The following clarifications are hereby given for the information of all prospective bidders

<table>
<thead>
<tr>
<th>S.No</th>
<th>RFP Reference(s)</th>
<th>Content of RFP requiring clarification</th>
<th>Points of clarification required</th>
<th>Revised clause, if changed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Section I – Invitation to Bidders Page No. 11, Clause No. 14, Envelope 2</td>
<td>The bidders shall quote the prices in price bid format under Commercial Bid.</td>
<td>We do not find separate price bid file for commercial bid. Request you to kindly confirm whether commercial bid format provided in RFP shall be uploaded in PDF or XLS format online.</td>
<td>Commercial bid will be submitted online at e-procurement portal of Government of Haryana.</td>
</tr>
<tr>
<td>2</td>
<td>Section II – Instructions to Bidders Page No. 33, Clause No. 24.1</td>
<td>However, no sub-contracting would be permitted for the following Services under the Contract (not limited to), Software Development Project Manpower</td>
<td>Request you to allow outsourcing for operational manpower</td>
<td>No Change</td>
</tr>
<tr>
<td>3</td>
<td>Section II – Instructions to Bidders Page No. 38, Clause No. 26, Point 2 E</td>
<td>Project Experience of the proposed OEMs or ETM devices - Single Bidder / Prime bidder or its consortium partner</td>
<td>Request you to amend clause as “Project Experience of the Single Bidder / Prime bidder or its consortium partner” as this will provide more competitive rate from OEMs.</td>
<td>No Change</td>
</tr>
<tr>
<td>4</td>
<td>Section II – Instructions to Bidders Page No. 44, Clause No. 36.7</td>
<td>Appropriate Spares to carry out the operations will be handed over by SI to the Purchaser.</td>
<td>We understand contract value shall be calculated as follows: Contract value = Value quoted by selected bidder in its commercial bid for per ticket cost (minimum guaranteed ticket volume for 5 years) + 5 Crores i.e. Milestone based payment to SI. Kindly confirm our understanding is correct.</td>
<td>If the amendment has any commercial impact, the Change Request shall be discussed between Haryana Projects Management department and the bidder. However, the authority shall take the final decision.</td>
</tr>
<tr>
<td>5</td>
<td>Section III – General Conditions of Contract Page No. 50, Clause No. 3.1.1, Point XII</td>
<td>“Contract Value” means the price payable to the Bidder under the Contract for the full and proper performance of its contractual obligations. The Contract Value shall be the value quoted by selected bidder in its commercial bid and accepted by State Transport Department, Haryana.</td>
<td>Request you to include this in change management process and it should not be feasible from accounting and warranty perspective.</td>
<td>No Change</td>
</tr>
<tr>
<td>6</td>
<td>Section III – General Conditions of Contract Page No. 53, Clause No. 5.3.3</td>
<td>The Purchaser reserves the right to amend any of the terms and conditions in relation to the Contract / Service Specifications and may issue any such directions which are not necessarily stipulated therein if it deems necessary for the fulfilment of the scope of work.</td>
<td>Request you to remove the requirement of submitting original hard copies of the invoices, bills etc. in respect of all Project Assets procured/purchased for implementing the Project during the implementation phase</td>
<td>Any licensee for COTS product has to be perpetual.</td>
</tr>
<tr>
<td>7</td>
<td>Section III – General Conditions of Contract Page No. 58, Clause No. 3.10.28</td>
<td>The Bidder shall utilise the amount of milestone based payment being released to it by the Purchaser as per the stages envisaged in Clause 3.22 of this Contract for procuring and installing of all Project Assets at the Data Centre Sites, Depot/Sub-depots, Head quarter etc. and shall provide to the Purchaser original hard copies of the invoices, bills, etc. in respect of all Project Assets procured/purchased for implementing the Project during the implementation phase</td>
<td>Request you to provide spare details</td>
<td>Bidder to analyse the details and take the call</td>
</tr>
<tr>
<td>8</td>
<td>Section III – General Conditions of Contract Page No. 62, Clause No. 3.10.34.4</td>
<td>All manpower resources deployed by the Bidder for execution of this contract must strictly adhere to the attendance reporting procedures and make their services available as agreed upon for the entire reporting time period at the Data Centre Sites and office locations of State Transport Department, Haryana.</td>
<td>Attendance reporting procedure and working hours of the deployed resources on the project will be as per State Transport, Haryana. Depot/Sub-depots head or any other person designated by State Transport, Haryana will be nodal officer to check the attendance.</td>
<td>No Change</td>
</tr>
<tr>
<td>9</td>
<td>Section III – General Conditions of Contract Page No. 64, Clause No. 3.10.35.5</td>
<td>All software being provided by the Bidder under this contract for the full and proper performance of its contractual obligations shall be released only after an acceptance test is carried out by the Purchaser and the working hours of the deployed resources on the project</td>
<td>Request you to provide spare details</td>
<td>Bidder to analyse the details</td>
</tr>
<tr>
<td>10</td>
<td>Section III – General Conditions of Contract Page No. 66, Clause No. 3.10.35.6</td>
<td>The Bidder shall ensure fire safety measures at all the sites including Depot/Sub-depots, Head Quarter etc.</td>
<td>Request you to clarify exact requirement in terms of hardware and services</td>
<td>Bidder to analyse the details</td>
</tr>
<tr>
<td>11</td>
<td>Section III – General Conditions of Contract Page No. 66, Clause No. 3.10.36.2</td>
<td>The Bidder shall be responsible for physical safety and security of all locations.</td>
<td>Request you to clarify exact requirement in terms of hardware and services</td>
<td>Bidder to analyse the details</td>
</tr>
<tr>
<td>12</td>
<td>Section III – General Conditions of Contract Page No. 68, Clause No. 3.13.1</td>
<td>Purchaser 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 3.47 of this section) subject to the fulfilment by the Bidder of the obligations herein. Purchaser will make all efforts to make payments to the Bidder within 30 days of receipt of invoice(s) and all necessary supporting documents.</td>
<td>Clause 3.47 says 80% payment shall be done in 15 days and remaining in 30 days. This clause is contradictory and request you to delete the same.</td>
<td>No Change</td>
</tr>
<tr>
<td>13</td>
<td>Section III – General Conditions of Contract Page No. 68, Clause No. 3.13.9.3</td>
<td>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 Purchaser.</td>
<td>Request you to clarify whether any increase in taxes /duties within contract period shall be payable extra</td>
<td>Yes</td>
</tr>
<tr>
<td>14</td>
<td>Section III – General Conditions of Contract Page No. 71, Clause No. 3.17</td>
<td>Indemnity</td>
<td>Request to limit indemnity value to amount payable in the contract.</td>
<td>As per RFP document</td>
</tr>
<tr>
<td>15</td>
<td>Section III – General Conditions of Contract Page No. 87, Clause No. 3.37.2</td>
<td>Due to such changes if required to modify implementation period any additional cost would be decided by purchaser and decision shall be final and binding upon both parties.</td>
<td>Decision should be mutually arrived at. Request necessary amendment</td>
<td>Any such changes shall follow the CR process and will be mutually agreed by the bidder and the purchaser</td>
</tr>
<tr>
<td>Page No.</td>
<td>Section</td>
<td>Clause</td>
<td>Text</td>
<td></td>
</tr>
<tr>
<td>---------</td>
<td>---------</td>
<td>--------</td>
<td>------</td>
<td></td>
</tr>
<tr>
<td>93</td>
<td>III</td>
<td>3.47.3</td>
<td>3.47.3 Payments Schedule for Project Implementation: a) To compensate for the upfront investment made by the SI during the implementation of the e-Ticketing and RFID based Pass System, department shall pay the SI a sum of INR 5 Cr on meeting the various milestones as per the payment schedule below. We understand INR 5 Cr payment is against implementation and will not be adjusted by purchase in future. Yes</td>
<td></td>
</tr>
<tr>
<td>93</td>
<td>III</td>
<td>3.47.3</td>
<td>As per RFP document</td>
<td></td>
</tr>
<tr>
<td>93</td>
<td>III</td>
<td>3.47.3</td>
<td>a) To compensate for the upfront investment made by the SI during the implementation of the e-Ticketing and RFID based Pass System, department shall pay the SI a sum of INR 5 Cr on meeting the various milestones as per the payment schedule.</td>
<td></td>
</tr>
<tr>
<td>93</td>
<td>III</td>
<td>3.47.4.1</td>
<td>Transaction definition: Transaction refers to tickets issued through ETIM and ORS. More than one passenger can be booked on a single ticket. Canceled tickets may be charged once. In case of partial cancellation, refunding of ORS tickets, this transaction can be charged twice, once for original booking and once for rescheduling / partial cancellation. Request to confirm that there will be Ro 0 value ticket issued for each journey for all type of Passes as specified in page no. 236 clause-13 of the RFP and that same will be treated as transaction for the purpose of calculation of tickets and payments to the SI. Yes your understanding is correct</td>
<td></td>
</tr>
<tr>
<td>94</td>
<td>III</td>
<td>3.47.4.1</td>
<td>Tickets slabs 40Cr, 40Cr to 70 Cr and above: The minimum guaranteed Ticket is specified as 20 Cr Ticket per annum. As such, the slab for ticket should include 20 Cr. tickets as well. We suggest the following ticket slabs: Slab-1 = Up to 20 Cr. tickets Slab-2 = 20 Cr. to 30 Cr. tickets Slab-3 = 30 Cr. to 40 Cr. tickets Slab-4 = 40 Cr. to 50 Cr. tickets Slab-5 = 50 Cr. to 60 Cr. tickets Slab-6 = 60 Cr. to 70 Cr. tickets Slab-7 Greater than 70 Cr. tickets. As per RFP document</td>
<td></td>
</tr>
<tr>
<td>94</td>
<td>III</td>
<td>3.47.4.1</td>
<td>Reduction in per ticket rate as per slabs: For slab 1 request you to kindly revise the slab as per ticket rate Rs = Ra X 0.9 For slab 3 request you to kindly revise the slab as per ticket rate Rs = Ra X 0.8 As per RFP document</td>
<td></td>
</tr>
<tr>
<td>94</td>
<td>III</td>
<td>3.47.4.1</td>
<td>Payment terms and calculations for tickets issued: Slab definition for Annual Basis: Slab 3: Above 70 cr tickets issued through ETIM and ORS in a year. This will result in reduction of 10% in the rate payable per ticket slab 2 to the bidder. This reduced rate will be applicable only on the incremental tickets i.e. tickets over 70 Cr This is as per the slab definition for annual basis given on Pg No. 94 (Slab 3)</td>
<td></td>
</tr>
<tr>
<td>94</td>
<td>III</td>
<td>3.47.4.1</td>
<td>Given table on Page No. 94 specifies Rs=0.7Ra Request to change to Rn=0.72Ra This is as per the slab definition for annual basis. Slab 3: Above 70 cr no. of tickets (transactions) issued through ETIM and ORS in a year. This will result in reduction of 96% in the rate payable per ticket (transactions) of slab 1 to the bidder. This reduced rate will be applicable only on the incremental tickets i.e. transactions (over 70 Cr.) (ORS booking will be considered as one transaction).</td>
<td></td>
</tr>
<tr>
<td>95</td>
<td>III</td>
<td>3.47.4.1</td>
<td>Note: The minimum amount of 20 Cr tickets would be applicable and can be used for payment calculation only on completion of the project implementation across all the depots / bus stations in Haryana. Before completion of the implementation, the bidder shall be paid based on actual ticket sale only. We understand that before completion of implementation, bidder shall be paid for all tickets issued for completed depots from the instance of ticket issuance. We understand that payment shall be made immediately in the succeeding months as per terms of payment, Pls. confirm. Refer clause 3.47.4.3 of RFP document</td>
<td></td>
</tr>
<tr>
<td>96</td>
<td>III</td>
<td>3.47.4.1</td>
<td>The cost of RFID cards shall be as per the decision taken by the department and department will collect and retain the cost of RFID cards and will not transfer any amount to the SI in lieu of issuance of RFID. As per RFP document</td>
<td></td>
</tr>
<tr>
<td>96</td>
<td>III</td>
<td>3.47.4.2</td>
<td>Payment terms: The payment will be made by department for all locations to the bidder on monthly basis. The monthly bill will be submitted by the bidder to the department who will in turn release the 80% of the payment within 15 days and rest of the payment i.e. 20% released within 1 month if there is no dispute and after verification/audit of the bills. We request payment of 100% of monthly bill within 15 days of submission of the bills. Any adjustment can be made in bill of subsequent month in case of any dispute and post discussion with the successful bidder. As per RFP document</td>
<td></td>
</tr>
<tr>
<td>97</td>
<td>III</td>
<td>3.47.4.2</td>
<td>Payment terms: The payment will be made by department for all locations to the bidder on monthly basis. The monthly bill will be submitted by the bidder to the department who will in turn release the 80% of the payment within 15 days and rest of the payment i.e. 20% released within 1 month if there is no dispute and after verification/audit of the bills. We understand that there would be centralized billing and centralized payment system. Request confirmation on the same. As per RFP document</td>
<td></td>
</tr>
</tbody>
</table>
Section III – General Conditions of Contract
Page No. 97, Clause No. 3.49.2
3.49.2 (4) If the agreement is terminated pursuant to Clause 3.24 of this section, the Purchaser may levy liquidated damages of an amount limited to the Total Contract Value or as may be determined by the Arbitrator at the time of termination.

Request you to change the clause to limit amount to the total contract value in all circumstances.

As per RFP document

Section III – General Conditions of Contract
Page No. 97, Clause No. 3.49.1 & Page No. 98, Clause No. 3.49.5
Recover from the Bidder, as liquidated damages and not by way of penalty a sum equivalent to 0.5% of the Contract Value for each week (Seven calendar days) delay beyond the Scheduled completion date.

We request that the liquidated damages is imposed as a percentage of the undeclared or incomplete portion of the work and not as percentage of total contract value.

As per RFP document

Section IV – Bid Submission Formats & Proformas
Page No. 150, Clause No. 12, Proforma for EMB Bank Guarantee
12. Proforma for EMB Guarantee
Page No. 97, Clause No. 3.49 already specifies liquidated damages at 0.5% of the contract value for each week delay beyond the scheduled completion date. This clause specifies additional penalty per day during the implementation period. There seems to be a overlap of both liquidated damages and penalty in this clause i.e. applicability of per day penalty and per week LD in case of any delay in implementation and go live. Hence request that this clause is deleted and only the LD clause is made applicable during implementation.

As per RFP document

Section IV – Bid Submission Formats & Proformas
Page No. 163, Clause No. 20, Point No. 4
Service Level Agreements & Targets during implementation
Page No. 97 Clause No. 3.49 already specifies liquidated damages at 0.5% of the contract value for each week delay beyond the scheduled completion date. This clause specifies additional penalty per day during the implementation period. There seems to be a overlap of both liquidated damages and penalty in this clause i.e. applicability of per day penalty and per week LD in case of any delay in implementation and go live. Hence request that this clause is deleted and only the LD clause is made applicable during implementation.

As per RFP document

Section IV – Bid Submission Formats & Proformas
Page No. 163, Clause No. 20, Table 1
Service Level Agreements & Targets during implementation
As per “Table 1- Service Level chart” overall monthly penalty may go as high as 35% of the monthly billing which is very high and which can not be the penalty criteria for any project. We request to keep cap of maximum penalty of up to 5% of monthly billing. Also the individual penalty level as per the table 1 are quite high and needs to be reduced. We have given our recommendation for the same. Request incorporation in the tender.

As per RFP document

Section IV – Bid Submission Formats & Proformas
Page No. 165, Clause No. 20, Table 1, Point No. 6 & 7 (Antivirus Management)
Updating of latest anti-virus definition file on workstations and Servers on being made available on Supplier’s website
As per RFP we need to take only client licenses. Hence request you to remove point 6 and 7.

Procuring licenses also mean updating the latest fixes/patches

As per RFP document

Section IV – Bid Submission Formats & Proformas
Page No. 165, Clause No. 20, Table 1, Point No. 7
Virus incident occurred - 100% Reports generated from Anti Virus software conside – Penalty 0.11% of monthly charges for each incident
As there are around 100 desktops used in this project, request you to keep penalty on cumulative basis instead of each incident basis. Penalty should be as follows: Penalty 0.01% of monthly charges for each desktop affected per month

As per RFP document

Section IV – Bid Submission Formats & Proformas
Page No. 169, Clause No. 20, Table 1, Point No. 23
ETM Ticket data transmitted over GPDR - Service Level - 98%
Based on our experiences in multiple projects, ETM Ticket data transmission service level above 90% are not achievable with current GPDR services available from Network service providers. Hence request you to reduce Service Level to 80%.

As per RFP document

Section IV – Bid Submission Formats & Proformas
Page No. 179, Form 23.2 to Form 23.7
Financial Proposal Format
Recommended to replace Service tax/other tax with GST. As GST is applicable in place of all TAX.

Refer Corrigendum (Annexure –II)

Section IV – Bid Submission Formats & Proformas
Page No. 182, Clause Note 1
The Per ticket price quoted by the bidder in Form 23.2 Financial Proposal Format shall apply for all requirements as specified in the Indicative Bill of Material in Section V – Scope of Work of the RFP. This will also include the temporary requirements mentioned in the Indicative Bill of Material
It is observed that Temporary requirements in the Indicative Bill of Material are not specified in indicative bill of material pls confirm

Refer clause 5.5.1 of RFP document

Section V – Scope of Work
Page No. 188, Clause No. 2
Haryana Roadways ples on an average 12 Lac Km every day and carries 12.34 Lacs passengers daily
Requested clarity on how many actual tickets issued per day. Request clarity on number of pass based transaction per day

Refer Corrigendum (Current capacity)
39 Section V – Scope of Work
Page No. 188, Clause No. 2
Current Capacity: The table below shows the current capacity by Haryana Roadways in terms of physical and financial data. Recommended to share latest data of 5 year up to 2018 including No. of Tickets, passengers.

Refer Corrigendum (Current capacity)

40 Section V – Scope of Work
Page No. 197, Clause No. 4, Point 1
Project Implementation Methodology
1. The project shall be implemented on a Build Own Operate and Transfer Model. The duration of the project shall be 5 years after complete go-live and acceptance of the system in all depots.

In case of any delay of go-live of any depot due to customer dependency, it would be recommended to consider complete go-live without considering dependencies of the customer and payment should be released accordingly.

As per RFP document

41 Section V – Scope of Work
Page No. 197, Clause No. 4, Point 4
The implementation shall cover all busses of Haryana Roadways (current and future) throughout the project duration. The bidder should estimate its cost accordingly.

The Current fleet size mentioned in the corrigendum. However the bidder should estimate its cost keeping in provision of additional number of busses which is likely to increase by 7-10% every year.

As per working hours of State Transport, Haryana

42 Section V – Scope of Work
Page No. 200, Clause No. 5.1.2, Point 3- Helpdesk
Support helpdesk to resolve technical issues related to portal, etc. being faced by internal users.

Request you to confirm operational hours requirement for Helpdesk requirement

As per working hours of State Transport, Haryana

43 Section V – Scope of Work
Page No. 200, Clause No. 5.1.2, Point 3- Helpdesk
Support helpdesk to resolve technical issues related to portal, etc. being faced by internal users

As we understand, Helpdesk can be located at bidder's premises. Kindly confirm our understanding is correct.

Yes

44 Section V – Scope of Work
Page No. 209, Clause No. 5.4.2
SKVA-distributed UPS with 4 hours battery backup for depot and sub depot

In UPS specification it has been asked for 2 hours backup. So please clarify the required backup time for UPS

In the section VII-Technical Specification, Clause No. 10, Sub-clause No. 20, it is already mentioned as 2 hrs battery backup on full load.

45 Section V – Scope of Work
Page No. 210, Clause No. 5.4.4
Haryana State Electronics Development Corporation Limited (Hartron) will be the agency for providing DC-DR services on cloud basis to State Transport for implementation of this project.

As we understand Hartron shall be providing entire DC and DR services on cloud for implementation of this project including servers, networking components and other hardware without any cost to the bidder. Request you to confirm that our understanding is correct.

Haryana State Transport Department shall provide hardware for DC-DR only, and the software will be provided by SI only.

46 Section V – Scope of Work
Page No. 211, Clause No. 5.4.5
2 Mbps MPLS Leased Circuit between DC to depots, sub-depots & Head Office (Primary) - 38 Nos.

Request you to allow 2 Mbps Broadband or MPLS connectivity between DC to depots & Head Office (Primary) - 38 Nos.

As per RFP document

47 Section V – Scope of Work
Page No. 211, Clause No. 5.4.5
SWAN Leased Circuit between DC to depots, sub-depots & Head Office (Secondary) - 38 Nos.

As we understand, SWAN Leased Circuit between DC to depots, sub-depots & Head Office shall be provided without any cost to the SI.

Request you to confirm that our understanding is correct.

SWAN connectivity shall be used as a secondary link but SI has to provide Primary Link

48 Section V – Scope of Work
Page No. 211, Clause No. 5.4.5
GPRS Connectivity for ETIMs for 5 years - 38 Nos.

Request you to add separate line item for GPRS connectivity for GPS devices for 5 years - 4212 Nos.

As per RFP document

49 Section V – Scope of Work
Page No. 224, Clause No. 7.2.11.4
For the smooth functioning of the ETM-based ticketing, the SI should maintain a 25% buffer of ETMs at each of the Depots.

25% of buffer ETMs at each of the Depot is too low. Recommended to increase it up to 50%

As per RFP document

50 Section V – Scope of Work
Page No. 224, Clause No. 7.2.12.1
The SI should maintain an adequate inventory of ETMs (3 months requirements) of the consumables for Printers and ETM's to ensure smooth functioning at all locations.

The inventory of 3 month is too high. Recommended to consider one month inventory

As per RFP document

51 Section V – Scope of Work
Page No. 225, Clause No. 8, Point 4
All consumables will be provided and the SI to run the system smoothly.

Request you to please change the consumable scope from SI to Haryana Transport. If the Corporation is providing the same they have better control over the consumables.

As per RFP document

52 Section V – Scope of Work
Page No. 234, Clause No. 12, Indicative Bill of Materials
GPS Device for tracking of buses 4212 +

Request you to add 10% spares for GPS devices.

Refer Corrigendum

53 Section V – Scope of Work
Page No. 234, Clause No. 12, Indicative Bill of Materials
Depot Bill of Material (24 locations) - Dot Matrix Printer - 1 per Location - Total - 24 Nos.

It is observed that functionally One Dot matrix printer is required per depot in Depot and sub depots. Hence request you to change Dot matrix printer to 3 Nos in each depot with total of 72 nos and 2 nos in each sub depot with total of 26 nos.

As per RFP document

54 Section V – Scope of Work
Page No. 234 & 235, Clause No. 12, Indicative Bill of Materials
Pass Counter Infrastructure - Multi-functional Printer, RFID R/W, Camera

It is observed that Desktop for Pass Counter is not included in Pass counter Infrastructure Request you to confirm whether same shall be provided by purchaser.

Please refer Section V, Clause 5.4.2

55 Section V – Scope of Work
Page No. 235, Clause No. 12, Table 7 - Manpower Requirements
Depot and sub-depot Support Staff (for 5 years of operation - Support Staff - 24 Nos,

As there are 24 Depots and 13 Sub Depots, support staff would be required at sub depot as well to achieve required service levels. Hence request you to change Support staff requirement to 37 Nos.

The support staff at Depot level shall also have the responsibility for sub-depot

56 Section V – Scope of Work
Page No. 235, Clause No. 12, Table 7 - Manpower Requirements
Depot and sub-depot Support Staff (for 5 years of operation - Support Staff - 24 Nos, Supervisory Staff - 6 Nos.

Request you to confirm operational hours requirement for the support and supervisory staff

Operational hours requirement for the support and supervisory staff on the project will be as per State Transport, Haryana.
Section V - Scope of Work

Table 8 - Consumable Requirement - Minimum Quantity per year
Request to put a cap of 5% on this minimum quantity requirement of consumables. Any thing more than 5% shall be paid to SI on quoted rates. Request to include consumables in price bid under Form 23.3 Extra Requirements
As per RFP document

Section V - Scope of Work

RFID Smart Card - Minimum quantity per year - 548900
As per Page No. 236 table 8-consumable requirement, minimum of 548900 RFID based smart cards needs to be issued every year. Since this is the minimum number and it may increase, it is difficult to factor additional cards and related cost. Hence we request that there should be cap of maximum 5% increase in RFID Smart Card per year.
As per RFP document

Section V - Scope of Work

The Scope of agent booking
Request you to include the scope of agent booking as "opportunity to be included for agent booking for the future by the SI". Because:

As per the past experiences it is seen that a considerable percentage of tickets bookings are done through agent booking in other STU's by passengers.
It would be profitable for Haryana Transport to add another mode of ticket booking and would be advantageous for the passengers to book tickets who are situated at distant from the booking counters and who are not familiar with web-based ticketing.
As per RFP document

Section VI - Functional Requirements
Specifications

No of people for Group ticket.
Request to confirm that each passenger in a group ticket will be considered as single transaction for the purpose of calculation of tickets and payments to the SI.
Group ticket will considered as single transaction

Section VII - Technical Specifications

Electronic Ticket Issuing Machine
2. Operating System: Linux or Windows based Operating System
Request You to change operating system specification for Electronic Ticket Issuing Machines to Linux or Windows or Android to support latest touch screen based machines operating on Android OS platform.
Refer Corrigendum

Section VII - Technical Specifications

Electronic Ticket Issuing Machine
7. Keypad - Minimum 18 keys with LED back lighting
Request You to change Keypad specifications for Electronic Ticket Issuing Machines to Virtual Touch Key Pad to support latest touch screen based machines operating on Android OS platform.
Refer Corrigendum

Section VII - Technical Specifications

Desktop
14. Operating System : Windows 7 or latest with latest service pack unloaded with license and recovery CD from direct named account of Microsoft with certificate of authenticity having OEM name
Request You to change only Microsoft Windows 7 operating system requirement for desktops to promote use open source software. Operating system requirement shall be changed to Windows 7 OR Linux Operating system as per suitability for bidder's proposed software solution.
The desktops are for Depot, Sub-Depot and Head Office users. Hence, the bidder has to provide the Operating System as per the specification requested and hence no change

Section VII - Technical Specifications

Operation system
kindly add Linux, Unix OS support.

Section VII - Technical Specifications

Database server hardware specification
Kindly confirm why database hardware specification given as DC-DR is on Cloud.
Removed from RFP document

Section VII - Technical Specifications

Current database size
Please provide us current PORS technology database size .
Selected bidder will have to analyse before designing the solution

Section VII - Technical Specifications

Printer Drivers Microsoft Certified Windows Drivers
Kindly add Linux Certified Driver support.

Section VII - Technical Specifications

Platform supported
Kindly add Linux, Unix support .
As per RFP document

Section VII - Technical Specifications

Photos
Kindly consider as up to 2.0 Megapixels support
As per RFP document

Section VII - Technical Specifications

Camera Drivers
Kindly add Linux, Unix support .
As per RFP document

Section VII - Technical Specifications

Branch Switch
Kindly ask to remove this item , as we can also use 8 port unmanaged switch in depots.
As per RFP document

Section VII - Technical Specifications

KVM Switch
DC-DR is on cloud so no need to take this item , kindly remove this.
Change accepted
<table>
<thead>
<tr>
<th>Section II - Instructions to Bidders</th>
<th>Page No. 34, Clause 25.1 Eligibility Requirements for the System Integrator (SI)</th>
<th>a) A Bidder may be a single entity or group of entities coming together to submit their Bid (the ‘Consortium’).</th>
<th>Pls clarify maximum number of partners in a Consortium</th>
<th>Please Refer clause 23.1, Page No. 32, Section II - Instructions to Bidders</th>
</tr>
</thead>
<tbody>
<tr>
<td>74</td>
<td>Section II - Instructions to Bidders</td>
<td>Page No. 35, Clause 25.1 Eligibility Requirements for the System Integrator (SI)</td>
<td>Single Bidder / Prime Bidder (in case of consortium) should have an average annual turnover of INR 50 Crores or higher in last 3 financial years** ** Consortium Partners (Other than Prime Bidder) should have an annual turnover of at least Rs. 10 Crores each during each of the last three financial years**</td>
<td>Pls amend to reduce turnover criteria for Consortium Partners who is an MSME, to average turnover of Rs. 3 Crores each year for 3 years</td>
</tr>
<tr>
<td>75</td>
<td>Section II - Instructions to Bidders</td>
<td>Page No. 36, Clause 25.1 Eligibility Requirements for the System Integrator (SI)</td>
<td>b) Experience in projects in implementation of Intelligence Transport System (ITS) i. 1 Project of value at least INR 50 Crore OR ii. 2 projects with cumulative value of INR 50 Crore within a period of 5 years*</td>
<td>Pls amend to (1) an ITS project with prime bidder / Consortium partner order value in the project to be of Rs 5 Crore OR (2 Projects with combined value of 10 Crores) Also, Pls consider ITS projects in India as ETMs are used only in India</td>
</tr>
<tr>
<td>76</td>
<td>Section II - Instructions to Bidders</td>
<td>Page No. 36, Clause 25.1 Eligibility Requirements for the System Integrator (SI)</td>
<td>Eligibility of ITS partner</td>
<td>Pls clarify if a Consortium partner, who has the copyright and IP for the Software with experience as being Sub-contractor for the ITS project is considered eligible</td>
</tr>
<tr>
<td>77</td>
<td>Section II - Instructions to Bidders</td>
<td>Page No. 37, Clause 25.1 Eligibility Requirements for the System Integrator (SI)</td>
<td>The Bidder proposed for the project must have the experience of Contactless Smart Card design, supply and operations. (Only applicable for FI Bank)</td>
<td>Pls clarify if Bank has to be the primary / lead bidder in the Consortium</td>
</tr>
<tr>
<td>78</td>
<td>Section II - Instructions to Bidders</td>
<td>Page No. 37, Clause 25.1 Eligibility Requirements for the System Integrator (SI)</td>
<td>The Bidder should have IT implementation projects involving Ticketing Experience in transport sector in India at least 5 years of Single Bidder / Prime Bidder or its consortium Partner – Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred)</td>
<td>For Project experiences, pls increase the number of years to 5. Also, please consider projects in India for evaluation</td>
</tr>
<tr>
<td>79</td>
<td>Section II - Instructions to Bidders</td>
<td>Page No. 37, Clause 25.1 Eligibility Requirements for the System Integrator (SI)</td>
<td>2.B IT Projects involving implementation of smart card based payments in India in last 5 years Single Bidder / Prime bidder or its consortium Partner – Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred)</td>
<td>Pls amend the criteria to include bus transportation projects as more marks are being given to bidders with Online reservation experience or with Metro experience</td>
</tr>
<tr>
<td>80</td>
<td>Section II - Instructions to Bidders</td>
<td>Page No. 38, Clause 25.1 Eligibility Requirements for the System Integrator (SI)</td>
<td>2.C Projects involving implementation of smart card based payments in India in last 5 years Single Bidder / Prime bidder or its consortium Partner – Completed Projects (Completed projects refers to projects where Go live/ Acceptance has occurred)</td>
<td>(1) Pls amend to projects involving smart cards in Bus Transport projects (2) Pls reduce number of smart cards issued to less than a Lakh as not many projects in Bus Transport in India have Smart Cards being used – else it will provide more marks to bidders implementing Metro projects</td>
</tr>
<tr>
<td>81</td>
<td>Section II - Instructions to Bidders</td>
<td>Page No. 38, Clause 25.1 Eligibility Requirements for the System Integrator (SI)</td>
<td>2.D IT Projects on BOOT Model in last 3 years Single Bidder / Prime bidder or its consortium Partner – Completed/ongoing Projects</td>
<td>Pls amend to include projects implemented in Capex and OpenX payment model as OPEX payments are similar to BOOT model</td>
</tr>
<tr>
<td>82</td>
<td>Section II - Instructions to Bidders</td>
<td>Page No. 38, Clause 25.1 Eligibility Requirements for the System Integrator (SI)</td>
<td>2.E Project Experience of the proposed OEMs of ETM devices - Single Bidder / Prime bidder or its consortium partner</td>
<td>(1) Pls amend to include 2 projects of ETM devices with 2 OEMs or a Single OEM. The experience of using the ETMs should be good overall, as some of the bidders who are device agnostic are also given an equal or better chance.</td>
</tr>
<tr>
<td>83</td>
<td>Section II - Instructions to Bidders</td>
<td>Page No. 38, Clause 25.1 Eligibility Requirements for the System Integrator (SI)</td>
<td>3. IT / ITD the software and hardware licenses that the Bidder proposes should be perpetual software licenses. The software licenses shall not be restricted based on location and the Purchaser should have the flexibility to use the software licenses for other systems as required.</td>
<td>Pls specify the duration of perpetual software licence in years</td>
</tr>
<tr>
<td>84</td>
<td>Section II - Instructions to Bidders</td>
<td>Page No. 38, Clause 25.1 Eligibility Requirements for the System Integrator (SI)</td>
<td>3.1 IT / ITD the software and hardware licenses that the Bidder proposes should be perpetual software licenses. The software licenses shall not be restricted based on location and the Purchaser should have the flexibility to use the software licenses for other systems as required.</td>
<td>Pls specify the duration of perpetual software licence in years</td>
</tr>
<tr>
<td>85</td>
<td>Section II - Instructions to Bidders</td>
<td>Page No. 38, Clause 25.1 Eligibility Requirements for the System Integrator (SI)</td>
<td>3. IT / ITD the software and hardware licenses that the Bidder proposes should be perpetual software licenses. The software licenses shall not be restricted based on location and the Purchaser should have the flexibility to use the software licenses for other systems as required.</td>
<td>Pls specify the duration of perpetual software licence in years</td>
</tr>
<tr>
<td>Page</td>
<td>Section</td>
<td>Clause</td>
<td>Text</td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>---------</td>
<td>--------</td>
<td>------</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Section III - General Conditions of Contract</td>
<td>Page No. 68, Clause No. 3.14.2</td>
<td>In case of deployment of COTS products: Purchaser shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all processes, products, specifications, reports and other documents which have been newly created and developed by the SI solely during the performance of Services and for the purpose of inter-alia use or sub-license of such Services under this Contract. All documentation and configuration items such as scripts, code, queries etc. developed by the SI shall be the property of the Purchaser. The SI should create a repository of such resources and provide access to Purchaser. The SI undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to the Purchaser and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the Purchaser. COTS software code cannot be broken down separately to new IP code and Old code as functionality will be enhanced. Also new IP code cannot be used by itself. Hence pls modify to exclude the handover of source code for new changes to the existing COTS products from this clause.</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Section III - General Conditions of Contract</td>
<td>Page No. 68, Clause No. 3.21.4</td>
<td>Terminate the Contract in part or in full. Pls clarify on a costs payable due to Termination of contract after UAT acceptance by Purchaser for any reason when bidder has fulfilled all requirements. This clause is applicable only on the Event of Default on part of bidder.</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Section III - General Conditions of Contract</td>
<td>Page No. 99, Clause No. 3.51.2.4</td>
<td>Bidder shall transfer the application/software, software code, databases, hardware, business data, architecture schematics, designs, storage media and other information/documents within 30 (Thirty) days of the end of contract. Pls amend to include Source code for bespoke software only. Please refer to the clarification above.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Section V - Scope of Work</td>
<td>Page No. 197, Clause No. 4</td>
<td>On completion of the project, the SI shall transfer all the assets (including source code and software) which will be developed, procured or customized during the project to State Transport Department, Haryana for a value of Rs 1. SI shall have to transfer the whole setup in running condition and provide knowledge transfer to department's team at the end of contract. Pls amend to exclude transfer of all COTS software with any customisation as customised software in COTS cannot be removed and made to operate on its own. Please refer to the clarification above.</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Section V - Scope of Work</td>
<td>Page No. 206, Clause No. 5.3.2</td>
<td>Online Reservation Process: The department has the reservation system operational for its Volvo and ordinary bus service. This system developed by NIC, and the payment gateway for transaction is of HDFC Bank. The process flow for online ticket booking would be same as the current online ticket booking system. However, the SI will have to enhance the current system with suitable use of technology. The figure below shows the online process flow:</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Section V - Scope of Work</td>
<td>Page No. 225, Clause No. 8</td>
<td>The SI shall implement the open loop ticketing system for the State Transport, Haryana. Pls clarify if Open loop cards are limited to EMV and RuPay Contactless Credit or Debit cards. If any other open loop ticketing is to be included, pls clarify. Bidder will have to implement the solution as per the features, specifications mentioned in the RFP document.</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Section V - Scope of Work</td>
<td>Page No. 226, Clause No. 8, Point No. 10</td>
<td>The card should be compliant with ISO standards (like ISO 14443/ISO 18092/ISO 7816/ISO 10373) as per RBI guidelines for smart card, debit card, credit card in terms of dimensions, resistance, etc. Pls clarify if there is a need for Closed Loop cards to be issued. If yes, can they issued only by the FI or can we propose an alternative system? Bidder can propose the system if FI is not on board.</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Section V - Scope of Work</td>
<td>Page No. 226, Clause No. 8, Point No. 12</td>
<td>Bidder has the online reservation system, including payment gateway service from Haryana, as per As per ISO 7816. The bidder is encouraged to undertake any activity that shall enhance non-fare revenue. However, before taking any such activity the bidder shall take prior permission from department. The revenue shall be shared with the department. The revenue sharing shall be done with mutual understanding of the bidder and department. Any contracts with any third parties for enhancing the non-fare revenue shall be shared with HSTD for transparency and accountability. Pls clarify if a bidder lower quotes considering the revenues that accrue from this source. Bidder to take call.</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Section V - Scope of Work</td>
<td>Page No. 226, Clause No. 8, Point No. 10</td>
<td>Linking of Aadhar card with personalized card. Pls delete this requirement, as per Supreme court direction. As per RFP document.</td>
<td></td>
</tr>
</tbody>
</table>
13. GPS System: The SI shall install GPS in current feet of 4212 buses plus new buses, which may be purchased by State Transport Haryana during the contract period. Also, include buffer GPS devices for support and maintenance.

Please refer table -II of corrigendum

Section V - Scope of Work
Page No. 226, Clause No. 13

13. GPS System: The SI shall install GPS in current feet of 4212 buses plus new buses, which may be purchased by State Transport Haryana during the contract period. Also, include buffer GPS devices for support and maintenance.

Pls also provide the functions expected from the GPS devices.

Please refer corrigendum

Section VI - Functional Requirement Specifications
Page No. 244, Clause No. 1, Serial No. 27

27 ETIMs shall be water proof, dust proof, heat resistant and shock proof

Pls clarify this as existing EMV and RUPAY certified devices from the market do not meet these requirements

ETIM should be heat and dust proof

Section VII - Technical Specifications
Page No. 258, Clause No. 1, Serial No. 14

14 Communication Ports RS232C Serial Port (for PC connectivity) an 115K baud rate, USB Port; Type A/Type; Ethernet Port; 10/100/1000 Mbp

As per RFP document

Section VII - Technical Specifications
Page No. 259, Clause No. 1, Serial No. 23

23 Wireless Communication Wi-Fi with b/g/n supports

Wireless Communication Wi-Fi with b/g/n supports will be provided as part of base unit at the depot as both WiFi and GPRS in the same ETIM are generally not available as they drain battery faster

As per RFP document

Section VII - Technical Specifications
Page No. 259, Clause No. 1, Serial No. 29

29 Ingress IP 54

Pls clarify as new and existing EMV and RUPAY certified devices do not meet these requirements

Refer Corrigendum

Section VII - Technical Specifications
Page No. 201, Clause No. 4, Serial No. 9

9 Memory Storage Capacity: Minimum 1K MiFARE classic card or any other card with similar specification

Pls change specification to 4K Desfire card as they provide better security in the use of Smart Cards

Any specification above the minimum specifications mentioned in the RFP document shall be accepted

Section II – Instructions to Bidders
Page No. 37, Clause No. 25.1

ETIM Devices Offered:

a) Single bidder/Prime bidder or its consortium partner should have supplied 1000 or more EMV based ETIM Devices to different customers in India during last 5 years (from date of bid submission)

As you are aware that, there is no local manufacturer completely, so called manufacturers are assemble the product either SKD / CKD. Therefore, we will request you to kindly consider OEM experience as a qualification and please do the needful.

As per RFP document

Section II – Instructions to Bidders
Page No. 37, Clause No. 25.1

The Bidder proposed for the project must have the experience of Contactless Smart Card design, supply and operations. (Only applicable for FV Bank)

Is it mandatorily require a FI / Bank to be a part of consortium? If not, System Integrator is mandatorily require such experience? Please clarify.

Refer clause 23.10 of Section II, Page No. 33 of the RFP document

Section II – Instructions to Bidders
Page No. 37, Clause No. 25.1

The bidder should have its financial switch certified for operating credit/debit/prepaid debit card acquiring and issuing in India. (Only applicable for FV Bank)

Is it mandatorily require a FI / Bank to be a part of consortium? If not, System Integrator is mandatorily require such certification? Please clarify.

Refer clause 23.10 of Section II, Page No. 33 of the RFP document

Section II – Instructions to Bidders
Page No. 38, Clause No. 26, Point 2E

2. E Project Experience of the proposed OEMs of ETIM devices - Single Bidder / Prime bidder or its consortium partner

Technology is advancing day to day, we therefore requesting to give the liberty to choose the latest hardware related to ETIM Devices. Kindly clarify.

As per RFP document

Section III – General Conditions of Contract
Page No. 93, Clause No. 3.47.4.1

3.47.4.1 Payment terms and calculations for tickets issued:

Transaction definition: Transaction refers to tickets issued through ETIM and ORS. More than one passenger can be booked on a single ticket. Canceled tickets may be charged once. In case of partial cancellation / rescheduling of ORS tickets, this transaction can be charged twice, once for original booking and once for rescheduling / partial cancellation.

The transaction definition is only stating that the tickets issued through ETIM and ORS. (Only applicable for FI/Bank)

Then what about the Bus Passes and bus pass renewals and their charges? How it is going to be paid to the bidder? And on which basis?

Bidders are only paid to per transactions basis

As per RFP document

Section III – General Conditions of Contract
Page No. 93, Clause No. 3.47.4.2

3.47.4.2 Payment terms and calculations for smart cards

Transaction definition: RFID based Smart Cards shall be processed by the bidder and shall be issued by the General Manager/ Traffic Manager of the concerned depot. The passes shall be printed at depot and sub- depot level. The cost of RFID cards shall be as per the decision taken by the department and department will collect and retain the cost of RFID cards and will not transfer any amount to the SI in lieu of issuance of RFID cards.

We request you to kindly pay the RFID Smart Cards cost separately to the System Integrator on monthly basis for the no. of RFID smart cards issued in that month. Because the smart cards can be issued only once in a year and it requires huge amount of investment and lot of interest rate on investment. And the bidder cannot recover its money incurred for RFID Smart Cards based on ETIM and ORS Tickets.

As per RFP document
Section IV – Bid Submission Formats & Proformas
Page No 178, Clause No. 23, Form 23.2
Form 23.2 Financial Proposal Format

The format is asking only to quote “Per ticket cost”. Please elaborate the same. Also, it is not asking for smart card quote and bus pass cost separately. If all the prices are combined together in “Per ticket cost” then the bid聩danen of smart card cost also to be incurred on normal and ordinary passengers who are not using the smart cards and it is the extra burden on them. And it is very difficult to recover the Smart Cards investment to the bidder. Also, if the bidders “Per Ticket Cost” will be added extra in ticket of passenger, then it will be an additional burden on normal and ordinary passengers who are not at all using smart cards. So, we are hereitheto requesting you to please change the price bid format to quote separately for “1) Per ticket cost issuing through ETIM) 2) Per ticket cost issuing through ORS 3) Per Bus Pass RFID smart card issuing 4) Per Bus Pass Renewal, etc”. This will help the bidders

As per RFP document

Section V – Scope of Work
Page No. 188, Clause No. 4, Project No. 23, Form 23.2

Form 23.2 Financial Proposal Format Service Tax (%)

Currently there is no Service Tax (%) is applicable. So, we request you to kindly change it to the GST %

There is an option for "other applicable taxes" in the financial proposal. Bidders can provide GST details in that column.

Section V – Scope of Work
Page No 197, Clause No. 5.4.2, Depot and Sub-depot Infrastructure

SMS Gateway

To send the ticket details to the passenger through mobile after booking confirmation and the usage of paper can be decreased

How many no. of SIMs needs to be send for the each ticket i.e. Like Booking details, vehicle details before departure, service delay details and thanking details after boarding, etc?

Who will provide the SMS Gateway and Short Code? Is there any SMS Short Code is available with Haryana Roadways / Haryana State Transport Department? If available does it have any exemption?

Bidders will have to design the solution keeping in view department's requirements. The SMS gateway charges will be borne by bidder

Section V – Scope of Work
Page No. 200, Clause No. 5.4.1, Bus Infrastructure

GPRS Connectivity

GPRS connectivity will be use to transfer the data from on bus ETIMs to central server on real-time basis.

Who will provide the SIM Cards for ETIMs and who will borne the monthly recurring charges of SIM Cards using for ETIMs? Further to this we would like to clarify when GPRS connectivity is available in ETIMs and they can have integrated GPS / AGPS?

Bidders will have to procure the SIM cards for ETIMs and borne monthly recurring charges

Section V – Scope of Work
Page No. 209, Clause No. 5.4.2, Depot and Sub-depot Infrastructure

Pass Counter Infrastructure – Printer, RFID RW/RF, Camera

The pass counter will consist of a camera for taking the photograph of the applicant, multifunctional Printer (for printing sticker in format based on RFID card) and RFID reader/writer for writing the data into the smart card. One pass counter at depot and sub-depot level.

In real-time project implementation, the ETIMs capable to read all the details of the RFID Smart Card then what is the purpose of stickers require for pasting on RFID Card? Who will provide the material of stickers? What is the quantity of stickers requirement? Who will provide the Sticker printers and its consumables? Also please specify the specification and design of the sticker along with its sizes and no. of label printers required? Please clarify.

For identity purpose stickers will be pasted on RFID Cards bid will be responsible for procuring, processing of RFID cards along with stickers

Section V – Scope of Work
Page No. 226, Clause No. 8, Point No 13

The SI shall install GPS in current fleet of 4212 busses plus new busses, which may be purchased by State Transport, Haryana during the contract period. Also, include buffer GPS devices for support and Maintenance.

As the technology is advancing, ETIM devices itself having the GPS / AGPS facility and we can track from the same. Then why the GPS devices are required separately? please provide the technical specifications of the same. Also please specify, who will provide the SIM Cards for GPS Devices and who will borne the monthly recurring charges of SIM Cards using for GPS Devices?

GPS device are required separately and will be fitted inside the busses. SIM cards for GPS and their recurring charges during the contract period will be borne by SI. For technical specifications and functional requirement, please refer corrigendum

Section V – Scope of Work
Page No. 226, Clause No. 8, Point No 13

The SI shall setup the control centre in an area of 5000 sqft which will be provided by purchaser along with electrical connection, The bidder will have install the infrastructure required at the control centre along with required manpower and develop the application for GPS tracking of busses

To setup the control centre what are the requirements of video wall size model etc? Who will provide the vehicle tracking application? If bidder need to provide the same then who will purchase the Google Maps Asset License for vehicle tracking purpose? Do the control centre to be facilitate with CCTV surveillance monitoring facility or not?

The SI will provide the respective hardware and software for control centre for GPS. For other details, refer the corrigendum

Section VI – Functional Requirement Specifications
Page No. 241, Clause No. 1, Serial No. 3

Prowal provision shall be available to download & can we store the same in one device which consist of all the mentioned data and let us know the reason behind the storing the data

These are the minimum requirements expected from system. However, the actual requirements will be designed by SI during requirement gathering and solution phase with due approval from authority
ETIMs shall have a facility to print the repeat tickets with press of only one button on the key pad. That is for the cases where two separate passengers’ source & destination are same. Each ticket shall have a unique ticket number.

Can we provide this feature through softkey on touchscreen instead of nearly keypad? Please clarify.

Yes

ETIMs shall be capable of issuing tickets on a nonstandard route/fallback route, in case of non-adherence to pre-fed routes due to any reasons. In this case, the ticket will only have the time stamp, ETIM unit code and the fare denomination on them based on the fare stages defined

Could you please give an example for the mentioned cause “nonstandard route/fallback route, in case of non-adherence to pre-fed routes”?

These are the minimum requirements expected from system. However, the actual requirements will be designed by SI during requirement gathering and solution design phase with due approval from authority

ETIMs shall provide a facility to compute the refund amount as per business rules of State Transport Haryana operations.

Could you please let us know the refund conditions as per the Business laws

Conditions as per business rules of State Transport Haryana

ETIMs shall provide facility to enter the ticket inspector employee ID and generate inspection report with Date & Time stamp.

Kindly provide the inspection report format. SI will have to develop the same

Ticket Classification (i.e. indicate that this is ETIM ticket).

Kindly provide the ticket classification format. These are the minimum requirements expected from system. However, the actual requirements will be designed by SI during requirement gathering and solution design phase with due approval from authority

Category ID (i.e. Student pass or Travel as you go)

Please share the pre and post conditions of ID Categorization. These are the minimum requirements expected from system. However, the actual requirements will be designed by SI during requirement gathering and solution design phase with due approval from authority

Ticket Classification (i.e. indicate that this is a free traveler ticket).

For Free Traveler what type of information is required to capture and how many types of free travelers will be there

Refer clause 13 of Section V - Scope of Work for free and concessional travelers

Free traveler category ID (i.e. Police or Other)

For Free Traveler what type of information is required to capture and how many types of free travelers will be there

Refer clause 13 of Section V - Scope of Work for free and concessional travelers

Conductor should be able to record in the ETIM, the ticket number of the tickets sold from the ticket counters at the bus station. This functionality should be designed in such a way that minimum keystrokes shall be required by the conductor to record the ticket number.

In real time application, the process is automated, even though Department is seeking such a manual intervention? Please clarify.

Depends upon bidder's solution

All the ETIMs shall be docked at respective depots & sub-depots at the end of the day. The ETIMs shall be fed with unique code, to identify that the tickets are issued from valid ETIMs and thus controls the misuse of the ETIMs. This number will be randomly generated unique number and entered every day at depots & sub-depots, before issuing the ETIMs to conductors. All ETIMs shall also have an asset id / code on their body for identify.

In real time through the employee id ETIMs can be associated it is not binding employee and ETIMs.

Depends upon bidder's solution

In future if State Transport wants to adopt open loop based AFC system, then the ETIM shall support the system

Please elaborate the business rules on how AFC system works.

Business rules are as per State Transport Department, Haryana

The system should allow one way trip, round trip and multi city trip booking through the ORS.

please elaborate the multi city trip booking through the ORS.

These are the minimum requirements expected from system. However, the actual requirements will be designed by SI during requirement gathering and solution design phase with due approval from authority

Randomly selected passengers should be prompted to provide a feedback using a small questionnaire to improve department’s services.

Please provide me the feedback format and conditions.

SI will have to develop the same

The ORS system should identify a user on login and prompt / suggest with latest fare and availability of the same trip.

Is this a notification you want to send each and every login on latest updates?

These are the minimum requirements expected from system. However, the actual requirements will be designed by SI during requirement gathering and solution design phase with due approval from authority
The ORS system should have facility to renew passes by making online payments. Please specify the online payment modes (e-Credit Card / Debit Card / e-Wallets / NetBanking etc.) All possible options available can be considered.

System should be able to cater to Business rules regarding Reservation/cancellation. Please share the Business rules regarding Reservation/cancellation. Business rules are as per State Transport Department, Haryana.

In case of booking from counter with cash payment, the refund can be made from the same counter in cash. In real time system, it can be possible from any counter to any counter. Depends upon bidder solution.

Printing of tickets/cancellation voucher and other related reports. Please share the formats for "Printing of tickets/cancellation voucher and other related reports." SI will have to develop the same.

Centralized control of Stage & Fare tables, Fare revision, various concessions, ticket cancellation rules, fare charging rules, bus service type, bus stops, route master, user privileges etc. Please suggest what features need to be controlled from Central system and what need to be controlled from different hierarchy (Depots, Regional Offices, Corporate Offices etc.) These are the minimum requirements expected from system. However, the actual requirements will be designed by SI during requirement gathering and solution design phase with due approval from authority.

Depot wise/Authorized Booking Agent wise, revenue collection, commissions, cancellations reports etc. Please define the roles & responsibilities of Booking Agent, commission percentage and cancellation process. These are the minimum requirements expected from system. However, the actual requirements will be designed by SI during requirement gathering and solution design phase with due approval from authority.

Reconciliation of revenue collection made by authorized booking agents and online travel agents and the remittance deposited by these agents. Please elaborate the "Reconciliation Process". These are the minimum requirements expected from system. However, the actual requirements will be designed by SI during requirement gathering and solution design phase with due approval from authority.

Providing accurate and user friendly accounting system. Please elaborate "Providing accurate and friendly accounting system". These are the minimum requirements expected from system. However, the actual requirements will be designed by SI during requirement gathering and solution design phase with due approval from authority.

The security for the access to the application must be provided centrally with suitable authentication/architecture. Audit trail must be maintained for all data updates/ amendments and deletions for security audit. However please clarify system integrator should have ISO 27001 ISMS Certification? These are the minimum requirements expected from system. However, the actual requirements will be designed by SI during requirement gathering and solution design phase with due approval from authority.

End day procedure for processing information and generating MIS in report formats. Please provide the MIS Format. These are the minimum requirements expected from system. However, the actual requirements will be designed by SI during requirement gathering and solution design phase with due approval from authority.

All transactions should be processed by using keyboard and short keys are to be provided to carry the functions of mouse. Please provide "suitable authentication/architecture" details. These are the minimum requirements expected from system. However, the actual requirements will be designed by SI during requirement gathering and solution design phase with due approval from authority.

Multi level user authorization and authentication with appropriate User Profiles, Rules and Roles. Please provide "suitable authentication/architecture" details. These are the minimum requirements expected from system. However, the actual requirements will be designed by SI during requirement gathering and solution design phase with due approval from authority.

Past data analysis capability for Dynamic and effective decision-making in the future. Please provide the dashboard format. SI will have to develop the same.

All operational, MIS and Revenue reports for a specified period. (Booking centre wise, Service wise, Operator wise, depot wise, agent wise etc.) Please provide the report template for the mentioned reports SI will have to develop the same.

System should provide the facility for editing or creating new reports for specified period as & when required and conversion of the same into text format or spread sheet. Please elaborate what is the meaning of editing in this criteria? In secure system editing cannot be possible but new reports can be generated. Please clarify. As per RFP document

System should be able to cater to Business rules regarding pass issuance. Please elaborate the Business rules regarding Pass issuance Business rules are as per State Transport Department, Haryana.
<table>
<thead>
<tr>
<th>Section VI – Functional Requirements Specifications</th>
<th>Page No. 249, Clause No. 3, Serial No. 9</th>
</tr>
</thead>
<tbody>
<tr>
<td>The pass counter shall have a Multi-functional printer to print the data on PVC sticker that will pasted on the RFID based smart card passes.</td>
<td>The pass counter shall have a Multi-functional printer to print the data on PVC sticker that will pasted on the RFID based smart card passes.</td>
</tr>
<tr>
<td>What is the validity of the each sticker?</td>
<td>What type of ink to be used for printing the data on pvc stickers? Because some of the inks are automatically invisible after some days.</td>
</tr>
<tr>
<td>Does the sticker needs to be changed at the time every renewal of bus pass?</td>
<td>The bidder shall have to use the good quality of ink and PVC stickers for RFID cards. If PVC sticker will damaged or data not visible at the time of renewal, the bidder shall paste the new sticker on the RFID card.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section VI – Functional Requirement Specifications</th>
<th>Page No. 249, Clause No. 3, Serial No. 9</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reconciliation of revenue collection made at the pass counter and the remittance deposited by them at the respective depot</td>
<td>Please elaborate.</td>
</tr>
<tr>
<td>These are the minimum requirements expected from system. However, the actual requirements will be designed by SI during requirement gathering and solution design phase with due approval from authority.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section VI – Functional Requirement Specifications</th>
<th>Page No. 249, Clause No. 3, Serial No. 21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Providing of accurate and user friendly accounting system</td>
<td>Please elaborate on what exactly you are seeking for “Providing of accurate and user friendly accounting system”</td>
</tr>
<tr>
<td>These are the minimum requirements expected from system. However, the actual requirements will be designed by SI during requirement gathering and solution design phase with due approval from authority.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section VI – Functional Requirement Specifications</th>
<th>Page No. 249, Clause No. 3, Serial No. 23</th>
</tr>
</thead>
<tbody>
<tr>
<td>End day procedure for processing information and generating MIS in report formats.</td>
<td>What fields should be captured while performing “End day procedure for processing information” and please specify the format for generating MIS in report formats.</td>
</tr>
<tr>
<td>These are the minimum requirements expected from system. However, the actual requirements will be designed by SI during requirement gathering and solution design phase with due approval from authority.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section VI – Functional Requirement Specifications</th>
<th>Page No. 249, Clause No. 3, Serial No. 25</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multi-level user authorization and authentication with appropriate User Profiles, Rules and Roles.</td>
<td>Please provide “suitable authentication/architecture details/inheritance”</td>
</tr>
<tr>
<td>These are the minimum requirements expected from system. However, the actual requirements will be designed by SI during requirement gathering and solution design phase with due approval from authority.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section VII – Technical Specifications</th>
<th>Page No. 257, Clause No. 1, Serial No. 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic Ticketing Issuing Machine (ETIM) Operating System: Linux or Windows Based Operating System</td>
<td>As this tender is BOOT model, the technology is advancing and android based devices are more user friendly with better features available in the market, we are hereby requesting you to kindly allow the android operating system based ETIMs also.</td>
</tr>
<tr>
<td>Refer Corrigendum</td>
<td>Refer Corrigendum</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section VII – Technical Specifications</th>
<th>Page No. 257, Clause No. 1, Serial No. 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic Ticketing Issuing Machine (ETIM) Keypad: Minimum 18 keys with LED back lighting</td>
<td>Is mandatorily require qwerty keypad or can we provide full touch screen based ETIMs?</td>
</tr>
<tr>
<td>Refer Corrigendum</td>
<td>ETIM should be heat and dust proof</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section VII – Technical Specifications</th>
<th>Page No. 261, Clause No. 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. RFID Based Smart Card</td>
<td>RFID Based smart card should be a pre-designed printed card or just a black white card which can be attested with adhesive sticker label?</td>
</tr>
<tr>
<td>As per RFP document</td>
<td>As per RFP document</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>General</th>
<th>General</th>
</tr>
</thead>
<tbody>
<tr>
<td>We request you to kindly conduct a pre-bid meeting for seeking the clarifications and better understanding of the functional and other requirements of this RFP.</td>
<td>We request you to kindly allow the System Integrator to freely choose the alternate solution mechanism, which can provide advanced features and functional requirements using latest technology and it can be capable for future enhancements. Also, allow system integrator to choose single device instead of procuring ETIMs and GPS devices separately.</td>
</tr>
<tr>
<td>Not accepted</td>
<td>Not accepted</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section II - Instructions to Bidders</th>
<th>Page No. 23, Clause No. 23.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other than Prime Bidder, two consortium partners are allowed</td>
<td>Change the consortium partners to 3 other than Prime Bidder</td>
</tr>
<tr>
<td>As per RFP document</td>
<td>As per RFP document</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section II - Instructions to Bidders</th>
<th>Page No. 35, Clause No. 25.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Bidder / Prime Bidder (in case of consortium) and its consortium partner should be in the field of Information Technology for at least last 5 years* (prior to the date of bid submission)</td>
<td>Kindly remove the turnover requirement for Consortium partners OR Consortium Partners (Other than Prime Bidder) should have an annual turnover of at least Rs. 10 Crores during each of the last three financial years**</td>
</tr>
<tr>
<td>As per RFP document</td>
<td>As per RFP document</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section II - Instructions to Bidders</th>
<th>Page No. 35, Clause No. 25.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Bidder / Prime Bidder (in case of consortium) and its consortium partner should be in the field of Information Technology for at least last 5 years* (prior to the date of bid submission)</td>
<td>Kindly make it as any of the Consortium members should be in the field of Information Technology</td>
</tr>
<tr>
<td>As per RFP document</td>
<td>As per RFP document</td>
</tr>
</tbody>
</table>
As per RFP document

Section II - Instructions to Bidders
Page No. 36, Clause No. 25.1

Single Bidder / Prime Bidder and its consortium partner should not be currently blacklisted or banned by any Govt/Govt Department/ Govt Agency/ PSU in India for corrupt or fraudulent practices or non-deliver- or non-performance in last 3 years.

Also add the clause "Single Bidder / Prime Bidder and its consortium partner should not be currently or in the past be involved in any legal cases in High court or any other Court with any Govt Organisation"

As per RFP document

Section II - Instructions to Bidders
Page No. 36, Clause No. 25.1

a) Experience in implementing projects on BOOT model
   i. 1 Project of value at least INR 50 Crore
   OR
   ii. 2 projects with cumulative value of INR 50 Crore within a period of 5 years

b) Experience in projects in implementation of Intelligence Transport System (ITS)
   i. 1 Project of value at least INR 15 Crore or more
   OR
   ii. 2 projects with value of at least INR 7.5 Crore each

Kindly consider the experience of working with Govt Undertaking also.

Apart from BOOT model, consider or add "Per transaction based" OR "Build Own Operate" model also.

Kindly consider the Project value including the ticket value

"Build Own Operate" (BOO) model can be considered

As per RFP document

Section II - Instructions to Bidders
Page No. 36, Clause No. 25.1

a) 50 technical staff should be considered from any bidder in Consortium
b) Consider any bidder in Consortium should have atleast 20 Managerial Staff on their payroll (more than 5 years exp in Project Management) at the time of bid submission

As per RFP document

Section II - Instructions to Bidders
Page No. 37, Clause No. 26, Point No 2A

a) Single Bidder/Prime bidder or its consortium partner should have supplied 1000 or more EMV based ETM Devices to different customers in India during last 5 years (from date of bid submission)

Remove EVM or consider the experience of normal ETM devices also

As per RFP document

Section II - Instructions to Bidders
Page No. 37, Clause No. 25.1

Projects involving implementation of smart card based payments in India in last 5 years

Single Bidder / Prime bidder or its consortium partner – Completed Projects
2 Projects – 15 Marks each 30
Worth of Project
a) 5 – 8 Crore
b) 5 – 12 Crore
c) 12 – 16 Crores
d) 16 Crores and above

Change to Implementation of open loop smart card ticketing/ financial transaction in any sector

Kindly consider the Project value including the ticket value

As per RFP document

Section II - Instructions to Bidders
Page No. 38, Clause No. 36, Point 2C

Apart from BOOT model, consider or add "Per transaction based" OR "Build Own Operate" model also

"Build Own Operate" (BOO) model can be considered

As per RFP document

Section VII - Technical Specifications
Page No. 26A, Clause No. 15, Serial No. 3

Eight 10/100/1000 Ethernet LAN ports, 2 Mini-PM slots

Mini-PM slots is specific to one OEM so request you to please consider Mini-PM/WAN slots

Any specification above the minimum specifications mentioned in the RFP document shall be accepted

Section VII - Technical Specifications
Page No. 26A, Clause No. 15, Serial No. 4

1x 35VAN Interface along with cables for connecting to V.35 port

For failover or redundancy purpose two WAN port should be considered so request you to kindly amend it as “2x V.35 WAN Interface along with cables for connecting to V.35 port

Any specification above the minimum specifications mentioned in the RFP document shall be accepted

Section VII - Technical Specifications
Page No. 26A, Clause No. 15, Serial No. 4

Request to Add

TDM connectivity is legacy and Ethernet connectivity is provided by most of the provider now a days. So request you to please ask at least 2x10/100/1000 Gigabit ethernet WAN port from day one additional to WAN slots.

Any specification above the minimum specifications mentioned in the RFP document shall be accepted

Section VII - Technical Specifications
Page No. 26A, Clause No. 16, Serial No. 1

24 Gbps switching capacity

As per calculation switching capacity of 24x10/100/1000 Base-T Port in full duplex should be atleast 2x24Gbps + 3x1Gbps port switching capacity. Considering atleast 4GFP applink port switching capacity should be 96Gbps. So request you to kindly amend it as “56 Gbps switching capacity”

Any specification above the minimum specifications mentioned in the RFP document shall be accepted
Section VII - Technical Specifications
Page No. 206, Clause 8, Page No. 16, Serial No. 1

18Mpps forwarding performance

As per calculation forwarding performance for 24×10/100/1000 Base-T+ uplink port should be atleast 65 Mpps. So request kindly change it as 65Mpps.

Any specification above the minimum specifications mentioned in the RFP document shall be accepted

Section III - General Conditions of Contract
Page No. 49, Clause No. 3.1.1, Point (vi)

"Commercial Off-The-Shelf (COTS)" refers to software products that are ready-made and available for sale, lease, or license to the general public.

We should establish that our solution is a COTS software

Both the options (COTS, Bespoke) are available as per RFP document

Section III - General Conditions of Contract
Page No. 50, Clause No. 3.1.1, Point (xx)

Data centre & DR

will be provided by Hartron

Haryana State Transport Department shall provide hardware for DC-DR only, and the software will be provided by SI only.

Section III - General Conditions of Contract
Page No. 57, Clause No. 3.10.13

3.10.13 The Bidder shall maintain at the Data Centre Sites and department office location, at no extra cost to the Purchaser, desktops, printers (including cartridges, paper for printing), stationary (Ticket roll for ETIM and RFID cards with PVC sheets), tools, equipment, etc. at no extra cost to purchaser, that may be required by SI’s or Purchaser itself during the contract period for performance of Services under this contract.

Clarification point not mentioned by bidder

Section III - General Conditions of Contract
Page No. 57, Clause No. 3.10.16

3.10.16 All the software and hardware licenses that the Bidder proposes should be perpetual software licenses. The software licenses shall not be restricted based on location and the Purchaser should have the flexibility to use the software licenses for other requirements if required

As per RFP document

perpetual licences are costlier!

Section III - General Conditions of Contract
Page No. 77, Clause No. 3.23.1

3.23.1 The term of this Contract would be 7 months of Implementation Phase followed by 5 Years O & M Phase more particularly described in section V - Scope of Work. In case of any delays in the closure of any phase activities for reasons attributable to the Bidder, besides the action detailed in clause 3.22, the contract shall get extended by a period equal to the period of delay at no extra cost to the Purchaser

Clarification point not mentioned by bidder

Section V - Scope of Work
Page No. 197, Clause 4, Point 2

On completion of the project, the SI shall transfer all the assets (including hardware and software) which will be developed, procured or customized during the project to State Transport Department, Haryana for a value of Rs 1. SI shall have to transfer the whole setup in running condition and provide knowledge transfer to department’s team at the end of contract.

As per RFP document

we need to clarify that other than the Application software for ETIM and Smart cards, standard COTS software will be transferred

Section V - Scope of Work
Page No. 206, Clause 5.3.2

5.3.2 Online Reservation Process
Department has the online reservation system operational for its volvo and ordinary bus service. This system developed by NIC and the payment gateway for transaction is of HDFC Bank. The process flow for online ticket booking would be same as the current online ticket booking system. However, the SI will have to enhance the current system with suitable use of technology. The figure below shows the online process flow.

Should we upgrade the existing solution / replace with a working solution

Depends on the bidder.

Section V - Scope of Work
Page No. 225, Clause 7.3.1

7.3.1 Asset (Hardware, Software and Licenses) Transfer
The SI, at the end of the contract period shall transfer all IT assets (hardware, software and licenses to department) in running condition

As per RFP document

we need to clarify that other than the Application software for ETIM and Smart cards, standard COTS software will be transferred

Section V - Scope of Work
Page No. 225, Clause 8, Point 9

The SI shall implement the open loop ticketing system for the State Transport, Haryana.

Will this include magnetic swipe cards?

The card should be compliant with standards mentioned. However, the bidder will present one alternative option during the bid opening and the final decision will be taken by authority.
Section V - Scope of Work
Page 226, Clause 8, Point 10

a) Contactless EMV complaint Card issuance:
The card should be compliant with ISO standards (like ISO 14443/ISO 18092/ISO 7816/ISO 10373) as per RBI guidelines for smart card, debit card, credit card in terms of dimensions, resistance, etc.

Will this include magnetic swipe cards?
Clariﬁcation required if a Closed loop card is required

The card should be compliant with standards mentioned. However, the bidder will present the available option during solution design and the final decision will be taken by authority.

Section V - Scope of Work
Page 226, Clause 8, Point 10

Linking of Aadhaar card with personalized card

Aadhaar is now not required
As per RFP document

Section V - Scope of Work
Page 226, Clause 8, Point 10

Card Loading:
Card loading through cash, ATM, online transfer through various channels

Provide facility to automate top-up of card from any bank account in case of low balance
Government Financial Institution (FI) to tie-up with retailers for loading points

UAT ? Acceptance will take more time than speciﬁed - within 4 months
As per RFP document

Section V - Scope of Work
Page 226, Clause 8, Point 10

During SRS preparation, SI Shall have to provide the options for integration of STMS with different payment modes like Government approved wallets or applications. And later on during development of STMS, SI shall integrate the STMS with the wallet/app selected by State Transport, Haryana

This will take more time and hence UAT requirements need to be clariﬁed
As per RFP document

Section V - Scope of Work
Page 226, Clause 8, Point 12

The bidder is encouraged to undertake any activity that shall enhance non-fare revenue. However, before taking any such activity the bidder shall take prior permission from department. The revenue shall be shared with department. Any contracts with any third parties for enhancing the non-fare revenue shall be shared with HSTD for transparency and accountability

For MTL - we can look at providing WiFi on bus. Ads on bus, bus terminals linked to PIS
Bidder can present the various options for non-fare revenue once on-boarding

Section V - Scope of Work
Page 226, Clause 8, Point 13

GPS System:
The SI shall install GPS in current ﬂeet of 4710 buses plus new buses, which may be purchased by State Transport, Haryana during the contract period. Also, include buffer GPS devices for support and Maintenance.

GPS device specs are not provided; Functions required are also not provided
Refer corrigendum

Section V - Scope of Work
Page 227, Clause 9, Serial No. 1

Application Software - T + 4 months
Submission of Software Requirement Specifications (SRS) T + 1 month
Development and testing of entire application T + 3 months

UAT specs are required to comment on this timeline
As per RFP document

Section V - Scope of Work
Page 234, Clause 12, Indicative Bill of Material

DC & DR Bill of Material (Software)

VTS software is missing
Refer corrigendum

Section VI - Functional Requirement Specifications
Page 244, Clause 1, Serial No. 27

27 ETIMs shall be water proof, dust proof, heat resistant and shock proof.

Clarify as existing devices do not meet this requirements
ETIM should be heat and dust proof

Section VI - Functional Requirement Specifications
Page 244, Clause 1, Serial No. 37

37 ETIMs to support read / write of Contactless Smart cards of both Type A and Type B, conforming to ISO 14443 specifications. These Contactless Smart cards may be used by department in future

WILL INs be part of UAT?
The RFP has been devised in such a way which shall provide the HSTD with the ﬂexibility of switching from Closed Loop to Open Loop ticketing. This can be achieved if the FI participates in the bid

Section VI - Functional Requirement Specifications
Page 244, Clause 1, Serial No. 38

38 In future if State Transport wants to adopt open loop based AFC system, then the ETIM shall support the system

WILL INs be part of UAT?
The RFP has been devised in such a way which shall provide the HSTD with the ﬂexibility of switching from Closed Loop to Open Loop ticketing. This can be achieved if the FI participates in the bid

Section VI - Functional Requirement Specifications
Page 245, Clause 1, Serial No. 39

39 In future if required, to achieve common mobility in the region, the service provider shall modify the software to read / write / validate any existing or proposed common mobility smart cards issued by State Government or MoUD/ smart cards (conforming to A or B) issued by Central Government under various government schemes/ Smart cards (Conforming to A or B) issued by Other PTOs in Haryana

WILL INs be part of UAT?
The RFP has been devised in such a way which shall provide the HSTD with the ﬂexibility of switching from Closed Loop to Open Loop ticketing. This can be achieved if the FI participates in the bid

Section VII - Technical Specifications
Page 258, Clause No. 1, Serial No. 14

14 Communication Ports:
RS232C Serial Port for PC connectivity an 115K baud rate

Clariﬁcation point not mentioned by bidder

Section VII - Technical Specifications
Page 258, Clause No. 1, Serial No. 14

USB Port: Type A/Type B

On ETM
As per RFP document

Section VII - Technical Specifications
Page 258, Clause No. 1, Serial No. 14

Ethernet Port: 10/100/1000 Mbps

This will be provided as external unit to be used at depot
As per RFP document

Section VII - Technical Specifications
Page 258, Clause No. 1, Serial No. 14

Open Loop ticketing. This can be achieved if the FI participates in the bid

Open Loop based AFC system, then the ETIM shall be shared with HSTD for transparency and accountability

As per RFP document
<table>
<thead>
<tr>
<th>Clause No.</th>
<th>Serial No.</th>
<th>Specification</th>
<th>Details</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>23</td>
<td>23</td>
<td>Wireless Communication Wi-Fi with b/g/n</td>
<td>This will be provided as external unit to be used at depot as both GPRS and WIFI module on ETIM will drain the battery</td>
<td>As per RFP document</td>
</tr>
<tr>
<td>27</td>
<td>27</td>
<td>Payment Schemes EMV and RuPay</td>
<td>This will be part of UAT</td>
<td>As per RFP document</td>
</tr>
<tr>
<td>9</td>
<td>9</td>
<td>Memory Storage Capacity: Minimum 1K MIFARE classic card or any other card with similar specification</td>
<td>Desfire is recommended</td>
<td>Any specification above the minimum specifications mentioned in the RFP document shall be accepted</td>
</tr>
</tbody>
</table>