

## Response to the Pre-Bid Queries for Selection of SI for Integrated Transport Management System (ITMS)

**RFP No. 123 Dated 06/05/2023**

**No. 144/OSRTC/MIS-144/2023, Date- 05.06.2023**

Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
1.	RFP Vol - I Section 5.3 Pre - Qualification Proposal Criteria Pg No. 18	PQ 4 Annual Turnover  Minimum average annual turnover (Lead Bidder in case of Consortium) of the organization must be INR 200 Crores from the last three (3) financial years (FY 19-20, FY 20-21, FY 21-22)	Kindly note that the stated clause allows participation of only a few selected bidders and restricts participation of many prospective bidder therefore we suggest that the stated clause should be modified as below.  "Minimum average annual turnover (Lead Bidder in case of Consortium) of the organization must be INR 100 Crores from the last three (3) financial years (FY 19-20, FY 20-21, FY 21-22)"	Refer Corrigendum
2.	RFP Vol - I Section 5.3 Pre - Qualification Proposal Criteria Pg No. 18	PQ 6: Certification  The Bidder (Lead bidder in case of Consortium) should have ISO 9001, ISO 27001, ISO 20000 : 2015 and CMMI Level 5	Kindly explain why there is a need of CMMI Level 5 as the same solution can be implemented by a bidder who has CMMI Level 3 certification. Therefore, we suggest that the stated clause should be modified as below  "The Bidder (Lead bidder in case of Consortium) should have ISO 9001, ISO 27001, ISO 20000:2015 and CMMI Level 3. "	As per RFP

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3.	RFP Vol - I Section 5.3 Pre - Qualification Proposal Criteria Pg No. 19	PQ 7: Experience in AFCS  The Bidder should have experience of at least two qualifying AFCS project where qualifying AFCS project shall mean AFCS project for intracity / intercity public transit organization like bus/metro (state govt. or ULB) in India wherein the bidder shall have provided AFC system software application for Fare Collection, with minimum of 100 (one hundred) nos. EMV certified ETM Machines / Validators / Ticket Office Machines. The qualifying AFC project should have been completed within the past 5 (Five) years from the date of submission of the bid submission.	Kindly note for most of the prospective bidders the AFCS solution implemented by them will be still in implementation phase. Therefore, we suggest the following changes in the stated clause.  The Bidder should have experience of at least one qualifying AFCS project where qualifying AFCS project shall mean AFCS project for intracity / intercity public transit organization like bus / metro (state govt. or ULB) in India wherein the bidder shall have provided AFC system software application for Fare Collection, with minimum of 100 (one hundred) nos. EMV certified ETM Machines / Validators / Ticket Office Machines. The qualifying AFC project should have been implemented within the past 5 (Five) years from the date of submission of the bid submission.	Refer Corrigendum

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4.	RFP Vol - I Section 5.3 Pre - Qualification Proposal Criteria  Pg No. 19	PQ 8: Experience of National Common Mobility card (NCMC) / Common Mobility Card (CMC)  The Bidder should have experience of at least two qualifying projects where in NCMC / CMC are enabled to accept the payment.	Kindly note that National Common Mobility Card / Common Mobility Card is a new technology and not many states have implemented the same . Therefore, we suggest the stated clause should be removed from the scope of the RFP or the clause should be modified as below  "The Bidder should have experience of at least two qualifying projects where in NCMC / CMC are enabled to accept the payment"	As per RFP

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5.	RFP Vol - I Section 5.3 Pre - Qualification Proposal Criteria Pg No. 19	PQ 9: Experience in AVLS and PIS  Bidder should have an experience of two qualifying AVLS Projects where Qualifying AVLS project shall mean intra city/intercity public transit system for a public transport (state govt. or ULB) with a fleet of at least 300 buses wherein the bidder has provided AVL system software and hardware to monitor, manage and established command and control center to monitor and control transit operations. In addition, the bidder should have integrated the AVL system with Passenger Information sub-system to provide route and ETA (expected travel arrival) to passengers at bus station / depot / terminal via PIS Hardware. The qualifying AVL projects should have been completed within the past 5 (Five) years from the date of submission of the bid.	Kindly note for most of the prospective bidders the AVLS & PIS project will not be completed and will still be in its implementation phase.  Therefore we suggest that the referred clause to be modifies as- "Bidder should have an experience of one qualifying AVLS Projects where Qualifying AVLS project shall mean intra city /intercity public transit system for a public transport (state govt. / ULB / Private organization) with a fleet of at least 100 buses wherein the bidder has provided AVL system software and hardware to monitor, manage and established command and control center to monitor and control transit operations. In addition, the bidder should have integrated the AVL system with Passenger Information sub-system to provide route and ETA (expected travel arrival) to passengers at bus station / depot / terminal via PIS Hardware. The qualifying AVL projects should have been implemented within the past 5 (Five) years from the date of submission of the bid."	Refer Corrigendum

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6.	RFP Vol - I Section 5.3 Pre - Qualification Proposal Criteria  Pg No. 20	The Bidder have experience of at least two qualifying P&S projects where Qualifying P&S project shall mean P&S Project for intracity / intercity public transit organization (state govt. or ULB) in India wherein the bidder shall have provided P&S system software application for a fleet / Conductor Duty management of at least 300 buses. P&S System Shall have Scheduling Software, and Roster of buses and crew. The P&S projects should have been completed within the past 5 (Five) years from the date of submission of the bid.	We suggest the following changes in the stated clause.  "The Bidder have experience of at least two qualifying P&S projects where qualifying P&S project shall mean P&S Project for intracity / intercity public transit organization (state govt. or ULB or Private) in India wherein the bidder shall have provided P&S system software application for a fleet / Conductor Duty management of at least 100 buses. P&S System Shall have Scheduling Software, and Roster of buses and crew. The P&S projects should have been implemented within the past 5 (Five) years from the date of submission of the bid."	As per RFP

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7.	RFP Vol - I  Section 5.6 Technical Evaluation Criteria  Pg No. 22	A1: Organization Turnover  The bidder should have an average annual turnover (Combine turnover in case of Consortium) of at least INR 200 Crores in last 3 financial years (FY 2019-20, 2020-21 & 2021-22)  Mark Allocation will be as follows. <ul style="list-style-type: none"> <li>• 200 - 250 Cr. - 1 Marks</li> <li>• 251 - 300 Cr. - 2 Marks</li> <li>• 301 - 350 Cr. - 3 Marks</li> <li>• More than 400 Cr - 5 Marks</li> </ul>	We suggest the following changes as these changes will provide a fair chance to all the prospective bidders who have relevant experience of ITMS solution.  The bidder should have an average annual turnover (Combine turnover in case of Consortium) of at least INR 200 Crores in last 3 financial years (FY 2019-20, 2020-21 & 2021-22)  Mark Allocation will be as follows. <ul style="list-style-type: none"> <li>• 50 - 70 Cr. - 1 Marks</li> <li>• 70 - 90 Cr. - 2 Marks</li> <li>• 90 - 110 Cr. - 3 Marks</li> <li>• More than 110 Cr - 5 Marks</li> </ul>	Refer Corrigendum
8.	RFP Vol - I  Section 5.6 Technical Evaluation Criteria  Pg No. 22	A3: Quality Certification  <ul style="list-style-type: none"> <li>• ISO 9001, ISO 27001, ISO 20000: 2015 - 2 Marks</li> <li>• CMMI Level 5 – Additional 3 marks (Maximum 5 marks)</li> </ul>	Kindly note that the stated solution can be implemented by an organization having CMMI Level 3 certification. Therefore, we suggest that the stated clause to be modified as below. <ul style="list-style-type: none"> <li>• ISO 9001, ISO 27001, ISO 20000: 2015 - 2 Marks</li> <li>• CMMI Level 3 – Additional 3 marks (Maximum 5 marks)</li> </ul>	As per RFP

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9.	RFP Vol - I Section 5.6 Technical Evaluation Criteria  Pg No. 23	<p>B2: Specific Experience in Planning and Scheduling System (P&amp;S).</p> <p>The Bidder have experience of at least two qualifying P&amp;S projects where qualifying P&amp;S project shall mean P&amp;S Project for intracity / intercity public transit organization (state govt. or ULB) in India wherein the bidder shall have provided P&amp;S system software application for a fleet of at least 300 buses. P&amp;S System shall have Scheduling Software, and Roster of buses and crew. The P&amp;S projects should have been completed within the past 5 (Five) years from the date of submission of the bid.</p> <p>2 Projects – 3 Marks 1 Marks will be allotted per project subject to a maximum of 2 additional marks.</p>	<p>We suggest the following changes in the referred clause.</p> <p>The Bidder have experience of at least two qualifying P&amp;S projects where qualifying P&amp;S project shall mean P&amp;S Project for intracity/intercity public transit organization (state govt. or ULB or Private) in India wherein the bidder shall have provided P&amp;S system software application for a fleet of at least 100 buses. P&amp;S System shall have Scheduling Software, and Roster of buses and crew. The P&amp;S projects should have been completed within the past 5 (Five) years from the date of submission of the bid.</p> <p>2 Projects – 3 Marks 1 Marks will be allotted per project subject to a maximum of 2 additional marks.</p>	Refer Corrigendum

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10.	RFP Vol - I  Section 5.6 Technical Evaluation Criteria  Pg No. 22	<p>B1: Experience in AVLS &amp; PIS</p> <ul style="list-style-type: none"> <li>• The Bidder shall have experience of at least two qualifying AVLS projects. "Qualifying AVLS project shall mean intra city/intercity public transit system for a bus based public transport (state govt. or ULB) with a fleet of at least 300 buses wherein the bidder has provided AVL system software and hardware to monitor, manage and established command and control center to monitor and control transit operations. In addition, the bidder should have integrated the AVL system with Passenger Information sub-system to provide route and ETA (expected travel arrival) to passengers at bus station / depot / terminal via PIS Hardware. The qualifying AVL projects should have been completed within the past 5 (Five) years from the date of submission of the bid.</li> <li>• One Project with 300 buses – 5 Marks</li> <li>• 2.5 marks will be allotted for every additional 300 units subject to a maximum of 5 additional marks."</li> </ul>	<p>We suggest that the following changes in the stated clause as the following changes will entail maximum involvement of experienced bidders.</p> <ul style="list-style-type: none"> <li>• The Bidder shall have experience of at least two qualifying AVLS projects. "Qualifying AVLS project shall mean intra city/intercity public transit system for a bus based public transport (state govt. or ULB) with a fleet of at least 100 buses wherein the bidder has provided AVL system software and hardware to monitor, manage and established command and control center to monitor and control transit operations. In addition, the bidder should have integrated the AVL system with Passenger Information sub-system to provide route and ETA (expected travel arrival) to passengers at bus station / depot / terminal via PIS Hardware. The qualifying AVL projects should have been implemented within the past 5 (Five) years from the date of submission of the bid.</li> <li>• One Project with more than 100 buses – 5 Marks</li> <li>• 2.5 marks will be allotted for every additional 100 units subject to a maximum of 5 additional marks.</li> </ul>	Refer Corrigendum



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11.	RFP Vol - I Section 5.6 Technical Evaluation Criteria Pg No. 24	<p>B4. Experience in AFCS project</p> <ul style="list-style-type: none"> <li>The Bidder have experience of at least two qualifying AFCS project where qualifying AFCS project shall mean AFCS project for intracity / intercity public transit organization (state govt. or ULB) in India wherein the bidder shall have provided AFC system software application for Fare Collection, with minimum of 100 (one hundred) nos. EMV certified ETM Machines / Validators/Ticket Office Machines. The qualifying AFC project should have been completed within the past 5 (Five) years from the date of submission of the bid submission.</li> </ul> <p>2 Projects – 6 Marks 3 projects - 10 Marks.</p>	<p>Kindly note that the AFCS project by maximum bidders might be in implementation phase therefore we suggest the following changes.</p> <ul style="list-style-type: none"> <li>The Bidder have experience of at least one qualifying AFCS project where qualifying AFCS project shall mean AFCS project for intracity/intercity public transit organization (state govt. or ULB) in India wherein the bidder shall have provided AFC system software application for Fare Collection, with minimum of 100 (one hundred) nos. EMV certified ETM Machines / Validators/Ticket Office Machines. The qualifying AFC project should have been implemented within the past 5 (Five) years from the date of submission of the bid submission.</li> </ul> <p>2 Projects – 6 Marks 3 projects - 10 Marks.</p>	Refer Corrigendum

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12.	RFP Vol - I Section 5.6 Technical Evaluation Criteria Pg No. 24	B5: Experience of supply of the EMV Certified ETM.  Experience of supply installation of L1 & L2, EMV certified ETM machines in AFC Project  2000 - 5000 ETM machines – 4 marks 5001 - 7000 ETM Machines – 6 Marks 7001 - 9000 ETM Machines – 8 Marks Above 9001 - 10 Marks	We suggest the following changes in the referred clause.  Experience of supply installation of L1 & L2, EMV certified ETM machines in AFC Project  750 - 1000 ETM machines - 4 marks 1001 - 1300 ETM Machines - 6 Marks 1301 - 15000 ETM Machines – 8 Marks Above 1500 - 10 Marks	As per RFP
13.	RFP - III 19. Intellectual Property Rights Pg No. 26	Pre-existing work: All IPR including the source code and materials developed or otherwise] obtained independently of the party under this agreement (“Pre-work”) including any efforts existing enhancement or modification thereto shall remain the sole property of that party	Kindly note that the bidder needs to provide the source code for the advanced software developed for this project. The basic software IPR will remain with the bidder and the source code for the same will also remain with the bidder. Kindly confirm.	Basic IPR and ownership of the application / software need to be transferred after the contract period.
14.	4.10.2. Identity and Access Management, Page number 118	Administrator should be able specify that a certain directory be used for user authentication, but a different directory be used for user authorization. It should also allow.	The proposed solution onboard the user details from LDAP / AD / Database / Flat file etc. to its centralized database which is the single source of truth and we do not have any dependencies on the directory, hope this should suffice the requirement, please confirm	As per RFP
15.	4.10.2. Identity and Access Management, Page number 118	Solution should provide protection from cross-site scripting.	Need more clarity on the stated requirement and its use case.	As per RFP

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16.	4.10.2. Identity and Access Management, Page number 118	Single-sign-on will be enabled to enable access to the application modules with a single access credential.	Kindly let us know how many applications will be integrated with Identity and Access Management solution for Single Sign-On (SSO) functionality.	The selected bidder will be provided with detailed data on user base. However, bidders have to ensure smooth functioning of the applications irrespective of the user base.
17.	4.10.2. Identity and Access Management, Page number 118	Single-sign-on will be enabled to enable access to the application modules with a single access credential.	The total number of expected users for Identity and Access Management Solution and expected YoY growth.	The selected bidder will be provided with detailed data on user base. However, bidders have to ensure smooth functioning of the applications irrespective of the user base.
18.	4.10.2. Identity and Access Management, Page number 118	Single-sign-on will be enabled to enable access to the application modules with a single access credential.	In each application that will be integrated with IAM, expected user base per application?	The selected bidder will be provided with detailed data on user base. However, bidders have to ensure smooth functioning of the applications irrespective of the user base.
19.	4.10.2. Identity and Access Management, Page number 118	Single-sign-on will be enabled to enable access to the application modules with a single access credential.	Please confirm the applications Type (Web / Thick Client / Thin Client) which will be integrated for SSO	As per RFP
20.	4.10.2. Identity and Access Management, Page number 118	4.10.2. Identity and Access Management, Page number 118	What will be YoY expected growth in user base per application wise?	The selected bidder will be provided with detailed data on the user base. However, bidders have to ensure smooth functioning of the applications irrespective of the user base.

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21.	4.10.2. Identity and Access Management, Page number 118	Administrator should be able specify that a certain directory be used for user authentication, but a different directory be used for user authorization. It should also allow.	What is the Directory used (like open LDAP, MS AD, etc.)	As per RFP
22.	4.10.2. Identity and Access Management, Page number 118	4.10.2. Identity and Access Management, Page number 118	Whether newly joined users will be first onboarded on IAM or respective client application	The Selected bidder will be provided with detailed data on user base.
23.	4.10.2. Identity and Access Management, Page number 118	Single-sign-on will be enabled to enable access to the application modules with a single access credential.	Whether any external users (like vendors, citizens, etc.) need to access the applications through SSO?	As per RFP
24.	4.10.2. Identity and Access Management, Page number 118	4.10.2. Identity and Access Management, Page number 118	Please confirm the number of environments required for this project such as (DC, DR, UAT, SIT, etc). Also, whether HA is required in the Production and DR site kindly confirm	As per RFP
25.	4.10.2. Identity and Access Management, Page number 118	4.10.2. Identity and Access Management, Page number 118	Are there any homegrown applications that have to be integrated with IAM? If yes, does the client has a development team for integration in homegrown applications	As per RFP
26.	4.10.2. Identity and Access Management, Page number 118	4.10.2. Identity and Access Management, Page number 118	Please confirm the required authentication modes (password / OTP / DSC etc.) for this project.	As per RFP

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27.	4.10.2. Identity and Access Management, Page number 118	The priority of these authentication methods should be Administrator specified. It should not be hard-wired into the product, and Administrator should be able to control the priority of each Authentication method. 1000 levels of priority should be supported.	Need more clarity on this requirement and its use case. Also, what is meant by 1000 levels of priority should be supported?	As per the priority fields specified by Project Professional 2021 and Project Standards 2021.
28.	4.10.2. Identity and Access Management, Page number 118	Administrator should be able to create policies that perform comparative tests on each user's directory profile information.	Need more clarity on the stated requirement	As per RFP
29.	4.14.2. Indicative HRMS Functional Architecture, Page number 149	Provision for Digital Signature Services: The HRMS shall have a provision to integrate with Digital Signature Certificates for generation signed documents / reports by concerned authority for enabling authenticity of the approving authority.	We assume that the client is looking for a Digital signature solution for signing purposes (Crypto token-based signing), please confirm. Also, please confirm the number of Digital certificates (DSC) required for this project which the bidder has to provide as part of the project scope.	As per RFP
30.	4.10.2. Identity and Access Management, Page number 118	Identity and Access Management	Kindly confirm if there is an existing IAM application that needs to be migrated to the new IAM solution.	There is no existing IAM application.

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31.	Volume-I: Instruction to Bidders  Page no 15 4.11 Earnest Money Deposit (EMD):	The Bidder shall furnish as part of its Bid, Earnest Money Deposit (EMD) amount to the sum of INR 35,00,000/- (Rupees Thirty-Five Lakhs) in shape of Banker's cheque / demand draft / Bank Guarantee to be made from any Nationalized or Scheduled Commercial Bank in favor of Accounts Officer OSRTC, Bhubaneswar.	Request you to share us the Bank Guarantee format for the EMD. Share us the Bank details mainly IFSC code to prepare the EMD.	Refer Corrigendum
32.	Volume-I: Instruction to Bidders  Page no 17 5.3 Pre-Qualification Proposal Criteria	PQ6 Certifications The Bidder (Lead bidder in case of Consortium) should have ISO 9001, ISO 27001, ISO 20000:2015 and CMMI Level 5	For prequalification request you to consider any 2 nos of certification instead of 4 nos of certifications.	As per RFP

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33.	Volume-I: Instruction to Bidders Page no 19 5.3 Pre-Qualification Proposal Criteria	PQ 7 Experience in AFCS The Bidder should have experience of at least two qualifying AFCS project where qualifying AFCS project shall mean AFCS project for intracity/intercity public transit organization like bus/metro (state govt. or ULB) in India wherein the bidder shall have provided AFC system software application for Fare Collection, with minimum of 100 (one hundred) nos. EMV certified ETM Machines / Validators / Ticket Office Machines. The qualifying AFC project should have been completed within the past 5 (Five) years from the date of submission of the bid submission.	Request to change as The Bidder / it's OEM Partner should have experience of at least two qualifying AFCS project India or Globally where qualifying AFCS project shall mean AFCS project for intracity / intercity public transit organization like bus / metro (state govt. or ULB) in India wherein the bidder shall have provided AFC system software application for Fare Collection, with minimum of 100 (one hundred) nos. EMV certified ETM Machines / Validators / Ticket Office Machines. The qualifying AFC project should have been completed within the past 5 (Five) years from the date of submission of the bid submission.	As per RFP
34.	Volume-I: Instruction to Bidders Page no 19 5.3 Pre-Qualification Proposal Criteria	PQ 8 Experience of National Common Mobility card (NCCM) / Common Mobility Card (CMC) The Bidder should have experience of at least two qualifying projects where in NCCM / CMC are enabled to accept the payment.	Request to change as The Bidder / Its OEM partner should have experience India or Globally of at least two qualifying projects where in NCCM / CMC are enabled to accept the payment.	As per RFP

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35.	Volume-I: Instruction to Bidders Page no 19 5.3 Pre-Qualification Proposal Criteria	PQ9 Experience in AVLS & PIS Bidder should have an experience of two qualifying AVLS Projects where Qualifying AVLS project shall mean intra city/intercity public transit system for a public transport (state govt. or ULB) with a fleet of at least 300 buses wherein the bidder has provided AVL system software and hardware to monitor, manage and established command and control center to monitor and control transit operations. In addition, the bidder should have integrated the AVL system with Passenger Information sub-system to provide route and ETA (expected travel arrival) to passengers at bus station / depot / terminal via PIS Hardware. The qualifying AVL projects should have been completed within the past 5 (Five) years from the date of submission of the bid.	Request to change as Bidder / It's OEM Partner should have an experience of two qualifying AVLS Projects India or Globally where Qualifying AVLS project shall mean intra city/intercity public transit system for a public transport (state govt. or ULB) with a fleet of at least 300 buses wherein the bidder has provided AVL system software and hardware to monitor, manage and established command and control center to monitor and control transit operations. In addition, the bidder should have integrated the AVL system with Passenger Information sub-system to provide route and ETA (expected travel arrival) to passengers at bus station/depot/terminal via PIS Hardware. The qualifying AVL projects should have been completed within the past 5 (Five) years from the date of submission of the bid.	As per RFP



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36.	Volume-I: Instruction to Bidders Page no 20 5.3 Pre-Qualification Proposal Criteria	<p>PQ 10 Experience in Planning &amp; Scheduling (P&amp;S)</p> <p>The Bidder have experience of at least two qualifying P&amp;S projects where qualifying P&amp;S project shall mean P&amp;S Project for intracity/intercity public transit organization (state govt. or ULB) in India wherein the bidder shall have provided P&amp;S system software application for a fleet / Conductor Duty management of at least 300 buses. P&amp;S System Shall have Scheduling Software, and Roster of buses and crew. The P&amp;S projects should have been completed within the past 5 (Five) years from the date of submission of the bid.</p>	<p>Request to change as The Bidder / it's OEM Partner have experience of at least two qualifying P&amp;S projects where qualifying P&amp;S project shall mean P&amp;S Project for intracity/intercity public transit organization (state govt. or ULB) in India or Globally wherein the bidder shall have provided P&amp;S system software application for a fleet / Conductor Duty management of at least 300 buses. P&amp;S System Shall have Scheduling Software, and Roster of buses and crew. The P&amp;S projects should have been completed within the past 5 (Five) years from the date of submission of the bid.</p>	As per RFP

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37.	Page no 22 –  5.6 Technical Evaluation Criteria:	<p>B.1 Experience in AVLS &amp; PIS (Marks 10)</p> <p>The Bidder shall have experience of at least two qualifying AVLS projects. "Qualifying AVLS project shall mean intra city / intercity public transit system for a bus based public transport (state govt. or ULB) with a fleet of at least 300 buses wherein the bidder has provided AVL system software and hardware to monitor, manage and established command and control center to monitor and control transit operations. In addition, the bidder should have integrated the AVL system with Passenger Information sub-system to provide route and ETA (expected travel arrival) to passengers at bus station / depot / terminal via PIS Hardware. The qualifying AVL projects should have been completed within the past 5 (Five) years from the date of submission of the bid.</p> <p>One Project with 300 buses – 5 Marks 2.5 marks will be allotted for every additional 300 units subject to a maximum of 5 additional marks.</p> <p>"Only Completion certificate duly signed by client will be considered for the criteria.</p>	<p>Request to change as The Bidder/OEM Partner shall have experience of at least two qualifying AVLS projects India or Globally. "Qualifying AVLS project shall mean intra city/intercity public transit system for a bus based public transport (state govt. or ULB) with a fleet of at least 300 buses wherein the bidder has provided AVL system software and hardware to monitor, manage and established command and control center to monitor and control transit operations. In addition, the bidder should have integrated the AVL system with Passenger Information sub-system to provide route and ETA (expected travel arrival) to passengers at bus station / depot / terminal via PIS Hardware.</p>	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
38.	Volume-I: Instruction to Bidders Page no 23 5.6 Technical Evaluation Criteria:	<p>B.2 Specific Experience in Planning &amp; Scheduling System(P&amp;S) (Marks 5)</p> <ul style="list-style-type: none"> <li>· The Bidder have experience of at least two qualifying P&amp;S projects where qualifying P&amp;S project shall mean P&amp;S Project for intracity/intercity public transit organization (state govt. or ULB) in India wherein the bidder shall have provided P&amp;S system software application for a fleet of at least 300 buses. The P&amp;S System shall have Scheduling Software, and Roster of buses and crew. The P&amp;S projects should have been completed within the past 5 (Five) years from the date of submission of the bid.</li> </ul> <p>2 Projects – 3 Marks</p> <p>1 Marks will be allotted per project subject to a maximum of 2 additional marks.</p> <p>Only Completion certificate duly signed by client will be considered for the criteria.</p>	<p>Request to change as</p> <ul style="list-style-type: none"> <li>· The Bidder / OEM Partner have experience of at least two qualifying P&amp;S projects India or Globally where qualifying P&amp;S project shall mean P&amp;S Project for intracity/intercity public transit organization (state govt. or ULB) in India wherein the bidder shall have provided P&amp;S system software application for a fleet of at least 300 buses. The P&amp;S System shall have Scheduling Software, and Roster of buses and crew. The P&amp;S projects should have been completed within the past 5 (Five) years from the date of submission of the bid.</li> </ul> <p>2 Projects – 3 Marks</p> <p>1 Marks will be allotted per project subject to a maximum of 2 additional marks.</p> <p>Only Completion certificate duly signed by client will be considered for the criteria.</p>	As per RFP

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39.	Volume-I: Instruction to Bidders  Page no 23 5.6 Technical Evaluation Criteria:	<p>B.3 Specific Experience in Transit Management System (TMS) (Marks 5)</p> <p>The Bidder have experience on at least two qualifying TMS projects "Qualifying TMS project means TMS project for intra-city/intercity public transit system for a bus based public transport organization (state govt. or ULB) in India with a fleet of at least 100 (one hundred) buses wherein the bidder shall have provided integrated solution comprising Depot Management System qualifying TMS project means TMS project for intra-city/intercity public transit system for a bus based public transport organization (state govt. or ULB) in India with a fleet of at least 100 (one hundred) buses wherein the bidder shall have provided integrated solution comprising Depot Management System essentially integrated with Inventory Management System with additional integration of two or more component such as Workshop Management System, Fuel Management System, Tyre Management System". The TMS projects should have been completed within the past 5 (Five)</p>	<p>Request to change as The Bidder/ OEM partner have experience on at least two qualifying TMS projects "Qualifying TMS project means TMS project for intra-city/intercity public transit system for a bus based public transport organization (state govt. or ULB) in India or Globally with a fleet of at least 100 (one hundred) buses wherein the bidder shall have provided integrated solution comprising Depot Management System qualifying TMS project means TMS project for intra-city / intercity public transit system for a bus based public transport organization (state govt. or ULB) in India with a fleet of at least 100 (one hundred) buses wherein the bidder shall have provided integrated solution comprising Depot Management System essentially integrated with Inventory Management System with additional integration of One or more component such as Workshop Management System, Fuel Management System, Tyre Management System". The TMS projects should have been completed within the past 5 (Five) years from the date of submission of the bid.</p> <p>1 Projects – 3 Marks 1 Marks will be allotted per project subject to a maximum of 2 additional marks.</p>	As per RFP

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		<p>years from the date of submission of the bid.</p> <p>2 Projects – 3 Marks</p> <p>1 Marks will be allotted per project subject to a maximum of 2 additional marks.</p> <p>" Only Completion certificate duly signed by client will be considered for the criteria."</p>	<p>"Only Completion certificate duly signed by client will be considered for the criteria."</p>	

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40.	<p>Volume-I: Instruction to Bidders</p> <p>Page no 24</p> <p>5.6 Technical Evaluation Criteria:</p>	<p>B.4 Experience in AFCS Projects (Marks 15)</p> <p>The Bidder have experience of at least two qualifying AFCS project where qualifying AFCS project shall mean AFCS project for intracity/intercity public transit organization (state govt. or ULB) in India wherein the bidder shall have provided AFC system software application for Fare Collection, with minimum of 100 (one hundred) nos. EMV certified ETM Machines / Validators / Ticket Office Machines. The qualifying AFC project should have been completed within the past 5 (Five) years from the date of submission of the bid submission</p> <p>2 Projects – 6 Marks 3 projects - 10 Marks</p> <p>Only Completion certificate duly signed by client will be considered for the criteria.</p>	<p>Request to change as . The Bidder/OEM Partner have experience of at least two qualifying AFCS project where qualifying AFCS project shall mean AFCS project for intracity/intercity public transit organization (state govt. or ULB) in India wherein the bidder shall have provided AFC system software application for Fare Collection, with minimum of 100 (one hundred) nos. EMV certified ETM Machines / Validators / Ticket Office Machines. The qualifying AFC project should have been completed within the past 5 (Five) years from the date of submission of the bid submission</p>	As per RFP

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41.	Volume-I: Instruction to Bidders  Page no 24  5.6 Technical Evaluation Criteria:	B.5 Experience of supply of the EMV Certified ETM (Marks 15) Experience of supply installation of L1 & L2, EMV certified.  ETM machines in AFC Project 2000 - 5000 ETM machines - 4 marks 5001 - 7000 ETM Machines - 6 Marks 7001 - 9000 ETM Machines - 8 Marks  Above 9001 - 10 Marks List of the project with no ETIM supplied.	Request to changes as Bidder / OEM partner should have Experience of supply installation of L1 & L2, EMV certified ETM machines in AFC Project.  2000 - 5000 ETM machines - 4 marks 5001 - 7000 ETM Machines - 6 Marks 7001 - 9000 ETM Machines - 8 Marks Above 9001 - 10 Marks  List of the project with no ETIM supplied.	As per RFP
42.	Volume-I: Instruction to Bidders  Page no 24  5.6 Technical Evaluation Criteria:	B.6 Experience of National Common Mobility card (NCCM) (Marks 15)  The Bidder should have experience of at least two qualifying AFCS projects where in qualifying project bidder should have payment acceptance through NCCM.  The qualifying projects should have been commissioned within the past 5 (Five) years from the date of submission of the bid and the project should be in operation for 12 months.  2 projects - 10 marks 3 projects - 15 marks	B.6 Experience of National Common Mobility card (NCCM) (Marks 15) The Bidder / OEM partner should have experience of at least two qualifying AFCS project where in qualifying project bidder should have payment acceptance through NCCM.  The qualifying projects should have been commissioned within the past 5 (Five) years from the date of submission of the bid and the project should be in operations for 12 months. 2 projects - 10 marks. 3 projects - 15 marks Agreement along with Customer certificate to be submitted.	As per RFP

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		Agreement along with Customer certificate to be submitted.		
43.	Volume-II: Terms of Reference Page 100 6.16. Videowall	2.Resolution 920 x 1080	We feel that the actual requirement will be as follows.  Resolution 1920X1080	Refer Corrigendum
44.	Volume-II: Terms of Reference Page 100 6.16. Videowall	3. Pixel Pitch 0.53mm	these specifications are specific to OEM so kindly remove this specification.	As per RFP
45.	Volume-II: Terms of Reference Page 100 6.16. Videowall	9.Scan rate H: 30~75kHz, V: 50~85Hz	these specifications are specific to OEM so kindly remove this specification	As per RFP
46.	Volume-II: Terms of Reference Page 100 6.16. Videowall	11. Standard Inputs Standard Inputs 1x Digital DVI-I/1x Digital DVI-D/other standard compatible input ports	Request to consider as following standard inputs HDMI(2), DP, DVI-D, Audio, USB	Refer Corrigendum
47.	Volume-II: Terms of Reference Page 100 6.16. Videowall	12. Standard Outputs 1x Digital DVI-D ; 1x CVBS BNC	Request to consider as following standard outputs DP, Audio	As per RFP
48.	Volume-II: Terms of Reference Page 100 6.16. Videowall	13. Control RS-232/RS-422/IR	Request to consider the following control. RS232C In/out, RJ45(LAN) In, IR In	Refer Corrigendum



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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
49.	Volume-II: Terms of Reference Page 100 6.16. Videowall	16. Standby Mode < 2W at 110V	these specifications are specific to OEM so kindly remove these specifications	As per RFP
50.	Volume-II: Terms of Reference Page 100 6.16. Videowall	20.Maintenance Feature  Quick Swap Modules	these specifications are specific to OEM so kindly remove these specifications	As per RFP
51.	Volume-II: Terms of Reference Page 100 6.16. Videowall	21. Combined Bezel (Typical) 5.7 mm	Request to change as Combined Bezel to 3.5mm	Refer Corrigendum
52.	Volume-II: Terms of Reference Page 100 6.16. Videowall	22. Video Wall Tiling 20X15	Request to change as 15X15	Refer Corrigendum
53.	Volume-II: Terms of Reference Page number 116 8. Bills of Material 8.1. Active and Passive Infrastructure (Hardware)	16. Firewall cum IPS/IDS	Request you to share us the Firewall specifications.	As per RFP

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<b>Sl. No.</b>	<b>RFP Reference (Section No., Clause, Page No.)</b>	<b>Content of RFP</b>	<b>Clarification Sought</b>	<b>OSRTC Response</b>
54.	6.Technical Requirements: Hardware & Devices 6.13.CCTV Camera with NVR <b>Page No: 166 (page 97 of 120)</b>	The camera shall support H.254 Video Compression	<b><u>Requesting you to amend the clause as:</u></b> The camera shall support <del>H.254</del> <b>H.264</b> Video Compression <b><u>Justification:</u></b> H.254 is not a Video compression it might be a Typo error it should be H.264 Video Compression.	Refer Corrigendum
55.	6.Technical Requirements: Hardware & Devices 6.13.CCTV Camera with NVR <b>Page No: 167 (page 98 of 120)</b>	The camera shall have ruggedness of: <ul style="list-style-type: none"> <li>• Rugged, vibration, shock and tamper proof metal housing. Anti-vibration installation with locking mechanism</li> <li>• Vibration resistance as per /IS 9000-part 7 Shock resistant as per / IS 9000-part 8.</li> </ul>	<b><u>Requesting you to amend the clause as:</u></b> The camera shall have ruggedness of: <ul style="list-style-type: none"> <li>• Rugged, vibration, shock and tamper proof metal housing Anti-vibration installation with locking mechanism</li> <li>• Vibration resistance as per /IS 9000-part 7 / <b>IEC 60068-2-6 or Equivalent</b></li> <li>• Shock resistant as per /IS 9000-part 8 / <b>IEC 60068-2-27 or Equivalent</b></li> </ul> <b><u>Justification:</u></b> We are requesting you to accept other equivalent standard for Vibration and Shock resistant for equal participation in the tender.	Refer Corrigendum

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
56.	6.Technical Requirements:  Hardware & Devices 6.13.CCTV Camera with NVR  <b>Page No: 167 (page 98 of 120)</b>	Wide Dynamic Range (WDR) and Automatic Backlight Compensation.	<b><u>Requesting you to amend the clause as:</u></b> Wide Dynamic Range (WDR) <del>and or</del> Automatic Backlight Compensation.  <b><u>Justification</u></b> We are requesting you to make backlight compensation as an optional feature because WDR is the combination of Backlight compensation and Highlight compensation. So, in that case WDR is sufficient to fulfill the requirement.	Refer Corrigendum

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57.		Additional Suggestion	<p><b><u>Requesting you to add GFR Clause</u></b>  Bidder shall ensure compliance to the Office Memorandum for insertion of Rule 144 (xi) in the General Finance Rules (GFR)-2017 bearing reference number F.No. 6/18/2019-PPD dated 23 July 2020 or latest, by the Public Procurement Division, Department of Expenditure, Ministry of Finance. Non-compliant bid(s) will be summarily rejected. The OEM should not have any common directors who are also on the board of companies having beneficiaries from land border countries at the time of bidding.</p> <p><b><u>Justification:</u></b>  We are requesting you to ask OEM and Bidder both should comply the above clause which restrict the OEM and Bidder who are sharing the land border with India.</p>	As per RFP

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58.		Additional Suggestion	<p><b><u>Requesting you to add the below clause</u></b> CCTV OEM should be active company and should have direct presence in India from last ten years (not as joint venture, partnership firms or through any other association) &amp; manufacturing in India since last Five years (not as joint venture, partnership firms or through any other association) (3rd Party Manufacturing not allowed) and Foreign CCTV OEM should have manufacturing unit globally from last 10 Years at the time of bidding. Documentary evidence should be submitted.</p> <p><b><u>Justification:</u></b> To ensure participation of genuine OEMs who has made the serious investment in India.</p>	As per RFP

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59.		Additional Suggestion	<p><b><u>Requesting you to add the below clause</u></b> The camera OEM should be a genuine manufacturer and should be an official valid H.265 HEVC and H.264 AVC Certificate and should be listed on HEVC website at the time of submitting bid. They should be paying the licensed fee for using the genuine HVEC Compression legally. The same will be verified at the time of bidding.</p> <p><b><u>Justification:</u></b> To ensure participation of genuine OEMs in the tender and OEM who is manufacturing the camera should have a Video compression license.</p>	Refer Corrigendum
60.	5.3 Pre-Qualification Proposal Criteria  Page No: 18	PQ4: Minimum average annual turnover (Lead Bidder in case of Consortium) of the organization must be INR 200 Crores from the last three (3) financial years (FY 19-20, FY 20-21, FY 21-22)	<p>The said turn over ask for the Pre-Qualification criteria is too high compared to the project value, so we request to give relaxation and revise the said requirement as follow:</p> <p>"Minimum average annual turnover (Lead Bidder in case of Consortium) of the organization must be INR <del>200</del> <b>70</b> Crores from the last three (3) financial years (FY 19-20, FY 20-21, FY 21-22)"</p>	Refer Corrigendum

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61.	5.3 Pre-Qualification Proposal Criteria Page No: 18	PQ6: The Bidder (Lead bidder in case of Consortium) should have ISO 9001, ISO 27001, ISO 20000:2015 and CMMI Level 5	We request authority to give relaxation and revise the said requirement as follow:  "The Bidder (Lead bidder / <b>any member</b> of <del>in case of</del> Consortium) should have ISO 9001, ISO 27001, ISO 20000:2015 and CMMI Level <b>3</b> <del>5</del> ."	As per RFP

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62.	5.3 Pre-Qualification Proposal Criteria  Page No: 19	PQ7 Experience in AFCS The Bidder should have experience of at least two qualifying AFCS project where qualifying AFCS project shall mean AFCS project for intracity/ intercity public transit organization like bus/metro (state govt. or ULB) in India wherein the bidder shall have provided AFC system software application for Fare Collection, with minimum of 100 (one hundred) nos. EMV certified ETM Machines / Validators / Ticket Office Machines. The qualifying AFC project should have been completed within the past 5 (Five) years from the date of submission of the bid submission.	We would like to inform you that this tender is for Bus Transit Management system and Authority have allowed metro experience in the Qualification criteria. We would like to inform you that Bus transit management system is very complex compared to the metro requirement. So, only bus experience can be allowed in the experience criteria. We request to revise the said criteria as follow:  "PQ7 Experience in AFCS The Bidder should have experience of at least two qualifying AFCS project where qualifying AFCS project shall mean AFCS project for intracity/ intercity public transit organization like bus/ <del>metro</del> (state govt. or ULB) in India wherein the bidder shall have provided AFC system software application for Fare Collection, with minimum of 100 (one hundred) nos. EMV certified ETM Machines / Validators / Ticket Office Machines. The qualifying AFC project should have been completed within the past 5 (Five) years from the date of submission of the bid submission."	As per RFP



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63.	5.3 Pre-Qualification Proposal Criteria  Page No: 19	PQ8: The Bidder should have experience of at least two qualifying projects where in NCMC / CMC are enabled to accept the payment.	<p>Authority have asked NCMC experience in the pre-qualification criteria. NCMC is not the essential part in the entire scope of work. NCMC Implementation is only done in metro and it is favoring only one company. So, we would request you to remove the NCMC experience criteria from pre-qualification or allow closed loop implementation experience.</p> <p>We request authority revise the said requirement as follow:</p> <p>"The Bidder should have experience of at least two qualifying projects where in NCMC / CMC / <b><u>Closed Loop Smart Card in bus (state govt. or ULB) in India</u></b> are enabled to accept the payment."</p>	As per RFP

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64.	5.6 Technical Evaluation Criteria:  Page no: 22	<p>A.1: Organization's Turnover The bidder should have an average annual turnover (Combine turnover in case of Consortium) of at least INR 200 Crores in last 3 financial years (FY 2019-20, 2020-21 &amp;2021-22)</p> <p>Mark Allocation will be as follows.</p> <ul style="list-style-type: none"> <li>· 200 - 250 Cr. - 1 Marks</li> <li>· 251 - 300 Cr. - 2 Marks</li> <li>· 301 - 350 Cr. - 3 Marks</li> <li>· More than 400 Cr - 5 Marks</li> </ul> <p>Documents Required Extracts from the audited Balance sheet and Profit &amp; Loss statements, Certificate from the Statutory Auditor</p>	<p>The said turn over ask for the Technical Evaluation criteria is too high compared to the project value, so we request to give relaxation and revise the said requirement as follow:</p> <p>"A.1: Organization's Turnover The bidder should have an average annual turnover (Combine turnover in case of Consortium) of at least INR 200 Crores in last 3 financial years (FY 2019-0, 2020-21 &amp;2021-22) Mark Allocation will be as follows.</p> <ul style="list-style-type: none"> <li>· <del>200 - 250</del> <b>70-80</b> Cr. - 1 Marks</li> <li>· <del>251 - 300</del> <b>80-90</b> Cr. - 2 Marks</li> <li>· <del>301 - 350</del> <b>90-100</b> Cr. - 3 Marks</li> <li>· More than <del>400</del> <b>100</b> Cr - 5 Marks</li> </ul> <p>Documents Required Extracts from the audited Balance sheet and Profit &amp; Loss statements, Certificate from the <del>Statutory Auditor</del> <b>Chartered Accountant (CA)</b>"</p>	Refer Corrigendum

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65.	5.6 Technical Evaluation Criteria:  Page no: 22	A.2 Number of IT skilled on roll resources working with the organization as on 31st March, 2019  500 resources = 5 marks Every additional 50 On Roll Employees – Additional 1 marks each (maximum 5 Marks)	As the Number of IT skilled on roll resources working with the organization ask in criteria is too high, so we request to give relaxation and revise the said requirement as follow:  "A.2 Number of IT skilled on roll resources working with the organization as on 31st March <del>2019</del> , 2023."  500 resources = 5 marks Every additional <del>50</del> <u>10</u> On Roll Employees – Additional 1 marks each (maximum 5 Marks)"	Refer Corrigendum
66.	5.6 Technical Evaluation Criteria:  Page no: 22	A.3 Quality Certification <ul style="list-style-type: none"> <li>• ISO 9001, ISO 27001, ISO 20000: 2015 - 2 Marks</li> <li>• CMMI Level 5 – Additional 3 marks (Maximum 5 marks)</li> </ul>	We request to give relaxation and revise the said requirement as follow:  A.3 Quality Certification <ul style="list-style-type: none"> <li>• ISO 9001, ISO 27001, ISO 20000: 2015 - 2 Marks</li> <li>• CMMI Level <del>5</del> <u>3</u> – Additional 3 marks (Maximum 5 marks)</li> </ul>	As per RFP

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67.	5.6 Technical Evaluation Criteria: Page no: 22	<p>B.1 Experience in AVLS &amp; PIS</p> <p>"The Bidder shall have experience of at least two qualifying AVLS projects.</p> <p>"Qualifying AVLS project shall mean intra city/intercity public transit system for a bus based public transport (state govt. or ULB) with a fleet of at least 300 buses wherein the bidder has provided AVL system software and hardware to monitor, manage and established command and control center to monitor and control transit operations. In addition, the bidder should have integrated the AVL system with Passenger Information sub-system to provide route and ETA (expected travel arrival) to passengers at bus station / depot / terminal via PIS Hardware.</p> <p>The qualifying AVL projects should have been completed within the past 5 (Five) years from the date of submission of the bid." One Project with 300 buses – 5 Marks</p> <p>2.5 marks will be allotted for every additional 300 units subject to a maximum of 5 additional marks." Document Required: Only Completion certificate duly signed by client will be considered for the criteria.</p>	<p>This project is primarily focused on Automatic vehicle Location System, Planning and Scheduling system along with Transit Management system and Automatic Fare collection system. So, we request to amend and give more weightage to the said qualification as follow:</p> <p>"B.1 Experience in AVLS &amp; PIS ". The Bidder shall have experience of at least two qualifying AVLS projects. ""Qualifying AVLS project shall mean intra city/intercity public transit system for a bus based public transport (state govt. or ULB) with a fleet of at least 300 buses wherein the bidder has provided AVL system software and hardware to monitor, manage and established command and control center to monitor and control transit operations. In addition, the bidder should have integrated the AVL system with Passenger Information sub-system to provide route and ETA (expected travel arrival) to passengers at bus station / depot / terminal via PIS Hardware.</p> <p>The qualifying AVL projects should have been completed within the past 5 (Five) years from the date of submission of the bid."</p> <p>One Project with 300 buses – 5 Marks <del>2.5</del> <b>5</b> marks will be allotted for every additional 300 units subject to a maximum</p>	Refer Corrigendum

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			<p>of <del>5</del> <u>10</u> additional marks."</p> <p>Total Marks - <del>40</del> <u>15</u></p> <p>Document Required: <u>Work Order AND Only Go-Live /</u> Completion certificate duly signed by client will be considered for the criteria."</p>	

**Response to the Pre-Bid Queries for Selection of SI for Integrated Transport Management System (ITMS)**

**RFP No. 123 Dated 06/05/2023.**

<b>Sl. No.</b>	<b>RFP Reference (Section No., Clause, Page No.)</b>	<b>Content of RFP</b>	<b>Clarification Sought</b>	<b>OSRTC Response</b>
68.	5.6 Technical Evaluation Criteria: Page no: 23	<p>B.2 Specific Experience in Planning &amp; Scheduling System(P&amp;S)</p> <p>The Bidder have experience of at least two qualifying P&amp;S projects where qualifying P&amp;S project shall mean P&amp;S Project for intracity / intercity public transit organization (state govt. or ULB) in India wherein the bidder shall have provided P&amp;S system software application for a fleet of at least 300 buses. The P&amp;S System shall have Scheduling Software, and Roster of buses and crew. The P&amp;S projects should have been completed within the past 5 (Five) years from the date of submission of the bid.</p> <p>2 Projects – 3 Marks 1 Marks will be allotted per project subject to a maximum of 2 additional marks.</p>	<p>As the total score allotted for B- Bidders Experience is 55 (with respect to Score specified in Description in each section i.e. B1-10 Marks, B2-5 Marks, B3-5 Marks, B3-5 Marks, B4-10 Marks, B5-10 Marks, B6- 15 Marks) instead of 65 Marks.</p> <p>Also This project is primarily focus on Automatic vehicle Location System, Planning and Scheduling system, Transit Management system and Automatic Fare collection system. So, the Mark Distribution should be equal among all the experience criteria. Currently there are more marks on AFCS and NCMC. we request to give equal weightage and revise the said criteria as follow:</p> <p>B.2 Specific Experience in Planning &amp; Scheduling System(P&amp;S)</p> <p>The Bidder have experience of at least two qualifying P&amp;S projects where qualifying P&amp;S project shall mean P&amp;S Project for intracity / intercity public transit organization (state govt. or ULB) in India wherein the bidder shall have provided P&amp;S system software application for a fleet of at least 300 buses. The P&amp;S System shall have Scheduling Software, and Roster of buses and crew. The P&amp;S projects should have been completed</p>	Refer Corrigendum

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
			<p>within the past 5 (Five) years from the date of submission of the bid.</p> <p>2 Projects – <del>3</del> <u>6</u> Marks  <del>4</del> <u>2</u> Marks will be allotted per project subject to a maximum of <del>2</del> <u>4</u> additional marks.</p> <p>Total Marks - <del>5</del> <u>10</u></p> <p>Document Required:  <u>Work Order AND</u> <del>Only</del> <u>Go-Live / Completion certificate</u> duly signed by client will be considered for the criteria."</p>	

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
69.	<p>5.6 Technical Evaluation Criteria:</p> <p>Page no: 23</p>	<p>B.3 Specific Experience in Transit Management System (TMS) ". The Bidder have experience on at least two qualifying TMS projects "Qualifying TMS project means TMS project for intra-city/intercity public transit system for a bus based public transport organization (state govt. or ULB) in India with a fleet of at least 100 (one hundred) buses wherein the bidder shall have provided integrated solution comprising Depot Management System.</p> <p>Qualifying TMS project means TMS project for intra- city / intercity public transit system for a bus based public transport organization (state govt. or ULB) in India with a fleet of at least 100 (one hundred) buses wherein the bidder shall have provided integrated solution comprising Depot Management System essentially integrated with Inventory Management System with additional integration of two or more component such as Workshop Management System, Fuel Management System, Tyre Management System". The TMS projects should have been completed within the past 5 (Five) years from the date of submission of the bid."</p> <p>2 Projects – 3 Marks</p>	<p>As the total score allotted for B- Bidders Experience is 55 (with respect to Score specified in Description in each section i.e. B1-10 Marks, B2-5 Marks, B3-5 Marks, B3-5 Marks, B4-10 Marks, B5-10 Marks, B6- 15 Marks) instead of 65 Marks.</p> <p>Also This project is primarily focus on Automatic vehicle Location System, Planning and Scheduling system, Transit Management system and Automatic Fare collection system. So, the Mark Distribution should be equal among all the experience criteria. Currently there are more marks on AFCS and NCMC. we request to give equal weightage and revise the said criteria as follow:</p> <p>"B.3 Specific Experience in Transit Management System (TMS) ".The Bidder have experience on at least two qualifying TMS projects ""Qualifying TMS project means TMS project for intra-city/intercity public transit system for a bus based public transport organization (state govt. or ULB) in India with a fleet of at least 100 (one hundred) buses wherein the bidder shall have provided integrated solution comprising Depot Management System Qualifying TMS project means TMS project for intra- city / intercity public transit system for a bus based public transport organization (state govt. or ULB) in India with a fleet of at least 100</p>	Refer Corrigendum



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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
		<p>1 Marks will be allotted per project subject to a maximum of 2 additional marks."</p>	<p>(one hundred) buses wherein the bidder shall have provided integrated solution comprising Depot Management System essentially integrated with Inventory Management System with additional integration of two or more component such as Workshop Management System, Fuel Management System, Tyre Management System".</p> <p>The TMS projects should have been completed within the past 5 (Five) years from the date of submission of the bid."</p> <p>2 Projects – <del>3</del> 6 Marks</p> <p><del>4</del> <u>2</u> Marks will be allotted per project subject to a maximum of <del>2</del> <u>4</u> additional marks.</p> <p>Total Marks - <del>5</del> <u>10</u>"</p> <p>Document Required:  <u>Work Order AND Only Go-Live /</u>                      Completion certificate duly signed by client will be considered for the criteria."</p>	

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
70.	5.6 Technical Evaluation Criteria:  Page no: 24	<p><b>B.4 Experience in AFCS Projects</b></p> <p>The Bidder have experience of at least two qualifying AFCS project where qualifying AFCS project shall mean AFCS project for intracity / intercity public transit organization (state govt. or ULB) in India wherein the bidder shall have provided AFC system software application for Fare Collection, with minimum of 100 (one hundred) nos. EMV certified ETM Machines / Validators / Ticket Office Machines. The qualifying AFC project should have been completed within the past 5 (Five) years from the date of submission of the bid submission.</p> <p>2 Projects – 6 Marks 3 projects - 10 Marks.</p>	<p>It seems there is some typo error in total marks i.e. 15 and max marks against three project, So we request authority revise the same as follow:</p> <p>"B.4 Experience in AFCS Projects · The Bidder have experience of at least two qualifying AFCS project where qualifying AFCS project shall mean AFCS project for intracity/intercity public transit organization (state govt. or ULB) in India wherein the bidder shall have provided AFC system software application for Fare Collection, with minimum of 100 (one hundred) nos. EMV certified ETM Machines / Validators / Ticket Office Machines. The qualifying AFC project should have been completed within the past 5 (Five) years from the date of submission of the bid submission</p> <p>2 Projects – 6 Marks 3 projects - <del>10</del> <b>15</b> Marks</p> <p>Document Required: <b><u>Work Order AND Only Go-Live / Completion certificate duly signed by client will be considered for the criteria.</u></b></p>	Refer Corrigendum

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
71.	5.6 Technical Evaluation Criteria: Page no: 24	B.5 Experience of supply of the EMV Certified ETM  Experience of supply installation of L1 & L2, EMV certified ETM machines in AFC Project  2000 - 5000 ETM machines - 4 marks 5001 - 7000 ETM Machines - 6 Marks 7001 - 9000 ETM Machines - 8 Marks Above 9001 - 10 Marks	Authority has already asked for the Technical Qualification criteria for AFC System at B4 along with ETM experience, so we request authority to remove the said criteria and accordingly revise the score(s).	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
72.	5.6 Technical Evaluation Criteria:  Page no: 24	<p>B.6 Experience of National Common Mobility card (NCMC) "The Bidder should have experience of at least two qualifying AFCS projects where in qualifying project bidder should have payment acceptance through NCMC. The qualifying projects should have been commissioned within the past 5 (Five) years from the date of submission of the bid and project should be in operations for 12 months."                      2 projects - 10 marks.                      3 projects - 15 marks</p> <p>Document Required:                      Agreement along with Customer certificate to be submitted.</p>	<p>Authorities have asked NCMC for experience in the Qualification criteria. NCMC is not the essential part in the entire scope of work. NCMC Implementation is only done in metro and it is favoring only one company. So, we would request you to remove the NCMC experience criteria from pre-qualification or allow closed loop implementation experience.</p> <p>We request authority revise the said requirement as follow:</p> <p>"The Bidder should have experience of at least two qualifying projects where in NCMC / CMC / <b><u>Closed Loop Smart Card in bus (state govt. or ULB) in India</u></b> are enabled to accept the payment."</p> <p>B.6 Experience of National Common Mobility card (NCMC) "The Bidder should have experience of at least two qualifying AFCS project where in qualifying project bidder should have payment acceptance through NCMC / <b>CMC / Closed Loop Smart Card in bus (state govt. or ULB) in India</b>. The qualifying projects should have been commissioned within the past 5 (Five) years from the date of submission of the bid and project should be in operations for 12 months."                      2 projects - 10 marks.                      3 projects - 15 marks</p>	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
			Document Required: <b>Work Order / Agreement</b> along with Customer certificate to be submitted."	

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
73.	5.3 Pre-Qualification Proposal Criteria PQ-7-page no. 19 PQ-8-page no. 19 PQ-9-page no. 19 PQ-10-page no. 20	Documents required: Only Completion certificate duly signed by client will be considered for the criteria.	The authority has only asked for a Completion certificate duly signed by the client for the criteria on proof of qualification criteria, where we request authority also ask for Work Order as well along with Client certificate. The revised Document required clause are as follow:  "Documents required: <b><u>Work Order AND</u> <del>Only</del> <u>Go-Live</u> /</b> Completion certificate duly signed by client will be considered for the criteria."	Refer Corrigendum
74.	5.6 Technical Evaluation Criteria: B1 page no. 22 B2 page no. 23 B3 page no. 23 B4 page no. 24	Documents Required: Only Completion certificate duly signed by client will be considered for the criteria.	The authority has only asked for a Completion certificate duly signed by the client for the criteria on proof of qualification criteria, where we request authority also ask for Work Order as well along with Client certificate. The revised Document required clause are as follow:  "Documents required: <b><u>Work Order AND</u> <del>Only</del> <u>Go-Live</u> /</b> Completion certificate duly signed by client will be considered for the criteria."	Refer Corrigendum

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
75.	5.6 Technical Evaluation Criteria: B.6-page no. 24	Documents Required: Agreement along with Customer certificate to be submitted.	Authority has only asked for Agreement along with Customer certificate for the criteria on proof of qualification criteria, where we request authority also ask for Work Order / Agreement as well along with Client certificate. The revised Document required clause are as follow:  "Documents required: <b>Work Order /</b> Agreement along with Customer certificate to be submitted."	Refer Corrigendum
76.	5.3 Pre-Qualification Proposal Criteria Page No: 17	PQ2: EMD in shape of Banker's Cheque / Demand Draft to be made from any Nationalized Bank or Scheduled Commercial Bank in favor of Accounts Officer OSRTC, Bhubaneswar	As per 4.11 EMD requirement, authority allowed the EMD in the form of Bank Guarantee, So request authority:  1. Amend the PQ2 requirement as follow: PQ2: EMD in shape of Banker's Cheque / Demand Draft <b>/Bank Guarantee</b> to be made from any Nationalized Bank or Scheduled Commercial Bank in favor of Accounts Officer OSRTC, Bhubaneswar.	Refer corrigendum
77.	4.11 Earnest Money Deposit (EMD): Page No: 15	The Bidder shall furnish as part of its Bid, Earnest Money Deposit (EMD) amount to the sum of INR 35,00,000/- (Rupees Thirty-Five Lakhs) in shape of Banker's cheque / demand draft <b>/Bank Guarantee</b> to be made from any Nationalized or Scheduled Commercial Bank in favor of Accounts Officer OSRTC, Bhubaneswar.	2. Request to Share the Bank Guarantee Draft to be made from any Nationalized or Scheduled Commercial Bank in favor of Accounts Officer OSRTC, Bhubaneswar.  3. As the EMD in the Form of BG validity has not been specified, we assume that the BG validity would be same as Bid validity i.e., 180 Days from the Bid Submission. <b>Please confirm</b>	Refer Corrigendum

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
78.	4.8 Validity of Bid: Page No: 15	Bids shall remain valid for a period of 180 (one hundred and eighty) days from the date of opening of the Financial Bid.	Generally, the bid validity would from the date of submission of tender as per standard practices. Also, it may be possible that duration of evaluation process may be delayed and same will lead to opening date of financial bid also delay.  Considering above scenario, we request to revise the same as follow:  "Bids shall remain valid for a period of 180 (one hundred and eighty) days from the date of opening of the <del>Financial</del> Bid."	As per RFP
79.	5.3 Pre-Qualification Proposal Criteria Page No: 18	PQ4: Minimum average annual turnover (Lead Bidder in case of Consortium) of the organization must be INR 200 Crores from the last three (3) financial years (FY 19-20, FY 20-1, FY 21-22)  Documents required:  Audited balance Sheet and Profit & Loss account statement of the bidder for each of the last 3 audited financial years.  Certificate duly signed by <i>Statutory Auditor</i> of the Bidder for total turnover.	As per the draft format Annexure X: Financial capacity of the bidder, certificate to be signed by CA as proof of Turn over and Net worth capability of prospective bidder, we request to amend the same in PQ4 & PQ5 Documentation Requirement as follow:  PQ4...Documents required: Audited balance Sheet and Profit & Loss account statement of the bidder for each of the last 3 audited financial years.  Certificate duly signed by Statutory Auditor Chartered Accountant (CA) of the Bidder for total turnover	Refer Corrigendum



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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
80.	5.3 Pre-Qualification Proposal Criteria Page No: 18	<p>PQ5: The Bidder (All members in the case of a consortium) should have positive net worth for the last three (3) years. (FY 19-20, FY 20-21, FY 21-22)</p> <p>Documents required: Certificate from the <i>Statutory Auditor</i> clearly stating Positive Net worth as defined in this RFP in the stipulated format under Annexure-X</p>	<p>PQ5: Documents required: Certificate from the <del>Statutory Auditor</del> <b><u>Chartered Accountant (CA)</u></b> clearly stating Positive Net worth as defined in this RFP in the stipulated format under Annexure-X.</p>	Refer Corrigendum
81.	Annexure X: Financial capacity of the bidder Page No: 46	<p><b>Format for CA Certificate</b> (The format should be certified by Chartered Accountant) .... Name of the CA: Signature of certifying CA</p>		
82.	5.4 Selection Procedure: Page No: 21	<p>The Bidders would be technically evaluated out of 100 marks. All the bidders who secure an overall minimum of 70% (80 Marks out of 100 across all components) in Technical Evaluation will be considered technically qualified. The Technical Evaluation Committee will be assigning technical marks individually. The final technical marks for a bidder will be calculated as the average of the marks assigned.</p>	<p>It seems there is some typo error in qualified marks against the % of total score, so we request authority revise the same as follow:</p> <p>"The Bidders would be technically evaluated out of 100 marks. All the bidders who will secure an overall minimum of 70% (<del>80</del> <b><u>70</u></b> Marks out of 100 across all components) in Technical Evaluation will be considered technically qualified. The Technical Evaluation Committee will be assigning technical marks individually. The final technical marks for a bidder will be calculated as the average of the marks assigned."</p>	Refer Corrigendum

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
83.	5.4 Selection Procedure: Page No: 21	5.5 Evaluation of Technical Bid: <ul style="list-style-type: none"> <li>• Technical Mark (TM) will be given based on the evaluation of the Technical Bid and based on the documents submitted by the eligible bidder as per the Evaluation Criteria mentioned in the RFP.</li> <li>• An actual technical mark below 80 shall disqualify the bid as technically non-responsive. A financial bid of only technically responsive bidders shall be opened.</li> </ul>	As the minimum requirement for technically qualified bidder would be 70%, we request to revise the same as follow: "5.5 Evaluation of Technical Bid: <ul style="list-style-type: none"> <li>• Technical Mark (TM) will be given based on the evaluation of the Technical Bid and based on the documents submitted by the eligible bidder as per the Evaluation Criteria mentioned in the RFP.</li> <li>• An actual technical mark below <del>80</del> <b>70</b> shall disqualify the bid as technically non-responsive.</li> </ul> A financial bid of only technically responsive bidders shall be opened."	Refer Corrigendum
84.	4.7 Language, Format and Signing of Bid:  Page no.12	In the event of discrepancy in numeric and alphabetical manner, the lower of both shall be considered.	We request authority to revise the clause as follow:  "In the event of discrepancy in numeric and alphabetical manner, <b><u>the amounts mentioned in figures and in words, the amount in words</u></b> <del>the lower of both</del> shall be considered."	As per RFP
85.	4.7 Language, Format and Signing of Bid: Page no.13	The Bidder shall submit the bid by Speed Post/ Courier service or submit the proposal with The General Manager (Admin) Odisha State Road Transport Corporation, Paribahan Bhavan, Sachivalaya Marg, Unit-II, Bhubaneswar751001, Odisha	We assume that the authority has allowed the Bid submission in person as well apart from Speed post / Courier service. Please confirm.	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
86.	5.3 Pre-Qualification Proposal Criteria PQ-7-page no. 19 PQ-8-page no. 19 PQ-9-page no. 19 PQ-10-page no. 20	"...projects should have been completed within the past 5 (Five) years from the date of submission of the bid"	We assume that the project experience consideration for qualification criteria would be as per following definition:  "It shall mean all such projects which were either awarded or completed OR have Go-Live within last 5 years as on the date of submission of bid."  Please confirm.	Refer Corrigendum
87.	5.6 Technical Evaluation Criteria: B Bidder's Experience (B1 to B6)  Page No: 22 - 25	"...projects should have been completed within the past 5 (Five) years from the date of submission of the bid"	We assume that the project experience consideration for qualification criteria would be as per following definition:  "It shall mean all such projects which were either awarded or completed OR have Go-Live within last 5 years as on the date of submission of bid."  Please confirm.	Refer Corrigendum
88.	Volume 1 Clause 5.12 page no 26	Performance Guarantee	Kindly clarify the term with respect to validity of the performance guarantee to be submitted by Successful bidder.	Validity is up to 60 days from the end of contract date.
89.	Volume III Clause 20 page no 28	If the SI fails to commence the work necessary to remedy such defect or any damage to the System caused by such defect within a reasonable time period, OSRTC may, following notice to the SI, proceed to do such work or contract a third party (or parties) to do such work, and the reasonable costs incurred by OSRTC in connection with such work shall be paid to OSRTC by the SI or may be deducted	We request to delete the clause since SI is already paying liquidated damages	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
		by the OSRTC from any amount due to the SI.		
90.	1.2. Project Objectives  (Volume - 2, Page Number - 8 of 120 or 77)	Objective: 1 – Automatic Fare Collection System (AFCS)  I. Supply, install, and configure Electronic Ticket issuance Machines (ETIMs) for issuing the ticket electronically	Please clarify on below points,  1. We understand Payment Gateway will be provided by OSRTC and Payment Gateway charges will be borne by OSRTC/Commuter. <b><u>Please confirm.</u></b>  2. We understand Paper Roll to issue QR Code based ticket from ETIMs will be provided by OSRTC for contract period. <b><u>Please confirm.</u></b>	Payment Gateway will be provided by OSRTC. Paper roll to issue QR Code based ticket from ETIMs will be provided by the bidder.
91.	Commercial bid and priced bill of material (Volume - 1, Page Number - 64)	19. ETIM Machine   600 Qty.	Please clarify on below points,  1. We understand the quantity of ETIM machines will be inclusive of spare required to run the operations. System Integrator has to supply ETIM machine having 600 quantities. <b><u>Please confirm.</u></b>  2. We understand during O&M period under AMC part for ETIM machine, device will be repaired by system integrator. However, any physical damage to ETIM machine due to mishandling or intentional damage will be charged extra as actual by system integrator and repair the same. <b><u>Please confirm.</u></b>	Physical damage to ETIM machine due to mishandling or intentional damage will be paid by OSRTC as per actual.

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
92.	1.2. Project Objectives (Volume - 2, Page Number - 8 of 120 or 77)	Objective: 1 – Automatic Fare Collection System (AFCS)  V. Configure ETIMs to read and accept the Payment through the OSRTC Transit Cards (OTCs) issued by banks.	Please clarify on below points,  1. We understand onboarding of bank for issuance and distribution of OTCs cards/NCMC cards will be in OSRTC's scope. <b><u>Please confirm.</u></b>  2. Does commuter using OSRTC buses have existing OTCs open-loop NCMC cards? If yes, how many cards are being issued at present by which issuance bank?	1. Onboarding of banks for issuance and distribution of OTCs / NCMC will be provided by the OSRTC.  2. No, existing OTCs issued by OSRTC.
93.	1.2. Project Objectives (Volume - 2, Page Number - 9 of 120 or 78)	Objective: 2 – Automatic Vehicle Locating System (AVLS)  ii. Provide optimized solution for Fleet Monitoring, Vehicle Route Scheduling, Automatic Data Capture and Storage, Retrieval of Vehicle Status Information, Monitoring and Control of entire fleet operation and <b>two-way communications between Control Room and Bus Driver.</b>	We understand two-way communication will be done for buses which are equipped with SCU-BDC as buses in which AIS-140 GPS will be installed as per Bill of Material line-item will not have interface for two-way communication. <b><u>Please confirm.</u></b>	As per RFP
94.	1.2. Project Objectives (Volume - 2, Page Number - 9 of 120 or 78)	Objective: 7 – Bus Terminal Management System  <b>A bus terminal</b> is a designated place where a bus starts or ends its scheduled route and picks and drops passengers. Bus Terminal Management shall receive data from the bus devices and transmit the	Does OSRTC have 120 bus terminals at present? <b><u>Please clarify.</u></b>  Also, we understand AVLS software should scalable up to 2000 buses. <b><u>Please confirm.</u></b>	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
		same to the Command-and-Control Centre (CCC).	Kindly clarify on 120 Bus Terminal (We understand it is bus stands) and 7 Bus stands.	
95.	3.Scope of work (Volume - 2, Page Number - 15 of 120 or 85)	The ITMS Project is to be implemented for entire fleet of OSRTC and the details of proposed vehicles operating under state bus services are as under: Total Buses: 638 Buses (Scalable up to 2000 buses) <b>Total Bus Terminal: 120+</b> Total Depot: 23 (19+4) Total Bus Stand: 7		As per RFP
96.	1.2. Project Objectives (Volume - 2, Page Number - 10 of 120 or 79)	A command-and-control center (CCC) in OSRTC refers to a secure room that operates as the surveillance monitoring center, coordination office and alarm monitoring center all in one.	We understand Civil Infrastructure and basic civil such as false ceiling, raise flooring, furniture will be in OSRTC's scope. System Integrator has to provide Videowall, Workstation as mentioned in the Bill of Material. <b><u>Please confirm.</u></b>	Basic Civil infrastructure is in scope of OSRTC.
97.	3.2. Overview of scope of work (Volume - 2, Page Number - 16 of 120 or 85)	7. OSRTC Central Command Centre Infrastructure  <b><u>Setup Central Command center at the location specified by the Authority,</u></b> successful bidder can suggest the location to host the CCC.	If basic civil work, and furniture is in bidder's scope. We request authority to provide size of CCC in Sq. ft. along with detail layout.	Basic Civil infrastructure is in scope of OSRTC.

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
98.	1.2. Project Objectives (Volume - 2, Page Number - 9 of 120 or 77)	CCC has an objective to implement holistic and integrated video surveillance system which includes Command and Control center, <b>Video Management Software and Video Analytics for the seven cities of the state of Rajasthan.</b>	We understand there are some type errors.  Video Management System (VMS), Video Analytics, Rajasthan is not a part of scope of work. The camera will be installed in-bus and it can be viewed using OEM specific software as and when required that to for event basis. (As mentioned in clause 4.6) <b><u>Please confirm.</u></b>	Refer Corrigendum
99.	1.2. Project Objectives (Volume - 2, Page Number - 10 of 120 or 77)	The Proposed video surveillance system will enable the above by using <b>VMS and Video analytics.</b> This system will provide. <ul style="list-style-type: none"> <li>• <b>Alerts/ feedback to the Police Department</b> about abnormal movements / suspicious objects.</li> <li>• Better Management of Security breaches based on alerts received from system.</li> </ul>		
100.	4.6. Incident Management System (Volume - 2, Page Number - 42 of 120 or 111)	Surveillance system in Bus  Camera fitted on Buses and Video images will be recorded in CIF mode at SCU fitted in the buses, which shall overwrite after 48 hrs. Video shall be downloaded through USB, SD card or Wi-Fi system. <b>Recorded videos shall be viewed through special software as and when required.</b>		As per RFP
101.	2.3. ITMS Overview (Volume - 2, Page Number - 12 of 120 or 81)	17. Transit Security & Surveillance System   Central VMS System		As per RFP

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<b>Sl. No.</b>	<b>RFP Reference (Section No., Clause, Page No.)</b>	<b>Content of RFP</b>	<b>Clarification Sought</b>	<b>OSRTC Response</b>
102.	1.2. Project Objectives (Volume - 2, Page Number - 10 of 120 or 77)	<p>The system shall help-</p> <p>To aid citizen at the time of emergency To provide facilities of <b>Ambulance, Police Van, Fire Brigade to the citizens To effectively manage Road Traffic</b></p> <p>To make use of technology for <b>traffic challan.</b></p> <p><b>Support police to maintain Law and Order</b></p> <p>To help in <b>investigation of crime</b></p> <p>Help in preventing, detecting, and dealing with criminal activities with minimum TAT.</p> <p>Provide alerts and <b>video analytics for counter terrorism.</b></p> <p>Monitoring of suspicious people, vehicles, objects etc. with respect to protecting life and property and maintaining law and order in the city</p> <p><b>Continuous monitoring of some important locations/ public places in city area like area near to railway station, airport, and other public places for keeping eye</b> on regular activities &amp; for emergency support</p>	<p>The said objective and functional parameters can be achieved using different solution implementation.</p> <p>Hence, we request authority to delete this sub-clause.</p>	Refer Corrigendum



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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
103.	2. Project Overview and Components  (Volume - 2, Page Number - 11 of 120 or 80)	Key foundation components for ITMS considered for this RFP are:  <b>Data Computing services through State data center</b>	We understand hosting will be on MeitY empaneled cloud service and data computing services also done through such system.  State data centers will not be used for such purposes. <b><u>Please confirm.</u></b>	As per RFP.
104.	3. Scope of work (Volume - 2, Page Number - 15 of 120 or 84)	The ITMS shall comprise, inter alia, Automated Fair Collection System (AFCS) & Backoffice, Supply and configure L1 & L2 certified Electronic Ticketing Issuing Machines (ETIMS), Co-branded OTC issuance & acquisition, Cloud setup, Automated Vehicle Locating System (AVLS), Vehicle Scheduling & Dispatching System, Passenger Information System (PIS), Financial Management System, Depot Management System, Incident Management System, <b><u>Data Computing services through State data center and any other components specified in this RFP.</u></b>		As per RFP.

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105.	2. Project Overview and Components (Volume - 2, Page Number - 11 of 120 or 80)	Service Provider would also be responsible for <b>integration of any other devices and equipment supplied by any other vendor that is part of the existing ITMS.</b> Thereafter, the <b>complete responsibility of operations and maintenance of the ITMS system, including spares and insurance shall lie with the ITMS Service Provider</b> for the Contract Period.	<p>The said clause is very difficult to achieve/adhere by any system integrator.</p> <p>Please note that integration of existing system required support from respective OEMs as well to customize the firmware level upgradation / changes to done as per requirement. We understand OSRTC will facilitate such support from existing equipment vendors. <b><u>Please confirm.</u></b></p> <p>Secondly, system integrator cannot estimate the AMC charges towards existing hardware installed in ITMS landscape. Also, the device age, OEM / vendor support for particular hardware equipment is highly dependent and variable parameter to estimate in techno-commercial proposal.</p> <p>Hence, we request delete O&amp;M / AMC scope for existing hardware components.</p>	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
106.	-	General - Existing Hardware	<p>Please provide a list of existing hardware, each hardware line-item-wise device Make &amp; Model and quantity which needs to integrate with proposed ITMS system.</p> <p>Note: Kindly provide detailed response on such point as it is important to design the solution.</p>	Same could be shared with the selected bidder during integration.

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<b>Sl. No.</b>	<b>RFP Reference (Section No., Clause, Page No.)</b>	<b>Content of RFP</b>	<b>Clarification Sought</b>	<b>OSRTC Response</b>
107.	2.1. Components and scope overview  (Volume - 2, Page Number - 11 of 120 or 80)	<p>The selected SI shall ensure the successful implementation of the proposed solutions as well as provide capacity building support to city authorities as per the scope of services described below.</p> <p><b><u>Any functionality not expressly stated in this document but required to meet the needs of the OSRTC to ensure successful operations of the system shall essentially be under the scope of SI and for that no extra charges shall be admissible.</u></b></p>	<p>Please note that bidder's techno-commercial offer is based on the scope of work mentioned in the RFP for hardware, software and service.</p> <p>Any other requirement beyond permissible limit for successful operation will carry cost as well interim of upgradation of hardware or software.</p> <p>Hence, we request authority to amend this clause as, "The selected SI shall ensure the successful implementation of the proposed solutions as well as provide capacity building support to <b><u>city transit</u></b> authorities as per the scope of services described below. Any functionality not expressly stated in this document but required to meet the needs of the OSRTC to ensure successful operations of the system shall essentially be under the scope of SI <del>and for that no extra charges shall be admissible</del> <b><u>Efforts towards such requirement will discuss case-by-case basis and if man-hours efforts is more than 9X hours it will be considered as Change Request upon mutual agreement</u></b>"</p>	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
108.	2.3. ITMS Overview (Volume - 2, Page Number - 12 of 120 or 81)	3. Supply, Installation, Testing & commissioning of ETIM Charging Units	<p>Kindly clarify on below points,</p> <p>1. Charging units will be installed at depot location and bus stand location (i.e., 23 locations + 7 locations). <b><u>Please confirm.</u></b></p> <p>2. We assume space for installing all the charging units and electricity to charge the device will be provided by OSRTC. <b><u>Please confirm.</u></b></p> <p>3. We assume daily operation in term of charge the device at depot locations will be done by OSRTC's staff. <b><u>Please confirm.</u></b></p>	<p>1. Charging units will be installed at depot location.</p> <p>2. Electricity to charge the device will be provided by OSRTC.</p> <p>3. In term of charge the device at depot locations will be done by OSRTC's staff</p>
109.	2.3. ITMS Overview (Volume - 2, Page Number - 12 of 120 or 81)	14. Mobile App (Android, iOS, Windows) for Citizens, Officials & Bus Crew Member	<p>Windows is less accepted Operating System (OS) at present by commuters/citizen. Also, a few people who have Windows based Mobile can access the information using Web Portal.</p> <p>Hence, we request authority to amend this clause as follows in line with the Bill of Material line-item and also because of less acceptance of such OS in the market which may results additional cost burden in the procurement.</p> <p>"14. Mobile App (Android, iOS, Windows) for Citizens, Officials &amp; Bus Crew Member"</p>	Refer Corrigendum

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
110.	-	General - Mobile Application	<p>For Citizen Mobile Application features will be in line with sub-clause: 4.9.2, Page Number - 43 of 120</p> <p>For Official &amp; Bus Crew Member - We assume it will have standard features to back the daily operation/support functions. For example, Official application will have holistic view of fleet and fare related compliance, For Bus Crew Member features such as assigned duty, duty score card, etc. will be available. Please confirm.</p>	As per RFP
111.	3.1. ITMS Architecture (Volume - 2, Page Number - 16 of 120 or 85)	2 Communication Channels Passenger Mobile Application, Workshop Mobile Application, Starter Mobile Application, Leadership Mobile Application, Conductor & Inspector Mobile Application	<p>We understand such Application name / list is for reference only.</p> <p>Mobile Application for Citizen, Officials and Bus Crew Member only required in line with sub-clause 2.3, Point Number - 14</p>	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
112.	3.1. ITMS Architecture  (Volume - 2, Page Number - 16 of 120 or 85)	3. Physical Components Bus Depot - LCD TV	<p>Please clarify below points,</p> <p>1. Does bid needed to install LCD TV (i.e., normal TV) with enclosure at bus Depot (i.e., 25 Qty at 23 locations)?</p> <p>2. If yes, we request authority to provide LCD TV specification in details? (Note: Technical Specification mentioned in the document in sub-clause 6.10 is 6 mm SMD LED type-based PIS display specification, 6.11 bus stop PIS display is LED based, 6.12 In-bus PIS display is also LED based)</p> <p>3. We understand GPRS/GSM based SIM connectivity, Enclosure and suitable controller is in system integrator scope to run the system. Please confirm.</p>	As per RFP
113.	-	General - Civil Infrastructure for PIS displays	We assume basic civil infrastructure to mount the PIS display is already available with the authority or non-availability of such civil infrastructure will not liable system integrator to hold the payment towards such line-item. Please confirm.	Basic infrastructures are in scope of OSRTC.
114.	6. Technical Requirements: Hardware & Devices' (Volume - 2, Page Number - 94 of 120 or 163)	6.11. Bus Stop PIS display  5. Number of Lines 6 Lines / 2 Lines	<p>Does OSRTC have 120 bus terminals at present? Please clarify.</p> <p>We understand 6.11 Specification is for 'PIS at bus terminus' having 25 Quantity. <b><u>Please confirm.</u></b></p>	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
115.	3.1. ITMS Architecture (Volume - 2, Page Number - 16 of 120 or 85)	5. End User Computing  Telephones, Printers, Scanners	We understand Telephones, Scanners is not in system integrator's scope. Please confirm.  We assume Printer Cartridge and Paper for Printer will be in OSRTC's scope. Please confirm.	Basic infrastructures are in scope of OSRTC.
116.	3.1. ITMS Architecture (Volume - 2, Page Number - 16 of 120 or 85)	9. External Applications  Biometric Attendance	We understand biometric attendance unit as an external application is not a part of scope of work. <b><u>Please confirm.</u></b>	As per RFP
117.	3.2. Overview of scope of work (Volume - 2, Page Number - 16 of 120 or 85)	SAM - Supply install & configure the required Security Access Module (SAM)	The Electronic Ticketing Machine (ETM) does have SAM slots in-built available. To read and write the NCMC card, SMA slot is not required as ETIM device does have inbuilt capability.	As per RFP
118.	Commercial bid and priced bill of material (Volume - 1, Page Number - 64)	20. SAM Module   Qty. 600	Hence, we request authority to delete this clause.	As per RFP



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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
119.	Commercial bid and priced bill of material (Volume - 1, Page Number - 64)	<p>Bill of Quantity</p> <ol style="list-style-type: none"> <li>1. LED with metal frame at Bus Stop as per technical specifications   Qty. 155</li> <li>2. PIS at Bus terminus   Qty. 25</li> <li>8. PIS for Pre BS-6 buses   Qty. 840</li> </ol>	<p>Please clarify on below points,</p> <ol style="list-style-type: none"> <li>1. We understand PIS at Bus terminus (Qty. 25) will be LCD TV based display along with enclosure and controller. (For which specification is not given in the RPF). Please confirm.</li> <li>2. We understand LED with metal frame PIS display at bus stop (Qty. 155) will be LED based PIS display in line with specification asked in Sub-clause 6.11. Please confirm.  In 6.11 Technical Specification please clarify, 6-line PIS display is required 2-lineine PIS display is required?</li> <li>4. PIS for Pre BS-6 buses will be In-bus PIS display as per specification asked in sub-clause 6.12. Please confirm.</li> <li>5. We assume Electricity to run these PIS display at depot/terminal and In-bus using bus battery will be provided by OSRTC. Please confirm.</li> <li>6. We request authority to add recurring cost of GPRS connectivity for PIS display in term of SIM having 180 quantities in Bill of Quantity as it is required to provide real-time update.</li> <li>7. We understand UPS is not required for the PIS display installed at bus terminus or bus stop. (i.e., 1 KVA) Please confirm.</li> </ol>	As per RFP

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120.	Commercial bid and priced bill of material (Volume - 1, Page Number - 64)	Bill of Quantity 1. Depot workstations as per the specification mentioned in the RFP with inbuilt OS   Qty. 23	We assume Depot level workstation having 23 quantity includes requirement at depot operation such as assignment of duty to conductor with ETMs on daily basis, Counter booking for OPRS system, etc. <b><u>Please confirm.</u></b>  We request authority to have normal workstation at depot (i.e., Monitor without touchscreen) as it is more convenient for current booking window, and daily duty assignment to conductors.	As per RFP

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121.	3.2. Overview of scope of work (Volume - 2, Page Number - 16 of 120 or 85)	8. Proximity Sensors / Camera / Sensors (Inside Bus)  Supply, Installation and Configuration in buses for Passenger Counting System	<p>Please clarify on below points to design the solution,</p> <p>1. Does buses in which Passenger Counting System (PCS) needs to implement (in 600 buses) is having two-door mechanism (one for exit and one for entry) or it has one-door mechanism (for entry and exit both) for passengers?</p> <p>2. We understand all the buses in which PAS systems need to install do have existing SCU-BDC in it since PAS system needs to integrate with SCU and it can further send the data to backend system. <b><u>Please confirm.</u></b> (Note: Otherwise, separate controller and SIM connectivity needs to be considered for PAS system. Also, PAS system cannot integrate with GPS device.)</p> <p>3. Camera/Sensors used for PAS will not provide/use as surveillance camera as it is meant to just measure the head count. <b><u>Please confirm.</u></b></p> <p>4. PAS system camera and controller will be powered by vehicle battery itself. <b><u>Please confirm.</u></b></p>	Camera and sensors are not part of PAS. PCS need to be installed in all buses as specified in the RFP.

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122.	Commercial bid and priced bill of material (Volume - 1, Page Number - 64)	Bill of Quantity 3. Bus Terminal UPS 3 KVA, UPS with <b><u>4 hours of backup at Bus Terminal to operate POS</u></b>   Qty. 23	We understand 3 KVA UPS having 23 Qty. is for charging the POS device/ETIM device as mentioned in the line item. The said UPS is not used to power-up the PIS displays. <b><u>Please confirm.</u></b>	UPS is not used to power-up the PIS displays.
123.	Commercial bid and priced bill of material (Volume - 1, Page Number - 64)	Bill of Quantity 5. GPS Devices (AIS-140)   Qty. 500	Please clarify on below points,  1. eSIM connectivity line-item is not available in the Bill of Quantity. We request authority to add eSIM connectivity line-item for 500 GPS device.  2. We assume GPS devices will be powered by vehicle internal battery. <b><u>Please confirm.</u></b>	1.Refer Corrigendum 2.GPS Devices will be powered by vehicle internal battery.

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
124.	Commercial bid and priced bill of material (Volume - 1, Page Number - 64)	Bill of Quantity 7. CCTV with NVR   Qty. 420	<p>Please clarify on below points,</p> <p>1. Does the system integrator have to provide i) 420 Qty. NVR and 420 Qty. Camera or ii) 420 Qty. NVR and 1680 (4 IP cameras per bus)? <b><u>Please confirm.</u></b></p> <p>2. CCTV and NVR will be powered by vehicle internal battery. <b><u>Please confirm.</u></b></p> <p>3. We understand CCTV with NVR will be installed in 420 buses wherein existing OBU-BDC is available. <b><u>Please confirm.</u></b></p> <p><b>Note:</b> Please respond to such points in detailed as it is important to design the solution</p>	Refer Corrigendum

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
125.	Commercial bid and priced bill of material (Volume - 1, Page Number - 64)	Bill of Quantity 8. PIS for Pre BS-6 buses   Qty. 840	<p>Please clarify on below points,</p> <p>1. We understand a total of 4 In-bus PIS displays per bus will be installed in 210 buses. <b><u>Please confirm.</u></b></p> <p>2. In-Bus PIS displays will be powered by the vehicle's internal battery. <b><u>Please confirm.</u></b></p> <p>3. We understand In-bus PIS will be installed on 210 buses wherein existing OBU-BDC is available. <b><u>Please confirm.</u></b></p> <p><b>Note:</b> Please respond to such points in detailed as it is important to design the solution.</p>	As per RFP
126.	Commercial bid and priced bill of material (Volume - 1, Page Number - 64)	Bill of Quantity 12. UPS   Qty. 2	<p>We understand the UPS will be installed at Command-Control-Centre (CCC). <b><u>Please confirm.</u></b></p> <p>Also, we request authority to define the UPS capacity in KVA for 2 units.</p>	As per RFP
127.	Commercial bid and priced bill of material (Volume - 1, Page Number - 64)	Bill of Quantity 15. Firewall cum IPS/IDS   Qty. 2	<p>We understand hosting will be on MeitY empaneled cloud service and data computing services also done through such system.</p> <p>Firewall cum IPS/IDS already provided by CSP as a service. Hence, we request authority delete this line-item.</p>	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
128.	Commercial bid and priced bill of material (Volume - 1, Page Number - 64)	D. Project Resource Component*:  Technical Resources (Development and Implementation Phase)	The said point is very open in nature.  Commercial Sub-point: D mentioned that Technical Resource rate per month is for discovery purpose that to during Development and Implementation Phase. However, minimum requirement onsite interim of manpower is not mentioned properly in the RFP.  We request authority to delete 'D. Project Resource Component' and clarify minimum manpower resource required on site.	As per RFP
129.	3.2. Overview of scope of work (Volume - 2, Page Number - 16 of 120 or 85)	Successful bidder shall provide resources to provide Manpower support at OSRTC central command center.	How much manpower required onsite during contract period at CCC?  Does Field level manpower not require at depot level?  We request authority to define roles and minimum manpower required during contract period so that it will be considered by each bidder in its techno-commercial proposal.	As per RFP
130.	-	General	We assume faulty ETIM devices will be provided at central location by OSRTC for repair purpose. <b><u>Please confirm.</u></b>	Faulty ETIM devices will be provided at central location by OSRTC for repair purpose

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
131.	-	General - Total Number of Buses	<p>We understand that OSRTC has a total fleet size of 638.</p> <p>The solution asked is as below,</p> <ol style="list-style-type: none"><li>1. GPS device - 400 units (might be installed on 400 buses)</li><li>2. Passenger Counting System - 600 units (might be installed on 600 buses)</li><li>3. CCTV and mNVR - 420 units (might be installed on 420 buses)</li><li>4. PIS for Pre BS-6 buses   Qty. 840 (might be installed on 210 buses)</li></ol> <p>Furthermore, we would like to understand out of 638 buses; How many buses equipped with existing SCU-BDC?</p> <p>Also, please clarify in detail (i.e., in table or so) such as How many buses will equip with which all solutions /in-bus components as the said number of available buses numbers, system integrator unable to map the solution and design the solution as well</p>	As per RFP



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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
132.	-	General - Existing OBU - BDC connectivity	Please clarify on below points,  1. How many existing OBU-BDC is available with OSRTC fleet? Please specify quantity, make & model.  2. We assume SIM card connectivity cost will be in OSRTC's scope for existing OBU-BDC. <b><u>Please confirm.</u></b>	As per RFP
133.	3.2. Overview of scope of work (Volume - 2, Page Number - 16 of 120 or 85)	B3. Online Reservation System (ORS) Development, deployment, customization of Online reservation system to <b><u>do the advance booking form the ticket window at different Depots.</u></b> This will also have secure module which will be used by respective ticket window operator to login to the system to book the tickets	We assume Infrastructure required such as desktop, printer (including printer cartridge, paper), space, wired internet at depot / bus stand / terminal, electricity, manpower to run the advance ticket window at different depot location will be done by OSRTC. <b><u>Please confirm.</u></b>	Basic Infrastructure requirement will be provided by OSRTC
134.	3.2. Overview of scope of work (Volume - 2, Page Number - 16 of 120 or 85)	B6. Common Data Centre  Database, Servers, Security setup, Backup System, Anti-Virus setup etc. for Database	Hosting Infrastructure will be on cloud based as mentioned in the RFP. <b><u>Please confirm</u></b>	As per RFP
135.	Commercial bid and priced bill of material (Volume - 1, Page Number - 64)	Bill of Quantity (Hardware)- Additional	We request authority to add Passenger Counting System (PAS) hardware line-item in the BoQ, Hardware part.	As per RFP
136.	Commercial bid and priced bill of material	Bill of Quantity (Software) - Additional	We request authority to add Online Passenger Reservation System (OPRS) and Online Reservation System (ORS)	The scope of Online Passenger Reservation System (OPRS) and Online

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
	(Volume - 1, Page Number - 64)		software line-item in the BoQ, Software part.	Reservation System (ORS) software is covered under Automated Fare Collection System (AFCS).
137.	3.4.2. Technical Coverage (Volume - 2, Page Number - 19 of 120 or 88)	Scalability - All components of the architecture must support scaling to provide continuous growth to meet the growing demand of <b><u>Odisha Municipal Corporation.</u></b>	We assume the end-user will be Odisha State Road Transport Corporation (OSRTC) only. <b>Please confirm.</b>	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
138.	5.3 Pre-Qualification Proposal Criteria, PQ3-Legal Entity, Page No. 17	<p>Bidder shall be any ONE of the following:</p> <ul style="list-style-type: none"> <li>•A company incorporated in India under the Companies Act, 1956 or Companies Act 2013 (as amended till date), and subsequent amendments thereto.</li> <li>•An entity registered under the LLP Act 2008 and subsequent amendments thereto.</li> <li>•Partnership firms registered under Indian Partnership Act, 1932.</li> </ul> <p>The bidder should have been operating for the last 7 years as on the date of publishing of tender notice (including name change / impact of mergers or acquisitions).</p> <p>In case of Consortium only two companies can form consortium (Including Lead Bidder)</p>	<p>Allowing consortium for such complex projects generally involves high risk for the purchasers/Govt. body. Considering ITS to be amalgamation of multiple system put together as one, it is very important that the bidder has a good understanding of the requirements and deliver the project basis its own capabilities.</p> <p>Allowing consortium will put the Govt. Exchequer at the risk of uncertainty of project delivery and its quality.</p> <p>It is recommended to remove the Consortium condition from the mentioned clause keeping in view that having a Consortium will increase the risk for project management and make it difficult for OSRTC to manage such a high value project.</p> <p>Therefore, request to modify the clause as "Bidder shall be any ONE of the following:</p> <ul style="list-style-type: none"> <li>•A company incorporated in India under the Companies Act, 1956 or Companies Act 2013 (as amended till date), and subsequent amendments thereto.</li> <li>•A n entity registered under the LLP Act 2008 and subsequent amendments thereto.</li> <li>• Partnership firms registered under Indian Partnership Act, 1932</li> </ul> <p>The bidder should have been operating for the last 7 years as on the date of</p>	As per RFP

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			publishing of tender notice (including name change/ impact of mergers or acquisitions). <del>In case of Consortium only two companies can form consortium (Including Lead Bidder)"</del>	

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
139.	5.3 Pre-Qualification Proposal Criteria, PQ4- Annual Turnover, Page No. 17	Minimum average annual turnover (Lead Bidder in case of Consortium) of the organization must be INR 200 Crores from the last three (3) financial years (FY 19-20, FY 20-21, FY 21-22)	In line with the above request of removal of Consortium participation in the tender. Request to please modify the clause as "Minimum average annual turnover <del>(Lead Bidder in case of Consortium)</del> of the organization must be INR 200 Crores from the last three (3) financial years (FY 19-20, FY 20-21, FY 21-22)"	As per RFP
140.	5.3 Pre-Qualification Proposal Criteria, PQ4- Annual Turnover, Page No. 17	Audited balance Sheet and Profit & Loss account statement of the bidder for each of the last 3 audited financial years. Certificate duly signed by Statutory Auditor of the Bidder for total turnover	We request you to please amend this clause as mentioned below.  Audited balance Sheet and Profit & Loss account statement of the bidder for each of the last 3 audited financial years.  Certificate duly signed by Statutory Auditor / <b>Chartered Accountant</b> of the Bidder for total turnover	Refer Corrigendum
141.	5.3 Pre-Qualification Proposal Criteria, PQ5-Net worth, Page No. 17	The Bidder (All members in case of a consortium) should have positive net worth for last three (3) years. (FY 19-20, FY 20-21, FY 21-22)	It is requested to remove the Consortium condition from the mentioned clause keeping in view that having a Consortium will increase the risk for project management and make it difficult for OSRTC to manage such a high value project. Therefore, request to modify the clause as "The Bidder <del>(All members in case of a consortium)</del> should have positive net worth for last three (3) years. (FY 19-20, FY 20-21, FY 21-22)"	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
142.	5.3 Pre-Qualification Proposal Criteria, PQ5-Net worth, Page No. 17	Certificate from the Statutory Auditor clearly stating Positive Net worth as defined in this RFP in the stipulated format under Annexure-X	<p>We request you to please amend this clause as mentioned below.</p> <p>Certificate from the Statutory Auditor <b>/Chartered Accountant</b> clearly stating Positive Net worth as defined in this RFP in the stipulated format under Annexure-X</p>	Refer Corrigendum

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<b>Sl. No.</b>	<b>RFP Reference (Section No., Clause, Page No.)</b>	<b>Content of RFP</b>	<b>Clarification Sought</b>	<b>OSRTC Response</b>
143.	5.3 Pre-Qualification Proposal Criteria, PQ7-Experience in AFCS, Page No. 19	The Bidder should have experience of at least two qualifying AFCS project where qualifying AFCS project shall mean AFCS project for intracity/intercity public transit organization like bus/metro (state govt. or ULB) in India wherein the bidder shall have provided AFC system software application for Fare Collection, with minimum of 100 (one hundred) nos. EMV certified ETM Machines/Validators/Ticket Office Machines. The qualifying AFC project should have been completed within the past 5 (Five) years from the date of submission of the bid submission.	<p><b>1. Number of Qualifying projects:</b> It is requested to reduce the number to One project to allow better participation. The current experience of 2 projects is stringent for Pre-qualification</p> <p><b>2. Allow Global Participation:</b> Considering this to be an open tender, it is requested to consider global projects also for experience enabling better participation.</p> <p><b>3. Substantial Completion of Project:</b> Request you to please consider substantially completed projects (atleast 80%) for experience criteria for better participation in the bid.</p> <p><b>4. Years of Project Experience:</b> In general, the years of project experience is 5 to 7 years. Therefore, to allow better participation it is requested to consider the experience of 7 years of project implementation.</p> <p>Therefore, request to modify the clause as "The Bidder should have experience of at least <del>two</del> <b>One</b> qualifying AFCS project where qualifying AFCS project shall mean AFCS project for intracity/intercity public transit organization like bus/metro (state govt. or ULB) in India <b>or Global</b> wherein the bidder shall have provided AFC system software application for Fare Collection, with minimum of 100 (one hundred) nos. EMV certified ETM Machines/Validators/Ticket Office Machines. The qualifying AFC project should have been commissioned <b>or</b></p>	Refer Corrigendum

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
			<p>substantially completed within the past 5 (<del>Five</del>) years 7 (Seven) years from the date of submission of the bid submission. Substantial work shall mean at least 80% of the work completion duly certified by the client/customer."</p>	



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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
144.	5.3 Pre-Qualification Proposal Criteria, PQ8-Experience of National Common Mobility card (NCMC) / Common Mobility Card (CMC), Page No. 19	The Bidder should have experience of at least two qualifying projects where in NCMC / CMC are enabled to accept the payment.	This is a repeat criterion for AFCS as the same is covered in PQ-7. Considering this project to be an ITS project and not only an AFCS project. Therefore, it is recommended that repeated AFC experience clauses shall be removed.	As per RFP

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<b>Sl. No.</b>	<b>RFP Reference (Section No., Clause, Page No.)</b>	<b>Content of RFP</b>	<b>Clarification Sought</b>	<b>OSRTC Response</b>
145.	5.3 Pre-Qualification Proposal Criteria, PQ9-Experience in AVLS & PIS, Page No. 19	Bidder should have an experience of two qualifying AVLS Projects where Qualifying AVLS project shall mean intra city/intercity public transit system for a public transport (state govt. or ULB) with a fleet of at least 300 buses wherein the bidder has provided AVL system software and hardware to monitor, manage and established command and control center to monitor and control transit operations. In addition, the bidder should have integrated the AVL system with Passenger Information sub-system to provide route and ETA (expected travel arrival) to passengers at bus station / depot / terminal via PIS Hardware. The qualifying AVL projects should have been completed within the past 5 (Five) years from the date of submission of the bid.	<p><b>1. Number of Qualifying projects:</b> It is requested to reduce the number to One project to allow better participation. The current experience of 2 projects is stringent for Pre-qualification</p> <p><b>2. Substantial Completion of Project:</b> Request you to please consider substantially completed projects (at least 80%) for experience criteria for better participation in the bid.</p> <p><b>3. Years of Project Experience:</b> In general, the years of project experience are 5 to 7 years. Therefore, to allow better participation it is requested to consider the experience of 7 years of project implementation.</p> <p>Therefore, request to modify the clause as "Bidder should have an experience of <del>two</del></p> <p><b>One</b> qualifying AVLS Projects where Qualifying AVLS project shall mean intra city/intercity public transit system for a public transport (state govt. or ULB) with a fleet of at least 300 buses wherein the bidder has provided AVL system software and hardware to monitor, manage and established command and control center to monitor and control transit operations. In addition, the bidder should have integrated the AVL system with Passenger Information subsystem to provide route and ETA (expected travel arrival) to passengers at bus station/depot/terminal via PIS Hardware.</p> <p>The qualifying AVL projects should have</p>	Refer Corrigendum

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
			<p>been commissioned <b>or substantially completed</b> within the past <del>5 (Five) years</del> <b>7 (Seven) years</b> from the date of submission of the bid.</p> <p><b>Substantial work shall mean at least 80% of the work completion duly certified by the client / customer.</b></p>	

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146.	5.3 Pre-Qualification Proposal Criteria, PQ10-Experience in Planning & Scheduling (P&S), Page No. 20	The Bidder have experience of at least two qualifying P&S projects where qualifying P&S project shall mean P&S Project for intracity/intercity public transit organization (state govt. or ULB) in India wherein the bidder shall have provided P&S system software application for a fleet/Conductor Duty management of at least 300 buses. P&S System Shall have Scheduling Software, and Roster of buses and crew. The P&S projects should have been completed within the past 5 (Five) years from the date of submission of the bid.	<p><b>1. Number of Qualifying projects:</b> It is requested to reduce the number to One project to allow better participation. The current experience of 2 projects is stringent for Pre-qualification</p> <p><b>2. Allow Global Participation:</b> Considering this to be an open tender, it is requested to consider global projects also for experience enabling better participation.</p> <p><b>3. Substantial Completion of Project:</b> Request you to please consider substantially completed projects (at least 80%) for experience criteria for better participation in the bid.</p> <p><b>4. Years of Project Experience:</b> In general, the years of project experience are 5 to 7 years. Therefore, to allow better participation it is requested to consider the experience of 7 years of project implementation.</p> <p>Therefore, request to please modify the clause as "The Bidder have experience of at least <del>two</del> <b>One</b> qualifying P&amp;S projects where qualifying P&amp;S project shall mean P&amp;S Project for intracity/intercity public transit organization (state govt. or ULB) in India <b>or Global</b> wherein the bidder shall have provided P&amp;S system software application for a fleet/Conductor Duty management of at least 300 buses. P&amp;S System Shall have Scheduling Software, and Roster of buses and crew. The P&amp;S projects should have been commissioned <b>or substant</b></p>	Refer Corrigendum

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
			<p><b>ially completed</b> within the past 5 <del>(Five)</del> <b>years-7 (Seven) years</b> from the date of s ubmission of the bid. <b>Substantial work shall mean at least 80% of the work completion duly certified by the client/customer.</b></p>	

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
147.	5.6 Technical Evaluation Criteria, A.1 Organization's Turnover, Page No. 22	Extracts from the audited Balance sheet and Profit & Loss statements, Certificate from the Statutory Auditor	We request you to please amend this clause as mentioned below. Extracts from the audited Balance sheet and Profit & Loss statements, Certificate from the Statutory Auditor / Chartered Accountant .	Refer Corrigendum

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
148.	5.6 Technical Evaluation Criteria, B.1 Experience in AVLS & PIS, Page No. 22	<p>• The Bidder shall have experience of at least two qualifying AVLS projects. "Qualifying AVLS project shall mean intra city/intercity public transit system for a bus based public transport (state govt. or ULB) with a fleet of at least 300 buses wherein the bidder has provided AVL system software and hardware to monitor, manage and established command and control centre to monitor and control transit operations. In addition, the bidder should have integrated the AVL system with Passenger Information sub-system to provide route and ETA (expected travel arrival) to passengers at bus station/depot/terminal via PIS Hardware.</p> <p>The qualifying AVL projects should have been completed within the past 5 (Five) years from the date of submission of the bid.</p> <p>• One Project with 300 buses – 5 Marks 2.5 marks will be allotted for every additional 300 units subject to a maximum of 5 additional marks."</p>	<p><b>1. Number of Qualifying projects:</b> It is requested to reduce the number to One project to allow better participation. The current experience of 2 projects is stringent for Pre-qualification</p> <p><b>2. Substantial Completion of Project:</b> Request you to please consider substantially completed projects (at least 80%) for experience criteria for better participation in the bid.</p> <p><b>3. Years of Project Experience:</b> In general, the years of project experience is 5 to 7 years. Therefore, to allow better participation it is requested to consider the experience of 7 years of project implementation.</p> <p><b>4. Revision in Marking scheme:</b> Considering this project to be an ITS project where AVLS is a critical solution. Therefore, it is recommended to give more weightage of Marks to the relevant AVLS experience by reducing the weightage for the redundant Fare collection (AFCS) Criteria's. Therefore, request to modify the clause as "•The Bidder shall have experience of at least <del>two</del> <b>One</b> qualifying AVLS projects . "Qualifying AVLS project shall</p>	Refer Corrigendum

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			<p>mean intra city/intercity public transit system for a bus based public transport (state govt. or ULB) with a fleet of at least 300 buses wherein the bidder has provided AVL system software and hardware to monitor, manage and established command and control center to monitor and control transit operations. In addition, the bidder should have integrated the AVL system with Passenger Information sub-system to provide route and ETA (expected travel arrival) to passengers at bus station/depot/terminal via PIS Hardware.</p> <p>The qualifying AVL projects should have been commissioned <b>or substantially completed</b> within the past <del>5 (Five)</del> <b>7 (Seven)</b> years from the date of submission of the bid.</p> <p><b>Substantial work shall mean at least 80% of the work completion duly certified by the client/customer.</b></p> <ul style="list-style-type: none"> <li>• One Project with 300 buses – <del>5 Marks</del> <b>10 Marks</b></li> <li>• <b>Two Projects with 300 buses each – 15 Marks.</b></li> <li>• <b>Three or more Projects with 300 buses each – 20 Marks</b></li> </ul>	



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			<p>2. <del>2.5 marks will be allotted for every additional 300 buses subject to a maximum of 5 additional marks."</del></p> <p>3. Maximum Marks: <del>10 marks</del> <b>20 Marks</b></p>	

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
149.	5.6 Technical Evaluation Criteria, B.2 Specific Experience in Planning & Scheduling System(P&S), Page No. 22	<p>• The Bidder have experience of at least two qualifying P&amp;S projects where qualifying P&amp;S project shall mean P&amp;S Project for intracity/intercity public transit organization (state govt. or ULB) in India wherein the bidder shall have provided P&amp;S system software application for a fleet of at least 300 buses. P&amp;S System shall have Scheduling Software, and Roster of buses and crew. The P&amp;S projects should have been completed within the past 5 (Five) years from the date of submission of the bid. 2 Projects – 3 Marks</p> <p>1 Marks will be allotted per project subject to a maximum of 2 additional marks.</p>	<p>The Bidder have experience of at least <del>two</del> <b>One</b> qualifying P&amp;S projects where q ualifying P&amp;S project shall mean P&amp;S Pr oject for intracity/intercity public transit or ganization (state govt. or ULB) in India <b>o r Global</b> wherein the bidder shall have provided P&amp;S system software application for a fleet of at least 300 buses. P&amp;S System shall have Scheduling Software, and Roster of buses and crew. The P&amp;S projects should have been commissioned <b>or substantially completed</b> within the past <del>5 (Five) years</del> <b>7 (Seven)</b> years from the date of submission of the bid. <b>Substantial work shall mean at least 80% of the work completion duly certified by the client/customer.</b></p> <p><b>1 Project – 2 Mark</b></p> <p>2 Projects – <del>3 Marks</del> <b>5 Marks</b></p> <p><del>4 Mark</del> <b>2.5 Marks</b> will be allotted per proj ect subject to a maximum of 5 additional marks.</p> <p>Maximum Marks: <del>5 marks</del> <b>10 marks</b></p>	Refer Corrigendum

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
150.	5.6 Technical Evaluation Criteria, B.3 Specific Experience in Transit Management System (TMS), Page No. 23	<p>• The Bidder have experience on at least two qualifying TMS projects "Qualifying TMS project means TMS project for intra-city/intercity public transit system for a bus based public transport organization (state govt. or ULB) in India with a fleet of at least 100 (one hundred) buses wherein the bidder shall have provided integrated solution comprising Depot Management System qualifying TMS project means TMS project for intra-city/intercity public transit system for a bus based public transport organization (state govt. or ULB) in India with a fleet of at least 100 (one hundred) buses wherein the bidder shall have provided integrated solution comprising Depot Management System essentially integrated with Inventory Management System with additional integration of two or more component such as Workshop Management System, Fuel Management System, Tyre Management System". The TMS projects should have been completed within the past 5 (Five) years from the date of submission of the bid 2 Projects – 3 Marks</p> <p>1 Marks will be allotted per project subject to a maximum of 2 additional marks."</p>	<p><b>1. Number of Qualifying projects:</b> It is requested to reduce the number to One project to allow better participation. The current experience of 2 projects is stringent for Pre-qualification</p> <p><b>2. Allow Global Participation:</b> Considering this to be an open tender, it is requested to consider global projects also for experience enabling better participation.</p> <p><b>3. Substantial Completion of Project:</b> Request you to please consider substantially completed projects (at least 80%) for experience criteria for better participation in the bid.</p> <p><b>4. Years of Project Experience:</b> In general, the years of project experience is 5 to 7 years. Therefore, to allow better participation it is requested to consider the experience of 7 years of project implementation.</p> <p><b>5. Revision in Marking scheme:</b> Considering this project to be an ITS project where TMS is an essential component for bus operations. Therefore, it is recommended to give more weightage of Marks to the relevant P&amp;S experience by reducing the weightage for the redundant Fare collection (AFCS) Criteria's.</p> <p>The Bidder have experience on at least <del>two</del> <b>One</b> qualifying TMS projects "Qualifying TMS project means TMS project for intra-city/intercity public transit system for a bus based public transport</p>	Refer Corrigendum

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
			<p>organization (state govt. or ULB) in India <b>or Global</b> with a fleet of at least 100 (one hundred) buses wherein the bidder shall have provided integrated solution comprising Depot Management System qualifying TMS project means TMS project for intra- city/intercity public transit system for a bus based public transport organization (state govt. or ULB) in India with a fleet of at least 100 (one hundred) buses wherein the bidder shall have provided integrated solution comprising Depot Management System essentially integrated with Inventory Management System with additional integration of two or more component such as Workshop Management System, Fuel Management System, Tyre Management System". The TMS projects should have been commissioned <b>or substantially completed</b> within the past <del>5 (Five)</del> <b>7 (Seven)</b> years from the date of submission of the bid</p> <p><b>Substantial work shall mean at least 80% of the work completion duly certified by the client/customer.</b></p> <p><b>1 Project – 2 Mark</b>  <b>2 Projects – 3 Marks 5 Marks</b>  <del>1 Mark</del> <b>2.5 Marks</b> will be allotted per project subject to a maximum of 5 additional marks.</p> <p>Maximum Marks: <del>5 marks</del> <b>10 marks</b></p>	

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151.	5.6 Technical Evaluation Criteria, B.4 Experience in AFCS Projects, Page No. 23	<p>• The Bidder have experience of at least two qualifying AFCS project where qualifying AFCS project shall mean AFCS project for intracity/intercity public transit organization (state govt. or ULB) in India wherein the bidder shall have provided AFC system software application for Fare Collection, with minimum of 100 (one hundred) nos. EMV certified ETM Machines /Validators/Ticket Office Machines. The qualifying AFC project should have been completed within the past 5 (Five) years from the date of submission of the bid submission 2 Projects – 6 Marks 3 projects - 10 Marks.</p>	<p>1. Number of Qualifying projects: It is requested to reduce the number to One project to allow better participation. The current experience of 2 projects is stringent for Pre-qualification 2. Allow Global Participation: Considering this to be an open tender, it is requested to consider global projects also for experience enabling better participation. 3. Substantial Completion of Project: Request you to please consider substantially completed projects (at least 80%) for experience criteria for better participation in the bid. 4. Years of Project Experience: In general, the years of project experience is 5 to 7 years. Therefore, to allow better participation it is requested to consider the experience of 7 years of project implementation. The Bidder have experience of at least two One qualifying AFCS project where qualifying AFCS project shall mean AFCS project for intracity/intercity public transit organization (state govt. or ULB) in India or Global wherein the bidder shall have provided AFC system software application for Fare Collection, with minimum of 100 (one hundred) nos. EMV certified ETM Machines/Validators/Ticket Office Machines. The qualifying AFC project should have been commissioned or substantially Completed within the past 5 (Five) 7 (Seven) years from the date of submission of the bid submission</p>	Refer Corrigendum

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			<p>Substantial work shall mean at least 80% of the work completion duly certified by the client/customer.</p> <p>1 project - 5 marks. 2 Projects – 6 Marks 3 projects- 10 Maximum Marks: 15 marks</p>	

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
152.	5.6 Technical Evaluation Criteria, B.5 Experience of supply of the EMV Certified ETM, Page No. 23	Experience of supply installation of L1 & L2, EMV certified ETM machines in AFC Project 2000 - 5000 ETM machines - 4 marks 5001 - 7000 ETM Machines - 6 Marks 7001 - 9000 ETM Machines - 8 Marks Above 9001 - 10 Marks	Since the AFCS criteria is covered in the B-4 clause, it is recommended to remove the redundant AFC qualification criteria and the marking for the same is adjusted for other ITS related critical clauses.	As per RFP
153.	5.6 Technical Evaluation Criteria, B6-Experience of National Common Mobility card (NMC):, Page No. 23	The Bidder should have experience of at least two qualifying AFCS projects where in qualifying project bidder should have payment acceptance through NCMC. The qualifying projects should have been commissioned within the past 5 (Five) years from the date of submission of the bid and the project should be in operation for 12 months.  2 projects - 10 marks. 3 projects - 15 marks	Since the AFCS criteria is covered in the B-4 clause, it is recommended to remove the redundant AFC qualification criteria and the marking for the same is adjusted for other ITS related critical clauses.	Refer Corrigendum

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154.	5.6 Bidders Experience - C1-Solution, Page no. 24	1) Conceptual Design, Hardware & software solution architecture 2) Integration architecture & mechanism 3) Security mechanism & architecture 4) Products & software selection criteria 5) Quality assurance Plan 6) Project Approach & Methodology	It is recommended to include a Demonstration of ITS systems by the bidders to properly assess the required solution and award marks accordingly. Therefore, it is recommended to increase the weightage considering the Demonstration. Therefore, request to modify the clause as "Complete & clear understanding of the project & proposed solution architecture including minimum following components but not limited only: 1) Conceptual Design, Hardware & software solution architecture 2) Integration architecture & mechanism 3) Security mechanism & architecture 4) Products & software selection criteria 5) Quality assurance Plan 6) Project Approach & Methodology <b>7) Demonstration of the ITS systems.</b> Maximum Marks: <del>45 Marks</del> <b>25 Marks</b>	As per RFP



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<b>Sl. No.</b>	<b>RFP Reference (Section No., Clause, Page No.)</b>	<b>Content of RFP</b>	<b>Clarification Sought</b>	<b>OSRTC Response</b>
155.	Vol - 2, 9.2 Terms of Payment, Page no. 187	<p><b>A. Software Payment:</b></p> <p>1) Development of ITS Solution                      - Completion of FRS - 10%                      - Completion of SRS &amp; SDD - 10%                      - Development, Testing and Training of ITS Application - 50%</p> <p>2) Project Completion and Successfully Running of ITS solution:                      Go-Live, User Acceptance , Deployment - 20%</p> <p>Note: The balance of 10% of the Implementation Cost would be paid to the bidder proportionately over the duration of the contract (1 year) on Quarterly basis, Post Go-Live. The Billing period of Hosting &amp; maintenance Cost would begin after Go- Live.</p>	<p>Relaxation in payment Terms: Currently 30% (10 % for Software and 20% for Hardware ) payment is being paid as differed payment i.e. quarterly over the contract period . This is really difficult for any bidder to manage the cash flow considering the investment being made now and the recovery for the same being done over a period of 3/5 years , leading to poor ROI and Increased cost which the bidder has no mechanism to compensate with.</p> <p>Request is to please accept modify the payment terms as this has critical financial implication for the bidders</p>	As per RFP
156.	Vol - 2, 9.2 Terms of Payment, Page no. 187	<p>Note: The balance of 10% of the Implementation Cost would be paid to the bidder proportionately over the duration of the contract (3 years after Go-Live and may be extendable up to 2 years on satisfactory performance of SI) on Quarterly basis, Post Go-Live. The Billing period of Hosting &amp; maintenance Cost would begin after Go-Live.</p>	<p>There will be price implication in the case of a contract extension of 2 years after Go Live. Extension cannot happen at the same price. Therefore, request you to please consider the extension of prices for 2 years at mutually agreed rates considering the inflation will increase price for coming years.</p>	As per RFP

## Response to the Pre-Bid Queries for Selection of SI for Integrated Transport Management System (ITMS)

**RFP No. 123 Dated 06/05/2023.**

Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
157.	Vol - 2, 9.2 Terms of Payment, Page no. 187	Note: The balance of 10% of the Implementation Cost would be paid to the bidder proportionately over the duration of the contract (3 years after Go-Live and may be extendable up to 2 years on satisfactory performance of SI) on Quarterly basis, Post Go-Live. The Billing period of Hosting & maintenance Cost would begin after Go-Live.	With the contract period of 3 + 2 years, we understand that the bidder shall quote the prices for 3 years and since the extension is conditional the bidder shall quote additionally for those 2 years. Request you please confirm if our understanding is correct.	As per RFP
158.	Vol - 2, 7.4 Implementation Service Levels, Page no. 173	Capping: The upper limit of penalty would be capped at 10% of the respective Payment Milestone value. In case the successful bidder reaches 10% of the respective Payment Milestone value in the form of penalty at any point of time during pre-implementation phase, OSRTC reserves the right to invoke the termination clause.	Please revise the penalties to the total value of the delayed deliverables and not to a percentage of every payment milestone. This is a very high risk for any SI and such Penalty should be calculated as per the total value of the delayed deliverables only. And the penalty should be overall capped at 10 % of the value of the delayed deliverables. Such changes are requested to limit the financial exposure of the SI.	Refer Corrigendum
159.	Vol - 2, 7.6. Violations and Associated Penalties, Page no. 174	It is to be noted that if the overall penalty applicable for any of the review period during the contract exceeds 25% of the quarterly payment or if the overall penalty applicable for any of the successive Quarterly periods during the contract is above 15%; then OSRTC shall have the right to encash the Performance Bank Guarantee or terminate the contract or both.	The overall capping of 25% of the quarterly payments is on a higher end and has huge financial exposure for the SI. Request you to please bring it in line to the capping of Liquidated Damages i.e., 10% of the quarterly payments.	Refer Corrigendum

## Response to the Pre-Bid Queries for Selection of SI for Integrated Transport Management System (ITMS)

**RFP No. 123 Dated 06/05/2023.**

Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
160.	RFP VOL 2	6.7 Printer : Comprehensive warranty 2 years	We understand the operation & maintenance phase of 36 months ie.3 years. Request you to amend the Comprehensive warranty for printer to 3 years.	Refer Corrigendum
161.	RFP VOL 2	8.1 Active and Passive Infrastructure (Hardware) BOM Sr. No. 8 CCTV with NVR	It is mentioned as 420 LOT. We understand there will be 1 NVR per bus, however there is no mention of Camera qty required per bus for surveillance purpose. Request you to confirm the camera qty requirement per bus.	Refer Corrigendum
162.	RFP VOL 2	3.2 Overview scope of work Sr. No. 7 Set up of OSRTC Central Command Centre Infrastructure	As per Scope we have to set up OSRTC CCC. We have not seen any line item in the Price schedule. Request you to amend the Price schedule with separate line item for setup of OSRTC CCC, else let us know in which line item to build the cost.	Basic Civil infrastructures for CCC is in scope of OSRTC
163.	RFP VOL 2	3.2 Overview scope of work C Other Components Sr. No. 5 Manpower Support	As per Scope we have to provide Manpower Support. We have not seen any line item in the Price schedule. Request you to amend the Price schedule with separate line item for providing manpower support, else let us know in which line item to build the cost.	Refer Corrigendum  Selected bidder must deploy adequate resource to complete the project in time and ensure to meet the SLAs.
164.	3. Scope of work	The Service Provider shall be completely responsible for integration, initialization and start-up of the equipment supplied. Service Provider would also be responsible for integration of any other devices and equipment supplied by any other	Please provide technical specifications of existing systems & infrastructure like make, model and operating voltages	The selected bidder will be provided with the required details on existing systems.

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**RFP No. 123 Dated 06/05/2023.**

Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
		vendor that is part of the existing ITMS.		
165.	4.9.1. Mobile Application for IOS, Android and Windows mobile devices	The bidder shall develop mobile apps which shall include a mobile application to help passengers to get information about the buses, search and view bus schedules on various routes and deliver ETA based on their real time location.	Please provide the Language support for Mobile Applications	As per RFP
166.	4.13.6. Data Conversion, cleaning, and Migration	The Bidder shall perform the data conversion, digitization, cleansing and migration from manual and/or the existing legacy systems to the RDBMS implemented for proposed ITMS. The Data Conversion and Migration to be performed by the Bidder shall be preceded by an appropriate Data Conversion and Migration strategy & methodology, prepared by Bidder, and approved by OSRTC. Though OSRTC is required to provide formal approval for the Data Conversion/ Migration Strategy, it is the ultimate responsibility of Bidder to ensure that all the data sets which are required for operationalization of the agreed user requirements are converted, cleansed, and digitized or migrated to the proposed ITMS Solution. Any corrections identified by OSRTC or any external agency, during Data Quality Assessment and Review, in the data digitized by Bidder, shall be	Could you please clarify who will take care of the warranty , maintenance and any other technical support of the migrated Infrastructure.	The warranty, maintenance and any other technical support of the migrated Infrastructure are in scope of the OSRTC.

**Response to the Pre-Bid Queries for Selection of SI for Integrated Transport Management System (ITMS)**

**RFP No. 123 Dated 06/05/2023.**

<b>Sl. No.</b>	<b>RFP Reference (Section No., Clause, Page No.)</b>	<b>Content of RFP</b>	<b>Clarification Sought</b>	<b>OSRTC Response</b>
		addressed by Bidder at no additional cost to OSRTC.		

## Response to the Pre-Bid Queries for Selection of SI for Integrated Transport Management System (ITMS)

RFP No. 123 Dated 06/05/2023.

Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
167.	4.13.6. Data Conversion, cleaning, and Migration	The Bidder shall perform the data conversion, digitization, cleansing and migration from manual and/or the existing legacy systems to the RDBMS implemented for proposed ITMS. The Data Conversion and Migration to be performed by the Bidder shall be preceded by an appropriate Data Conversion and Migration strategy & methodology, prepared by Bidder, and approved by OSRTC. Though OSRTC is required to provide formal approval for the Data Conversion/ Migration Strategy, it is the ultimate responsibility of Bidder to ensure that all the data sets which are required for operationalization of the agreed user requirements are converted, cleansed, and digitized or migrated to the proposed ITMS Solution. Any corrections identified by OSRTC or any external agency, during Data Quality Assessment and Review, in the data digitized by Bidder, shall be addressed by Bidder at no additional cost to OSRTC.	What will be the size and preferred mode of transfer of legacy data ?	As per RFP

## Response to the Pre-Bid Queries for Selection of SI for Integrated Transport Management System (ITMS)

RFP No. 123 Dated 06/05/2023.

Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
168.	Clause 12.1-page no. 17	If, after the date of this Agreement, there is any change of rate of levy under the existing applicable laws of India with respect to taxes and duties, which are directly payable by OSRTC for providing the goods and services i.e. GST / service tax or any such other applicable tax from time to time, which increase or decreases the cost incurred by the Implementation Agency in performing the Services, then the remuneration and reimbursable expense otherwise payable to the SI under this Agreement shall be increased or decreased accordingly by correspondence between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts as specified. However, in case of any new or fresh tax or levy imposed after submission of the proposal the SI shall be entitled to reimbursement on submission of proof of payment of such tax or levy.	Who will initiate correspondence in case of rate change and whether any specific document is required to substantiate rate change.	As per RFP

**Response to the Pre-Bid Queries for Selection of SI for Integrated Transport Management System (ITMS)**

**RFP No. 123 Dated 06/05/2023.**

Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
169.	Volume 3, MSA , PG 4 point 4	<p>Information provided in this tender to the Bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Purchaser accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein. The Purchaser, its employees and advisers make no representation or warrants and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this tender or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the tender and any assessment, assumption, statement or information contained therein or deemed to form part of this tender or arising in any way in this selection process.</p>	<p>Rational: Minor deletion has been made in order to ensure that no future claims arise by the Purchaser against SI. The revised clause is as below: "Information provided in this tender to the Bidders is on a wide range of matters, some of which depends upon interpretation of law. <del>The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.</del> The Purchaser accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein. The Purchaser, its employees and advisers make no representation or warrants and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this tender or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the tender and any assessment, assumption, statement or information contained therein or deemed to form part of this tender or arising in any way in this selection process."</p>	As per RFP



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**RFP No. 123 Dated 06/05/2023.**

<b>Sl. No.</b>	<b>RFP Reference (Section No., Clause, Page No.)</b>	<b>Content of RFP</b>	<b>Clarification Sought</b>	<b>OSRTC Response</b>
170.	Vol III MSA Pg. 7	<p>Priority of Documents</p> <p>This Agreement, including its Schedules and Annexures, represents the entire agreement between the Parties as noted in this Clause. If in the event of a dispute as to the interpretation or meaning of this Agreement it should be necessary for the Parties to refer to documents forming part of the bidding process leading to this Agreement, then such documents shall be relied upon and interpreted in the following descending order of priority:</p> <ul style="list-style-type: none"> <li>• This Agreement along with the SLA agreement,</li> <li>•Schedules and Annexures.</li> <li>•NDA agreement</li> <li>•the RFP along with subsequently issued corrigendum.</li> </ul> <p>Technical and commercial proposal submitted by the successful bidder, to the extent they along with subsequently issued clarifications furnished by the SI in response to the RFP, to the extent they are not inconsistent with any terms of the RFP</p>	<p>We request OSRTC to kindly provide the Non-Disclosure Agreement as the same has not been included in this RFP</p>	<p>NDA will be shared with selected bidder.</p>

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**RFP No. 123 Dated 06/05/2023.**

Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
171.	Volume III,MSA , Clause 2, Page 8	<p>3. Term and duration of the agreement</p> <ul style="list-style-type: none"> <li>• This Agreement shall come into effect on _____ (hereinafter the "Effective Date") and shall, unless terminated earlier in accordance with its terms, expire on the date on which this Agreement expires, which shall be a period of three years (extendable up to 2 years on satisfactory performance of SI) from 'Go-Live' of Project and any extended period notified by OSRTC.</li> </ul>	<p>The extension of the Contract shall be notified in writing. Revised clause: "3. Term and duration of the agreement</p> <ul style="list-style-type: none"> <li>• This Agreement shall come into effect on _____ (hereinafter the "Effective Date") and shall, unless terminated earlier in accordance with its terms, expire on the date on which this Agreement expires, which shall be a period of three years (extendable up to 2 years on satisfactory performance of SI) from 'Go-Live' of Project and any extended period notified by OSRTC <b>in writing.</b></li> </ul>	As per RFP
172.	Vol III MSA Clause 9.1 Pg. 14	<p>Use best efforts to ensure that no lien, mortgage, hypothecation, or any other charge is created over the Assets. SI agrees that SI will inform OSRTC immediately if SI feels or comes to know that a charge may be / has been created over any Asset(s). In the event a charge is created over any of the Assets / Goods which are owned by OSRTC, OSRTC shall have the right to get the charge removed at the risk, cost, expense of the SI and SI shall make good all losses, damages, costs, fees, CESS, duties, etc. borne or suffered by OSRTC due to creation of such charge and/or in removal of such charge and/or in discharging the</p>	<p>We request OSRTC to clearly define the intent of this clause and why is the SI required to inform OSRTC if any lien is created over SI's Assets. Secondly, SI will not be able to create and shall not create any lien on the assets of OSRTC. This clause is not required in this RFP And should be deleted. Kindly also confirm the time period for SI to immediately pass on the information relating to - "SI agrees that SI will inform OSRTC immediately if SI feels or comes to know that a charge may be / has been created over any Asset(s)."</p>	As per RFP

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**RFP No. 123 Dated 06/05/2023.**

<b>Sl. No.</b>	<b>RFP Reference (Section No., Clause, Page No.)</b>	<b>Content of RFP</b>	<b>Clarification Sought</b>	<b>OSRTC Response</b>
		obligations for removal of such charge		
173.	Vol III MSA Clause 11.3 Pg. 15	Each Party to the SLA/Agreement shall also comply with OSRTC or the Government of India's security standards and policies in force from time to time at each location of which OSRTC make the SI aware in writing insofar as the same apply to the provision of the Services	Please clarify what are the Govt. of India's security standards and policies in force that need to be complied by the SI herein. Further what is the meaning of the words. "Each location" under this clause. Request you to please elaborate.	As per RFP
174.	Vol III MSA Clause 12.1 Pg 16	[Note: OSRTC (on request from successful bidders) can look at having a separate mechanism for settling penalties/ service credits rather than the set off against the invoice as this could revenue recognition issues. However, the successful bidder must ensure that such settlement happens within a stipulated timeframe]	Please clarify the alternate settlement mechanism for settling the penalties /service credits and how shall it be done	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
175.	Vol III MSA Clause 12.1 Pg 16	<p>The SI alone shall invoice all payments after receiving due approval of completion of payment milestone from the competent authority. Such invoices shall be accurate and all adjustments to or changes in the terms of payment as stated in in this Agreement. The SI shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the charge relating to such Service is (i) applicable or (ii) incurred or (iii) approved, whichever is later. SI shall provide details of such waivers on request from competent authority.</p> <ul style="list-style-type: none"> <li>• Payment shall be made within 30 working days of the receipt of invoice along with supporting documents by OSRTC subject to subject to deduction of applicable liquidated damages and/or service credits/debits. The penalties are imposed on the SI as per the penalty criteria specified in the SLA</li> <li>• OSRTC shall be entitled to delay or withhold payment of any invoice or part of it delivered by the SI as set out in this Agreement where OSRTC disputes/withholds such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. The disputed / withheld amount shall be settled in accordance with the</li> </ul>	<p>The clause has been revised and minor deletions have been made to secure all payments of the SI and ensure that the financial exposure of the SI is secured as regards all the work carried out by the SI. Revised clause is as follows: "The SI alone shall invoice all payments after receiving due approval of completion of payment milestone from the competent authority. Such invoices shall be accurate and all adjustments to or changes in the terms of payment as stated in in this Agreement. <del>The SI shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the charge relating to such Service is (i) applicable or (ii) incurred or (iii) approved, whichever is later. SI shall provide details of such waivers on request from competent authority.</del></p> <ul style="list-style-type: none"> <li>• Payment shall be made within 30 working days of the receipt of invoice along with supporting documents by OSRTC subject to subject to deduction of applicable liquidated damages and/or service credits/debits <b>post written discussions of the same with the SI.</b> The penalties are imposed on the SI as per the penalty criteria specified in the SLA</li> <li><del>• OSRTC shall be entitled to delay or withhold payment of any invoice or part of it delivered by the SI as set out in this Agreement where OSRTC disputes/withholds such invoice or part of it provided that such dispute is bona fide.</del></li> </ul>	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
		<p>escalation procedure as set out in this Agreement. Any exercise by OSRTC under this clause shall not entitle the SI to delay or withhold provision of the Services.</p>	<p><del>The withheld amount shall be limited to that which is in dispute. The disputed / withheld amount shall be settled in accordance with the escalation procedure as set out in this Agreement. Any exercise by OSRTC under this clause shall not entitle the SI to delay or withhold provision of the Services."</del></p>	

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
176.	Volume III, MSA, Clause 14, Page 20	o If there is a Material Breach by the Purchaser or its nominated agencies which results in not providing support for effecting data migration or not providing the certification of User Acceptance, then the Implementation Agency will give a one month's notice for curing the Material Breach to the Purchaser. After the expiry of such notice period, the Implementation Agency will have the option to terminate the Agreement.	o If there is a Material Breach by the Purchaser or its nominated agencies which results in not providing support for effecting data migration or not providing the certification of User Acceptance, <b>or OSRTC is unable to fulfil any of its obligations under the Agreement,</b> then the <del>SI Implementation Agency</del> will give a one month's notice for curing the Material Breach to the Purchaser. After the expiry of such notice period, the Implementation Agency will have the option to terminate the Agreement.	As per RFP
177.	Volume III, MSA , Clause 14	OSRTC may by giving a one month's written notice, terminate this Agreement if a change of control of the SI has taken place. For the purposes of this Clause, in the case of SI, <b>change of control shall mean the events stated, and such notice shall become effective at the end of the notice period as set out in this agreement.</b>	Kindly clarify what is the meaning of the lines highlighted in red. Which events stated is OSRTC mentioning here. Further, the line notice shall become effective at the end of the notice period is not clear. Kindly clarify the exact intent of these lines.	As per RFP

**Response to the Pre-Bid Queries for Selection of SI for Integrated Transport Management System (ITMS)**

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SI. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
178.	Vol III MSA Clause 14.2 Pg 20	<p>Upon receipt of the notice of termination under this clause, the SI shall either as soon as reasonably practical or upon the date specified in the notice of termination: cease all further work, except for such work as OSRTC may specify in the notice of termination for the sole purpose of protecting that part of the System already executed, or any work required to leave the site in a clean and safe condition.</p> <p>o terminates all subcontracts, except those to be assigned to OSRTC pursuant to Clause 15.2 (d) below.</p> <ul style="list-style-type: none"> <li>• remove all SI's Equipment from the site, repatriate the SI's and its Subcontractors' personnel from the site, remove from the site any wreckage, rubbish, and debris of any kind.</li> <li>• in addition, the SI shall:                             <ul style="list-style-type: none"> <li>o deliver to OSRTC the parts of the System executed by the SI up to the date of termination.</li> <li>o to the extent legally possible, assign to OSRTC all right, title, and benefit of the SI to the System, or Subsystem, as at the date of termination, and, as may be required by the Purchaser, in any subcontracts concluded between the SI and its Subcontractors.</li> <li>o deliver to OSRTC all non-proprietary drawings, specifications,</li> </ul> </li> </ul>	<p>The clause has been revised and modified to secure all payments of the SI in the event of termination for convenience. Further , the clause has been made mutual in order to give the SI equal rights. Revised clause: "Upon receipt of the notice of termination under this clause, the SI shall either as soon as reasonably practical or upon the date specified in the notice of termination: cease all further work, except for such work as OSRTC may specify in the notice of termination for the sole purpose of protecting that part of the System already executed, or any work required to leave the site in a clean and safe condition.</p> <p>o terminate all subcontracts, except those to be assigned to OSRTC pursuant to Clause 15.2 (d) below.</p> <ul style="list-style-type: none"> <li>• remove all SI's Equipment from the site, repatriate the SI's and its Subcontractors' personnel from the site, remove from the site any wreckage, rubbish, and debris of any kind.</li> <li>• in addition, the SI shall , <b>subject to receiving all pending payments due to the SI for the work/services already delivered and all the work that has been carried out by the SI or but not delivered till the date of termination and expenses incurred by SI up to and including the effective date of the termination or expiration:</b> <ul style="list-style-type: none"> <li>o deliver to OSRTC the parts of the System executed by the SI up to the date</li> </ul> </li> </ul>	As per RFP

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SI. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
		<p>and other documents prepared by the SI or its Subcontractors as of the date of termination in connection with the System.</p>	<p>of termination to the extent legally possible, assign to OSRTC all right, title, and benefit of the SI to the System, or Subsystem, as at the date of termination, and, as may be required by the Purchaser, in any subcontracts concluded between the SI and its Subcontractors.</p> <p>o deliver to OSRTC all non-proprietary drawings, specifications, and other documents prepared by the SI or its Subcontractors as of the date of termination in connection with the System. <b>SI may at any time terminate the Contract for any reason by giving OSRTC a notice of termination by giving 90 days prior written notice"</b></p>	



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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
179.	Vol III MSA Clause 14.3 Pg 21	<p>14.3. Effects of termination</p> <ul style="list-style-type: none"> <li>• If OSRTC terminates this Agreement pursuant to failure on the part of the SI to comply with the conditions as contained in this Clause and depending on the event of default, Performance Guarantee furnished by SI may be forfeited.</li> <li>• Upon termination of this Agreement, the Parties will comply with the Exit Management Schedule set out as Schedule III of this Agreement.</li> <li>• If OSRTC or the SI terminates this Agreement, the compensation will be decided in accordance with the Exit Management Schedule set out as Schedule III of this Agreement.</li> <li>• All payments under this clause shall be payable only after the SI has complied with and completed the transition and exit management as per the Exit Management Plan to the satisfaction of OSRTC. In case of expiry of the Agreement, the last due payment shall be payable to the SI after it has complied with and completed the transition and exit management as per the Exit Management Plan to the satisfaction of OSRTC.</li> <li>• In the event of termination of the Contract, OSRTC shall pay to the SI the following amounts:                             <ul style="list-style-type: none"> <li>o the Contract Price, properly attributable to the parts of the System</li> </ul> </li> </ul>	<p>Deletions and revisions have been made in order to secure the payment of the Contractor and ensure that all payments are made for the work performed. Revised clause is as follows: "14.3. Effects of termination</p> <ul style="list-style-type: none"> <li>• If OSRTC terminates this Agreement pursuant to failure on the part of the SI to comply with the conditions as contained in this Clause and depending on the event of default, <del>Performance Guarantee furnished by SI may be forfeited.</del></li> <li>• Upon termination of this Agreement, the Parties will comply with the Exit Management Schedule set out as Schedule III of this Agreement. <b>The termination or expiration hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.</b></li> <li>• <del>If OSRTC or the SI terminates this Agreement, the compensation will be decided in accordance with the Exit Management Schedule set out as Schedule III of this Agreement.</del></li> <li>• <del>All payments under this clause shall be payable only after the SI has complied with and completed the transition and exit management as per the Exit Management Plan to the satisfaction of OSRTC. In case of expiry of the</del></li> </ul>	As per RFP

**Response to the Pre-Bid Queries for Selection of SI for Integrated Transport Management System (ITMS)**

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
		<p>executed by the SI as of the date of termination.</p> <ul style="list-style-type: none"> <li>o the costs reasonably incurred by the SI in the removal of the SI's Equipment from the site and in the repatriation of the SI's and its Subcontractors' personnel.</li> <li>o any amount to be paid by the SI to its Subcontractors in connection with the termination of any subcontracts, including any cancellation charges.</li> <li>o costs incurred by the SI in protecting the System and leaving the site in a clean and safe condition pursuant to Clause 15.2</li> <li>o the cost of satisfying all other obligations, commitments, and claims that the SI may in good faith have undertaken with third parties in connection with the Contract and that are not covered by Clause 15.3 (d) above.</li> </ul>	<p><del>Agreement, the last due payment shall be payable to the SI after it has complied with and completed the transition and exit management as per the Exit Management Plan to the satisfaction of OSRTC.</del></p> <ul style="list-style-type: none"> <li>• In the event of termination of the Contract, OSRTC shall pay to the SI the following amounts <b>within 15 days of such termination or expiration</b> : <ul style="list-style-type: none"> <li>o the Contract Price, properly attributable to the parts of the System executed by the SI as of the date of termination.</li> <li>o the costs reasonably incurred by the SI in the removal of the SI's Equipment from the site and in the repatriation of the SI's and its Subcontractors' personnel.</li> <li>o any amount to be paid by the SI to its Subcontractors in connection with the termination of any subcontracts, including any cancellation charges.</li> <li>o costs incurred by the SI in protecting the System and leaving the site in a clean and safe condition pursuant to Clause <del>14</del><b>15</b>.2</li> <li>o the cost of satisfying all other obligations, commitments, and claims that the SI may in good faith have undertaken with third parties in connection with the Contract and that are not covered by Clause <del>14</del><b>15</b>.3 (d) above.</li> </ul> </li> </ul> <p><b>and all the work that has been carried out by SI but not delivered till the date of termination and expenses incurred by SI up to and including the effective date of</b></p>	

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			the termination or expiration after deduction of penalties, if any. "	

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180.	Volume III , MSA, Clause 14.4 , Page 22	14.4. Termination of this Agreement due to bankruptcy of SI OSRTC may serve written notice on SI at any time to terminate this Agreement with immediate effect if the SI reporting an apprehension of bankruptcy to OSRTC or its nominated agencies.	Kindly make the clause mutual in order to protect the rights and business interests of the SI in the event the Authority turns bankrupt. The revisions are requested to protect and limit the business and financial exposures of the SI. Revised clause:"14.4. Termination of this Agreement due to bankruptcy of <del>SI OSRTC</del> <b>Either Party</b> may serve written notice on <b>the other Party</b> <del>SI</del> at any time to terminate this Agreement with immediate effect if <b>such Party</b> <del>the SI</del> reporting an apprehension of bankruptcy to OSRTC or its nominated agencies."	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
181.	Vol III MSA Clause 14.5 Pg 22	<p>The SI shall, if ordered in writing by OSRTC, temporarily suspend the performance of any services or any part thereof under this Agreement for such specified/ ordered period and time. OSRTC shall inform the SI about such suspension at least 30 days in advance. The SI shall not be entitled to claim compensation for any loss or damage sustained by it by reason of such temporary suspension of the work for a continuous period of 30 days. OSRTC may consider suitable compensation to the SI in event of suspension extending beyond a continuous period of 30 days. An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the SI, if written request for the same is made. In case the suspension of works lasts for a period of more than 3 months, the SI shall have the right to request OSRTC to pay reasonable immobilization and mobilization charges as may be consented to by OSRTC. • If OSRTC suspends the progress of work for a period more than 30 days in aggregate, rendering the SI to extend its performance guarantee then OSRTC shall bear only the cost of extension of such bank guarantee for such extended</p>	<p>Clause has been revised to limit the financial and business risks of the SI due to suspension of work by Authority . Modification requested to the clause as follows-"The SI shall, if ordered in writing by OSRTC, temporarily suspend the performance of any services or any part thereof under this Agreement for such specified/ ordered period and time. OSRTC shall inform the SI about such suspension at least 30 days in advance. <del>The SI shall not be entitled to claim compensation for any loss or damage sustained by it by reason of such temporary suspension of the work for a continuous period of 30 days.</del> OSRTC may consider suitable compensation to the SI in event of suspension extending beyond a continuous period of 30 days. An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the SI, if written request for the same is made. In case the suspension of works lasts for a period of more than 3 months <b>the SI shall have the right to terminate the agreement and</b> ,the SI shall have the right to request OSRTC to pay <b>all costs and expenses incurred by SI due to such suspension by OSRTC</b> <del>reasonable immobilization and mobilization charges as may be consented to by OSRTC.</del> • If OSRTC suspends the progress of work for a period more than 30 days in</p>	As per RFP

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		<p>period restricted to the normal bank rates as applicable in the banking procedures subject to the SI producing the requisite evidence from the bank concerned.</p> <ul style="list-style-type: none"> <li>• OSRTC may suspend this Agreement only (i) prior to giving consent to the SI for purchase of goods and production licenses; and (ii) after the Go-Live.</li> <li>• Notwithstanding the foregoing in clause 16, Order for Infrastructure items including Hardware, Software licenses and other system software etc. shall be placed by the SI only after receipt of written confirmation from OSRTC in this regard. OSRTC may request the SI for deferment of procurement of such components for maximum period of twelve months. In such case the SI will be paid a pre-defined maintenance cost for the application support and the team deployed. In case OSRTC requests for deferment of procurement of infrastructure the timelines will extend accordingly. Also, the SLA relating to infrastructure will apply from the date when OSRTC gives intimation to the SI to start procurement.</li> </ul>	<p>aggregate, rendering the SI to extend its performance guarantee then OSRTC shall bear only the cost of extension of such bank guarantee for such extended period restricted to the normal bank rates as applicable in the banking procedures subject to the SI producing the requisite evidence from the bank concerned.</p> <ul style="list-style-type: none"> <li>• OSRTC may suspend this Agreement only (i) prior to giving consent to the SI for purchase of goods and production licenses; and (ii) after the Go-Live.</li> <li>• <del>Notwithstanding the foregoing in clause 16,</del> Order for Infrastructure items including Hardware, Software licenses and other system software etc. shall be placed by the SI only after receipt of written confirmation from OSRTC in this regard. OSRTC may request the SI for deferment of procurement of such components for maximum period of <del>twelve</del> <b>three</b> months. In such case the SI will be paid a pre-defined maintenance cost for the application support and the team deployed. In case OSRTC requests for deferment of procurement of infrastructure the timelines will extend accordingly. Also, the SLA relating to infrastructure will apply from the date when OSRTC gives intimation to the SI to start procurement.</li> </ul>	

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
182.	Vol III MSA Clause 15 Pg 22	<p>Indemnification and Limitation of liability</p> <ul style="list-style-type: none"> <li>SI (the "Indemnifying party) undertakes to indemnify OSRTC (the "Indemnified Party") from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation, or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or wilful default in performance or non-performance under this Agreement.</li> <li>If the Indemnified Party promptly notifies Indemnifying Party in writing of a third-party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against indemnified Party.</li> <li>Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by Indemnified Party's misuse or modification of the Service. Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party.</li> <li>Indemnified Party's use of the</li> </ul>	<p>The clause has been revised to limit the financial exposure of the SI and restrict the indemnity obligations to certain agreeable situations only. Exceptions of the indemnification obligations have been carved to limit the exposure of the Contractor. Revised clause is as follows:</p> <p>"Indemnification and Limitation of liability</p> <ul style="list-style-type: none"> <li>SI (the "Indemnifying party) undertakes to indemnify OSRTC (the "Indemnified Party") from and against all <b>direct</b> Losses on account of bodily injury, death or damage to tangible personal property arising in favour of <del>any person, corporation, or other entity (including the Indemnified Party)</del> attributable to the Indemnifying Party's <b>gross</b> negligence or wilful default in performance or non-performance under this Agreement.</li> <li>If the Indemnified Party promptly notifies Indemnifying Party in writing of a third-party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any <b>direct</b> costs or damages that may be finally awarded against indemnified Party.</li> <li>Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by Indemnified Party's misuse or modification of the Service. Indemnified Party's failure to use corrections or enhancements made</li> </ul>	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
		<p>Service in combination with any product or information not owned or developed by Indemnifying Party.</p> <ul style="list-style-type: none"> <li>Indemnified Party's distribution, marketing or use for the benefit of third parties of the Service; or information, direction, specification, or materials provided by Indemnified Party, or any third party contracted to it. If any Service is or likely to be held to be infringing, Indemnifying Party shall at its expense and option procure the right for Indemnified Party to continue using it, replace it with a non-infringing equivalent, modify it to make it non-infringing. The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to infringement.</li> </ul>	<p>available by the Indemnifying Party.</p> <ul style="list-style-type: none"> <li>Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party.</li> <li>Indemnified Party's distribution, marketing or use for the benefit of third parties of the Service; or information, direction, specification, or materials provided by Indemnified Party, or any third party contracted to it. If any Service is or likely to be held to be infringing, Indemnifying Party shall at its expense and option procure the right for Indemnified Party to continue using it, replace it with a non-infringing equivalent, modify it to make it non-infringing. <b>SI indemnification obligation for IPR infringement under this contract do not apply to the extent that an indemnified claim arises out of: (i) SI's breach of this contract (ii) revisions to the Deliverable made without SI's prior written consent; (iii) OSRTC's failure to incorporate updates or upgrades of software that would have avoided the alleged infringement; or (iv) SI's design or modification of the Deliverable in compliance with specifications provided by OSRTC.</b>The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to infringement.</li> </ul>	



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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
183.	Vol III MSA Clause 15 Pg 23 and 24	<p>The indemnities set out in Clause 16 shall be subject to the following conditions:</p> <p>The Indemnified Party as promptly as practicable informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise. <del>the Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable</del> assistance in the Defense of such <b>direct</b> claim including reasonable access to all relevant information, documentation, and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such Defence.</p> <p><del>o</del> if the Indemnifying Party does not assume full control over the Defence of a <b>direct</b> claim as provided in this Article, the Indemnifying Party may participate in such Defence at its sole cost and expense, and the Indemnified Party will have the right to defend the <b>direct</b> claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be included in Losses.</p>	<p>In order to capture our financial exposure, we have limited the liability of the Contractor for minimizing the risk. We have modified the clause since it is a high risk for the Contractor and an uncapped liability cannot be accepted. Revised clause is as follows: "The indemnities set out in Clause <del>15</del><sup>56</sup> shall be subject to the following conditions:</p> <p><del>o</del> the Indemnified Party as promptly as practicable informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise.</p> <p><del>o</del> the Indemnified Party shall, <del>at the cost of the Indemnifying Party,</del> give the Indemnifying Party all reasonable assistance in the Defense of such <b>direct</b> claim including reasonable access to all relevant information, documentation, and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such Defence.</p> <p><del>o</del> if the Indemnifying Party does not assume full control over the Defense of a <b>direct</b> claim as provided in this Article, the <del>Indemnified</del> <del>ing</del> Party may participate in such Defence at its sole cost and expense, and the Indemnified Party will have the right to defend the direct claim in such manner as it may deem appropriate, <del>and the cost and expense of the</del></p>	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
		<p>o the Indemnified Party shall not prejudice, pay or accept any proceedings or <b>direct</b> claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party.</p> <p>o all settlements of claims subject to indemnification under this Clause will:</p> <p>o be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for all liability in respect of such <b>direct</b> claim; and</p> <p>o include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement.</p> <p>o the Indemnified Party shall account to the Indemnifying Party for all awards, settlements, <b>direct</b> damages and costs (if any) finally awarded in favour of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings.</p> <p>o the Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its <b>direct</b> loss because of such a <b>direct</b> claim or proceedings.</p> <p>o if the Indemnifying Party is</p>	<p><del>Indemnified Party will be included in Losses.</del></p> <p>o the Indemnified Party shall not prejudice, pay or accept any proceedings or direct claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party.</p> <p>o all settlements of claims subject to indemnification under this Clause will:</p> <p>o be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for all liability in respect of such direct claim; and</p> <p>o includes any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement.</p> <p>o the Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favor of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings</p> <p>o the Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its direct loss because of such a direct claim or proceedings.</p> <p>o if the Indemnifying Party is obligated to indemnify an Indemnified Party pursuant to this Article, the Indemnifying Party will,</p>	

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		<p>obligated to indemnify an Indemnified Party pursuant to this Article, the Indemnifying Party will, upon payment of such indemnity in full, be subrogated to all rights and defenses of the Indemnified Party with respect to the claims to which such indemnification relates; and</p> <p>o if a Party makes a <b>direct</b> claim under the indemnity set out under Clause 16.1 above in respect of any <b>direct</b> Loss or <b>direct</b> Losses, then that Party shall not be entitled to make any further direct claim in respect of that <b>direct</b> Loss or Losses (including any <b>direct</b> claim for damages).</p> <p>o The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any <b>direct</b> claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of <b>direct</b> damages only which shall in no event exceed one time the total contract value payable under this Agreement. The liability cap given under this Clause 16.3 shall not be applicable to the indemnification obligations set out in</p>	<p>upon payment of such indemnity in full, be subrogated to all rights and defenses of the Indemnified Party with respect to the claims to which such indemnification relates; and</p> <p>o if a Party makes a direct claim under the indemnity set out under Clause 16.1 above in respect of any direct Loss or direct Losses, then that Party shall not be entitled to make any further direct claim in respect of that direct Loss or Losses (including any direct claim for damages).</p> <p>o <b>Notwithstanding anything contained under this agreement</b>, The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any direct claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed one time the total contract value payable under this Agreement. <del>The liability cap given under this Clause 16.3 shall not be applicable to the indemnification obligations set out in Clause 15-6 and breach of clause 12 - 'Safety and Security' and clause 18 - 'Confidentiality'.</del></p> <p>o In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, direct loss or direct expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any</p>	

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
		<p>Clause 16 and breach of clause 12 - 'Safety and Security' and clause 18 - 'Confidentiality'.</p> <p>o In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, <b>direct</b> loss or <b>direct</b> expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third-party claims (other than those set-forth in Clause 16.1) even if it has been advised of their possible existence.</p> <p>o The allocations of liability in this Section 16 represent the agreed and bargained-for understanding of the parties and compensation for the Services reflects such allocations. Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other Party pursuant to this Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such <b>direct</b> damages or amounts.C14</p>	<p><del>third-party claims (other than those set-forth in Clause 16.1)</del> even if it has been advised of their possible existence.</p> <p>o The allocations of liability in this Section 156 represent the agreed and bargained-for understanding of the parties and compensation for the Services reflects such allocations. Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other Party pursuant to this Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such direct damages or amounts.</p>	

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184.	Vol III MSA Clause 16.2 Pg24	strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage or restriction of power supply, epidemics, quarantine, and plague.	Modification requested to the clause as follows-strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage or restriction of power supply, epidemics, quarantine <b>restrictions including but not limited to Covid-19</b> , and plague.	As per RFP
185.	Vol III MSA Clause 16.2 Pg24	No delay or non-performance by either party to this Contract caused by the occurrence of any event of Force Majeure shall: o constitutes a default or breach of the contract. give rise to any claim for damages or additional cost or expense occasioned by the delay or non-performance. if, and to the extent that, such delay or non-performance is caused by the occurrence of an event of Force Majeure.	Modification requested to the clause as follows-No delay or non-performance by either party to this Contract caused by the occurrence of any event of Force Majeure shall: o constitute a default or breach of the contract. o give rise to any claim for <b>direct</b> damages or additional cost or expense occasioned by the delay or non-performance. if, and to the extent that, such delay or non-performance is caused by the occurrence of an event of Force Majeure.	As per RFP

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186.	Volume III, MSA clause 17	<p>17. Confidentiality</p> <ul style="list-style-type: none"> <li>The SI shall execute a corporate non-disclosure agreement with OSRTC in the format provided by OSRTC and shall ensure that all its employees, agents and sub-contractors involved in the project execute individual non-disclosure agreements, which have been duly approved by OSRTC with respect to this Project.</li> </ul>	<p>Kindly provide the format of the NDA for review purposes. Further, it will be impossible for the SI to again enter into NDA's with all its employees and the SI already has NDA's in place with its employees. Thus , employees should be removed from the ambit of this clause. 17. Confidentiality</p> <ul style="list-style-type: none"> <li>The SI shall execute a corporate non-disclosure agreement with OSRTC in the format provided by OSRTC and shall ensure that all its employees, agents and sub-contractors involved in the project execute individual non-disclosure agreements, which have been duly approved by OSRTC with respect to this Project.</li> </ul>	As per RFP

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187.	Volume III, MSA, Clause 18	-	<p>Please note that audit rights and access to all data of the SI will not be possible. The SI will only be able to provide copies of the relevant documents which relate to the performance of services under this Agreement and no other document which does not relate to this Agreement can be provided to OSRTC. This is to secure the confidential information of the company which relates to other parties and the SI itself. We request you to delete the Schedule IV and include a simple clause like the one below:</p> <p>"The SI shall provide OSRTC and/or persons appointed by OSRTC copies of the relevant documents relating to the performance of the Contract to enable OSRTC or persons appointed by OSRTC to inspect and audit the same. "</p>	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
188.	Vol III MSA Clause 19 Pg26	<p>Pre-existing work: All IPR including the source code and materials developed or otherwise obtained independently of the party under this agreement ("Pre-work") including any efforts existing enhancement or modification thereto shall remain the sole property of that party. During the performance of the services for this agreement, each party grants to the other party (and their sub- contractors as necessary) a non-exclusive license to use, reproduce and modify any of its pre- existing work provided to the other party solely for the performance of such services for duration of the Term of this Agreement. Except as may be otherwise explicitly agree to in a statement of services, upon payment in full, the SI should grant OSRTC a non-exclusive, perpetual, fully paid-up license to use the pre-existing work in the form delivered to OSRTC as part of the service or deliverables only for its internal business operations. Under such license, either of parties will have no right to sell the pre-existing work of the other party to a Third Party.</p>	<p>SI will not be able to provide access and unlimited right to its source code and IPR. The clause is revised accordingly. "Pre-existing work: All IPR including the source code and materials developed or otherwise obtained independently of the party under this agreement ("Pre-work") including any efforts existing enhancement or modification thereto shall remain the sole property of that party. During the performance of the services for this agreement, each party grants to the other party (and their sub- contractors as necessary) a <del>non-</del>exclusive license to use, <del>reproduce and modify any of its pre- existing work</del> provided to the other party solely for the performance of such services for duration of the Term of this Agreement <b>but such right to use shall be subject to prior written approval of the party owning such IPR .</b> <del>Except as may be otherwise explicitly agree to in a statement of services, upon payment in full, the SI should grant OSRTC a non-exclusive, perpetual, fully paid-up license to use the pre-existing work in the form delivered to OSRTC as part of the service or deliverables only for its internal business operations. Under such license, either of parties will have no right to sell the pre-existing work of the other party to a Third Party.</del> OSRTC's license to pre-existing work is conditioned upon its compliance with the terms of this Agreement <del>and the perpetual license</del></p>	As per RFP



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			applies solely to the pre-existing work that bidder leaves with OSRTC at the conclusion of performance of the services.	

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SI. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
189.	Volume III, MSA , Clause 21 , Page 28	<p>21. Liquidated damages</p> <ul style="list-style-type: none"> <li>• Time is the essence of the Agreement, and the delivery dates are binding on the SI. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the SI, in meeting the deliverables, OSRTC shall be entitled at its option to recover from the SI as agreed, liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of 10% of the total contract value.</li> </ul>	<p>In order to capture our financial exposure, we have limited the liability of the SI for minimizing the risk. We have modified the clause since it is a high risk for the SI. Revised clause is as follows "21. Liquidated damages</p> <ul style="list-style-type: none"> <li>• Time is the essence of the Agreement, and the delivery dates are binding on the SI. In the event of delay <del>or any gross negligence</del> in implementation of the project before Go-Live, for causes solely attributable to the SI, in meeting the deliverables, OSRTC shall be entitled at its option to recover from the SI as agreed, liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of 10% <b>of the value of delayed deliverables</b> <del>of the total contract value.</del>"</li> </ul>	As per RFP

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RFP No. 123 Dated 06/05/2023.

SI. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
190.	Volume III, MSA , Clause 22, Page 28	-	It will be impossible for SI to provide a escrow of its Proprietary Material and give access to OSRTC to the same. The software and source code of the SI is its IPR and SI cannot provide the same in an escrow to OSRTC. Please note that SI's IPR cannot be shared with unlimited rights to OSRTC. Accordingly, this clause should be deleted	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
191.	Volume III; Schedule – II: Change control schedule.; Page 42	<p>26.2. Schedule – II: Change control schedule. • It is hereby also clarified here that any change of control suggested beyond 15% of the value of this Project will be beyond the scope of the change control process and will be considered as the subject matter for a separate bid process and a separate contract. It is hereby clarified that the 15% of the value of the Project as stated in herein above is calculated based on bid value submitted by the SI and accepted by OSRTC or its nominated agencies or as decided and approved by OSRTC or its Nominated Agencies. For arriving at the cost / rate for change up to 15% of the project value, the payment terms and relevant rates as specified in Annexure D shall apply.</p> <p>• The SLAs defined in this contract are subject to modifications/amendments in view of the annual review or to meet any other project requirements. Any such change in SLA will not be considered as a change request.</p>	<p>The clause is requested to be revised to limit the financial exposure of the SI. Revised clause: "• It is hereby also clarified here that any change of control suggested beyond 105% of the value of this Project will be beyond the scope of the change control process and will be considered as the subject matter for a separate bid process and a separate contract. It is hereby clarified that the 105% of the value of the Project as stated in herein above is calculated based on bid value submitted by the SI and accepted by OSRTC or its nominated agencies or as decided and approved by OSRTC or its Nominated Agencies. For arriving at the cost / rate for change up to 105% of the project value, the payment terms and relevant rates as specified in Annexure D shall apply.</p> <p><del>• The SLAs defined in this contract are subject to modifications/amendments in view of the annual review or to meet any other project requirements. Any such change in SLA will not be considered as a change request."</del></p>	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
192.	Volume III, 26.3. Schedule – III: Exit management schedule.	<p>26.3. Schedule – III: Exit management schedule. Transfer of assets</p> <ul style="list-style-type: none"> <li>• OSRTC shall be entitled to serve notice in writing on the SI at any time during the exit management period as detailed hereinabove requiring the SI and/or its subcontractors to provide OSRTC with a complete and up to date list of the Assets within 30 days of such notice. OSRTC shall then be entitled to serve notice in writing on the SI at any time prior to the date that is 30 days prior to the end of the exit management period requiring the SI to sell the assets, if any, to be transferred to OSRTC or its nominated agencies at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.</li> <li>• In case of contract being terminated by OSRTC, OSRTC reserves the right to ask SI to continue running the project operations for a period of 6 months after termination orders are issued.</li> <li>• Upon service of a notice under this Article the following provisions shall apply:                             <ul style="list-style-type: none"> <li>o In the event, if the Assets to be transferred are mortgaged to any financial institutions by the SI, the SI shall ensure that all such liens and liabilities have been cleared beyond</li> </ul> </li> </ul>	<p>Deletions and revisions have been made in order to secure the payment of the Contractor and ensure that all payments are made for the work performed. Revised clause is as follows: "Transfer of assets</p> <ul style="list-style-type: none"> <li>• OSRTC shall be entitled to serve notice in writing on the SI at any time during the exit management period as detailed hereinabove requiring the SI and/or its subcontractors to provide OSRTC with a complete and up to date list of the Assets within 30 days of such notice. OSRTC shall then be entitled to serve notice in writing on the SI at any time prior to the date that is 30 days prior to the end of the exit management period requiring the SI to sell the assets, if any, to be transferred to OSRTC or its nominated agencies at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.</li> <li>• In case of contract being terminated by OSRTC, OSRTC reserves the right to ask SI to continue running the project operations for a period of <del>3-6</del> months after termination orders are issued.</li> <li>• Upon service of a notice under this Article the following provisions shall apply <b>subject to OSRTC releasing all payments due under this Contract for to the SI for the work/services already delivered and all the work that has been carried out by the Contractor but not delivered till the date of termination and expenses</b></li> </ul>	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
		<p>doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to OSRTC.</p> <ul style="list-style-type: none"> <li>o All risk in and title to the Assets to be transferred / to be purchased by OSRTC pursuant to this Article shall be transferred to OSRTC, at Go-Live.</li> <li>o SI shall be paid the depreciated book value of the infrastructure cost and other assets. The depreciation rates and method followed will be as per Income Tax Rules.</li> <li>o Payment to the outgoing SI shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements.</li> <li>o The outgoing SI will pass on to OSRTC and/or to the Replacement SI, the subsisting rights in any leased properties/ licensed products on terms not less favourable to OSRTC/ Replacement SI, than that enjoyed by the outgoing SI.</li> </ul>	<p><b>incurred by Contractor up to and including the effective date of the termination or expiration</b> :</p> <ul style="list-style-type: none"> <li>o In the event, if the Assets to be transferred are mortgaged to any financial institutions by the SI, the SI shall ensure that all such liens and liabilities have been cleared beyond doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to OSRTC.</li> <li>o All risk in and title to the Assets to be transferred / to be purchased by OSRTC pursuant to this Article shall be transferred to OSRTC, at Go-Live.</li> <li>o SI shall be paid the depreciated book value of the infrastructure cost and other assets. The depreciation rates and method followed will be as per Income Tax Rules.</li> <li>o Payment to the outgoing SI shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements.</li> <li>o The outgoing SI will pass on to OSRTC and/or to the Replacement SI, the subsisting rights in any leased properties/ licensed products on terms not less favourable to OSRTC/ Replacement SI, than that enjoyed by the outgoing SI."</li> </ul>	

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
193.	Volume III, 26.3. Schedule – III: Exit management schedule.	<p>Rights of access to premises</p> <ul style="list-style-type: none"> <li>At any time during the exit management period, where Assets are located at the SI's premises, the SI will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) OSRTC or its nominated agency and/or any Replacement SI to make an inventory of the Assets.</li> <li>The SI shall also give OSRTC or its nominated agency, or any Replacement SI right of reasonable access to the Implementation Partner's premises and shall procure OSRTC or its nominated agency and any Replacement SI rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the MSA as is reasonably necessary to migrate the services to OSRTC or its nominated agency, or a Replacement SI.</li> </ul> <p>General obligations of the service provider</p> <ul style="list-style-type: none"> <li>The SI shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to OSRTC or its nominated agency or its Replacement SI and which the SI has in its possession or control at any time</li> </ul>	<p>The clause is requested to be revised to protect the business interests of the SI. The information relevant to the project can only be provided and cannot include every information in possession of the SI. Revised clause: "Rights of access to premises</p> <ul style="list-style-type: none"> <li>At any time during the exit management period, where Assets are located at the SI's premises, the SI <b>will be handover the same to</b> <del>obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to)</del> OSRTC or its nominated agency and/or any Replacement SI <del>to make an inventory of the Assets.</del></li> <li><del>The SI shall also give OSRTC or its nominated agency, or any Replacement SI right of reasonable access to the Implementation Partner's premises and shall procure OSRTC or its nominated agency and any Replacement SI rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the MSA as is reasonably necessary to migrate the services to OSRTC or its nominated agency, or a Replacement SI.</del> General obligations of the service provider</li> <li>The SI shall provide all such information <b>relevant to the Contract</b> as may reasonably be necessary to effect as</li> </ul>	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
		<p>during the exit management period.</p> <ul style="list-style-type: none"> <li>• For the purposes of this Schedule, anything in the possession or control of any SI, associated entity, or sub-contractor is deemed to be in the possession or control of the SI.</li> <li>• The SI shall commit adequate resources to comply with its obligations under this Exit Management Schedule.</li> </ul>	<p>seamless a handover as practicable in the circumstances to OSRTC or its nominated agency or its Replacement SI and which the SI has in its possession or control at any time during the exit management period.</p> <p><del>• For the purposes of this Schedule, anything in the possession or control of any SI, associated entity, or sub-contractor is deemed to be in the possession or control of the SI.</del></p> <ul style="list-style-type: none"> <li>• The SI shall commit adequate resources to comply with its obligations under this Exit Management Schedule.</li> </ul>	



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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
194.	Volume III, 26.4. Schedule – IV: Audit, Access, and Reporting	26.4. Schedule – IV: Audit, Access, and Reporting	The Schedule to be deleted and the clause to be revised as requested above as to ensure that the confidentiality of the information of the SI and other parties which is in store with the SI is not breached in any manner. OSRTC shall be provided with copies of the documents which relate to the project for audit purposes.	As per RFP
195.	Volume 1 & Volume 2	Additional suggestion	There is an existing tender for Selection of System Integrator (SI) on Fuel Utilization Monitoring System (FUMS) for OSRTC with RFP No. 69 Date: 21/03/2023. As part of this the selected bidder is expected to deploy fuel sensor along with AIS140 GPS devices. If the AIS140 GPS devices are already being installed then how come an additional requirement of GPS on the same 638 buses has been raised in this RFP. We should try to optimize the cost along with saving of electronic wastage by removing the duplicate of the same hardware across 2 tenders.	Refer corrigendum

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<b>Sl. No.</b>	<b>RFP Reference (Section No., Clause, Page No.)</b>	<b>Content of RFP</b>	<b>Clarification Sought</b>	<b>OSRTC Response</b>
196.	Volume 2, Scope of Work	-	The requirements mentioned are ambiguous as functional specification requirements are quite different than the given BoQ and existing system in the buses. For example, no existing SCU and BDC is there but still functional specifications are designed around them. We request you to kindly access the requirement and share the correct functional and technical requirements in line with the BoQ.	As per RFP
197.	Volume 1, Page-63 under Commercial bid and priced bill of material Volume 2, Page 116 of 120 under Section 8. Bills of Material	Bill of Material	In the RFP, the line items mentioned in the "Commercial bid and priced bill of material, volume 1, Page-63" and the BOM mentioned under "Section 8. Bills of Material, Volume 2, Page 116 of 120" are different. Kindly confirm which BoQ is to be referred for this RFP as it is creating a lot of confusion. We would also like to point out that in both the BoQs, the quantities given for a lot of line items is not in line with the scope of work mentioned in the RFP. In the SOW, it is mentioned that the ITMS system is to be provided for 638 buses which are under OSRTC, but in the BoQ the quantities are completely different.	Refer Corrigendum

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
198.	Volume 2 Page no. 11 of 120 2.Project Overview and Components	The SI shall be completely responsible for integration, initialization and start-up of the equipment supplied. Service Provider would also be responsible for integration of any other devices and equipment supplied by any other vendor that is part of the existing ITMS. Thereafter, the complete responsibility of operations and maintenance of the ITMS system, including spares and insurance shall lie with the ITMS Service Provider for the Contract Period.	Kindly clarify if there is an existing ITMS system under OSRTC? If yes, then please share the make and model of the equipment along with their technical specifications. Also, confirm if the API for the integration of these equipment will be available or not.	No existing ITMS system been carried out by OSRTC.
199.	Volume 2 Page no.30 of 120 4.2. Automated Vehicle Locator System	Bus Mounted GPS based Signal Control unit & Bus Driver Unit for all the buses.	Bus driver unit and signal control unit are not part of the BoQ. If needed then we request the authority to include the same in the BoQ with the required quantities along with budget extension. The current architecture is defined across and it is mandatory to send the data via SCU as per the current specification for all the buses (existing as well)	Refer Corrigendum

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
200.	Volume 2 4.2.1. GPS and GPRS based Vehicle tracking unit – Signal Control Unit Page no. 31 of 120	The system shall be able to provide online WEB interface for positioning of the vehicles in the system Bus Driver unit (BDU) shall be in front of the bus driver for two-way communication, messages to be sent by driver and messages to be sent to the driver from the control center. BDU also provides driver to view passengers through camera and record the same in case of emergency with high resolution. The Signal Control Unit and Bus Driver Unit shall be mounted on bus by the Bus supplier as per UBS 2 Specification and protocol shall be shared with service provider for integration. Software Application shall be provided by OSRTC for route updation and route display.	Signal control unit and bus driver unit are not part of the BoQ. Instead, only GPS devices and NVR are mentioned. Also, the buses exist in which the bus supplier cannot provide these units contradicting the statement given in the RFP. This hardware costs a lot and hence the overall cost will increase quite a bit which shows that not enough emphasis has been given on creating the technical specifications. We request you to kindly re-evaluate and provide more clarity on what all functionalities are to be provided.	Refer Corrigendum
201.	Volume 2 4.2.1. GPS and GPRS based Vehicle tracking unit – Signal Control Unit Page no. 31 of 120	The Signal Control Unit with wireless communication module (based on GPRS / EVDO/Wi-Fi) shall be used to provide vehicle tracking accurately and reliably. The back-end system shall be able to produce MIS reports of the vehicle schedule adherence report and operated kilometers by each bus, by route and by fleet of each Service provider. OSRTC may require additional information to be extracted from the vehicle tracking information logged at the control Centre.	If the SCU unit is supposed to send the data, then why is it not included in the scope as the same is not present in all the existing buses. Also please explain why there is a requirement of GPS devices in this case because the GPS devices will be performing the location capturing action which could be done by SCU itself.	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
202.	Volume 2 8. Bills of Material 8.1. Active and Passive Infrastructure (Hardware) Page 116 of 120	6 AVL System with GPS Devices (AIS-140) 500	Requesting you to kindly modify the clause to: "6 AVL System with GPS Devices (AIS-140) 638" Justification: In the BoQ the quantity mentioned for GPS devices is 500, whereas in Section 3.1 Background, it is mentioned that there is an existing fleet size of 638 buses under OSRTC and under 4.2 it is mentioned that GPS devices have to be installed in all the buses. Hence, we request the authority to change the quantity as per the number of buses available.	As per RFP
203.	Commercial bid and priced bill of material A. Hardware Components	Additional Clause	Requesting you to kindly modify the clause to: "23 E-SIM Cards for GPS unit 638 Nos" Justification: There is no mention of E-SIM cards for GPS device in the BOQ but the requirement is mentioned under the technical requirements "Section 6.5) GPS Devices: · Device shall have an Embedded SIM." We request the authority to include the line item in the BoQ as well.	Refer Corrigendum

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
204.	Volume 2 8. Bills of Material 8.1. Active and Passive Infrastructure (Hardware) Page 116 of 120	10 Passenger Counting System 600	"10 Passenger Counting System 638"  Justification: In the BoQ the quantity mentioned for Passenger Counting System is 600, whereas in Section 3.1 Background, it is mentioned that there is an existing fleet size of 638 buses under OSRTC. Hence, we request the authority to change the quantity as per the number of buses available.	As per RFP
205.	Volume 2 Bills of Material Active and Passive Infrastructure (Hardware) Page 116 of 120	6 AVL System with GPS Devices	This line item conveys that the AVL System is to be given with GPS Hardware, but we would like to point out that there is no mention of AVLS Software under 8.2. ITMS Software components. Please clarify if the cost of GPS hardware and AVLS System is to be given together as one line item	As per RFP. The AVL software is provided with the VLTDs from OEM.
206.	Volume 2 Bills of Material Active and Passive Infrastructure (Hardware) Page 116 of 120	9 PIS for Pre BS-6 buses 840 Nos	In the technical specifications given in the RFP under 6.10. Passenger Information Display (PID), 6.11. Bus Stop PIS display and 6.12. In bus PIS display, we understand that 3 types of displays are to be provided for the 638 busses under OSRTC, but the quantity for the same is not mentioned in the BoQ. We request the authority to provide clarity on this and share the required number of displays required for all 3 types.  In the BoQ the quantity mentioned for PIS is 840 Nos, whereas in Section 3.1: Background, it is mentioned that there is an existing fleet size of 638 buses under	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
			<p>OSRTC. Also referring to Section: 4.2: Automated Vehicle Locator System, it is mentioned that "The AVLS shall essentially comprise of following components:</p> <p>On-board and o -board Passenger Information System for all the Buses." Therefore, we understand that the PIS system is to be provided for all the buses. Hence, we request the authority to change the quantity as per the number of buses available. If there is something existing then please share the technical specification along with confirmation of integration support and adapters.</p>	
207.	<p>Volume 2 4.2. Automated Vehicle Locator System 421. GPS and GPRS based Vehicle tracking unit – Signal Control Unit Page 31 of 120</p>	<p>The Signal Control Unit will act as the sole management console for devices onboard like PIS and AFCS equipment. The BDU shall operate PIS manually in-case of GPS outage.</p>	<p>The Bus driver unit and Signal Control unit is not part of the BoQ. We request the authority to include the same in the BoQ with the required quantities or remove / modify the technical specifications from the RFP. In RFP a lot of clauses where integration with these hardware's have been asked and functional details of the same have also been given, but the technical details of these hardwares are missing and if the bidder needs to provide these hardwares then we request the authority to include the line item in the BoQ with proper quantities. Also, we request the authority to clarify how the whole system has been designed?</p>	Refer Corrigendum

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
208.	Volume 2 4.6. Incident Management System Page 42 of 120	Surveillance system in Bus Camera fitted on Buses and Video images will be recorded in CIF mode at SCU fitted in the buses, which shall be overwritten after 48 hrs. Video shall be downloaded through USB, SD card or Wi-Fi system. Recorded videos shall be viewed through special software as and when required.	Kindly clarify why SCU is mentioned in this clause? In this clause the description suggests that NVR is to be used, whereas "SCU" has been used. Please clarify if the SCU and NVR are the same.	Function of SCU and NVR will be different as specified in the RFP.
209.	Volume 2 Bills of Material Active and Passive Infrastructure (Hardware) Page 116 of 120	CCTV With NVR 420 Lot	Requesting you to kindly modify the clause to: 8 CCTV with NVR 638 Lot Justification: In the BoQ the quantity mentioned for CCTV with NVR is 420, whereas in section 3.1: Background, it is mentioned that there is an existing fleet size of 638 buses under OSRTC. Also referring to section 4.2 AVLS, it is mentioned that the AVLS shall essentially comprise of the following components. Inbuild surveillance system in all the buses. Therefore, we understand that the surveillance system is to be provided for all the buses. Hence, we request the authorities to change the quantity as per the number of buses available.	As per RFP
210.	6.13. CCTV Camera with NVR -  Page No. 166	IP Camera ▪ The camera shall have ruggedness of: o Shock resistant as per /IS 9000-part 8.	Kindly help to remove certification standard from Camera part, by specifying the IS certification standard only single/specific OEM will be able to participate in this tender.	As per RFP



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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
211.	6.13. CCTV Camera with NVR -  Page No. 166	IP Camera The camera shall have ruggedness of: o the camera shall have a - 10 - to - 70 -degree Celsius operating temperature.	This seems to be an OEM specific or product specific. Most of the OEM comes with camera / NVR having Operating temperature range & which is sufficient as per local climates / environment / temperature range: - 0°C to 60°C So, requesting you to amend this point to -30°C to 60°C	As per RFP
212.	6.13. CCTV Camera with NVR -  Page No. 166	IP Camera ▪ Flammability/burning tests HB as per UL 94-1998 Clause 7 (for wire harness) or IS2465	Kindly help to remove certification standard from NVR part, by specifying such standard / clause only single/specific OEM will be able to participate in this tender.	As per RFP
213.	6.13. CCTV Camera with NVR -  Page No. 166	NVR Recorder 4 input /1 output audio channels	This is seeming to be an OEM specific terminology. In IP Network communication if the connected IP cameras has provision for Audio input/Built-in Mic then only Audio & video stream will be transmitted to NVR, 4-individual Audio input port not required at NVR side. Thus, requesting you to amend this point as 1 input / 1output audio channel.	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
214.	6.13. CCTV Camera with NVR -  Page No. 166	NVR Recorder  It shall support event-based recording and tagging: o Pre-recording – 1 to 30 minutes o post-recording – 1 to 30 minutes	This is seeming to be an OEM specific terminology. Kindly help to amend this point as 1 to 5 minutes for Pre-recording & Post-recording option against event-based recording/tagging. 30minutes buffer time for pre-post not possible it's similar to continuous recording mode. So, requesting you to amend the same - o Pre-recording – 1 to 5 minutes o post-recording – 1 to 5 minutes	As per RFP
215.	6.13. CCTV Camera with NVR -  Page No. 166	NVR Recorder Shall have 9 to 32 volts, spike / surge protection.	Kindly amend this clause with "Additional external spike/ surge protection".	As per RFP
216.	6.13. CCTV Camera with NVR -  Page No. 166	NVR Recorder ▪ It shall be capable of working on -10 to 70 degrees Celsius. ▪ It shall be capable of handle 0% to 95% humidity.	This seems to be an OEM specific or product specific. Most of the OEM comes with camera/NVR having Operating temperature range & which is sufficient as per local climates / environment / temperature range : -30°C to 60°C.  So, requesting you to amend this point to -30°C to 60°C with range 10% to 95% humidity.	Refer Corrigendum
217.	6.13. CCTV Camera with NVR -  Page No. 166	NVR Recorder ▪ Ingress protection IP54 or better	Camera can be used Indoor / outdoor surveillance purpose, whereas an NVR is recording device & has to be placed at secure place with lock/rack/housing facilities. IP rating is mainly applicable for outdoor surveillance cameras not for NVR. Thus, requesting you to remove this clause from NVR.	As per RFP

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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
218.	6.13. CCTV Camera with NVR -  Page No. 166	NVR Recorder Event tagged recording not to be overwritten.	a recording can be done in NVR - either in continuous mode or Motion based (which is also part of event based). Recording & overwritten happen in FIFO basis. To lock any particular event-related recorded footage - user's manual intervention required, this is not automatic feature of NVR. Thus, requesting you to remove this clause.	As per RFP
219.	6.13. CCTV Camera with NVR - Page No. 166	NVR Recorder ▪ Flammability/burning tests HB as per UL 94-1998 Clause 7 (for wire harness) or IS2465	Kindly help to remove this clause from NVR part, by specifying such certification standard only single/specific OEM will be able to participate in this tender.	As per RFP
220.	PQ-2, Section-5.3, Page no.- 17	EMD in shape of Banker's Cheque / Demand Draft to be made from any Nationalized Bank or Scheduled Commercial Bank in favor of Accounts Officer OSRTC, Bhubaneswar (EMD Fee: 35,00,000)	EMD fee is too high, kindly give relaxation / exemption in EMD amount.	As per RFP
221.	PQ-7, Section-5.3, Page no.- 19	The Bidder should have experience of at least two qualifying AFCS project where qualifying AFCS project shall mean AFCS project for intracity/intercity public transit organization like bus/metro (state govt. or ULB) in India wherein the bidder shall have provided AFC system software application for Fare Collection, with minimum of 100 (one hundred) nos. EMV certified ETM Machines / Validators / Ticket Office Machines. The qualifying AFC project should have been completed	Kindly decrease the number of minimum ETM devices & accept the PO also.	As per RFP

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		<p>within the past 5 (Five) years from the date of submission of the bid submission.</p> <p>Only Completion certificate duly signed by client will be considered for the criteria.</p>		
222.	TQ-A2, Section- 5.6, Page no.- 22	<p>Number of IT skilled on roll resources working with the organization as on 31stMarch 2019</p> <p>[500 resources = 5 marks]</p>	Kindly reduce the 500 no. of required resources into 100 resources	Refer Corrigendum
223.	PQ-3, Section-5.3, Page no.- 18	In case of Consortium only two companies can form consortium (Including Lead Bidder)	In case of Consortium Three companies can form consortium (Including Lead Bidder)	Refer Corrigendum
224.	PQ 4	<p>Audited balance Sheet and Profit Loss account statement of the bidder for each of the last 3 audited financial years.</p> <p>Certificate duly signed by Statutory Auditor of the Bidder for total turnover</p>	<p>We request you to amend this clause as below.</p> <p>Audited / Provisional balance Sheet and Profit &amp; Loss account statement of the bidder for each of the last 3 audited financial years. Certificate duly signed by Statutory Auditor of the Bidder for total turnover</p>	Refer Corrigendum
225.	PQ 6	The Bidder (Lead bidder in case of Consortium) should have ISO 9001, ISO 27001, ISO 20000:2015 and CMMI Level 5	We request you to Amend this clause as below. The Bidder (Lead bidder in case of Consortium) should have ISO 9001, ISO 27001, ISO 20000:2015 and CMMI Level3	As per RFP

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226.	PQ 7	The Bidder should have experience of at least two qualifying AFCS project where qualifying AFCS project shall mean AFCS project for intracity/intercity public transit organization like bus/metro (state govt. or ULB) in India wherein the bidder shall have provided AFC system software application for Fare Collection, with minimum of 100 (one hundred) nos. EMV certified ETM Machines/Validators/Ticket Office Machines. The qualifying AFC project should have been completed within the past 5 (Five) years from the date of submission of the bid submission.	Request to Amend this clause as below The Bidder (Lead Bidder/Consortium) should have experience of at least One qualifying AFCS project where qualifying AFCS project shall mean AFCS project for intracity/intercity public transit organization like bus/metro (state govt. or ULB) in India wherein the bidder shall have provided AFC system software application for Fare Collection, with minimum of 100 (one hundred) nos. EMV certified ETM / AFGates / Machines / Validators/Ticket Office Machines. The qualifying AFC project should have been completed within the past 10 Ten years from the date of submission of the bid submission.	Refer corrigendum
227.	PQ 8	The Bidder should have experience of at least two qualifying projects where in NCMC / CMC are enabled to accept the payment.	Request to amend this clause as below The Bidder Lead Bidder/Consortium should have experience of at least One qualifying project where in NCMC / CMC / CSC are enabled to accept the payment.	Refer Corrigendum

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228.	PQ 9	Bidder should have an experience of two qualifying AVLS Projects where Qualifying AVLS project shall mean intra city/intercity public transit system for a public transport (state govt. or ULB) with a fleet of at least 300 buses wherein the bidder has provided AVL system software and hardware to monitor, manage and established command and control centre to monitor and control transit operations. In addition, the bidder should have integrated the AVL system with Passenger Information sub- system to provide route and ETA (expected travel arrival) to passengers at bus station /depot/terminal via PIS Hardware. The qualifying AVL projects should have been completed within the past 5 (Five Year	Request you to amend this clause as below. Bidder Lead Bidder/Consortium Member should have an experience of two qualifying AVLS Projects where Qualifying AVLS project shall mean intra city/intercity public transit system for a public transport (state govt. or ULB) with a fleet of at least 200 buses /Other Transport Systems wherein the bidder has provided AVL system software and hardware to monitor, manage and established command and control centre to monitor and control transit operations. The qualifying AVL projects should have been completed within the past 7 (Seven Year)	As per RFP
229.	PQ10	The Bidder have experience of at least two qualifying P&S projects where qualifying P&S project shall mean P&S Project for intracity / intercity public transit organization (state govt. or ULB) in India wherein the bidder shall have provided P&S system software application Sfor a fleet/Conductor Duty management of at least 300 buses. P&S System Shall have Scheduling Software, and Roster of buses and crew. The P&S projects should have been completed within the past 5 (Five) years from the	Request you to amend the clause as below. The Bidder Lead Bidder /Consortium have experience of at least One qualifying P&S projects where qualifying P&S project shall mean P&S Project for intracity/intercity public transit organization (state govt. or ULB) in India wherein the bidder shall have provided P&S system software application for a fleet/Conductor Duty management of at least 100 buses. P&S System Shall have Scheduling Software, and Roster of buses and crew. The P&S projects should have been completed within the past 7	Refer Corrigendum

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		date of submission of the bid.	(Seven) years from the date of submission of the bid.	
230.		CCTV Camera with NVR	Please clarify how many cameras need to be installed in each bus with each NVR.	Refer BoQ. As per RFP
231.		PIS for Pre BS-6 buses	Please clarify if these 840 PIS for BS-6 buses need to be installed by the bidder or only to be supplied by the bidder.	PIS Need to be installed and commissioned by the bidder.
232.		Project Timelines Implementation of ITMS (T1) =12 months	Our understanding is that all the Scope of work under the bidder need to be executed under 12 months. There will be no time boundation for a particular activity to be completed in certain interval. Please confirm the same.	All the Scope of work under the bidder need to be executed under 12 months. There will be no time boundation for a particular activity to be completed in certain interval.
233.		Project Timelines Implementation of ITMS (T1) =12 months	We request the department to please allot 18 months of time for implementation phase. As the project involves multiple line items under bidder's scope which would be dependent on multiple stakeholders and their necessary approvals and coordinations which sometime may be beyond the control of the IA.	As per RFP
234.		Mobile App (Android, iOS, Windows) for Citizens, Officials & Bus Crew Member	Our understanding is that, only one mobile app needs to be developed and the same will be used by the Citizens, Officials & Bus crew members. There will be no separate Staff mobile app required in this project. Please confirm the same.	As per RFP

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235.		Cloud Setup	We request the department to take up the responsibility of cloud setup as the bidder has already multiple scope of work including supply and installation of all the hardware components at all the depots, in all the buses and in CCC along with software components.	As per RFP
236.		Total Buses: 638 Buses (Scalable up to 2000 buses)	Please clarify if these 2000 scalable buses are only for integration or it may be required by the IA to do installation in 2000 buses during the project tenure.	Initially existing 638 Nos of buses will be integrated with ITMS.
237.		Supply, Installation and Configuration in buses for Passenger Counting System	Please clarify on how many number of cameras required in each bus for counting purpose.	Refer BoQ. As per RFP
238.		On pressing the Emergency button, the system implementing VLT function shall send emergency Alert to the configured IP address(s). In the absence of GPRS network, the emergency alert shall be sent as SMS message along with vehicle location data to configured control centre number(s).	Please clarify if the emergency buttons are already available in all the buses. Also, in Bill of Material, there is no mention of Emergency buttons, hence our understanding is that the IA need not to supply and install the emergency buttons. Please confirm the same. If panic button is available in buses, please share the specifications and counts of buttons available in buses	438 buses are already equipped with panic button.
239.		Internet Successful bidder shall be responsible for providing SIM cards and internet connectivity for smooth functioning of VTS and PIS LED Displays at each vehicle and Depot installation.	In VTS specifications, it is mentioned that the device should be AIS 140 and embedded sim. Please confirm that the IA need to supply plastic Sims only for PIS LED display and not for VTS. Also, there is no mention for SIMs for PIS in Bill of Material. Requesting the department to add the same.	Refer Corrigendum



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Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response
240.		Internet Successful bidder shall be responsible for providing SIM cards and internet connectivity for smooth functioning of VTS and PIS LED Displays at each vehicle and Depot installation.	We request the department to take up the responsibility of Sim cards to be supplied for all the hardware components as the bidder has already multiple scope of work including supply and installation of all the hardware components at all the depots, in all the buses and in CCC along with software components.	As per RFP
241.		Bus terminals will be facilitated with PIS (LED Displays), Kiosk or Ticketing counters and will be integrated through command-and-control centre (CCC).	Please confirm if these Kiosk or Ticketing counter is already available and the IA need to only integrate the same. Also please confirm if the IA need to set up any Ticketing counter as well?	Ticketing counters are already available. The bidder need to integrate the kiosk platform and other modules of Automated Fare Collection System as specified in the RFP.
242.		Bus terminals will be facilitated with PIS (LED Displays), Kiosk or Ticketing counters and will be integrated through command-and-control centre (CCC).	Please confirm if there are any other PIS installed by other vendors or these will be the same PIS which are supplied by the IA mentioned in the Bill of Material of this tender.	PIS need to be installed, commissioned and integrated by the bidder as specified in the RFP.
243.		EMV Based Electronic Ticket Issuing Machine (ETIM) Easy paper roll loading, should support minimum 12-meter length, 60 mm diameter, 57 mm paper width thermal paper roll	Please clarify if the paper rolls will be provided by the IA or it will be provided by the department.	Paper rolls will be provided by OSRTC.
244.		Bidder shall be required to operate a 24x7 call centre services for the users of mobile ticketing system and technical support to resolve their queries.	Please clarify if the office space, electricity and infrastructure will be provided by the department for set up of call centre. This will help the IA to forecast the costing structure during bidding.	Office space, electricity and infrastructure will be provided by OSRTC.
245.		Bus Pass Issuance System The selected bidder shall have to design, develop and maintain an online pass issuance system for free	Please clarify if the pass issuance system needs to be developed only at the premises of the department or at depots, bus stations, etc. If yes, please provide	The selected SI will be provided with all the details.

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		and concessional travellers of OSRTC. The list of free and concessional travellers is provided at Scope of Work.	the list of locations. This will help the IA to forecast the costing structure during bidding.	
246.		GPS System: GPS enabled ETIM device would be used for real time tracking of buses. That device transfers the collected data to the central servers on real-time basis by using GPRS connectivity.	The department has requested for 500 AIS based VLT devices which need to be installed in the buses for tracking. Please confirm for the scenario for the buses which contains both VLT and ETIM. In that case, which device should be integrated.	VLTD need to be installed in the buses as specified in the RFP.
247.		Command and control Centre A Command Control Centre will be set up by the OSRTC with required hardware and network connectivity.	CCC will be set up by the OSRTC, but in Bill of Material it is requested by the IA to provide the Hardware for CCC setup. "Control Centre Hardware including 3X3 video wall, Networking equipment's, etc" Please clarify the same.	Basic civil infrastructure for CCC will be provided by OSRTC. Hardware and other setup of CCC to be done by SI.
248.		Automated Vehicle Locator System The Automated Vehicle Locator System (AVLS) shall primarily use GPS devices mounted on the vehicle as primary source of data for tracking purposes.	GPS is to be used as primary source, but, in point 4.1.4 at page 98, it is mentioned as "GPS enabled ETIM device would be used for real time tracking of buses. That device transfers the collected data to the central servers on real-time basis by using GPRS connectivity" Please clarify whether GPS to be used for tracking or ETIM?	GPS enabled ETIM devices will be used for real time data fetching to centralized AFCS platform.
249.		PIS at Bus Stops/ Terminals	Please confirm if these bus stops are owned by the OSRTC or it is owned by different department. If it is owned by other department, we expect the OSRTC to be the mediator for all kind of installation supports and approvals required.	Bus stops are owned by OSRTC.

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250.		PIS at Bus Stops/ Terminals	Please confirm on below points for PIS display installation. 1. How many PIS to be installed at each bus stop 2. Who would be provisioning the electricity connection for the installed PIS.	As per RFP
251.		NVR Recorder	Please clarify if the NVR needs to report to the AVLS application on real time. If yes, please clarify for the network connection for NVR. Whether the SIM card for NVR is to be provided by the IA or by the department. There is no line item for Sim for NVR in Bill of Material. This will help the IA to forecast the costing structure during bidding.	Refer corrigendum for E-Sim.
252.		Hardware Payment:	We request the department to add a milestone for payment as "Mobility Advance". As it is a large volume project involving the purchase of hardware components and delivering the same to the department. The bidder needs to bear lot of expenses during purchase and transportation of the components. Hence, it is requested from the department to allocate at least 25% of Hardware cost towards "Mobility Advance".	As per RFP
253.		PQ9 Experience in AVLS & PIS Bidder should have an experience of two qualifying AVLS Projects	We request the department to consider for at least 1 ongoing projects as well. Also, we request the department to consider for phase completion certificate from the client.	Refer Corrigendum
254.		PQ10 Experience in Planning & Scheduling (P&S)	We request the department to consider for at least 1 ongoing projects as well. Also, we request the department to	Refer Corrigendum

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		The Bidder have experience of at least two qualifying P&S projects.	consider for phase completion certificate from the client.	
255.		PQ7 Experience in AFCS The Bidder should have experience of at least two qualifying AFCS project.	We request the department to consider this experience criteria as Optional experience and not mandatory experience.	As per RFP
256.		Project Overview and Components Thereafter, the complete responsibility of operations and maintenance of the ITMS system, including spares and insurance shall lie with the ITMS Service Provider for the Contract Period.	We request the department to descope the insurance cover for hardware components from the scope of the bidder as the ownership of the components would be transfer to the department once the devices are delivered by the bidder and are accepted by the department.	Refer corrigendum
257.		Original Equipment Manufacturer ('OEM')	We request the department to allow multiple OEMs for single device specially for GPS, CCTV, NVR as dependency on single OEM may delay the project implementation plan which would be beyond the control of the bidder.	As per RFP
258.		General	Please clarify if all the hardware components need to be delivered by the bidder at single location like Central warehouse of the department or it need to be transported directly to allotted locations like depots, bus stations, etc.	Equipment needs to be transported directly to allotted locations like depots, bus stations
259.		Acceptance of Deliverables and Testing	Our understanding is that, during the delivery of hardware components, the submission of delivery challan would be sufficient to consider the devices as delivered and to provide acceptance certificate by the department and the third-party testing of the hardware components would be tested during UAT. Please confirm the same.	As per RFP

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260.		General	Please confirm if there are any other GPS already installed in the buses which need to be decommissioned by the IA during the installation phase. It will help the IA to account for better costing during the bid submission.	As per RFP
261.		General	Please confirm if the IA would get any dedicated Storage area by the department for storing their inventory.	As per RFP
262.		General	We request the department to add a line item for NVR casing to be supplied by the IA and to be installed along with NVR. As NVR is an electronic device and due to continuous bus vibration for long term may affect the device when exposed to open condition.	As per RFP
263.		General	Please confirm if certification of Hardware is sufficient during acceptance or other their party testing will be scheduled by the IA.	As per RFP
264.		General	Please specify the total number of buses under the scope of installation for the IA. Including GPS installation, CCTV and NVR installation	Refer BoQ As per RFP
265.		General	Please confirm if the department would assign depot coordinators from their side for monitoring and maintenance of the devices installed in the buses.	As per RFP
266.		General	Request you to extend the bid submission date by at least 3 weeks from the date of publication of the bid query clarifications.	Refer Corrigendum

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