

Replies to Queries towards the RFP for Supply, Installation and Maintenance of Digital Fare Meters with Printer, GPS Device and Panic Button Integrated with Over Head Display Board in Passenger TAXI for Directorate of Transport, Government of Goa.

SR NO	BIDDER	QUERY- NO	CLAUSE REFERENCE IN RFP	CLAUSE IN RFP	QUERY	REPLY
1	Arya Omnitalk Wireless Solutions Pvt. Ltd	1	RFP: Annexure A Eligibility Criteria	b) Technical compliance certificate Compliance Certificate for GPS/ GPRS with panic button functioning as per the scope should be obtained from any one of the agencies namely ARAI/ICAT/IIP/CIRT/ any NABL accredited Lab to be submitted at RFP stage	We request extension of minimum 2 weeks for the submission of .RFP. That is submission to be allowed up to 17th to 20th April 2018	Retained as per RFP
2	Arya Omnitalk Wireless Solutions Pvt. Ltd	2	RFP: ANNEXURE "B" Over Head Display Board	QUOTATIONS FOR PURCHASE OF Digital Fare Meters with Printer, GPS Device and Panic Button Integrated with Over Head Display Board	We understand from this that the Overhead displays are pre-installed in the taxies and is not part of bidders scope of supply. Only integration of GPS with overhead display needs to be done. Please confirm this is correct.	No Overhead Display as per given specs has to be supplied by the vendor
3	Arya Omnitalk Wireless Solutions Pvt. Ltd	3	RFP:Annexure A Eligibility Criteria	b) Technical compliance certificate Compliance Certificate for GPS/ GPRS with panic button functioning as per the scope should be obtained from any one of the agencies namely ARAI/ICAT/IIP/CIRT/ any NABL accredited Lab to be submitted at RFP stage	We request extension of minimum 2 weeks for the submission of .RFP. That is submission to be allowed up to 17th to 20th April 2018	Retained as per RFP
4	Yash Arora : ypatech@gmail.com	1			In the RFP document, the amount demanded as EMD Rs. 50 lakh is very high, and keeping a view of the above stated facts, and to encourage fare competition EMD should be reduced to maximum 10 lakh	Refer Corrigendum I of RFP

5	Yash Arora : ypatech@gmail.com	2			<p>The amount demanded as Security Deposit as per RFP document at page number 19 clause no. c.i “The successful bidders will be required to remit the security deposit (SD) equivalent to 10% percent of the estimated value of the order inclusive of EMD”</p> <p>I further reiterate that keeping the above stated facts in mind and to ensure/encourage fare competition among all the manufacturers, please consider the rule 158 of the General Financial Rules “To ensure due performance of the contract, Performance Security is to be obtained from the successful bidder awarded the contract. Performance Security is to be obtained from every successful bidder irrespective of its registration status etc. Performance Security should be for an amount of five to ten percent of the value of the contract.”</p> <p>We request you to please consider reducing the SD to maximum 5% of the contract value</p>	Refer Corrigendum I of RFP
6	National Meter Mfg. CO.	1			<p>You have asked for a declaration at various places in the tender document, binding the Bidder to submit the COMPLIANCE CERTIFICATE by 2nd of April, 2018 failing which the EMD amount shall be forfeited. This is very much discouraging for small units like us. First of all the EMD amount of 50lacs is too much for such small project. In Chennai tender where there were 70000 vehicles the Tamil Nadu government had asked for 20lac EMD. May we please know on what basis have you finalised this amount. For your reference we have attached a letter no F.No. 22(1)/2003/EP&M issued by JT.DEVELOPMENT COMMISSIONER(SSi). Do we expect any relaxation in the norms as per the letter spirit and good intention?.</p>	Refer Corrigendum I of RFP
7	National Meter Mfg. CO.	1			<p>1. You have mentioned 2nd of April,2018 as the date on which COMPLIANCE CERTIFICATE is to be submitted. We have personally visited ARAI and asked for their time slot. Due to AIS140 testing going on for various vts companies ARAI is completely occupied with them since the date of launch for AIS140 trackers is fixed for 1st of April, 2018 by the central government since long. Therefore is it impossible to provide you the COMPLIANCE CERTIFICATE by 2nd of April. We had contacted other NABL laboratories but none is having facilities. As of now, we are totally dependent on ARAI, since there is no other NABL Lab which has the facilities to test the taximeter as per the specifications of the tender. We therefore request you to kindly extend the date of submission of compliance certificate by one month.</p>	Retained as per EOI

8	HBSS	1	RFP Page number 6, Clause 4.1, Project Background	It is proposed that the bidder quoting L1 rate in RFP may be given exclusive supply rights for initial 6 months or at least 50% of the order placed whichever is earlier.	Will this initial supply be in one or multiple RTO's? What % of the remaining devices will be allotted to other vendors after 6 months?	Multiple RTO Remaining % Will depend on the number of orders received and processed by the L1
9	HBSS	2	RFP page number 8, Clause 6, Scope of Work	The device supplied should be able to transfer the vehicle movement data on a periodical basis to the CTRS application development by GEL installed at SDC through GPRS and GPS devices.	Will the bidder only supply devices which can be integrated to the software application developed by GEL?	Bidder has to ensure that the required data is sent to the CTRS System
10	HBSS	3	RFP page number 9, Scope of Work of selected bidders, Point 3	Install a device health checking and monitoring tool	Will this be a part of CTRS, or the bidder will have to provide a different application or tool that would integrate with CTRS?	The bidder may use a Different tool but the same has to be integrated with CTRS
11	HBSS	4	RFP page number 9, Scope of Work of selected bidders, Point 7 and 8	Set up and operate service and call centers	There is no scope or specifications of the required Call center and service centres. Please provide the exact scope of the required centers like manpower required etc.	Details are given in the Point viii of the Annexure E "Scope of Work of the bidder"
12	HBSS	5	RFP page number 13, GEL/DOT reserves the the right to, Point 8	If the delivery performance of the L1 bidder is not as per schedule in the first 6 months or supply of 50% of estimated units whichever is earlier, GEL deserves the right to open up the supply rights to other qualified bidders who are empaneled.	will the other qualified bidders have to supply on the L1 rates or their respective rates?	This is an empanelment process and any bidder will be empanelled only if he/she agrees to meet the L1 rate for supply of the devices

13	HBSS	6	RFP page number 13, GEL/DOT reserves the the right to, Point 8	If the delivery performance of the L1 bidder is not as per schedule in the first 6 months or supply of 50% of estimated units whichever is earlier, GEL deserves the right to open up the supply rights to other qualified bidders who ar empaneled.	will the other qualified bidders have to supply on the L1 rates or their respective rates? What if they don't agree to L1 rates?	only those bidders who agree to meet the L1 rate will be empanelled
14	HBSS	7	RFP page number 28, Financial Bid Format		how Will the cost of installation and operations of the Service center and call center included in the financial bid?	It has to be included in the Device Cost
15	HBSS	8	RFP page number 28, Financial Bid Format, Financial Terms and Conditions, Point i	The yearly warranty and maintenance charges quoted by the bidder for the service should include GEL processing fees INR 50 (taxes exclusive) per device per month, and will have to be paid to GEL by the bidder for the complete operational lifetime of the device covered under AMC by the bidder. The amount calculated will have to be paid on a monthly basis to GEL	Please explain this point	The central Application which will integrate the data coming in from all the devices of all the vendors on a single platform will be developed and maintained by GEL and the said fees would have to be paid by the empanelled bidders towards all devices installed
16	HBSS	9	RFP page number 38, Clause 3.1, Vehicle location tracking with Emergency button, Functional Requirements for VLT, Point G	display terminal and button mechanisms to support following functionalities?	who will supply this display, and will the display have to be integrated with the device and/or CTRS app?	The bidder has to supply and integrate the diplay board with the digital meter

17	HBSS	10	RFP page number 38, Clause 3.1, Vehicle location tracking with Emergency button, Functional Requirements for VLT, Point J	Device shall have a provision to integrate with an overhead display on board	Why does the purchaser need the device to be integrated with an overhead display? Is it for next stop announcement?	Retained as per RFP
18	HBSS	11	RFP page number 53, Table 4B, Point 11	Alert- Emergency state off - When emergency state of vehicle is removed	How will the removal of emergency state of vehicle be removed, what will be the protocol or procedure for this activity?	Mentioned in detail in the Annexure D
19	HBSS	12	RFP page number 59, Table 6A, Functional Testing		From our understanding, this tender is based on the AIS-140 guidelines. We understand the OEMs who have gone through the testing procedures to obtain the certification need not have to go through the testing mentioned. Please confirm/clarify.	All certificates as mentioned in the RFP and the Ammendment thereof have to be submitted
20	HBSS	13	RFP page number 8, Scope of Work	Supply, installation and commissioning of devices in approximately 25,000 public transport vehicles.	What type of vehicles are included in the project, and their year of manufacture should be known as some vehicle types need additional connectors to connect the devices. Please let us know the different kind of Vehicles and their manufacture year.	Passenger Taxi currently plying in the state
21	HBSS	14	RFP page number 72, Table 6D, Packet Type	Tamper Alert (Optional)	In software Specifications, Tamper Alert is mandatory, and here it is optional. Both points are contradictory, please explain.	Means this parameter value will be sent only when the device is tampered
22	HBSS	15	RFP page number 78, Clause 7.0, Device to backend communication mechanism, point 7 and Point 10	Ensure the security and privacy of the data is maintained in accordance with applicable laws of various authorities	Does the purchaser want the data to be encrypted?	Bidder has to ensure that the data is passed to the central server as per the specifications given in the Annexure E

23	HBSS	16	RFP page 86, Point G	In case of emergency, the system shall have a provision to send the alert message to the control center at the same time the alarm siren should be such that it should attract attention from local crowd	Is Alarm siren required? If yes, then who will bear the cost of the siren? If the bidder has to do it, how will the cost of the alarm siren be included in the financial bid?	Has to be included in the Device Cost
24	iTriangle Infotech	1			Request to allow the companies which have not participated in the EOI	Retained as per RFP
25	iTriangle Infotech	2			Request to allow consortium	Kindly refer Ammended EOI Consortium is allowed
26	iTriangle Infotech	3			EMD : In all the Central Govt, State govt and Public Sector units tender, the exemption for payment is allowed for the units registered with MSME/NSIC to encourage Micro and Small units. Kindly requested to provide EMD exemption for the units registered with MSME/NSIC	Exemption will be considered on submission of NSIC certificate
27	iTriangle Infotech	4			Payment Terms : There is no clarity on the payment terms, requested to provide the same.	the vehicle owner shall pay the cost of the device directly to the empanelled vendor on successful installation of the same
28	iTriangle Infotech	5			Functional ,Performance & Durability Test : All the test are completed by testing agency during certification. Whether GEL intends to do the retesting?	GEL /DoT reserves the right to re-test any device .
29	Pulsar Technologies (India) Pvt Ltd	1			is there any exemption for NSIC registered and SME registered entities/companies from payment of EMD?	Exemption will be considered on submission of NSIC certificate
30	Pulsar Technologies (India) Pvt Ltd	2			in case there is an exemption/concession from payment of EMD, in consortium if either of the party is holding the above registrations is sufficient or the consortium entity should have the registration?	Exemption will be considered only on submission of NSIC certificate by both the consortium Partners
31	R.C. Edwards & Co. Pvt. Ltd	1	On page- 5	- Earnest Money deposit of Rs.50,00,000/-(Rs. Fifty Lakhs) is mentioned	At what point does this amount have to be paid?	Along with RFP submission
32				- Earnest Money deposit of Rs.50,00,000/-(Rs. Fifty Lakhs) is mentioned	Can it be paid by means of a bank guarantee	Mode and method of payment is clearly mentioned in the EOI document and the Technical Bid format, please refer.

33				- Earnest Money deposit of Rs.50,00,000/-(Rs. Fifty Lakhs) is mentioned	Is the EMD be paid by all parties together with the bid or only by the successful who will be empanelled?	EMD has to be paid by all bidders submitting the RFP
34				- Earnest Money deposit of Rs.50,00,000/-(Rs. Fifty Lakhs) is mentioned	If GEL/DOT is not directly procuring the units then the EMD amount appears to be high. Please consider reducing the EMD amount or Guarantee the sale of a specific number of units and make the EMD proportional to that number	Refer Corrigendum I of RFP
35			Page 19 Para -C:-	Payment of security deposit	How will the estimated value of the order to be worked out in absence of the quantity?	The value of the order is estimated based on the quantity supplied by the L1 and remaining quantity based of vehicles remaining to be fitted after the L1 exclusive supply period is over. For L1 bidder the estimated value will be worked out considering 50% order value will be supplied by L1
36				PENALTY CLAUSE	Penalty is too High:	Retained as per RFP
37				PENALTY CLAUSE	Vehicle with device should be produced at the service centre on a working day during working hours. Minimum time should be at least 72 hours as in some cases seals will require to be broken and meter will have to be re-stamped. Also sufficient time should be allowed to re-test the device at the service centre	Retained as per RFP
38				PENALTY CLAUSE	Warranty will be void of the device has been misused or tampered with or damaged in any way	Warranty will be void if the device is physically damaged

39	ROSMERTA AUTOTECH PVT LTD	1	RFP Page 14, Clause xxiii	DOT/GEL reserves the right to test the samples of "the device" submitted by the bidder as a POC and get it tested.	<p>Nowhere we are ensuring that the integrated device which will be fitted in Taxis will be AIS-140 compliant.</p> <p>It may be noted AIS-140 compliance is not at a component level but for a complete device including its tests for device enclosure and ruggedness and specific guideline for fitment of multiple emergency buttons. Merely using GPS components of a certified GPS device doesn't make the installation of this device AIS-140 compliant.</p> <p>In current RFP seeking AIS-140 certificate for device X and actual supply is being made for Device Y would face challenges and may end up loosing the objective of having single AIS-140 compliant devices. Also there is strong chances of getting into dispute, as the integrated device will neither be AIS 140 compliant nor an integrated device in true sense, and there are chances of the project being put at abeyance.</p> <p>Remark : Objective of GPS integrated fare meter is to have fare data charged by the meter is also available at the back end along with GPS data. Please include protocols like "Trip Start", "Trip End" and "OTA Fare upgradation", All GPS based fare meter has this function but this is completely missing in EOI & RFP. These needs to be defined in protocol section.</p> <p>The selection of vendor must be post submission of AIS-140 certificate of the integrated device (excluding metering components like printer) and sample for POC. The certificate must have AIS-140 certification for the same model & make which will be actually supplied.</p> <p>To achieve the same, we request you to kindly give extension for RFP submission with final integrated and tested device dully certified as AIS-140 and alongwith test</p>	<p>AIS 140 standards pertain to GPS/GPRS device with Panic button. Therefore it is required that the GPS/GPRS device in the integrated Device must be AIS-140 compliant.</p> <p>Additionally the device as a whole should meet al requirements of the scope.</p> <p>protocols like "Trip Start", "Trip End" were already a part of the specification in EOI and "OTA Fare upgradation", has been included through Corrigendum II of RFP</p> <p>Request for Extension of RFP Submission : Retained as per RFP</p>
40		2	RFP Page 25, Annexure A	2) Technical compliance certificate	<p>The acceptance of compliance from ANY NABL ACCREDITED LAB will lead to inclusion products which are not at par. Also the CMVR 126 recommends the specified labs only for testing of compliance.</p> <p>Remark : We strongly recommend that Compliance certificates from any one of the agencies namely ARAI/ICAT/IIP/CIRT only to be accepted. Kindly remove "any NABL accredited" and include only those allowed as per CMVR 126.</p>	Refer Corrigendum II of RFP

41		3	RFP,Page: 40, Clause 3.1.1.22	Device shall be dust, temperature, vibration, water splash resistant, IP 65/IP 54 rated or better, tamper proof as per Section 6.	<p>For accommodating fare meter components like printer/display some of the specification of AIS-140 needs to be diluted (example AIS-140 is IP-65 and here you are allowing IP54 as per metering industry standard)</p> <p>Similarly the testing guidelines like Salt Spray test (refer RFP page no 68, point 6), Vibration test (Page 63), Damp Heat test (Page-67), which is as per AIS-140 also may need to be diluted for “the device ” with LCD display and thermal printer.</p> <p>DOT/GEL need to evaluate whether and how such dilution will be certified as AIS-140 compliant by the test agencies</p> <p>Remark : The device is a single unit as defined in the EOI/RFP and these tests can't be conducted on component levels. It may be noted AIS-140 compliance is not at a component level but for a complete device including its tests for device enclosure and ruggedness and specific guideline for fitment of multiple emergency buttons. Merely using GPS components of a certified GPS device doesn't make the installation of this device AIS-140 compliant.</p> <p>The selection of vendor must be post submission of AIS-140 certificate of the integrated device (excluding metering components like printer) and sample for POC. The certificate must have AIS-140 certification for the same model & make which will be actually supplied.</p> <p>To achieve the same, we request you to kindly give extension for RFP submission with final integrated and tested device dully certified as AIS-140 and alongwith test certificate.</p> <p>In current RFP seeking AIS-140 certificate for device X and actual supply is being made for Device Y would face challenges and may end up loosing the objective of having single AIS-140 compliant devices. Also there is strong chances of getting into dispute, as the integrated device will neither be AIS 140 compliant</p>	<p>AIS 140 standards pertain to GPS/GPRS device with Panic button. Therefore it is required that the GPS/GPRS device in the integrated Device must be AIS-140 compliant. Additionally the device as a whole should meet all requirements of the scope.</p> <p>Request for Extension of RFP Submission : Retained as per RFP</p>
42		4	RFP Page 45, Clause 4.0	Communication Protocol	<p>The DATA FRAME FORMAT does not include the fare parameters TRIP START, TRIP END, FARE XXXX.XX in Rs and Ps, WAITING CHARGES XX.XX In HH.MM, and WAITING CHARGES XXXX.XX in RS and Ps.</p> <p>Considering the metering applications the protocol needs to be modified to accommodate the metering parameters; TRIP START, TRIP END, FARE , WAITING TIME and WAITING Charges.</p>	These Parameters have been defined in the Specifications

43		5	RFP Page 40, Clause 3.1.1.21	Cellular module and embedded SIM/UICC shall support SMS, Data and multiple network OTA switching (on demand/automatic capabilities).	We recommend that this be amended as- Cellular module and embedded SIM/UICC shall support SMS, Data and support multiple network OTA switching (The Compliance of AIS-140 shall be mandatory. In case the department of Telecommunications releases a policy on M2M and Embedded SIM before the RFP submission stage, the provisions of the DoT Policy and ASI-140 shall both be applicable).	In case, the approval for multiple network OTA switching is not given by DOT (Department of Telecommunication) until the RFP submission stage then DOT/GEL reserves the right for compliance). This clause has been added in the EOI document at the same point.
44		6	RFP Annexure E, Page 86	Specifications of overhead display	Roof Light dimensions are not practical and needs to be amended for better visibility. The dimensions should be amended considering alphabet height of 3.5 cm minimum, and alphabet width of 2.5 cm minimum, and alphabet spacings of 0.5 cm.	Refer Corrigendum II of RFP
45	Sansui Electronics Pvt Ltd	1			The no of service centres needs to be operated at GOA.	12
46	Sansui Electronics Pvt Ltd	2			Approval form DOT (Directorate of Transport) . We don't have any procedure or format for the same.	Query Not Clear
47	Sansui Electronics Pvt Ltd	3			Approval from Legal Metrology . No such Provision is been given .	Query Not Clear
48	Sansui Electronics Pvt Ltd	4			In addition to that , we would like to discuss the cost effectiveness and operating efficiency related points with the tender execution team being an eligible OEM.	A Prebid Meeting was held and the same could have been raised.
49	Sansui Electronics Pvt Ltd	5			. Is we needs to get it approved such authorises prior to the tender submission or prior to the supply.	Details given in Eligibility Criteria requirements.

50	Shefali Saini	1			1. SD will be calculated on which price? Calculation of SD will be on how many units ?	The value of the order is estimated based on the quantity supplied by the L1 and remaining quantity based of vehicles remaining to be fitted after the L1 exclusive supply period is over. For L1 bidder the estimated value will be worked out considering 50% order value will be supplied by L1
51	Shefali Saini	2			What is the tender value.	Refer RFP Document
52	Shefali Saini	3			Price bidding to be quoted for one unit ?	Refer Financial Bid Format of RFP
53	Smart Technology Systems	1			Is the device you propose are single device with built in GPS tracker unit or Taximeter separate and VTS separate with panic button ?	Single Integrated Device with Overhead Display Board Integration
54	Smart Technology Systems	2			Taximeter as such is model approved by the Ministry of consumer affairs department government of India and it does not cover the GPS trackers	Query Not Clear
55	Smart Technology Systems	3			Can we use taximeter separate and GPS tracker with Panic button separate ?	Has to be a single integrated device
56	Smart Technology Systems	4			Can we use the ARAI approved device from third party supplier and produce the ARAI certification of the same company along with our application ?	You can bid in consortium but the device should be a single integrated device
57	Smart Technology Systems	5			Page No. 63 of the document says the tracking device should be IP65, that means you are looking for separate devices and not inbuilt unit. Can you clarify this.	Has to be a single integrated device
58	Smart Technology Systems	6			Taximeter with inbuilt thermal printer and auxiliary GPS tracker with ARAI approval is the ideal solution.	Query Not Clear
59	Unominda	1	Page No. 5 / Mode of Transfer of EMD	Earnest Money Deposit: Rs. 15,00,000/- Mode of Payment: ePayment Only	Earnest Money Deposit Rs. 15,00,000/- can also be deposited in the form of Bank Guarantee / ePayment.	Please Refer RFP Document for mode and method of payment of EMD
60	Unominda	2		General	After the Selection of Successful Bidder, Who will release the order to the Bidder?	The individual Vehicle owners
61	Unominda	3		Payment	Who will make the Payment to the Successful Bidder after installation of Device?	The individual Vehicle owners

62	Unominda	4		General	Above cited tender for the already running vehicles or for the New Vehicles Kindly Clarify.	Already running and new vehicles
63	Unominda	5	Page No. 12 & Price Bid Evaluation		Kindly share the Vehicle wise List for the each RTO, which will come to the RTO for the Fitness Purpose, so that we can Plan the Manpower accordingly.	Will be shared with empanelled vendor
64	Unominda	6	Page No. 9 & Scope of Work of GEL	Scope	Data Center for the Storage of Data is in the Scope of GEL, Kindly Clarify.	Yes Data centre for the CTRS
65	Unominda	7	Page No. 85 & Supply, Installation and Commissioning of "The Device".	The Successful bidder at his own cost will identify the space and get approval from DOT for the "Installation and Service Center" of located across the state of Goa.	As per our understanding Monthly Rental for the space at Each of the 12 RTO's including Electricity Bill of Space, Personal Computer, Manpower, Printer is in the Scope of Bidder, kindly Clarify.	Yes
66	Unominda	8	Page No. 9 & Sr No. 3 of Financial Bid	Yearly warranty and maintenance (*). Cost of AMC for one year	As per our understanding Successful bidder will get the Warranty & maintenance Charges after one year from the installation. Kindly Clarify.	Yes will get from the individual Vehicle owner
67	Unominda	9	Page No. 29 & Clause H of Financial Terms	Cost of AMC as stated at Sr. No. 3 for the 1st year would be carried forward for the lifetime of the device with an annual maintenance of 8% of the stated cost per year.	Kindly provide more information.	Kindly refer detailed scope of work for maintenance and support
68	Unominda	10	Page No. 29 & Clause i of Financial Terms	The yearly warranty and maintenance charges quoted by the bidder for the service should include GEL processing fees of Rs. 50/- (taxes exclusive) per device per month and will have to be paid to GEL by the bidder for the complete operational lifetime of "The Device" covered under AMC by the bidder	Bidder has to consider the GEL Processing in Sr No. 2 or Sr No. 3 of Financial Format Kindly Clarify. As per our understanding GEL Processing Fee will applicable from the first month of installation of Device Kindly Clarify.	Yes
69	Unominda	11		General Clause	As the department have Technical / Quality Concerns for the above said Project, Valid CMMI Level III Should be mandatory for the bidder	Retained as per RFP