

Request for proposal (RFP)
Design, Development, Implementation, Maintenance and Management of Automatic Fare Collection System (AFCS)
for Bus Rapid Transit System (BRTS), Amritsar
ANSWER TO PRE-BID QUERIES
June, 2 , 2016
Issuing Authority : Punjab Bus Metro Society (PBMS)
Queries for Part 1 and 2

Sr No	Clause no	Page No	RFP Reference	Query/ Suggestions provided by bidders	Response
1	Tender Notice	7	Bidder shall submit their bids on e tender website. RFP document Fee and EMD to be paid through online mode.	Request to provide details for online submission such as no. of files allowed to be uploaded, size allowed for each file etc. total file size allowed etc..	File Size to be uploaded should not be higher than 5 MB
2	Bid Summary - Point No. 2	17	Optional: As an option bidder can quote for mobile application based ticketing option, as a method of payment for AFCS. 2% of the total bid value shall be paid extra as 1% after commissioning of mobile app system and 1 % on pro rata basis for the maintenance of same for period equivalent to contract period	Does this mean the cost of the mobile application is considered as 2% of the total bid value?	No. It is to incentivise the successful Bidder to provide mobile app based solution for convenience of the commuter/public.
3	Bid Summary - Point No. 3	19	Quantity Variation	We request you to kindly limit the quantity variation upto +10% and -5%	No Change
4	Bid Summary - Point No. 3	19	The Request Orders shall be placed within a maximum period of 9 months from the date of the Service Provider Agreement (Rate Validity Period). During the said nine (9) months period, the Authority shall issue Request Order specifying the quantities of the hardware, software and other items as per Price Bid, Appendix-2 to be executed at specified locations (i.e. Bus Stations, Depot, and CCS) and the Service Provider will be required to execute this order.	Recommended to issue a single PO for entire scope of work and provide implementation schedule accordingly.	No change
5	Bid Summary - Point No. 3	19	Rate Validity: The rates quoted for supply and installation of hardware, software shall remain valid for a period of 9 months from the date of signing of the Service Provider Agreement. The Service Provider shall have to supply and install the Hardware and Software Items at the rates quoted by its in its bid if such request is placed within the Rate Validity Period. The Bidder may incorporate risk of price variation (during the Rate Validity Period) in its pricing.	Recommended to consider rate validity as 4 month from the last date of bid submission.	No change
6	Bid Summary - Point No. 3	19	Quantity Variation (i) The Variation in individual Hardware and Software items of quantities (as specified in Appendix-2 , Price Bid)permitted provided it shall not exceed $\pm 30\%$ (i.e. increase or decrease of 30%) in quantity of each individual item.	Recommended to keep cap on quantity variation of up to +/- 5% of tender quantity	No change
7	Bid Summary - Point No. 7	21	Physical Bid Copy Submission	RFP doesn't clearly mention the date of submission of physical bids. Please clarify	Clause Modified , may kindly refer to Sr No 2 in Addendum 1
8	Bid Summary - Point No. 12	23	Award Criteria	We request you to kindly modify the award criteria to Quality cum Cost based selection (QCBS) with due weightage for technical solution instead of the lowest bidder criteria	No Change

9	Bid Summary - Point No. 15	24-25	Bid Validity The Bid shall valid for one hundred and eighty days (180 days) from Bid Due Date (Bid Validity Period).PBMS may ask for extension of six months. The Bid Validity period can be extended on mutual agreement with Bidder as per PBMS's direction. A Bidder shall not be permitted to modify its Bid during the extended Bid Validity Period	Recommended to consider rate validity as 4 month from the last date of bid submission.	No change
10	Clause 9.5.8	31	d. Members of the Consortium shall enter into a binding Joint Bidding Agreement, for the purpose of submitting the Bid. The Joint Bidding Agreement, to be submitted along with the Bid, shall, inter alia: a) convey the intent to form a Joint Venture in accordance with this RFP, which would enter into the Service Provider Agreement and subsequently perform all the obligations of the Selected Bidder in terms of such Service Provider Agreement, in case the right to undertake the Project is awarded to the Consortium; clearly outline the proposed roles and responsibilities, if any, of each member; b) The lead member, shall hold a minimum of 51% beneficial interest in the Concessionaire at all time during the Contract Period;	If the bidder is a cosortium, is it mandatory to form a Joint Venture once the project is awarded? A consortium agreement should suffice for the same. Please consider the same	No Change. For Clarification , Since the project is for a short period, we bidder is allowed to execute it as an unincorporated JV instead of forming an incorporated JV company after winning the award.
11	9.5A	33	Technical Eligibility Criteria	We request you to kindly consider the experience of Original Equipment Manufacturer (OEMs)	No Change
12	9.5A	33	Technical Eligibility Criteria	We request you to kindly consider 50000 transactions which includes Smart cards and smart tokens also	No Change
13	9.5B (i)	35	In Case of Single Bidder: The average annual audited turnover for the bidder for the last 3 financial years (starting not earlier than 2011-12) should be equal or higher than 30 Cr. For bidders outside India, conversion rates shall be applicable as per the currency rates on the date of issuance of RFP	In Case of Single Bidder: The average annual audited turnover for the bidder for the last 3 financial years (starting not earlier than 2011-12) should be equal or higher than 20 Cr. For bidders outside India, conversion rates shall be applicable as per the currency rates on the date of issuance of RFP	No Change
14	9.8 - 1	37	Authorization of signatory in the form of Board Resolution/ Partner's Resolution or Power of Attorney (POA notarized and Applicable in case of bid not being signed by the person directly authorized by the firm), as applicable.	Request to allow submission of PoA on stamp paper of relevant value without notarization.	No change
15	Assessment of Technical Qualification Criteria	43	The number of projects for smart card based AFC solutions including systems for Point of Sale/ Station Ticket Terminal , Automatic Flap gates with ticket validators and Central Control System to be used in bus/rail based public transport services, implemented and should have been in operation anytime during last 8 years from the due date of tender, of value not less than INR Rs 10 Crore.	Request to amend clause as: The number of projects for smart card based AFC solutions including systems for Point of Sale/ Station Ticket Terminal/ Automatic Flap gates with ticket validators and Central Control System to be used in bus/rail based public transport services, implemented and should have been in operation anytime during last 8 years from the due date of tender, of value not less than INR Rs 10 Crore.	No change
16	Assessment of Technical Qualification Criteria	43	General	Request to evaluate experience of bidder in terms of number of electronic ticketing handhelds deployed, smart cards issued etc	No change
17	Assessment of Technical Qualification Criteria	43	General	Request to take experience in implementation of Data Centre and Disaster Recovery System into account	No change

18	Technical Marking System.	44	Implementation of Automatic Ticket Vending Machines (ATVM) as a part of AFC implementation Project	We assume that Electronic Ticketing Machines (ETM) and electronic Ticket issuing machines (ETIM) will also be considered against this criteria (i.e. as Automatic Ticket Vending Machines (ATVM) . Please confirm.	ETM / ETIM will not be considered against ATVM
19	Technical Marking System	44	Implementation of Automatic Ticket Vending Machines (ATVM) as a part of AFC implementation Project	ATVM is not part of the scope of the tender, hence we suggest this qualifying criteria be removed from the marking system	This is a future requirement
20	Technical Marking System	44	The number of projects for smart card based AFC solutions including systems for Point of Sale/ Station Ticket Terminal , Automatic Turnstiles / Flap gates with ticket validators and Central Control System to be used in bus/rail based public transport services on going or implemented or integrated and should have been in operation anytime during last 8 years from the due date of tender, of value not less than INR Rs 10 crore. In case of Foreign experience the Value of the project should not be less than 20 Crore. The experience above should be in terms of successful on going or implementation or integrated.....	Due to confidentiality agreements, we may not be able to disclose the contract amount of a few of our clients. Request to change the criteria and make it based on the size of project in terms of fleet size, units installed etc. instead of contract value.	No Change
21	16. Determination of Preferred Bidder and award of project	47	The successful bidder will initiate the Project activities within a maximum period of 6 weeks as defined in Part -1 of this RFP. The successful bidder shall have to set up a pilot demonstration at one bus station with respect to Automatic Fare Collection. This pilot demonstration shall be done within 8 Weeks as defined in Part -1 of this RFP.	Recommended amendment as under: The successful bidder will initiate the Project activities within a maximum period of 8 to 12 weeks as defined in Part -1 of this RFP. The successful bidder shall have to set up a pilot demonstration at one bus station with respect to Automatic Fare Collection. This pilot demonstration shall be done within 8 Weeks as defined in Part -1 of this RFP.	No change
22	29. Tax Liability	50	The Prices mentioned in the Price Bid (Supply of Hardware, Software and O&M) should include all taxes (excluding service tax) applicable as on the date of submission of the Bid. All such taxes should be mentioned in price bid separately. Taxes shall be payable by the Authority as per quoted rate, subject to changes in the Applicable Rate. Service tax will be applicable as per actual at the time of raising invoice.	In case rate of VAT increases /decreases during the contract period, we recommend PBMS to consider VAT at actual at the time of raising invoice and modify in the clause accordingly	No Change
23	Appendix 2: A. Pricing Format for Hardware. Point 8	70	Station Computer (Industrial Grade) for AFC Application/Control Unit	Please make this optional, as our solution does not need a station server (our validators will communicate directly with CCC with out a Station Server). How will our solution be evaluated without a Station Server.	No Change. Bidder to finalize the system architecture as per the requirements mentioned in the RFP. Bidder to quote in financial bid as per their proposed architecture.
24	Appendix 2, B. Pricing Format for Software. Point 8.	72	Station Computer - Software Component	Please make this optional, as our solution does not need a station server (our validators will communicate directly with CCC with out a Station Server). How will our solution be evaluated without a Station Server.	No Change. Bidder to finalize the system architecture as per the requirements mentioned in the RFP. Bidder to quote in financial bid as per their proposed architecture.
25	C. Pricing Format for Maintenance and Management(Annuity Based Bid Amount Pg No. 76 Note: Point No. 5 Tender Part 1	76	Prices for the O&M shall be exclusive of Service Tax .Service tax will be applicable as per actual during invoicing.	As per our understanding all prices quoted under Price format (C. Pricing Format for Maintenance and Management(Annuity Based Bid Amount) shall be exclusive of service tax. Requested confirmation on the same.	Clause is self explanatory

26	Appendix 5: Responsibility Matrix	82	Integration with Financial Management System (Accounting & Payments)	What is the desired output required from our system. Scope of Integration needs expansion	Details shall be given to successful bidder
27	Appendix 5: Responsibility Matrix	82	Integration with Business Intelligence and Enterprise Management System	What is the desired output required from our system. Scope of Integration needs expansion	Details shall be given to successful bidder
28	Appendix 5: Responsibility Matrix	82	Operators to operate the system	Who will decide on the manpower requirements (PBMS or Bidder?)	Bidder has to provide manpower for Control Room operations and maintenance of supplied system as per the conditions mentioned in the RFP . May kindly refer to Sr No 3 in Addendum 1
29	Appendix 5- Responsibility matrix	83	Providing Physical Security at Bus Stations by deploying security personnel during operation and maintenance period. (Responsibility defined for PBMS) Proper Security measures/authorization for use of AFCS equipment. (Responsibility defined for service provider)	Provide clarity on security of hardware at bus station. Who is responsible?	During Operation and Maintenance period PBMS shall be engaging an external agency to be deputed for physical security/watch and ward of bus stations. However, the system integrator shall be responsible for insurance of AFCS equipment covering theft damage loss vandalism etc etc.as defined in the clause 33 of Appendix 7 . PBMS shall in no way be responsible for any damage and/or loss to the hardware or other components etc.
30	Key obligations of AFCS service provider - Section 7.3	98	Shall make necessary arrangements to prevent any damage to AFCS equipment due to vandalism		No change. Vendor to ensure that all the equipment provided by the system integrator shall be vandal proof and shall be protected up to the maximum limit of insurance
31	Key obligations of AFCS service provider - Section 7.3	98	Replace the equipment or system at its own cost, well ahead of the time when the utility thereof is reasonably expected to expire.	Since the performance criteria is SLA, we request wording to be changed to "Ensure compliance to SLA's during contract duration by ensuring all equipments function properly. Any cost towards repairing/replacing necessary equipment during this period, will be borne by service provider".	No Change. This requirement is to ensure availability of spares at all the time on site with the system integrator apart from adhering to the SLA arrangements
33	Appendix 7 -Clause 9	100	Indemnity by Service Provider Without prejudice to the generality of Clause 9, the Service Provider shall indemnify and hold PBMS harmless, from any and all claims, liabilities, costs, damages and expenses of every kind and nature in respect of the sickness, injury or death of any person employed directly or indirectly by the Service Provider or any subcontractor and their respective employees and damage to or destruction of any property or equipment of the Service Provider or its subcontractors and their respective employees arising during or as a result of the performances or non-performance of the AFCS Service Provider Agreement from any cause whatsoever.	Recommended modification as under: Without prejudice to the generality of Clause 9, the Service Provider shall indemnify and hold PBMS harmless, from any direct claims, liabilities, costs, damages and expenses of every kind and nature in respect of the sickness, injury or death of any person employed directly or indirectly within bidder scope of work by the Service Provider or any subcontractor and their respective employees and damage to or destruction of any property or equipment of the Service Provider or its subcontractors and their respective employees arising during or as a result of the performances or non-performance of the AFCS Service Provider Agreement from any cause whatsoever.	No change
34	Appendix 7 -Clause 9.2	101	Indemnity – Third Party Service Provider shall indemnify and hold PBMS harmless from any and all claims, liabilities, costs, damages, and expenses of every kind and nature in respect of the sickness, injury or death of any third party/Person and the damage to or destruction of any property of any third Person arising directly or indirectly as a result of any negligence, default or omission of the Service Provider or its employees or/and agents.	Indemnity – Third Party Service Provider shall indemnify and hold PBMS harmless from any direct claims, liabilities, costs, damages, and expenses of every kind and nature in respect of the sickness, injury or death of any third party/Person and the damage to or destruction of any property of any third Person arising directly or indirectly as a result of any negligence, default or omission within bidder's scope of work of the Service Provider or its employees or/and agents.	No change
	Appendix 7 - clause 15		Project Timeline	There is no clear mention of the time period for installation in the RFP. Please specify the same.	No Change. This is to clarify that PBMS envisages to give all stations for

35		108	It is envisaged to give all stations for installation at one go , but in case there is delay , due to any reason , service provider to complete the work allotted through request order with in 60 days of the issuance of the respective request order.	Not clear on the meaning of this clause. If there is a delay in providing stations for work completion, after the RO is released, how can service provider complete work in 60 days? If the stations are not ready in 60 days, what will be the steps taken?	installations in one go but in case PBMS is not able to handover all stations in one go due to delay of any reason , PBMS shall give request orders of the available infrastructure with a minimum lead time as specified. Please refer to RFP - Part 1 - Clause 15 , Point (e)
36	Appendix 7 - Clause 16	109	PAYMENT TERMS	Request you to revise it to: 30% - Advance 30% - On Delivery 20% - On Installation of Hardware and Software 20% - On Successful Commissioning	Clause modified. May kindly refer to Sr No 4 in Addendum 1
			Ratio of Capex & Opex	We request you kindly modify the ratio of Capex to Opex as 75: 25 instead of 60:40	
			CAPEX PAYMENT MILESTONES (CAPEX SHALL NOT EXCEED 60% OF TOTAL CONTRACT PRICE)	Recommended payment terms for capex as under: 1- 20% Advance on signing of contract. 2- 60% on Delivery 3- 20% on commissioning & go live PO wise.	
			Mobilization Advance – 10% Delivery and Installation of Hardware & Software – 40% Successful Commissioning – 30% 3 months of successful commissioning – 10% 6 months of successful operation and maintenance – 10%	Mobilization Advance – 10% Delivery of equipment’s – 40% Installation of Hardware & Software – 20% Successful Commissioning – 20% 3 months of successful operation – 10%	
			>Mobilization advance =10% >Delivery & installation of hardware and software=40% >Successful commissioning=30% >3 months of commissioning=10% >6 months of successful operation and maintenance=10%	>Mobilization advance =10% >Delivery of hardware equipment=40% > installation of hardware and software=20% >Successful commissioning=20% >3 months of commissioning=10%	
37	Appendix 7 - Clause 16	111	OPEX PAYMENT MILESTONES	Recommended to release payment in equal installment on monthly basis in arrear throughout the contract period within 15 days on submission of Invoice	No change
			First Year – 10% of total OPEX value Second Year – 15% of total OPEX value Third Year – 20% of total OPEX value Fourth Year – 25% of total OPEX value Fifth Year – 30% of total OPEX value	First Year – 15% of total OPEX value Second Year – 15% of total OPEX value Third Year – 20% of total OPEX value Fourth Year – 25% of total OPEX value Fifth Year – 25% of total OPEX value	
			>First Year-10% of OPEX value >Second Year-15% of OPEX value >Third Year-20% of OPEX value >Fourth Year-25% of OPEX value >Fifth Year-30% of OPEX value	>First Year-15% of OPEX value >Second Year-15% of OPEX value >Third Year-20% of OPEX value >Fourth Year-25% of OPEX value >Fifth Year-25% of OPEX value	
38	Appendix 7 - Clause 17	112	In the event of delay by AFCS Service Provider to comply with the Lead Time requirements as stipulated in the Part 2: Scope of work and Technical Specifications Document, liquidated damages shall apply @ 0.071% of value of the equipment/device to be supplied, installed and commissioned specified in Request Order per day of delay (“Liquidated Damages”). Total Liquidated Damages applicable under this clause shall be limited to 10% of the value of the equipment/device in software or hardware form to be supplied, installed and	Recommended to keep cap on maximum LD charges of up to 5% of the value of the equipment / device of capex.	No change
39	Appendix 7 - Clause 17	112	Liquidated damages	We request you to limit the Liquidated damages to the maximum of 5% of the value of the equipment/device in software/hardware	No Change

40	Appendix 7 - Clause 20	114	In case where pre-existing software or hardware are customized/modified for PBMS use by the Service Provider, the IPR for the same shall rest with the Service Provider only. However Service Provider agrees to provide PBMS the rights to use such product beyond the Contract Period of this agreement. PBMS may at its sole discretion demand evidence of pre-existing of any such product.	In case where pre-existing software or hardware are customized/modified for PBMS use by the Service Provider, the IPR for the same shall rest with the Service Provider only. However Service Provider agrees to provide PBMS the rights to use such product beyond the Contract Period of this agreement at a certain cost. PBMS may at its sole discretion demand evidence of pre-existing of any such product.	Clause modified. May kindly refer to Sr No 5 in Addendum 1
41	Appendix 7 - Clause 33.1	128	The Service Provider shall, at its cost and expense, purchase and maintain during the Contract Period, such insurances as are necessary including but not limited to the following: (a) Equipment, Hardware and Software delivered and installed to the extent possible at the replacement value with PBMS as beneficiary. (b) Fire and allied natural calamities for the Central Control Centre at replacement value with the PBMS as beneficiary; (c) Service provider 's all risk insurance with the PBMS as co-beneficiary; (d) Comprehensive third party liability insurance with the PBMS as co-beneficiary; (e) Workmen's compensation insurance with the PBMS as co-beneficiary; (f) Any other insurance that may be necessary to protect the Service Provider, its employees and the AFCS System against loss, vandalism, damage or destruction at replacement value including all Force Majeure with the PBMS as beneficiary/co-beneficiary	We assume that insurance shall be taken care by the bidder till project go live. Post project implementation, ownership of assets shall be with Purchaser and Insurance shall be taken care by the purchaser. Request to amend clause accordingly	No change
42	Appendix 7 - Clause 35	129	Change in Law	Any financial implication due to statutory variation shall be reimbursed at actuals to the service provider	No Change
43	Appendix 7 - Clause 36	130	A change in scope may occur due to a specific instruction from the PBMS altering the specifications relating to the AFCS Project, or by measures that may be directed by the PBMS pursuant to any Force Majeure Event. However, any increase or decrease by 25% in the number of units of hardware and/or software required to be provided by the Service Provider pursuant its obligations hereunder, shall not constitute change in scope. The decision of the PBMS in relation to change of scope shall be final and binding on the Service Provider.	As per our understanding, In case any cost / implementation schedule gets impacted due to any changes /modification in scope of work , that should be compensated and implementation schedule should be revised. We request to revise clauses accordingly.	No change
			Change in Scope	We request you to kindly limit the quantity variation upto +10% and -5%	No Change
44	Appendix 8 - Clause 2	135	Consortium: The parties do hereby irrecoverably constitute a consortium (the 'Consortium') for the purpose of jointly participating in the bidding process for the project. The parties agree that the number of members in the Consortium shall not exceed Two(2) members.	Consortium: The parties do hereby irrecoverably constitute a consortium (the 'Consortium') for the purpose of jointly participating in the bidding process for the project. The parties agree that the number of members in the Consortium shall not exceed Three(3) members.	Clause modified. May kindly refer to Sr No 6 in Addendum 1

45	Appendix 8 - Clause 6	135	The Parties agree that the proportion of shareholding among the Parties in the Consortium shall be as follows: (i) The Lead Member: shall hold the beneficial stake of at least 51% (Fifty one per cent) in the Consortium at all times till the completion of the scope of work under the Service Provider Agreement. (ii) Other Member: [to be inserted]	The Parties agree that the proportion of shareholding among the Parties in the Consortium shall be as follows: (i) The Lead Member: shall hold the beneficial stake of at least 51% (Fifty one per cent) in the Consortium at all times till the completion of the scope of work under the Service Provider Agreement. (ii) Other Member: [to be inserted] (iii) Other Member: [to be inserted]	Clause modified. May kindly refer to Sr No 7 in Addendum 1
46	General		General	The communication backbone, servers , storage, UPS and network components are provided in the AFCS tender. Kindly confirm the same has not been considered in the AVLS tender inorder to avoid duplicacy of the requirements and to avoid integration issues.	AVLS and AFCS system shall work independently
47	General		Project lifetime is 5 yrs, and warranty is provided for 1 year. If there is a delay in commissioning any stage of the project after delivery is done, the warranty will get affected. Our calculations are for 1 year warranty and 4 yrs extended warranty/maintenance as the case maybe. Please note that all electronic/mechanical items will have technical issues if kept in unused state in storage for long time.	Warranty of delivered items should begin immediately on commissioning or maximum 1 month from date of delivery, whichever comes first.	No Change. Warranty shall be applicable from start of 1st year of commissioning
48	General		Will project lifetime get extended due to release of staggered RO's? Please clarify how project life time will be calculated if PO's are issued over a period of 6-9 months.	Request clarification	Project is expected to have single completion date . To achieve this, all the staggered RO shall end on the completion date of first RO . Please refer to Point No. 4 of Bid Summary section
49	General		What is the data to be shared with ITMS vendor and in what format and frequency		Data sharing shall only be required for reporting purpose.Details Shall be shared with successful bidder.
50	General			Co-Branding opportunities for the smart card	Co- Branding not allowed in this tender. Shall be done via separate tender process if the authority subsequently so decides.
51	General			Cost of the card would be borne by the Corporation or the consumer	To be borne by PBMS
52	General			Interchange fee for payment solution services would be borne by the corporation or the consumer. Also clarify where to mention these quotes in the price bid	To be borne by the user
53	General			The payment solution scope needs to be detailed in the RFP so that all the bidders are on the same page while submitting the bid	End to end solution for RFP defined payment solutions
54	General			Mobile ticketing should be allowed on the vendors app, JioMoney in this case. Mobile Ticketing on a wallet/any payment application rather than on a standalone Amritsar BRTS app will help to increase the customer adoption and penetration of mobile ticketing. Request you to kindly consider the same and clarify accordingly	Not allowed. Vendor is expected to develop the app which shall become the property of PBMS. Further PBMS reserves the right to give link of this App to various other applications/ websites.
55	General			Could you detail on the commercial proposal and the RFP regarding the POS Solutions (Credit Card / Debit Card Machines)	Charges to be borne by the user .
56	General			Provision of Smart Card recharge through the vendor app.	This is not envisaged in the present tender. Authority at any stage later, may decide to allow recharge through separate tender process.
57	General			Mobile wallets need to be included and mentioned in the scope as a payment mode.	Can be added without any financial effect on the bid

58	General			Details on expected conversion to smart cards and online recharge. Other details like Avg. daily ridership of Amritsar BRTS during the next 5 years, average Ticket Size per journey.	As this is a new project , the DPR as accepted by MOUD, takes into account initial ridership as follows: Year - Ridership 2016 - 123105 2017- 133635 2018- 143945 2019- 152496 2020- 160145 2021- 167334 However, the bidder is expected to do his due diligence and shall access the requirement and base its bid accordingly. PBMS does not gurantee the accuracy of the ridership as arrived at in the DPR .
Part 2					
59	2.1.3	8	Station Server The primary role of such equipment shall be to provide the usage data collection, downloading of parameters to the AFC equipment; control, monitoring and management of the equipment. Its secondary role shall be to provide the station reports (if required). It shall be able to function independently should there be a failure in the communication link with the central system. This shall be: o Station Server	Certain AFCs Solution providers does not need a Station Computer/Server, in that situation, shall we quote Zero price for the same. Please make this optional as our AFCS solution does not require a Station Server.	No Change. Bidder to finalize the system architecture as per the requirements mentioned in the RFP. Bidder to quote in financial bid as per their proposed architecture.
60	3.2	11	1. Shall support scalability both vertically (scale-up) and horizontally (scale-out) across Architecture tiers. 2. Shall ensure well-balanced load distribution on the various hardware and software component to ensure that no congestion in any of the solution hardware components occurring with the growing load on environment. 3. Shall propose suitable multi-processor servers capable of handling the calculated loads. Multi-processing must be natively supported by the hardware serves and operating system to support scalability. In case of cloud solution Service provider shall ensure the scalability and load balancing	Please define Scalability in terms of: 1. Number of transactions per day. 2. Number of validators used over the project period. 3. And other related parameters for Scalability.	Clause modified. May kindly refer to Sr No 10 in Addendum 1
61	Clause 3.4.2 B - IV.	25	*Flap MCBF: > 1,500,000 Cycles	Flap MCBF: We recommend to be more than 6 Million cycle, as the hardware invested should work without problem for more than 10 years. We also request you to ask for third party certificate for the MCBF from the manufacturers	No Change . This is a minimum technical specification , bider can opt for higher specs
62	Clause 3.4.2 B - IV.	25	* Minimum Clear Passage: 590 / 990 mm	Minimum clearance of passage – 520mm / 960mm	No Change
63	Clause 3.4.2 B - IV.	25	* Cabinet with 1.5mm thickness, SUS-304 brushed stainless steel or coating.	Cabinet with 2mm thickness	This is a minimum technical specification , bider can opt for higher specs
64	Clause 3.4.2 B - VI.	26	* IP : 54...	IP Rating: The IP rating for flap barriers are always IP 32 as they are flaps and it retracts inside which will create a gap if more than IP32 is desired.	Changed.IP 32 . May kindly refer to Sr No 14 in Addendum 1
65	3.4.3	28	Level 3: Station Computer related points	Please make Station Server optional as all functionalities will be achieved with out using a Station Server. Our validators are Intelligent devices.	No Change. Bidder to finalize the system architecture as per the requirements mentioned in the RFP. Bidder to quote in financial bid as per their proposed architecture.

66	3.4.5 A (i)	30	The HTU should have capability of GPRS interface. The HTU shall have an 802.11b/g compatible Wi-Fi module connected to an external antenna for data transfer and communication of high volume of data and application down loads to the depot system.	Please indicate only one (either GPRS or Wi-Fi). Availability of both modules in the same terminal is difficult to achieve.	Clause modified. Bidder can opt for wither GPRS or Wi-fi solution. In case of Wi-fi the necessary communcation equipment to be supplied by the bidder under the same cost. May kindly refer to Sr No 16 in Addendum 1
67	3.4.5 A (iv)	30	Memory : External Memory - Micro SD Socket	Please make this optional	No Change
68	3.4.5 A (iv)	30	Ticket Type Readers: Barcode Reader 1D/2D	Please make this optional. We have not seen any functionality of Barcode reader in the RFP. Why is it required.	Barcode Printed Ticket is required. May kindly refer to Sr No 8,9,11,12,13 and 15 in Addendum 1
69	3.4.5 A (iv)	30	Interface: Local Woreless: ZigBee / Bluetooth	Kindly have only one option (either Wi-Fi, Bluetooth or GPRS). Devices with all these 3 modules are rare to find.	Clause modified. Bidder can opt for wither GPRS or Wi-fi solution. In case of Wi-fi the necessary communcation equipment to be supplied by the bidder under the same cost. May kindly refer to Sr No 17 in Addendum 1
70	3.4.5 A (iv)	30	Power Handset: Battery specs	Kindly make this as a generic specs to state the usage of terminals for 1 shift of 8 hours.	This is the minimum technical requirement, Bidder can propose higher specs
71	3.4.5	30	Handheld Terminals for Ticket Inspection/issue of tickets	Kindly clarify whether there will be no ETM handheld device to be provided for the city buses, as the tender have not provided any information.	No City bus requirement for the Project
72				Please advice whether the Handheld Ticket Machine have to issue the barcoded manual ticket?	Barcode Printed Ticket is required. may kindly refer to Sr No 8,9,11,12,13 and 15 in Addendum 1
73	3.5	34	Call Centre Management	The details of number of users, workstations and EPABX requirements are not indicated. Kindly provide the details.	Clause modified. May kindly refer to Sr No 18 in Addendum 1
74		4	a. The Central Control System of PBMS is to be located at PBMS Project premises in Amritsar . PBMS will make provision of allotting an area for the purpose of setting up the Command Control Center. In case, the building for Central Control System/Central Command Centre cannot be handed over for the installation of equipment, by the due date, then PBMS/ Authority shall provide temporary accommodation for setting up of Control Room by the Service Provider, which should be shifter to permanent location as and when the building is ready. For this, Service Provider has to ensure the smooth transition with minimum hampering of the BRTS operations. Also, Service providers shall make the necessary arrangements like data protection, insurance etc. for the transition period separately. Service Provider shall submit their shifting and backup plan 30 days before the start of transition to the Authority for their approval.	Will the cost of shifting be borne by PBMS at actual basis or does bidder have to consider the cost in the price bid during bidding?	This cost shall be deemed to be part of financial bid.
75	4.3.2	37	CCS hardware and software	The minimum specifications for the networking, security and other components(Firewall, Router, Core switch, L2 / L3 switches, UPS type, etc.) for the Data centre is not available. Kindly provide the same	Bidder to finalize the system architecture as per the requirements mentioned in the RFP
76	4.7	42	Maps shall have GIS Maps extension to allow plotting different mark-ups and indications on a map view using base and spatial map layers and allow the user to zoom and pan freely through the map, and be able to present heat map visualizations on GIS map data.	Map data: Does PBMS require service provider to procure vector map data and store it locally? Is separate map server required to be factored? This has significant cost impact on software, hardware and also skilled resource to maintain the maps+ server. Or are API based maps acceptable.	No Change. Bidder to satisfy the RFP functional requirements
77		12	57	Is disaster recovery center to be off site physical server or is cloud based solution acceptable.	Please refer to Clause 12 of RFP - Part 2

78	12	57	AFCS cloud based Disaster Recovery / Business Continuity Plan	Kindly provide the network security requirements and quality & standard parameters to be fulfilled by the service provider for the Cloud based solution.	Bidder to finalize the system architecture as per the requirements mentioned in the RFP
79	Annexure 3	82	Severity Definition Chart	We request you to kindly increase the maximum response time for Critical/Urgent/High category items	No Change