

**Directorate of State Transport, Haryana**  
30 Bays Building, 2<sup>nd</sup> Floor, Sector-17, Chandigarh

NOTICE INVITING E-TENDER  
CORRIGENDUM

**Subject: Request for Proposal(RFP) for the selection of System Integrator(SI) for the implementation of ETIM and RFID based Bus Pass System on BOOT Model.**

**Reference:**

1. This office online tender nos. 5/2017/SPO/HQ.
2. Corrigendum.pdf
3. Image0001.pdf
4. Corrigendum28.06.2017.jpg
5. ETIMCorrigendum25.07.2017.pdf
6. CorrigendumETIM21.08.2017.pdf
7. Corrigendum28.09.2017.pdf
8. Corrigendum24.10.2017.pdf
9. Tender document/DNIT-(i) 1487323243\_34652\_23188STMSRFPHaryanaTransport.pdf  
(ii) STMS\_Solution\_Stack\_Template.pdf

As per feedback/suggestions received from prospective bidders during pre-bid meeting dated 03.03.2017, following amendments to the tender terms are being issued. The bids may be submitted in consideration of these amendments which are uploaded on the official website i.e. <https://haryanaeprocurement.gov.in>. All other terms and conditions in the RFP and in the corrigendum will same.

The last date of submission of RFP response online is 20.12.2017 upto 12:00 hours

**Note:** For further help please seek help from Helpline No. 1800-180-2097.

Dated: 01.12.2017

-Sd.-  
for Director State Transport,  
Haryana, Chandigarh.

## Corrigendum

Sr. No	Topic	Original Clause	Revised Clause																																						
1	<b>Clause no. 25.1 eligibility criteria section 2, page 22.</b>	Single Bidder/ Prime Bidder (in case of consortium) should be the following:a) A CMM/CMMi Level 3 or higher certified IT companyb) Single Bidder/ Prime Bidder (in case of Consortium) <b>and</b> its consortium partner should be ISO 9001:2008 or later certified IT company	Single Bidder/ Prime Bidder (in case of consortium) should be the following:a) A CMM/CMMi Level 3 or higher certified IT company <b>and/or</b> (b) Single Bidder/ Prime Bidder (in case of Consortium) and its consortium partner should be ISO 9001:2008 or later certified IT company																																						
2	<b>Clause no. 25.1 eligibility criteria section 2, page 23.</b>	The offered ETIM Device should have been supplied to 3 different customers in India in last 3 years (from date of bid submission) where the quantity supplied was 2000 or more to each of the customers	Single bidder/Prime bidder or its consortium partner should have supplied ETIM Devices to at least 3 different customers in India during last <b>5 years</b> (from date of bid submission) where the quantity of ETIM devices supplied was 2000 or more to each of the customers.																																						
3	<b>Page No 7 of 21 Section – VII, Technical specification- RFID Based smart Card</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">S.No</th> <th style="text-align: center;">Specifications</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>MIFARE® RF Interface (ISO/IEC 14443A)</td> </tr> <tr> <td style="text-align: center;">2</td> <td>Contactless transmission of data and supply energy (no battery needed)</td> </tr> <tr> <td style="text-align: center;">3</td> <td>Operating distance: Up to mm (depending upon antenna geometry)</td> </tr> <tr> <td style="text-align: center;">4</td> <td>Operating frequency: 13.56 MHz</td> </tr> <tr> <td style="text-align: center;">5</td> <td>High data integrity: 16 Bit CRC, parity, bit coding, bit counting</td> </tr> <tr> <td style="text-align: center;">6</td> <td>True anti collision</td> </tr> <tr> <td style="text-align: center;">7</td> <td>Typical ticketing transaction: &lt; 100 ms (including backup management)</td> </tr> <tr> <td style="text-align: center;">8</td> <td>PVC:  <ul style="list-style-type: none"> <li>• PVC Sheet should be 110 GSM</li> <li>• Can be printable through inkjet printers</li> <li>• One side of the PVC sheet should be covered with adhesive foil, so it can stick on the RFID</li> </ul>                     Smart Cards,  <ul style="list-style-type: none"> <li>• Should be A4 sheets</li> </ul> </td> </tr> </tbody> </table>	S.No	Specifications	1	MIFARE® RF Interface (ISO/IEC 14443A)	2	Contactless transmission of data and supply energy (no battery needed)	3	Operating distance: Up to mm (depending upon antenna geometry)	4	Operating frequency: 13.56 MHz	5	High data integrity: 16 Bit CRC, parity, bit coding, bit counting	6	True anti collision	7	Typical ticketing transaction: < 100 ms (including backup management)	8	PVC: <ul style="list-style-type: none"> <li>• PVC Sheet should be 110 GSM</li> <li>• Can be printable through inkjet printers</li> <li>• One side of the PVC sheet should be covered with adhesive foil, so it can stick on the RFID</li> </ul> Smart Cards, <ul style="list-style-type: none"> <li>• Should be A4 sheets</li> </ul>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">S.No</th> <th style="text-align: center;">Specifications</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>MIFARE® RF Interface (ISO/IEC 14443A)</td> </tr> <tr> <td style="text-align: center;">2</td> <td>Contactless transmission of data and supply energy (no battery needed)</td> </tr> <tr> <td style="text-align: center;">3</td> <td>Operating distance: Up to mm (depending upon antenna geometry)</td> </tr> <tr> <td style="text-align: center;">4</td> <td>Operating frequency: 13.56 MHz</td> </tr> <tr> <td style="text-align: center;">5</td> <td>High data integrity: 16 Bit CRC, parity, bit coding, bit counting</td> </tr> <tr> <td style="text-align: center;">6</td> <td>True anti collision</td> </tr> <tr> <td style="text-align: center;">7</td> <td>Typical ticketing transaction: &lt; 100 ms (including backup management)</td> </tr> <tr> <td style="text-align: center;">8</td> <td>PVC:  <ul style="list-style-type: none"> <li>• PVC Sheet should be 110 GSM</li> <li>• Can be printable through inkjet printers</li> <li>• One side of the PVC sheet should be covered with adhesive foil, so it can stick on the RFID</li> </ul>                     Smart Cards,  <ul style="list-style-type: none"> <li>• Should be A4 sheets</li> </ul> </td> </tr> <tr> <td style="text-align: center;">9</td> <td>Memory storage capacity: Minimum 1K MIFARE classic card or any other card with similar specification</td> </tr> </tbody> </table>	S.No	Specifications	1	MIFARE® RF Interface (ISO/IEC 14443A)	2	Contactless transmission of data and supply energy (no battery needed)	3	Operating distance: Up to mm (depending upon antenna geometry)	4	Operating frequency: 13.56 MHz	5	High data integrity: 16 Bit CRC, parity, bit coding, bit counting	6	True anti collision	7	Typical ticketing transaction: < 100 ms (including backup management)	8	PVC: <ul style="list-style-type: none"> <li>• PVC Sheet should be 110 GSM</li> <li>• Can be printable through inkjet printers</li> <li>• One side of the PVC sheet should be covered with adhesive foil, so it can stick on the RFID</li> </ul> Smart Cards, <ul style="list-style-type: none"> <li>• Should be A4 sheets</li> </ul>	9	Memory storage capacity: Minimum 1K MIFARE classic card or any other card with similar specification
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4.	<b>Clause 8, scope of work – specific exclusions / inclusion from the scope of SI.</b>	1. Training space at all locations will be provided by department; however the equipment and computers required for training shall be arranged by the SI. 2. The civil structure will be provided by the department along with power supply points. However for the purpose of	1. Training space at all locations will be provided by department; however the equipment and computers required for training shall be arranged by the SI. 2. The civil structure will be provided by the department along with power supply points. However for the purpose of installation and commissioning, some basic civil and electrical work																																						

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	Page no. 44 of 55.	<p>installation and commissioning, some basic civil and electrical work shall be in scope of the SI.</p> <p>3. Except for the furniture required for the ticket counters at the depot/sub-depot, all other furniture required will be provided by department.</p> <p>4. All consumables will be provided and maintained by the SI to run the system smoothly.</p> <p>5. Physical security of all assets / equipment provided by the SI shall be the responsibility of the SI.</p> <p>6. All network cost, SIM cards, GPRS cost etc. to be borne by the SI for the contract period</p>	<p>shall be in scope of the SI.</p> <p>3. Except for the furniture required for the ticket counters at the depot/sub-depot, all other furniture required will be provided by department.</p> <p>4. All consumables will be provided and maintained by the SI to run the system smoothly.</p> <p>5. Physical security of all assets / equipment provided by the SI shall be the responsibility of the SI.</p> <p>6. All network cost, SIM cards, GPRS cost etc. to be borne by the SI for the contract period</p> <p>7. SI needs to provide real time access to the higher officials of State Transport Department through a technological platform, i.e. a Management Information System. The real time data feed should be integrated with the Hon'ble Chief Minister, Haryana Dashboard as well. The Key Performance Indicators (KPIs) shall be captured by the bidder during the course of the project. Some indicative parameters are listed below:</p> <ol style="list-style-type: none"> <li>I. Manpower Utilisation at each depot.</li> <li>II. Concessionaire Identification</li> <li>III. Route rationalisation with regard to passenger inflow.</li> <li>IV. Elimination of fake passes</li> <li>V. Growth in passengers travelling through buses.</li> <li>VI. Paper savings for concessionaire travellers</li> </ol> <p>8. Aadhar number shall be captured at the depots while issuing the RFID cards without any added cost.</p>

### **Clarification to the queries raised during pre-bid meeting dated: 03.03.2017**

Sr. No	Content of tender document requiring clarification by the firm.	Clarification requested by the prospective bidder	Proposal/ Approval
1	<b>Page no 25 section-2 Evaluation Criteria-2E -</b> Project Experience of the proposed OEMs of ETIM devices - Single bidder / Prime Bidder or its consortium Partner	Requesting to change the clause as "Project Experience of Supplying ETIM devices - as a single bidder / Prime bidder or its consortium partner"	No Change
2	<b>page 22 Section-2 Eligibility criteria -</b> 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**	Requesting to change the average criteria annual turnover INR 150 Crores or higher in last 3 financial years	No Change
3	<b>Page No 45, Section - 3, Performance security -</b> Performance security: The successful Bidder (Prime Bidder in case of consortium) shall furnish Performance Security to the Purchaser at the time of signing the Contract which shall be equal to INR 2,25,00,000 (Two Crore and Twenty Five Lakh only) and shall be in the form of a Guarantee Bond from a Nationalized / Scheduled Bank in the Proforma given at Section IV which would be valid up to a period of six months after the contract period.	Performance Security Requesting to change the clause as "The successful Bidder (Prime Bidder in case of consortium) shall furnish Performance Security to the Purchaser at the time of signing the Contract which shall be equal to 5% of the total contract value and shall be in the form of a Guarantee Bond from a Nationalized / Scheduled Bank in the Proforma given at Section IV which would be valid up to a period of six months after the contract period".	No Change
4	<b>Page No 54 section -3 GCC- Payment scheduled Post go -live -</b> Transaction refers to tickets issued through ETIM and ORS. More than one passenger can be booked on a single ticket	Group ticket shall be consider separate transaction based on number of person in group ticket or will be considered as single transaction. Kindly confirm	Group ticket will be considered as single transaction. For Clarification only.
5	<b>Page 11, Section II – Instructions to Bidders -</b> 3.12.2 Please Note that Prices should not be indicated in the Technical Bid and should be indicated in the Financial Bid only. Any mention of the prices in Technical bid (online version and hard copy) shall make the technical bid non-responsive. The online version of the bid response shall be considered for evaluation	1. Does the bidder needs to submit financial bid in hard copy as well? Kindly confirm.	Submission of Financial bids in hard copy/physical form not allowed nor accepted.

6	<b>Page 14 of 31, Section II – Instructions to Bidders - 9 Firm Prices</b> 9.1 Prices quoted and negotiated must be firm and final and shall remain constant throughout the period of the contract and shall not be subject to any upward modifications, on any account whatsoever. The Bid Prices shall be indicated in Indian Rupees (INR) only.	1. Kindly provide a minimum of 7% escalation on the quoted price OR link it to CPI to arrive at inflation adjusted rates else the bidders will assume some unrealistic figs which shall result in the increase in the bid prices.	No Change
7	<b>Section III – General Conditions of Contract Page 24 of 76 - 3.13.5.</b> In case of change in taxes under change in law, appropriate parties shall be passed the benefit of the same over and above the contract value. No invoice for extra work/change order on account of change order will be submitted by the Bidder unless the said extra work /change order has been approved by the Purchaser as per mutually agreed rates in writing in accordance with Clause on Change order.	1. Kindly confirm our understanding, if GST is applicable, Payments to the bidder shall be made accordingly considering revised rates on the base rate quoted by the bidder.	No Change.
8	<b>Section III - General Conditions of Contract Page 32 of 76 (3.18.1(r)-</b> If and when the system and/or components of the system are required to be relocated / shifted within the same Data center Site or to a new Data center Site, the Bidder shall undertake required work related for de-commissioning / re-commissioning and other associated work, at no additional cost to the Purchaser. Associated cost for transportation, insurance and packing shall however be borne by the Purchaser.	We request that de-commissioning/re-commissioning charges will be paid by the Purchaser	No Change
9	<b>Section III – General Conditions of Contract Page 34 of 76 - 3.20.</b> Events of Default by the Bidder	"Requesting to add clause : <b>Events of Default by the Purchaser:</b> 1. Nonpayment of monthly billed amount for continuous 3 months 2. <b>Consequences of Event of Default</b> Pay an interest to bidder of 18% p.a on the outstanding amount"	No Change
10	<b>Section III – General Conditions of Contract Page 36 of 76 - 3.21.4.</b> Terminate the Contract in part or in full	At any given point if the termination is initiated, a Termination Payment to Bidder shall be made: A termination payment of Capital investment in the Project by the bidder + 20% of Capital investment + any outstanding amount to be paid by Purchaser to bidder - any deductions / Penalties shall be paid to bidder	No Change
11	<b>Section III – General Conditions of Contract Page 54 of 76, (3.47.3 (a)-</b> Payments Schedule for Project Implementation : 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 Crore on meeting the various milestones	Change Request : 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 10 Crore on meeting the various milestones	No Change
12	<b>Section III – General Conditions of Contract Page 55 of 76 - a)</b> If the actual ticket sale is less or equal to 20 Crore, then the amount to be paid is 20,00,00,000 * Ra. This minimum payment on account of ETIM transactions is subject to following conditions but not limited to:	Kindly revise to following: a) If the actual ticket sale is less or equal to 20 Crore, then the amount to be paid is 20,00,00,000 * Ra. This minimum payment on account of ETIM/ORS transactions is subject to following conditions but not limited to:	No Change
13	<b>Section III – General Conditions of Contract Page 55 of 76 -</b> The payment towards the tickets shall be made based on the following formula (for the complete state, and not at individual depots): a) If the actual ticket sale is less or equal to 20 Crore, then the amount to be paid is 20,00,00,000 * Ra. This minimum payment on account of ETIM transactions is subject to following conditions but not limited to: (i) This minimum transaction is not to be considered during riot, commotion, disorder, strike, natural catastrophes such as earthquake, hurricane, typhoon or volcanic activity etc. At that time amount will paid as per actual ticket sale* Ra	Requesting you to remove the following clause (i) This minimum transaction is not to be considered during riot, commotion, disorder, strike, natural catastrophes such as earthquake, hurricane, typhoon or volcanic activity etc. At that time amount will paid as per actual ticket sale* Ra	No Change

14	<p><b>Section III – General Conditions of Contract Page 57 of 76 - Payment</b>          terms Upon go-live and acceptance of the system, the SI shall be paid as per the Quarterly invoice submitted by the SI against the tickets issued by system implemented by bidder</p>	<p>Change Request Payment terms : Requesting you for a monthly payment. Upon go-live and acceptance of the system, this clause shall be modified as "the SI shall be paid as per the monthly invoice submitted instead of quarterly invoices by the SI against the tickets issued by system implemented by bidder". This will allow bidder to maintain cash flow for smooth operation</p>	No Change
15	<p><b>Section III – General Conditions of Contract Page 57 of 76 -</b> The minimum amount of 5 Crore 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.</p>	<p>Change Request :          a) The minimum amount of 5 Crore 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 on monthly basis.          b) Before completion of the implementation, the bidder shall be paid based on actual ticket sale only on monthly basis.</p>	No Change
16	<p><b>Section III – General Conditions of Contract Page 57 of 76 - Payment terms and calculations for smart cards :</b>          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</p>	<p>We assume that RFID cards will be provided by State Transport Department of Haryana. Kindly confirm the same.</p>	RFID Cards will be provided by System Integrator. For clarification only.
17	<p><b>Section III – General Conditions of Contract Page 58 of 76 - 3.49.2.</b> 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.</p>	<p>Request you to kindly restrict the maximum percentage of Penalty / Liquidated damages to 2% of the total contract value</p>	No Change
18	<p><b>Section III – General Conditions of Contract Page 62 of 76 -</b> This applies to and describes the procedure to be followed in the event of any proposed change to contract, Implementation, and Service levels. Such change shall include, but shall not be limited to, changes in the scope of services provided by the Single Bidder / Prime Bidder (in case of consortium) and changes to the terms of payment.</p>	<p>Additional charges for change request to be paid by state transport department- Haryana to the successful bidder. Please clarify that our above understanding is correct.</p>	No Change
19	<p><b>Section III – General Conditions of Contract Page 59 of 77 -</b> For the tasks to be performed till Certifications of successful operations of the integrated solution completion given to Bidder by State Transport department, the amount of liquidated damages shall not exceed 10 % of the total Contract Value.</p>	<p>Please confirm how to arrive at total contract value, this being a BOOT project.</p>	No Change
20	<p><b>Section IV – Bid Submission Formats and Proformas Page 49 of 72 - 4. Service Level Agreements &amp; Targets during Implementation</b>          a) Penalty for delay in final Go-Live of the project at all locations = Rs 20,000/- per day          b) Penalty for delay in Go-Live of ETIM in the pilot depot = Rs 10,000/- per day          c) Penalty for delay in all depot (except pilot) compared to the project implementation schedule= Rs 1000/- per depot per day</p>	<p>Kindly revise to following:          a) Penalty for delay in final Go-Live of the project at all locations = Rs 10,000/- per week          b) Penalty for delay in Go-Live of ETIM in the pilot depot = Rs 5,000/- per week          c) Penalty for delay in all depot (except pilot) compared to the project implementation schedule= Rs 500/- per depot per week</p>	No Change
21	<p><b>Section IV – Bid Submission Formats and Proformas Page 52 of 72 - Data Centre Operations:</b> Parameter : MIS reporting on physical and environmental conditions controls, MIS reporting of health checkups of all systems &amp; modules installed</p>	<p>Our understanding is that this report will be generated by Haryana state data center and will be shared with successful bidder on monthly basis.</p>	No Change
22	<p><b>Section IV – Bid Submission Formats and Proformas Page 53 of 72 - Database Administration services :</b> Parameter MIS report of database scheme, disk space, storage and user role, Uptime of databases</p>	<p>Our understanding is that database schema will be provided on request.</p>	No Change
23	<p><b>Section IV – Bid Submission Formats and Proformas Page 54 of 72 : ETIM Availability -</b> ETIM Availability : Availability of ETIMs</p>	<p>Kindly provide the formula to calculate the availability of ETIMs</p>	No Change

24	<b>Section V : Scope of Work</b> <b>Page 12 of 57</b> -Hardware Component : Depot Server	Please let us know whether State Transport Department will allow us to use Depot Server. Please let us know the Server configuration.	The department will bear one-time cost of Hardware. For clarification only.
25	<b>Section V : Scope of Work</b> <b>Page14 of 57 - 1.</b> Network Connectivity:2. SWAN Connectivity3. Broadband (internet) connectivity	We understand that the successful bidder will be able to use SWAN Connectivity and Broadband (internet) connectivity at Depot(24 No) and Sub Depot(13)	(1). Network Connectivity: (2). SWAN Connectivity. (3). Broadband (internet) connectivity will be provided by the department.
26	<b>Page No. 11, Section-7 (9.14) Desktop, Operating System</b> - Windows 7 or latest with latest service pack preloaded with license and recovery CD from direct named account of Microsoft with certificate of authenticity having OEM name	If solution is open source platform then also it require license?	Being open source platform, Window Licences not required. For clarification only.
27	<b>Page No 12 of 22 Section - VI functional requirement specification</b> - The system should support printing on any printer — dot matrix, laser, inkjet or preprinted or plain paper who book tickets through net/web.	to support any printing on any printer application need modification please confirm the printer that need to be used for that particular section	The system should support printing on any printer. For clarification only.
28	<b>Page No 7 of 21 Section - VII Technical specification- RFID Based smart Card</b> - Operating distance: Up to mm (depending upon antenna geometry)	Change suggested Operating distance: Up to 10 mm (depending upon antenna geometry)	Operating distance: Up to 10 mm
29	<b>Page No 17 of 57 Section - V Communication channel</b> - Mobile application & Web based application will be accessible over mobile and other portable devices. The web-interface developed will be compatible to work on latest mobile operating systems.	Kindly confirm OS for Mobile app- viz Android, IOS, windows	Android.
30	<b>Page no. 57 of 76, Section - 3, (3.47.4.2.) Payment terms and calculations for smart cards</b>	Kindly provide total number of RFID card to be provided by bidder to purchaser. As payment is linked to tickets issued, the bidder should know total number of RFID cards to be issued (Monthly/quarterly yearly) for contract period. Any over and above minimum requirement shall be paid at actuals and extra.	Kindly provide total number of RFID card to be provided by bidder to purchaser. As payment is linked to tickets issued, the bidder should know total number of RFID cards to be issued (Monthly/quarterly yearly) for contract period. Any over and above minimum requirement shall be paid at actuals and extra <b>by the SI.</b>