

Response to PreBid Queries : EOI for Integrated Smart Fare Card						
In Total	Sr #	Section Clause No.	Page No	Existing Clause	Clarification Sought	Response/Modification
1	1	Qualification Criteria B1	page no 14	Agency/ Consortium Partner must have successfully completed at least One (1) project of similar services and similar engagements of the same scope and nature especially in the public sector.	It is requested to allow the Global experience to enable to bring global best practice to the Department.	Accepted, But No modification is required as it is covered under existing clause.  Allowed subject to fulfillment of existing clause.
2	2	Qualification Criteria B2	page no 15	Agency/ Consortium Partner Should have done at least one IT Project with any state Transport Department in India.	It is requested to allow the Global experience to enable to bring global best practice to the Department.	Accepted, But No modification is required as it is covered under existing clause.  Allowed subject to fulfillment of existing clause.
3	1	Criteria A/A4	page no 14	Agency should have Average Annual Turnover of Min. 50 Crores in the last 3 years. Agency should have positive net worth in the last 3 years.	Agency should have Average Annual Turnover of Min. 25 Crores in the last 3 years. Agency should have positive net worth in the last 3 years.	This Clause modified as 'Agency should have Average Annual Turnover of Min. 20 Crores in the last 3 years. Agency should have positive net worth in the last 3 years.'
4	2	Criteria A/A6	page no-14	Agency should be CMMi level 3 or above Certified	Kindly remove this criteria as ISO certification is sufficient for this tender.	Agency Should be ISO or CMMi Certified.

5	1	criteria B1,	page No.14	Agency/ Consortium Partner must have successfully completed at least One (1) project of similar services and similar engagements of the same scope and nature especially in the public sector.	Agency/Consortium partner must have successfully completed at least one any IT project in transport domain,or one IT automation of manual process of transport department.	Accepted
6	2	criteria B1,	page No.14	(In the case of consortia or joint venture, the lead company must have successfully completed at least two of the similar projects, as a requirement for experience).	in the case of consortium both should have experience of implementation one IT project in transport domain in the country,	Denied and the clause shall remain as per the EoI
7	1	Clause 8,	page no 14	Qualification criteria	We understand that lead company / consortum partner having similar experience in any type of road transport (bus,railways) is also acceptable by the employer. Please confirm our understanding is correct	Accepted. Any type of Transport sector experience is acceptable.

8	2	Clause 4,	page no 7	Communication interface	Please ammend the clause as : Communication of card with reader device is being done via wireless RFID of suitable technology.	RFID is an indicative technology, The bidder may propose any suitable similar technology.
9	3	Clause 5,	page no 5	Scope of work	We understand that the employer will provide air conditioned room for ticket vending machine along with necessary power back up and security of 24x7.Please confirm.	Agency has to provide detailed process design of their solution for the Project. Based on this HPDT shall finalize an appropriate model for implementation. Once this is done only then specific BOM related queries can be answered.
10	4	Clause 5,	page no 5	Clause 5, page no 5	We assume that Operation and maintenance of auto fare collection system will be taken care by the employer under a separate contract. Please confirm.	Agency has to provide detailed process design of their solution for the Project. Based on this HPDT shall finalize an appropriate model for implementation like Procurement mode,PPP mode etc. Once this done then specific BOM related queries can be answered at RFP Stage

11	5		Page 19	Project citation III	Please indicate the duration of the project to enable bidder to estimate the deployment of manpower accordingly.	Agency has to provide detailed process design of their solution for the Project. Based on this HPDT shall finalize an appropriate model for implementation like Procurement mode, PPP mode etc. Once this done, then specific BOM related queries can be answered.
12	6	Clause 8,	page no 14	Qualification criteria - B, B1	Please ammend the clause as : Agency/ Consortium Partner must have successfully completed/Under execution at least One (1) project of similar services and similar engagements of the same scope and nature especially in the public sector/Private sector/ any Logistic organisation of Govt of India/Abroad	Project under execution are acceptable.  Bidder has to provide self certificate of completion status. (Plese refer the corrigendum I for format of Self Certificate).  Category "Logistic Organization of Govt of India" is already covered under "Public Sector"  Both Domestic and International experience is acceptable.

13	7	Clause 8,	page no 14	Qualification criteria - B, B1	Please ammend the clause as : In the case of consortia or joint venture, the lead company / Consortium partner must have successfully completed/underexecution at least one similar project , as a requirement for experience	Project under execution are acceptable.  Bidder has to provide self certificate of completion status. (Plese refer the corrigendum I for format of Self Certificate).
14	8	Clause 8,	page no 15	Qualification criteria - B, B2	Please ammend the clause as: Agency/ Consortium Partner Should have done at least one IT Project with any Transport / Logistic Govt of India/Abroad	Category "Logistic Organization of Govt of India" is already covered under "Public Sector"  Both Domestic and International experience is acceptable.

15	9	Clause 6,	page no 8	Customer service	<p>The referred clause indicates customer service will be provided through sales centres like Lok Mitra Centre, cyber café and other POS identified by HPDT. We understand these sales centres will be taken by employer by providing necessary manpower, buildings, electronic devices, UPS, telephones etc. Please confirm</p>	<p>Agency has to provide detailed process design of their solution for the Project. Based on which HPDT shall finalize an appropriate model for implementation like Procurement mode,PPP mode etc.. Once this done then specific BOM related queries can be answered.</p>
16	10	Clause 6,	page no 8	Implementation phase	<p>We understand that the Project shall be implemented in the phased manner and Phase 1 will be the Pilot Phase of the Project and is likely to be implemented at Shimla. Hence, we assume, contractor who is awarded for phase 1</p>	<p>Agency has to provide detailed process design of their solution for the Project. Based on which HPDT shall finalize an appropriate model for implementation like Procurement mode,PPP mode etc.. Once this done then specific implementation related queries can be answered at the RFP stage.</p>

17	11	Clause 5,	page no 6	Proposed solution architecture	<p>The referred clause indicates call center has to be integrate with central server, we assume necessary leased line connection or any other connectivity will be made available by employer for this integration</p>	<p>Agency has to provide detailed process design of their solution for the Project. Based on which HPDT shall finalize an appropriate model for implementation like Procurement mode,PPP mode etc.. Once this done then specific BOM related queries can be answered.</p>
18	12	Clause 5,	page no 6	Proposed solution architecture	<p>Please provide the location name of data center(central system), call center.</p>	<p>Agency has to provide detailed process design of their solution for the Project. Based on which HPDT shall finalize an appropriate model for implementation like Procurement mode,PPP mode etc.. Once this done then specific BOM related queries can be answered.</p>

19	13	Clause No.2,	Page No. 4	Introduction	It is indicated that the Smart Fare Card will be used for Local Buses, Intercity Buses, Toll payment and other payments to HPDT. Pl. clarify and elaborate" Other Payments"	Card can be used as Multipurpose Card for the payment of different Govt utilities bills,challan,fee or other payments for availing government services.
20	14	Clause No.2,	Page No. 4	Introduction	Pl. clarify if any automated fare collection systems are already existing for Intercity buses /Toll Payment/Electronic pointof sales etc. If so pl. confirm that bidder has to consider only integration of these existing systems through a Central Clearing House. Pl. confirm.	Currently no system exists. Bidder has to automate the current manual system.



21	15	Clause No.2,	Page No. 4	Introduction	Pl. clarify if there is any requirement for provisioning the use of same Smart Fare Card system for other intermodal operations like Metro/ Rail travel etc.	Yes
22	16	Clause No.5,	Page No. 7	Indicative Scope of Work	Bidder assumes that arranging suitable bank gateways to web based for recharging of Smart Fare Cards by customers are to be considered in the Clearing house. Pl. confirm.	Agency has to provide detailed process design of their solution for the Project. Based on which HPDT shall finalize an appropriate model for implementation like Procurement mode,PPP mode etc. Once this done then specific implmentation related queries can be answered.

23	17	Clause No.5,	Page no. 8	Central System	<p>Pl. confirm that all the infrasturcture required for data center at central control center and customer service terminals like Space, building, electricity, security 24x7, HVAC/ air conditioning, fire protection/detection system, furniture, DG Power backup, leased lines, telephone etc. will be provided by customer</p>	<p>Agency has to provide detailed process design of their solution for the Project.</p> <p>Based on which HPDT shall finalize an appropriate model for implementation like Procurement mode,PPP mode etc. Once this done then specific BOM related queries can be answered.</p>
24	18	Clause No.6,	Page no. 8	Implementation Phases	<p>Pl. provide us the approximate quantity of Handheld devices, Vending machines, Customer service terminals, Terminal validators, Point of Sale machines planned to be deployed during the pilot phase for Shimla.</p>	<p>Agency has to provide detailed process design of their solution for the Project.</p> <p>Based on which HPDT shall finalize an appropriate model for implementation like Procurement mode,PPP mode etc. Once this done then specific BOM related queries can be answered.</p>

25	19	Clause No.6,	Page no. 8	Implementation Phases	Pl. provide us the approximate quantity of Handheld devices, Vending machines, Customer service terminals, Terminal validators, Point of Sale machines planned to be deployed during the later phase i.e. after pilot phase for the complete state. Please also provide us the time schedule for Pilot phase implementation for Shimla and later for overall state for bidder's understanding.	Agency has to provide detailed process design of their solution for the Project.  Based on which HPDT shall finalize an appropriate model for implementation. Once this done then specific BOM related queries can be answered.
26	20			General	Please provide budget allocated for this pilot phase project and budget planned for upcoming phases	Agency has to provide detailed process design of their solution for the Project.  Based on which HPDT shall finalize an appropriate model for implementation like Procurement mode, PPP mode etc. Once this done then specific budget related queries can be answered.
<b>Madras Security Printers Pvt. Ltd.</b>						

27	1	Criteria A5		Agency should be ISO 9001:2008 or above Certified.	ISO Certification	Agency Should be ISO or CMMi Certified.
28	2	Criteria A6		Agency should be CMMi level 3 or above Cer-tified	CMMi Certification	Agency Should be ISO or CMMi Certified.
29	1	General		Device Details	Quantity of Device	Agency has to provide detailed process design of their solution for the Project.  Based on which HPDT shall finalize an appropriate model for implementation like Procurement mode,PPP mode etc. Once this done then specific BOM related queries can be answered.

Note : Kindly Refer the Corrigendum released with this Clarification for detailed information.