

Sr. No.	Clause Number	Clause Name	Company	Query	Response
1	Section I 7	The MANAGING DIRECTOR PRTC reserves the rights to revise the quantity or fine-tune the specifications of the items, as per requirement of PRTC, before/after opening the commercial bids	EbixCash Private Limited	Any changes made post commercial bid and which has a commercial impact on the bidder, shall be reimbursed to the bidder. Request Confirmation on same	The terms and conditions once finalised will remain intact for the entire period of contract. However, in case of the increase in the requirements of ETMs due to the increase in the fleet or the advance booking agents or the adda fees agents, the successful bidder will be intimated in the due course of time to which the successful bidder has to comply with. Since, the successful bidder will be paid on the basis of number of tickets generated through the ETMs, hence PRTC will not bear any extra cost due to the increase in the requirement of ETMs.
2	Section II 1.1.6	The rates offered should mention GST and other taxes if any separately. In case the rates/taxes are changed by the govt., after the bid, it must be payable by the bidder. PRTC will not be responsible for paying anything other than the rates quoted by the L1 bidder in the commercial bid	EbixCash Private Limited	GST or any taxes shall be payable at actuals at the prevailing rates. Request confirmation on this clause	The rates along with taxes as applicable at the time of the submission of the bid should be quoted separately which will remain fixed for the entire period of the contract except for the increase in the taxes by the state government or Government of India.
3	Section II 2.2.1.2	Bidder must be OEM/Manufacturer of ETMs with certified ISO 9001:2015 or ISO 20001:2018. The Hardware products should comply with ISO 9001:2000, ISO 14001 certified etc. or the latest standards issued/set by concerned institution governing that standard, wherever applicable. <i>The bidder must provide the copies of the certificates.</i>	Paytm	Being an authorised vendor for the ETM device, We urge you to make eligible our participation.	Bidder must be OEM/Manufacturer of ETMs with certified ISO 9001:2015 or ISO 20001:2018. The Hardware products should comply with ISO 9001:2000, ISO 14001 certified etc. or the latest standards issued/set by concerned institution governing that standard, wherever applicable. The bidder must provide the copies of the certificates.






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C-Tel Infosystems Pvt. Ltd.	As the tender scope of work is not only limited to the supply of ETM devices, it is also require to design, develop, operation & maintenance of AFCS software. So, we are herewith requesting you to kindly allow the System Integrator to submit the bid along with OEM Authorization Certificate. And amend the clause as "2.2.1.2. Bidder must be OEM / Manufacturer or System Integrator of ETMs with certified ISO 9001:2015 or ISO 20001:2018"
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The bid can also be submitted through a consortium subject to the following conditions:

Consortium:

(a) the number of members in the Consortium would be limited to two (2);

(b) The Lead Member of a consortium should be a business entity incorporated in India under the Companies Act, 1956/2013 or Partnership firm registered under Limited Liability Partnerships Act, 2008) or Partnership firm registered under Indian Partnership Act, 1932

(c) The Secondary Member should be incorporated as per (a) above or equivalent law(s) of the entity subject to Clause "Consortium"

(d) members of the Consortium shall nominate one member as the Lead Member;

(e) the Proposal should contain the information required in respect of each member





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EbixCash Private Limited

In the SOW there is integrated work of Software and hardware having experience in public transport, System integrator is required for software development and integration hence, Request to modify the clause as Bidder must be system integrator with certified ISO 9001:2015 or ISO 20001:2018. The Hardware products proposed should comply with ISO 9001:2000, ISO 14001 certified etc. or the latest standards issued/set by concerned institution governing that standard, wherever applicable. The bidder must provide the copies of the certificates.

(f) an entity who has submitted Proposal for Project in its individual capacity or as part of a Consortium cannot participate as a member of any other Consortium;

(g) the members of the Consortium shall execute a Power of Attorney for Lead Member of Consortium; and

(h) the members of the Consortium shall enter into a Memorandum of Understanding (MoU), for the purpose of submission of the Proposal.

(i) The MoU should, inter alia,

(1) convey the intent of the Lead Member to enter into the Agreement and subsequently carry out all the responsibilities in terms of the Agreement;

(2) clearly outline the proposed roles and responsibilities of each member of the Consortium;

(3) include a statement to the effect that all members of the Consortium shall be liable jointly and severally for the Project in accordance with the terms of the Agreement; and

(4) clearly refer to the Project for which the arrangement is made.

(j) The MoU signed by all members should be submitted with the Proposal. The MoU should be specific to the Project and should contain the above requirements, failing which the Proposal shall be considered as non-responsive.

(k) A Bidder or member of Consortium which has earlier been barred or blacklisted by PRTC or GOI or any state government or any other government entity in India from participating in any bidding process shall not be eligible to submit a Proposal, either individually or as member of a Consortium, if such bar subsists as on the date of the submission of the bid. The Bidder (all members in case of a Consortium) shall be required to furnish an affidavit in this regard.

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Request you to kindly allow consortium of the AFCS companies for good participation and involvement.

(1) Each Bidder shall submit only one (1) Proposal in response to this RFP Document. Any entity, which submits or participates in more than one Proposal will be disqualified and will also cause the disqualification of Consortium of which it is a member.

(m) All members of consortium should be registered with GST.

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(n) The entity claiming experience under technical evaluation for any project can be any member of the Consortium. For an entity claiming experience for an activity for technical evaluation, only those projects would be considered where such entity was either the sole project executant or was the lead member in case of consortium.

(o) One of the members of the consortium must be OEM/Manufacturer of the ETMs.

(p) In case the OEM/Manufacturer is the secondary member of the consortium, it will submit an undertaking stating that it will be responsible for the repair/service, maintenance of the ETMs and will be liable to face all the penalties/actions specified in the tender document in case of delay/issues in the service.

(g) Both the members of the consortium must fulfil the technical eligibility criteria as specified in the tender document and submit documents accordingly except 2.2.1.3, for which the following terms & conditions shall apply:

(1) The Member who is the OEM/Manufactures must have experience of supply or Maintenance of a minimum of 1500 ETMs in any STU (State Transport Undertaking) in the last ten (10) years. The bidder has to attach Purchase order, Performance/satisfactory certificates and Completion certificate issued by the respective STUs along with the numbers of ETMs used in the project.

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numbers of ETIMs used in the project.

	<p>Annex Infotechnologies Pvt Ltd.</p> <p>We request the Department to kindly change the clause as below:</p> <p>"Bidder must be a system integrator have having experience of supplied OEM/Manufacturer of ETMs with certified ISO 9001:2015 or ISO 20001:2018. The Hardware products should comply with ISO 9001:2000, ISO 14001 certified etc. or the latest standards issued/set by concerned institution governing that standard, wherever applicable. The bidder must provide the copies of the certificates."</p>	<p>(2) The other member of the consortium must have experience of at least 1 Project for stage carriage operations for Design, Development, Integration, Implementation, Operation and Maintenance of Automatic Fare Collection System in an organisation where the system was implemented for:</p> <ul style="list-style-type: none"> i. a minimum 500 ETMs or ii. a minimum 500 buses. <p>The bidder has to attach Purchase order, Performance/satisfactory certificates and Completion certificate issued by the respective organisation along with the numbers of ETMs used in the project.</p> <p>(r) Both the members of the consortium must fulfil the financial eligibility criteria as specified in the tender document and submit documents accordingly except 2.2.2.1. for which the following terms & conditions shall apply:</p> <ul style="list-style-type: none"> (i). The minimum average annual turnover of lead member of the consortium must be Rs. 5 Crore in the last three years and the minimum average annual turnover of secondary member of the consortium must be Rs. 1 Crore in the last three years. Both the members shall provide copies of Annual returns for financial years 2017-18, 2018-19 and 2019-20 along with audited copy of balance sheets.
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4	Section II 2.2.1.3.1	Bidder must have experience of a minimum of 1 Project for stage carriage operations for Design, Development, Integration, Implementation, Operation and Maintenance of Automatic Fare Collection System in:(i) minimum 500 ETMs or (ii) minimum 500 buses.	C-Tel Infosystems Pvt. Ltd.	The stage carriage operations of AFCS is restricting only one or two bidders to participate in the tender. For better competition and best competitive quotes please relax this condition as follows: 2.2.1.3.1. Bidder must have experience of a minimum of 1 Project for stage carriage operations / online cab booking / e-Ticketing for Design, Development, Integration, Implementation, Operation and Maintenance of Automatic Fare Collection System in: (i) minimum 500 ETMs or (ii) minimum 500 buses / cabs.	No Change
5	Section II 2.2.1.3.2	The Bidder must have experience of supply or Maintenance of a minimum of 1500 ETMs in any STU (State Transport Undertaking) in the last three (3) years. The bidder has to attach Purchase order, Performance/satisfactory certificates and	Paytm	It is requested to modify "experience of supply or Maintenance of a minimum of 1500 ETMs in any STU (State Transport Undertaking) to Any Govt. Organisation. "	The Bidder must have experience of supply or Maintenance of a minimum of 1500 ETMs in any STU (State Transport Undertaking) in the last Ten (10) years. The bidder has to attach Purchase order, Performance/satisfactory certificates and Completion certificate issued by the respective STUs

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Completion certificate issued by the respective STUs along with the numbers of ETMs used in the project.

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C-TeI Infosystems Pvt. Ltd.	<p>The ETMs supply for State Transport Units is restricting only one or two bidders to participate in the tender. For better competition and best competitive quotes please relax this condition and allow the private transport sector experience also. And amend the clause as follows:</p> <p>The Bidder must have experience of supply or Maintenance of a minimum of 1500 ETMs / Handheld Terminals in any STU (State Transport Undertaking) or Private Transport Sector in India in the last three (3) years. The bidder has to attach Purchase order, Performance/satisfactory certificates and Completion certificate issued by the respective STUs / Private Transport Authority along with the numbers of ETMs / Handhelds used in the project.</p>	
DIMTS	<p>Request you to kindly amend the experience of supply or Maintenance of a minimum of 1500 ETMs in any STU (State Transport Undertaking) in the last 10 years rather than three.</p>	
Annex Infotechnologies Pvt Ltd.	<p>We request the Department to kindly change the clause as below:</p> <p>"The Bidder must have experience of supply or Maintenance of a minimum of 1500 ETMs in any STU (State Transport Undertaking)/ULB/Public Transport Authority in the last three (3) years. The bidder has to attach Purchase order, Performance/satisfactory certificates and Completion certificate issued by the respective STUs-organizations along with the numbers of ETMs used in the project."</p> <p>We understand that multiple projects for the above given criteria can be considered. Please clarify, is our understanding correct?</p>	<p>Clarification: The Bidder must have experience of supply or Maintenance of a minimum of 1500 ETMs in any STU (State Transport Undertaking) in the last Ten (10) years. If the bidder has supplied ETMs to multiple STUs, the total of the ETMs supplied to all the STUs will be counted towards the experience.</p>

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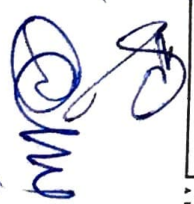

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6	Section III	The Hardware (ETMs, chargers, cables, 9 Servers at Depots etc. as specified in this RPF) will be provided by the successful bidder but PRTC will not bear the cost of any hardware, software at any stage of the contract. The successful bidder will also provide an internet connection to the servers at depots for the seamless, real-time transfer of data between depot server and central cloud server.	Omnificent Technologies Pvt Ltd	Since the Internet Connection details are not specified we believe that Standard Broadband connection upto 4 MBPS is sufficient. Also there is no requirement of Internet specified at Head office or Central location. Pls confirm if our understanding is correct. Pls confirm if the Servers should be provided with UPS with standard 2 hours of battery backup. Also pls confirm if the Depots have arrangement for power backup to run operations beyond 2 hours of backup time. Since there is no requirement of Printer specified in scope of work, Pls confirm if PRTC will make arrangement of printing of waybills and other required at the Depot.	The Hardware (ETMs, chargers, cables, 9 Servers at Depots etc. as specified in this RPF) will be provided by the successful bidder and PRTC will not bear the cost of any hardware, software at any stage of the contract. The successful bidder will also provide a lease line of minimum 10 Mbps to the servers at depots for the seamless, real-time transfer of data between depot server and central cloud server. The bidder will provide UPSs with standard 2 hours of battery backup for each depot servers beyond which the power backup will be provided by the respective depot. The thermal ticket rolls as per the specifications required for the specific ETM will be provided by PRTC for which the bidder has to provide the details of the thermal rolls to be used at the time of the submission, so that, PRTC can make suitable arrangements for an uninterrupted supply of ticket rolls. The additional hardware (Desktop, printer and UPS for desktop) required for downloading waybill, generating/printing MIS reports along with the stationary required for the same will also be provided by PRTC, in case PRTC fails to provide these items for a particular time period, that specific time period will not be included in the down time of AFCS.
7	Section III	Bidder will be responsible to host the software application for AFCS, MIS report and to store all the data in Depot's server as well as central/cloud server/data centre. the data of all the ETMs must be reserved/stored in such a way that it must not be lost, corrupted, tempered or deleted by anyone. the vendor will be liable to provide any data of any time during its contract period	DIMTS	Placing a depot server at each depot will increase the overall cost of the solution and complexity of the application for data syncing between depot server and centre server, the centralized server would be hosted on the cloud and can be accessed over the internet from anywhere. Therefore requesting to drop the requirement of depot server(s).	No Change

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8	Section III 2.3	Supply, installation, operation, Maintenance of RFID enabled Electronic Ticketing Machines (functional) on per ticket charging basis for seamless operation in all system components of PRTC	EbixCash Private Limited	As per our understanding issuance and topup/Renewal of the cards will be done by pepsu, kindly provide the details of RFID cards	Currently, RFID cards are not being used by PRTC and if RFID cards are used in the future by PRTC for any purpose, PRTC will make arrangements of hardware to generate and issue these cards. The successful bidder is only required to develop the necessary software and firmware to integrate the RFID card system with ETMs and Depot servers as well as cloud server.
9	Section III 3.2.6	The number of minimum revenue tickets generated per day in PRTC is 2,75,000. The minimum tickets to be generated in 3 years is 30 crores. The budget/cost of the project will be calculated as = 30 crore * a, where "a" is the final rates quoted by the L1 (or lower rates finalized after negotiation).	EbixCash Private Limited	We understand it means PRTC is offering Minimum Guaranteed tickets of 275000 per day. Request confirmation. Also request confirmation that the MGT will continue during the extended period of 2 yrs Also that MGT will be payable to Bidder during force majeure period incl Covid impacted period	The minimum guaranteed tickets will be calculated for twelve (12) months from the date of actual start of the project in all the depots i.e. the number of Minimum Guaranteed tickets (10 Cr. tickets per annum (275000 tickets per day is for reference)). The payment to the successful bidder will be made on the basis of actual number of tickets generated through the ETMs. However, in case the number of tickets generated is less than 10 Cr. per annum, the successful bidder will also paid the amount for the difference between minimum guaranteed ticket and actual ticket generated for a period of twelve months. The minimum guaranteed amount would be subject to the condition that the services of PRTC buses should not have been hampered due to riots, bandh, natural calamity, strike of union and other similar circumstances beyond the control of PRTC for which due intimation will be given to successful bidder.
10	Section III 2.7	Development/Amendment/Updating/creation of the MIS reports as and when required by PRTC during the whole contract period for intelligent use of ticket data generated.	EbixCash Private Limited	Once the SRS and FRS is approved, any changes in the development after approval of SRS/FRS which are not specified in the RFP, will be consider as change management and will charge extra	No change
11	Section III 2.15	2.15. The successful bidder shall be responsible for integrating the AFCs with 2.15.1. Online Passenger Reservation System	EbixCash Private Limited	Kindly provide the details of existing OPRS, Manual Ticket Management System, IDMS	OPRS: PRTC is in an agreement with M/s Mantis Pvt Ltd for the development and operation of OPRS, the successful bidder will have to integrate the OPRS with central server of

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2.15.2. Manual Ticket Management System.
2.15.3. Integrated Depot Management System (IDMS).





We understand that the ORS is already available with PRTC, the bidder need to do the integration. Kindly Clarify.

Manual Ticket Management System: The Manual Ticket Management software was developed by NIC, which have database in MSSQL 2005. The database needs to be integrated with respective depot servers.

IDMS: PRTC has signed an agreement for implementation of IDMS with M/s 3i infotech pvt ltd. Currently, the project is in implementation phase in PUNBUS/Punjab Roadways, and it will be rolled out in PRTC after the successful implementation in PUNBUS/Punjab Roadways which may take approximately one year.

Since the ETMs are offline, there is no requirement to integrate the ETMs with any of the above system. However, the successful bidder is required to integrate the data of AFCS and the above systems.

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12	Section III	General. Bill of Material	EbiXCash
	Private Limited	<p>There is no Bill of Material provided in the tender. Different Bidders will have their own assumptions on the Bill of Material and quote accordingly. In such a case, this will not lead to a meaningful comparison of Bids.</p> <p>Suggest to provide a detailed Bill of Material including Hardware, Software, Connectivity, Manpower and all other items the bidder is expected to provide in this Bid so that all bidders are placed at the same level at the time of Bidding.</p> <p>Moreover, this will also ensure that there are no conflicts or disputes at the time of agreement signing or during the contract period.</p>	<p>The interested bidder must study the tender document carefully and conduct required research/surveys to completely understand the requirement of PRTC and thus design an appropriate solution. The bidder shall be responsible for exact estimation of the material and services required to successfully implement and operate the AFCS. The details of components of PRTC are as under:</p> <ol style="list-style-type: none"> 1. Total Number of Depots: 9 (Barnala, Bathinda, Budhlada, Chandigarh, Faridkot, Kapurthala, Ludhiana, Patiala, Sangrur) 2. Present Fleet: 1107 (ETMs required in 1.5 ratio) 3. Present number of Advance Booking Agents: 200 (ETMs required in 1.3 ratio) 4. Present number of Adda fees agents: 70 (ETMs required in 1.5 ratio) <p>and for a reference, the indicative minimum quantity of material as analysed by PRTC is specified as under:</p> <ol style="list-style-type: none"> 1. Manpower: A service center has to be maintained by the company for the repair of the ETMs at one of the depot of the PRTC, preferably at Patiala. 2. Number of ETMs: 2000 3. Depot servers: 9 4. One Cloud Server 4. Cables, Charges: Must be provided with every ETM. All the software must be original and licensed. <p>However, the successful bidder may increase the above quantity or add other equipment to ensure a 100 percent of the up time and avoid the penalties.</p>



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2. SCOPE OF WORK:	EbisCash Private Limited	Ownership and Licenses	No Change
<p>After 3 years of operation, the successful bidder will provide the source code and all related documents of all modules of the AFCS, and any update to source code thereof to PRTC. All the intellectual proprietary rights to the AFCS will belong to PRTC</p>		<p>All hardware procured for the project would be in the name of bidder, but the ownership of the same will be transferred to PEPSU at the end of the project tenure. All licenses related to these would be in the name of PEPSU. All licenses for software procured related to project can be in the name of bidder, provided the same will be transferred to PEPSU at no additional cost at the end of the contract period. Reference to be made to IPR Clause. If, for any reason, the same is not transferred, PEPSU reserves the right to recover such costs from the bidder. On expiry / termination of the contract, if such transfer entails additional cost, the same shall be borne by the bidder at no additional cost to PRTC. PEPSU reserves the right to recover the additional costs, if any, under any circumstances, from the payment due, performance guarantee, or security deposit.</p> <p>Intellectual Property</p> <p>The bidder has to give perpetual licence to the Purchaser against the Product supplied and the same has to be transferred to the Purchaser at the end of the project period. The customization done over and above the product is the ownership of the purchaser and the source code for this customization has to be handed over to the Purchaser at the end of the project period, whereas the Product software should be handed over to the Purchaser as a perpetual license. Finally the Purchaser will get to use the software along with customization for an unlimited period. The Purchaser may avail the maintenance by</p>	







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				paying charges beyond the end of contract period. The IPR of the Product remains with the OEM/Bidder whereas the IPR for customization will be held jointly by Purchaser & OEM/Bidder.	
14	Section III 2.1.8	2. SCOPE OF WORK: 2.1.8. The end-to-end solution should be supported by the OEM for the products, software, and application etc. for the entire period of the contract. All products, software, equipment should be in the name of the Managing Director PRTC. In case of unsatisfactory performance of services of the bidder, PRTC would reserve the right to assign the same to any other qualified bidder at no additional cost implications	EbiCash Private Limited	BOOT project, so ownership and title shall be transferred at the end of the contract only. Request Confirmation.	No Change
15	Section IV 2	The successful bidder will have to deposit performance security of Rs. 30 Lacs or 10 % of the project cost (30,00,00,000 multiplied by " a ") whichever is higher.	Omnificent Technologies Pvt Ltd	Our request is to reduce the performance guarantee deposit to 5 % of the total Project cost. Most of the Projects / STUs requirement of Performance is to 5 % of the Project Cost.	No Change
16	Section IV 4.3	4.3 Payment will be made to the vendor on monthly basis on submission of bill only after start of the term of the project (The project will start only after the development and acceptance of the AFCS and pilot project in one depot i.e., after 90 days from the signing of the agreement	EbiCash Private Limited	We request to consider the payments for the Pilot project also as it will be the add on cost to the bidder.	The calculation of minimum guaranteed tickets for the purpose of payment to the successful bidder will commence from the date of on which the AFCS project is implemented in all the depots of PRTC. During the period of Pilot project, the payment to the successful bidder will be made on the basis of actual tickets generated during this period. No other charge will be paid to the successful bidder.



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17	Section IV 4.5	After the successful PAT, the successful bidder has to implement the complete system in all the depots. The payments for these depots will start once the deployment /implementation of AFCS has been done. The payment at that time would be based on the actual ticket sale, and not on the minimum guaranteed amount.	DIMTS	In section 4.5 (under Payment Terms), it is clearly mentioned that payment would be done only based upon actual number of tickets sold, not on monthly guaranteed tickets, whereas in section 4.9, contrary to above is mentioned.	Clarified in Sr. No. 16
18	Section IV 4.9	4.9.2. The minimum guaranteed number of tickets per annum will be (2,75,000 tickets per day * 365 days= 10,03,75,000) 10 Crores and the same will be used for calculation of the payment. If the annual ticket sale is less than the minimum guaranteed ticket for the year, then the successful bidder will be paid based on the minimum guaranteed ticket for the year. The adjustment regarding payment of minimum guaranteed tickets shall be made in the first month of the next consecutive year. The per ticket payment shall be based on the quote/rate mentioned by the bidder in the commercial bid or the lower rate negotiated with the successful bidder. 4.9.3. Further the minimum guaranteed amount payable would be subject to the condition that the services of PRTC buses should not have been hampered due to riots, bandh, natural calamity, strike of union and other similar unavoidable circumstances during the applicable period else the minimum guaranteed amount would be proportionately reduced	Omnificent Technologies Pvt Ltd	The minimum guaranteed tickets are way of protection to the bidder to recover the minimum cost of the investment for the opex model. Hence request you to clarify that the payment to the bidder will be made based on mentioned working in RFP in case total no of tickets do not reach 10 Cr in any condition. Request clarification and assurance on the above point.	Clarified in Sr. No. 9
19	Section IV 6	Service Level Agreement	EbizCash Private Limited	Request to decrease penalties	No Change

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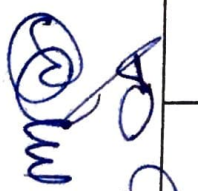


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20	Section IV 6	Penalties for the poor performance of the ETM or AFCS shall be impossible (Maximum cap for penalty is 10 % of monthly payment)	Omnificent Technologies Pvt Ltd	Request PRTC to keep maximum penalties to be 5 % of monthly payment. This is the standard penalty norms followed by most STUs.	No Change
21	Section IV 6	6. SERVICE LEVEL AGREEMENT: 6.1.4. In case an ETM have any hardware or software related problem which could lead to revenue loss or any chance of revenue leakage, penalties can be imposed as decided by PMC	EbixCash Private Limited	Request to quantify the penalty in this case	In case of loss of revenue due to the following reasons, the same shall be recovered from the successful bidder along with suitable penalty subject to a maximum of 20% of the revenue loss: 1. In case of loss of revenue due to any hardware/software problem of the ETM 2. In case the actual data of the ETM is erased by hardware/software fault and PRTC is unable to recover the actual amount of revenue from the ETM For calculation of the revenue loss the General Manager of the Depot will submit a detailed report keeping in view the average route revenue of the specific time and the report of the General Manager should be final and binding on both the parties.
22	Section IV 11	TRAINING: The successful bidder will impart training, as many times as desired by PRTC, to operate/manage the AFCS (Firmware, front end and backend) and hardware to the PRTC employees without any additional cost.	EbixCash Private Limited	It is suggested to size and specify training frequency and requirements over the contract period	During the pilot project implementation of AFCS project, the successful bidder has to train all the designated employees of all depots of PRTC so that during the roll out of the AFCS in all the depots problem is not faced by the successful bidder. As and when any major change in the software are made on the request of PRTC as the need be, the successful bidder will impart training to PRTC employees.
23	Section IV 12.1.9	The requirements of ETMs are based on anticipated consumption and therefore quantity can be increased or decreased as per the actual requirement from time to time.	EbixCash Private Limited	Request clarification on same. How will this impact bidder price or commercials?	Clarified in Sr. No. 1



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Additional Managing Director
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24	Section IV 12.1.11	PRTC has given basic requirement of ETM machines, software, application. The vendor has to ensure fulfillment of these requirement basically. However, due to change in Government / PRTC policy or if any requirement arises, the vendor has to modify the AFCS (front end, back end and firmware) or ETM machines as per business needs during the contractual period without any additional cost.	Omnificent Technologies Pvt Ltd	We request PRTC to remove scope of ETIM under Free replacement due to change of government of policies. It is possible to customize software based on the changing needs. Investment on hardware is high and once deployed cannot be withdrawn from the field and be re-used. Hence request PRTC to keep the scope of ETIM on charged basis in case of change of ETIM within 3 years is desired.	Clarified in Sr. No. 1
25	Section IV 12.1.12	The successful bidder shall provide web-based application software and its database in SQL along with source code to the PRTC immediately after integration of the electronic ticketing machines software and database with existing database present in PRTC	Omnificent Technologies Pvt Ltd	These terms are contradictory to RFP point no 10, Software Ownership Rights. It is clearly mentioned that the ownership of software will be transferred to PRTC at the end of 3 years. By this time the cost of the Hardware, software and all services will be recovered by the bidder. Hence this point should be removed.	The successful bidder shall provide web-based application software and its database in SQL to the PRTC after integration of the electronic ticketing machines software and database with existing database present in PRTC
26	Section IV 12.1.23	The selected bidder must sign an agreement with PRTC within 7 working days of the acceptance of the tender failing which Earnest Money shall stands be forfeited and work will be allotted to any other tenderer without any notice.	Omnificent Technologies Pvt Ltd	Request PRTC to keep the signing of agreement period to at-least 15 working days. Agreement being Legal Document need minimum time of 15 days for discussions and approval of the final agreement terms and conditions from both sides.	The successful bidder must sign the agreement with PRTC within 15 working days of the acceptance of the tender & issuance of LOI failing which Earnest Money shall stands be forfeited and work will be allotted to any other tenderer without any notice.
27	Section IV 12.13	12.13. FORCE MAJEURE :	EbixCash Private Limited	Will MGT apply during force majeure period. Is Covid categorised under Force Majeure	Clarified in Sr. No. 9
28	Section IV 12.16.3	12.16.3. If the agreement is terminated, the PRTC may levy liquidated damages of an amount limited to the total Contract Value or as may be determined by the Arbitrator at the time of termination.	EbixCash Private Limited	LD has to be limited to max. 10% of the Contract value. It cannot be 100% of the contract value.	If the agreement is terminated, the PRTC may levy liquidated damages of an amount limited to the 10 percent of the total Contract Value or as may be determined by the Arbitrator at the time of termination.







29	Section IV 15	15. RFID cards will be issued to the inspection staff	EbixCash Private Limited	Who will issue, PRTC or Bidder. If bidder has to issue request to give quantity.	Clarified in Sr. No. 8
30	Annexure B	Depot Server Specifications: Hard Disk Drives 3 x 300 GB Recommended OS OEM Enterprise Linux	Omniificent Technologies Pvt Ltd	Since the data on the depot server is synched to Cloud server, we request PRTC to consider HDD 1 X 300 GB or HDD 1 TB with partitions or Additional External Hard disk for backup. We request PRTC to accept Servers with Linux as well as with Windows from point of view of serviceability and ease of maintenance.	Hard Disk Drives 1 x 1000 GB Recommended OS OEM Enterprise Linux or Windows Server Hot plug @ 7K RPM HDD or Hot plug @ 10K SFF SAS
		Depot Server Specifications: Hot plug @ 10K SFF SAS Recommended O.S. OEM Enterprise Linux	EbixCash Private Limited	Please change hard disk type & RPM speed to 7K RPM-HDD Please add Windows O.S support	

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Annexure B	ETM Specification:	EbixCash Private Limited	Embedded C / Android OS 9.0 or above White LED Back-light, FSTN Monochrome. / Color LCD Display Alphanumeric keyboard having capability of 10 million operations / Configurable Virtual Touch Keypad Keys in different colors differentiating numeral, functions etc. / Configurable Virtual Touch Keypad Simple easy to use 30 soft rubber keys / Configurable Virtual Touch Keypad Micro USB 2.0, GSM and Wifi connectivity for data upload and downloading with back end server. Three pins with Built in Earthing Protection / Two Pin Charger	ETM Specifications for Keypad based ETMs: 1. CPU Advanced Micro Controller based system with the latest hardware technology. Micro Controller with 32 bits (Arm core) Min of 64k Flash Program Memory to 512k byte. Min Clock speed of 12MHz to 70 MHz 2. Flash Data Memory Inbuilt min 8 MB Flash Memory expanded to 16 MB Data preservation in HANDHELD Flash Memory for more than 10 years Data preservation for more than 10000 tickets In-built real-time clock with battery back up 3. Operating Firmware Embedded C 4. Display Graphic LCD display with minimum 128 x 64 pixels White LED Back-light, FSTN Monochrome. Capability to display graphic images 20 Chrs by 4 lines and 20 Chrs by 8 lines Size 70*40mm. 5. Key Pad Alphanumeric keyboard having capability of 10 million operations Keys in different colors differentiating numeral, functions etc. Simple easy to use 30 soft rubber keys. 6. Thermal Printer Thermal Printer 2" Inch. Paper roll size to print at least 200 tickets per roll (13-meter roll) Fast speed @ 8 lines – 50mm / sec or more for fast ticketing Cutter for easy tearing of tickets 7. Battery Suitable capacity to print at least 3000 tickets with single
	3. Operating Firmware Embedded C 4. Display White LED Back-light, FSTN Monochrome. 5. Key Pad Alphanumeric keyboard having capability of 10 million operations Keys in different colors differentiating numeral, functions etc. Simple easy to use 30 soft rubber keys. 9. Communication Ports USB 2.0 / RS232 port for data uploading and downloading PC connectivity with full speed. 11. Chargers Three pins with Built in Earthing Protection			



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charge.

In-built advanced battery charger with auto charge termination

Minimum of 400 recharge life cycle for battery cells

More than 10-12 hours of operation with single full charge

7.4V/ 2600 MAh Lithium-ion battery with protection circuit.

8. Power & Battery Control

Soft touch power on-off control for easy operation

Automatic & intelligent power shutdown for extended operation.

low battery indication with audio beeps and shutdown

9. Communication Ports

USB 2.0 / RS232 port for data uploading and downloading

PC connectivity with full speed.

10. REAL TIME CLOCK Inbuilt RTC with 3V Coin lithium battery.

11. Chargers Intelligent Charger working from 100 to 250 volts

Three pins with Built in Earthing Protection

Charging status indicator Bi-colour LED

Low & Full battery Indication

12. Radio Frequency Identification reader for read and write facility for reading and programming Student, general and other passes issued by PRTC. RFID must be highly secure for maximum data security

13. Carry Bag HANDHELD have a carry bag to facilitate OPERATORS to carry.

14. ETM Software the Vendor shall provide Software Development Kit (SDK)

Development Kit for the ETM firmware so that ETM features can be

(SDK) developed by any other third vendor after the

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(which) developed by any other third vendor after the expiration of the contract.

The SDK shall provide functions / Programs / APIs to support at least the following:

Smart Cards functions

Communication Device (RS232, USB etc.) functions

Inter-process communication (IPC) functions

Multitasking functions/Multithreading functions

Power (Battery) Management functions

Internal Printer Management functions

File System Management functions

Clock/Timer Management functions

Beeper/LEDs/Buzzer Management functions

Environment Variables related functions

User Interface (UI) Management Related functions

15. Design Easy holding

Should be tamper proof design for fraud prevention

Should be a rugged and compact design, water and dust resistance.

16. Certification The successful bidder will have to provide the certification from the government approved agency complying technical specifications before supply of ETM machines to PRTC.

ETM Specifications for Android based ETMs:

1. Processor: minimum Quad –core Cortex A7

2. Operating System Android 5 or Higher. In case, any specific software/application is required to programme /configure/manage the devices, the same will be provides free-of-cost.

3. RAM 1GB

4. ROM 8GB

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- 5. Extendable Memory SD/Micro SD card interface (Minimum 4 GB)
- 6. Display
 - a. Graphic 5 inch COLOUR display with minimum 1280 X 720 pixels.
 - b. Capable for displaying graphical images/icons.
 - c. Display unit should have good readability even during night with proper backlight.
 - d. Display unit should be dust-proof.
 - e. Display panel should be scratch resistant.
- 7. Printer
 - a. Paper Width 57 mm
 - b. Paper roll cage of minimum 25 mm to 40 mm.
 - c. Printer shall support Thermal paper of 50-60 GSM.
 - d. 384 DOT per line.
 - e. Ultra-fast 2-inch thermal printer with minimum 60 mm/sec speed.
 - f. Easy paper roll loading mechanism, without using paper feed-key.
 - g. Transparent paper cover.
 - h. PAPER OVER sensor.
 - i. PAPER COVER OPEN Sensor
 - j. Capability to print QR code.
 - k. Capability to print ticket in English and Punjabi
- 8. SAM Slots Minimum of 2 SAM Slots compliant to ISO Standards 7816.
- a. Cryptographic methods for card data security.
- b. Triple DES for key Management with UKPT (Unique Key per Transaction).
- c. Should support encryption standard including 3DES and AES for smart card reading.
- 9. Real Time Cloak: Inbuilt Real Time Cloak with battery

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backup.

10. Communication

- a. RS232C Serial Port for PC connectivity at 115K baud rate
- b. USB Port: Type A/Type
- c. In-built tamper-proof SIM Card Holder
- d. GSM signal strength indication in display unit.

11. Battery

- a. minimum 7.4V 2600 mAh Li-ion/Li-polymer internal battery with protection against explosion while handling.
- b. Quick rechargeable in-built battery charger with overcharge/ over-voltage/ overcurrent protection
- c. capable to charge fully within 3 hours
- d. CHARGING and BATTERY FULL indications display in machine.

12. RFID Card Reader/Writer

13. Indications on display: Battery charge status

14. Accessories

- a. Each ETM must be provided with carry bag.
- b. AC Charger (working from 160 V to 250 V, 50 Hz)
- c. BAFO cables sets for manual transfer of data from ETM to PC (RJ -11+BAFO Cables 60 nos.
- d. AC charger (working from 100 V to 240 V)

15. ETM Software Development Kit: The Vendor shall provide Software Development Kit (SDK) for the ETM firmware so that ETM features can be developed by the SI in future as required (SDK). The SDK shall provide functions / Programs / APIs to support at least the following:

- a. Smart Cards functions
- b. Communication Device (RS232, USB) functions
- c. Inter-process communication (IPC) functions
- d. Multitasking functions
- e. Multithreading functions

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- l. Power (Battery) Management Functions
 - g. Internal Printer Management Functions
 - h. File System Management Functions
 - i. Clock/Timer Management Functions
 - j. Beeper/LEDs/Buzzer Management Functions
 - k. Environment Variables related functions
 - l. User Interface (UI) Management Related function.
16. Design
- a. easy holding
 - b. Should be tamper proof design for fraud prevention
 - c. Should be a rugged and compact design, water and dust resistance.

OEM: The successful bidder will provide ETM machines of single OEM (manufacturer) during the whole contract period.

Certification: The successful bidder will have to provide the certification from the government approved agency complying technical specifications before supply of ETM machines to PRTC.

The ETM must be a single unit containing all the hardware and software. A ETM cover must be provided with every ETM for its safety.







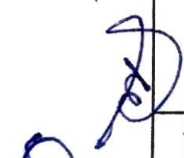





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32	General	General	<p>EbixCash Private Limited</p> <p>Communication/ Connectivity point missing in tender</p> <p>Clarified above</p>	
		<p>EbixCash Private Limited</p> <p>Manpower point missing in tender.</p> <p>Clarified above</p>		
		<p>EbixCash Private Limited</p> <p>Does the requirement of sim card for ETIM is there or else ETIM should be offline? Kindly confirm</p> <p>No requirement of the SIM card.</p>		
		<p>EbixCash Private Limited</p> <p>Who will provide the Desktop, printer and their consumables at depot for Cash Collection, issuance of ETIM, MIS ?</p> <p>Clarified above</p>		
		<p>EbixCash Private Limited</p> <p>who will provide the thermal paper Roll for ticket issuance ?</p> <p>Clarified above</p>		
		<p>DIMTS</p> <p>IS QR Code Scanner required in ETM</p> <p>No</p>		
		<p>DIMTS</p> <p>The payment would be done based upon per ticket sold through ETM. In such a case, how the total value of contract would be determined, which is to be used for levying of LD, in case of delay ? Moreover LD is to be 10% of total contract value.</p> <p>The project cost will be calculated as 30 Cr. multiplied by 'a', where a is the final per ticket rates quoted by the successful bidder. The LD clause has been clarified above</p>		
		<p>EbixCash Private Limited</p> <p>Provide Cloud Server Specifications</p> <p>The bidder must decide the specifications after studying the requirements of PRTC in the tender document. The server must be capable of seamlessly handling and storing the data of the ETMs of all depots of PRTC</p>		
33	6.4.1	<p>Correction/Updates: The bidder shall resolve every complaint for corrections/updates etc. related to the AFCS (software front end-backend, firmware, application operation), intimated through email, within 24 hours for minor and within 72 hours for major category failing which the penalty 5,000 /- per day will be imposed.</p>	<p>Correction/Updates: The bidder shall resolve every complaint for corrections/updates etc or any request for update/creation of reports, related to the AFCS (software front end-backend, firmware, application operation), intimated through email, within 24 hours for minor and within 72 hours for major category failing which the penalty 5,000 /- per day will be imposed.</p>	

34	Additional Terms and Conditions	Additional Terms and Conditions	Communication in any regard	For any communication, the date and time of sending the communication through email shall be considered as the reference date and time.
	Additional Terms and Conditions		Testing of ETMs	PRTC reserves the right to hire a third party for the inspection of the hardware supplied by the successful bidder and in case the hardware supplied is not in accordance to the specifications outlined in the tender document, an appropriate action shall be initiated against the successful bidder.
			Price Bid	The bidder must quote the Basic Rate in value as well as in words, in the form of paisa only, in the price bid performance. The quoted Basic rate in words will prevail. For example if the quoted Basic rate is 5 paisa, the filled value must be "5" and in words it should be "Five".
			ETMs	The ETMs supplied by the vendor should be brand new for which the successful bidder shall submit invoice. The successful bidder shall not supply an old/used ETMs to PRTC.

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