

Maharashtra Metro Rail Corporation Limited
(A Joint Venture of Govt. of India and Govt. of Maharashtra)

Clarification – 1

Tender No. N2-059/AFC-03/2025, Dated 03/07/2025

Name of Work: - Design, Supply, Installation, Testing and Commissioning of open loop EMV NCMC card and QR based Automatic Fare Collection (AFC) system along with CAMC for Nagpur Metro Rail Project Phase-II.

Tender No: - N2-059/AFC-03/2025

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1.	Part I Section-I: Instructions to Bidders	35.5	36 of 162	An Abnormally Low Bid is one where the Bid price, in combination with other elements of the Bid, appears so low that it raises material concerns as to the capability of the Bidder in regards to the Bidder's ability to perform the Contract for the offered Bid Price.	Kindly define the range for a bid to be classified as an abnormally low bid. Eg. X% or more below the estimated value.	Tender Condition Prevail
2.	Part I Section-I: Instructions to Bidders	35.5	36 of 162	In the event of identification of a potentially Abnormally Low Bid, the Employer shall seek written clarifications from the Bidder, including detailed price analysis of its Bid price in relation to the subject matter of the contract, scope, proposed methodology, schedule, allocation of risks and responsibilities and any other requirements of the Bidding document. After evaluation of the price analyses, in the event that the Employer determines that the Bidder has failed to demonstrate its capability to perform the Contract for the offered Bid Price, the Employer shall reject the Bid.	Kindly clarify what if the Employer determines that the bidder has succeeded to demonstrate its capability to perform the contract for the offered abnormally low bid price, will such an abnormally low bid be accepted in that case?	Tender Condition Prevail

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3.	Part I Section-I: Instructions to Bidders	37.2 Qualification of the Bidder	37 of 162	The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB 17.1.	ITB 17.1 is referred, but no ITB 17.1 is listed in the ITB table. Request for listing the ITB 17.1	Please refer Part-1 Section-I: Instruction to Bidders for Clause 17.1,
4.	Part I Section-I: Instructions to Bidders	Bank Guarantee Validity		BG to be valid for 45 months	Kindly confirm if BG needs to be extended periodically post implementation or a fresh BG will be required at CAMC stage.	Please refer Part-3 Section IX: Particular Conditions of Contract Particular Condition Part-A Contract Data, Clause 4.2 & Particular Condition Part-B-Special Provisions, Clause 4.2.1 & 4.2.3
5.	Part I Section-I: Instructions to Bidders	—	—	—	There is no mention of an abnormally high bid. Kindly clarify what if the L1 bidder is certain % above the estimated value? Will the L1 bidder be still awarded the tender? Kindly define the maximum % to be considered above the estimated value for the L1 bidder to be awarded the tender	Tender Condition Prevail
6.	Part I Section II: Bid Data Sheet	Eligibility Criteria – JV Participation	NIT	Maximum 2 partners allowed in JV	Dose Outsourcing considered without having a JV. Also please confirm if a consortium with 3 members (including a local system integrator and OEM partner) is allowed, considering scope includes back office, validators, and EMV-level compliance.	Refer Section-IX, PCC, Part A clause 4.4(a) for subcontracting of work. Also refer clause Part 1, Section II, BDS clause ITB 4.1 for JV/Consortium formation and Section -III for evaluation & qualification criteria

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7.	Part I Section II: Bid Data Sheet	ITB 20.2	53 / 1304	iv. The online bid shall be submitted by using Digital Signature Certificate (DSC) of authorized POA of bidder detailed at (i),(ii) & (iii) above	We understand that an individual holding a valid Digital Signature Certificate (DSC) within the company may authorize another person to act as the "Authorized Signatory" for the purpose of bid submission. Furthermore, we believe that a Board Resolution, along with a Power of Attorney, would be considered adequate as documentary evidence in support of such authorization. Kindly confirm the above understanding.	Please refer Corrigendum-4: Sl.No.-16
8.	Part I Section II: Bid Data Sheet	E. Evaluation, and Comparison of Bids ITB 29.1.1 (Additional Para)	59 / 1304	ii. The complete bid document including all corrigendum/ addendum/ clarifications issued time to time, prior to the submission of bid should be agreed by bidder and all required enclosures should be uploaded on the e-tender https://mahatenders.gov.in through digital signature of bidders or through Digital Signature (DSC) of authorized representative of all member of a JV/Consortium	We understand that an individual holding a valid Digital Signature Certificate (DSC) within the company may authorize another person to act as the "Authorized Signatory" for the purpose of bid submission. Furthermore, we believe that a Board Resolution, along with a Power of Attorney, would be considered adequate as documentary evidence in support of such authorization. Kindly confirm the above understanding.	Please refer Corrigendum-4: Sl.No.-17
9.	Part I Section II: Bid Data Sheet	ITB 35.2	60 of 162	Replace existing ITB 35.2 as below: For evaluation of Price Bid, the employer shall consider the price bid submitted by the bidder making corrections for errors, if any, pursuant to ITB 31.2 above only. Price variation clause will not be considered for financial evaluation.	ITB 31.2 is referred, but no ITB 31.2 is listed in the ITB table. Request for listing the ITB 31.2	Please refer Part-1 Section-I: Instruction to Bidders for Clause 31.2,

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10.	Part I Section II: Bid Data Sheet	ITB 39.1	60 of 162	Replace the existing ITB 39.1 with the following: Subject to ITB 38.1 and ITB 39.2, the Employer will award the Contract to the Bidder whose Bid has been determined to be substantially responsive to the Bidding Documents and who has offered the Lowest Evaluated Bid Price, and whose offer is balanced in terms of ITB 35.6, provided that such Bidder has been determined to be eligible and qualified in accordance with	ITB 38.1 is referred, but no ITB 38.1 is listed in the ITB table. Request for listing the ITB 38.1	Please refer Part-1 Section-I: Instruction to Bidders for Clause 38.1,
11.	Part I Section-III: Evaluation and Qualification Criteria	3.1 (a) Financial capabilities (cash flow)	76 of 162	Financial capabilities (cash flow) of INR 7.45 crores	The financial capability of the bidder asked for the project is too less. We suggest the financial capability of the bidder should be at least 20% of the estimated cost of the proposed work i.e. atleast INR 31 crores for only those sound bidders to bid who can successfully implement and execute the project.	Tender Condition Prevail
12.	Part I Section-III: Evaluation and Qualification Criteria	3.1 (b) Bid Capacity	76 of 162	Required Bid Capacity is INR 40 crores Also, in the same clause: Note: 1. The available bid capacity should be more than the estimated cost of the proposed work. Available Bid Capacity= $2 \times A \times N - B$ Where, A = Maximum of the value of Turnover in any one year during the last 05 (five) financial years reckoned up to 31st March'2024	The Available Bid Capacity has contradicting statements. Kindly clarify if the required bid capacity should be INR 40 crores, or more than estimated cost of proposed work. We suggest the Required Bid Capacity should be at least 75% of the estimated cost of the proposed work i.e. atleast INR 115 crores for only those sound bidders to bid who can successfully implement and execute the project. Also, since we are towards the end of	Please refer Corrigendum-4: SI.No.-1

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					July 2025, we suggest to ask for financial year reckoned up to 31st March 2025.	
13.	Part I Section-III: Evaluation and Qualification Criteria	3.1 (b) Bid Capacity	76 of 162	<p>Required Bid Capacity is INR 40 CR. Evaluation of Bid Capacity: - The Bidders will be qualified only if their available bid capacity is more than the above stated required bid capacity as per Maha - Metro assessment. Available bid capacity will be calculated based on the following formula: Available Bid Capacity= $2 \times A \times N - B$ Where, A = Maximum of the value of Turnover in any one year during the last 05 (five) financial years reckoned up to 31st March'2024 (Updated to the price level of 31 March 2024 assuming 5% (for INR portion) and 2% (for foreign currency portion) inflation per year compounded annually) N = Number of years prescribed for completion of the present work (Excluding O&M) B = Value of existing commitments as on first day of the month of this Bid submission i.e. for ongoing works during the completion period of proposed work. Proportionate value will be taken if it falls during the financial year. Note: 1. The available bid capacity should be</p>	Kindly confirm what will be the value of N, is it no of years of commissioning or total years including O & M.	Completion period of 180 weeks stated in NIT will only be considered for value of N

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				more than the estimated cost of the proposed work. 2. A certificate issued from a Statutory Auditor certifying A and B value must be enclosed with the Technical bid. The certificate must be with UDIN		
14.	Part I Section-III: Evaluation and Qualification Criteria	3.1 (b) Bid Capacity	76 / 1304	Required Bid Capacity is INR 40 CR. Evaluation of Bid Capacity: - The Bidders will be qualified only if their available bid capacity is more than the above stated required bid capacity as per Maha - Metro assessment.	Both statements appear contradictory, as the estimated cost of the proposed work is INR 154 Crore, whereas the required bid capacity is specified as only INR 40 Crore. In view of this discrepancy, we respectfully request the authority to consider removing the said clause for clarity and consistency. "Note: 1. The available bid capacity should be more than the estimated cost of the proposed work. "	Please refer Corrigendum-4: Sl.No.-1
15.	Part I Section-III: Evaluation and Qualification Criteria	3.1 (b) Note 1	78 / 1304	Note: 1. The available bid capacity should be more than the estimated cost of the proposed work.	Both statements appear contradictory, as the estimated cost of the proposed work is INR 154 Crore, whereas the required bid capacity is specified as only INR 40 Crore. In view of this discrepancy, we respectfully request the authority to consider removing the said clause for clarity and consistency. "Note: 1. The available bid capacity should be more than the estimated cost of the proposed work. "	Please refer Corrigendum-4: Sl.No.- 1
16.	Part I Section-III: Evaluation and	3.1 (b) Bid Capacity	78 / 1304	A certificate issued from a Statutory Auditor certifying A and B value must	We request to amend the clause as follow as the amendment allows certification by either a Statutory Auditor	Tender Condition Prevail

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	Qualification Criteria			be enclosed with the Technical bid. The certificate must be with UDIN.	or a Chartered Accountant, both of whom are authorized professionals under Indian regulations to certify financial data. This provides flexibility to bidders while maintaining authenticity, especially for entities not mandated to appoint a Statutory Auditor. The requirement of UDIN ensures the certificate's validity and traceability. Hence, we request the authority to amend the said clause as: "A certificate issued from a Statutory Auditor/ <u>Chartered Accountant</u> certifying A and B value must be enclosed with the Technical bid. The certificate must be with UDIN."	
17.	Part I Section-III: Evaluation and Qualification Criteria	3.1 (b) Bid Capacity	76 of 162	Required Bid Capacity is INR 40 CR.Each Member -Must meet requirement as per their % share of participation in JV	Requested to relax this criteria for JV partner. Can this be ammended as anyone JV partner.	Tender Condition Prevail.Also refer refer Corrigendum-4: SI.No.- 1
18.	Part I Section-III: Evaluation and Qualification Criteria	3.1 (b) Bid Capacity	78 / 1304	A certificate issued from a Statutory Auditor certifying A and B value must be enclosed with the Technical bid. The certificate must be with UDIN.	We request to amend the clause as follow as the amendment allows certification by either a Statutory Auditor or a Chartered Accountant, both of whom are authorized professionals under Indian regulations to certify financial data. This provides flexibility to bidders while maintaining authenticity, especially for entities not mandated to appoint a Statutory Auditor. The requirement of UDIN ensures the certificate's validity and traceability. Hence, we request the authority to	Tender Condition Prevail

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					amend the said clause as: "A certificate issued from a Statutory Auditor/ <u>Chartered Accountant</u> certifying A and B value must be enclosed with the Technical bid. The certificate must be with UDIN."	
19.	Part I Section-III: Evaluation and Qualification Criteria	3.1 (b) Bid Capacity	76 / 1304	Required Bid Capacity is INR 40 CR. Evaluation of Bid Capacity: - The Bidders will be qualified only if their available bid capacity is more than the above stated required bid capacity as per Maha - Metro assessment. Available bid capacity will be calculated based on the following formula: Available Bid Capacity= $2 \times A \times N - B$ Where, A = Maximum of the value of Turnover in any one year during the last 05 (five) financial years reckoned up to 31st March'2024 (Updated to the price level of 31 March 2024 assuming 5% (for INR portion) and 2% (for foreign currency portion) inflation per year compounded annually) N = Number of years prescribed for completion of the present work B = Value of existing commitments as on first day of the month of this Bid submission i.e. for ongoing works during the completion period of proposed work. Proportionate value will be taken if it	Please refer Bid Capacity formula. Please refer definition of "B" which is "Value of existing commitments as on first day of the month of this Bid submission i.e. for ongoing works during the completion period of proposed work." This indicates we need to take current commitments in the financial year FY2025-26. While please refer definition of "A" which is Maximum of the value of Turnover in any one year during the last 05 (five) financial years reckoned up to 31st March'2024. So when we are taking value of "B" for current FY2025-26, we also need to take corresponding last five years up to FY2024-25 i.e. latest last financial year for maintaining proper data sanctity, otherwise Bid Capacity will project incorrect data. May we kindly request you to amend definition of "A" as Maximum of the value of Turnover in any one year during the	Please refer Corrigendum-4: Sl.No.- 1

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				falls during the financial year. Note: 3. The available bid capacity should be more than the estimated cost of the proposed work. 4. A certificate issued from a Statutory Auditor certifying A and B value must be enclosed with the Technical bid. The certificate must be with UDIN	last 05 (five) financial years reckoned up to 31st March'2025?	
20.	Part I Section-III: Evaluation and Qualification Criteria	3.1 (c) Net Worth	78 of 162	Net Worth: The minimum Net worth of Bidder ending 31st March'2024 shall be positive.	Since we are towards the end of July 2025, we suggest to ask for net worth ending 31st March 2025 to be positive.	Please refer Corrigendum-4: Sl.No.- 1
21.	Part I Section-III: Evaluation and Qualification Criteria	3.1 (c) Net Worth	78 / 1304	Note: Only the Statutory Auditor's certificate is required to be enclosed with the bid. The certificate must be with UDIN.	The amendment allows certification by either a Statutory Auditor or a Chartered Accountant, both of whom are authorized professionals under Indian regulations to certify financial data. This provides flexibility to bidders while maintaining authenticity, especially for entities not mandated to appoint a Statutory Auditor. The requirement of UDIN ensures the certificate's validity and traceability. Hence, we request the authority to amend the said clause as: "Note: Only the Statutory Auditor's/ <u>Chartered Accountant's</u> certificate is required to be enclosed with the bid. The certificate must be with UDIN."	Tender Condition Prevail

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22.	Part I Section-III: Evaluation and Qualification Criteria	3.1 (c) Net Worth	78	Financial Eligibility The minimum Net worth of Bidder ending 31st March'2024 shall be positive. Each Member: Must requirement	We request you to please modify as follows: Instead of Each Member, please allow any One Member to fulfil this requirement.	Tender Condition Prevail. Also refer refer Corrigendum-4: Sl.No.- 1
23.	Part I Section-III: Evaluation and Qualification Criteria	3.1 (c) Net Worth	78 / 1304	Note: Only the Statutory Auditor's certificate is required to be enclosed with the bid. The certificate must be with UDIN.	The amendment allows certification by either a Statutory Auditor or a Chartered Accountant, both of whom are authorized professionals under Indian regulations to certify financial data. This provides flexibility to bidders while maintaining authenticity, especially for entities not mandated to appoint a Statutory Auditor. The requirement of UDIN ensures the certificate's validity and traceability. Hence, we request the authority to amend the said clause as: "Note: Only the Statutory Auditor's/ <u>Chartered Accountant's</u> certificate is required to be enclosed with the bid. The certificate must be with UDIN."	Tender Condition Prevail
24.	Part I Section-III: Evaluation and Qualification Criteria	3.1 (d) Net Profit	79 of 162	Net Profit: The Bidder Must have made Net Profit before tax during any two of the last 5 financial years i.e. (FY 2019- 20, 20-21, 21-22, 22-23 & 23-24)	Since we are towards the end of July 2025, we suggest to ask for the Bidder Must have made Net Profit before tax during any three of the last 5 financial years i.e. (FY 2020-21, 21-22, 22-23, 23-24 & 24-25)	Please refer Corrigendum- 4: Sl.No.- 1
25.	Part I Section-III: Evaluation and	3.1 (d) Net Profit	79 / 1304	Note:1. The Statutory Auditor's certified summary sheet of each year	We request to amend the clause as follow as the amendment allows certification by either a Statutory Auditor	Tender Condition Prevail

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	Qualification Criteria			need to be enclosed with bid. The certificates must be with UDIN	or a Chartered Accountant, both of whom are authorized professionals under Indian regulations to certify financial data. This provides flexibility to bidders while maintaining authenticity, especially for entities not mandated to appoint a Statutory Auditor. The requirement of UDIN ensures the certificate's validity and traceability. Hence, we request the authority to amend the said clause as:"Note:1. The Statutory Auditor's <u>/Chartered Accountant's</u> certified summary sheet of each year need to be enclosed with bid. The certificates must be with UDIN"	
26.	Part I Section-III: Evaluation and Qualification Criteria	3.1 (d) Net Profit	79	Financial Eligibility Net Profit before Tax should be Positive for "Any Two Years" out of last five consecutive financial years. Each Member: Must requirement	<p>In reference to the financial eligibility requirements mentioned in the RFP, we observe that in most metro rail projects floated by other authorities such as DMRC, BMRCL, and CMRL, the criteria related to Profit After Tax (PAT) and Profit Before Tax (PBT) are generally not included. Instead, these authorities primarily consider parameters such as average annual turnover and net worth to assess the financial capacity of bidders.</p> <p>Given that international companies operate under different taxation structures and reporting standards, compliance with PAT/PBT criteria may not always align with local practices and may restrict competition unnecessarily.</p> <p>We therefore request the authority to kindly review this requirement and consider removing the PAT/PBT condition, and instead focus on turnover,</p>	Tender Condition Prevail. Also refer refer Corrigendum-4: Sl.No.- 1

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					net worth, or other conventional financial parameters, in line with established practices in other metro rail tenders.	
27.	Part I Section-III: Evaluation and Qualification Criteria	3.1 (d) Net Profit	79	Financial Eligibility Net Profit before Tax should be Positive for "Any Two Years" out of last five consecutive financial years. Each Member: Must requirement	We request you to please modify as follows: Instead of Each Member, please allow any One Member to fulfil this requirement.	Tender Condition Prevail. Also refer refer Corrigendum-4: SI.No.- 1
28.	Part I Section-III: Evaluation and Qualification Criteria	3.1 (d) Net Profit	79 / 1304	Note: 1. The Statutory Auditor's certified summary sheet of each year need to be enclosed with bid. The certificates must be with UDIN	We request to amend the clause as follow as the amendment allows certification by either a Statutory Auditor or a Chartered Accountant, both of whom are authorized professionals under Indian regulations to certify financial data. This provides flexibility to bidders while maintaining authenticity, especially for entities not mandated to appoint a Statutory Auditor. The requirement of UDIN ensures the certificate's validity and traceability. Hence, we request the authority to amend the said clause as: "Note: 1. The Statutory Auditor's <u>/Chartered Accountant's</u> certified summary sheet of each year need to be enclosed with bid. The certificates must be with UDIN"	Tender Condition Prevail
29.	Part I Section-III: Evaluation and Qualification Criteria	3.2 Average Annual Turnover	80 of 162	The minimum average annual turnover** within the last 3 years shall be INR 35.24 CR. Note: - 1. Last three years shall be (FY 21-22, 22-23 & 23-24)	The minimum average annual turnover asked from a bidder is too less for such a large project. We suggest the minimum average annual turnover should be at least 75% of the estimated cost of the proposed work i.e. atleast INR 115 crores for only those sound bidders to bid who can	Please refer Corrigendum-4: SI.No.- 1

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					successfully implement and execute the project. Also, since we are towards the end of July 2025, we suggest to ask for financial year reckoned up to 31st March 2025.	
30.	Part I Section-III: Evaluation and Qualification Criteria	3.2 Average Annual Turnover	82 / 1304	<p>Point no 3.2 Average Annual Turnover</p> <p>The minimum average annual turnover** within the last 3 years shall be INR 35.24 CR.</p> <p>Note: -</p> <p>1. Last three years shall be (FY 21-22, 22-23 & 23-24)</p> <p>2. In case of Companies, which follow Financial Year as Calendar Year (January to December), data for 2023 shall be treated as equivalent to the data of FY 2023-24 and so on.</p> <p>3. Statutory Auditor's certified summary sheet of audited balance sheet need to be enclosed with bid. The certificate must be with UDIN</p> <p>4. Copy of audited balance sheets also need to be submitted along with the bid</p>	<p>We request the authority to re-evaluate the turnover requirement and align it with standard industry practices by setting it at 80% of the estimated project value, which equates to approximately INR 123.44 Cr for this tender.</p> <p>This approach is firmly backed by CVC guidelines, which explicitly recommend that turnover criteria should not exceed 80% of the estimated project cost, to avoid unnecessary restrictions on capable and qualified bidders.</p> <p>Furthermore, precedents in comparable metro tenders, such as MMRDA's tenders like Tender No. CA-252 for Tender No. CA-252 for the AFC System for Mumbai Metro Lines 9 & 7A, Tender No. CA 242 for Mumbai Metro Line 5, Tender No. CA 237 FOR Mumbai Metro Line 4 AND 4A , Tender No. CA 238 for Mumbai Metro Line 6 , have applied more balanced and proportionate financial thresholds. Adopting a similar approach here will promote broader and fairer competition, without compromising on the financial robustness expected of participating firms.</p>	Please refer Corrigendum-4: SI.No.- 1
31.	Part I Section-III: Evaluation and Qualification Criteria	3.2 Average Annual Turnover	80 / 1304	<p>3. Statutory Auditor's certified summary sheet of audited balance sheet need to be enclosed with bid. The certificate must be with UDIN</p>	We request to amend the clause as follow as the amendment allows certification by either a Statutory Auditor or a Chartered Accountant, both of	Tender Condition Prevail

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					whom are authorized professionals under Indian regulations to certify financial data. This provides flexibility to bidders while maintaining authenticity, especially for entities not mandated to appoint a Statutory Auditor. The requirement of UDIN ensures the certificate's validity and traceability. Hence, we request the authority to amend the said clause as:"3. Statutory Auditor's <u>/Chartered Accountant's</u> certified summary sheet of audited balance sheet need to be enclosed with bid. The certificate must be with UDIN"	
32.	Part I Section-III: Evaluation and Qualification Criteria	3.2 Average Annual Turnover	80 & 81	The minimum average annual turnover** within the last 3 years shall be INR 35.24 CR. Note: 1. Last three years shall be (FY 21-22, 22-23 & 23-24) 2. In case of Companies, which follow Financial Year as Calendar Year (January to December), data for 2023 shall be treated as equivalent to the data of FY 2023-24 and so on. 3. Statutory Auditor's certified summary sheet of audited balance sheet need to be enclosed with bid. The certificate must be with UDIN 4. Copy of audited balance sheets also need to be submitted along with the bid.	Requesting to consider Financials for last 3 years ending 31st Mar 2025 i.e. Last three years shall be (FY 22-23, 23-24 & 24-25).	Please refer Corrigendum-4: Sl.No.- 1

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33.	Part I Section-III: Evaluation and Qualification Criteria	3.2 Average Annual Turnover	80 & 81	The minimum average annual turnover** within the last 3 years shall be INR 35.24 CR. Note: - 1. Last three years shall be (FY 21-22, 22-23 & 23-24) 2. In case of Companies, which follow Financial Year as Calendar Year (January to December), data for 2023 shall be treated as equivalent to the data of FY 2023-24 and so on. 3. Statutory Auditor's certified summary sheet of audited balance sheet need to be enclosed with bid. The certificate must be with UDIN 4. Copy of audited balance sheets also need to be submitted along with the bid.	Requesting to consider Financials for last 3 years ending 31st Mar 2025 i.e. Last three years shall be (FY 22-23, 23-24 & 24-25). Or FY 21-22, 22-23 & 23-24	Please refer Corrigendum-4: SI.No.- 1
34.	Part I Section-III: Evaluation and Qualification Criteria	3.2 Average Annual Turnover	82 / 1304	Point no 3.2 Average Annual Turnover The minimum average annual turnover** within the last 3 years shall be INR 35.24 CR. Note: - 1. Last three years shall be (FY 21-22, 22-23 & 23-24) 2. In case of Companies, which follow Financial Year as Calendar Year (January to December), data for 2023 shall be treated as equivalent to the data of FY 2023-24 and so on. 3. Statutory Auditor's certified summary sheet of audited balance sheet need to be enclosed with bid. The certificate must be with UDIN	We request the authority to re-evaluate the turnover requirement and align it with standard industry practices by setting it at 80% of the estimated project value, which equates to approximately INR 123.44 Cr for this tender. This approach is firmly backed by CVC guidelines, which explicitly recommend that turnover criteria should not exceed 80% of the estimated project cost, to avoid unnecessary restrictions on capable and qualified bidders. Furthermore, precedents in comparable metro tenders, such as MMRDA's tenders like Tender No. CA-252 for Tender No. CA-252 for the AFC System for Mumbai Metro Lines 9 & 7A, Tender No. CA 242 for Mumbai Metro Line 5, Tender No. CA 237 FOR Mumbai	Please refer Corrigendum-4: SI.No.- 1

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				4. Copy of audited balance sheets also need to be submitted along with the bid	Metro Line 4 AND 4A, Tender No. CA 238 for Mumbai Metro Line 6 , have applied more balanced and proportionate financial thresholds. Adopting a similar approach here will promote broader and fairer competition, without compromising on the financial robustness expected of participating firms.	
35.	Part I Section-III: Evaluation and Qualification Criteria	3.2 Average Annual Turnover	80 / 1304	3. Statutory Auditor's certified summary sheet of audited balance sheet need to be enclosed with bid. The certificate must be with UDIN	<p>We request to amend the clause as follow as the amendment allows certification by either a Statutory Auditor or a Chartered Accountant, both of whom are authorized professionals under Indian regulations to certify financial data. This provides flexibility to bidders while maintaining authenticity, especially for entities not mandated to appoint a Statutory Auditor. The requirement of UDIN ensures the certificate's validity and traceability. Hence, we request the authority to amend the said clause as:</p> <p>"3. Statutory Auditor's <u>/Chartered Accountant's</u> certified summary sheet of audited balance sheet need to be enclosed with bid. The certificate must be with UDIN"</p>	Tender Condition Prevail
36.	Part I Section-III: Evaluation and Qualification Criteria	4.1 (a) General Experience -	81 of 162	General Experience: The Bidder shall be in business of AFC with experience in Design, Supply, Installation, Testing and Commissioning of AFC System, in last Seven years counted till the date of NIT (Notice Inviting Tender).	<p>Kindly clarify if the mention of 'in last seven years' allows a bidder with a mere 1-2 years' experience to also participate?</p> <p>We suggest that only bidders with at least seven years AFC experience to only be eligible to participate. Requesting you to consider and modify</p>	Tender Condition Prevail

Sr. No.	Volume No/ Part No & Section	Clause No.	Page No.	Clause description	Bidder's Queries	Maha Metro Reply
					the clause as: The Bidder shall be in business of AFC with experience in Design, Supply, Installation, Testing and Commissioning of AFC System, for at least last Seven years counted till the date of NIT (Notice Inviting Tender).	
37.	Part I Section-III: Evaluation and Qualification Criteria	4.1 (a) General Experience -	81 of 162	The Bidder shall be in business of AFC with experience in Design, Supply, Installation, Testing and Commissioning of AFC System, in last Seven years counted till the date of NIT (Notice Inviting Tender).	Bidder requests that this experience should be changed to compulsarily NCMC and limited to Metro Systems only.	Tender Condition Prevail
38.	Part I Section-III: Evaluation and Qualification Criteria	4.1 (a) General Experience -	81	<p>The Bidder shall be in business of AFC with experience in Design, Supply, Installation, Testing and Commissioning of AFC System, in last at least Seven years counted till the date of NIT (Notice Inviting Tender)</p> <p>Single Entity: Last 07 years All Parties combined: NA Each member: Last 07 years One member: Lead Member during last 07 years</p>	<p>Requesting you to revise the General Experience to below: The Bidder shall be in business of AFC with experience in Design, Supply, Installation, Testing and Commissioning of AFC System, in last Fifteen years counted till the date of NIT (Notice Inviting Tender).</p> <p>Single Entity: Last 15 years All Parties combined: NA Each member: Last 15 years One member: Lead Member during last 15 years</p> <p>Justification for changing the RFP Tender Experience Clause: To enhance the quality and expertise of bidders participating in the tender process, it is proposed that the experience requirement for the Bidder be amended from seven years to fifteen years. This adjustment is essential for the following reasons:</p>	Tender Condition Prevail

Sr. No.	Volume No/ Part No & Section	Clause No.	Page No.	Clause description	Bidder's Queries	Maha Metro Reply
					<p>Participation of More Experienced Companies: By extending the experience requirement to fifteen years, it is ensured that companies with substantial industry experience can also participate. This will likely lead to higher quality proposals and the selection of bidders who have a proven track record in delivering complex projects.</p> <p>Long-Term Metro Projects: The nature of metro projects often spans several years, sometimes extending beyond the initial seven years outlined in the current clause. An experience requirement of fifteen years aligns more closely with the typical duration and complexity of such large-scale infrastructure projects, ensuring that the bidders possess the necessary skills and knowledge acquired over a longer period.</p> <p>Mitigating Risks: Projects of this magnitude carry significant risks, including technical challenges and project management complexities. Companies with extensive experience are better equipped to manage these risks effectively, thereby enhancing the likelihood of successful project delivery.</p>	
39.	Part I Section-III: Evaluation and Qualification Criteria	4.1 (a) General Experience -	81 of 162	The Bidder shall be in business of AFC with experience in Design, Supply, Installation, Testing and Commissioning of AFC System, in last Seven years counted till the date of NIT (Notice Inviting Tender). Last 7 Years	Can this criteria be amended for the AFC System Experience to Last 10 Years from last 7 Years	Tender Condition Prevail

Sr. No.	Volume No/ Part No & Section	Clause No.	Page No.	Clause description	Bidder's Queries	Maha Metro Reply
40.	Part I Section-III: Evaluation and Qualification Criteria	4.1 (a) General Experience -	81 of 162	The Bidder shall be in business of AFC with experience in Design, Supply, Installation, Testing and Commissioning of AFC System, in last Seven years counted till the date of NIT (Notice Inviting Tender).	The consortium member should constitute under Companies Act of the country which it belongs to. Experience in IT/ITES/ICT projects will be an added advantage. To facilitate wider participation	Tender Condition Prevail
41.	Part I Section-III: Evaluation and Qualification Criteria	4.1 (b) Specific Experience in Key activities –	82 / 1304	4.1 (b) - Specific Experience in Key activities – Design, Supply, installation, testing and commissioning of Automatic Fare Collection System (AFC): A minimum of *Similar Work contracts specified below that have been satisfactorily executed as a prime contractor or joint venture member during last 7 (Seven) years (counted till date of NIT) as below:	We request to amend the qualification as follow, as the proposed amendment aims to enhance competition and attract a wider pool of technically competent bidders without compromising on project quality. By slightly lowering the contract value and station count thresholds and including BRT systems alongside metro, the criteria now reflect current industry trends, where integrated fare systems are deployed across both transit modes. This approach ensures participation from firms with relevant AFC experience in similar scale projects, promotes competitive pricing, and accelerates project execution through broader bidder eligibility. Hence, we request the authority to amend the said clause as: "4.1 (b) - Specific Experience in Key activities – Design, Supply, installation, testing and commissioning of Automatic Fare Collection System (AFC): A minimum of *Similar Work contracts specified below that have been satisfactorily executed as a prime contractor or joint venture member	Please refer Corrigendum-4: SI.No.-1

Sr. No.	Volume No/ Part No & Section	Clause No.	Page No.	Clause description	Bidder's Queries	Maha Metro Reply
					during last 7 (Seven) years (counted till date of NIT) as below:	
42.	Part I Section-III: Evaluation and Qualification Criteria	4.1 (b) Specific Experience in Key activities –	82 / 1304	1) At least ONE *Similar work satisfactorily executed & in operation a) With minimum value of INR 123 Crore (Incl. GST). or b) For minimum Twenty Six (26) metro stations.	1) At least ONE *Similar work satisfactorily executed & in operation a) With minimum value of INR 423 <u>100</u> Crore (Incl. GST). or b) For minimum Twenty Six (26) Twenty (20) metro/ <u>BRT</u> stations.	Please refer Corrigendum-4: Sl.No.-1
43.	Part I Section-III: Evaluation and Qualification Criteria	4.1 (b) Specific Experience in Key activities –	82 / 1304	OR 2) At least TWO *Similar works satisfactorily executed & in operation a) With minimum value of INR 77 Crore (Incl. GST) for each work or b) For minimum Sixteen (16) metro stations in each work.	OR 2) At least TWO *Similar works satisfactorily executed & in operation a) With minimum value of INR 77 <u>40</u> Crore (Incl. GST) for each work or b) For minimum Sixteen (16) Fifteen (15) metro/ <u>BRT</u> stations in each work.	Please refer Corrigendum-4: Sl.No.-1
44.	Part I Section-III: Evaluation and Qualification Criteria	4.1 (b) Specific Experience in Key activities –	82 / 1304	OR3) At least THREE *Similar works satisfactorily executed & in operation a) With minimum value of INR 61 Crore (Incl. GST) for each work or b) For minimum Thirteen (13) metro stations in each work.	OR3) At least THREE *Similar works satisfactorily executed & in operation a) With minimum value of INR 64 <u>30</u> Crore (Incl. GST) for each work or b) For minimum Thirteen (13) Ten (10) metro/ <u>BRT</u> stations in each work."	Please refer Corrigendum-4: Sl.No.-1
45.	Part I Section-III: Evaluation and Qualification Criteria	4.1 (b) Specific Experience in Key activities –	82	A minimum of *Similar Work contracts specified below that have been satisfactorily executed as a prime contractor or joint venture member during last 7 (Seven) years (counted till date of NIT) as below Single Entity: Must meet requirement	To ensure a fair Tendering process, requesting you to revise the Specific Experience to below: A minimum of *Similar Work contracts specified below that have been satisfactorily executed as a individual or any member of Joint Venture/Consortium in their respective	Please refer Corrigendum-4: Sl.No.-1

Sr. No.	Volume No/ Part No & Section	Clause No.	Page No.	Clause description	Bidder's Queries	Maha Metro Reply
				<p>All Parties combined: Must meet requirement</p> <p>Each member: As per JV Member experience Note 6</p> <p>One member: As per Lead Member experience Note 7</p>	<p>role during last 15 (Fifteen) years (counted till date of NIT) as below</p> <p>Single Entity: Must meet requirement</p> <p>All Parties combined: Must meet requirement</p> <p>Each member: As per JV Member experience Note 8</p> <p>One member: As per Lead Member experience Note 8</p> <p>Notes:</p> <p>Note 6 Not Used</p> <p>Note 7 Not Used</p> <p>Note 8: In case of JV, its lead partner or its consortium member or all consortium members put together, must have executed Similar Work*, EITHER outside the country of its incorporation in at least one (1) country OR in INDIA, during last 15 (Fifteen) years counted till date of issue of NIT., having value equal to or more than INR 77 Crore or for minimum 16 metro stations in operations in single contract.</p> <hr/> <p>Justification for Revisions:</p> <p>1. Alignment with Project Complexity: Metro projects are inherently complex and require extensive experience to navigate the technical, operational, and regulatory challenges involved. By extending the experience requirement from 5 to 15 years, we ensure that bidders possess a deeper level of expertise and a proven track record in executing large-scale projects.</p> <p>2. Inclusion of Diverse Experience:</p>	

Sr. No.	Volume No/ Part No & Section	Clause No.	Page No.	Clause description	Bidder's Queries	Maha Metro Reply
					<p>The revised clause allows for a broader range of experience by permitting execution of Similar Work either outside the country of incorporation or in India. This flexibility ensures that all consortium members can contribute their diverse experiences, enriching the overall capability of the JV.</p> <p>3. Increased Project Assurance: By focusing on a longer timeframe for experience and allowing for combined qualifications of consortium members, we create a more robust assessment of the bidders' capabilities. This approach mitigates risks associated with project execution and enhances the chances of successful delivery.</p> <p>4. Encouraging Participation of Established Firms: The revised requirements are likely to attract more established firms with extensive experience, thereby increasing competition and ultimately leading to better quality proposals and execution outcomes.</p>	
46.	Part I Section-III: Evaluation and Qualification Criteria	4.1 (b) Specific Experience in Key activities –	82 / 1304	<p>4.1 (b) - Specific Experience in Key activities – Design, Supply, installation, testing and commissioning of Automatic Fare Collection System (AFC):</p> <p>A minimum of *Similar Work contracts specified below that have been satisfactorily executed as a prime contractor or joint venture member during last 7 (Seven) years (counted</p>	<p>We request to amend the qualification as follow and allow BRT experience as part of the eligibility criteria also for better participation</p> <p>Hence, we request the authority to amend the said clause as:</p> <p>"4.1 (b) - Specific Experience in Key activities – Design, Supply, installation, testing and commissioning of Automatic Fare Collection System (AFC):</p>	<p>Please refer Corrigendum-4: Sl.No.- 1</p>

Sr. No.	Volume No/ Part No & Section	Clause No.	Page No.	Clause description	Bidder's Queries	Maha Metro Reply
				<p>till date of NIT) as below:</p> <p>1) At least ONE *Similar work satisfactorily executed & in operation</p> <p>a) With minimum value of INR 123 Crore (Incl. GST).</p> <p>or</p> <p>b) For minimum Twenty Six (26) metro stations.</p> <p>OR</p> <p>2) At least TWO *Similar works satisfactorily executed & in operation</p> <p>a) With minimum value of INR 77 Crore (Incl. GST) for each work or</p> <p>b) For minimum Sixteen (16) metro stations in each work.</p> <p>OR</p> <p>3) At least THREE *Similar works satisfactorily executed & in operation</p> <p>a) With minimum value of INR 61 Crore (Incl. GST) for each work or</p> <p>b) For minimum Thirteen (13) metro stations in each work.</p>	<p>A minimum of *Similar Work contracts specified below that have been satisfactorily executed as a prime contractor or joint venture member during last 7 (Seven) years (counted till date of NIT) as below:</p> <p>1) At least ONE *Similar work satisfactorily executed & in operation</p> <p>a) With minimum value of INR 123 Crore (Incl. GST).</p> <p>or</p> <p>b) For minimum Twenty Six (26) metro/BRT stations.</p> <p>OR</p> <p>2) At least TWO *Similar works satisfactorily executed & in operation</p> <p>a) With minimum value of INR 77 Crore (Incl. GST) for each work or</p> <p>b) For minimum Sixteen (16) metro/BRT stations in each work.</p> <p>OR</p> <p>3) At least THREE *Similar works satisfactorily executed & in operation</p> <p>a) With minimum value of INR 61 Crore (Incl. GST) for each work or</p> <p>b) For minimum Thirteen (13) metro/BRT stations in each work."</p>	
47.	Part I Section-III: Evaluation and Qualification Criteria	Evaluation & Qualification Criteria, Note 1	84 / 1304	1. *Similar Work: Shall Mean : Design, Supply, Installation, Testing and Commissioning of AFC System consisting of Open loop NCMC EMV and QR based ticketing system comprising of Central Computer System, Station Computer, Automatic Gates, Ticket Office Machines, and	<p>We request the authority to amend the said clause as:</p> <p>1. *Similar Work: Shall Mean : Design, Supply, Installation, Testing and Commissioning of AFC System consisting of Open loop NCMC EMV/<u>Closed Loop</u> and QR based</p>	Please refer Corrigendum-4: Sl.No.- 1

Sr. No.	Volume No/ Part No & Section	Clause No.	Page No.	Clause description	Bidder's Queries	Maha Metro Reply
				Network elements of AFC System, in Metro Rail/High Speed Rail/Semi High Speed/ Light Rail Transport project.	<p>ticketing system comprising of Central Computer System, Station Computer, Automatic Gates, Ticket Office Machines, and Network elements of AFC System, in Metro Rail/High Speed Rail/Semi High Speed/ Light Rail/<u>BRT</u> Transport project.</p> <p>Justification: This amendment aligns the definition of "Similar Work" with the technical scope defined in the similar RFP published by MMRDA for Metro Line 9 & 7A and Line 6, Line 5, and Line 4 which specifically includes Open Loop NCMC EMV, Closed Loop, and QR-based ticketing systems. The revised clause clearly outlines required AFC acquiring infrastructure such as Validators, AFC Gates, TVMs, and ETMs ensuring technical precision and alignment with system architecture. The inclusion of BRT projects is justified as modern BRT systems deploy full-featured AFC solutions with equivalent complexity, including real-time fare processing, EMV/QR validation, and central system integration.</p>	
48.	Part I Section-III: Evaluation and Qualification Criteria	Evaluation & Qualification Criteria, Note 6	84 / 1304	6. To qualify as member of JV: Its each partner must have executed Similar work* satisfactorily executed & in operation, with minimum value of INR 30 Crore or for minimum 06 metro stations during the last 05 (Five) years counted till date of issue of NIT in single contract.	The revision ensures consistency in experience evaluation by aligning the JV member requirement window (from 5 to 7 years) with the main experience criteria already set at 7 years. This avoids conflicting timelines within the tender and ensures fair assessment. Additionally, including BRT stations	Please refer Corrigendum-4: Sl.No.- 1

Sr. No.	Volume No/ Part No & Section	Clause No.	Page No.	Clause description	Bidder's Queries	Maha Metro Reply
					reflects the comparable technical scope of AFC systems across metro and BRT networks, broadening participation without compromising on relevance or complexity.6. To qualify as member of JV: Its each partner must have executed Similar work* satisfactorily executed & in operation, with minimum value of INR 30 Crore or for minimum 06 metro/BRT stations during the last 05 (Five) 07 (seven) years counted till date of issue of NIT in single contract.	
49.	Part I Section-III: Evaluation and Qualification Criteria	Evaluation & Qualification Criteria, Note 6	82 of 162	Each Member - As per JV Member experience Note -6 To qualify as member of JV: Its each partner must have executed Similar work* satisfactorily executed & in operation, with minimum value of INR 30 Crore or for minimum 06 metro stations during the last 05 (Five) years counted till date of issue of NIT in single contract.	Can this criteria be amended as anyone JV partner. It will help as more number of bidders can participate in tender and lead to competitive price.	Please refer Corrigendum-4: SI.No.-1
50.	Part I Section-III: Evaluation and Qualification Criteria	Evaluation & Qualification Criteria, Note 6	—	In reference to "Part-1: Bidding Procedure, Section-III: Evaluation & Qualification Criteria" Clause- 4.1 (a) General Experience and 4.1 (b) Specific Experience in Key activities - Design, Supply, installation, testing and commissioning of Automatic Fare Collection System (AFC) requirement is to be met by Each member in case of a JV. Under Note:	In this regard we request to kindly allow any member of the JV to have similar experience against Clause- 4.1 (a) General Experience and 4.1 (b) Specific Experience in Key activities and amend the below clause as follows Request to modify as follows: "6 To qualify as member of JV: Its etgeli any partner must have executed Similar work* satisfactorily executed & in	Please refer Corrigendum-4: SI.No.- 1

Sr. No.	Volume No/ Part No & Section	Clause No.	Page No.	Clause description	Bidder's Queries	Maha Metro Reply
				<p>i. Sr. No-6 Clause as is "6. To qualify as member of JV: Its each partner must have executed Similar work* satisfactorily executed & in operation, with minimum value of INR 30 Crore or for minimum 06 metro stations during the last 05 (Five) years counted till date of issue of NIT in single contract. "</p> <p>i. Sr. No-7 Clause as is "7 To qualify as Lead member of JV: Its lead partner must have executed Similar work* satisfactorily executed & in operation, with minimum value of INR 77 Crore or for minimum 16 metro stations during the last 05 (Five) years counted till date of issue of NIT in single contract."</p>	<p>operation, with minimum value of INR 30 Crore or for minimum 06 metro stations during the last 05 (Five) 07 (Seven) years counted till date of issue of NIT in single contract. "</p> <p>Request to modify as follows: "7. To qualify as Lead member of JV: Its lead partner must have executed Similar work* satisfactorily executed & in operation, with minimum value of INR 77 Crore or for minimum 16 metro stations during the last 07 (Seven) years counted till date of issue of NIT in single contract. "</p>	
51.	Part I Section-III: Evaluation and Qualification Criteria	Evaluation & Qualification Criteria, Note 6	84 of 162	To qualify as member of JV: Its each partner must have executed Similar work* satisfactorily executed & in operation, with minimum value of INR 30 Crore or for minimum 06 metro stations during the last 05 (Five) years counted till date of issue of NIT in single contract.	To qualify as member of JV: Its each any partner must have executed Similar work* satisfactorily executed & in operation, with minimum value of INR 30 Crore or for minimum 06 metro stations during the last 05 (Five) 07 (Seven) years counted till date of issue of NIT in single contract.	Please refer Corrigendum-4: Sl.No.- 1
52.	Part I Section-III: Evaluation and Qualification Criteria	Evaluation & Qualification Criteria, Note 7,	84 of 162	To qualify as Lead member of JV: Its lead partner must have executed Similar work* satisfactorily executed & in operation, with minimum value of INR 77 Crore or for minimum 16 metro stations during the last 05 (Five) years counted till date of issue of NIT in single contract.	To qualify as Lead member of JV: Its lead partner must have executed Similar work* satisfactorily executed & in operation, with minimum value of INR 77 Crore or for minimum 16 metro stations during the last 05 (Five) 07 (Seven) years counted till date of issue of NIT in single contract.	Please refer Corrigendum-4: Sl.No.- 1

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53.	Part I Section-III: Evaluation and Qualification Criteria	Evaluation & Qualification Criteria, Note 1	82	*Similar Work: Shall Mean : Design, Supply, Installation, Testing and Commissioning of AFC System consisting of Open loop NCMC EMV and QR based ticketing system comprising of Central Computer System, Station Computer, Automatic Gates, Ticket Office Machines, and Network elements of AFC System, in Metro Rail/High Speed Rail/Semi High Speed/ Light Rail Transport project	<p>We request clarification on the definition of 'Similar Work' under the subject clause. Kindly confirm whether a project shall be deemed eligible if it includes the Design, Supply, Installation, Testing, and Commissioning of an AFC System comprising either an Open Loop NCMC EMV based ticketing system or a QR based ticketing system, along with the requisite sub-systems (Central Computer System, Station Computer, Automatic Gates, Ticket Office Machines, and Network elements), implemented for a Metro Rail, High Speed Rail, Semi High Speed Rail, or Light Rail Transport project.</p> <p>We seek confirmation that executing any one of the specified ticketing systems (NCMC/EMV or QR) in conjunction with the complete AFC scope shall satisfy the Similar Work criteria.</p>	Please refer Corrigendum-4: Sl.No.-1
54.	Part I Section-III: Evaluation and Qualification Criteria	Evaluation & Qualification Criteria, Note 1	84 / 1304	1. *Similar Work: Shall Mean : Design, Supply, Installation, Testing and Commissioning of AFC System consisting of Open loop NCMC EMV and QR based ticketing system comprising of Central Computer System, Station Computer, Automatic Gates, Ticket Office Machines, and Network elements of AFC System, in Metro Rail/High Speed Rail/Semi High Speed/ Light Rail Transport project.	<p>Conditioning that MRT, BRT is also a Mass rapid Transit system and has similar AFC Architecture including Station level equipments, AFC Back office, Automatic gates etc. Allowing BRT projects is inline to the RFP requirement a BRT systems deploy full-featured AFC solutions with same level of complexity, including real-time fare processing, EMV/QR validation, and central system integration. Therefore, request to kindly revise this clause for greater</p>	Please refer Corrigendum-4: Sl.No.- 1



Sr. No.	Volume No/ Part No & Section	Clause No.	Page No.	Clause description	Bidder's Queries	Maha Metro Reply
					participation for the player who has also execute similart BRT projects:1. *Similar Work: Shall Mean : Design, Supply, Installation, Testing and Commissioning of AFC System consisting of Open loop NCMC EMV_and QR based ticketing system comprising of Central Computer System, Station Computer , Automatic Gates, Ticket Office Machines, and Network elements of AFC System, in Metro Rail/High Speed Rail/Semi High Speed/ Light Rail/ <u>BRT</u> Transport project.	
55.	Part I Section-III: Evaluation and Qualification Criteria	Evaluation & Qualification Criteria, Note 6	84 / 1304	6. To qualify as member of JV: Its each partner must have executed Similar work* satisfactorily executed & in operation, with minimum value of INR 30 Crore or for minimum 06 metro stations during the last 05 (Five) years counted till date of issue of NIT in single contract.	Request you kindly remove ambiguity in terms of the No. of years of Project experience to be made consistant across all the Eligibility conditions 6. To qualify as member of JV: Its each partner must have executed Similar work* satisfactorily executed & in operation, with minimum value of INR 30 Crore or for minimum 06 metro/ <u>BRT</u> stations during the last 05 (Five) <u>07 (seven)</u> years counted till date of issue of NIT in single contract.	Please refer Corrigendum-4: SI.No.- 1
56.	Part I Section-III: Evaluation and Qualification Criteria	New Clause Proposed	82 / 1304	New Clause Addition - Suggestion	Considering that Nagpur is a city with multiple public transport modes such as Nagpur Metro, NMPL city buses, MSRTC buses, autos, etc., providing first and last mile connectivity, we strongly suggest including a specific qualification criterion related to seamless multimodal ticketing application experience. This will ensure	Not agreed

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					<p>that commuters can plan, book, and pay for their entire multimodal journey across metro, bus, auto, etc. in a single transaction through a mobile application, significantly enhancing ease of travel and user satisfaction.</p> <p>This addition will not impact the estimated project cost but will add tremendous value to the overall AFC system. It is expected to deliver significant commuter benefits and has the potential to boost ridership for Nagpur Metro through improved convenience and digital integration. The suggested Criteria is as follow:</p> <p>"The Bidder should have experience of design, development, supply, installation, implementation, and successful go-live/Project Acceptance Certificate of Multimodal Transport Integration within a single project, involving the integration and service management of five (5) or more transport modes (including bus-based public transport) in a commuter mobile application within an urban environment, in the last seven (7) years from the date of issuance of the RFP. The project must have been executed for a Central or State Government Agency, Urban Local Body, Public Transport Undertaking, Smart City in India or Globally, or a government public transport entity globally."</p>	

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					<p>Supporting Document</p> <ul style="list-style-type: none"> · Bidder's Experience - Client Citations as per RFP format · Copy of Work order/ Contract clearly highlighting the scope of work, Bill of Material, and value of the contract / order. · Copy of Completion/ Go-Live Certificate/Project Acceptance Certificate issued & signed by the competent authority of the government client entity on the entity's letterhead 	
57.	Part I Section-III: Evaluation and Qualification Criteria	New Clause Proposed	New Clause Proposed	Request to addition of the scope of work	<p>Considering that Nagpur is a city with multiple modes of public transport - including Metro, NMPL city buses, MSRTC, and others providing essential first- and last-mile connectivity it is recommended to include in the Scope of Work a seamless multimodal ticketing application. This solution would enable commuters to book and pay for their entire multimodal journey (across buses, metros, autos, etc.) in a single transaction via a unified mobile app, with integrated digital payment options. This addition will not have any cost impact on the currently estimated project budget. However, it will significantly enhance the value of the AFC system, offer a superior commuter experience, and potentially lead to increased ridership for Nagpur Metro. Scope will be as follows, Proposed Additional Scope: Multi-Modal</p>	Not agreed

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					<p><u>Journey Planner & Unified Ticket Booking System</u></p> <p>To enhance passenger convenience and promote seamless urban mobility, the AFC system shall be extended to incorporate a multi-modal journey planner integrated with a unified ticket booking platform. This module should enable commuters to plan end-to-end trips across multiple transport modes - including metro, city bus, auto-rickshaw, e-bikes, and future feeder services - by leveraging real-time traffic, route availability, and multimodal schedules. The system shall provide intelligent trip suggestions optimized by time, cost, and environmental impact, enabling smart mobility decisions and supporting the objectives of MaaS (Mobility as a Service).</p> <p>The unified ticketing layer shall allow passengers to book and pay for all segments of their multimodal journey - including metro fare, first-mile and last-mile connectors - through a single mobile app or web interface, with integration to the EMV/NCMC system and QR-based workflows. The platform must support ticket bundling, fare splitting, journey token generation, and wallet-based or direct UPI/card-based payments. Integration with third-party APIs (e.g., city bus agencies, private aggregators) is essential to support a federated and scalable ecosystem.</p> <p>Key Features Expected</p>	

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					<ul style="list-style-type: none"> - End-to-End Journey Planning: Real-time trip suggestion based on source, destination, time preference, and multi-modal availability. - Single Window Booking & Payment: Unified checkout for metro, feeder bus, e-rickshaw, and other services. - Dynamic Fare Calculation: Combined fare logic supporting distance/time-based fares and modal splits. - Mobile App & Web Interface: User-facing applications for route planning, ticket booking, cancellation, and e-wallet integration. - Third-Party API Integrations: Open APIs to interface with PMPML/NMC city buses, private operators (Ola, Uber, Rapido), etc. - Analytics Dashboard: Multimodal usage insights, heatmaps, demand forecasting, and congestion management support. <p>We therefore request you to kindly consider incorporating this capability as a formal part of the RFP Scope of Work.</p>	
58.	Part I Section-III: Evaluation and Qualification Criteria	New Clause Proposed	84 of 162	New additional point requested as Point No. 13	13. The bidder shall use the parent company credentials to meet the Technical Criteria (4.1 (a) General Experience and 4.1 (b) Specific Experience) of the Evaluation & Qualification Criteria without the need of submitting the Parent Company Guarantee and Parent Company Undertaking, if they are meeting the	Not agreed

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					financial criteria on their own and are a listed company in India	
59.	Part I Section-III: Evaluation and Qualification Criteria		73 of 162	This Section contains all the criteria that the Employer shall use to evaluate bids and qualify Bidders. In accordance with ITB 35 and ITB 37, no other factors, methods or criteria shall be used. The Bidder shall provide all the information requested in the forms included in Section IV, Bidding Forms.	ITB 35 & ITB 37 is referred, but no ITB 35 & ITB 37 is listed in the ITB table. Request for listing the ITB 35 & ITB 37.	Please refer Part-1 Section-I: Instruction to Bidders for Clause 35 & 37 and corresponding BDS.
60.	Part I Section-IV: Bidding Forms	Form 16	112 of 162	Financial Situation and Performance of Bidder	FY 24-25 is the latest and audited Financials, We kindly request that you please include latest financials starting from FY 24-25. Also please amend clause to "the Bidder shall provide a Certificate from Chartered Accountant or Statutory Auditor certifying the above information along with valid UDIN"	Please refer Corrigendum-4: Sl.No.- 2
61.	Part I Section-IV: Bidding Forms	Form 16	112 / 1304	Note: 1) In addition to the above Form, the Bidder shall provide a Certificate from Statutory Auditor certifying the above information along with valid UDIN.	We request to amend the clause as follow as the amendment allows certification by either a Statutory Auditor or a Chartered Accountant, both of whom are authorized professionals under Indian regulations to certify financial data. This provides flexibility to bidders while maintaining authenticity, especially for entities not mandated to appoint a Statutory Auditor. The requirement of UDIN ensures the certificate's validity and traceability.	Tender Condition Prevail

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					Hence, we request the authority to amend the said clause as: "Note: 1) In addition to the above Form, the Bidder shall provide a Certificate from Statutory Auditor/ <u>Chartered Accountant</u> certifying the above information along with valid UDIN."	
62.	Part I Section-IV: Bidding Forms	Form 16	112 / 1304	Note: 1) In addition to the above Form, the Bidder shall provide a Certificate from Statutory Auditor certifying the above information along with valid UDIN.	We request to amend the clause as follow as the amendment allows certification by either a Statutory Auditor or a Chartered Accountant, both of whom are authorized professionals under Indian regulations to certify financial data. This provides flexibility to bidders while maintaining authenticity, especially for entities not mandated to appoint a Statutory Auditor. The requirement of UDIN ensures the certificate's validity and traceability. Hence, we request the authority to amend the said clause as: "Note: 1) In addition to the above Form, the Bidder shall provide a Certificate from Statutory Auditor/ <u>Chartered Accountant</u> certifying the above information along with valid UDIN."	Tender Condition Prevail
63.	Part I Section-IV: Bidding Forms	Form 17	113 of 162	Average Annual Turnover	FY 24-25 is the latest and audited Financials, We kindly request that you please include latest financials starting from FY	Please refer Corrigendum-4: SI.No.- 2

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					24-25. Also please amend clause to "the Bidder shall provide a Certificate from Chartered Accountant or Statutory Auditor certifying the above information along with valid UDIN"	
64.	Part I Section-IV: Bidding Forms	Form 17	113 / 1304	Note: 1) In addition to the above Form, the Bidder shall provide a Certificate from Statutory Auditor certifying the above information with valid UDIN.	We request to amend the clause as follow as the amendment allows certification by either a Statutory Auditor or a Chartered Accountant, both of whom are authorized professionals under Indian regulations to certify financial data. This provides flexibility to bidders while maintaining authenticity, especially for entities not mandated to appoint a Statutory Auditor. The requirement of UDIN ensures the certificate's validity and traceability. Hence, we request the authority to amend the said clause as: "Note: 1) In addition to the above Form, the Bidder shall provide a Certificate from Statutory Auditor/ <u>Chartered Accountant</u> certifying the above information with valid UDIN."	Tender Condition Prevail
65.	Part I Section-IV: Bidding Forms	Form 17	113 / 1304	Note: 1) In addition to the above Form, the Bidder shall provide a Certificate from Statutory Auditor certifying the above information with valid UDIN.	We request to amend the clause as follow as the amendment allows certification by either a Statutory Auditor or a Chartered Accountant, both of whom are authorized professionals under Indian regulations to certify	Tender Condition Prevail

Sr. No.	Volume No/ Part No & Section	Clause No.	Page No.	Clause description	Bidder's Queries	Maha Metro Reply
					<p>financial data. This provides flexibility to bidders while maintaining authenticity, especially for entities not mandated to appoint a Statutory Auditor. The requirement of UDIN ensures the certificate's validity and traceability. Hence, we request the authority to amend the said clause as:</p> <p>"Note: 1) In addition to the above Form, the Bidder shall provide a Certificate from Statutory Auditor/<u>Chartered Accountant</u> certifying the above information with valid UDIN."</p>	
66.	Part I Section-IV: Bidding Forms	From 18	114 of 162	Financial Resources	Please amend clause to "In addition to the above Form, the Bidder shall provide a Certificate from Chartered Accountant or Statutory Auditor certifying the above information.	Tender Condition Prevail
67.	Part I Section-IV: Bidding Forms	From 18	114 / 1304	Note:(ii) In addition to the above Form, the Bidder shall provide a Certificate from Statutory Auditor certifying the above information.	We request to amend the clause as follow as the amendment allows certification by either a Statutory Auditor or a Chartered Accountant, both of whom are authorized professionals under Indian regulations to certify financial data. This provides flexibility to bidders while maintaining authenticity, especially for entities not mandated to appoint a Statutory Auditor. The requirement of UDIN ensures the certificate's validity and traceability. Apart from the same as authority already asking the validation Statutory	Tender Condition Prevail

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					Auditor/Chartered Accountant, we request to remove the same validation from Bank. The suggested amendment is as follow:"Note:(i) Bankers Certificate for sanctioned Line of Credit, Bank CC & OD to be submitted. (ii) In addition to the above Form, the Bidder shall provide a Certificate from Statutory Auditor/ <u>Chartered Accountant</u> certifying the above information.	
68.	Part I Section-IV: Bidding Forms	From 19	115 of 162	Current Contract Commitments / Works in Progress	Please amend clause to "In addition to the above Form, the Bidder shall provide a Certificate from Chartered Accountant or Statutory Auditor certifying the above information. FY 24-25 is the latest and audited Financials, We kindly request that you please include latest financials starting from FY 24-25.	Please refer Corrigendum-4: Sl.No.- 2
69.	Part I Section-IV: Bidding Forms	From 19	115 / 1304	Note: 1) In addition to the above Form, the Bidder shall provide a Certificate from Statutory Auditor certifying the above information with valid UDIN.	We request to amend the clause as follow as the amendment allows certification by either a Statutory Auditor or a Chartered Accountant, both of whom are authorized professionals under Indian regulations to certify financial data. This provides flexibility to bidders while maintaining authenticity, especially for entities not mandated to appoint a Statutory Auditor. The requirement of UDIN ensures the certificate's validity and traceability. Hence, we request the authority to amend the said clause as:	Tender Condition Prevail

Sr. No.	Volume No/ Part No & Section	Clause No.	Page No.	Clause description	Bidder's Queries	Maha Metro Reply
					Note: 1) In addition to the above Form, the Bidder shall provide a Certificate from Statutory Auditor/ <u>Chartered Accountant</u> certifying the above information with valid UDIN.	
70.	Part I Section-IV: Bidding Forms	From 19	—	Note: In addition to the above Form, the Bidder shall provide a Certificate from Statutory Auditor certifying the above information.	Note: In addition to the above Form, the Bidder shall provide a Certificate from Statutory Auditor/ <u>Chartered Accountant</u> certifying the above information.	Tender Condition Prevail
71.	Part I Section-IV: Bidding Forms	From 19	115 / 1304	Note: 1) In addition to the above Form, the Bidder shall provide a Certificate from Statutory Auditor certifying the above information with valid UDIN. Note: In addition to the above Form, the Bidder shall provide a Certificate from Statutory Auditor certifying the above information.	We request to amend the clause as follow as the amendment allows certification by either a Statutory Auditor or a Chartered Accountant, both of whom are authorized professionals under Indian regulations to certify financial data. This provides flexibility to bidders while maintaining authenticity, especially for entities not mandated to appoint a Statutory Auditor. The requirement of UDIN ensures the certificate's validity and traceability. Hence, we request the authority to amend the said clause as: Note: 1) In addition to the above Form, the Bidder shall provide a Certificate from Statutory Auditor/ <u>Chartered Accountant</u> certifying the above information with valid UDIN. Note: In addition to the above Form, the Bidder shall provide a Certificate from	Tender Condition Prevail

Sr. No.	Volume No/ Part No & Section	Clause No.	Page No.	Clause description	Bidder's Queries	Maha Metro Reply
					Statutory Auditor/Chartered Accountant certifying the above information.	
72.	Part I Section-IV: Bidding Forms	From 38	151 of 162	The bidder shall submit unpriced list of spares for maintenance of supplied system in the format as per Form – 38 of Section IV: Bidding Forms in Technical Package and priced list for the same in the Financial Package. However, due to any reason(s), if the tenderer is not able to submit unpriced list of spares for maintenance of supplied system in the format as per Form – 38 of Section IV: Bidding Forms in Technical Package and priced list for the same in the Financial Package, tenderer shall submit an undertaking in the format as per Form – 39 of Section IV: Bidding Forms in the Technical Package. 2. The rates of these spares (Form – 38 of Section IV: Bidding Forms) will not be considered for tender evaluation while assessing the L1 bidder. 3. Please submit the annual escalation/de-escalation clause for the Spares cost.	The tender specifies submission of list of spares & pricing for 10 Years of system operation from the last date of Taking over of whole works. 1. Request clarification on when the AFC provider will need to submit the spares to the customer. Is it on the ROD of the respective sections or is it at the end of CAMC of 5 years. 2. Request to confirm whether the prices provided in the above annexure will be paid separately to the AFC bidder as and when the spares are needed to be provided.	Please refer Corrigendum-4: Sl.No.- 2
73.	Part I Section-IV: Bidding Forms	Section-IV: Bidding Forms	89 to 150	Lot No: _____	In all the bidding forms, "LOT No" is mentioned. Kindly clarify the Lot No to be specified while filing the form.	LOT No is NOT Applicable
74.	General	-	-	General - Technical	Please provide clarity on below points, 1. We request authority to provide Phase wise number of stations to implement such solution in phase wise manner	1. Please refer Corrigendum-4: Sl.No.- 3 & 9.2. Please refer Part-3 Section IX Particular

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					Please share detailed week wise break-down for this phases.2. We understand that Go-live and imitation of CMAC period will start for respective Phase User Acceptance/Operational Live. Please confirm.	Conditions of Contract of Part A Clause 1.1.27 & Part B clause 22.6
75.	General	-	-	General - Payment Terms	We understand that Payment Terms related points mentioned in the RFP. However, we request authority to provide phase wise Payment Terms milestone against Supply, Delivery, Installation, etc.	Please refer Part-4 Commercial Package Section XII A: Instructions for Completing the Pricing Document
76.	General	-	-	General	We request authority to provide upper capping or per month consumable items like Paper Roll and A4/A3 pages.	Not agreed
77.	General	-	-	General	We request authority to provide clarity on below points, 1. Please help us to provide tentative operational month and year of each extension line so that bidder can plan project plan accordingly 2. Please let us know tentative timeline to closure of this procurement and kick-start of project initiation. 3. Please let us know month and year at which budget for the said procurement is being considered. Please note that 5% inflation adjustment needs to be considered based on Budget finalized month-year and month-year from which award is being awarded to successful bidder.	1. Please refer Corrigendum-4: SI.No.- 9. 2. In normal course tender will be finalized within bid validity period specified in Part-1: Bidding Procedure Section-II: Bid Data Sheet ITB 18.1 and commencement of work as specified in Section IX,PCC,Part B clause 8.1 3. It is expected that, tender will be awarded during current Financial year & within bid validity period

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78.	General	–	–	CAMC Start Date Post Go-Live	Please clarify from which date the CAMC (5-year) period will be counted— final Go-Live date of entire system or site-wise Go-Live milestones?	Please refer Part-3 Section IX: Particular Conditions of Contract Clause 1.1.27 & 22.6
79.	General	–	–	Liquidated Damages 10% of contract value	We request reconsideration of the LD cap from 10% to 5% of contract value, in line with international norms for technology delivery projects.	Tender Condition Prevail
80.	General	–	–	Training & Manuals Not specified in detail	Please clarify the number of training sessions expected and if digital training tools/manuals are acceptable in lieu of physical sessions.	Please refer Part-2:Section VII-A – General Specifications: Clause 11 Training
81.	Part I Section-III: Evaluation and Qualification Criteria	4.1 (b) Specific Experience in Key activities –	82 / 1304	4.1 (b) - Specific Experience in Key activities – Design, Supply, installation, testing and commissioning of Automatic Fare Collection System (AFC): A minimum of *Similar Work contracts specified below that have been satisfactorily executed as a prime contractor or joint venture member during last 7 (Seven) years (counted till date of NIT) as below:	We request to amend the qualification as follow, as the proposed amendment aims to enhance competition and attract a wider pool of technically competent bidders without compromising on project quality. By slightly lowering the contract value and station count thresholds and including BRT systems alongside metro, the criteria now reflect current industry trends, where integrated fare systems are deployed across both transit modes. This approach ensures participation from firms with relevant AFC experience in similar scale projects, promotes competitive pricing, and accelerates project execution through broader bidder eligibility. Hence, we request the authority to amend the said clause as: "4.1 (b) - Specific Experience in Key	Please refer Corrigendum-4: Sl.No.- 1

Sr. No.	Volume No/ Part No & Section	Clause No.	Page No.	Clause description	Bidder's Queries	Maha Metro Reply
					activities – Design, Supply, installation, testing and commissioning of Automatic Fare Collection System (AFC): A minimum of *Similar Work contracts specified below that have been satisfactorily executed as a prime contractor or joint venture member <u>or subcontractor</u> during last 7 (Seven) years (counted till date of NIT) as below:	
82.				1) At least ONE *Similar work satisfactorily executed & in operation a) With minimum value of INR 123 Crore (Incl. GST). or b) For minimum Twenty Six (26) metro stations.	1) At least ONE *Similar work satisfactorily executed & in operation a) With minimum value of INR 123 100 Crore (Incl. GST). or b) For minimum Twenty Six (26) Twenty (20) metro/ <u>BRT</u> stations.	
83.				OR 2) At least TWO *Similar works satisfactorily executed & in operation a) With minimum value of INR 77 Crore (Incl. GST) for each work or b) For minimum Sixteen (16) metro stations in each work.	OR 2) At least TWO *Similar works satisfactorily executed & in operation a) With minimum value of INR 77 40 Crore (Incl. GST) for each work or b) For minimum Sixteen (16) Fifteen (15) metro/ <u>BRT</u> stations in each work.	
84.				OR3) At least THREE *Similar works satisfactorily executed & in operation a) With minimum value of INR 61 Crore (Incl. GST) for each work or b) For minimum Thirteen (13) metro stations in each work.	OR3) At least THREE *Similar works satisfactorily executed & in operation a) With minimum value of INR 61 30 Crore (Incl. GST) for each work or b) For minimum Thirteen (13) Ten (10) metro/ <u>BRT</u> stations in each work."	

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85.	Part I Section-III: Evaluation and Qualification Criteria	Evaluation & Qualification Criteria, Note 6	84 / 1304	Point no 10 For JV Member proportionate quantum of experience of previous works up to the percentage share of participation in the previous JV shall be considered.	In a Joint Venture, the Lead Member typically holds primary responsibility for project planning, execution, coordination, and client interface. Since the Lead Member drives the overall delivery and bears the major technical and managerial risks, it is reasonable and industry-accepted to consider 100% experience for such roles. This ensures fair evaluation and recognizes actual project ownership, encouraging capable firms to lead future consortiums. Considering the same we request to amend the said clause as follow: For JV Member, proportionate quantum of experience of previous works up to the percentage share of participation in the previous JV shall be considered. <u>However, if the bidder has executed the project as the Lead Member, 100% of the experience for such work shall be considered.</u>	Please refer Corrigendum-4: Sl.No.- 1
86.	Part I Section-III: Evaluation and Qualification Criteria	3.2 Average Annual Turnover	80 of 162	The minimum average annual turnover** within the last 3 years shall be INR 35.24 CR.	We kindly request Maha Metro to consider that the average annual turnover should be counted from the Lead Bidder in case of a consortium. This will ensure that the Lead Bidder, being primarily responsible for project execution, possesses the required financial strength and stability to successfully deliver the contract. Such a condition will also safeguard Maha Metro's interest by ensuring that the entity leading the consortium has	Tender Condition Prevail. Also refer refer Corrigendum-4: Sl.No.- 1

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					demonstrated proven capacity to handle projects of this scale.	
87.	Part I Section-III: Evaluation and Qualification Criteria	4.1(a) General Experience -	81 of 162	<p>General Experience - The Bidder shall be in business of AFC with experience in Design, Supply, Installation, Testing and Commissioning of AFC System, in last Seven years counted till the date of NIT (Notice Inviting Tender).</p> <p>Single Entity - Last 07 Years Joint Venture/ Consortium Documentation (existing or intended) All Parties Combined - N/A Each member - Last 07 Years One member - Lead Member during Last 07 Years</p>	<p>General Experience - Request you to amend the eligibility conditions as below:</p> <p>The Bidder shall be in business of AFC with experience in Design, Supply, Installation, Testing and Commissioning of AFC System, in last Seven years counted till the date of NIT (Notice Inviting Tender).</p> <p>Single Entity - Last 07 Year Joint Venture/ Consortium Documentation (existing or intended) Any one member of the JV/ Consortium - Must meet requirement Each member - N/A One member - N/A</p>	Tender Condition Prevail
88.	Part I Section-III: Evaluation and Qualification Criteria	4.1(b) Specific Experience in Key activities – Design, Supply, installation, testing and commissioning of Automatic Fare Collection System (AFC)	82 of 162	<p>Specific Experience - A minimum of *Similar Work contracts specified below that have been satisfactorily executed as a prime contractor or joint venture member during last 7 (Seven) years (counted till date of NIT) as below1) At least ONE *Similar work satisfactorily executed & in operation a) With minimum value of INR 123 Crore (Incl. GST). or b) For minimum Twenty Six (26) metro stations. OR 2) At least TWO *Similar works satisfactorily executed & in operation a) With minimum value of INR 77 Crore (Incl.</p>	<p>Specific Experience - Request you to amend the eligibility conditions as below: " A minimum of *Similar Work contracts specified below that have been satisfactorily executed as a prime contractor or joint venture / consortium member during last 10 (TEN) years (counted till date of NIT) as below1) At least ONE *Similar work satisfactorily executed & in operation a) With minimum value of INR 123 Crore (Incl. GST). or b) For minimum Twenty Six (26) metro stations. OR 2) At least TWO *Similar works satisfactorily executed & in</p>	Please refer Corrigendum-4: Sl.No.- 1

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				<p>GST) for each work orb) For minimum Sixteen (16) metro stations in each work.OR3) At least THREE *Similar works satisfactorily executed& in operation a) With minimum value of INR 61 Crore (Incl. GST) for each workSingle Entity - Must meet requirementJoint Venture/ Consortium Documentation (existing or intended)All Parties Combined - Must meet requirementEach member - As per JV Member experience Note 6One member - As per Lead Member experience Note 7</p>	<p>operation a) With minimum value of INR 77 Crore (Incl. GST) for each work orb) For minimum Sixteen (16) metro stations in each work.OR3) At least THREE *Similar works satisfactorily executed & in operation a) With minimum value of INR 61 Crore (Incl. GST) for each workSingle Entity - Must meet requirementJoint Venture/ Consortium Documentation (existing or intended)All Parties Combined - Must meet requirementEach member - N/AOne member - N/A</p>	
89.	Part I Section-III: Evaluation and Qualification Criteria	Notes Points 6, 7 and 8	84 of 162	<p>6. To qualify as member of JV: Its each partner must have executed Similar work* satisfactorily executed & in operation, with minimum value of INR 30 Crore or for minimum 06 metro stations during the last 05 (Five) years counted till date of issue of NIT in single contract.</p> <p>7. To qualify as Lead member of JV: Its lead partner must have executed Similar work* satisfactorily executed & in operation, with minimum value of INR 77 Crore or for minimum 16 metro stations during the last 05 (Five) years counted till date of issue of NIT in single contract.</p> <p>8. In addition to above, bidder, and in case of JV, its lead partner, must have executed Similar Work*, EITHER outside the country of its incorporation in at least one (1) country OR in INDIA,</p>	<p>Under Notes We request your kind office to amend as given below to allow more number of participants in this tender.</p> <p>6. Deleted.</p> <p>7. Deleted.</p> <p>8. In case of JV/ Consortium, all consortium members jointly put together , must have executed Similar Work*, EITHER outside the country of its incorporation in at least one (1) country OR in INDIA, during last 10 (TEN) years counted till date of issue of NIT., having value equal to or more than INR 77 Crore or for minimum 16 metro stations in operations in single contract.</p>	Please refer Corrigendum-4: Sl.No.- 1

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				during last 07 (Seven) years counted till date of issue of NIT., having value equal to or more than INR 77 Crore or for minimum 16 metro stations in operations in single contract.		
90.	Part I Section-IV: Bidding Forms	Form of Joint Bidding Agreement (JV/ Consortium Agreement) Form-23 Point 15.	122 of 162	15. It is agreed by all the Members that there shall be separate Consortium Bank Account (distinct from the bank accounts of the individual Members) to which the individual Members shall contribute their share capital and/or working capital and the financial obligations of the Consortium shall be discharged through the said Consortium Bank Account only and also all the payments received by the Consortium from the Employer shall be through that account alone.	We request your kind office to add Paragraph 15a) as given below for better flexibility related to invoicing and receipt of payments: 15a) It is agreed by all the members that when in case of unregistered Consortium, details of the Bank Account Number of each member of the Consortium shall be submitted to the Employer and claim the payments by raising invoices for their respective share of work in the ratios as declared in the Consortium Agreement, to be paid to their respective accounts directly by the employer.	Tender Condition Prevail
91.	General	-	-	General	Clauses Missing from RFP/SLA which needs to be incorporated: Clauses Missing from RFP/SLA which needs to be incorporated: 1. Non-solicitation and Non-compete clauses 2. Disclaimer of Implied Warranties 3. NDA and Master Service Agreement to be discussed at the contracting stage	Tender Condition Prevail

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92.	PART II: Works Requirements Section VII-A: General Specifications	7.12.21	82 of 203	FAT shall include demonstration of integration of all components and sub-systems of the AFC System both at the Station and CC level.	We believe FAT is not applicable to COTS (CC Level) and during FAT the manufactured items will be checked for functioning. Please confirm	COTS item may deal as per OEM recommendations.
93.	PART II: Works Requirements Section VII-A: General Specifications	7.15.3	88 of 203	The Contractor shall provide all information, support, utilities, test environment and source codes necessary for the Employer to conduct tests and verify all the Central Computer System interfaces, as required in this document, using a simulator.	<p>Delivery of Source Code & DLL – The requirement is specified in various parts of the tender. Moreover, price bid also asks for a price to be quoted for the delivery of the source code.</p> <p>We wish to state that source code cannot be shared due to the reasons mentioned hereunder, hence request to accordingly amend the clause the delete the line item from the price bid.</p> <ol style="list-style-type: none"> 1. Proprietary IP: Aurionpro's own software sources are not shareable due to IP rights. 2. Custom Development: Source code developed specifically for customer requirements that do not infringe on Aurionpro's IP can be shared. 3. Third-party Software: Source code for Commercial Off-The-Shelf 	Please refer Part-2: Section VII-B: Particular Specifications: Clause 5.3.13.3 Point (iv).

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					(COTS) software from third-party providers (like Microsoft) cannot be shared, as it remains the property of those OEMs.	
94.	PART II: Works Requirements Section VII-A: General Specifications	8.2.1	99 of 203	The Contractor shall supply the following items: i. Unit Exchange Spares; ii. Consumables for maintenance of the Works; iii. Recommended spares; iv. Special tools, Testing and Diagnostic equipment; v. Special Jigs, Fixtures & Gauges required for maintenance, repair of various equipment, sub-systems in particular and the Works in totality;	We understand these are covered under the list provided in Appendix D and List of SPECIAL TOOLS, TESTING AND MEASURING or we have to provide something else. If yes please share a tentative list.	Please refer Appendix D -APPENDIX – D – List of Spares, Consumable & Special tools, Testing & Measuring Instruments
95.	PART II: Works Requirements Section VII-A: General Specifications	Appendix:5 Note	193 of 203	A monthly rent and maintenance charges of Rs. 520/Sqm. and Rs. 60/Sqm. respectively per month (excl. GST), and electrical facilitation charges according to Maha-Metro Policy will be charged to the Contractor.	Bidder requests to waive off the monthly rent of Rs. 520/Sqm whereas monthly maintenance charges of Rs. 60/Sqm can be charged to contractor.	Please refer Corrigendum-4: Sl.No.- 7
96.					We understood that Maha Metro will provide space for office and store construction and will charge	

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					rent on this and this space will be with us until dlp. Do we need to arrange our own space during CAMC. Please confirm.							
97.	PART II: Works Requirements Section VII-B: Particular Specifications	1.1	9	Project Overview: Nagpur Metro Rail Project Phase-II consists of the following corridors:	We understand that Reach/Section are same as Corridors as defined in Page No. 374 of the tender.	Reach/Section are same as Corridors, Refer Corrigendum-4: Sl.No.-3 & 9						
98.					Corridor – 1A expected ROD is given as Nov-25 which is practicaly not possible to achieve in 02 month (considering tender opens on the given date i.e 03-09-2025). Request you to reconsider this date.							
99.	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 1.1 Project Overview	9	<div>Nagpur Metro Rail Project Phase-II consists of the following corridors:</div> <table><tr><th>Section</th><th>System Readiness in all respects required by (expected RoD/ CoD)</th><th>Number of Stations</th></tr><tr><td>Corridor – 1A Eco Park (At Grade) to Metro City Station</td><td>Nov-25</td><td>2</td></tr></table>	Section	System Readiness in all respects required by (expected RoD/ CoD)	Number of Stations	Corridor – 1A Eco Park (At Grade) to Metro City Station	Nov-25	2	We understand the tender will be closed in September 2025, with the award expected by November. However, having the system ready for two stations by November 2025 is not realistic, as implementation and delivery usually take at least 12 months. If we are the winner of the contract, we will work with the Employer to agree on a more realistic delivery timeline that	Please refer Corrigendum-4: Sl.No.- 3
Section	System Readiness in all respects required by (expected RoD/ CoD)	Number of Stations										
Corridor – 1A Eco Park (At Grade) to Metro City Station	Nov-25	2										

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					ensures quality and feasibility, thank you.	
100.	PART II: Works Requirements Section VII-B: Particular Specifications	1.3.1	10	An efficient Automatic Fare Collection (AFC) System is an operational requirement of any Mass Rapid Transit (MRT) System. In line with the latest development in this field of automation, AFC System based on following fare media has been proposed for Nagpur Metro Rail Project Phase-II: iii) NFC Ticketing	What all fare medias need to be included for NFC? Kindly elaborate.	The Clause is self explanatory
101.	PART II: Works Requirements Section VII-B: Particular Specifications	2.1.2	11	It also includes supply, installation, testing and commissioning of NMRP Phase-II Central AFC Backoffice System. The Central AFC Backoffice system shall act as master Central AFC Backoffice for both Phase-I and Phase-II stations and Central Computer System (CCS) for Phase-II stations. It also include connectivity with acquirer Bank/FI. NMRP Phase-II contractor shall interface with	Will the Phase 1 contractor interface with Central CCS if Phase 2 contractor provides necessary API to interface as the future phases also need to integrate with Central CCS which is scope of work of Phase 2 contractor	The Clause is self explanatory. Also, Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.15 Interface & Integration of Nagpur Metro Rail Project Phase-I & Phase-II
102.					Please clarify if the connectivity with acquirer Bank/FI interface under this contract will be only for Contractor	The Clause is self-explanatory, Phase-II Contractor is

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				NMRP Phase-I AFC system for seamless integration of NMRP Phase-II system and NMRP Phase-I system. The proposed solution shall work in synchronization with the existing NMRP Phase-I AFC system	Phase 2 stations. If the scope includes Phase 1 stations interface as well, kindly confirm if Phase 1 to FI interface is direct or indirect interface. If direct interface, Phase 1 contractor should be responsible for interfacing with Phase 2 system	responsible for end to end interface for seamless integration of NMRP Phase-II system and NMRP Phase-I system.
103.	PART II: Works Requirements Section VII-B: Particular Specifications	2.1.3 (iii)	11	iii) Interfaces to other AFC systems external to the Nagpur Metro Rail Project Phase-II.	Please clarify what are all the AFC systems external to NMRP Phase 2	The Clause is self-explanatory, read in conjunction with clauses defined for interface and integration
104.	PART II: Works Requirements Section VII-B: Particular Specifications	2.1.3 (iv)	11	iv) Interface and integration with the selected Bank/Financial Institution(s) for working and integration of NCMC including issuing of NCMC compliant cards, top-ups, acceptance of NCMC/EMV contactless card, settlement of transactions, mobile banking, payment gateway and processing payments through digital channels.	Please confirm that the development of Mobile application for mobile banking is not the scope of this contract	Development of Mobile application for mobile banking is not in the scope.

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105.	PART II: Works Requirements Section VII-B: Particular Specifications	2.1.3 (v)	11	Interface with the Mobile Application, Website, ERP, AMS systems and ticketing partners;	Please clarify that the interface specifications for interface with ERP, AMS, SAP systems will be provided by NMRP.	Please refer Part-3: Annexure IX-D: IT Requirement
106.	PART II: Works Requirements Section VII-B: Particular Specifications	2.1.1	11	The scope of the works includes but not limited to design, design coordination with other Contractors, design submission, design approval, supply, FAT inspection, packing, shipping, transportation, storage, delivery, handling, insurance, installation, interfacing, interfacing with other project contractors and interface design submission, integration with other systems, testing at Site & commissioning, Integrated testing with Other Project Contractors, maintenance support, training, documentation, providing DLP warranty (Defect Liability Period) and Comprehensive Annual Maintenance Contract (CAMC) period for 5 years for the complete AFC System for 32	A total of 7 years (5+2) is required post implementation or total of 5 years support is required. Kindly confirm	Please refer Part-3 Section IX: Particular Conditions of Contract Clause 1.1.27 & 22.6

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				stations of NMRP Phase-II including Central AFC Backoffice System, integration with Bank and other 3rd parties external to Metro.		
107.	PART II: Works Requirements Section VII-B: Particular Specifications	2.1.3 (vii), (viii)	11	vii) Defect Liability Period (DLP) 2 years. viii) Comprehensive Annual Maintenance Contract (CAMC) for 5 years after DLP.	A total of 7 years (5+2) is required post implementation or total of 5 years support is required. Kindly confirm	Please refer Reply of Sr.No-106
108.	PART II: Works Requirements Section VII-B: Particular Specifications	2.1.2	11	2.1.2 It also includes supply, installation, testing and commissioning of NMRP Phase-II Central AFC Backoffice System. The Central AFC Backoffice system shall act as master Central AFC Backoffice for both Phase-I and Phase-II stations and Central Computer System (CCS) for Phase-II stations. It also include connectivity with acquirer Bank/Fl. NMRP Phase-II contractor shall interface with NMRP Phase-I AFC system for seamless integration of NMRP Phase-II system and NMRP Phase-	A total of 7 years (5+2) is required post implementation or total of 5 years support is required. Kindly confirm	Please refer Reply of Sr.No-106

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				I system. The proposed solution shall work in synchronization with the existing NMRP Phase-I AFC system.		
109.	PART II: Works Requirements Section VII-B: Particular Specifications	2.1.3 (ii)	11	ii) AFC Control Centre (OCC) and BCC facilities in the depot and Interfaces to other systems on the Nagpur Metro Rail Project Phase-II.	OCC and BCC will be maintained onpremise or contractor can be hosted over cloud? Kindly confirm	OCC and BCC will be maintained onpremise, Please refer Part-2: Section VII-B: Clause 4.9.2.1
110.	PART II: Works Requirements Section VII-B: Particular Specifications	2.1.3 (iv)	11	Interface and integration with the selected Bank/Financial Institution(s) for working and integration of NCMC including issuing of NCMC compliant cards, top-ups, acceptance of NCMC/EMV contactless card, settlement of transactions, mobile banking, payment gateway and processing payments through digital channels.	Card Issuance, settlement of transactions, mobile banking, payment gateway and processing payments through digital channels and all other banking related functions will be in the scope of Bank. Please confirm.	The Clause is self explanatory
111.	PART II: Works Requirements Section VII-B: Particular Specifications	2.1.3 (v)	11	Interface with the Mobile Application, Website, ERP, AMS systems and ticketing partners;	Interface documents will be provided by client for any external interface. Please confirm.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 2.2.2 Point (xxii) &
112.					1. Kindly confirm which of the below items is in the contractor	

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					<p>scope for development/enhancements (or employer provided and out of contractors scope)</p> <p>#Mobile Applications, #Website, #ERP, #AMS systems #Ticketing partners.</p> <p>2. If already existing and enhancements are required, kindly confirm the availability and handover of the source code and technical documentation. This is important point and clarity is required for effort estimation and towards the integration.</p> <p>3. Otherwise confirm that no code changes are expected in above existing applications.</p>	Part-3: Annexure IX-D: IT Requirement
113.					Kindly confirm that no code changes are expected in below existing applications and out of contractors scope. #Mobile	

Sr. No.	Volume No/ Part No & Section	Clause No.	Page No.	Clause description	Bidder's Queries	Maha Metro Reply
					Applications, #Website, #ERP, #AMS systems #Ticketing partners.	
114.	PART II: Works Requirements Section VII-B: Particular Specifications	2.1.4	12	The System shall operate in conjunction with, NCMC Compliant cards issued by all Banks in India and QR coded media physical and on digital devices based on Specifications for QR ticketing system for transit application by CDAC and NFC ticketing.	We are assuming only QR ticket media type for NFC ticketing. Kindly confirm	The Clause is self explanatory
115.	PART II: Works Requirements Section VII-B: Particular Specifications	2.1.5	12	Maha-Metro is implementing AFC System for Phase-II with Central AFC Backoffice System having expansion capacity for 512 stations.	Please confirm that the expansion capacity is in terms of software configuration only.	Please refer Corrigendum-4: Sl.No.- 4
116.	PART II: Works Requirements Section VII-B: Particular Specifications	2.1.6	12	The System shall be capable to process NCMC from all approved payment scheme networks (e.g., RuPay, Master, Visa or any other approved scheme) and issued from any of the approved banks/financial institutions.	What are the any other approved payment schemes. Please confirm.	The Clause is self explanatory

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117.	PART II: Works Requirements Section VII-B: Particular Specifications	2.1.7	12	The System shall be hardware-ready in terms of technology capabilities, compliant with relevant standards and suitably certified to support upgrade to Account-based Ticketing in future without any additional cost.	Please confirm that the ABT software will come at additional cost.	The Clause is self explanatory
118.					Will ABT be included in SAT? We need to run both CBT and ABT parallel in operation? Kindly confirm.	It is clarified that this is design and built contract this shall be decided during execution phase.
119.	PART II: Works Requirements Section VII-B: Particular Specifications	2.1.12 (iii)	12	The major aims of the System are to provide: iii) Future interoperability with other Service Providers at Nagpur, typically the AFC facilities of other transit networks, such as buses and Indian Railways, and non-transit applications, etc. and in compliance with EN 15320 wherever applicable.	We understood there is no implementation/development required in Contractor's scope. Other service provider need to integrate with AFC BO System.	Phase -II contractor facilitate all the requirement for seamless integration/interface with other transit Service Providers at Nagpur.
120.	PART II: Works Requirements Section VII-B: Particular Specifications	2.1.12 (iv)	13	AFC Contractor shall warrant future interface & interoperability by providing suitable Application Program Interface (API) and other software along with required documentation so as to allow 3rd party vendors to	We understand that this is in reference to interfacing with NMRP Phase-II Central AFC Backoffice System. Please clarify.	The Clause is self explanatory

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				interface with the existing AFC System.		
121.	PART II: Works Requirements Section VII-B: Particular Specifications	2.2.3 iii)	15	Plan, facilitate, interface with relevant Bank/FI/Contractor(s) and obtain all required certifications for commercial operations of working of NCMC compliant cards on NCMC standard, QR-code ticketing without affecting the overall project schedule.	Please confirm the cost of certification & renewal if needed for Bank interfaces such as L3 and any other certificates will be borne by FI/Acquirer Bank.	L3 certification shall be joint responsibility of the AFC Contractor & FI with FI in the lead role. The cost towards L3 application development, testing and certification for NCMC readers under AFC scope shall be borne by AFC contractor.
122.	PART II: Works Requirements Section VII-B: Particular Specifications	2.2.3 iv)	15	Interface and integration with systems of the Bank/FI(s) engaged by the Employer for complete end to end working of NCMC compliant cards supplied by the Bank/FI(s) including acquiring, clearing and settlement for NCMC compliant cards and payments made through digital payment modes.	Integration in terms of L3 will be a part of contractor but acquiring, clearing and settlement for NCMC compliant cards and payments made through digital payment modes will be under scope of Bank.Please confirm.	The Clause is self explanatory

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123.	PART II: Works Requirements Section VII-B: Particular Specifications	2.2.3 vi)	15	Certifications and complete end to end testing of System with relevant parties e.g., Bank/Financial Institution, NPCI, Master, Visa, PCI and others as required for commercial operations.	L3 certification cost is to be borne by Bank and application will be done by AFC contractor. All the certifications required for commercial operations will be done by Bank. Please confirm our understanding is correct or not. We are assuming L3 certification is required for only NCMC compliance Rupay card not for Master, Visa. Kindly confirm.	L3 certification shall be joint responsibility of the AFC Contractor & FI with FI in the lead role. The cost towards L3 application development, testing and certification for NCMC readers under AFC scope shall be borne by AFC contractor.
124.	PART II: Works Requirements Section VII-B: Particular Specifications	2.2.4 (ii)	16	2.2.4 AFC Level-3 Interface to External Locations ii) Interface with Employer's Mobile Application, Website and ERP, AMS systems and ticketing partners.	We understood Contractor will receive all the interface/API documents from Employer. Kindly confirm.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 2.2.2 Point (xxii) & Part-3: Annexure IX-D: IT Requirement
125.	PART II: Works Requirements Section VII-B: Particular Specifications	2.2.4 (iii)	16	2.2.4 AFC Level-3 Interface to External Locations iii) Interface with Central Computer Systems for Nagpur Metro Phase-I of Maha-Metro through Central AFC Backoffice	We understood Central Computer Systems for Nagpur Metro Phase-I of Maha-Metro need to integrate with Phase-II AFCS contractor system with required changes. Kindly confirm. Phase-II AFCS contractor	The Clause is self-explanatory, Also, Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.15.2.7

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				System provided by Phase-II AFCS Contractor.	will only provide the Integration/API documents.	
126.	PART II: Works Requirements Section VII-B: Particular Specifications	2.2.5	16	The Contractor shall demonstrate its ability to interface with future Systems by simulations as follows along with provision of related API & APDU software/documentation etc.i) Future AFC Systems provided by other Service Providers.ii) AFC Systems for other Nagpur Metro line of Maha-Metro.iii) Different Bank/FI selected for other Metro Lines of Maha-Metro.Simulation tests are to be conducted using suitable Test Platform to demonstrate the above interfaces.	We understand that the Phase-II AFCS contractor will only provide the integration/API documentation for any future system integration. Any system development required is not within the current scope. Kindly confirm.	The Clause is self-explanatory. Also, Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.15 Interface & Integration of Nagpur Metro Rail Project Phase-I & Phase-II
127.	PART II: Works Requirements Section VII-B: Particular Specifications	2.2.8.3	17	All the softwares and licenses required for operation and maintenance of the AFC System shall be for perpetual use by NMRRP with no need to pay any additional cost during the Life of the System.	As some of the third-party software components and platform licenses required for the AFC system are governed by subscription-based or term-based licensing models (e.g., operating systems, databases, security modules, OEM SDKs), it may not be feasible to provide perpetual licenses without incurring	Tender Condition Prevail

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					significant additional cost or breaching vendor terms. Can we request an amendment in clause accordingly.	
128.	PART II: Works Requirements Section VII-B: Particular Specifications	2.2.8.1 (ix)	17	Key Management Software.	We believe existing system will have key management hardware or we have to provide H/W for Key management? If we have to use the existing hardware then source code, key and interface document is required. RKL is required or not? Please confirm.	The Clause is self explanatory, Phase-II Contractor is responsible for end to end interface for seamless integration of NMRP Phase-II system and NMRP Phase-I system.
129.	PART II: Works Requirements Section VII-B: Particular Specifications	2.2.8.1 (xi)	17	SAM Initialization and Personalization software	We believe existing system will have SAM Initialization hardware or we have to provide H/W for SAM Initialization? If we have to use the existing hardware then source code and interface document is required. Please confirm.	The Clause is self explanatory, Phase-II Contractor is responsible for end to end interface for seamless integration of NMRP Phase-II system and NMRP Phase-I system.
130.	PART II: Works Requirements Section VII-B:	2.2.8.5	18	With the exception of codes for Commercial Off the Shelf (COTS) software packages belonging to	Source code will be provided in escrow account. Kindly confirm.	Please refer Part-2: Section VII-B: Particular

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	Particular Specifications			parties other than the Contractor, the Contractor shall transfer all software related documentation and source codes specifically prepared or modified for this project, to the Employer, prior to the system handover.		Specifications: Clause 5.3.13.3 Point (iv).
131.	PART II: Works Requirements Section VII-B: Particular Specifications	2.2.8.7	18	Upon satisfactory completion of System Acceptance Test (SAT) stages under this Contract and dates of any subsequent revision, the Contractor shall deposit the following information in respect of all software supplied: i) A hard copy list of the source codes. ii) A soft copy of the source codes on the hard disk or other approved electronic media. iii) Information about the development platform(s) used to generate/edit and produce software of the various types, delivered under the Contract	Delivery of Source Code & DLL – The requirement is specified in various parts of the tender. Moreover, price bid also asks for a price to be quoted for the delivery of the source code. We wish to state that source code cannot be shared due to the reasons mentioned hereunder, hence request to accordingly amend the clause the delete the line item from the price bid. 1. Proprietary IP: Aurionpro's own software sources are not shareable due to IP rights. 2. Custom Development: Source code developed specifically for customer requirements that do not infringe on Aurionpro's IP can be shared.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 5.3.13.3 Point (iv).

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					3. Third-party Software: Source code for Commercial Off-The-Shelf (COTS) software from third-party providers (like Microsoft) cannot be shared, as it remains the property of those OEMs.	
132.	PART II: Works Requirements Section VII-B: Particular Specifications	2.3.1 (ii)	18	Design, supply and installation of base frame, cable trench & under false floor cable trays with required raisers and droppers for wall mounted / any other units required for AFC System.	We believe cable trench, under floor cable tray, primary risers/droppers and cable tray will be provided by E&M contractor and we just have to extend riser, dropper & cable tray in respective AFC rooms only. Please confirm.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 2.4.1.3 & Appendix-A Project Wide Interface Document
133.	PART II: Works Requirements Section VII-B: Particular Specifications	2.3.1 (xiv)	19	The DLP for each reach/section shall start from its respective ROD and shall last upto the beginning of the CAMC.	Request to please confirm our understanding of this clause as under 1. The DLP of 2 years for each of the 6 sections from the RoD/CoD dates of the respective sections. 2. This also means that the CAMC period for each section will end independently after 5 years from its respective DLP completion, and not be tied to the CAMC duration or completion of any other section,	Please refer Part-3 Section IX: Particular Conditions of Contract Part A Clause 1.1.27 & Part B Clause 22.6

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					including the last completed section.	
134.	PART II: Works Requirements Section VII-B: Particular Specifications	2.3.1 (xiv)	19	The DLP for each reach/section shall start from its respective ROD and shall last upto the beginning of the CAMC. The CAMC Period of a section or part of the work shall start from the date of completion of DLP period and shall continue until 60 months from the date of completion of DLP of the relevant section or part of the work.	We understand that DLP for each section/reach will start from its respective RoD. On similar lines, we assume that any delay in the project due to SNR or other issues attributable to the customer shall be the responsibility of the Customer and any additional costs incurred by the AFC provider on account of such delays shall be borne by the customer and/or paid to the AFC Provider	Tender Condition Prevail
135.	PART II: Works Requirements Section VII-B: Particular Specifications	2.4.2	22	2.4.2 Between Stations and AFC Control Centre (OCC) The Communications Backbone Network interlinking the AFC Control Centre (OCC), BCC and the stations will be undertaken by the Employer, via its nominated Telecommunication Contractor. Ethernet bandwidth/dark Fiber will be provided by the Telecommunication Contractor for the use of AFC Contractor. AFC	What will be the location of OCC and BCC	Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.9.2.1

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				Contractor shall provide all interfaces, network devices, racks, cables, connectors, configuration etc. for AFC System network requirement.		
136.	PART II: Works Requirements Section VII-B: Particular Specifications	3.1.1.3	23	The System shall meet or exceed the RAMS requirements specified in this Specification or elsewhere in the Contract documents. The reliability of the System designed, supplied and installed is the principal element for availability. Subject to minimum RAM requirements, System reliability shall be as high as reasonably practicable.	Are our systems compliant with RAMS standards, and do we meet the specified MTBF, MTTR, and availability targets?	Please refer Part-2: Section VII-B: Particular Specifications: Clause 3.3 Reliability, Availability, Maintainability (RAM).
137.	PART II: Works Requirements Section VII-B: Particular Specifications	3.1.1.7 (v)	24	v) Min. of 20 % spare capacity should be available in the system for future expansion without requirement of any additional hardware, software, licenses or wiring etc. Expansion capacity which may require additional hardware, software, licenses, wiring, racks etc. shall be required	As per our understanding, spare capacity for OCC , BCC equipment is excluded. Kindly confirm.	Tender Condition Prevail

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				only after exhaustion of the spare capacity.		
138.	PART II: Works Requirements Section VII-B: Particular Specifications	3.1.2	24	Equipment Performance:	The values given in performace data for AG, TOM, Digital Kiosk, Cashless Card Dispenser and HHD seems to be on very higher side. Request you to revise the values.	Tender Condition Prevail
139.	PART II: Works Requirements Section VII-B: Particular Specifications	3.1.2.2	24	3.1.2.2 TOM/EFO: The TOM/EFOM shall be capable of issuing, analyzing or re- validating at least 8 QR coded Ticket per minute (Considering one QR Ticket at a time) and shall be capable of Top-up/Reload <u>at least 8 NCMC per minute</u> and shall be capable of issuing 2 NCMC per minute, assuming the operator has correctly input all the requirements.	NCMC Top up/Reload transactions are routed to Bank/FI through Acquirer interface, and are dependent on Bank /FI response time. Request to reduce the numbers per minute requirement.	Tender Condition Prevail
140.					The processing time for Issuance, Topup/Reload of NCMC cards highly rely on the response from acquirer Bank/FI since they are online transactions. Please confirm that the performance requirement mentioned are exluding the response time from Bank/FI.	
141.	PART II: Works Requirements Section VII-B:	3.1.2.3	24	Digital Kiosk shall be capable of issuing & Top-up/Reload at least 8 separate transactions of	The processing time for Issuance, Topup/Reload of NCMC cards highly rely on the response from acquirer	Tender Condition Prevail

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	Particular Specifications			single/return journey QR Coded Tickets and NCMC card respectively in a minute. Assuming the user has correctly input all the requirements.	Bank/FI since they are online transactions. Please confirm that the performance requirement mentioned are excluding the response time from Bank/FI.	
142.	PART II: Works Requirements Section VII-B: Particular Specifications	3.1.2.4	25	Card Dispenser processing time for NCMC card issuance shall be a maximum 08 seconds and processing time for NCMC contactless card Top-Up transaction shall be maximum 02 seconds assuming the user has correctly input all the requirements.	The processing time for Issuance, Topup/Reload of NCMC cards highly rely on the response from acquirer Bank/FI since they are online transactions. Please confirm that the performance requirement mentioned are excluding the response time from Bank/FI.	Tender Condition Prevail
143.	PART II: Works Requirements Section VII-B: Particular Specifications	3.1.2.5	25	HHD: The HHD shall be capable of issuing, analyzing or re- validating at least 6 QR Coded Ticket per minute and top-up, reload, analyzing or re-validating 6 NCMC per minute.	Employer will ensure with Bank/FI that top-up response time will be within 200 milliseconds. Please confirm	Tender Condition Prevail
144.	PART II: Works Requirements Section VII-B: Particular Specifications	3.1.2.7	25	Central Computer System (CCS): CCS Shall be capable of connecting to 512 stations and shall be capable of processing minimum fifty lac (50,00,000) transactions	Please confirm that the scalability is in terms of additional hardware and not in the scope of this contract.	Please refer Corrigendum-4: Sl.No.- 4

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				per day and scalable up-to one hundred and fifty lac (150,00,000) per day.		
145.	PART II: Works Requirements Section VII-B: Particular Specifications	3.1.2.8	25	Central AFC Backoffice System Shall be capable of connecting to 512 stations and shall be capable of processing minimum fifty lac (50,00,000) transactions per day and scalable up-to one hundred and fifty lac (150,00,000) per day.	Please confirm that the scalability is in terms of additional hardware and not in the scope of this contract.	Please refer Corrigendum-4: Sl.No.- 4
146.	PART II: Works Requirements Section VII-B: Particular Specifications	3.1.2.9	25	3.1.2.9 All indoor equipment such as Central Computer, Station Computers, Networking Equipment, Routers, TOMs etc. shall normally be installed in air-conditioned rooms and AG, Digital Kiosk, Card Dispenser and TR shall be installed in semi-outdoor conditions. The design of the System shall be such that all indoor equipment shall be tested for satisfactory performance from 0° C to 50° C for a minimum duration of 2 hours if air conditioning fails in the rooms in which it is located.	The temperature of equipment like server, switches, firewall etc will be as per the leading industry OEMs offering	Tender Condition Prevail

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147.	PART II: Works Requirements Section VII-B: Particular Specifications	Table 3.6 – Reliability Targets	33	Automatic Gates Minimum MCBF - 10,00,000 Minimum MCBJ - 20,00,000	Please confirm if the values given are for complete Gate or a specific module. If for complete Gate we request you to revise the figures as these are on a very higher side. Please confirm.	Tender Condition Prevail
148.	PART II: Works Requirements Section VII-B: Particular Specifications	3.6.2	45	The Contractor's software Quality Assurance System shall be as a minimum, CMMI –Level 3 compliant and ISO/IEC 27001 for information security.	Is it mandatory to have a CMMI – Level 3 compliant for the Contractor/Company? Kindly confirm.	Tender Condition Prevail
149.	PART II: Works Requirements Section VII-B: Particular Specifications	3.6.9 Design Life period	47	1 Central AFC Backoffice System, CCS & BCC, Digital Kiosk, TR, and Network Equipment. 10 Years (Min)	As per our understanding, Design life will be from the date of equipment supply	The Clause is self explanatory
150.	PART II: Works Requirements Section VII-B: Particular Specifications	4.1.1.3	48	Backup Control Centre (BCC) to be exact replica of OCC. Location of BCC to be decide during design phase.	Please confirm that High Availability architecture is not required at the DR at BCC.	The Clause is self explanatory
151.	PART II: Works Requirements Section VII-B:	4.1.1.4 (d)	49	Interface requirement of AFC System-	We understand that there is no integration required with the existing BCC. Additionally, no	Regarding Interfacing & Integration Requirements for Phase-

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	Particular Specifications			SLE Interfaces to other equipment at BCC.	software or hardware upgrades are necessary for the current BCC setup. Kindly confirm	II AFC Backoffice System & CCS of Phase - I. Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.15.2.7
152.	PART II: Works Requirements Section VII-B: Particular Specifications	4.1.1.4	49	Interface requirement of AFC System a) AFC System Interfaces to other equipment at Stations. b) SLE Interface to Central AFC Central AFC Backoffice system. c) SLE to other equipment at AFC Central Computer System. d) SLE Interfaces to other equipment at BCC. e) AFC System Interface with Bank system. f) AFC System Interface with other 3rd party's system	We seek further clarity (for point no. c and d) regarding the expected interfaces to other equipment at the Central Computer System and at BCC. Could the client kindly specify what additional equipment, systems, other 3rd party's system or subsystems (beyond those already mentioned) are expected to interface with the Central Computer and at the back office level?	It is clarified that this is design and built contract this shall be decided during execution phase.
153.	PART II: Works Requirements Section VII-B: Particular Specifications	4.1.4.1	49	The System shall be in compliance with the Government of India's objectives of a National Common Mobility Card (NCMC) for seamless connectivity in public transport. Accordingly, the system	The interface between Card and Reader are standardized by EMV Rupay L2 & L3 standard. Please clarify if "NCMC Transaction flow specification" & EMV transaction flow are same and incase of conflict	Please refer Part-2: Section VII-B: Particular Specifications: APPENDIX – B1 – NCMC Specification

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				shall adapt the "NCCM Transaction Flow Specification" for interface between the card and reader on AFC Equipment.	between both, EMV standards will prevail or any non compliance arising out of same shall be waived by NMRP.	
154.	PART II: Works Requirements Section VII-B: Particular Specifications	4.1.4.2	49	The System shall also in the future be able to be easily upgraded to operate in conjunction with additional types of fare media technology.	We would like to seek clarification regarding the system design and its future adaptability. As we understand, the system will be developed to support the fare media technologies specified within the current tender. In case any additional fare media technologies are to be integrated in the future, the required modifications can be assessed and discussed mutually as part of a separately agreed scope of work. However, if such changes necessitate significant alterations to the core system architecture, their feasibility may need to be evaluated accordingly. We kindly request confirmation or further guidance from the client on this matter.	The Clause is self explanatory

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155.	PART II: Works Requirements Section VII-B: Particular Specifications	4.1.4.5	49	Contractor shall be responsible for any modifications/ upgrade of the system required due to any mandatory Government Guidelines arising during Design Build period.	Please clarify whether Design build period refers to design stage and before ROD of first station	The Clause is self explanatory
156.					We would like to confirm that we shall adhere to the timeline defined under 'Key Date – KD3' as stipulated in the current RFP and treat this period as the design-build phase. Any design modifications proposed after KD3 will be taken up through mutual discussions, subject to feasibility assessment, and shall be implemented only upon mutual agreement.	The Clause is self explanatory
157.	PART II: Works Requirements Section VII-B: Particular Specifications	4.2	49	4.2 AFC System Concept and System Architecture 4.2.1 Introduction 4.2.1.4 Considering the principle of redundancy in hardware & software, all workstations, servers shall be equipped / configured with dual Ethernet ports to provide connectivity to the redundant servers/ switches / routers.	As per our understanding, bidder need to consider the software/ application level redundancy. E.g If AFC Application required 5 Virtual machines (VM) to host on OCC, then bidder need to consider 10 VM to maintain the VM level redundancy with required underlying Infrastructure Kindly confirm.	The Clause is self explanatory

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158.	PART II: Works Requirements Section VII-B: Particular Specifications	4.2.1.2	49	i)Level 0 – AFC Fare Media; ii) Level 1 - Station Ticket Hall Equipment (SCS, AG, TOM/EFO, Digital Kiosk, Cashless Card Dispenser, TR etc.). iii) Level 2 - AFC Control Centre (OCC) equipment- CCS & monitoring equipment including workstations & Backup central control equipment with SAN. iv) Level 3 – AFC Control Centre (OCC) equipment- Central AFC Backoffice System & related monitoring equipment including workstations & Backup central control equipment with SAN.	As per the RFP Part II Section VII-B at page no. 372 of 1304, Definitions- Fare media- All devices not limited to unless otherwise stated which are able to be used to pay the fare, e. g. recyclable contactless card, contactless token and EMV cards. We request the client to clarify if token is also there in the scope of Phase-II fare media because the mention of the token is only there in the definition.	No, Token Is not Fare Media in NMRP. Please refer Part-2: Section VII-B: Particular Specifications: Clause 2.1.13.2
159.	PART II: Works Requirements Section VII-B: Particular Specifications	4.2.3.8	52	All AFC equipment including but not limited to AGs, Digital Kiosk, TOM, TR, Station Computer, Central Computer and wherever applicable shall be equipped with at least four dedicated Security Access Module (SAM) slots subjected to approval of the Employer's Engineer/ Employer to provide security protection	Can we propose a solution which doesn't require physical SAM? Please confirm.	To be finalized during design stage.

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				functions such as authentication etc.		
160.	PART II: Works Requirements Section VII-B: Particular Specifications	4.2.3.9	52	In order to have a consistent mechanism for any reader to communicate with a SAM, Govt. of India has made a standard interface document between the SAM and the reader. This is a part of the standard documentation for acceptance of National Common Mobility Card (NCMC). So accordingly, selected Contractor shall develop the reader-SAM interface as per standard document as part of the delivery of AFC System.	Kindly share the specification document.	Please refer Part-2: Section VII-B: Particular Specifications: APPENDIX – B1 – NCMC Specification
161.					We would like to inform you that for EMV NCMC card transactions, all the proposed devices are EMV certified and include secure elements for key storage within the device itself. Therefore, the use of SAM cards and their associated readers has not been proposed as part of the solution.	Tender Condition Prevail
162.	PART II: Works Requirements Section VII-B: Particular Specifications	4.2.3.10	52	All AFC equipment shall be provided with appropriate ports to establish communication with / connection of Laptop Maintenance Tool (LMT) for diagnostic and maintenance purposes.	Do we need to supply LMT? If yes, please share the count.	To be finalized during design stage.

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163.	PART II: Works Requirements Section VII-B: Particular Specifications	4.3.1	53	Maintenance, Software Development and Training Centre Facilities	Please confirm if the Servers to be provided in this centre can be suitably downsized.	Tender Condition Prevail
164.	PART II: Works Requirements Section VII-B: Particular Specifications	Table 4.2	58	Table 4.2- Indicative Equipment Fault Status	Tamper detection has been mentioned in every equipment for warning messages. We understood it as alarm in case equipment door is opened for certain time without login. And for the tom/efo it is unauthorised login. Kindly confirm.	The Clause is self explanatory
165.	PART II: Works Requirements Section VII-B: Particular Specifications	4.4.8.1	61	The Contractor shall provide all computer software documentation for the Station Computer and the individual equipment microprocessors.	In this regard, it would be helpful if the Employer could specify the exact details or type of documentation expected for the individual equipment microprocessors. This will help us ensure full compliance with the tender requirements.	The Clause is self explanatory
166.	PART II: Works Requirements Section VII-B: Particular Specifications	4.5.1.1 (v)	64	Manual swing gate, integrated with Access Control System using the AFC contactless smart card for access., Egress/ Control Button provided in Respective EFO's.	Bidder needs clarification as to where the Manual swing gate needs to be installed, is at respective EFO's or only at Exit array??.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 2.2.2 Point (xvi)

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167.	PART II: Works Requirements Section VII-B: Particular Specifications	4.5.1.2 (iii)	64	Manual Swing Gate equipped with Access-Control System and shall be installed along with Exit array.	Bidder needs clarification as to where the Manual swing gate needs to be installed, is at respective EFO's or only at Exit array??.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 2.2.2 Point (xvi)
168.					Please clarify we need to provide swing gate in exit side only or all the array in line with the statement (4.2.3.1 iv). Please confirm	
169.	PART II: Works Requirements Section VII-B: Particular Specifications	4.5.1.1 v)	64	Manual swing gate, integrated with Access Control System using the AFC contactless smart card for access., Egress/ Control Button provided in Respective EFO's. The design of manual swing gate to be robust and equipped with lock mechanism.	We understood Manual swing gate shall have AFC Contactless smart card reader to validate the cards. Kindly confirm.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.2.3.1(iv)
170.	PART II: Works Requirements Section VII-B: Particular Specifications	4.5.7.4	71	The Contractor shall provide two nos. keyboard for reversible gate. Appropriate mounting arrangement for these keyboards shall be done inside the gate, both at entry and exit validator side.	Bidder needs clarification that, if ECU is controlling both Entry and Exit modules in case of reversible gate then can we use only 1 keyboard as the controlling of the passage will be done from Master side display that is entry side. Also, type of keyboard is not specified.	To be finalized during design stage.

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					bidder requests clarification on type of keypad/keyboard required.	
171.	PART II: Works Requirements Section VII-B: Particular Specifications	4.5.9.5 i)	72	Validation of NCMC smart cards based on approved Business Rules (minimum balance on the card, blacklist status etc.), as per NPCI guidelines and NCMC rules as applicable. Once smart card is validated, flaps shall allow to access. AFC equipment shall send encrypted data to the bank switch through a secure channel in required ISO 8583 format. The gate validator shall also send the encrypted data for QR-code transactions to the SCS/CCS.	Please clarify if it is a mandate to use direct mode of communication from NCMC Readers to Acquirer Bank/FI or indirect mode of communication is allowed, via Transit Payment gateway	To be finalized during design stage.
172.	PART II: Works Requirements Section VII-B: Particular Specifications	4.5.9.5 vii)	73	The AFC reader must incorporate the functionality of having to participate in several types of card transactions that it may face. The reader module's design shall have to be such that it functions as an "intelligent card reader" to meet the challenge.	Please elaborate the requirement of "intelligent card reader" and what does "to participate in several types of card transactions " mean	Used terminology "intelligent card reader" in terms of handling of different fare products. Tender Condition Prevail,

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173.	PART II: Works Requirements Section VII-B: Particular Specifications	4.5.11.5	74	Processing time for a valid Fare Media for entry shall not exceed 600 ms in online mode and 400 ms in offline mode.	Please confirm that the online more refers to only QR based fare media	The Clause is self explanatory.
174.					Processing time of NCMC Cards highly depend on Card quality and can we assume that this requirement dont apply to NCMC Cards	
175.	PART II: Works Requirements Section VII-B: Particular Specifications	4.5.11.8	74	A Contactless fare media shall be automatically credited with the authorized 'Add Value' amount when a customer presents the Contactless fare media to the gate Smart Media Reader/ Writer, provided a prior offline 'Add Value' purchase has been made by a customer, such as by Internet access, standing instruction with the credit card agency or Bank. This functionality shall be enabled or disabled considering the operational policy.	For NCMC Cards, Add value is an online transaction which require authentication from Issuer bank. Implementing add value feature in Gate will greatly affect the throughput. Hence this feature is not recommended to be implemented for NCMC Cards in AG. Request to ammend accordingly	Tender Condition Prevail
176.					Enabling EMV-NCMC add-value functionality at the gate requires approval and support from the financial institution (acquiring bank/PSP) as well as NPCI, since these transactions are processed online, unlike the typical offline validations done at the gate. Online	

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					processing may introduce latency, potentially affecting the gate's passenger throughput. Therefore, such transactions are not recommended or suitable for use at automatic gates. Request to limit the Add Value feature to TOMs, TRs, and TVMs only, and remove it from the gates	
177.					As per our understanding of the current NPCI guidelines, offline credit transactions are not supported on NCMC cards. Therefore, we would like to clarify that the functionality of automatically crediting an "Add Value" amount upon tapping at the gate—based on a previously initiated offline purchase—is not applicable for NCMC cards. Kindly confirm if our understanding is correct or advise if there are any updates or exceptions to this guideline.	
178.	PART II: Works Requirements	4.5.12.4 iv) b)	75	The E-purse of the card shall be decremented with the full fare	NCMC Cards design does not allow it to go negative balance. Request	To be finalized during design stage. Also,

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	Section VII-B: Particular Specifications			value, resulting in a negative stored value amount.	you to ammend the clause accordingly.	Please refer Part-2: Section VII-B: Particular Specifications: 4.5.12.4 (Note)
179.	PART II: Works Requirements Section VII-B: Particular Specifications	4.5.12.4	75	<p>Use of a Contactless fare media shall result in the following:</p> <p>i) Fare shall be deducted from the stored value or from the account;</p> <p>ii) A trip shall be deducted from the stored trips;</p> <p>iii) Value remaining, or remaining trips shall be displayed to the passenger accordingly, except that in the case of a period pass the expiry date of the pass shall be displayed;</p> <p>iv) In the case where the cost of a fare exceeds the minimum travel value and an insufficient amount of stored value is available on the customer's Contactless fare media, an option shall be provided to allow exit along with the following:</p> <p>a) Passengers shall purchase a paid exit ticket as the travel and the card status shall be updated.</p>	<p>We would like to respectfully clarify that, as per current NPCI guidelines governing NCMC (National Common Mobility Card), negative stored value is not permitted on NCMC cards. The e-purse must have sufficient balance at the time of fare deduction, and transactions are allowed only if the required fare amount is available on the card. Accordingly, the scenario mentioned in point (b)—“The E-purse of the card shall be decremented with the full fare value, resulting in a negative stored value amount”—is not applicable to NCMC cards and cannot be supported under the existing specifications.</p> <p>We understand that these scenarios will be finalized based on the employer's business rules, and we are happy to support alternative</p>	<p>To be finalized during design stage. Also,</p> <p>Please refer Part-2: Section VII-B: Particular Specifications: 4.5.12.4 (Note)</p>

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				<p>b) The E-purse of the card shall be decremented with the full fare value, resulting in a negative stored value amount.</p> <p>c) A distinct audible warning tone shall be emitted at the gate to alert the customer of a requirement to recharge.</p> <p>Note: above scenarios shall be finalized in business rule by the employer.</p>	approaches (such as paid exit ticket issuance as described in point (a)) that are fully compliant with NCMC standards.	
180.	PART II: Works Requirements Section VII-B: Particular Specifications	4.5.12.5	75	If a NCMC Cards or Contactless fare media/QR ticket is on the blacklist, the barrier shall prevent exit from the paid area.	As per NPCI guideline NCMC card blacklist should be managed by acquirer. Hence managing blacklist in AFC system is considered as out of scope for AFC. Kindly confirm the assumptions.	Tender Condition Prevail
181.	PART II: Works Requirements Section VII-B: Particular Specifications	4.5.16.1	80	7 Days online data and 30 Days offline data;	Kindly clarify the differentiation between online and offline data stored in Automatic Gate	The Clause is self explanatory
182.					Our understanding is that the AG should be able to store data for 7 days when it is functioning in offline mode and a data backup of 30 days is to be provided at any point of	

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					time. Kindly confirm this understanding.	
183.	PART II: Works Requirements Section VII-B: Particular Specifications	4.5.16.3 iv)	81	48/24 Point digital Input / Output unit.	Please clarify the purpose of this port	To be finalized during design stage.
184.	PART II: Works Requirements Section VII-B: Particular Specifications	4.5.16.5	81	iii) Able to withstand a force of twenty kilograms dropped from a height of one meter without any damage.	Top cover unit of the fare media processing module will be able to withstand a force of 2 kg dropped from a height of 1 meter resulting in an impact of 20 joules as per international standards (IK10). Kindly confirm whether this is acceptable.	Tender Condition Prevail
185.	PART II: Works Requirements Section VII-B: Particular Specifications	4.5.16.5	81	The design of the top cover unit shall be such that with the Contactless Smart Media Reader/ Writer attached, the Contactless fare media maximum detection distance measured from the top cover unit shall not be less than 50mm.	The NCMC card maximum detection distance will be according to the EMV standards. Kindly confirm this understanding	Tender Condition Prevail
186.	PART II: Works Requirements	4.5.16.6	81	The design of the top cover unit shall be such that with the	As per EMVCo guidelines, contactless transactions are	Tender Condition Prevail

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	Section VII-B: Particular Specifications			Contactless Smart Media Reader/ Writer attached, the Contactless fare media maximum detection distance measured from the top cover unit shall not be less than 50mm.	required to be completed within a maximum distance of 40mm to ensure secure and reliable communication. In light of this, we kindly request that the specified detection distance be reviewed and modified accordingly to align with EMVCo standards. We look forward to your guidance on this matter.	
187.	PART II: Works Requirements Section VII-B: Particular Specifications	Table 4.4 – Technical Specification	85	ECU - iii) 6*COM (Minimum), 4*USB (at least one spare COM port and two spare USB 2.0 compliant interface ports for future use). v) Latest intel processor / Latest Android processor 4GB RAM, 64 GB storage, 2 x LAN	iii) & v) : As only the NCMC EMV reader and QR code reader are required to process stated fare media, the RFP requirement appears excessive for the intended purpose. Requesting employer to kindly consider below option. The validator will come with a custom built hardware running Embedded Linux operating system with internal memory of 4GB eMMC and 8GB SD card with 1 GB of RAM and 2 USB ports that is tested, reliable and successfully	Tender Condition Prevail

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					used in other Indian Metro AFC solutions.	
188.	PART II: Works Requirements Section VII-B: Particular Specifications	Table 4.4 – Technical Specification	85	iv) 48/24 Point digital Input / Output unit.	For I/O requirement, GCU will provide 45 digital input and 20 digital outputs for sensors LEDs flaps buzzer interface. In addition to that validator will have serial (RS485) connection to drive external peripheral in future. RS485 provides additional flexibility and in line with latest trend. Kindly confirm this understanding.	To be finalized during design stage.
189.	PART II: Works Requirements Section VII-B: Particular Specifications	Table 4.4 – Technical Specification	85	13) Tailgating prevention: Less than 20 cm (should be configurable parameter).	Fixed Tailgating distance of approximately 20 cm should be supported. Kindly confirm the assumptions.	Tender Condition Prevail
190.	PART II: Works Requirements Section VII-B: Particular Specifications	Table 4.4 – Technical Specification	88	18- SLA At least 35 passengers per minute in controlled mode with a mixture of QR Coded ticket and NCMC. 30,000 passages per day per gate in controlled mode.	Kindly confirm if this clause overrides clause 3.1.2.1 on pg 24	The Clause is self explanatory

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191.	PART II: Works Requirements Section VII-B: Particular Specifications	4.6 AFC Sub System -Ticket Office Machines (TOM) 4.6.1.1	88	4.6.1.1 i) PC System of latest configuration (to be mutually decided with the Employer); Minimum 13th Generation Intel® Core™ i7-13700 Processor (2.80GHz, 1333MHz FSB, 8MB Cache), Min 1TB SSD, Min 16 GB DDR4 RAM with 32 GB Expandable, Windows 11/Android or latest licensed software Preloaded with CD, antivirus licensed software preloaded with CD, built-in speakers, 10/100/1000 Mbps NIC, scroll optical mouse, keyboard of 104 keys, 8 USB ports, at least four (4) RS 232 Ports.	RS-232 ports are no longer available in market in latest workstations. Hence requesting Employer to remove this part of the requirement - "at least four (4) RS 232 Ports" as USB ports will be provided instead.	To be finalized during design stage.
192.	PART II: Works Requirements Section VII-B: Particular Specifications	4.6.1.1	88	4.6 AFC Sub System -Ticket Office Machines (TOM) 4.6.1 TOM Hardware Requirements ix) Latest Debit/Credit Card/UPI, QR Code (Dynamic & Static) QR handling facilities x) Counter Mic, Passenger Address System with latest	We would like to seek clarification on Clause 4.6.1.1 regarding the specifications of the Ticket Office Machine (TOM) and its associated components. Our observations and queries are as follows: Clause (ix) – Latest Debit/Credit Card, UPI, QR Code Handling Facilities.	1. POS terminal supply is in the scope of selected Bank/Fl. 2. To be finalized during design stage.

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				configuration (Mic for operator, Mic for passenger, speaker for operator and speaker for passenger)	We understand that these payment acceptance mechanisms are typically facilitated by the acquiring bank. Kindly confirm if the provision and integration of these payment facilities will be handled by the selected bank partner. Clause (x) – Counter Mic and Passenger Address System We understand that these will be external devices and not embedded into the TOM enclosure. We understand that these will be external devices and not embedded into the TOM enclosure. We look forward to your confirmation and further guidance on the above points to ensure alignment with project requirements and procurement feasibility.	
193.	PART II: Works Requirements Section VII-B: Particular Specifications	4.6.6.1 ix)	89	Latest Debit/Credit Card/UPI, QR Code (Dynamic & Static) QR handling facilities	Please clarify if the supply of EFT POS for handling credit/debit card for payments is in the scope of this contract	No, POS terminal supply is not in the scope of this contract.

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194.	PART II: Works Requirements Section VII-B: Particular Specifications	4.6.2.2 i)	89	Issue, analyze, compute excess fares, revalidate, cancel, refund and issue replacements for all classes of Fare Media (including NCMC cards issued by all banks in India based on specifications mentioned in Appendix B-1 & B-2)	NCMC Cards of only selected Acquirer bank/FI by NMRP can be issued. Service creation of all Bank NCMC cards shall be possible. Request amendment accordingly.	Tender Condition Prevail
195.	PART II: Works Requirements Section VII-B: Particular Specifications	4.6.2.2 ix)	89	TOM shall have facilities for issuance of tickets in offline mode, when network connectivity loss with SCS and CCS.	Please confirm that this clause is related to QR ticket as NCMC Cards cannot be issued offline	The Clause is self explanatory
196.	PART II: Works Requirements Section VII-B: Particular Specifications	4.6.2.2	89	Ticket Office Machines shall be able to: i) Sell SJT, RJT, Group & promotional QR-code ticket, NCMC compliant smart card, enquire about the fare media & products. Cart option to purchase multiple tickets in a single transaction. Maximum number of tickets shall be decided by Employer during stage.	Promotional QR Code ticket is QR SJT, QR RJT and QR Group ticket with discount. Please confirm this understanding.	To be finalized during design stage.
197.					Multiple SJT and RJT can be bought in a single transaction. Maximum number of SJT RJTs which can be bought in single transaction shall be decided by Employer. Please confirm the understanding.	
198.	PART II: Works Requirements	4.6.2.2	89	xiii) TOM shall have facilities for automatic stock management	Stock management facilities for QR paper is not possible at SLE level	Tender Condition Prevail

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	Section VII-B: Particular Specifications			functions for adding stock, monitoring the consumption, alarms generation, request and receipt of stock, stock report etc.	Stock management facilities for Card stock is in Bank FI scope. Request to remove this requirement.	
199.	PART II: Works Requirements Section VII-B: Particular Specifications	4.6.2.2	89	viii) TOM shall have facility to print the last receipt, reprint the end of shift (last 10 shifts) and provision to view & print last 10 issued tickets. These special privileges shall be defined for specific users.	Providing re-print of last 10 issued tickets would open fraud possibilities in operations. Request to kindly review the requirement.	Tender Condition Prevail
200.	PART II: Works Requirements Section VII-B: Particular Specifications	4.6.2.2	89	xi) TOM peripheral status, LAN connectivity, Version of Software and Parameters, digital payment services status (UPI, Cr/Dr Card reader, other Bank services) etc shall be displayed on the TOM Log-in screen. So that any failure can be rectified before start of a shift. Any other items required by the Employer to include in the log-in screen shall be added by the contractor.	"digital payment services status (UPI, Cr/Dr Card reader, other Bank services) " - Digital payment POS connectivity can be shown. However, end -to -end service status will be in Bank/FI scope.	Tender Condition Prevail
201.	PART II: Works Requirements Section VII-B:	4.6.2.2	89	xiv) TOM shall be integrated with Bank/FI's system for the functions, not limited to, issuance	PAN validation, Auto-settlement of transactions, Report generation, Key management, shift end	The Clause is self-explanatory

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	Particular Specifications			of the NCMC card, for all NCMC Card transit and retail transactions, all other retail transaction through Bank POS terminal, UPI integration, limit check, account top-up, PAN validation, refund/void/cancel of payment transactions, Auto-settlement of transactions, Report generation, Key management, shift end settlement reports for Bank POS terminal, parameter download etc. Detail functionality shall be as per Employer's requirement and shall be finalized during design stage.	settlement reports for Bank POS terminal, etc. will be in Bank / FI scope; TOM EFO will be integrated with the interface available from Bank/FI in accordance with Bank SOP. Request to update the requirement accordingly.	
202.	PART II: Works Requirements Section VII-B: Particular Specifications	4.6.3.2 4.6.3.3	91	4.6.3.2 The TOM shall react without operator action to the detection of a Contactless EMV NCMC smart card at the Contactless EMV NCMC smart card RW device as follows: i) Automatically display a warning screen when the Contactless EMV NCMC Smart Card is not initialized.	This is a closed loop based requirement, and continuous checking for detection of Card will increase background processing at TOM. Instead UI can be provided such that initial navigation will be required by Operator. Hence requesting Employer to remove this requirement.	Tender Condition Prevail

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				<p>ii) Automatically display the issue screen when the Contactless EMV NCMC Smart Card is initialized but not encoded with fare value;</p> <p>iii) Automatically display the add value screen when the Contactless EMV NCMC Smart Card has been previously issued and there are no error codes; and</p> <p>iv) Automatically display the analysis screen if the Contactless EMV NCMC Smart Card has an error code.</p> <p>4.6.3.3 Irrespective of the automatic selection, the mode of operation shall always be selectable by the operator.</p>		
203.	PART II: Works Requirements Section VII-B: Particular Specifications	4.6.3.4	91	4.6.3.4 For the issuing function, the amount of deposit shall be encoded together with the initial amount of travel value or the selected Period Pass values.	Deposit is not applicable for Open Loop NCMC Cards, Bank linked Global wallet will be supported as per bank SOP. Requesting Employer to update the requirement accordingly.	To be finalized during design stage and shall be inline with latest NCMC specification.
204.					We seek clarification on Clause 4.6.3.4, which states: "For the issuing function, the	

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					<p>amount of deposit shall be encoded together with the initial amount of travel value or the selected Period Pass values.”</p> <p>As per the current CDAC specifications for NCMC-compliant systems, the deposit amount is not encoded onto the card. Only the travel value or period pass information is stored, while the deposit is managed at the backend/account level. In view of this, we kindly request confirmation on whether this clause may be aligned with the applicable CDAC/NCMC specifications.</p>	
205.	PART II: Works Requirements Section VII-B: Particular Specifications	4.6.3.12	92	4.6.3.12 In the case of a fare media having been rejected by entry or exit at the Automatic Gate, the TOM shall be used to analyze the fare media. If the fare media is corrupted, the TOM shall read as much data as is possible.	<p>TOM will be used to analyse the Fare Media. TOM shall read the card as per EMV NCMC standards. Any unreadable card, which is not readable as per EMV NCMC standards will not be read by TOM.</p> <p>Requesting Employer to update the the requirement as - "If the fare media is corrupted, the TOM shall read as much data as is possible</p>	The Clause is self explanatory

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					from the fare media to replace it with a new fare media.".	
206.	PART II: Works Requirements Section VII-B: Particular Specifications	4.6.3.14	92	4.6.3.14 Using this data and subject to the Business Rules in force, the Ticket Office personnel shall use the TOM to cancel the rejected Fare Media and issue a replacement Fare Media on receipt of the appropriate payment, if any, which will be valid for use.	Replacement of NCMC Fare Media will be as per Bank SOP. Please confirm the understanding is correct.	The Clause is self explanatory
207.	PART II: Works Requirements Section VII-B: Particular Specifications	4.6.3.18	92	4.6.3.18 If the limit has not been exceeded to the point where the card has been cancelled and removed permanently from the database in accordance with the Business Rules, the card shall be revalidated by re-encoding the last used date.	Once the Card is expired, expired NCMC card will be replaced as per Bank SOPs. No re-encoding will be done on expired card. Requesting Employer to update the requirement to - "Once the Card is expired, expired NCMC card will be replaced as per Bank SOPs. "	The Clause is self explanatory
208.					We seek clarification on Clause 4.6.3.18, specifically regarding the validation of the card's expiry for access into the system. In the proposed system, card validation—including the expiry check—will be	

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					performed by the device to determine access eligibility. However, in the case of EMV-based NCMC cards, the expiry date is embedded in the card during issuance and cannot be encoded or modified by the AFC system. The AFC system can only read the expiry date for validation; it does not have the capability to write or alter it. We request confirmation that the intent of this clause is aligned with the standard behavior of EMV card-based systems, where expiry validation is a read-only function.	
209.	PART II: Works Requirements Section VII-B: Particular Specifications	4.6.4.1	93	4.6.4.1 The TOM man machine interface shall be designed to facilitate the recording of payments in cash, by credit card, debit card, pre-paid cards, through digital payment channels such as QR-codes, wallets, UPI etc. TOM shall be able to issue QR-coded ticket after deducting the required fare from the Contactless EMV NCMC Smart Card.	It is assumed that here "pre-paid cards" mean NCMC Card Global Wallet. Please confirm this understanding.	Tender Condition Prevail

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210.	PART II: Works Requirements Section VII-B: Particular Specifications	4.8.1.1 vi	98	There shall be a provision of USB/LAN/Bluetooth interface for connecting Laptop Maintenance Tool.	This requirement might limit the options. Request you to review this requirement.	Tender Condition Prevail
211.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.1	100	The Central AFC Backoffice system provided under this contract shall act as a master central AFC Backoffice system for Nagpur Metro Phase-I & Phase- II. It shall also be central points of interface with bank/ Payment gateways, web- based services, Third party service provider and external CCHS for interoperability. The Central AFC Backoffice system is the heart of entire AFC ecosystem consisting of the core components for daily operations of AFC system. The system shall have to set configuration parameters (such as tariff, device configuration, product configuration, user configuration etc.) that shall be required to operate the system. The system shall host all the information	We seek clarification on clause 4.9.1: To effectively design and implement a unified Central Clearing System (CCS) covering both phases, a detailed technical feasibility assessment of the existing Phase-I systems is necessary. This would involve understanding the current architecture, integration points, scope, support, dependencies, access to documents, equipments, applications, source code would be required of Phase-I. In this context, we respectfully request confirmation and support on the following: The scope of integration with existing Phase-I systems and the extent to which existing applications are to be replaced,	Tender Condition Prevail. Also, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2 & Part-2: Section VII-B: Particular Specifications: Clause 4.15 Interface & Integration of Nagpur Metro Rail Project Phase-I & Phase-II

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				required for processing the fare media within the transit ecosystem. It shall function as a Management Information System (MIS) and also as a communication layer between station devices and External Interfaces. Below are the minimum modules identified for AFC BackOffice operations and not limited to the below. These functionalities and modules are indicative only and the contractor shall propose his solution for approval of Employer/Employer's Engineer as per requirement.	<p>upgraded, or integrated; Access to relevant documents, architecture diagrams, configuration details, application interfaces, and if applicable, source code;</p> <p>Availability of Phase-I hardware and infrastructure details, and clarity on any third- party dependencies; Support and coordination required from existing vendors or system integrators managing the current Phase-I infrastructure. Given the central role of the CCS and the level of integration required across both phases, this appears to be one of the most technically complex and critical elements of the tender. Based on the clause, the expectation may potentially involve a significant overhaul or replacement of existing Phase-I applications using the newly deployed solutions under this contract.</p> <p>We request the Employer's confirmation on this understanding and guidance on the scope.</p>	

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					boundaries to plan the implementation accordingly.	
212.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.2.1	100	The Contractor shall propose design architecture for Central AFC Backoffice system to meet Employer's requirement. The Central AFC Backoffice system as well as redundant BCC Backoffice systems shall be hosted in a server physically located at Maha-Metro premises. This Central AFC Backoffice system shall act as master Central AFC Backoffice for both Phase-I and Phase-II stations and Central Computer System (CCS) for Phase-II stations. Central AFC Backoffice provided under this contract will interface with the Phase-I CCS/CCHS for all the activities mentioned below. i) The Central AFC Backoffice System shall be implemented with interfaces that work on reliable and proven technologies which are nonproprietary and preferably Open Source. The solution shall be designed based on industry	Can Central AFC Backoffice and CCS of Phase 2 be integrated to a single Server capable to interface with Phase 1 CCS and any future CCS as per the requirements of this contract?	The Clause is self explanatory.
213.					We seek clarification on Clause 4.9.2.1, which requires the proposed Central AFC Backoffice System to function as the master system for both Phase-I and Phase-II stations, while also interfacing with the existing Phase-I CCS/CCHS. Given this integration requirement, a detailed technical feasibility assessment of Phase-I systems will be essential. This includes a clear understanding of the existing system architecture, application stack, configurations, and data flows currently implemented in Phase-I. To accurately scope the effort and ensure successful integration, we	Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2 & Part-2: Section VII-B: Particular Specifications: Clause 4.15 Interface & Integration of Nagpur Metro Rail Project Phase-I & Phase-II

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				<p>practiced software engineering methods and established guidelines.</p> <p>ii) The system shall be designed around open architecture principles to allow future expansion through the use of open standards and published interfaces that avoid constraints resulting from proprietary technology.</p> <p>iii) The system shall be designed to maintain a common fare table for all the lines of Nagpur Metro and accurately calculate fare based on predefined fare rules, including distance based and zone-based fares, Direction base, Peak and non- Peak Fare and Telescopic Fare table.</p> <p>iv) The Central AFC Backoffice System shall be designed and implemented to operate optimally with scope for expandability and scalability in the hardware proposed by the Contractor. The system shall be designed to seamlessly integrate</p>	<p>respectfully request the Employer to provide clarity and support on the following:</p> <p>The extent of integration between the new Central AFC Backoffice and the existing Phase-I CCS/CCHS; Whether there is an expectation to upgrade, replace, or entirely overhaul the existing Phase-I applications as part of this contract; Access to Phase-I system documentation, including architecture diagrams, APIs/interfaces, operational processes, equipment details, and if applicable, source code; Support from existing vendors/system integrators managing Phase-I systems to facilitate alignment and integration; Any business rules or operational constraints that must be preserved during the integration or transition process.</p> <p>Given the strategic role of the Central Backoffice and the expected interfacing with legacy systems, this represents one of the most</p>	

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				<p>with AFC systems of other lines under Nagpur Metro network, payment gateways and third-party systems to enable data exchange & transaction processing. The solution shall allow, in future, interfacing to external Central Clearing Houses (CCHSs) without requiring any sort of additional modification to the Central AFC Backoffice System software application. The Contractor shall demonstrate this during the Systems Integration Test.</p> <p>v) The Central AFC Backoffice System shall be designed to manage up to 512 stations. The addition of new equipment, stations and Central AFC Backoffice System shall be achieved by changing parameters or configuration data. No software modifications or additional licenses shall be required.</p> <p>vi) The system shall be capable of processing minimum Twenty five</p>	<p>technically complex and business-critical components of the RFP. We request the Employer's guidance and confirmation on the intended scope, responsibilities, and level of integration with existing systems to ensure accurate planning and risk assessment.</p>	

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				lac (25,00,000) transactions per day and scalable up-to fifty lac (50,00,000) per day. vii) The Central AFC Backoffice System shall support a National Common Mobility Card (NCCM) and QR ticket-based solution as well as an account-based solution in the future. System shall support the operation of Maha-Metro NCCM EMV Phase-I card that is in the existing system & Phase-II NCCM EMV card.		
214.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.2.1 (xvii)	102	The Central AFC BackOffice system shall be PCI compliant as per PCI DSS 3.1 standards for processing the NCCM EMV card transactions and meet relevant local and international standards for the protection of payment card information as well Personally Identifiable Information (PII).	Bidder needs clarification that, BCC has to be also PCI compliant similar to OCC?	BCC shall also fulfil the PCI compliant similar to OCC.
215.	PART II: Works Requirements Section VII-B:	4.9.2.2	102	Inventory Management i) The NCCM EMV CSC based AFC system shall have functionality for	NCCM cards are Bank FI property. Stock management facilities for NCCM EMV Card stock is in Bank FI	Tender Condition Prevail. Also, Please refer Part-2: Section VII-

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	Particular Specifications			automatic stock management of fare media including Phase-I Fare media at central level. This includes stock registration, distribution, return etc.	scope. Kindly update/remove this requirement accordingly.	B: Particular Specifications: Clause 4.9.2.2 Point (iii)
216.				ii) The Inventory management system shall be equipped with a stock management utility which shall enable the Employer/ Employer's Engineer to track fare media stock movements in the system covering the lifecycle of the fare media commencing from the date of purchase from the FI until the time that the fare Media has been removed from the system.	We understand that stock management for EMV- based NCMC cards is inherently part of the Issuance System managed by the respective Financial Institution (FI), as the complete card lifecycle— from issuance to deactivation—is controlled and maintained at the FI level. Accordingly, the AFC system can integrate with the FI/Issuer systems to fetch and display relevant card inventory status, but it does not manage card lifecycle events natively. Additionally, we would like to highlight that inventory management of paper QR tickets is not feasible within the AFC system. Kindly confirm if this understanding aligns with the project requirements or advise if further clarification is needed.	
217.				iii) The inventory management system shall be synced with Bank host system for NCMC EMV CSC Including Phase-I NCMC EMV issuer bank, the status of the cards shall be same in AFC Inventory management and Bank Host iv) Issuance of NCMC EMV cards outside the Transit network shall be updated in the inventory management through bank smart	The interface for this majorly depends on functionalities with	

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				<p>card host updating the AFC Inventory Management.</p> <p>v) The Inventory management system shall allow users to input to the system information when introducing new media to the system, editing information of existing media in the system, viewing information of existing media and removing retired media from the system.</p> <p>vi) Inventory Management system shall be capable of raising purchase request to bank host through internal approval and track the status of the media boxes.</p> <p>vii) Inventory management shall be capable of tracking the location of each item of fare media that has been consigned, transport in equipment and awaiting disposal.</p> <p>viii) The Inventory management system shall also allow useful information such as Smart Media vendor, issuer, media box number, date and time, etc. to be tracked in the system.</p>	Bank/FI. Kindly confirm this feature will be provided by Bank/FI	

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				<p>ix) The Inventory management system shall actively monitor and update its stock information categorized by location (e.g. Central AFC Backoffice system, SC, TOM, etc.) and device ID according to the usage transactions such as initialization, issue, replacement, etc. and physical stock replenishment. The Inventory management system shall also manage the Phase-I EMV NCMC card.</p> <p>x) Upon expiry of media, the Inventory management system shall also adjust the stock management information accordingly.</p> <p>xi) Detailed reports for Media global stock position & Media leakage at the end of the day shall be provided. Any discrepancy in the stock accounting figures shall be evident in the report.</p> <p>xii) Employer/Employer's Engineer retains the right to audit and inspect the Fare media</p>		

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				Inventory for duration of the contract		
218.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.2.3	103	<p>ix) On scheduling to devices the update shall be downloaded and updated in devices locally and status shall be updated in OCC CCS.</p> <p><u>Product Configuration Management</u></p> <p>i) Product Configuration Management system shall be capable of adding, removing, editing and updating products for Sales and Usage at transit network.</p> <p>ii) Product configuration shall be able to configure a transit product with the following parameters product ID, Name, Expiry date /time, Number of days in week, start and end time, service provider, Route/Stop, Device type, fare, discounted fare, profile etc.</p> <p>iii) Product configuration shall be able to configure a transit product with the following parameters for</p>	<p>We seek clarification on Clause 4.9.2.3 (ix), which states that updates shall be downloaded and applied locally to devices and their status shall be reflected in the OCC CCS. It is further understood that the Central AFC Backoffice System to be developed under this contract will serve as the master CCS for both Phase-I and Phase-II. To effectively implement this, a comprehensive technical feasibility assessment of the existing Phase-I infrastructure is essential. This includes an in-depth understanding of the current systems, architecture, integration mechanisms, and operational workflows in place under Phase- I.</p>	<p>Tender Condition Prevail. Also, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2</p>

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				<p>peak hour/ non-peak hour fare, directional, route/stop, Device type etc.</p> <p>iv) Product configuration Management shall be able to create any number of products as per Employer/Employer's Engineer requirements by changing the business parameters defined in business rules.</p> <p>v) Shall be able configure fares for single journey tickets, return journey tickets, Group ticket, Passes, Trips as mentioned in business rules document.</p> <p>vi) Shall be able configure fares for NCMC EMV contactless smart card ticketing as mentioned in business rules document.</p> <p>vii) Shall be able to configure a minimum number of zones to 40 in the system.</p> <p>viii) Once there is an update to the tariff in the system, Tariff file shall be automatically available for downloads at the OCC CCS.</p> <p>ix) On scheduling to devices the update shall be downloaded and</p>		

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				updated in devices locally and status shall be updated in OCC CCS.		
219.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.2.4	104	<p>i) The Transaction Management system shall acquire and process all the transactions from all fare media issued at acceptance infrastructure.</p> <p>ii) Transaction Management system shall acquire and process all the transactions from all the issuance channels for top-ups, update transit products, refund, renew, reissue cards etc.</p> <p>iii) Transaction shall process all transaction types defined by Employer/Employer's Engineer business rules.</p> <p>iv) The Transaction Management shall share the details with the settlement and clearing system of the transactions.</p> <p>v) The Transaction Management system shall actively update its Contactless Smart Media Blacklist Table by adding/ removing Contactless CSC IDs when the</p>	<p>We seek clarification on Clause 4.9.2.4 regarding the Transaction Management system, which outlines comprehensive responsibilities including transaction acquisition, processing across fare media and issuance channels, blacklist handling, integration with settlement systems, and support for multi-operator transactions. Given that the proposed Central AFC Backoffice System is intended to serve both Phase-I and Phase-II, and the Transaction Management module will play a critical role in handling transactions across the entire ecosystem, it is essential to conduct a detailed technical feasibility assessment of the existing Phase-I infrastructure. In this context, we respectfully request clarification and support from the Employer on the following</p>	<p>Tender Condition Preval. Also, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2 & Part-2: Section VII-B: Particular Specifications: Clause 4.15 Interface & Integration of Nagpur Metro Rail Project Phase-I & Phase-II</p>

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				<p>Contactless Smart Media has been blocked physically by the issuer Bank.</p> <p>vi) Transaction Management shall post all the transit transactions performed either online or through batch processing for transactions performed offline.</p> <p>vii) Transaction Management system shall be able to process transactions from other transit operator systems.</p>	<p>points:</p> <p>Scope of integration with the existing Phase-I Transaction Management and settlement systems;</p> <p>Whether the intent of the RFP is to retain, enhance, or fully replace the current Phase-I Transaction Management system with the newly proposed Phase-II system;</p> <p>Access to Phase-I system documentation, data models, architecture diagrams, business rules, interfaces/APIs, and if applicable, source code; Availability of Phase-I hardware/equipment, operational environment, and integration details with fare media, clearing house, and bank/payment gateways;</p> <p>Support from existing vendors/system operators for smooth transition and alignment with the new system.</p> <p>We kindly request the Employer's confirmation on whether the expectation is to overhaul the existing Phase-I Transaction</p>	

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					Management application and align it with the architecture and implementation of the new Phase-II deployment under the current contract scope.	
220.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.2.5	104	<p>i) System configuration shall allow to configure the devices configuration parameters. The parameters required to be configured shall be decided during finalization of business rules and the same shall be complied by the contractor.</p> <p>ii) System configuration shall allow to configure all equipment modes.</p> <p>iii) System configuration shall allow to select a device and trigger a remote command for all station and central level equipment.</p> <p>iv) System configuration shall allow to update selected device types, groups, group of devices and individual devices.</p> <p>v) Shall allow to select individual or group of devices to perform the configuration management.</p>	<p>We seek clarification on Clause 4.9.2.5, which outlines the comprehensive system configuration management requirements, including the ability to configure parameters, update modes, trigger remote commands, and manage device-level settings across the AFC system. As the Central AFC Backoffice System is expected to serve as the master CCS for both Phase-I and Phase-II, the implementation of a unified System Configuration Management module will require a detailed technical feasibility assessment of the existing Phase-I systems. To enable accurate planning and integration, we respectfully request the Employer's clarification and support on the following key aspects:</p>	<p>Tender Condition Prevail. Also, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2 & Part-2: Section VII-B: Particular Specifications: Clause 4.15 Interface & Integration of Nagpur Metro Rail Project Phase-I & Phase-II</p>

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				vi) Shall be able to select the devices and update the devices for Tariff, users, Terminal parameters, Key, Certificates, firmware and software updates. vii) Shall be able to manage Station wise and Line wise parameters.	<p>The intended scope of integration with existing Phase-I configuration management modules, including whether these are to be retained, upgraded, or replaced by the proposed Phase-II solution;</p> <p>Access to detailed system architecture, device-level communication protocols, configuration workflows, and current configuration tools in use in Phase-I;</p> <p>Availability of source code, API documentation, parameter libraries, and interface specifications required for integrating and managing Phase-I equipment;</p> <p>Access to Phase-I station- and line-level infrastructure, including equipment types and current configuration baselines;</p> <p>Support from existing vendors or system integrators to enable a smooth transition and alignment with the new configuration management platform.</p>	

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221.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.2.6 (i)	105	The Central AFC BackOffice system shall include Equipment Management functions which shall allow the Employer/Employer's Engineer to configure new devices, types and new owners for the system. All equipment's of Phase-I and Phase-II stations shall be managed from Central AFC Backoffice System.	Bidder needs clarification, whether all interface related documents like – API's, SDK, Protocols, etc., shall be provided by employer from Phase – 1 AFC system inorder to integrate it completely.	Tender Condition Prevail. Also, Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.15 Interface & Integration of Nagpur Metro Rail Project Phase-I & Phase-II
222.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.2.9 i)	107	i) The Payments Middleware application part of the Central AFC Backoffice system has to interface with Issuer/Acquirer Host and with Bank Payment Gateway for sales/recharging/top-up of NCMC EMV cards through different Banking Channels. System has to interface with Issuer/Acquirer Host and with Bank Payment Gateway for sales/recharging/top-up of NCMC EMV cards of Phase -1 through different Banking Channels The solution shall be capable of interacting with Acquirer banks using the ISO 8583 as per	Please clarify if the current Phase 1 system has Payment Middleware	The Clause is self explanatory
223.					We seek clarification on the clause outlining the Payment Middleware functionality as part of the Central AFC Backoffice System, which includes interfacing with issuer/acquirer hosts and bank payment gateways for NCMC EMV card sales, recharge, and top-up across multiple channels— including integration with Phase-I systems. Given the requirement that the Payment Middleware must support both Phase-I and Phase-II stations	Tender Condition Prevail. Also, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2 & Part-2: Section VII-B: Particular Specifications: Clause 4.15 Interface & Integration of Nagpur Metro Rail Project Phase-I & Phase-II

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				<p>specifications of a particular scheme (Visa, MasterCard and RuPay) and NCMC specifications.</p> <p>ii) The payment application shall support all payment types such as Credit Card, Debit Card, Digital wallets and UPI (static & dynamic).</p> <p>iii) The payment application shall include an EMV NCMC compliant tokenization service that supports a variety of different acquirers and Bank interfaces.</p> <p>iv) Shall have configurations to route transactions based on the BIN range of the cards.</p> <p>v) All devices shall be interfaced with Payment gateway as per the NCMC messaging specifications.</p> <p>vi) Shall interface with Acquirer switch to process the NCMC transactions from Gate validators, TOM, Digital Kiosk, EFO and TR including Phase-I stations equipment's.</p> <p>vii) Central Backoffice shall be capable to sending the transaction to respective Acquirer Host based on the card BIN range and</p>	<p>and systems, this introduces a high degree of technical complexity. Therefore, a detailed technical feasibility study of the existing Phase-I systems is necessary to understand the architecture, transaction flow, and integration points.</p> <p>We respectfully request the Employer's guidance and support on the following:</p> <p>Clarification of scope: Is it expected that the newly developed Payment Middleware will completely replace the existing Phase-I solution, or will it integrate with the current payment middleware/system?</p> <p>Access to existing Phase-I documentation, including architecture, interface definitions, payment gateway configurations, supported acquirers, and messaging specifications;</p> <p>Details of any existing bank or acquirer integrations in Phase-I, including BIN routing, ISO 8583 message structures, and host configurations;</p>	

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				<p>reconcile & settle the transactions accordingly.</p> <p>viii) All the credit/Debit card transaction performed at transit terminals shall be processed by banking system and sent to Acquirer for approvals.</p> <p>ix) Status of the transaction shall be managed by the banking system.</p> <p>x) Shall have interface with Employer mobile application and web application to perform online transaction.</p> <p>xi) Shall process the clearing and settlement file at EOD to Acquirer with authorization data and account details.</p> <p>xii) Shall be able to settle to Employer bank account as per the contract terms.</p>	<p>Access to source code, APIs, and test environments of Phase-I systems, if integration is to be performed rather than full replacement;</p> <p>Support from incumbent vendors of the Phase-I system to facilitate transition or integration;</p> <p>Confirmation on the handling of transaction routing, reconciliation, and settlement logic across the two phases—whether unified or separately managed within the middleware.</p>	
224.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.2.11 (iv)	108	iv) The Reporting Facility shall allow authorized users to design and save new report templates that can be shared across users, Reports design includes bar charts etc.	The proposed system will support report exports in PDF, MS Excel, and CSV formats. These formats are widely used, user-friendly, and compatible with most reporting and analysis tools.	The Clause is self explanatory

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				vi) Reports shall be able to be run and viewed through a web interface, as well as exported in several formats, including but not limited to PDF, MS Excel, CSV, and plain ASCII text.	We request the Employer to kindly clarify the detailed expectations for this functionality.	
225.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.2.11 (xi)	108	xi) Central AFC Backoffice system shall Interface with the Phase-I CCS for sharing information for the global reports which shall be printed at Central AFC Backoffice system level. Reporting data shall be sent to Central AFC Backoffice system as per Central AFC Backoffice system requirements.	In order to fulfil this requirement, a comprehensive technical feasibility assessment of the existing Phase-I CCS is essential. Specifically, we would require clarity on the following aspects: Scope of expected integration between Phase-I CCS and the new Central AFC Backoffice Support and access to the existing Phase-I system architecture, documentation, interfaces, and reporting logic Availability of source code, equipment, applications, and required data formats for successful integration Dependencies and limitations of the current Phase-I system, if any. From our understanding, this requirement may imply a significant upgrade or replacement of the	Tender Condition Prevail. Also, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2 & Part-2: Section VII-B: Particular Specifications: Clause 4.15 Interface & Integration of Nagpur Metro Rail Project Phase-I & Phase-II

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					existing Phase-I applications to align them with the new Phase-II system being deployed under this tender. We request the Employer to clarify the expectations regarding the extent of integration versus overhaul, so the scope of work can be properly estimated and addressed.	
226.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.2.11 (xii)	108	xii) An indicative reports list is mentioned in Appendix E for Central AFC Backoffice system/ Central Computer System (CCS) for Phase-II. In addition, CCS shall interface with Central AFC Backoffice system for sharing information for the global reports which shall be printed at Central AFC Backoffice system level. Reporting data shall be sent to Central AFC Backoffice system as per Central AFC Backoffice system requirements.	In order to implement this requirement, it is important to assess the technical feasibility and integration requirements of the existing Phase-I CCS. Specifically, we request the Employer to clarify the following The scope of integration between the existing Phase-I CCS and the new Central AFC Backoffice system. Support and access required from the Employer for Phase-I CCS documentation, reporting mechanisms, applications, and system architecture. Access to source code, equipment, and current data interfaces to enable seamless data sharing and	Tender Condition Prevail. Also, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2 & Part-2: Section VII-B: Particular Specifications: Clause 4.15 Interface & Integration of Nagpur Metro Rail Project Phase-I & Phase-II

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					report generation. Whether global reporting expectations require a reengineering or replacement of the Phase-I CCS reporting modules with new architecture being deployed in Phase-II. As this requirement potentially entails a complete overhaul of the existing Phase-I reporting and data systems to bring them in alignment with the new CCS of Phase-II, we request the Employer to kindly clarify the intended level of upgrade or replacement expected under this contract. This would help in accurate estimation of effort, timeline, and resources.	
227.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.2.12 (vi)	112	vi) Central AFC Backoffice system shall display GUI for monitoring and controlling for all stations equipment represented including Phase-I stations in a logical way (close to the station layout) with their synthetic state (Equipment OK, Equipment with issues, Equipment out of order,	Phase 1 AFC contractor need to update their software to integrate with Central AFC Backoffice system via protocol, technical interface specification provided by Phase 2 AFC contractor.	The Clause is self explanatory. Also, Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.15 Interface & Integration of Nagpur Metro Rail Project Phase-I & Phase-II

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				equipment in maintenance, etc.). Remote command to station level equipment shall be executed from Central AFC Backoffice level.		
228.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.2.12 (i) to (vi)	112	4.9.2.12 Status Monitoring Geographic area layout based GUI for monitoring and controlling: i) Equipment status, Station/ Equipment mode of operation, EOD information. ii) Individual modules of equipment. iii) Current stock status. iv) Traffic information. v) Configuration parameters. vi) Central AFC Backoffice system shall display GUI for monitoring and controlling for all stations equipment represented including Phase-I stations in a logical way (close to the station layout) with their synthetic state (Equipment OK, Equipment with issues, Equipment out of order, equipment in maintenance, etc.). Remote command to station level	We would like to highlight that Phase-I equipment monitoring and control integration has not been factored into the current system scope, and it is unclear to what extent the Phase-I systems and equipment are compatible with this new GUI- based monitoring interface. This clarification is crucial to assess technical feasibility, integration effort, and system design. We request the Employer to kindly clarify the expectations in this regard as well.	Tender Condition Preval. Also, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2 & Part-2: Section VII-B: Particular Specifications: Clause 4.15 Interface & Integration of Nagpur Metro Rail Project Phase-I & Phase-II

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				equipment shall be executed from Central AFC Backoffice level.		
229.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.2.14	112	4.9.2.14 Authentication i) All connections to the Central AFC Backoffice server from the OCC CC (including Phase-I) and station devices shall be securely connected.ii) All data exchange shall be encrypted between the server and client.iii) All active connections shall be managed by servers. iv) All the configuration with connections shall be managed through configuration management.v) All the devices login shall be centrally authenticated based on the profile configured.vi) Shall log all credentials of the login details when logging in /off in the AFC system. vii) Shall be securely hosted with access only to Employer user configuration managers.viii) Shall be able to create users and profiles based on the devices and functions to be performed. ix) All connection shall	We would like to highlight that it is unclear whether the existing Phase-I OCC CCS and station devices can support the expected secure connection protocols (HTTPS/TCP/SFTP), centralized authentication, and certificate-based security infrastructure.We request the Employer to kindly clarify the following:Whether Phase-I systems are expected to be upgraded to comply with the security and authentication framework of the proposed Central AFC Backoffice systemWhat access, support, and technical documentation will be provided for Phase-I systems to facilitate such integration	Tender Condition Prevail. Also, Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.15 Interface & Integration of Nagpur Metro Rail Project Phase-I & Phase-II

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				be with https/TCP/SFTP shall be secure with required certificate management.		
230.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.2.16 (i)	113	4.9.2.16 Automatic Add value i) Top up via a dedicated website by use of all payment methods like Net banking, UPI, Credit/Debit cards and wallets shall be included.	We request the Employer to kindly clarify whether: A new dedicated website is to be developed under the scope of this contract OR The solution is expected to integrate with an existing website or portal already managed by the Employer or a third party This clarification will help in defining the design, development, and integration responsibilities appropriately.	The Clause is self explanatory. Please refer Part-2: Section VII-B: Particular Specifications: Clause 2.2.2 Point (xxii)
231.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.2.19	114	External Interfaces	Interface documents will be required for all the external interfaces. Please confirm.	Tender Condition Prevail
232.	PART II: Works Requirements Section VII-B:	4.9.2.19	114	Shall be able to purchase, recharge, top-up NCMC EMV	Website and Mobile app are in Employer's scope. Weblink of FI Card Management system can be	The Clause is self explanatory. Please refer Part-2:

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	Particular Specifications			smart card and Purchase QR code ticket.	provisioned in Employer's mobile and Web application to redirect the NCMC request to FI website.	Section VII-B: Particular Specifications: Clause 2.2.2 Point (xxii)
233.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.3.1 (ix)	115	ix) OCC CCS should have FTP server to download the updates from Central AFC Backoffice to devices.	We would like to inform the Employer that in our proposed system architecture, the software download and update mechanism is designed to be handled via secure API-based interfaces. This modern approach ensures enhanced security, better control, and more efficient update management. Therefore, the use of an FTP server may not be required, as all update transmissions can be securely managed through authenticated and encrypted API calls. We request the Employer to kindly consider this proposed design approach, which aligns with current industry best practices.	To be finalized during design stage.
234.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.3 (xiii), (xiv)	116	4.9.3 Central AFC BackOffice System/ Central Computer System (CCS) of Phase-II xiii) In the event of a failure of OCC CCS servers there shall be	As per our understanding, bidder need to consider the software/ application level redundancy. E.g If AFC Application required 5 Virtual machines (VM) to host on OCC, then	The Clause is self explanatory.

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				<p>redundancy secondary servers at BCC (shall be hosted in a server physically located at Maha-Metro premises) to support all the operations.</p> <p>xiv) Server level redundancy shall be provided for OCC servers. The Contractor shall propose design architecture for redundancy to meet the Employer's requirements.</p>	bidder need to consider 10 VM to maintain the VM level redundancy with required underlying Infrastructure Kindly confirm.	
235.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.3.2	116	QRTE shall be designed to meet the requirements of QR ticketing for Maha-Metro network i.e. for Phase-I & Phase-II.	<p>Kindly confirm that the upgrades in existing software/hardware/firmware of Phase 1 Equipments and Systems for QR Ticket Issuance and validations should be done by Phase 1 contractor only.</p> <p>For Phase 1 upgrade, the interface and integration documentations with TG will be provided by Phase 2 AFC System.</p>	Tender Condition Prevail. Also, Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.15 Interface & Integration of Nagpur Metro Rail Project Phase-I & Phase-II
236.	PART II: Works Requirements Section VII-B:	4.9.3.2	116	QRTE shall integrate with existing Maha-Metro Ticketing website/Mobile app/WhatsApp etc.	Kindly confirm that upgrades in existing software/hardware/firmware of existing Maha Metro Ticketing	Tender Condition Prevail. Also, Please refer Part-2: Section VII-B: Particular

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	Particular Specifications				Website/Mobile App /WhatsApp will not in scope Phase 2 AFC System. For Phase 1 upgrade, Phase 2 AFC System will provide interface and integration document for QR Ticketing to be followed by 3rd Party QR Ticketing Systems.	Specifications: Clause 4.15 Interface & Integration of Nagpur Metro Rail Project Phase-I & Phase-II
237.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.3.2 (iii)	116	A. Issuance of QR Tickets: iii) QRTE shall interface with 3rd party website/mobile app for generating the QR ticket.	We request the client to clarify the number of 3rd party website/mobile app to be integrated for QR ticketing.	It is clarified that this is design and built contract this shall be decided during execution phase.
238.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.3.4 vii)	120	All computer software documentation for the CC including workstations shall be provided by the AFC Contractor. The documentation shall include system requirements analysis, system design, program descriptions, listings, source and object files, flow diagrams, methods of execution and other necessary information, as required by the Employer/Employer's Engineer.	Can we provide the source codes in escrow account	Please refer Part-2: Section VII-B: Particular Specifications: Clause 5.3.13.3 Point (iv).

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				This information shall be supplied prior to the start of production of software documentation.		
239.	PART II: Works Requirements Section VII-B: Particular Specifications	4.9.3.6	122	iii) Data storage capacity shall be sufficient to maintain a minimum of three year transaction data available on line for adhoc report generation and other investigations through backup servers. Archiving facilities for data beyond this period shall be provided. viii) It shall be possible to restore archived data covering periods up to 3 year at a time from backup and use this data for the preparation of ad hoc enquiries and reports.	Both the referenced clauses are contradicting. Can we request more clarity on how many years of data to be backed up and archived	The Clause is self explanatory
240.	PART II: Works Requirements Section VII-B: Particular Specifications	4.12.2 (iii)	125	Digital Kiosk shall have the facility to issue tickets via digital platform such as WhatsApp etc.	Kindly elobarate/ detail the phrase "WhatsApp etc." We understand that issuance of QR tickets on WhatsApp is required. Kindly Confirm.	It is clarified that this is design and built contract this shall be decided during execution phase.
241.	PART II: Works Requirements	4.12.3.2	126	iii) The diameter of any operating buttons required shall be suitably	We would like to inform the Employer that our proposed	It is clarified that this is design and built contract

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	Section VII-B: Particular Specifications			spaced and protrude sufficiently to enable the buttons to be used by those who rely upon palm pressure.	solution includes soft buttons integrated within the touchscreen display itself, providing a user-friendly and modern interface. As such, no physical hardware buttons are provisioned in our design. This approach enhances usability, reduces mechanical failures, and aligns with current best practices in self-service kiosk and terminal design. We kindly request confirmation if this approach is acceptable.	this shall be decided during execution phase.
242.	PART II: Works Requirements Section VII-B: Particular Specifications	4.12.4.1 (iii) & (iv)	127	QR code ticket issuing and Printing unit.	Can we propose single printer for both QR and receipt printing. Please confirm.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.12.4.8 Point (b)
243.	PART II: Works Requirements Section VII-B: Particular Specifications	4.12.3.6	127	v) Design shall facilitate use by visually impaired people with all controls within comfortable reach range.	We respectfully submit that while the design prioritizes ease of use, full accessibility for visually impaired users may not be feasible due to the nature of the system and its interface.	Tender Condition Prevail

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244.	PART II: Works Requirements Section VII-B: Particular Specifications	4.12.4.1 (iii)	127	Labelling iii) Braille lettering shall be provided to facilitate operation by those with impaired vision. All messages in Braille shall be certified, for correctness of meaning, by an authorized Government agency.	We would like to respectfully inform you that Braille support is not available in our proposed kiosk design. Additionally, since the kiosk is designed to support only digital payment methods (such as UPI and credit/debit cards), completing a transaction may not be practically feasible for visually impaired users, as these payment flows require screen interaction and visual confirmation. We request the Employer's confirmation on whether this can be removed for the use of digital payments.	Tender Condition Prevail
245.	PART II: Works Requirements Section VII-B: Particular Specifications	4.12.4.1 (iv)	127	Digital Kiosk Equipment Facilities iv) Payment Receipt printer.	We would like to kindly inform you that our proposed kiosk design does not utilize a separate printer for receipts. The existing integrated printer is capable of handling all receipt printing requirements. Should there be a need for additional copies, the same printer can be used to generate them without the need for dedicated hardware.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.12.4.8 Point (b)

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					We request the Employer's confirmation if this approach aligns with the project requirements.	
246.	PART II: Works Requirements Section VII-B: Particular Specifications	4.12.4.1 (ix)	128	Latest POS machine with Debit/Credit Card handling facilities and integral encrypted keypad for credit/debit card PIN number entry. Each Digital Kiosk shall be equipped with a credit/debit card facility. Card reading terminal will be provided by Employer Selected Bank/FI. Payment through NCMC Contactless card shall also be facilitated	Kindly confirm that 1. UPOS, certification, accessories etc. will be provided by Bank/FI. 2. Digital Kiosk will interface with the UPOS for accepting Debit/Credit card and UPI payment. 3. The RuPay NCMC card reader for Transit will be a separate device & won't participate in Retail Payment.	Please refer Corrigendum-4: Sl.No.-15.
247.					POS machine will be provided by Bank. Please confirm.	
248.	PART II: Works Requirements Section VII-B: Particular Specifications	4.12.4.2 (iii)	128	Passenger Selection and Display Unit iii) Induction loops shall be supplied for those with impaired hearing.	We would like to respectfully inform you that the proposed kiosk solution does not include an induction loop system. We request the Employer to kindly confirm if this feature is a mandatory requirement, as it is currently not part of our standard offering.	Tender Condition Prevail
249.	PART II: Works Requirements Section VII-B:	4.12.4.2 (vi)	128	vi) FDK with Braille lettering shall be provided to facilitate operation by those with impaired vision. All	With reference to the requirement under Clause 4.12.4.2 (vi), we would like to	Tender Condition Prevail

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	Particular Specifications			messages in Braille shall be certified, for correctness of meaning, by an authorized Government agency.	respectfully inform the Employer that Braille support is not available in our proposed FDK (Function Display Keypad). This feature is not included in our standard design. We kindly request the Employer to confirm whether we can go ahead without it.	
250.	PART II: Works Requirements Section VII-B: Particular Specifications	4.12.4.2 (viii)	128	viii) These facilities shall be supplemented by audio jack and audio induction loop facilities for the use of those with impaired hearing.	We would like to respectfully inform you that the proposed kiosk solution does not include an induction loop system. We request the Employer to kindly confirm if this feature is a mandatory requirement, as it is currently not part of our standard offering.	Tender Condition Prevail
251.	PART II: Works Requirements Section VII-B: Particular Specifications	4.12.4.8 (i)	129	4.12.4.8 Printing Facilities i) Separate printer with associated printing paper shall be provided: a) For payment transaction receipts. The printer shall be capable to support Minimum 100 GSM paper of width from 76-80 mm and diameter 180 To 200 mm. b) For QR code Tickets the printer shall be capable to support	Thermal printers are generally not available with 100 GSM support, as thicker paper affects the head and cutter life of the printer. On TOM and Digital Kiosk , this should be Maximum 75 GSM, for good quality as well as environment friendly solution. Request to modify the QR ticket	The Clause is self explanatory

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				Minimum 100 GSM paper of width from 76-80 mm and diameter 180 To 200 mm.	paper requirement to 75 GSM for both TOM and Digital Kiosk.	
252.	PART II: Works Requirements Section VII-B: Particular Specifications	4.12.4.4 (ii)	129	User Information ii) Route Maps shall be provided to show the Nagpur Metro Rail Project Phase-I & Phase-II and stations together with other major railway network routes, stations and routes within Nagpur Metro. User shall be able to select destination station, zone of travel from the particular station at which the user is currently located. Based on the inputs and business rules, Digital Kiosk should provide the ticket and payment information to the user to proceed with the ticket/product purchase.	Clarification on Route Map and Journey Selection Requirement (Clause 4.12.4.4 ii): We would like to bring to the Employer's attention that the current scope does not include the integration of Phase-I route map, stations, and related travel selection logic in the Digital Kiosk system. Accordingly, we request clarification on whether the Phase-I network details and corresponding configurations are to be included in the current scope, or if they are to be addressed separately.	Tender Condition Prevail
253.	PART II: Works Requirements Section VII-B: Particular Specifications	4.12.4.8 (iii)	130	The printer shall be capable of printing legible, high quality, non-erasable graphics/text which shall last up-to minimum 30 days. For QR tickets, printer shall be capable to print all alpha numeric	Kindly conform the understanding that proven receipts and QR printers used in other Metros (and confirming to meeting the CDAC specifications) will be acceptable.	Tender Condition Prevail

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				characters as per CDAC specification (refer Appendix B2). The type and make of both the printers shall be proposed for approval of Employer.		
254.	PART II: Works Requirements Section VII-B: Particular Specifications	4.12.4.9 (ii)	130	The Processing time for NCMC contactless card Top-Up transaction shall be maximum 02 seconds	Since RuPay NCMC card topup performance depends on the timely response from the Bank/FI payment switch, we request Employer to ensure with Bank/FI and put a clause in their RFP Specification that top-up response time from Bank/FI payment switch will be within 200 milliseconds. Kindly confirm	Tender Condition Prevail
255.	PART II: Works Requirements Section VII-B: Particular Specifications	4.12.4.12 Table 4.7	131	Network failure Digital Kiosk shall go out of service. An alarm to be generated and sent to SCS & CCS after restoration of Network	Considering that NCMC Wallet-based QR ticketing can be processed locally without real-time network dependency, Kindly clarify whether this functionality remains available during network outages or the kiosk should truly enter an "Out of Service" state	The Clause is self explanatory
256.	PART II: Works Requirements		132	i) The Contractor shall integrate Digital Kiosk with UPI/Wallet	Kindly clarify whether the provision for Static QR integration is	Please read Clause 4.12.4.14(i) as "The

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	Section VII-B: Particular Specifications	4.12.4.14 (i)4.12.4.14 (v)		(Static & Dynamic) payment system of Employer Selected Bank/FI to enable UPI/Wallet facility for the passenger. The dynamic QR shall be displayed on Digital Kiosk screen for completion of paymentv) Provision for accepting payment via static QR for UPI/Wallet payment to be facilitated	applicable to the Digital Kiosk. As per our understanding, only Dynamic QR is intended to be displayed on the kiosk screen for UPI/Wallet transactions. Please confirm that Static QR usage is not envisaged to ensure compliance with transaction traceability and security protocols	<i>Contractor shall integrate Digital Kiosk with UPI/Wallet (Dynamic) payment system of Employer Selected Bank/FI to enable UPI/Wallet facility for the passenger. The dynamic QR shall be displayed on Digital Kiosk screen for completion of payment"Please read Clause 4.12.4.14 (v) as "Deleted".</i>
257.					We would like to bring to the Employer's attention that integration using Static QR codes is not technically or operationally feasible for fare payment at Digital Kiosks. Static QR requires the customer to manually enter the payment amount, which introduces the risk of intentional or unintentional modification of the payable amount. Such manual input can result in	To be finalized during design stage.

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					discrepancies between actual fare and received payment, thereby causing reconciliation issues and potential revenue leakage. For secure, automated, and auditable fare collection, Dynamic QR codes are the industry- recommended approach, as they are system-generated and contain embedded payment details including the exact fare amount. We therefore request the Employer to consider restricting the requirement to Dynamic QR only for Digital Kiosk integration with UPI/Wallet, to ensure transaction integrity and avoid reconciliation challenges.	
258.					As per the clause, it is mentioned that both Static and Dynamic QR codes are to be used for enabling UPI/Wallet payment facility at the Digital Kiosk. We would like to bring to your attention the fact that implementation of Static QR codes for ticket payments is not feasible.	To be finalized during design stage.

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					<p>This is because with static QR, the customer is required to manually enter the payment amount. This creates a significant risk of passengers entering an incorrect or arbitrary amount, which may not match the actual fare amount. Such discrepancies would result in operational challenges, reconciliation issues, and customer disputes.</p> <p>Therefore, we propose that only Dynamic QR codes be used for UPI/Wallet transactions, as they automatically populate the exact payable amount and ensure secure, accurate, and traceable payments aligned with the issued ticket. We request you to kindly confirm if the requirement may be revised to mandate Dynamic QR only, excluding Static QR for fare payment transactions.</p>	
259.	PART II: Works Requirements Section VII-B:	4.12.4.17 (iii)	133	4.12.4.17 Digital Kiosk Interface to AFC SCS & CCS iii) Any other interface and	We kindly request the Employer to provide clarity on the specific interfaces and system integrations expected under this clause. This	Tender Condition Preval. Also, Please refer Part-2: Section VII-B: Particular

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	Particular Specifications			integration required for operation of Digital Kiosk.	includes any integration with external systems such as payment gateways, card management systems, backend servers, mobile applications, or third- party platforms necessary for the operation of the Digital Kiosk. A detailed understanding of these requirements is essential to assess technical feasibility, ensure seamless integration, and align the proposed solution accordingly.	Specifications: Clause 4.15 Interface & Integration of Nagpur Metro Rail Project Phase-I & Phase-II
260.	PART II: Works Requirements Section VII-B: Particular Specifications	4.13.1 xii)	134	There shall be an intelligent display capable of displaying in mentioned languages (English, Marathi, and Hindi) and a keypad for selecting the decoded data to be displayed.	Does the physical keypad is a requirement or keypad on the touchscreen can work. Please confirm	To be finalized during design stage.
261.	PART II: Works Requirements Section VII-B: Particular Specifications	4.13.1	134	Shall be able to print QR paper tickets with all tickets details which will be validated manually and physically by Maha-Metro staff at the gates.	Please elaborate requirements. HDD will print QR Code and required ticket details on paper ticket, operator/patron can use paper ticket to scan on automatic gates physically and manually for validation purpose. please confirm understanding.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 5.2.6.1

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262.	PART II: Works Requirements Section VII-B: Particular Specifications	4.13.1 (vii)	134	vii) Shall be able to penalize the patron for invalid tickets by payment using prepaid wallet, UPI and cash, etc.	For payment via Prepaid wallet, prepaid card and UPI, Bank/FI should provide required Retail L3.	Tender Condition Prevail
263.	PART II: Works Requirements Section VII-B: Particular Specifications	4.13.1 (xxvii)	134	xxvii) It shall be possible to penalize the patron for invalid tickets or any other penalties as decided by the Employer by payment using prepaid card, wallet and cash.	For payment via Prepaid wallet, prepaid card and UPI, Bank/FI should provide required Retail L3.	Tender Condition Prevail
264.	PART II: Works Requirements Section VII-B: Particular Specifications	4.13.1 (xii)	134	xii) There shall be an intelligent display capable of displaying in mentioned languages (English, Marathi, and Hindi) and a keypad for selecting the decoded data to be displayed. All messages and translations shall be certified, for correctness of meaning, by an authorized Government agency.	All Passenger Interfacing screens/Fare Media/ Receipts will support multilingual features. Rest of the application GUI will be in English only. Please confirm.	Tender Condition Prevail
265.	PART II: Works Requirements Section VII-B: Particular Specifications	4.13.1 (xvi)	134	xvi) Should have access login for operator and should the operator's login through maintenance operator card.	NCMC card is issued by Bank. The card usage has certain restrictions. The card will be extended to be used for operator login purposes.	To be finalized during design stage.

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					This can be discussed during design phase.	
266.	PART II: Works Requirements Section VII-B: Particular Specifications	4.13.1 (xix)	134	xix) The HDD shall store data on tickets and NCMCs internally, this data shall be downloadable to a PC.	HDD can download the Data on USB drive and USB drive can be connected to PC for data download. Please confirm.	Tender Condition Prevail
267.	PART II: Works Requirements Section VII-B: Particular Specifications	4.13.1 (xxii)	134	xxii) When inserted into the base unit, the device shall automatically download all new data stored since the last connection xxxii) Should provide cradle for charging and network port for connecting to back office.	Base unit' concept is for old generations HDDs. The new generation HDDs can synchronize data (without the necessity of Base unit) over Wi-Fi/Mobile Data and they have USB based charging adapter. LAN to Type-C converter can be provided with HDD device to achieve required functionalities. Hence requesting to remove Base Unit requirement.	To be finalized during design stage.
268.	PART II: Works Requirements Section VII-B: Particular Specifications	4.13.1 (xxv)	134	xxv) The device shall automatically change to standby mode to conserve battery power if there is no user input for a user configurable time and shall shut	Automatically shutting down of the device is dependent on support provided by OEM SDK interfaces. Hence request to put this clause open for design discussions.	Tender Condition Prevail

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				down if there is no user input for a further user configurable time.		
269.	PART II: Works Requirements Section VII-B: Particular Specifications	4.13.1 (xvi)	135	4.13.1 General Function Requirement & Features: xvi) Should have access login for operator and should the operator's login through maintenance operator card.	We would like to kindly inform the Employer that NCMC specifications do not support login functionality using operator cards.	To be finalized during design stage and as per latest NCMC specification.
270.	PART II: Works Requirements Section VII-B: Particular Specifications	4.13.1 (xix)	135	4.13.1 General Function Requirement & Features: xix) The HDD shall store data on tickets and NCMCs internally, this data shall be downloadable to a PC.	We kindly seek clarification on this requirement. Please note that only transit data (such as trip, validation, and usage logs) can be downloaded to a PC. Financial data associated with NCMC cards cannot be transferred, in compliance with the relevant scheme and security guidelines (e.g., RuPay/Visa/MasterCard and NPCI norms). We request confirmation if this interpretation aligns with your expectations.	To be finalized during design stage and as per latest NCMC specification.
271.	PART II: Works Requirements Section VII-B:	4.13.1 (xxi)	135	4.13.1 General Function Requirement & Features: xxi) When the Hand-Held Device is	We would like to seek kind clarification on the scope of data expected to be uploaded to the	To be finalized during design stage and as per

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	Particular Specifications			inserted into the base unit, the device shall automatically synchronize the internal date and time with the system date and time and shall check for, and upload, any upgrades to all program and data files normally stored in it.	base unit. As per applicable security and regulatory guidelines, only transit-related data (such as validation logs, trip records, etc.) can be transferred to a PC or base unit. Financial data associated with NCMC cards cannot be transferred or uploaded and must remain secured in compliance with NCMC scheme rules and payment industry standards. Kindly confirm if the scope is limited to non- financial, transit-related data.	latest NCMC specification.
272.	PART II: Works Requirements Section VII-B: Particular Specifications	4.13.1 (xxiii)	135	4.13.1 General Function Requirement & Features: xxiii) The above operations shall be possible to carry out using Wi-Fi, 4G/5G mobile connectivity and wired connectivity built in the device. The provision of Mobile connectivity will be in the scope of the contractor and connectivity charges will be borne by the contractor till the end of contract period. This facility may be	We kindly request clarification on the intended end-use or operational scope of the mobile connectivity (4G/5G) that is to be provided by the contractor.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.13.1 Point (xix) To (xxii)

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				enabled or disabled as per operational procedure.		
273.	PART II: Works Requirements Section VII-B: Particular Specifications	4.14.3.1 (vii)	137	4.14.3 Card Dispenser construction: 4.14.3.1 General Design Requirement: vii) Design shall be vandal and tamper resistant, equipped with environmental controls and electromechanical lock mechanism.	We kindly request the Employer to provide further clarification on whether the electromechanical locking mechanism is a mandatory requirement for the card dispenser, and if so, to please share the expected specifications or use case for the same.	To be finalized during design stage. Tender Condition Prevail
274.	PART II: Works Requirements Section VII-B: Particular Specifications	4.14.4.1 (viii)	139	Latest POS machine with Debit/ Credit Card handling facilities and integral encrypted keypad for credit/debit card PIN number entry.	POS machine will be provided by Bank. Please confirm.	Please refer Corrigendum-4: Sl.No.-15.
275.	PART II: Works Requirements Section VII-B: Particular Specifications	4.14.4.1 xv)	139	Operating Temperature 0 to 60 degree Celsius	Request you to review the temperature requirement as this might limit the options.	Tender Condition Prevail
276.	PART II: Works Requirements Section VII-B:	4.14.4.6	140	Card Issue ii) Cart option for multiple tickets with a single transaction.	We would like to inform the Employer that this functionality can be technically implemented in the Digital Kiosk. However, we request	Tender Condition Prevail

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	Particular Specifications				clarification on its necessity, as it would be helpful to analyze expected customer behavior and transaction flow in this use case to ensure an optimal and user-friendly experience.	
277.					Clarification on Clause 4.14.4.6 (ii) – Cart Option for Multiple Tickets in a Single Transaction: We would like to inform the Employer that this functionality can be technically implemented in the Digital Kiosk. However, we request clarification on its necessity, as it would be helpful to analyze expected customer behavior and transaction flow in this use case to ensure an optimal and user-friendly experience.	
278.	PART II: Works Requirements Section VII-B: Particular Specifications	4.12.4.8 (i)	141	4.12.4.8 Printing Facilities i) Separate printer with associated printing paper shall be provided:	We would like to kindly inform the Employer that our solution does not utilize a separate printer specifically for receipts. The same integrated printer can be used to print additional receipts if required, ensuring efficient use of hardware	Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.12.4.8 Point (b)

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					and reduced maintenance overhead.	
279.	PART II: Works Requirements Section VII-B: Particular Specifications	4.15.1	145	4.15 Interface G Integration of Nagpur Metro rail Project Phase-I & Phase-I 4.15.1 General: Interface and Integration of Nagpur Metro Rail Project Phase-II with Existing Nagpur Metro Rail Project Phase-I of Maha-Metro for AFC Sub- Systems and Other.	The clause indicates a comprehensive interface and integration requirement between the Phase- II AFC systems and the existing infrastructure and applications deployed in Phase-I. However, based on our technical analysis, this requirement potentially entails an overhaul of Phase-I systems or deep integration into Phase-I AFC sub-systems, which introduces significant complexity, especially without access to the underlying architecture and assets of Phase-I. We kindly request a detailed technical workshop or consultation to finalize the interface expectations with Phase-I systems.	Tender Condition Prevail. Also, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2
280.	PART II: Works Requirements Section VII-B: Particular Specifications	4.15.1.5	145	Development of CDAC specified QR codes system for NMRP Phase-I & NMRP Phase-II AFC network shall be in the scope of AFC Contractor of NMRP Phase- II.	Understanding the current implementation will help us assess the effort and scope of integration/upgradation required for Phase-I, and to ensure seamless	Tender Condition Prevail. Also, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2

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				NMRP Phase-2 AFC Contractor shall be responsible for Integration/ upgradation of NMRP Phase-I QR code system.	interoperability between Phase-I and Phase-II QR-based AFC systems. Kindly confirm or provide details of the current system used in Phase-I, including any specifications, APIs, or CDAC compliance status, if available.	
281.					Source code and interface documents will be required for all the existing equipments to modify the existing software and make it working in line with the requirement. Please confirm.	The Clause is self explanatory
282.	PART II: Works Requirements Section VII-B: Particular Specifications	4.15.1.6	146	AFC Contractor of NMRP Phase-II shall ensure that any interface and integration activity with existing NMRP Phase-I AFC System shall be done without any interruption to existing operation activity. All interface and integration activities to be performed only in non-revenue hours and after taking required permissions from concerned operation department. During interface and Integration activity If any	1) We request employer to modify this clause such that any integration required with Phase 1 AFC system (OCC,DR,CC,SC,SLE in terms of software and hardware) should be carried out by Phase 1 AFC contractor. 2) Corrospoding interface required for interoperatbility shall be responsibility of Phase 2 AFC contractor and Phase 1 AFC contractor need to integrate with provided interface.	Tender Condition Prevail

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283.				Hardware/Software/Firmware, etc is required to be changed or replace then it shall be the responsibility of AFC contractor of NMRP Phase-II that AFC Contractor should obtain approval from Employer prior to work execution	<p>3) Employer will facilitate interface meeting between Phase 1 and Phase 2 AFC contractor for interoperability</p> <p>We kindly request the Employer to clarify the following: Whether the scope of hardware/ software/ firmware replacements during integration with Phase-I is already identified. If not, should the AFC Contractor of Phase-II consider provisional scope for such replacement in the proposal? If yes, please provide an indicative list of devices/components, quantity, and their current specifications to assess the potential impact and provisioning for integration or upgrade. This information will help us accurately evaluate the risks, cost implications, and planning of the interface and integration activities, especially since these must be performed in non-revenue hours without service disruption.</p>	Tender Condition Preval. Also, The Clause is self explanatory, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2

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284.	PART II: Works Requirements Section VII-B: Particular Specifications	4.15.1.7	146	All costs for removal/relocation/modification/addition/integration of existing equipment hardware/software/firmware, including coordination and liasoning, shall be borne by the AFC contractor of NMRP Phase-II. If, any cost to be paid to existing contractors/system integrator/OEMs of NMRP Phase-I then it shall be the sole responsibility of AFC contractor of NMRP Phase-II after obtaining approval from Employer. All such costs are deemed to have been covered under this contract price. AFC Contractor of NMRP Phase-II shall take the lead and full responsibility for all integration related activities with existing NMRP Phase-I AFC Contractors and partner bank. AFC Contractor of NMRP Phase-II shall have its own assessment regarding AFC system asset including other system interfaces of NMRP Phase-I before submission of its bid.	1) We request employer to modify this clause such that any integration required with Phase 1 AFC system (OCC,DR,CC,SC,SLE in terms of software and hardware) should be carried out by Phase 1 AFC contractor. 2) Corrospounding interface required for interoperatbility shall be responsibility of Phase 2 AFC contractor and Phase 1 AFC contractor need to integrate with provided interface. 3) Employer will faciliate interface meeting between Phase 1 and Phase 2 AFC contractor for interoperability	Tender Condition Prevail
285.					We respectfully seek the following clarifications from the Employer: Scope Definition: Is there any defined or indicative scope available for: Removal or replacement of existing Phase-I AFC equipment? Software or firmware upgrades to be performed under Phase-II scope?	Tender Condition Prevail. Also, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2

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				Further, AFC contractor of NMRP Phase-II also advised to have a detailed survey of the NMRP Phase-I Station, OCC, DR etc.	<p>Interfaces with partner banks or third-party service providers? Existing Contractor/OEM Coordination: Please clarify whether there is any existing agreement or provision for access to Phase-I AFC system integrator or OEMs, and if any support agreements are in place that Phase-II contractor can leverage.</p> <p>Assessment Support: Since the clause mentions the contractor must make their own assessment, kindly confirm whether any technical documentation, asset inventories, or access to sites (stations, OCC, DR) can be provided before bid submission to enable proper evaluation.</p> <p>Financial Risk Clarification: Given that all such costs are deemed to be covered under the contract price, we request clarification on how Phase-II bidder can reasonably estimate unknown costs, especially those potentially payable to third parties like OEMs or banks.</p>	

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					This will greatly help in risk mitigation, accurate cost planning, and ensuring comprehensive technical and financial readiness for integration activities.	
286.	PART II: Works Requirements Section VII-B: Particular Specifications	4.15.1.8	146	The integration of both Phase-I & Phase-II metro lines should not operate under parallel systems. Instead, a unified and seamless approach is necessary, ensuring that NMRP can access a single, integrated ticketing system. This system should be designed and implemented to facilitate smooth and efficient travel across both phases. The aim is to create an intuitive and cohesive solution that enhances convenience and improves overall service.	We understand that the Employer envisions a single, unified CCS (Central Computer System) to serve both Phase-I and Phase-II for seamless passenger experience and efficient operations. In this context, we would like to respectfully seek the following clarifications: 1. Master CCS Scope & Responsibility: Please confirm whether the development of a new Master CCS (combining Phase-I & Phase-II data, operations, and reporting) is within the direct scope of the AFC Contractor of NMRP Phase-II. Is the Phase-II contractor expected to replace or overhaul the existing CCS system deployed under Phase-I? 2. Phase-I System Feasibility and	Tender Condition Prevail. Also, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2

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					<p>Access: In order to evaluate technical feasibility, we request confirmation of access to the following details for Phase-I systems:</p> <p>Architecture & application documentation System interfaces and integration points Equipment and hardware details Existing CCS source code and APIs (if any) User and operational workflows Database structures/schema</p> <p>Without this detailed information, assessing feasibility, integration strategy, and risk becomes extremely difficult.</p> <p>3. Support from Existing Vendors / Stakeholders: Will the Phase-II contractor be provided necessary support and coordination access from the Phase-I AFC vendor(s), OEMs, or system integrators to facilitate this integration? Is there any existing interface standard or integration protocol defined for the Phase-I system to support such unification?</p>	

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					<p>4. Commercial Impact and Responsibilities: Given the potential extent of changes to Phase-I systems (software/hardware upgrades, re-engineering, revalidation, etc.), we request the Employer to clarify whether: All such modifications are part of Phase-II contract price, or The Employer intends to define a clear boundary of scope and cost-sharing with Phase-I vendors.</p> <p>5. Risk Mitigation and Expectation Alignment: As this unification is a critical and complex component of the RFP, we believe there is a need for a joint assessment with the Employer to align on feasibility, available assets, and expected system behavior prior to finalization of bid scope and pricing. We request your kind clarification and guidance on the above points to ensure that the solution proposed aligns accurately with project goals, minimizes operational risk, and ensures</p>	



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					smooth implementation across both phases.	
287.	PART II: Works Requirements Section VII-B: Particular Specifications	4.15.1.9	146	AFC Contractor of NMRP Phase-II shall note that the Appendix-C of Particular Specifications gives the minimum and tentative BOQ to be covered as part of the scope of work and any other item or enhancement of the listed items required to complete the AFC Contract of NMRP Phase-II shall also be provided as part of this AFC Contract Price.	<p>Has the Employer already factored in the full scope and cost implications of Phase-I system upgrade requirements (including integration, applications, source code modification, replacement, or enhancement of existing Phase- I hardware, software, firmware, and interfaces) while defining the BOQ and the expected scope under this clause?</p> <p>Considering that many aspects of the Phase-I system may need to be assessed, modified, or upgraded for seamless integration with Phase-II systems, understanding whether these costs are included in the current tender expectations will significantly impact the scope definition, risk assessment, and financial evaluation by the bidder.</p> <p>Request: We request the Employer to please confirm: Whether these upgrade and</p>	Tender Condition Prevail. Also, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2

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					<p>integration efforts for Phase-I have been included in the BOQ and overall contract price expectations. Whether any estimate or scope guideline is available for Phase-I upgrade requirements to support bidders in accurate scoping and pricing.</p> <p>If not fully included, will there be a mechanism for change management or variation orders based on actual Phase-I system assessment post-award? Your kind clarification on this matter will help all prospective bidders in performing a fair and informed bid preparation.</p>	
288.	PART II: Works Requirements Section VII-B: Particular Specifications	4.15.2	147	4.15.2 TECHNICAL REQUIREMENTS FOR NTERFACING AND INTEGRATION2. Interface & Integration Requirements for NMRP Phase-I and NMRP Phase-II of Maha-Metroi) AFC contractor of NMRP Phase-II shall interface for acceptance of NCMC EMV card, QR Code ticket (Mobile and	In this regard, we would like to kindly seek the following clarifications and confirmations from the Employer: Master CCS Requirement: Considering the requirement of seamless integration and unified operation, it appears necessary to build a common Central Clearing System (CCS) catering to both Phase-I and	Tender Condition Prevail. Also, The Clause is self explanatory, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2

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				Paper) and NFC media at NMRP Phase-I and vice versa.	Phase-II. Please confirm if this understanding is correct, and whether Phase-I CCS will be upgraded or newly developed as part of this scope. Technical Feasibility of Phase-I: To execute the required integration and overhauling, a detailed technical feasibility study of the existing Phase-I AFC system is imperative. This includes: Access to existing documentation, architecture, and source code of Phase-I applications; Evaluation of hardware, firmware, and software dependencies; Clarification on available support from Phase-I vendors/OEMs; Interface documentation and system specifications. Kindly clarify whether such access and facilitation will be arranged by the Employer or has to be coordinated solely by the AFC Contractor of Phase-II. Scope and Cost Implications: The scope described appears to expect a complete overhauling or augmentation of the Phase-I AFC	

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					system to align it with the new Phase-II solution. Given the scale and complexity of this activity, we request confirmation whether: These efforts are fully covered under the present contract price and BOQ; Any cost provisions have been considered for modification, replacement, or integration of legacy equipment; A mechanism for variation/change order will be available if post-award system assessment reveals gaps beyond the defined BOQ. This integration task appears to be the most critical and complex component of the RFP. We kindly request that the Employer provide clear guidance on the above to help all prospective bidders prepare accurate and responsible bids.	
289.	PART II: Works Requirements Section VII-B: Particular Specifications	4.15.2.2	148	Ticket Office Machine (TOM) is installed with Touch screen monitor and Passenger information display (Marathi, Hindi and English languages), Counter Communication System	Please clarify whether the counter communication system should generate automated voice message or it should be manual voice message by the operator.	It should be manual voice message by the operator.

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				(to provide voice message to the passenger during transactions) and integrated Cash Drawer.		
290.	PART II: Works Requirements Section VII-B: Particular Specifications	4.15.2.1 (2.) iv)	148	NMRP Phase-II contractor shall be responsible for any modification/addition/integration/relocation of existing equipment hardware/software/firmware for NMRP Phase-I to meet the seamless travel from NMRP Phase-I to NMRP Phase-II and vice versa. NMRP Phase-II contractor shall bear all costs towards these activities. It shall be responsibility of contractor to obtain support, if required, from existing vendor/OEM for integration and also upgrade/augment the existing hardwares/software, if any, at his/her own cost.	We understood that EMV/NCMC and all other payment schemes are already working on Ph-1 Equipments. Ph-II contractor has to do necessary modifications to make CDAC based Qr work on the ph-1 stations and integration between ph-1 and ph-2 stations. Source code and all the relevant interface documents for Ph-1 equipments will be required. Please confirm.	The Clause is self explanatory
291.	PART II: Works Requirements Section VII-B: Particular Specifications	4.15.2.2	148	2. Interfacing G Integration Requirements for NMRP Phase-I and NMRP Phase-II TOM 4.15.2.2 Ticket Office Machine (TOM) 1. Brief Description of Ticket	With respect to the integration of AFC systems between NMRP Phase-I and Phase-II, we seek the Employer's clarification regarding the Ticket Office Machines (TOMs) currently deployed under NMRP	Tender Condition Prevail. Also, The Clause is self explanatory, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2

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				<p>Office Machine at NMRP Phase-I</p> <p>i) Ticket Office Machine (TOM) is capable of issuing/Top-up/Reload/ adjustment of Fare Media i.e., NCMC EMV Cards, QR ticket.</p> <p>ii) Ticket Office Machine (TOM) can support Auto top-up function.</p> <p>iii) Ticket Office Machine (TOM) is installed with POS terminal to enable passenger to use bank card as a payment method.</p> <p>iv) Ticket Office Machine (TOM) is installed with Touch screen monitor and Passenger information display (Marathi, Hindi and English languages), Counter Communication System (to provide voice message to the passenger during transactions) and integrated Cash Drawer.</p> <p>2. Interfacing & Integration equirements for NMRP Phase-I and NMRP PhaseII TOM</p> <p>i) NMRP Phase-I & NMRP Phase-II TOM shall be capable for Issuing/Topup/Reload/</p>	<p>Phase-I.</p> <p>Upgrade and Compatibility Expectations: As per the clause, the AFC contractor of Phase-II is responsible for ensuring seamless travel and fare media interoperability across both phases. Kindly confirm whether the expectation includes upgradation or replacement of existing Phase-I TOMs to ensure compatibility with: QR Code tickets generated under Phase-II specifications; Updated business rules or fare policies applied system-wide, i.e. Phase-I & Phase-II New application layer or integration middleware to support unified operations across both phases. In order to achieve so we require to assess feasibility, scope, and impact on cost, it is important for the contractor to have access to the detailed technical documentation of Phase-I TOMs, including: Software architecture and application source code; Communication protocols and data</p>	

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				<p>adjustment of NCMC EMV card, QR Code (Mobile and Paper) and NFC media from complete NMRP stations.</p> <p>iii) Fare media which are issued/Top-up/Reload/ adjusted from NMRP PhaseII AFC system should be accepted in NMRP Phase- I AFC system and vice versa.</p> <p>iv) NMRP Phase-II contractor shall be responsible for any modification/addition/integration / relocation of existing equipment hardware/software/firmware for NMRP Phase-I to meet the seamless travel from NMRP Phase-I to NMRP Phase-II and vice versa. NMRP Phase-II contractor shall bear all costs towards these activities. It shall be responsibility of contractor to obtain support, if required, from existing vendor/OEM for integration and also upgrade/augment the existing hardwares/software, if any, at his/her own cost.</p>	<p>structure; Hardware compatibility details;</p> <p>Integration points with CCS and back-office systems.</p> <p>Kindly confirm if the Employer will facilitate access to these resources or coordinate support with the existing OEM/system integrator.</p> <p>Cost Ownership and Risk Exposure: As the clause places full financial and technical responsibility for Phase-I integration on the Phase-II contractor, including third-party costs, we request clarification: Are all costs for software licenses, upgrades, re- certifications, or changes in legacy TOMs expected to be absorbed under this contract?</p> <p>Interoperability Between TOMs and Master CCS: In case a new Central Clearing System (CCS) is deployed under Phase-II, please confirm whether:</p> <p>If TOM back-office or transaction workflows will be standardized across both phases;</p> <p>Or, whether TOM operations can remain functionally segregated</p>	

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				v) NMRP Phase-II contractor shall be responsible to upgrade Phase-I TOM to issue, validate Tickets for NMRP Phase-II Stations.	while supporting fare media issued in both phases. Given the critical operational role of TOMs and the complexity of integrating with legacy systems, this clarification is essential for accurate effort estimation, risk identification, and system design.	
292.	PART II: Works Requirements Section VII-B: Particular Specifications	4.15.2.2 (2.) v)	149	NMRP Phase-II contractor shall be responsible to upgrade Phase-I TOM to issue, validate Tickets for NMRP Phase-II Stations.	We understood that EMV/NCMC and all other payment schemes related all the functions are already available at TOM and we need to update the TOM only for CDAC based related QR functions and integration of ph-1 and ph-2. Source code and all the relevant interface documents for Ph-1 equipments will be required. Please confirm.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.15.2.2 (2.) (iv)
293.	PART II: Works Requirements Section VII-B: Particular Specifications	4.15.2.3	149	2. Interfacing G Integration Requirements for NMRP Phase-I and NMRP Phase-II EFO i) NMRP Phase-I & NMRP Phase-II EFO shall be capable for Issuing/Topup/Reload/ adjustment of NCMC EMV, QR Code (Mobile and Paper) and NFC	As per the clause, the EFOs of NMRP Phase-I and Phase-II are expected to be fully interoperable for issuance, top-up, reload, and adjustment of fare media such as NCMC EMV cards, QR codes (mobile and paper), and NFC tickets across all stations.	Tender Condition Prevail. Also, The Clause is self explanatory, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2

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				<p>media from complete NMRP stations</p> <p>iii) Fare media which are issued/Top-up/Reload/ adjusted from NMRP PhaseII AFC system should be accepted in NMRP Phase- I AFC system and vice versa.</p> <p>iv) NMRP Phase-II contractor shall be responsible for any modification/addition/integration / relocation of existing equipment hardware/software/firmware for NMRP Phase-I to meet the seamless travel from NMRP Phase-I to NMRP Phase-II and vice versa. NMRP Phase-II contractor shall bear all costs towards these activities. It shall be responsibility of contractor to obtain support, if required, from existing vendor/OEM for integration and also upgrade/augment the existing hardwares/ software, if any, at his/her own cost.</p> <p>v) NMRP Phase-II contractor shall be responsible to upgrade Phase-I</p>	<p>In this regard, we request the Employer to kindly clarify the following points:</p> <p>Technical Assessment and Feasibility Requirements:</p> <p>To fulfill the above integration expectations, a comprehensive technical assessment of the existing Phase-I EFO systems is essential. Kindly confirm whether the Employer will facilitate:</p> <p>Detailed documentation of existing EFO applications;</p> <p>Hardware configuration and make/model;</p> <p>Source code, APIs, integration points, and any encryption or security modules used;</p> <p>Existing transaction flows and interfacing mechanisms with Central Clearing System (CCS).</p> <p>Clarification on Overhaul Expectations: Based on the requirement that Phase-II EFO fare media and transaction types must be accepted in Phase-I and vice versa — and that Phase-II contractor is to ensure all</p>	

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				EFO to issue, validate Tickets for NMRP Phase-II Stations.	<p>software/hardware/firmware modifications at their cost — it appears that a complete overhaul or significant upgrade of the existing Phase-I EFO system is being expected under this contract. Kindly confirm:</p> <p>Whether this understanding is correct;</p> <p>Scope and Support Clarity: To avoid ambiguity and commercial risks, we request the Employer to clearly outline:</p> <p>The number of Phase-I EFOs that will require integration/upgradation;</p> <p>Whether replacement of EFO terminals is in the scope;</p> <p>Responsibilities and boundaries regarding support from existing OEMs/vendors;</p> <p>Coordination mechanism with existing Phase-I integrator</p> <p>Integration into a Common System Environment:</p> <p>Whether existing business rules and workflows of Phase-I EFOs are required to be redesigned as per</p>	

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					Phase-II specifications. Given that this aspect of the RFP is technically complex and commercially sensitive, we request the Employer to provide further clarity and supporting documentation to ensure proper evaluation and risk management.	
294.	PART II: Works Requirements Section VII-B: Particular Specifications	4.15.2.3 (2.) v)	150	NMRP Phase-II contractor shall be responsible to upgrade Phase-I EFO to issue, validate Tickets for NMRP Phase-II Stations.	We understood that EMV/NCMC and all other payment schemes related all the functions are already available at EFO and we need to update the EFO only for CDAC based related QR functions and integration of ph-1 and ph-2. Source code and all the relevant interface documents for Ph-1 equipments will be required. Please confirm our understanding.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.15.2.3 (2.) (iv)
295.	PART II: Works Requirements Section VII-B: Particular Specifications	4.15.2.4	150	2. Interfacing & Integration Requirements for Phase-I and Phase-II Digital Kiosk v) NMRP Phase-II contractor shall be responsible for any modification/addition/integration / relocation of existing equipment	As per the clause, the NMRP Phase-II contractor shall be responsible for all integration, modification, and upgradation activities for existing Digital Kiosks of NMRP Phase-I, including hardware, software, and firmware, to enable seamless travel	Tender Condition Prevail. Also, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2

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				hardware/software/firmware for NMRP Phase-I to meet the seamless travel from NMRP Phase-I to NMRP Phase-II and vice versa. NMRP Phase-II contractor shall bear all costs towards these activities. It shall be responsibility of contractor to obtain support, if required, from existing vendor/OEM for integration and also upgrade/augment the existing hardwares/software, if any, at his/her own cost.	across both phases. All associated costs are to be borne by the Phase-II contractor, including liaising with existing vendors/OEMs. In light of this, we kindly request the Employer to clarify the following: Detailed Technical Feasibility and Assessment of Existing Phase-I Kiosks: To ensure successful integration and compatibility, we request access to: Existing digital kiosk architecture, hardware specifications, and vendor documentation; Current software stack, middleware, and transaction processing flow; Access to source code, SDKs, APIs, encryption/signature libraries, and backend services currently in use; Details of the existing integration with AFC subsystems (e.g., CCS, TOM, EFO, TVM, gates). Clarification on the Expected Overhaul Scope: Given the requirement for seamless interoperability and ticketing functionality across both phases, it	

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					<p>appears that an overhaul or major upgrade of the existing Digital Kiosk applications in Phase-I is expected as part of the Phase-II AFC scope. Kindly confirm:Whether the Employer envisages complete replacement of legacy kiosk applications;If so, whether the physical kiosk hardware will remain or also needs to be replaced;How coordination with the existing Phase-I system integrator/OEM will be facilitated, especially in case of proprietary software/hardware dependencies.</p> <p>Defined Scope and Quantity for Integration Work: In order to price and plan this scope accurately, we request the Employer to provide:The number of digital kiosks installed under Phase-I and their make/model;Existing functional limitations, if any, that need to be addressed;A list of locations and kiosks which require modification or upgradation;Any expected timelines and constraints for conducting such activities during non-revenue hours.</p> <p>Master System</p>	

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					Coordination and Business Rules: If the intent is to unify ticketing logic and backend systems for Digital Kiosks under a common CCS or transaction platform across Phase-I and II, we request clarification on: The approach to be adopted for aligning business rules across both phases; Whether Phase-1 kiosk interfaces must be rebuilt to comply with the new Phase-II architecture. Considering this is one of the most technically intensive aspects of the RFP, and involves both system overhauls and cross-phase integrations, it is critical that the Employer provides further guidance on scope boundaries, ownership of Phase-1 systems, and expected deliverables.	
296.					We understood that EMV/NCMC and all other payment schemes related all the functions are already available at Digital Kiosk and we need to update the Digital Kiosk only for CDAC based related QR functions and integration of ph-1	Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.15 Interface & Integration of Nagpur Metro Rail Project Phase-I & Phase-II

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					and ph-2. Source code and all the relevant interface documents for Ph-1 equipments will be required. Please confirm.	
297.	PART II: Works Requirements Section VII-B: Particular Specifications	4.15.2.5 2 (2) iv)	151	NMRP Phase-II contractor shall be responsible for any modification/addition/integration of existing equipment hardware/software/firmware for NMRP Phase-I to meet the seamless travel from NMRP Phase-I to NMRP Phase-II and vice versa. NMRP Phase-II contractor shall bear all costs towards these activities. It shall be responsibility of contractor to obtain support, if required, from existing vendor/OEM for integration and also upgrade/augment the existing hardwares/software, if any, at his/her own cost.	We understood that EMV/NCMC and all other payment schemes related all the functions are already available at TR and we need to update the TR only for CDAC based related QR functions and integration of ph-1 and ph-2. Source code and all the relevant interface documents for Ph-1 equipments will be required. Please confirm.	The Clause is self explanatory
298.	PART II: Works Requirements Section VII-B:	4.15.2.5	151	NMRP Phase-II contractor shall be responsible for any modification/addition/integration of existing equipment hardware/software/firmware for	1. Is OSA specific information of NCMC card of NMRP phase 1 expected to be shown at NMPR phase 2 Ticket reader? 2. If Yes, will the NMRP phase 1 OSA	Ticket reader of Phase-I & Phase-II should be capable to read/write the fare media.

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	Particular Specifications			NMRP Phase-I to meet the seamless travel from NMRP Phase-I to NMRP Phase-II and vice versa. NMRP Phase-II contractor shall bear all costs towards these activities. It shall be responsibility of contractor to obtain support, if required, from existing vendor/OEM for integration and also upgrade/augment the existing hardwares/software, if any, at his/her own cost.	details be shared for the above purpose? 3. Are NMRP NCMC phase 1 OSA passes expected to work on NMRP phase 2 gates?	
299.					Kindly state what modification/addition/integration of existing equipment hardware/software/firmware (for complete NMRP Phase-I) are expected. Kindly share the updated BOQ. This is important as it impacts the BOQ, costing and feasibility and proposed equipment delivery timelines alongwith estimation of spares stock to hold. Any missing information in NMRP RFP will impact the commercials as well	Please refer Corrigendum-4: Sl.No.- 5
300.					Kindly confirm the commitment and support of both points below: 1. The existing Phase 1 incumbent/contractor will share the details 2. NMRP Team will facilitate the	The Clause is self explanatory

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					productive collaboration to ensure that Phase 2 contractor is supported on technical front by sharing the required details and documentation by Phase 1 contractor. Kindly note that otherwise this will involve the Phase 2 bidders to assume considerable unvalidated commercial risks during the bid phase and may unnecessarily lose out inspite of having a better solution.	
301.	PART II: Works Requirements Section VII-B: Particular Specifications	4.15.2.5	151	Interfacing & Integration Requirements for NMRP Phase-I and NMRP Phase-II Ticket Reader (TR). i) NMRP Phase-I & NMRP Phase-II TR shall be capable to show ticket information of NCMC EMV, NFC media and QR Code. ii) NMRP Phase-I & NMRP Phase-II TR shall be capable to Top-up/Reload of NCMC EMV card performed through Maha-Metro Web application / Mobile application online.	The clause outlines that the Ticket Readers (TR) across NMRP Phase-I and Phase-II must be interoperable in terms of ticket validation (NCMC EMV, NFC, and QR Code), display of ticket information, and online top-up/reload functionalities via Maha-Metro's web and mobile applications. Additionally, the contractor for NMRP Phase-II is expected to carry out all integration, modification, and upgradation work required in the existing Phase-I infrastructure to	Tender Condition Prevail. Also, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2

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				<p>iii) NCMC EMV cards Top-up/ Reload from NMRP Phase-II TR should be acceptable in NMRP Phase-I AFC system and vice versa.</p> <p>iv) NMRP Phase-II contractor shall be responsible for any modification/addition/integration of existing equipment hardware/software/firmware for NMRP Phase-I to meet the seamless travel from NMRP Phase-I to NMRP Phase-II and vice versa. NMRP Phase-II contractor shall bear all costs towards these activities. It shall be responsibility of contractor to obtain support, if required, from existing vendor/OEM for integration and also upgrade/augment the existing hardwares/software, if any, at his/her own cost.</p>	<p>achieve this interoperability — with the entire cost borne by the Phase-II contractor.</p> <p>In this regard, we seek the following clarifications from the Employer:</p> <p>1. Technical Feasibility Assessment of Existing Ticket Readers (Phase-I): To scope and price this component accurately, a detailed technical feasibility study of existing Phase-I TRs is necessary. We kindly request: Access to detailed specifications of currently deployed TR hardware and firmware; Existing software architecture, interfaces, and protocols used for ticket validation and communication; Source code, SDKs, APIs, or diagnostic tools necessary for integration and upgrade; Availability of documents related to TRs' interface with central systems (CCS, Card Management, Payment Gateway, etc.).</p> <p>2. Clarification on Expected Level of Integration/Overhaul:</p> <p>The integration requirements,</p>	

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					<p>particularly cross- acceptance of top-up/reload data and media validation between Phase-I and Phase-II systems, strongly suggest the need for a complete overhaul or redevelopment of the Phase-I Ticket Reader applications. Kindly clarify:</p> <p>Whether the Employer expects new software (developed under Phase-II) to replace existing applications in Phase-I TRs;</p> <p>Whether Phase-I TR hardware is compatible and upgradable or requires physical replacement;</p> <p>Expected cooperation from existing OEMs/integrators for Phase-I TRs (any agreement or support commitment in place?).</p> <p>3. Defined Support and Documentation Access: Will the Employer facilitate access to all required documentation and configurations of Phase-I TRs? Will any existing NDA or support arrangement be shared or enabled with current vendors/OEMs?</p> <p>4. Clarification on Costing</p>	

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					<p>Expectations: As per the clause, all costs for these activities— including upgradation, OEM/vendor engagement, and required enhancements—are to be borne by the Phase-II contractor. Please confirm if:</p> <p>These costs have been factored into the Employer's BoQ assumptions; Any cost recovery mechanism or variation approval route is available in case significant OEM licensing or redeployment charges are involved. Given the complexity, hardware/software dependency, and potential scope of Phase-I TR application overhaul, this is likely one of the most technically challenging elements of the RFP. We request the Employer to clearly outline the scope boundaries, access provisions, OEM/vendor coordination support, and expected deliverables for this integration work to ensure successful and seamless implementation.</p>	

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302.	PART II: Works Requirements Section VII-B: Particular Specifications	4.15.2.6	151	4.15.2.6 Station Computer Unit (SCU) 2. Interfacing & Integration Requirements for NMRP Phase-I and NMRP Phase-II) NMRP Phase-I & NMRP Phase-II SCU shall collect and forward all sales and validation transactions and supervises overall operations of all AFC equipment's in the stations.ii) NMRP Phase-II contractor shall be responsible for any modification/addition/integration /relocation of existing equipment hardware/software/firmware for NMRP Phase-I to meet the seamless travel from NMRP Phase-I to NMRP Phase-II and vice versa if required. NMRP Phase-II contractor shall bear all costs towards these activities. It shall be responsibility of contractor to obtain support, if required, from existing vendor/OEM for integration and also upgrade/augment the existing	As per the clause, SCUs in both NMRP Phase-I and Phase-II are required to supervise AFC equipment operations and handle all sales and validation transactions at the station level. The Phase-II contractor is expected to modify, integrate, or upgrade existing SCUs in Phase-I to ensure seamless operation across both phases. These activities—including coordination with OEMs—are to be carried out at the contractor's cost. In this context, we request the Employer to clarify the following points:1. Detailed Technical Feasibility Assessment of Phase-I SCUs: A thorough feasibility study of the existing SCU setup in Phase-I is essential to assess the integration scope. For this purpose, we request: Access to existing SCU hardware and system architecture; Complete documentation on SCU functionality, interfacing protocols, and integration touchpoints with AFC subsystems; Current SCU	Tender Condition Prevail. Also, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2

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				hardwares/software, if any, at his/her own cost.	application source code, APIs, diagnostic utilities, or configuration tools;Availability of real-time transaction and supervisory control mechanisms employed by Phase-I SCUs.2. Clarification on Integration Scope and Alignment with Phase-II SCU Design: It appears the Phase-II contractor is expected to align Phase-I SCUs with the newly developed Phase-II ecosystem. Please clarify:Whether the Phase-I SCU software is expected to be fully replaced with Phase-II software;Whether existing SCU hardware in Phase-I is compatible and upgradable, or hardware replacement is anticipated;If SCU synchronization with new CCS and central reporting systems (from Phase-II) is required across both phases.3. Support, Dependencies & Documentation Access:Will Maha-Metro facilitate required support and access to documentation, firmware/software stacks, and configurations of Phase-I SCUs?Are current OEMs/integrators of Phase-	

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					<p>I SCU under any continuing support agreement with the Employer, and will the Phase-II contractor be permitted to collaborate with them?4. Costing and Scope Expectations:Has the Employer considered the total cost and effort associated with upgrading/integrating SCUs in Phase-I in the BoQ estimations?Are there provisions for cost variation or technical change requests in case of unforeseen OEM constraints or compatibility issues?5. General Concern:The SCU integration requirement appears to entail significant overhaul or replacement of existing Phase-I SCU software and potentially hardware. Given the dependencies on Phase-I architecture and third-party support, this is one of the most technically complex elements of the project. We request that the Employer define the clear boundaries of scope, access provisions, documentation support,</p>	

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					and expected deliverables in relation to Phase-I SCU upgrades.	
303.	PART II: Works Requirements Section VII-B: Particular Specifications	4.15.2.7	152	4.15.2.7 Central Computer System (CCS) iv) NMRP Phase-II contractor shall be responsible for any modification/addition/integration /r elocation of existing equipment hardware/software/firmware for NMRP Phase-I to meet the seamless travel from NMRP Phase-I to NMRP Phase-II and vice versa. NMRP Phase-II contractor shall bear all costs towards these activities. It shall be responsibility of contractor to obtain support, if required, from existing vendor/OEM for integration and also upgrade/augment the existing hardwares/software, if any, at his/her own cost.	In this regard, we respectfully submit that this requirement entails significant technical, operational, and contractual complexity, and would like to seek clarification on the following critical points: 1. Feasibility Assessment of Phase-I Systems: A detailed technical feasibility analysis of existing Phase-I systems will be required to determine integration possibilities and gaps. This involves a thorough understanding of current deployments, architecture, configurations, and interdependencies. 2. Scope, Access, and Dependencies: To effectively plan and estimate the integration effort, we request the Employer to kindly clarify the following: a. What support (technical and logistical) will be extended by the Employer for integration with	Tender Condition Prevail. Also, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2

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					<p>Phase-I systems?</p> <p>b. Will full access to documentation, system architecture, applications, source code, and interfaces of Phase-I systems be provided?</p> <p>c. To what extent will existing equipment and applications be retained, upgraded, or replaced?</p> <p>3. Clarification of Integration Expectation: The current wording of the clause appears to suggest that the Phase-II contractor may be required to overhaul or replace Phase-I applications to bring them in line with the architecture and functionality of the newly developed Phase-II systems. We request the Employer to kindly clarify the intended extent of such upgrades or replacements, as this has a significant impact on effort, cost, and feasibility. Given the scale and complexity, we would also like to respectfully highlight that this integration requirement represents one of the most technically challenging</p>	

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					aspects of the entire RFP. Early and clear alignment with the Employer on scope and expectations will be essential for accurate planning and risk mitigation.	
304.	PART II: Works Requirements Section VII-B: Particular Specifications	4.15.2.8	153	<p>NMRP PHASE-II INTEGRATION WITH OTHER SYSTEMS INCLUDING AFC SYSTEM PROVIDER OF NMRP PHASE-I OF MAHA-METRO.</p> <p>iii) Contractor of this tender shall propose and obtain Employer/Engineer approval for any removal of the existing hardware/system then the cost of the new replacement will be borne by the Contractor.</p> <p>v) Contractor of this tender shall be responsible to supply additional hardware, license and software in existing system in OCC/stations, etc to meet the expansion requirement.</p>	<p>As per the tender clause stating that the Phase-II contractor shall be responsible for supplying additional hardware, licenses, and software in the existing OCC/station systems to meet expansion requirements, and shall also bear the cost of replacing any removed hardware/systems — we understand that integration and expansion of Phase-I systems form a critical part of the Phase-II scope.</p> <p>To ensure accurate planning, costing, and risk mitigation, we request the Employer to kindly clarify the following: Will a detailed technical feasibility study of the existing Phase-I system (AFC hardware, software, licenses, configurations) be facilitated prior to execution? Will the Employer provide full</p>	<p>Tender Condition Prevail. Also, Please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2</p>

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					<p>access to existing system documentation, hardware architecture, source code, OEM details, APIs, and integration interfaces for the Phase-I system?</p> <p>Can the Employer confirm the scope and extent of reuse versus replacement of the Phase-I infrastructure, especially for core systems like CCS, SCU, TR, EFO, TOM, and kiosks?</p> <p>Will the Phase-I system OEM/vendor support and warranty obligations be made available or facilitated for Phase-II integration efforts?</p> <p>Given the high dependency on Phase-I system and the fact that seamless integration is required, we believe this is one of the most critical and complex components of the entire RFP. The above clarifications are crucial to defining a technically compliant and commercially viable proposal.</p>	
305.	PART II: Works Requirements	5.1.7	159	5.1.7 Interoperability Issued by other transport	As per the clause: The Clause is self explanatory Which transport operators are	

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	Section VII-B: Particular Specifications			operators in compliance to the agreed and specified Clearing and settlements interface requirements.	<p>currently envisaged under this interoperability scope? Kindly provide a list of existing or planned operators (e.g., city buses, regional rail, other metros, etc.) whose fare media should be accepted by or interoperable with the proposed AFC system.</p> <p>Are there any existing interoperability agreements or specifications already finalized (such as APIs, settlement protocols, or clearing house mechanisms) with such operators? If yes, please share relevant technical or operational documentation.</p> <p>Will the AFC contractor be responsible for integration with these external transport operators during the project timeline, or will that be separately handled under a different scope?</p> <p>The clarity on this point is essential for planning the clearing and settlement interfaces and understanding the integration scope with third- party systems.</p>	

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306.	PART II: Works Requirements Section VII-B: Particular Specifications	5.1.9.2 i)	162	Custom built AFC System consoles shall be provided to house all of the HMIs for operator control, monitoring and operation of the AFC equipment.	The requirement is not clear. What is custom built AFC system console? Please clarify.	The Clause is self explanatory
307.	PART II: Works Requirements Section VII-B: Particular Specifications	5.1.11.1	163	AFC Workstation Consoles	The requirement is not clear. What is Purpose built AFC Workstation consoles? Please clarify.	The Clause is self explanatory
308.	PART II: Works Requirements Section VII-B: Particular Specifications	5.1.12.2	164	A separate ticket stock unit shall be provided for the storage of smartcard media and other consumable facilities.	Can we have the details of ticket stock unit.	To be finalized during design stage.
309.	PART II: Works Requirements Section VII-B: Particular Specifications	5.1.13	164	AFC Paper Store	We understood, it will be a storage area from Customer. Please confirm.	Please refer Part-2: Section VII-B: Particular Specifications: Table 5.4 – Summary of Facilities.
310.	PART II: Works Requirements Section VII-B:	5.1.19	165	An archiving facility shall be provided to store all configuration and operational data over a time	Operational reports and configuration data will be available in CC or we have to provide the	The Clause is self explanatory

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	Particular Specifications			window covering the previous 12 months.	archiving facility at each station. Please confirm.	
311.	PART II: Works Requirements Section VII-B: Particular Specifications	5.2.5.1	167	5.2.5.1 The System shall be capable, as a minimum, of processing the following types of fare products: Table 5.5 - Fare Products	Test Card for NCMC will not be available in Production environment, this is in Scope of Bank / FI. Request to remove "Test Card" from the table.	Tender Condition Prevail
312.	PART II: Works Requirements Section VII-B: Particular Specifications	5.2.5.4	168	All smart card types shall be suitable for incorporating a photograph of the user along with advertising graphics and data.	Smart card with printing facility will be provided by Bank not by the AFC System supplier. Please confirm.	Smart card with printing facility will be provided by Bank. Tender Condition Prevail
313.	PART II: Works Requirements Section VII-B: Particular Specifications	5.2.6.2	169	5.2.6.2 Contactless Smartcard i) Stored Value (SV) Card a) Provision shall be made for a minimum of sixteen (16) Stored Value ticket types.	This requirement is relevant to Closed Loop Cards, NCMC Card will have a single Global Wallet. Request to kindly remove the requirement.	Tender Condition Prevail
314.	PART II: Works Requirements Section VII-B: Particular Specifications	5.2.6.2	169	5.2.6.2 Contactless Smartcard d) The passenger information display on each gate shall indicate the remaining value of the Stored Value tickets at the start and at the completion of each journey. e) Stored Values shall have an	With reference to the below sub-clauses: d) We would like to confirm that this requirement is fully complied with. Our system is capable of displaying the remaining balance of the Stored Value card on the gate	Tender Condition Prevail

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				expiry date, after last top-up, determined by an operating parameter.	display at both entry and exit points of the journey. e) We would like to clarify that the configuration and enforcement of stored value expiry rules fall under the purview of the Employer's selected Financial Institution (FI). As the AFC system integrator, we will facilitate necessary parameter configurations in the system as defined by the FI, but the actual business rule for expiry duration, revalidation conditions, and settlement of expired balances will be governed and controlled by the FI. Requesting confirmation if our understanding is acceptable.	
315.	PART II: Works Requirements Section VII-B: Particular Specifications	5.2.7.1 iii)	170	It shall be possible for such changes to be performed at the Central AFC Backoffice System or at the Station Computers with the facility provided to allow the changes to be downloaded to the station AFC equipment and become effective at a specified future date.	Configuration parameters can only be modified at Backoffice level not on station computer to prevent any issue to the system by the changes done locally. SC can implement the parameters received from Backoffice. Please confirm.	Tender Condition Prevail

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316.	PART II: Works Requirements Section VII-B: Particular Specifications	5.3.2	172	5.3.2 Design Process and Documentation Failure Mode Effect and Criticality Analysis (FMECA)	We request the Employer to kindly provide more detailed information and guidance regarding the expectations under this clause. Specifically: What is the required scope and granularity of the FMECA? Should it cover all AFC subsystems (e.g., gates, validators, TOMs, CCS, SCU, TRs, etc.) or only specific critical components? Is there an existing FMECA already performed for Phase-I systems? If yes, can the same be accessed and built upon for Phase-II analysis? What are the acceptance criteria for FMECA results, and will there be a joint review process with the Employer/Engineer during system design and integration phases? This clarification is essential to align with Employer expectations, properly estimate effort, and ensure compliance with the tender requirements.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 3.3.5 & 3.3.7
317.	PART II: Works Requirements	5.3.9.3	174	5.3.9.3 Special customized carrying cases shall be provided to	As per the clause, the mean time to replace Line Replaceable Units	Please read Clause 5.3.9.3 (i) as .

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	Section VII-B: Particular Specifications			<p>avoid damage to sensitive modules, as necessary, in quantities sufficient to support the level of maintenance required.</p> <p>i) On arrival at site, with the correct spare parts, the mean time to replace shall be as follows: Line replaceable units shall be less than 2 minutes.</p> <p>ii) Equipment modules, other than line replaceable units, shall be less than 30 minutes.</p>	<p>(LRUs) is stated to be less than 2 minutes. We would like to submit that this time threshold appears to be extremely short, even for minor components. In practical field conditions, basic activities like opening the equipment housing or dressing/removal procedures may themselves take around 2 minutes or more, even before the replacement is initiated. Therefore, we request the Employer to kindly reconsider. Additionally, we request the Employer to: Clearly define and share the list of items classified as Line Replaceable Units (LRUs). Provide clarity if the carrying cases for sensitive modules are required for all LRUs, or only specific high-value items. These clarifications are important for accurate estimation of maintenance logistics and operational readiness planning.</p>	<p><i>"On arrival at site, with the correct spare parts, the mean time to replace shall be as follows: Line replaceable units shall be less than 20 minutes."</i></p>

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318.	PART II: Works Requirements Section VII-B: Particular Specifications	5.3.13.3 (iii)	176	5.3.13.3 Software Use and Verification iii) The Contractor shall provide the latest version of the software source code and documentation for use during operation and maintenance training, conducted by the Contractor, with the final version provided prior to revenue service for the first equipment.	As per the clause, it is mentioned that the latest version of the software source code and documentation shall be provided for use during operation and maintenance training, with the final version to be submitted prior to revenue service. We would like to kindly submit that source code is a highly sensitive intellectual property and cannot be shared during the training stage. It is not standard industry practice to disclose source code for training purposes. This clarification will help ensure alignment of expectations and protect sensitive proprietary software assets.	Tender Condition Prevail
319.	PART II: Works Requirements Section VII-B: Particular Specifications	5.3.13.3 (iv)	177	iv) All software source code, object code and documentation shall be provided on CD-ROM / USB HDD in a MS-WINDOWS or Linux compatible format as decided with the Employer.	The clause states that "All software source code, object code and documentation shall be provided on CD-ROM / USB HDD in a MS-WINDOWS or Linux compatible format as decided with the Employer." We respectfully submit that providing the entire source	Tender Condition Prevail

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					code is not feasible due to the proprietary and sensitive nature of the software, which forms the core intellectual property of the Contractor. Sharing complete source code can pose significant risks related to IP protection, cybersecurity, and licensing.As an alternative, we propose:Providing compiled object code, fully functional for integration, deployment, and maintenance,Sharing comprehensive technical documentation, including API interfaces, configuration manuals, and O&M guidelines,Arranging for escrow mechanisms where access to source code may be granted under defined conditions such as contractor default or support discontinuation.We request the Employer to kindly consider this industry-aligned approach and confirm if submission of source code can be limited to escrow arrangements or mutually agreed exceptions.	

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320.	PART II: Works Requirements Section VII-B: Particular Specifications	5.3.21	180	The Contractor shall make provision in the floor layout design to accommodate up to 35% system expansion and to enable life expired equipment to be replaced in the future with new equipment with minimum disruption and loss of service.	The station design will be from client not from the AFC contractor. AFC Contractor can only prepare layout in accordance of the equipment to be fixed on station as per requirement and space availability. Please confirm.	Tender Condition Prevail
321.	PART II: Works Requirements Section VII-B: Particular Specifications	5.4.1.4	185	Software Rights The Contractor shall ensure that the Employer or its licensee is granted all necessary rights to use Software embodied in the equipment and there are no restrictions attached to the use of any information supplied by the Contractor which might later prevent or hinder the Employer or its licensee from modifying or adopting or extending the system. The documentation of software may be supplied after the expiry of the warranty period, under terms and conditions to be mutually agreed at Contract pre-award stage. The Contractor shall indemnify the Employer, its heir	We would like to clarify that, as per industry standards and best practices, the protection of the Employer's rights for long-term system continuity and access to software is typically ensured through a Software Escrow Agreement. Under such an arrangement, the source code, technical documentation, and relevant configuration files are deposited with a neutral third-party escrow agent, with clear release conditions defined (e.g., contractor insolvency, discontinuation of support, or breach of support obligations). This mechanism ensures that the Employer's interests are	Tender Condition Prevail

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				or Licensees against claim of any party, subcontractor for the unauthorized possession or use of the software supplied.	safeguarded without compromising the Contractor's or OEM's IP rights. We request confirmation if the Employer is agreeable to adopting this Escrow model as a legally structured solution for ensuring software access, post-warranty documentation, and system continuity, in line with industry norms.	
322.	PART II: Works Requirements Section VII-B: Particular Specifications	5.4.9.2	188	All the legal, IP related, copyright related, application related compliances shall be ensured by the contractor in the procurement, design and usage of this hardware for various sub systems.	We would like to clarify that in the case of Commercial Off-The-Shelf (COTS) products, any software usage rights, licenses, intellectual property (IP), or copyright ownership are retained by the respective Third-Party OEMs (Original Equipment Manufacturers). These rights are not transferred to the Contractor at any stage during procurement or usage within the project. As the Contractor, we act solely as a licensee of these COTS products, acquiring the necessary usage rights for project implementation and operation, in accordance with the	Tender Condition Prevail

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					<p>terms and conditions defined by the OEMs.</p> <p>While we can provide the installation, configuration, and usage documentation related to the licensed COTS products to the Employer as per legal agreements or industry standards, we wish to state that the source code and underlying IP rights of such COTS software are not owned by the Contractor and therefore cannot be transferred to the Employer. We request confirmation if this understanding is acceptable under the scope of this clause.</p>	
323.	PART II: Works Requirements Section VII-B: Particular Specifications	5.4.9.3	188	All the licenses, purchase agreements and legal documentation shall be handed over to the Employer.	<p>This is to inform the client that due to the NDA side between the vendor and Paycraft, we will not be sharing the licenses and purchase agreements as they are the internal documents of Paycraft. We request the employer to reconsider this clause as per best practices.</p>	Tender Condition Prevail



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324.	PART II: Works Requirements Section VII-B: Particular Specifications	6.7.2.4	202	Each equipment cabinet shall be provided with dual power supply units and dual feeder such that either unit may supply the full-power required automatically, without loss of service, on failure of the other unit.	Redundant power supply is well applicable to SC. Do we need to consider dual power supply and dual power cable for every AFC equipment? Please confirm.	Please refer Part-2: Section VII-B: Particular Specifications: Table 4.4 Point 11 for Automatic Gates & APPENDIX – F – Indicative Specifications of Servers & Workstations
325.	PART II: Works Requirements Section VII-B: Particular Specifications	6.8.5.1	207	Within the OCC the network management functions for each station LAN and OCC LAN shall be integrated with the AFC Network Management System.	We believe NMS is already available and we just have to integrate with the existing NMS and need not to supply NMS under this contract. Please confirm.	Supply of Network Management System is in scope of Phase-II Bidder.
326.	PART II: Works Requirements Section VII-B: Particular Specifications	6.8.4.1 v)	207	Firewalls shall be provided to restrict unauthorized access to/from the LAN at each site and to provide high security of data and protection from external sources.	We will have to install firewall at OCC, BCC and SDC. Do we need to install firewall at each station as well? Please confirm.	The Clause is self-explanatory
327.	PART II: Works Requirements Section VII-B: Particular Specifications	6.8.6.2	208	The Engineering Computer Terminal shall be equipped with all necessary software to enable authorized personnel to perform system set-up, diagnostics and maintenance functions.	We believe Engineering computer terminal is the LMT used for maintenance. If yes, please confirm if this is to be provided by AFC contractor and count.	The Clause is self-explanatory, 4 Numbers of Laptop required for system set-up, diagnostics and maintenance functions.

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328.	PART II: Works Requirements Section VII-B: Particular Specifications	6.8.7.2	208	The LAN switches shall provide, if required, Power over Ethernet as follows for connection of minor devices and equipment	We request you to amend this requirement to normal network switch. Please confirm.	Tender Condition Prevail
329.	PART II: Works Requirements Section VII-B: Particular Specifications	7.6.1 xiv)	211	In addition to the points mentioned in clause 7.4, the contractor shall make following minimum provisions of all manpower resources, material, equipment & software together with necessary Spares: All required certifications to be taken from Rupay (NPCI)/Master/Visa for operation. Cost of these certificates to be taken care by tenderer.	We understood only L3 application certification required for Rupay(NPCI) for NCMC Smart card not for Master and Visa. Kindly confirm.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.12.4.7 Point (ii).
330.	PART II: Works Requirements Section VII-B: Particular Specifications	7.7.7 Point 5	226	Maximum penalty, while the system is under DLP shall be 20% of the respective milestones of Cost Centre G (MISCELLANEOUS) of section 1A1, 1A2, 2A1, 2A2, 3A & 4A due for the particular section. Maximum penalty, during the CAMC period, for a particular year	Request you to kindly restrict the maximum penalty at 10% of the respective milestones & corresponding values during implementation, DLP & CAMC period.	Tender Condition Prevail

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				shall be 20% of the annual CAMC payment.		
331.	PART II: Works Requirements Section VII-B: Particular Specifications	7.7.7	226	Application of Penalties:	The SLA penalties are on a very high side. We request you to please keep the values on lower side.	Tender Condition Prevail
332.	PART II: Works Requirements Section VII-B: Particular Specifications	C. Indicative Technical Specification of Workstation	245	Ports - Minimum 4 USB Ports (including 2 USB ports in the front) 1 VGA out 1 Serial & 1 Parallel I/O Ports , 2 Line-in & 2 Line-out ports	Serial & Parallel I/O Ports are not commonly available in current systems. We propose using USB ports instead, Please confirm if this is acceptable. We proposing standard 3.5mm audio jacks (mic-in and line-out) instead of the specified 2 Line-in & 2 Line-out ports, as modern PCs no longer support separate line-in/line-out configurations. Please confirm if this is acceptable.	The Clause is self explanatory, already mentioned "Indicative Technical Specification of Workstation"
333.	PART II: Works Requirements Section VII-B: Particular Specifications	G. Indicative Technical Specification of TOM/EFO Hardware	250	Ports - Minimum 8 USB Ports (including 2 USB ports in the front) 1 VGA/ HDMI out 1 Serial & 1 Parallel I/O Port, 2 Line-in & 2 Line-out ports, 4 RS 232 Ports	RS 232 Ports, Serial Port & Parallel I/O Ports are not commonly available in current systems. We propose using USB ports instead, Please confirm if this is acceptable. We proposing standard 3.5mm	The Clause is self explanatory, already mentioned "Indicative Technical Specification of Workstation"

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					audio jacks (mic-in and line-out) instead of the specified 2 Line-in & 2 Line-out ports, as modern PCs no longer support separate line-in/line-out configurations. Please confirm if this is acceptable.	
334.	PART II: Works Requirements Section VII-B: Particular Specifications	G. 16	250	Indicative Technical Specification of TOM/EFO Hardware: Debit /Card Handling facilities	We believe POS supply is in scope of nominated Bank. Please confirm.	POS terminal supply is in the scope of selected Bank/Fl.
335.	PART II: Works Requirements Section VII-B: Particular Specifications	G. 15	250	QR Code ticketing dispensing module, QR Code reader / Printer	Can we consider single printer for both QR tickets and receipt. Please confirm.	Tender Condition Prevail
336.	PART II: Works Requirements Section VII-B: Particular Specifications	Appendix F	250	G. Indicative Technical Specification of TOM Hardware:	The hardware specifications for TOM EFO are already mentioned once in RFP TOM section (4.7.1. TOM Hardware requirements). This is repeated in section G - Indicative Technical Specification of TOM Hardware in Appendix E. Request to remove the Section G from Appendix E, since it is a repeat.	Tender Condition Prevail

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337.	PART II: Works Requirements Section VII-B: Particular Specifications	Appendix F	250	G. Indicative Technical Specification of TOM/EFO Hardware: Point 19 - TOM/EFO printer: GSM Support : Min 100 GSM	Thermal printers are generally not available with 100 GSM support, as thicker paper affects the head and cutter life of the printer. On TOM and TVM , this should be Maximum 75 GSM, for good quality as well as environment friendly solution. Request to modify the QR ticket paper requirement to 75 GSM for TOM and TVM.	The Clause is self explanatory, already mentioned " printer shall be capable to support Minimum 100 GSM paper"
338.	PART II: Works Requirements Section VII-B: Particular Specifications	Appendix – F (G)	251	Indicative Technical Specification of TOM/EFO Hardware	Bidder needs clarification, that printer specs for both QR and Receipt printer will be same as mentioned in the table?	Please refer Part-2: Section VII-B: Particular Specifications: Appendix – F (G), Point No 15 & 19.
339.	PART II: Works Requirements Section VII-B: Particular Specifications	I. 14	252	Indicative Technical Specification of Hand-Held Device: IP 54	IP54 is difficult to achieve due to printer and card slot. Request you to revise this requirement.	Tender Condition Prevail
340.	PART II: Works Requirements Section VII-B: Particular Specifications	Technical Specifications – AFC Gates	—	Compliance to NCMC & EMV L2	Please confirm if the requirement mandates full EMV L1 & L2 certification before bidding, or if conditional compliance is acceptable with timelines.	Tender Condition Prevail

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341.	PART II: Works Requirements Section VII-B: Particular Specifications	QR Code Validator Integration	—	—	Not explicitly detailed Kindly elaborate on integration expectations for QR-based ticketing—are validators to be separate from EMV readers, or integrated into a common device?	Tender Condition Prevail
342.	PART II: Works Requirements Section VII-B: Particular Specifications	Interface with Phase-1 AFC	—	—	Not clearly defined Please clarify if Phase-2 AFC needs to be backward-compatible with existing Phase-1 system. If yes, please provide protocol/API details of Phase-1 systems.	Tender Condition Prevail
343.	PART II: Works Requirements Section VII-B: Particular Specifications	NCMC Card Issuance	—	NCMC to be accepted	Will Maha-Metro be issuing its own NCMC cards or will it be dependent only on bank-issued RuPay cards? Who handles card issuance and distribution?	Tender Condition Prevail
344.	PART II: Works Requirements Section VII-B: Particular Specifications	General	—	Payment Aggregator Role	Not mentionedWill Maha-Metro appoint a Payment Aggregator centrally for all transactions or should the bidder onboard one as part of the AFC solution?	Tender Condition Prevail
345.	PART II: Works Requirements	Software Ownership	—	—	Not clear Please confirm whether the source	Tender Condition Prevail

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	Section VII-B: Particular Specifications				code for AFC backoffice software needs to be submitted to Maha-Metro or escrowed with a third party.	
346.	PART II: Works Requirements Section VII-B: Particular Specifications	QR & EMV Ticketing Coexistence	—	Hybrid system proposed	Please confirm if both QR and EMV card-based ticketing need to be supported simultaneously at the same gate/TVM or different access points.	Tender Condition Prevail
347.	PART II: Works Requirements Section VII-B: Particular Specifications	—	—	General - Technical	Please provide clarity on below points, 1. We request authority to provide Phase wise number of stations to implement such solution in phase wise manner. Please share detailed week wise break-down for this phases. 2. We understand that Go-live and imitation of CMAC period will start for respective Phase User Acceptance/Operational Live. Please confirm.	Please refer Corrigendum-4: Sl.No.- 3 & 9
348.	PART II: Works Requirements Section VII-B:		777-807	Station Drawings	Do we need to follow station drawings for equipment count or the count given in Appendix -C	It is clarified that this is design and built contract

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	Particular Specifications				(Minimum BOQ) to be followed and station drawing will only be used for layout reference. Please confirm. Please provide the missing station drawings too	this shall be decided during design phase.
349.	PART II: Works Requirements Section VII-B: Particular Specifications	Appendix-A, 5	654	Advise the details of Access Control requirement to be installed on doors and door frames	Kindly confirm who will provide the access control hardware for Swing Gate.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.2.3.1(iv)
350.	PART II: Works Requirements Section VII-B: Particular Specifications	Appendix-A, 1	668	Construction: Construct all cable trays under the false floor for the AFC System.	We believe all the primary cable trays and Riser cable tray from false floor will be provided by E&M contractor under false floor too and we just have to extend that to our equipment wherever required. Please confirm our understanding.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 2.4.1.3 & Appendix-A Project Wide Interface Document
351.	PART II: Works Requirements Section VII-B: Particular Specifications	Appendix-A, 7.8.3.1	763	To provide the communication for AFC equipment between station & OCC	Please confirm the type of WAN Connectivity from OCC to Station.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 2.4.2
352.	PART II: Works Requirements Section VII-B:	Appendix-A, 7	764	Shall supply and install access control system including magnetic	We understood that magnetic lock, provision to open the magnetic lock from EFO and access control system	Please refer Part-2: Section VII-B: Particular

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	Particular Specifications			lock etc. on Manual swing gate in consultation with AFC Contractor.	will be provided and installed by telecom contractor in the Manual Swing Gate. AFC contractor will provide only manual swing gate and necessary technical inputs to Telecom contractor. Please confirm.	Specifications: Clause 4.2.3.1(iv)
353.	PART II: Works Requirements Section VII-B: Particular Specifications	4.6 AFC Sub System -Ticket Office Machines (TOM) 4.6.1.1	88	4.6.1.1 Ticket Office Machines shall comprise, as a minimum, the following major components: i) PC System of latest configuration (to be mutually decided with the Employer); Minimum 13th Generation Intel® Core™ i7-13700 Processor (2.80GHz, 1333MHz FSB, 8MB Cache), Min 1TB SSD, Min 16 GB DDR4 RAM with 32 GB Expandable, Windows 11/Android or latest licensed software Preloaded with CD, antivirus licensed software preloaded with CD, built-in speakers, 10/100/1000 Mbps NIC, scroll optical mouse, keyboard of 104 keys, 8 USB ports, at least four (4) RS 232 Ports.	We would like to propose suggestions for your consideration, aimed at improving the availability, operational efficiency, and supportability of the components being used: TOM PDU (Passenger Display Unit): We request Maha Metro to consider a 7-inch PDU instead of the currently mentioned 14-inch PDU in the TOM machine specification. The 7-inch PDU is widely available with most OEMs, making it more feasible in terms of procurement and long-term support during AMC period and replacement of faulty devices. Hence, we kindly request you to revise the description to reflect a 7-inch PDU. We trust these suggestions will help	Please refer Corrigendum-4: SI.No.- 12

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				vi) Passenger Display Unit (PDU); Minimum 14" wide LCD type PDU to display at least Ticket amount messages, Current transactions type messages, Error codes and corresponding messages etc. in multi-language. Programmable screen saver shall be provided which shall include operating instructions, system status updates and advertising etc. PDU shall be provided with a fully adjustable stand (height and tilt adjustable).	streamline the implementation and support processes for the project. And overall reduce TOM cost for all prospective bidders. Currently, the Windows configuration is explicitly mentioned (processor, memory, storage, licensed OS, antivirus, peripherals, etc.). To maintain uniformity and avoid ambiguity, it would be beneficial if the same level of clarity is also extended to Android-based systems. This will ensure all bidders align with a common understanding of the minimum hardware and software requirements for Android, leading to better quality control and fair competition. We therefore request the Employer to kindly consider including the detailed Android specifications in the tender document.	
354.	PART II: Works Requirements Section VII-B:	4.8.1.1 (i) To (Viii)	98	i) TR is installed on both paid and unpaid side of EFO enabling the patron to interface directly to read the smart media for the	Ticket Reader Display Screen: Instead of a 7-inch screen, we suggest using a 5-inch display screen for the ticket reader. This	Please refer Corrigendum-4: Sl.No.-13

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	Particular Specifications			<p>remaining value and other details.</p> <p>ii) TR shall consist of units for passenger use that will read QR coded Tickets, Contactless NCMC compliant cards and Contactless fare media and display selected data on a minimum 7inch backlit LCD screen.</p> <p>iii) TR shall be able to update balance (add value to media) for reload transactions performed online.</p> <p>iv) TR shall be compliant with all PCI norms and equipped with EMV certified readers.</p> <p>v) Each TR shall hold at least 2 SAM slots.</p> <p>vi) There shall be a provision of USB/LAN/Bluetooth interface for connecting Laptop Maintenance Tool.</p> <p>vii) There shall be a provision of Ethernet LAN connection to upload/download data.</p> <p>viii) All graphics and information screens shall be designed and implemented in cooperation with the Employer and the final screen</p>	<p>size is a COTS (Commercial Off-The-Shelf) product and is already L2 certified by Rupay, MasterCard and VISA, which significantly reduces the time required to obtain certifications compared to a 7-inch screen which is customized product manufactured by individual, small scale and non-reputed manufacturer.</p> <p>The manufacturing, support and replacement of TR from a reputed vendor will be less time-consuming for procurement and maintenance and easily available.</p> <p>We trust these suggestions will help streamline the implementation and support processes for the project</p>	

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				designs shall be subject to the Employer's approval.		
355.	PART II: Works Requirements Section VII-B: Particular Specifications	4.5.16.4	81	4.5.16.4 The ECU shall provide outputs that may be used, in the future, to drive external displays above the gate line which shall indicate the status of the gate aisle corresponding to the Fixed End Displays.	As additional display output provision is not the standard items available with the Gate ECU Manufacturer. Provisioning for this feature will increase the hardware and integration costs, which may not be justified without a defined operational need, as the status of the gate aisle is already being displayed in the gate fixed end displays. We respectfully request that Maha Metro consider removing this clause from the specification	Please refer Corrigendum-4: Sl.No.- 14
356.	PART II: Works Requirements Section VII-B: Particular Specifications	2.2.2	15	2.2.2 NMRP Phase-II Station/OCC/BCC AFC Facilities xix) WAN, using the dark fiber provided by the Designated Contractor.	We would appreciate it if Maha Metro could share detailed clarification on how the dark fiber termination is envisaged at all stations, OCC, and BCC.	To be finalized during design stage.
357.	PART III: Conditions of the Contract and Contract	New Clause 2.7	12 of 73	Add new clause 2.7 Assignment by the Employer (New Clause)	We request you to delete this clause as if any work to any third party at the risk and cost of the contractor by giving 14 days' notice.	Tender Condition Prevail

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	Forms Section IX: Particular Conditions of Contract			The Employer shall be fully entitled without consent of the contractor to assign any part of the work to any Third party at the risk and cost of the contractor by giving 14 days' notice when the contract is behind the schedule and causing undue delay.	If the work assigned to any third party then the risk and cost shall be borne by third party contractor.	
358.	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	Sub- clause 4.2	4 of 73	B. CAMC (Comprehensive Annual Maintenance Contract) Separate performance security for CAMC work will be in the form of a demand guarantee i.e. Bank Guarantee issued from a scheduled commercial bank of Indian (except Cooperative Bank) or foreign origin having business office in India of 10% (ten percent) of the Accepted CAMC Amount and in the same currency(ies) of the Accepted CAMC Amount and same shall be submitted within one month from start of CAMC of first section/Reach. This PBG shall be released after completion of CAMC period of all Reaches/sections and issuance of	1.We understand that the Performance Bank Guarantee (PBG) for the Comprehensive Annual Maintenance Contract (CAMC) is to be submitted within one month from the start of the CAMC for the first section/reach. We would like to clarify and confirm our understanding that the PBG amount will be equivalent to the CAMC amount for that particular section/reach only, and not for the entire project's CAMC value. We assume that a similar approach would apply to subsequent sections/reaches, where the PBG for each section/reach would correspond to its specific CAMC amount as well as the date of	The Clause is self explanatory

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				satisfactory performance certificate .	issuing of CAMC 2. The current clause states that the Performance Bank Guarantee (PBG) shall be released after the completion of the CAMC period for all reaches/sections and the issuance of a satisfactory performance certificate for all. We kindly request an amendment to this clause to allow for the release of the PBG for each reach/section individually, upon satisfactory completion of its respective CAMC period.	
359.	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	Sub-clause 4.2	4 of 73	A. The performance security will be in the form of a demand guarantee i.e. Bank Guarantee issued from a scheduled commercial bank of Indian (except Cooperative Bank) or foreign origin having business office in India of 10% (ten percent) of the Accepted Contract Amount. B. CAMC (Comprehensive Annual Maintenance Contract)	For your confirmation please if the performance security is 10% of the Accepted Contract Amount, thank you.	The Clause is self explanatory,

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				Separate performance security for CAMC work will be in the form of a demand guarantee i.e. Bank Guarantee issued from a scheduled commercial bank of Indian (except Cooperative Bank) or foreign origin having business office in India of 10% (ten percent) of the Accepted CAMC Amount		
360.	PART III: Conditions of the Contract and Contract FormsSection IX: Particular Conditions of Contract	4.6 (g)	16 of 73	If the Contractor shall suffer delay by reason of failure by any Designated/Interfacing Contractor to meet the specified installation interfacing and co-ordination, completion dates, which delay shall be caused otherwise than by fault of the Contractor, or, if compliance with sub-clause (f) herein shall involve the Contractor in delay beyond that which could be reasonably foreseen by an experienced contractor at the time of tender, then the Engineer shall take such delay into account in determining any extension of time to which the	Kindly replace this clause as below:(f) herein shall involve the Contractor in delay beyond that which could be reasonably foreseen by an experienced contractor at the time of tender, then the Engineer shall take such delay into account in determining any extension of time and cost as per clause 20.1 to which the Contractor is entitled under the Contract.	Tender Condition Prevail

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				Contractor is entitled under the Contract.		
361.	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	New Clause 7.10	32 of 73	<p>Add a new Clause 7.10: Cost of uncovering the work already covered up</p> <p>The Contractor shall uncover any part or parts of the Works, or make openings in or through the same, as the Engineer may from time to time direct, and shall reinstate and make good such part or parts, to the satisfaction of the Engineer. If any such part or parts have been covered up, or put out of view after compliance with the requirement of Sub-clause 7.4 and the Works are found to be executed in accordance with the Contract, the expenses of uncovering, making openings in or through, reinstating and making good the same, costs shall be borne by the Contractor.</p> <p>In case after completion of a part of the Work, the part of Work is not fully consistent with the</p>	<p>We request you to delete below clause: In case after completion of a part of the Work, the part of Work is not fully consistent with the Employer's Requirements and there is no way to change the same, in that case, the same (provided it has no implication on safety and operation) shall be accepted variation at lower negotiated price. The decision of the Engineer in this regard shall be final and binding on the Contractor.</p>	Tender Condition Prevail

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				Employer's Requirements and there is no way to change the same, in that case, the same (provided it has no implication on safety and operation) shall be accepted only as a Contractor's deemed variation at lower negotiated price. The decision of the Engineer in this regard shall be final and binding on the Contractor.		
362.	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	14.2	1094	Rate of Interest on Mobilization Advance is "RBI Bank Rate + 2%" (simple interest) to be calculated on reducing balance method.	Please clarify/confirm: RBI Bank Rate here refers to RBI Repo rate and If interest is charged, RBI bank rate of which date will be considered for computation of interest.	Tender Condition Prevail
363.	PART III: Conditions of the Contract and Contract Forms Section IX:	14.2	1094	Rate of Interest on Mobilization Advance is "RBI Bank Rate + 2%" (simple interest) to be calculated on reducing balance method.	Advance is a tool to facilitate the beginning of the project execution. These funds from employer will assist in stabilising the programme from beginning of the project. We request you to please amend the	Tender Condition Prevail

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	Particular Conditions of Contract				clause with interest-free mobilization advance as below: The Employer shall make an interest free advance payment for mobilization when the Contractor submits a guarantee in accordance with this sub-clause. Interest free advance were provided in the AFC tenders released by CMRL, DMRC, etc.	
364.	PART III: Conditions of the Contract and Contract FormsSection IX: Particular Conditions of Contract	14.2.1	53 of 73	Mobilisation Advance The Employer shall make an advance payment, as an interest-bearing loan for mobilization and cash flow support, when the Contractor submits a guarantee in accordance with this Sub-Clause. The total advance payment, the number and timing of instalments (if more than one), and the applicable currencies and proportions detailed as under.(a) Mobilization Advance: Interest bearing Mobilization advance shall be 20% of original contract value payable in two instalments of 10% (Ten percent) in first	Since contract will incur initial cost for mobilising resources, plant and material. We request you to consider and grant interest free mobilisation advance to contract without guarantee.	Tender Condition Prevail

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				instalment and 10% (Ten percent) in second instalment each in the currencies and proportions in which the Accepted Contract Amount is payable.		
365.	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	New Clause 22.6	72 of 73	The CAMC Period of a section or part of the work shall start from the date of completion of DLP period and shall continue until 60 months from the date of completion of DLP of the relevant section or part of the work.	Request to please confirm our understanding of this clause as under 1. The DLP of 2 years for each of the 6 sections from the RoD/CoD dates of the respective sections. 2. This also means that the CAMC period for each section will end independently after 5 years from its respective DLP completion, and not be tied to the CAMC duration or completion of any other section, including the last completed section.	Please refer Part-3 Section IX: Particular Conditions of Contract of Part A Clause 1.1.27 & Part B clause 22.6
366.	PART III: Conditions of the Contract and Contract Forms Section IX: Particular	Annexure-IX- C- Key Dates	1 of 3	Table: Summary of Sections (KEY DATES / ACCESS DATES)	Please clarify if the terms R1A1, R1A2, R2A1, R2A2, R3A, R4A are same as corridor 1A, 1B, 2A, 2B, 3A & 4A, respectively.	Please refer Corrigendum-4: Sl.No.- 3 & 9

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	Conditions of Contract					
367.	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	Annexure-IX-C- Key Dates	1 of 3	Completion of Contract Excluding CAMC - On Completion of DLP of complete works	This Clause states that CAMC will start upon completion of DLP of complete works. As per other clauses in the tender, the DLP shall be 2 years from the Go-Live of respective section/reach/corridor. In this case, request clarity on the statement DLP of Complete Works.	The referred clause defines completion period of contract. Start of CAMC is governed by clause PCC 22.6, Section IX
368.	PART III: Conditions of the Contract and Contract Forms Section X: Contract Forms	Contract Forms 7 (Parent Company Undertaking) Contract Form - 8 (Parent Company Guarantee)	17 of 35 & 19 of 35	Contract Forms 7 (Parent Company Undertaking) and Contract Form-8 (Parent Company Guarantee) we request for introduction of the following clause	"In case if the parent company is holding more than 70% of stake in the tenderers firm, tenderers is allowed to use the parent company experience under Clause- 4 Technical Criteria of EQC without any Undertaking & Guarantee from parent company only if the bidder is a listed firm and is meeting the Evaluation & Qualification Criteria under Clause 3.0 (Financial Situation and Performance) of EQC on its own "	Parent /subsidiary can participate as JV/Consortium member. Bid will be evaluated as per JV/Consortium criteria of bid. Contract Form -7 & 8 stand deleted , refer corrigendum 4,Sl.No. 10

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369.	PART III: Conditions of the Contract and Contract FormsSection X: Contract Forms	Contract Forms 7 (Parent Company Undertaking)Contract Form - 8 (Parent Company Guarantee)	17 of 35 & 19 of 35	Contract Forms 7 & 8	If the bidder meets the Evaluation & Qualification Criteria Clause 3.0 (Financial Situation and Performance) on their own, there is no need of submitting the Contract forms 7 & 8 for Parent Company Undertaking & Guarantee respectively.	Refer reply of Sr no 368 above
370.	PART III: Conditions of the Contract and Contract Forms Section X: Contract Forms	Contract Forms 7 (Parent Company Undertaking) Contract Form - 8 (Parent Company Guarantee)	17 of 35 & 19 of 35	Parent Company Undertaking & Parent Company Guarantee	<p>We seek your kind clarification on the acceptability of using Parent Company/ Sister Company credentials for meeting the Technical and Financial Qualification criteria under this tender, particularly in cases where the Parent Company Guarantee (PCG) and Parent Company Undertaking (PCU) are to be furnished by the bidding entity without bringing the entity into consortium</p> <p>We wish to highlight that a similar approach was accepted in the recent Bangalore Metro Project (BMRCL) tender, wherein</p>	Refer reply of Sr no 368 above

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					<p>credentials of the Parent Company were permitted for technical and financial qualification, while the subsidiary provided the requisite guarantees and undertook full contractual obligations.</p> <p>Kindly confirm whether a similar arrangement will be acceptable for this tender as well, provided all guarantees are submitted by the bidding entity in compliance with tender conditions.</p>	
371.	General	—	—	—	<p>In view to make provisions more inclusive for a consortium industrial structure, we request you to add the below new clause:</p> <p>JV and Consortium both structures are permissible. The term “JV” in the tender must be read as “JV/Consortium”. The Employer will agree to make separate payments to each consortium partner directly based on invoices raised by each member separately and duly verified by the Lead Member for</p>	<p>Please refer Part-1 Section-II: Bid Data Sheet, Clause 4.1 which is self explanatory.</p>

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					their respective scopes of work performed, if requested. However, the Employer will not be responsible for any tax liability on above account.	
372.	PART III: Conditions of the Contract and Contract FormsSection VIII: General Conditions of Contract	Particular Conditions Part B – Special Provisions	12	The Instructions to Tenderers may need to specify any constraints on the completion of the Contract Data and/or Schedules, and/or specify the extent of other information which each tenderer is to include with his/her Tender. If each tenderer is to produce a tender security and/or a parent company guarantee, these requirements should be included in the Instructions to Tenderers: example forms are included at the end of this publication.	We would like to draw Maha Metro's attention that allowing a bidder to qualify on the basis of the parent company's credentials may pose a disadvantage, as the parent company will not be directly involved in the execution of the contract. In such cases, the bidding entity may rely only on the certificates of the parent company without having the hands-on experience or technical expertise required for successful delivery of the project. To safeguard Maha Metro's interest and to ensure that the entity actually executing the contract possesses the relevant capability and experience, we respectfully suggest that the turnover and experience credentials of the Lead Bidder (the contracting entity) be considered as	Refer Query Sl.No 368 above

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					the basis for qualification, rather than those of the parent company. This will ensure that the bidder responsible for execution is fully equipped, both technically and financially, to complete the project to the required standards.	
373.	PART III: Conditions of the Contract and Contract Forms Section VIII: General Conditions of Contract	Clause 8.8	52	Delay Damages	We request as follows: 1. There shall not be direct deductions from the payment made to Contractor. 2. Debit/credit notes shall be used. 3. Delay damages shall be imposed only for the delays directly and solely attributable to the Contractor which remains uncured for 60 days from the date of written notice of delay by the Employer. 4. The total delay damages imposed on the Contractor in any given quarter shall not exceed the 10% of the payment received by the Contractor in the immediately preceding quarter.	Tender Condition Prevail
374.	PART III: Conditions of	Clause 13	66	Variation and Adjustment	Any variation and adjustment shall be subject to mutual agreement of	Tender Condition Prevail

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	the Contract and Contract Forms Section VIII: General Conditions of Contract				the parties including but not limited to readjustment to the prices.	
375.	PART III: Conditions of the Contract and Contract Forms Section VIII: General Conditions of Contract	Clause 14	72	Contract price and Payment	1. Delay interest of 1.5% p.m. shall be imposed on the delayed payments beyond 30 days of the date of receipt of invoices 2. The Contractor shall have right to suspend or terminate the part work for which invoices remain unpaid beyond the 90 days from the date of receipt of the invoice.	Tender Condition Prevail
376.	PART III: Conditions of the Contract and Contract Forms Section VIII: General Conditions of Contract	Clause 15	83	Termination by Employer	1. The Employer may terminate the contract for the defaults of the Contractor which remains uncured for 60 days from the date of written notice of default by the Employer.	Tender Condition Prevail

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377.	PART III: Conditions of the Contract and Contract Forms Section VIII: General Conditions of Contract	Clause 15.5	86	Termination for Employer's Convenience	1. The Employer shall give minimum 90 days written notice for such termination. 2. The Contractor shall receive all the payments for the work performed till the date of such termination and shall be duly compensated for all the capital expenses made till the date or costs of any procurements made in relation to the Project.	Tender Condition Prevail
378.	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract :Particular Conditions Part A – Contract Data	Clause 4.2	4 of 73	Performance Security (as percentages of the Accepted Contract Price/ Amount in Currencies):	We request that the BG amount to be reduced to 5% of the Accepted Contract Amount	Tender Condition Prevail
379.	PART III: Conditions of the Contract		5 of 73	Delay Damages payable for Work	We request changes as follows: 1. For all Key Dates: 0.15% of the respective value of the delayed	Tender Condition Prevail


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	and Contract Forms Section IX: Particular Conditions of Contract :Particular Conditions Part A – Contract Data				portion of milestone per week delay. 2. maximum limit for cumulative Delay Damages for complete Contract shall not exceed 5% of the TCV	
380.	PART IV: Financial Bid & Bill of Quantities Section XII	Price Bid - BOQ_2075276	–	Min. BOQ Point B Clause 19 - Delivery of Source Code	Delivery of Source Code & DLL – The requirement is specified in various parts of the tender. Moreover, price bid also asks for a price to be quoted for the delivery of the source code. We wish to state that source code cannot be shared due to the reasons mentioned hereunder, hence request to accordingly amend the clause the delete the line item from the price bid. 1. Proprietary IP: Aurionpro's own software sources are not shareable due to IP rights. 2. Custom Development: Source code developed specifically for	Please refer Part-2: Section VII-B: Particular Specifications: Clause 5.3.13.3 Point (iv).

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					customer requirements that do not infringe on Aurionpro's IP can be shared. 3. Third-party Software: Source code for Commercial Off-The-Shelf (COTS) software from third-party providers (like Microsoft) cannot be shared, as it remains the property of those OEMs.	
381.	PART IV: Financial Bid & Bill of Quantities Section XII	Price Bid - BOQ_2075276	—	Annexure- 1 Point B Clause 20 - DLL	Delivery of Source Code & DLL – The requirement is specified in various parts of the tender. Moreover, price bid also asks for a price to be quoted for the delivery of the source code. We wish to state that source code cannot be shared due to the reasons mentioned hereunder, hence request to accordingly amend the clause the delete the line item from the price bid. 1. Proprietary IP: Aurionpro's own software sources are not shareable due to IP rights. 2. Custom Development: Source code developed specifically for customer requirements that do not	Please refer Part-2: Section VII-B: Particular Specifications: Clause 5.3.13.3 Point (iv).

Sr. No.	Volume No/ Part No & Section	Clause No.	Page No.	Clause description	Bidder's Queries	Maha Metro Reply
					infringe on Aurionpro's IP can be shared. 3. Third-party Software: Source code for Commercial Off-The-Shelf (COTS) software from third-party providers (like Microsoft) cannot be shared, as it remains the property of those OEMs.	
382.	PART IV: Financial Bid & Bill of Quantities Section XII	Min BoQ , 2A - Min BoQ for Spares	—	Central AFC Back office System/ CCS	Please clarify meaning of Quantity - 1 as spare under this line item in the price bid.	Central AFC Back office System/ CCS with all associated accessories, Tender Condition Prevail
383.	PART IV: Financial Bid & Bill of Quantities Section XII	Annexure - 1	—	Payments would be made on successful completion of milestones.	We understand that payments will be released to us on the basis of milestones defined in the price bid & on a proportionate basis within each milestone. Request to confirm the same. 2. Request to please confirm within how many days of invoice submission will the payment get released.	Please refer Part-4 Commercial Package Section XII A: Instructions for Completing the Pricing Document
384.	PART IV: Financial Bid & Bill of	BOQ Annexure -1 Index of Cost Centres	—	B - Manufacture and, Delivery - Cost to be Apportioned (Excluding cost of CAMC) is provided 45%	Not more than 45% condition may please be relaxed to atleast 70% of the total contract value (excluding	Tender Condition Prevail

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	Quantities Section XII				CAMC). This is not purely material cost but also includes software portion to some extent. This will also help contractor to manage supplies effeciently.	

The other conditions shall remain same. Further modifications/amendments (if any) regarding aforesaid tender will be uploaded as and when required.

 25/09/2025
**Executive Director
(Procurement)
Maha Metro**

