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1	Clarifications on queries submitted on the NIT ID:2020_KSRTC_392509_1 Ref No: EDP/003428/2020				
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3	Sl. no	Clause No	Content of Tender Document	points of amendent requested	Clarifications
4	1	5.2.12	Litigation: Bidders who have been either blacklisted by KSRTC or have/had involved in litigations with KSRT will not be eligible to participate.	Disqualifies because of littigation with KSRTC	Amendment issued vide corrigendum dated 20/11/2020
5	2	2.2.5	SMARTCARDS: Smart cards in the denominations of Rs 10, 20, 50, 100, 500, 1000 are to be supplied free of cost as per requirement, free of cost throughout the contract period.	Smartcards in the denominationa are to be supplied at cost as per BOQ thoughout the contact period.to be added in BOQ as separate line item.cannot be provided as free of cost	Amendment issued vide corrigendum dated 01/12/2020
6	3	5.1.5	Frequency of payment of CMC charges every six months after completion of the period	every six month before starting of CMC	No change. Charges for CMC will be paid only after completion of 6 months period.
7	4	5.1.9	Maximum time to attend to any Repair call: Within 24hours	72 working hours from the date of complaint .	No change
8	5	2.2.14	The responsibility of the successful bidder includes hosting the Application in secured Indian cloud storage and shall be migrated within 6 months to State Data Centre (SDC)	a)The maintanance of server software application per month per ETM is to be mentioned in tender.	Amendment issued vide corrigendum dated 20/11/2020
9				monthly reconciliation of smart card,server management, digital services to be incorpated.ASRTU rate contract and other STUs are payingthe software applicarion per ETM per month maintanace charges. So requesting to add a separate line in the price bid for maintanace of software applications	
10	6	6.31.13 .c	a. If the service level is not maintained a penalty of Rs 1000/- per 48 hours of delay in repairing or replacing machine along with actual losses shall be liable to pay.	Change RS 1000/- to Rs 100/-	No change

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11	7	6.31.13	a. If any delay happens in issuing of ticketing machines at depots due to any connectivity at the central server or any software problem and shall not be rectified within one hour the actual loss shall be liable to pay by successful bidder.	Connectivity of central server is the responcebilty of network provider. So requesting to remove the clause	Amendment issued vide corrigendum dated 20/11/2020
12	8	6.31.18	6.1.1 The tenderer shall submit the parameters which require calibration and the frequency of calibration required as per the format in Annexure XV.	ETM does not need any calibration so, requesting to remove clause	No change submit if applicable.
13	9	18	Cabinet Dimension: Max.85mm x 250mm x 50mm	Cabinet Dimension: Max.85mm x 250mm x 75mm	Amendment issued vide corrigendum dated 20/11/2020
14	10		Weight: Less than 500 gm with battery and thermal paper roll.	Weight: Less than 650 gm with battery and thermal paper roll.	Amendment issued vide corrigendum dated 20/11/2020
15	11	5.2.2	Equipment's or spares parts of the tendered equipment's manufactured /procured from countries having hostile relations with India will not be eligible. A certificate to this effect in the format appended as Annexure XXIII to be submitted.	Specify country name	No change.
16	12	6.42.6	The major penalties imposed by the Tender Inviting Authority will be published on the website of the Tender Inviting Authority for a period as decided as appropriate by it with a view to prevent other government institutions from procurement of equipments from such tenderers.	Any communication between Parties are confidential and can not be shared in public . Hence, we recommend to delete the said clause	Amendment issued vide corrigendum dated 01/12/2020

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17	13	6.43.1	The Tender Inviting Authority, without prejudice to any other contractual rights and remedies available to it (the Tender Inviting Authority), may, by written notice of default sent to the successful tenderer, terminate the contract in whole or in part, if the successful tenderer fails to deliver any or all of the goods or fails to perform any other contractual obligation(s) within the time period specified in the contract, or within any extension thereof granted by the Tender Inviting Authority.	We recommend to add 30 days and revise clause as below: "The Tender Inviting Authority, without prejudice to any other contractual rights and remedies available to it (the Tender Inviting Authority), may, by 30 days written notice of default sent to the successful tenderer, terminate the contract in whole or in part, if the successful tenderer fails to deliver any or all of the goods or fails to perform any other contractual obligation(s) within the time period specified in the contract, or within any extension thereof granted by the Tender Inviting Authority."	Amendment issued vide corrigendum dated 20/11/2020
18	14	6.43.5	The Tender Inviting Authority reserves the right to terminate the contract, in whole or in part for its (Tender Inviting Authority's) convenience, by serving written notice on the successful tenderer at any time during the currency of the contract. The notice shall specify that the termination is for the convenience of the Tender Inviting Authority. The notice shall also indicate inter-alia, the extent to which the successful tenderer's performance under the contract is terminated, and the date with effect from which such termination will become effective.	Company would be investing huge amount in the Project and this will impact cash flow badly. Hence, we recommend to delete clause 6.43.5 eniterly.	Amendment issued vide corrigendum dated 20/11/2020

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3	Sl. no	Clause No	Content of Tender Document	points of amendent requested	Clarifications
19	15	Page No- 13 5.2.5	The tenderer should have supplied the offered ETM device to five different SRTU's with minimum of 1000 units and such STUs in India are still satisfactorily using the same during the last 5 years. Notarized documentary proof shall be submitted	Request your good selves to consider , ongoing experience in Electronic ticketing Machine projects instead of specific experience in SRTUs. Suggesting for online Debit/Credit /Metro cards compatible machines with latest technology and value added services on very cost effective methods from smart solution companies.	Amendment issued vide corrigendum dated 01/12/2020
20	16	Page No- 31 6.17.18	List of Installations of the offered model in Kerala and India (Governemnt and PrIvate Institutions seperately withname/designation of the contact person, phone number/fax/email)	Request for the consideration of ETM experience in Kerala and in India. Otherwise only existing venders will qualify without any latest technology and exact competition .	No change
21	17	Page No- 7 Clause : 2.2.9	The ETM is to be integrated with the GPS device installed in each of the buses facilitating data analysis and to generate reports such as earnings per bus, earnings per Kilometer, passenger per trip, earnings per trip etc..	Our understanding is that , the department will ask the GPS , PIS, VTS vendor to provide our relevant APIs to integrate with their System. Please clarify	Amendment issued vide corrigendum dated 20/11/2020
22	18	Page no: 33 Clause: 6.19.2. 2	The bidders have to provide 5 Nos of ETM as Samples	Suggesting for online Debit/Credit /Metro Cards devices with latest technology and very cost effective methods / rental basis model.	No change, Rental basis not acceptable.
23	19	Page no: 41 Clause : 6.29.1	The Payment of the price agreed will be made within thirty days from the date of supply of the equipment with its all necessary accessories as specified in the supply order.	Request to clarify whether any additional interest amount will be paid by the department in case there is delay in payment beyond 30 days as being usually follwed by other departments in the state	Amendment issued vide corrigendum dated 20/11/2020 . Cannot consider additional interest for delayed payment.
24	20	Page No: 55 Clause : 4	FSTN Monochrome 128X64 with white LED Back light capable of min 20 characters/8 lines	Suggesting for the bigger size 5 inch colour display , so that easy to operate like touch screen .mobiles and cost effective. regularly.	No change. This is the minimum requirement

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25	21	Page no: 7 Clause No: 2.2.5	Smart Card in the denomination of Rs-10, 20,50,100,500,1000 are to be supplied free of cost as per requirement, free of cost throughout the contract period	Please clarify the quantity , so that ,we need to calculate the expenses.	Amendment issued vide corrigendum dated 01/12/2020
26	22	Page no: 14 Clause No: 5.2.11	The bidder shall submit 5 nos of non-returnable ETM machines and 10 nos of smart card shall be made available at the office of the CMD before the expiry of tender submission date and time. The package containing the sample ETM should be " SAMPLE" and "TO BE OPENED IN THE PRESENCE OF TECHNICAL COMMITTEE ONLY". Failure to supply the samples as epr the requirements will lead to forfeiture of EMD and may be also lead to blacklisting/debarring the tenderer for a period of 3/5 years.	Requesting to consider the samples submission , before the Technical committee evaluation starting date. Otherwise only existing venders can submit the same before the tender submission date. Also humbly informing that, no other vendors might not participate. It will affect the latest technology and exact competition .	No change. Cannot be considered. Need to submit as per existing clause.
27	23	2.2.5	SMARTCARDS: Smart cards in the denominations of Rs 10, 20, 50, 100, 500, 1000 are to be supplied free of cost as per requirement, free of cost throughout the contract period	Request you to provide clarity on smart card denominations, there should be capping on smart card has we have to provide free of cost.	Amendment issued vide corrigendum dated 01/12/2020
28	24	2.2.8	The successful bidder has to position necessary technical programmer at the Chief Office for a period of 6 month to take care of the needs of KSRTC	Technical programmer need deploy after successful implementation or at the time of implementaion	Amendment issued vide corrigendum dated 01/12/2020

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3	Sl. no	Clause No	Content of Tender Document	points of amendent requested	Clarifications
29	25	2.2.10	The ETM should also be integrated with the online booking application of KSRTC.	Kindly provide the details of existing Online booking application (i.e database used, version, deployed at which loaction)	Amendment issued vide corrigendum dated 01/12/2020
30	26	2.2.14	The responsibility of the successful bidder includes hosting the Application in secured Indian cloud storage and shall be migrated within 6 months to State Data Centre (SDC) Kerala	As per our understanding bidder has to host the application at cloud storage at the time of implementation, after successful implementation it has to be transfer at state data center.	Amendment issued vide corrigendum dated 20/11/2020
31	27	2.2.14	The responsibility of the successful bidder includes hosting the Application in secured Indian cloud storage and shall be migrated within 6 months to State Data Centre (SDC) Kerala	Who will provide the hardware(i.e Server, storage, bandwith) and RDBMS licence at state data center	
32	28	2.2.16	ACCESSORIES: These units shall be hand held devices which will be carried on KSRTC Buses by Bus Crew. It should be provided with proper pouch and which shall have the facility to attach safely like wireless unit and cash bag also shall be provided. ETMs can also be used for sale and validation of smart card at bus stations, kiosk, authorized Distributers	What type of wireless unit need be attached.	No change. Wireless unit means in the sense that ETM should be able to hooked to belt of conductor like a wireless unit
33	29	2.2.16	ACCESSORIES: These units shall be hand held devices which will be carried on KSRTC Buses by Bus Crew. It should be provided with proper pouch and which shall have the facility to attach safely like wireless unit and cash bag also shall be provided. ETMs can also be used for sale and validation of smart card at bus stations, kiosk, authorized Distributers	Do we need to provide the cash pouch also?	YES

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34	30	5.2.1	Manufacturers having a place of business in any of the States of India are eligible to participate in this tender. Original Equipment Manufacturers shall submit the `Manufacturers Offer Form' as per Annexure I to be submitted	Request you to add system integrator to bid this tender, only manufacturers will not develop the AFCS Application	No change. Only Manufacturers are eligible to participate in this tender.
35	31	5.2.5	The tenderer should have supplied the offered ETM device to five different SRTU's with minimum of 1000 units and such STUs in India are still satisfactorily using the same during the last 5 years. Notarized documentary proof shall be submitted.	Request you to change the clause as: The tenderer should have supplied the offered ETM device to SRTU's with minimum of 1000 units and such STUs in India are still satisfactorily using the same. Notarized documentary proof shall be submitted.	Amendment issued vide corrigendum dated 01/12/2020
36	32	APPENDIX: I	Specification of ETIM	Specification provided in the RFP is too old, request you to change specs with latest Android based ETIM	No change
37	33	6.31.13 Penalty	c. If the service level is not maintained a penalty of Rs 1000/- per 48 hours of delay in repairing or replacing machine along with actual losses shall be liable to pay.	The penalty is very high request to reduce the penalty as per below c. If the service level is not maintained a penalty of Rs 100/- per 48 hours of delay in repairing or replacing machine along with actual losses shall be liable to pay.	No change

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38	34	6.42.5 Liquidated Damages	6.42.5 Liquidated damages:- If the successful tenderer fails to deliver any or all of the goods or fails to perform the services within the time frame(s) prescribed in the contract, the Tender Inviting Authority shall, without prejudice to other rights and remedies available to the Tender Inviting Authority under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the equipment to be supplied per week of delay or part thereof on delayed supply of goods and/or services until actual delivery or performance subject to a maximum of 15% of the contract price. Once the delivery period is exceeded, Tender Inviting Authority may consider termination of the contract. During the above-mentioned delayed period of supply and / or performance, the conditions incorporated shall also apply and Tender Inviting Authority shall seek alternate measures at the risk and cost of the successful tenderers.	Reduce the maximum liquidated damages as per below 6.42.5 Liquidated damages:- If the successful tenderer fails to deliver any or all of the goods or fails to perform the services within the time frame(s) prescribed in the contract, the Tender Inviting Authority shall, without prejudice to other rights and remedies available to the Tender Inviting Authority under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the equipment to be supplied per week of delay or part thereof on delayed supply of goods and/or services until actual delivery or performance subject to a maximum of 5% of the contract price. Once the delivery period is exceeded, Tender Inviting Authority may consider termination of the contract. During the above-mentioned delayed period of supply and / or performance, the conditions incorporated shall also apply and Tender Inviting Authority shall seek alternate measures at the risk and cost of the successful tenderers.	No change
39	35	5.1.5	Payment of CMC Charges - every 6 months	Request to amend this as monthly payments, since we need to make upfront payments to the OEMs	No change
40	36		Bid submission date	Requesting to Extend Bid Submission date to 4 more weeks	Bid submission date is extended upto 11-12-2020.06:00 PM
41	37	5.2.5	The tenderer should have supplied the offered ETM device to five different SRTU's with minimum of 1000 units and such STUs in India are still satisfactorily Using the same during the last 5 years.	Considering the newer technologies available in the market and giving chance to startup & MSME who will have a better product or solution, you are requested to remove the clause	Amendment issued vide corrigendum dated 01/12/2020

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42	38		Requesting for asking bidder to submit the following ISO certifications ; a. ISO 9001 - For Quality Management System	ISO 9001 - For Quality management System	No change
43	39			ISO 14001- For ENVIRONMENT MANAGEMENT SYSTEM	
44	40			ISO 27001 FOR INFORMATION SECURITY MANAGEMENT SYSTEM	