-roll will be reduced significantly, resulting in more savings for the authority.	RFP Clause prevails
36	Scope of Work: Data SIMs for ETMs	Page 20 of 45	Data subscription should be yearly basis.	It is requested to the authorities to allow the bidder to subscribe to the best possible Network and plan available in the area. It can be a monthly or yearly plan which ever is best suited for the project	This can be read as "Data subscription should be yearly/monthly basis. However, the successful bidder should ensure with CRUT regarding the data continuity throughout the project period."
37	('ETMs'): Point 5 under Data Stored and Transmission	Page 23 of 45	ETMs shall be connected to the AFCS through mobile network data connection, and have the capability to transmit real-time ticket transactions, battery status, count of tickets, etc. to the AFCS.	It is requested to the authorities to limit the data transmission to ticket transactions, count of tickets and any other ticketing activity only.	This can be read as "ETMs shall be connected to the AFCS through mobile network data connection, and have the capability to transmit real-time ticket transactions, count of tickets, Type of tickets and other ticketing activity (as per requirement) to the AFCS."

38	(‘AFCS’): Web Portal	Page 28 of 45	Web Portal: Service provider / bidder shall have to develop web pages which shall allow user to view and download route information, route schedule and real-time ETA.	It is requested to the authorities to limit the services like real-time ETA, route schedule, and route information to the mobile application only. Information related to the route and its schedule shall be available on the authority website only, to make it more reachable to commuters who can not access the mobile app for whatsoever reason.	RFP Clause prevails
39	Mobile Application: Ease of Ticket Booking	Page 29 of 45	Should be able to book tickets for travel. The e- ticket/ SMS etc should be able to be verified by ticket collector inside the Bus though the Hand-held Ticketing Machine.	It is requested to the authorities to limit digital tickets to Mobile and cards only, as in the case of SMS-based ticketing chance of duplicate ticketing is very high which will lead to increased pilferage	RFP Clause prevails
40	Management Information System (MIS)	Page 30 of 45	MIS in Public Transport Systems should focus on financial performance, cost drivers, ridership and revenue performance, allocative efficiency, the productivity of assets and human resources, operational performance and quality, safety performance and customer satisfaction	It is requested to the authorities to limit the scope of MIS to financial and ticketing performance. Fleet performance monitoring should have many features which are beyond the scope of work of this RFP. Hence, we are requesting the authority to deploy a separate "Fleet Management Tool" for fleet monitoring.	A dedicated "Automatic Vehicle Location System" is present in current ITS. The successful bidder must integrate with the existing system.
41	Hosting at data Centre and Disaster Recovery Centre of Secured Public Cloud	Page 34 of 45	The Bidder, in the event of CRUT deciding to either terminate the Contract or discontinue with only the hosting services of the Bidder, either during or after the Maintenance Period, will transfer all the assets along with the data to the other Vendor or any other location chosen by CRUT and will provide all necessary help to both CRUT and the new vendor in doing the same. The Bidder under any circumstances won't retain a copy of the data after such an activity and it would be a criminal offence if the Bidder is found to do so. The cost of such transfer shall be mutually decided at the time of transfer.	It is requested to the authority that the cost of the transfer of the mentioned services shall be mutually decided at the time of contract signing on a "per vehicle basis". Also, as mentioned in the RFP the bidder is responsible for hosting related work the authorities shall not ask the bidder to terminate/discontinue the service provider during the term of the project	RFP Clause prevails

42	Commercial Model	Page 37 of 45	The Quote should be clearly mentioned with GST and any other taxes applicable as per applicable laws of India. Payment will be done on Quarterly/Monthly basis, as per the invoice raised by successful bidder.	It is requested that the authority to settle the Minimum Daily Fees for every calendar day during the Term, on a T+1 basis to the Service Provider and clear the final Invoice on monthly basis.	Payment will be done in monthly basis, within 30 working days of receiving the final invoice.
43	Annexure A	Page 38 of 45	Number of buses may increase or decrease as per the requirement of CRUT	It is requested to the authorities to provide a minimum number of guaranteed vehicles (bus/e-rickshaw) to the bidder. So that, In case of a significant reduction of fleet size, bidder could have assurance for its hardware and software deployment.	RFP Clause prevails
44	Annexure A	Page 38 of 45	The bid quote should be per month and per bus/vehicle basis. The bidder should consider the bill of material and quote a comprehensive bid for fully functional solution	We request authorities to change the "bid quote per vehicle per month" to "bid quote per vehicle per day". This would result in easier reconciliation in case of addition and removal of buses.	RFP Clause prevails
45	Additional			It is requested to the authorities to mention the cost of a smart card that the authority will be paying to the bidder to procure,market and sell the card. We also request the authorities to pay at least ₹100.00 (₹One Hundred only) per smart card to the bidder as "card fees"	Not Accepted.
46	Additional			In case two bidders have same final score, the bidder having a higher technical score should be awarded the tender.	As per standard practice.
47	Additional			It is requested to the authorities to allow bidder to charge a convenience fee upto 5% for every digital transaction. This will incentivise the bidder to increase the digital penetration in the city, which will result in reduced pilferage and cash-handling charge for the authority	Not Accepted.
48	Additional			It is requested to the authorities to allow bidder to deploy a co-branded mobile application and launch a co-branded card for this tender	Not Accepted.

49	Bidding Schedule	Page 2 of 45	Last date for receipt of Bid proposals (Through Speed Post /Registered Post / Courier only): 12.12.2022 till 4.00 PM	It is requested to the authorities to extend the last date of submission of these documents by 1 week i.e from 12th Dec 2022 to 19th Dec 2022 to avoid these logistic challenges, so that the bidder gets adequate time for documentation after the pre-bid reply.	RFP Clause prevails.
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