Tender Name "DESIGN, MANUFACTURE, SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF AUTOMATED FARE COLLECTION SYSTEMS OF AHMEDABAD METRO RAIL PROJECT PHASE-1"						
Tender Name "DESIGN, MANUFACTURE, SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF AUTOMATED FARE COLLECTION SYSTEMS OF AHMEDABAD METRO RAIL PROJECT PHASE-1" **Clarification to Queries received From 17.11.2016 to 30.11.2016, Clarifications (Set-3), dated: 03-12-2016**

| Tender Notification No: MEGA/S&T/AFC-01 | IFB No. MEGA/S&T/AFC-01 |

S.No	Part No./Section	Clause No.	Page No.	Tender Conditions	Tenderer's query	MEGA's Clarifications / Response
1	Part2/Section VI	-	-	-	There appears to be a mistake in as much that paras 5.3.2.44 and 5.3.2.45 do not appear under para 5.3.2, instead they have been placed in para 5.3.6 between 5.6.21 and 5.6.22.	Yes, Your understanding is correct. This is Typographical/Formatting error. However, contents of the paras form Employer's requirement. Clause nos. remains un changed.
2	Part2/Section VI	5.3.2.45 (iii)	PS-177	The Contractor shall liaise with Bank for Credit/debit card operations, EMV, other payment wallets, NCMC and CCHS etc.	Meaning of the abbreviation NCMC is not given in the "List of Abbreviation". Please provide the full form of the same. Also please provide the Standards governing NCMC. Alternatively please delete the reference to NCMC as the contractor can not be expected to confirm compliance to a Standard which is not defined in an authenticated manner.	NCMC stands for 'National Common Mobility Card'. Minimum Standards & Specifications of NCMC are available on website of Ministry of Urban Development, Govt. of India (http://moud.gov.in/division_work_allocation/urbantransport/mobilitycard). It is clarified that the successful bidder shall liaise with relevant government agencies and industry regulatory bodies to ensure the complete functionality of the same not only to meet Employer's requirements but also to comply with the relevant laws, guidelines and regulations, e. g. RBI & NPCI guidelines, Commercial Bank regulations, etc.
3	Part2/Section VI	5.1.6.39 (r) (viii)	PS-94	The banknote recycler unit shall also be equipped with banknote loader mechanism. AFC Vendor shall submit alternate proposals viz, i) TVM equipped with banknote recycler mechanism & ii) TVM equipped with banknote acceptor mechanism without banknote recycle feature.	As far as we know there is only one supplier who complies with the conditions of recycler unit equipped with bank note loader mechanism. Thus this condition restrict competition and the integrator has to factor in for higher price. Apart from this there technical issues also in using loader mechanism. We request that bid need to be constraint .... mechanism and the choice is left to the	It is clarified that Banknote handling facilities shall have loader mechanism which can provide required functionality even without separate loader unit. Bidder may propose his design as per Employer's requirement. Tender condition prevail.
4	Part2/Section VI	5.1.6.39 (p) (ii) Table 5.2	PS-93	Banknote Cash Box capacity: 2000	Bank note cash box capacity of 2000 notes is not readily available in the market. We request you to amend this clause as "Banknote Cashbox - Minimum Capacity 1000".	Please refer sl. no. 01, addendum no. 03 dated 25.11.2016.
5	Part2/Section VI	5.1.6.39 (r) (ii)	PS-93	The Banknote validators shall be configured to accept all current Banknotes up to and including Rs 1000 and shall be used to check the validity of banknotes inserted by the user into the TVM;	To avoid OEM specific situations we request you for the amendment in this clause as: ".......The Banknote validators shall be configured to accept all current Banknotes up to and including Rs 500 and shall be used to check the validity of banknotes inserted by the user into the TVM". This will allow MEGA to get price competitive advantage in pre and post sales service considering the market competition.	Please refer clause no. 5.1.6.10 (PS-81) and clause no. 5.1.8.10 (PS-99). It is clarified that Banknote validators shall be configurable to accept up to any 6 types of bank notes out of the prevailing denominations from time to time.
6	Part2/Section VI	5.1.6.30 (xii)	PS-84	The TVM enclosure shall be a minimum of IP54 except for functional opening slots such as banknote slots which shall be IP43 minimum.	We request you to please amend this clause as "The TVM enclosure shall be a minimum of IP54 except for functional opening slots such as banknote slots which shall be IP33 minimum." for accommodating/accepting banknotes smoothly considering Indian banknote conditions".	Tender conditions prevail.
7	Part2/Section VI	5.1.1.4.6 6.13.4.1	PS-45 PS-201	-	Standard servers from known providers as HP, DELL are not fit to work with an external temperature of 40^{0}C during a long time as 2 Hours. Please kindly confirm in such situation that we can decrease server performance to limit overheating.	Your understanding is not correct. Standard servers are compliant to these requirements. Tender conditions prevail.
8	Part2/Section VI	5.1.7 (b)	P5-53	-	Kindly confirm if a mechanism that forbid to enter a token in the exit slot in case it is not valid (like a shutter) instead of return cup can fulfil the requirement.	Tender conditions prevail.
9	Part2/Section VI	5.1.20 (j)	PS-66	-	Kindly confirm that what is named "Capture bin" is in fact "Smart Token Container" as in previous requirements.	Yes, Your understanding is correct.
10	Part2/Section VI	5.1.4.19 (x)	PS-73	-	Kindly confirm that RS232 ports is not needed if all peripherals are connected through USB port.	Tender conditions prevail.
11	Part2/Section VI	5.1.8.18	PS-100	-	Kindly confirm that there is no change on RCT.	Yes, Your understanding is correct. RCM is not required to dispense change. Please refer clause no. 6.4.4 (PS-183), Table 6.2 (PS-184).
12	Part2/Section VI	5.1.8.18	PS-100	-	Kindly confirm that to have different set of keys to open RCT and to remove BNR Cash Box fulfil requirement as it permits to differentiate access to RCT and access to cash.	Required cash safety shall be ensured by means of different keys for different modules of bank note recycler. Bidder to propose his technical solution to meet the Employer's requirement. Tender conditions prevail.

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13	Part2/Section VI	5.1.9.1	PS-101	-	As Cash Box are emptied every day for money counting reason, could you confirm if a 1400 notes Cash Box capacity is enough.	Please refer sl. no. 01, addendum no. 03 dated 25.11.2016.
14	Part2/Section VI	5.1.13.3	PS-109	-	As it is indicated that there is direct mode for exchange of data, could you confirm that GPRS is needed and in positive case what will be usage of GPRS connection? In positive case, kindly confirm that SIM Card delivery and associated costs are not in scope of AFC provider.	No, Your understanding is not correct. The PCD shall have connectivity to SCU/CC through GPRS/SIM (wireless media) and also through direct mode for exchange of data. The use of GPRS/SIM (wireless media) is to exchange the data between PCD and SCU/CC without any physical connection (wireless) from the remote locations, e. g. Metro stations, tunnels, etc. It is clarified that delivery of SIM card/wireless media and its associated cost till its handover to MEGA shall be born by successful bidder as part of this contract. Any cost for the period after the item is handed over shall be born by MEGA. Tender conditions prevail.
15	Part2/Section VI	5.1.14	PS-110	-	As extreme minimum temperatures in Ahmedabad is 15^0C. Kindly confirm that start operating temperature at 5^0C fulfil the requirement.	Tender conditions prevail.
16	Part2/Section VI	5.1.14	PS-110	-	Kindly confirm if a contactless reader which is a separate unit as printer can fulfil the requirement.	No, Your understanding is not correct. Tender conditions prevail.
17	Part2/Section VI	5.2.6.1 (viii)	PS-118	-	Kindly confirm that aim of this requirement is that AFC service to passenger should remain available even with hardware problem on SCU.	No, Your understanding is not correct. The system shall be provided with redundant architecture to avoid disruption in AFC services due to Single point of Failure instead of service to passenger. Tender conditions prevail.
18	Part2/Section VI	5.2.6.2 (i)	PS-119	-	Kindly confirm that in case of power failure, information will be send through network to indicate it to all servers.	Query is not clear. However, in case of power failure, information of all other AFC equipment's will be sent to OCC AFC server through network. Tender conditions prevail.
19	Part2/Section VI	5.2.6.2 (i) 5.3.2.18	PS-119 PS-128	-	Kindly confirm that UPS is not provided by AFC Contractor.	Yes, Your understanding is correct. Please refer Appendix A7 (PS-327). Tender conditions prevail.
20	Part2/Section VI	5.3.2.25 (vi)	PS-129	-	Kindly confirm that these functions are in scope of CCHS option.	Yes, Your understanding is correct. Tender conditions prevail.
21	Part2/Section VI	5.3.2.27 (vii)	PS-130	-	Kindly confirm that NAS to make backup fulfil the requirement.	Tender conditions prevail.
22	Part2/Section VI	5.3.6.1	PS-145	-	Kindly confirm that interface with SAP will be made through exchange of text files.	Yes, Your understanding is correct. Bidder shall interface with the SAP provider. Exchange of files will be in text form, e. g. Microsoft Excel format, PDF, HTML, Graphical, etc. as per Employer's requirement. Tender conditions prevail.
23	Part2/Section VI	5.3.2.33 (vii) 13.8.7	PS-135 PS-277	-	Software Code source will be submitted in an escrow. Kindly Confirm.	This shall be decided at an appropriate stage during implementation with the successful bidder.
24	Part2/Section VI	5.1.4.19 (ii)	PS-73	TOM Hardware Requirements: 17" LCD Monitor with touch screen interface	As per our experience, through touch interface will slow down TOM agent's activity and delay passenger flow. Thales recommends interface through mouse and keypad and non touch screen display. Kindly confirm.	Tender conditions prevail.
25	Part2/Section VI	6.13.3 (1)	PS-200	-	Kindly confirm that this requirement applies to manufactured equipment but not to Standard COTS as servers and standard computers (standard computers elements are not IP52).	Tender conditions prevail.
26	Part2/Section VI	6.13.3 (1)	PS-201	-	As extreme maximum temperature in Ahmedabad is 46^0. Kindly confirm that 70 degrees is not an operating temperature but a storage temperature.	No, Your understanding is not correct. Quoted clause no. 6.13.3 (1) is not relevant to the query. Relevant clauses are clause nos. 6.13.4.1 & 6.13.4.3. Tender conditions prevail.

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27	Part2/Section VI	5.1.7.1	PS-98	-	Considering the MCBF requirement given at 40,000, which seems to be about 4 times the standard figure for TVM equipped with banknote acceptance and recycling function, can you please give the operational conditions under which this performance will be checked?	Tender conditions prevail. Operational conditions are all types of functionalities as mentioned under clause no. 5.1.6 (PS-81).
28	Part2/Section VI	5.1.9.1	PS-101	-	Considering the MCBF requirement given at 40,000, which seems to be about 4 times the standard figure for RVM equipped with banknote acceptance and recycling function, can you please give the operational conditions under which this performance will be checked?	Tender conditions prevail. Operational conditions are all types of functionalities as mentioned under clause no. 5.1.8 (PS-99).
29	Part3/Section IX	-	CF-16 & CF-19	-	If one of the members of the tenderer consortium is an independent entity, i. e. which does not belong to a group, what type of guarantee must be produced by that entity?	An independent entity that does not have a parent company is not required to submit the form CF-16 and CF-19.
30	Part2/Section VI	5.1.6.39 (r) (viii)	PS-94	The banknote recycler unit shall also be equipped with banknote loader mechanism. AFC Vendor shall submit alternate proposals viz. i) TVM equipped with banknote recycler mechanism & ii) TVM equipped with banknote acceptor mechanism without banknote recycle feature.	There is only 1 supplier to comply with this condition at this stage in India and so it is difficult to quote the best price. Apart from commercials there are technical drawbacks of using loader mechanism too, which are mentioned as below. ● Notes are not validated before inserting into loading cassette, so poor quality notes and counterfeit notes can be inserted, checked when utilized and re-inserted in the cashbox. ● Each bill from loading cassette has to be validated adding approximately 4.1 seconds per bill. If different denomination inserted, bills from loading cassette will be sent in the cashbox until proper note is found leading to inefficient use of float. ● Due to long transport path from Loader to validating Head and from Validating head to Recycling cassette jam possibilities increases, as it is manually inserted banknotes Human error of improper feeding has higher chances. ● Again it is friction based bank note storage & Pickup, which is a poorer reliability especially for Indian Bank Notes. ● Feeding loader onsite is also a security threat. Hence we request you to delete these sentence to avoid OEM specific situation.	It is clarified that Banknote handling facilities shall have loader mechanism, which can provide required functionality even without separate loader unit. Bidder may propose his design as per Employer's requirement. Tender conditions prevail.
31	Part2/Section VI	5.1.6.39 (p) (ii)	PS-93	Banknote Cashbox – Minimum Capacity 2000	Since Banknote Cashbox capacity of 2000 notes is not available with any of the 2 OEMs in the market, we request you to amend this clause as "Banknote Cashbox - Minimum Capacity 1000".	Please refer sl. no. 01, addendum no. 03 dated 25.11.2016.
32	Part2/Section VI	5.1.6.39 (r) (ii)	PS-93	The Banknote validators shall be configured to accept all current Banknotes up to and including Rs 1000 and shall be used to check the validity of banknotes inserted by the user into the TVM	There are only 2 OEMs in the market who provide Cash Acceptor/Recycler solutions, however to avoid OEM specific situation we request you for the amendment in this clause as "The Banknote validators shall be configured to accept all current Banknotes up to and including Rs 500 and shall be used to check the validity of banknotes inserted by the user into the TVM." This will allow us as well as MEGA to get price competitive advantage in pre & post sales service considering the market competition.	Please refer clause no. 5.1.6.10 (PS-81) and clause no. 5.1.8.10 (PS-99). It is clarified that Banknote validators shall be configurable to accept up to any 6 types of bank notes out of the prevailing denominations from time to time.
33	Part2/Section VI	5.1.6.30 (xii)	PS-84	The TVM enclosure shall be a minimum of IP54 except for functional opening slots such as banknote slots which shall be IP43 minimum.	We request you to please amend this clause as "The TVM enclosure shall be a minimum of IP54 except for functional opening slots such as banknote slots which shall be **IP33 minimum** for accommodating/accepting banknotes smoothly considering Indian banknote conditions".	Tender conditions prevail.