

Pre-bid Queries

Form P6: Performa for Pre-Bid Queries					Reply
Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query
1	2	2 Form of Notice	6	Bid Security (Earnest Money Deposit) :- Rs. 500,000/- will be paid online on https://eproc.punjab.gov.in	Requesting you to consider EMD in the form of Bank Gurantee also May refer RFP
2	8	8.2 Technical Evaluation Criteria	30	<p>2(b)- Evaluation Criteria Annual turn over of the bidders => 5 Cr(Crore) : 10 Marks =>2 Cr and < 5 Cr : 5 Marks < 2 Cr : 0 Marks</p>	<p>We are quite confident that the department is seeking quality bids from players with proven track record; so keeping that in view we request the department to kindly amend the clause as suggested below</p> <p>Evaluation Criteria Annual turn over of the bidders => 50 Cr(Crore) : 10 Marks =>20 Cr and < 50 Cr : 5 Marks < 10 Cr : 0 Marks</p> <p>As per RFP</p>

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Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query	
2	8	8.2 Technical Evaluation Criteria	31	<p>2(b)- Evaluation Criteria Experience in online appointment and service delivery solution with online payment collection for any State Government/ Govt. Of India Organization/ Department/PSU.(owned by the bidder company)</p> <p>Description => 2 States:10 Marks 1 State : 5 Marks 0 State : 0 Marks</p>	<p>We are quite confident that the department is seeking quality bids from players with proven track record; so keeping that in view we request the department to kindly amend the clause as suggested below</p> <p>Evaluation Criteria Experience in Automated Driving Test Tracks (Completed / Ongoing) in India.</p> <ul style="list-style-type: none"> • Experience of 1-7 ADTT Tracks = 10 Marks • Experience of 8-14 ADTT Tracks = 20 Marks • Experience of 15-21 ADTT Tracks = 30 Marks 	As per RFP
3	5 Scope of Work	ii	9	specifically a smart phone used to construct a virtual control for vehicles with a goal to monitor the state of the driver and how the vehicle is being driven in the context of the road environment that the vehicle is in	Please allow vendor to use PC Based solution instead of Mobile base because Hardware integration will perform good with PC based solution	As per RFP
4	5 Scope of Work	iii	9	Face authentication	Pre-captured face is required for this , can bidder capture face during enrollment and apply face authentication during driving test.Please provide clarity	Face capturing will be captured at the time of biometric , prior to test

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5	5 Scope of Work	vi	9	In case of two wheeler this system shall be capable of acquiring the instantaneous vehicle position by a video camera supported overhead above the track integrated with mobile app and derive the position from its field of view in for tracking applicant vehicle location and movement	Can bidder use Desktop PC based solution, for the live tracking and analysis of the vehicle movements.	May refer RFP for understanding the requirements.
6	5 Scope of Work	vii	9	In case of LMV the proposed mobile based solution shall compute driving analysis online, display test path ,driving speed ,display violations if any	Can bidder use Desktop PC based solution, for the live tracking and analysis of the vehicle movements.	May refer RFP for understanding the requirements.
7	5 Scope of Work	viii	9	The application should be ready to implement with minor customization as per requirement of the Department	Please provide clarity on how much customization is required ? Can vendor charge to department for this change request	May refer to RFP clause no.5.20.6 & 5.20.7
8	5 Scope of Work	xi	10	The proposed solution should have special provision for tatkal quota to jump the queue with online appointment management system as per requirement of DTPB.	Please provide the clarity that this functionality belong to Online system for Appointment ?	yes
9	5 Scope of Work	xx	10	driving speed	Only avg speed during test can be calculated	yes

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10	5.4 An integrated unified single system technology	I. For LMV Track	11	The system should use Mobile application as the primary technology (For LMV Driving Test) for all type of analysis with use of front and rear cameras of mobile to evaluate driving skills ,Face Authentication , seat belt detection ,an overhead video camera to record test conducted & TOKEN SYSTEM for application identification in the track, acquiring final result with 2D plotting of applicant vehicle along with Bollards/Poles with self-powered wireless sensor for kerb hit detection with required WiFi gateways and connectivity to detect kerb hit violations, traffic signal light automation . All these technologies must be integrated into one unified single system	Please provide clarity on 1. Can vendor use own solution for the face verification. 2. Can vendor use under ground sensors for the kerb hit detection	Hi tech / latest technology to be used with minimal Physical changes on track.

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11	5.11 Software Functional Specification	5.11 Software Functional Specification	15	Fulfil other requirements (if any) as may be defined by RTO/DTPB	1. Requirement should not be beyond application scope and could be achieved by implemented hardware. 2. Will this be treated as a change request and the vendor can charge additional to department ?	May refer to RFP clause no.5.20.6 & 5.20.7
12	10 Project Timelines	5. Software Testing	44	Software Testing (T+25 days)	Please allow for 45 days and subsequently add 20 days more for next milestone.	As per RFP
13				New Clause (Termination for Purchaser's Default)	Please add a new clause as follows: <i>"If the Purchaser fails to or is unable to make payment within the agreed timelines in Contract, the Bidder/Solution Provider may terminate the contract by giving fifteen (15) days final notice, provided that, before issuing final termination notice, the Bidder/Solution Provider issues a thirty (30) days' notice to the Purchaser to cure/rectify such non-payment default and the Purchaser fails to or is unable to cure/rectify such default in thirty (30) days' cure period."</i>	As per RFP

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Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query	
14				New Clause (Bidder/Solution Provider Intellectual Property)	<p>Please add a new clause as follows:</p> <p><i>"Notwithstanding anything to the contrary, the Purchaser acknowledges and agrees that all pre-existing Intellectual Property of the Bidder/Solution Provider and its licensors, used in the provision of Innovative Driving Skills Test System, shall remain vested in the Bidder/Solution Provider and its licensors, respectively. The Purchaser shall not reverse compile or reverse engineer such pre-existing intellectual property of the Bidder/Solution Provider and its licensors. "</i></p>	As per RFP

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Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query	
15		9.7.5	41	<p>If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to by the bidder to the State Transport Commissioner, Govt. of Punjab, who will be the Sole Arbitrator and whose decision shall be final & binding.</p>	<p>Provision of appointing Transport Commissioner, Govt. of Punjab as sole arbitrator for adjudicating any dispute, is unfair and arbitrary. We propose to replace the existing dispute resolution provision with the following fair provision:</p> <p><i>"Any dispute arising there out or in connection therewith will be settled as per the provision of arbitration & conciliation act, 1996 and rules made thereunder as may be amended from time to time ("Rules"). However, before referring the dispute to arbitration, the Parties shall try to amicably resolve the issue. If the Parties fail to amicably resolve the issue within forty-five (45) days from the first reference, the dispute may be referred to the arbitration in terms of the Rules. The arbitration shall be adjudicated by a sole arbitrator to be appointed in accordance with Rules. Arbitration shall be conducted in English language and place of arbitration shall be Chandigarh, Punjab. "</i></p>	<p>It may be as per provisions of arbitration & conciliation act, 1996 and rules amended from time to time</p>

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Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query	
16		9.9.1	42	The contractor shall not assign or sub-let his contract or any part thereof to any other agency, the subletting of the contract is not allowed	In such a big scale project, the selected solution provider will require subcontractors for provision of certain services, such as, manpower services, etc. Hence, it is requested to allow the subcontracting and assignment with prior written approval of the Purchaser. Please confirm.	sub contracting is allowed for the activities required during implementation with prior intimation
1	5		9	In case of LMV the proposed mobile based solution shall compute driving analysis online, display test path ,driving speed ,display violations if any	Please request you to clarify the word Compute driving analysis online. As Mobile based application solution supports only post analysis , so please let us know if we can propose a Hybrid solution.	The proposed solution will compute driving analysis during the test of the applicant and result will posted on completion of test , For further understanding may refre RFP
2	5 /(XX)		10	The system to compute driving analysis on line, display test path, driving speed and display violations if any on proposed solution	Please request you to clarify the word Compute driving analysis online. As Mobile based application solution supports only post analysis , so please let us know if we can propose a Hybrid solution.	For further understanding may refre RFP

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Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query	
3	5.6		12	<p>The software /application should have web based grievance redressal module with Toll Free Helpline for applicants , DEPARTMENT OF TRANSPORT, PUNJAB ,Licensing Authorities Enforcement Officers and other stakeholders involved by ticket raising mechanism online and it should have feature to auto transfer voice calls to Transport Department Helpline/State Helpline and provision for integration with Grievance Redressal System of the State</p>	<p>Please clarify , the scope to get the toll free helpline numbers and set up.</p>	<p>Purpose of Toll free number is to facilitate applicants for their queries regarding driving test. The bidder may make their own assesment based on project requirements.</p>

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Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query	
4	5.10.1.1		13	<p>Gradient Test In this test, applicant should drive the light motor vehicle on a gradient without any backward movement and park the vehicle in the specified area marked in yellow before the stop line. When the signal is green, the Applicant has to start the vehicle and move forward. Any backward movement during the test is measured through proposed mobile based solution and driver appearance in the test shall be recorded through overhead video camera/s. Backward movement of not more than 1 feet will be considered pass</p>	<p>Please clarify " driver appearance or Vehicle in the test shall be recorded through overhead video camera/s." As driver appearance can only be recorded through mobile based application.</p>	<p>Driver appearance should be capture by mobile and vehicle will be captured through overhead camera's</p>

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Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query	
5	5.10.1.2		13	<p>In this test the Applicant has to drive in the Forward & backwards direction on a track shaped like the English alphabet 'S'. When the vehicle crosses the Start Line. The dedicated mobile application will monitor the time in the test area. This track shall have appropriate number of overhead video cameras. The Applicant will enter in forward direction and will reverse diagonally. The Applicant has to exit in forward direction and move to 8 track. The system shall assess the Applicant's driving skill and display online 2-dimensional driving path on the proposed solution based on driving parameters such as standard direction followed, Kerb hit detection, test duration, forward and reverse movements.</p>	<p>Please request you to clarify the word display online 2-dimensional driving path. As Mobile based application solution supports only post analysis , so please let us know if we can propose a Hybrid solution.</p>	<p>Recorded driving path should be available online after the test completion.</p>

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Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query	
6	5.10.1.3		13	In this test, the Applicant should drive the vehicle, within a specified time, in the forward direction, on a track shaped like the digit '8'. The application should be able to monitor the time in the test area. The track shall have appropriate number of sensors placed to the track surface. The system will display online 2-dimensional driving path on the proposed solution and will compute driving skill on various parameters like Standard Direction, Reverse Detection, Stoppage Detection, speed, time and Kerb Hit detection if any.	Please request you to clarify the word display online 2-dimensional driving path. As Mobile based application solution supports only post analysis , so please let us know if we can propose a Hybrid solution.	Recorded driving path should be available online after the test completion.
8	5.13		16	To provide adequate power backup/generator facility for the Driving Test Track premises for uninterrupted operationalization of Driving Test track. It is further expressly clarified that such charges shall only be payable by the solution provider	Please confirm if the power back up is only ADTT infra provided in the annexure 2 or any other load should be considered	The prospective bidder may visit site to do assesment before bidding.
9	5.13		17	Before start of the test applicant photo will be captured along with vehicle.	Please confirm if the test application photo has to be taken by over head camera .	Front facing camera will be used for photo capturing

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Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query	
10	5.13		17	Variable messaging boards shall be placed at the end of the test to display in the waiting area if the candidate has "Passed or Failed" in the test.	Please request you to provide the specification of the VMS	Display screen should be as per industry standard which is visible to the applicant in day light and shows application no. & result in readable format.
11	5.13		17	Before start of the test. TOKEN SYSTEM and QR code will be issued to each applicant. The TOKEN SYSTEM and QR code will have information of Applicant ID.	please elaborate the use case of QR Code	The detailed requirement shall be discussed during implementation
12	9.7.1.1		39	The IPR (Intellectual Property Rights) of the proposed software solution INNOVATIVE DRIVING SKILLS TEST SYSTEM will be with The State Transport Commissioner, Govt. of Punjab, will be the sole owner of the customized application software solution of the Innovative Driving Skills Test System.	Please clarify if the IPR is limited to customized application software or any other application used the solution	The IPR is limited to the customized software or any other application implemented in the State for the Department
13	10		44	Project Timelines	Please request you to extend the project timelines atleast 16-20 weeks.As there hardware components lead time is 14-16 weeks due to chip shortages.	As per RFP

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Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query	
14	11.3		49	Operation & Maintenance related SLA	Proposed penalties are too harsh. Considering component level penalty is not a standard practice. Request to waive off this clause and consider downtime as the key parameter for penalty. Else this could add more complexity.	As per RFP
1	2	2(9)	5	Performance Security Deposit	Requirement of Performance Security Deposit of Rs. 5000000 (Fifty Lakhs) for the said project is extremely high. Kindly reduce the same to Rs. 15 Lakh considering the project value.	As per RFP
2	5	5(xi)	10	The proposed solution should have special provision for tatkal quota to jump the queue with online appointment management system as per requirement of DTPB.	Is there any premium to be charged from the applicant for booking of slot under the Tatkal Quota. If yes, then in that case shall the extra premium chaged for tatkal booking will be shared with service provider ?	As per RFP

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Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query	
3	5	5.13.XI	16	To pay monthly electricity bills of the Driving Test Track S.A. S Nagar Mohali directly to the service provider	The electricity connection which would be in the name of RTA Mohali. In such a case the monthly electricity bill if paid directly to the electricity department by the solution provider, can not be booked as expenses by the solution provider. We therefore request the Department to amend the same as - To pay monthly electricity bills of the Driving Test Track S.A. S Nagar Mohali directly to the DTPB.	The Department may issue an authorization letter to successful vendor.
4	5	Case	17-18	Where applicant registers but does not appear for the test - The applicant shall be required to take a fresh appointment	How many time fresh appointments be allowed against the missed appointment by paying the registration fee once? We propose that there should be a cap on the same.	The CMVR 1989 and its amendment from time to time will be applicable.
5	13	13.1(b)	50	Bill of Material for INNOVATIVE DRIVING SKILLS TEST SYSTEM Project	Please clarify whether the rate of user charges per driving test specified in the clause are inclusive or exclusive of taxes.	The user charges are inclusive of all taxes
1.	2. Form of Notice	6	5	Date of Pre Bid Meeting- 02.09.2022	Please clarify, the timing of the Pre Bid meeting	The pre bid timing is also mentioned on e tendering portal & RFP document
2.	3. Project Profile	9	7	In order to have real time watch on all the activities, Transport Department wants to use ICT Systems for end to end customized web application and Mobile application in Android and IOS as per requirement.	Kindly confirm the meaning and requirement with respect to "real time watch on all the activities" as mentioned in this clause.	The realtime means immediate watch on all the activities during the Driving Test and shows result " Pass or Fail" after completion of test.

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3.	4.1	4	7	Transport Department is pioneer in using Information Technology for providing citizen centric services. Computerization of department started with the implementation of VAHAN and SARATHI along with computerization of all the managerial functions of the Transport Department.	Please confirm the current status of implementation of SARATHI as on date at the centres and activities being done and monitored through it.	Presently Sarathi web application is being used for fees payment , appointment and issuance of Driving Licence and its allied services.
4.	5. Scope of work	ii	9	Department of Transport, Punjab wants to implement an Automated Driver Test solution based on the Innovative Driving Skills Test System technology , with a sensing device, specifically a smart phone used to construct a virtual control for vehicles with a goal to monitor the state of the driver and how the vehicle is being	Smart phone should be the only sensing device or the solution can be built by using other sensing devices such as over-head cameras. Kindly Clarify. This is because one single technology will not be able to give cost vs quality benefit in all aspects of testing.	It will be unified solution with web application for appointment mobile application for trajectory , pole camera for recording and Bollards / poles with self powered wireless sensor for kerb hit detection.
5.	5. Scope of work	vi	9	In case of two wheeler this system shall be capable of acquiring the instantaneous vehicle position by a video camera supported overhead above the track integrated with mobile app and derive the position from its field of view in for tracking applicant	Two wheeler test videos are captured by overhead cameras but not by smartphone cameras, can the driving skill evaluation be done by overhead camera and without mobile application.	For better understanding may please read RFP, driving skills evaluation be done by overhead camera , mobile application will be used for face recognition
				vehicle location and movement.	Mobile application may be used for Face Recognition.	As per RFP
					Kindly Confirm	
6.	5. Scope of work	vii	9	In case of LMV the proposed mobile based solution shall compute driving	Kindly confirm - Display of test path and computation of driving analysis is	The display of the test path and computation of driving analysis

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7.	5. Scope of work	x	10	The proposed solution should have online queue management system with appointment management as per requirements	As per our understanding online appointment as well as payment collection (through payment gateway) is done through SARATHI by transport department as per National system	As per RFP
					Data fetched from SARATHI which will be integrated with the proposed solution.	Yes
					Based on registration of candidates reporting at the test centre as per appointment fixed through SARATHI, EQMS system will generate token's for queuing for conducting of test at the centre.	
					Kindly Confirm if our understanding about Transport Department's requirement is correct.	The appointment will be as per RFP document
					If not - then provide the details of the appointment management system.	A digital solution that allows citizens to book and schedule their appointments through web-based systems
					Please clarify, the scope of Bidder in case of tatkal quota.	
					The proposed solution should have	

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8.	5. Scope of work	xi	10	special provision for tatkal quota to jump the queue with online appointment management system as per requirement of DTPB.	Is the department is asking for provision for giving priority to some specific candidates in the queue management system i.e. EQMS for conducting their driving test.	As per RFP, the service provider has to create provision to jump the que in appointment system.
9.	5. Scope of work	xvii	10	The Bidder will require to train the end users, till the end users personnel gain the sufficient expertise in the system and are capable of handling the system.	Please clarify - this centre will be operated by the successful bidder and it has to provide training to its appointed team to handle the system.	The Staff of concerned licensing Authority to be trained and as intimated by the Department
					In other case kindly clarify to whom bidder has to provide training for operation of the system.	
10.	5. Scope of work	xviii	10	The bidder will required to provide uninterrupted internet connectivity at Driving Test Track with an alternative backup connection during operational hours for successful conducting of driving skill test at Driving Test Track, S.A.S Nagar, Mohali	Please Confirm the current status of internet connectivity availability and its bandwidth, at centre.	The prospective bidder may visit Driving test track for analysis to make own assesment before bidding.
					As per requirement of this clause bidder has to provide alternate internet connectivity as a backup, kindly confirm requirement of bandwidth for this alternate internet connection and its medium.	
11.	5. Scope of work	xxii	10	The bidder will be responsible for integration of proposed solution with SARATHI web application for immediate publishing of Driving Tests result in coordination with DTPB & NIC.	Kindly Confirm - Department will provide access to the bidder for integration with SARATHI.	The department will facilitate with NIC and prospective bidder for integartion.

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12.	5.1		11	A link of orientation training consist of audio video presentation, covering ,Rules for Driving on the road, objective of Driving skills test, testing procedures and overall overview of the test process shall be sent on applicants registered mobile number and this audio video presentation shall also be available on website of the Department. The audio-visual link shall be sent to applicant on successful payment of prescribed user fees and after booking of online appointment	This activity can happen from SARATHI central server only and not from Server of the solution to be implemented at the Centre.	As per RFP
					So, link for the video needs to be sent by SMS through SARATHI, where Candidate will book its appointment and make payment of fees.	As per RFP
					Alternative Suggestion :	
					This audio visual orientation presentation can be run on continuous basis on the Display to be installed in the waiting room before Candidates goes to track for giving its driving skills test.	As per RFP
					Please clarify	
13.	5.3		11	If required, the bidder should conduct field site survey and examine the site and obtain for itself at its own responsibility and risk, all information that may be necessary for preparing the solution of the bid and entering the Contract.	It is requested to transport department to issue a circular for conducting the site visit as well as to get the complete information about the installed existing system and equipment.	The prospective bidder may submit a request letter for Driving test Track visit for own assesment .
				Along with Bollards/Poles with self-powered wireless sensor for kerb hit detection with required WiFi gateways and connectivity to detect	For Kerb hit detection as proposed system with Bollards and wi-fi sensors requires heavy maintenance, can an alternative technology with higher accuracy be deployed for kerb hit detection.	As per RFP

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14.	5.4	i	11	gateways and connectivity to detect kerb hit violations, traffic signal light automation. All these technologies must be integrated into one unified single system.	As we understand, sensor requirement as mentioned in this clause is for installing poles on track with proximity sensors, which are required to charged separately for identifying kerb hits. Please confirm.	As per RFP
15.	5.6 Grievance redressal /Feedback module		12	The software /application should have web based grievance redressal module with Toll Free Helpline for applicants, DEPARTMENT OF TRANSPORT, PUNJAB, Licencing Authorities Enforcement Officers and other stakeholders involved by ticket raising mechanism online and it should have feature to auto transfer voice calls to Transport Department Helpline/State Helpline and provision for integration with Grievance Redressal System of the State.	Please clarify the scope of Bidder in this clause –	The Bidder may make own assesment to meet the project requirement on its cost
					As we understand this requirement, it may involve setting up of the control room, with all infrastructure.	
					It require complete detailed requirement to be provided for providing these services. Please provide complete scope, specifications and deliverables for this clause. It will require new development of the software which will be time consuming activity.	

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16.	5.10.1.1		13	In this test, applicant should drive the light motor vehicle on a gradient without any backward movement and park the vehicle in the specified area marked in yellow before the stop line. When the signal is green, the Applicant has to start the vehicle and move forward. Any backward movement during the test is measured through proposed mobile based solution and driver appearance in the test shall be recorded through overhead video camera/s. Backward movement of not more than 1 feet will be considered pass.	Please confirm - if the driver's skills test in the test shall be recorded through overhead video cameras for evidence purposes.	
17.	5.10.1.2		13	The system shall assess the Applicant's driving skill and display online 2-dimensional driving path on the proposed solution based on driving parameters such as standard direction followed, Kerb hit detection, test duration, forward and reverse movements.	Mobile/ Smartphone based solutions is post analysis i.e. after completion of the test the video from mobile to server then video will get analysed to generate the result.	Yes, for better understanding may read RFP,the results should be available post completion of the test
					Kindly confirm its acceptance as proposed solution for this clause.	
18.	5.10.1.3		13	The system will display online 2-dimensional driving path on the proposed solution and will compute driving skill on various parameters like Standard Direction, Reverse Detection, Stoppage Detection,	Mobile/ Smartphone based solutions is post analysis i.e. after completion of the test the video from mobile to server then video will get analysed to generate the result.	Yes, for better understanding may read RFP,the results should be available post completion of the test

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				speed, time and Kerb Hit detection if any	Kindly confirm its acceptance as proposed solution for this clause.	
19.	5.10.1.4		14	This track shall have appropriate number of sensors. The system will compute standard direction, test duration, kerb hit, forward and reverse movements while displaying online 2-dimensional driving path on the proposed solution.	Mobile/ Smartphone based solutions is post analysis i.e. after completion of the test the video from mobile to server then video will get analysed to generate the result.	As per RFP,
					Kindly confirm its acceptance as proposed solution for this clause..	
20.	5.10.2 Automation required	c	14	All types of analysis to be done through proposed mobile based application solution	For analysis of data collected on driving track, high computing power is required. Such computations are done by high-end servers and not mobile phones / smartphones.	As per RFP
					Suggestion:	
					Let the mobile app takes care of behavioural activities of candidate while driving i.e. face recognition, Seat Belt detection, Rear view mirror etc. and his/her driving skills will be done by the solution installed on the tracks.	
21.	5.11	6 pt	15	Provide video feed from all the test formations on the computer screen	Please Clarify - These video feed of all tests formation on the computer	The video feed of all test formation should be live video as well as recorded, provided by

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22.	5.13 Operation and maintenance of project	iv	16	To undertake major maintenance such as resurfacing of pavements, repairs to structures, building works, underground and overhead services and repairs and refurbishment of the system and other equipment.	Please clarify - Major maintenance as mentioned in this clause demands commercial implication to the bidder as it appears to be rebuilding the infrastructure of the centre.	As per RFP
					Suggestion – Bidder may be made responsible for day to day maintenance activity and all major maintenance should be the responsibility of the Transport Department.	
23.	5.13 Operation and maintenance of project	v	16	To undertake routine maintenance including prompt repairs/ replacement of all electrical works/services and electronic equipment's.	Please clarify - as per this clause there are two aspects one is maintenance and second is replacement of all electric and electronics equipment which implies that replacement of all wiring, fitments as well as installed equipment on the track or centre.	As per RFP
					Suggestion – Bidder may be made responsible for day to day maintenance activity and all major maintenance should be the responsibility of the Transport Department.	

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24.	5.13 Operation and maintenance of project	vi	16	To undertake routine maintenance including prompt repairs/ replacement of all computer hardware, networking and software works etc;	<p>Please Confirm - As per our understanding it was mentioned in this tender that vendor should not disturbed the existing set up in contradictory in this clause demands to replacement of all hardware, networking and software which as equivalent as to install all new equipment along with software.</p>	As per RFP
					<p>Suggestion – Bidder may be made responsible for day to day maintenance activity and all major maintenance should be the responsibility of the Transport Department.</p>	
25.	5.13 Operation and maintenance of project	viii	16	To make adequate arrangements in waiting area with comfortable seating, supply of drinking water, and provision of clean sanitation, including urinals, etc., for his staff and department staff if any and applicants visiting Driving Test Track.	<p>Please Clarify - Arrangement of furniture, drinking water, sanitation is under bidder scope of work.</p>	The prospective bidder may visit site to analyse requirement before bidding.
					<p>Please clarify the current status and their availability and quantity of these items at the centre</p>	
				Initially the proposed application shall be hosted at local server as defined in Annexure 2 .	As per our understanding the centralized data centre is of Transport department and DR creation is also under the scope of Department.	

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26.	5.18.1		23.24	At later stage the data of the application shall be hosted and stored at centralized Data Center/ cloud storage or as specified by the Department of Transport Punjab.	Please clarify.	DR is responsibility of the vendor
				The DR shall also be created		
27.	5.18.3		24	Monitoring of all the Servers and the Bandwidth for targeted minimum 99% Uptime on monthly basis for a period of 5 years from date of Go-live.	Committing the availability of bandwidth uptime 99% is a challenge as bidder doesn't have any control on it, as entirely depends on the service provider.	As per RFP
					Please Confirm.	

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Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query	
28.	5.19.1	Pt no1	24	SOLUTION PROVIDER would be hosting the above application initially at Local server and later on which would be integrated with cloud storage or as specified by the department at centralized location and would maintain the same for a period of 5 years from date of Go-live, however SOLUTION PROVIDER may also indicate cloud hosting charges for a period of 5 years from date of Go-live as optional requirement in FORM F5 ,in case it is required .These Charges will be considered only after determining L1 in Financial Evaluation (Cloud Charges quoted will not be part of Financial Bid).It will not be considered for financial evaluation.	Please clarify – Process of payment of monthly cloud hosting charges to the bidder by Transport Department on monthly basis.	The bidder are required to provide rates of cloud hosting charges as per format provided in format avaialbele in RFP .Howevre , Department will decide to use these rates during implemtation. Department may use rates finanlized by DoGR Govt. of Punjab
29.	5.20.6		25	In case there is a change request in the Scope of Work, the Agency shall prepare the CNS (“change note on Scope of Work”) and get it approved by the department for the additional cost, effort and implementation time.	Please Clarify - As on date bidder is not aware of that what kind of changes are expected or going to happen in future. It is difficult to estimate this cost. It is suggested that in case of any CNS in future the bidder should be compensated on actual cost basis.	As per RFP

Pre-bid Queries

Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query	
30.	Note 7.1		29	Consortium / Joint Venture is not allowed.	As per point no 5 of PQC, The bidder or any of its Subsidiary / Sister concerns will be considered as bidder.	As per RFP
					Please clarify.	
31.	7.1	6	29	The bidder should be a single legal entity, however bidder can use technology by purchasing usage rights, or signing MoU with application owner company .	Bidder is solely responsible in case the technology is of bidder and in case of third party technology then bidder as well as third party will be responsible.	As per RFP
				Important Note : In case bidder using technology of any other company he will be solely responsible for its operations and technical support for complete tenure of the project.		
32.	7.1	7	29	The application owner company should have ISO 9001:2008 quality certificate /CMMI Level certified.	Kindly Confirm – these certifications are required of the application owner company or bidder.	As per RFP
					Secondly, Application owner company may not provide the application directly but through their partner, in that case certifications will be required of which entity. Please confirm.	As per RFP
33.	8.2	5	30	Following Points needs to be demonstrated a) Online appointment system of the applicant/que Management	Online appointment is happening from SARATHI portal for candidates in that case where POC can be shown to Transport department by bidder.	As per RFP
				Successful bidder will have to	Suggestion:	

Pre-bid Queries

Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query	
34.	9.5.3		34	execute an agreement on a Non-Judicial Stamp of appropriate value within a period of 7 days of receipt of order and deposit security deposit	Submission of security deposit within a period of 15 working days as there is lot dependency on Bank working days.	As per RFP
35.	9.7.1.1		39	The IPR (Intellectual Property Rights) of the proposed software solution INNOVATIVE DRIVING SKILLS TEST SYSTEM will be with The State Transport Commissioner, Govt. of Punjab, will be the sole owner of the customized application software solution of the Innovative Driving Skills Test System. This is not applicable for the system software supplied along with as per the requirements of the proposed application software.	Please Confirm – Required Solution for implementation will be the department IPR but core analytics will not be department IPR and will remain with the application owner company.	Yes, the customized solution implemented at Driving test Track will be the Department IPR
					It is pertinent that in terms of the amended provisions of the Arbitration and Conciliation Act as amended in 2015 and 2019, and in terms of the mandate of Schedule VII of the said Act, the Arbitral Tribunal would have to be constituted with independent arbitrators that may be appointed with joint participation and contest of both parties i.e. the State Transport Department and the selected bidder.	As per RFP
					Dispute resolution Process may be amended as follows:-	

Pre-bid Queries

Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query	
					1.1. Amicable Resolution and meditation	
					1.1.1. Save where expressly stated to the contrary in the Contract, any dispute, difference or controversy of whatever nature howsoever arising under, out of or in relation to the Contract and so notified in writing by either Party to the other including issue of any notice and or termination of the Contract (the "Dispute") in the first instance shall be attempted to be resolved amicably in accordance with the conciliation procedure set forth in Clause 1.1.2 provided further that the Party claiming dispute resolution shall issue a notice in writing of at least thirty (30) days to the other Party informing it of its intention of initiating dispute resolution procedure.	
						As per RFP

Pre-bid Queries

Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query	
36.	9.7.5		41	<p>If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to by the bidder to the State Transport Commissioner, Govt. of Punjab, who will be the Sole Arbitrator and whose decision shall be final & binding.</p>	<p>In the event of any Dispute between the Parties, such Dispute shall be referred to the officer nominated by the Transport Commissioner, Transport Department, Government of Punjab and the senior management person nominated by the Bidder, for amicable settlement. Upon such reference, the said two individuals shall meet not later than 15 (fifteen) days of the date of such request to discuss and attempt to amicably resolve the Dispute. If such meeting does not take place within the said period or the Dispute is not amicably settled within 45 (forty five) days of such meeting between the said two individuals, either Party may refer the dispute to arbitration in accordance with the provisions of Clause 1.2.</p>	As per RFP
					<p>1.1.2.If the Dispute is not resolved as evidenced by the signing of the written terms of settlement within 45 (forty five) days of the aforesaid notice in writing or such longer period as may be mutually agreed by the Parties then the provisions of Clause 1.2 below shall apply.</p>	As per RFP
					<p>1.2. Arbitration Procedure</p>	

Pre-bid Queries

Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query	
					Any Dispute, which is not resolved amicably as provided in Clause 1, above, shall be finally decided by reference to arbitration.	As per RFP
					1.2.1. There shall be three arbitrators and each Party shall nominate one arbitrator each. The third arbitrator shall be appointed by the two nominated arbitrators.	As per RFP
					1.2.2. The arbitrators shall issue a reasoned Award.	
					1.3. The venue of such arbitration shall be Punjab jurisdiction courts, India.	As per RFP
					1.4. Enforcement of Award: The Bidder and Transport Department, Government of Punjab undertake to carry out any decision or award of the arbitrator (the "Award") without delay. Awards relating to any Dispute shall be final and binding on the Parties as from the date they are made.	As per RFP

Pre-bid Queries

Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query	
					<p>1.4.1. The Bidder and Transport Department, Government of Punjab agree that an Award may be enforced against the Bidder and/or the Government, as the case may be and their respective assets wherever situated. Any notice by the Parties seeking termination of the Contract shall only be given effect subject to the orders and/or award of the tribunal.</p>	<p>As per RFP</p>
					<p>Performance during Arbitration: The Contract and the rights and obligations of the Parties shall remain in full force and effect, pending any proceedings hereunder. Further, the Parties unconditionally acknowledge and agree that notwithstanding any Dispute between them, each Party shall proceed with the performance of its respective obligations, pending resolution of Dispute in accordance with this Article</p>	<p>As per RFP</p>

Pre-bid Queries

Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query	
37.	9.13	v	43	The payment will be made by Head Office, Chandigarh for Location of Driving Test Track to the bidder on monthly basis. The monthly bill will be submitted by the bidder to the authority decided by DTPB at Head Office, who will in turn release the payment after receiving verification/certification from the concerned Secy RTA and MIS report of result updated in Sarathi web portal either pass or fail.	After submission of the monthly bill of successful driving tests conducted at the driving test centre Head office will release the payment to the bidder.	
				It is suggested that the payment released to bidder for total number of successful driving test conducted should be through escrow account on daily or weekly basis.	After submission of the monthly bill of successful driving tests conducted at the driving test centre Head office of STC cum Member secretary, CEO of PSTS will release the payment to the bidder.	
38.	10		44	Civil work for automation ,like trenching refilling ,installation of poles ,fiber cable lying ,signal system, TOKEN SYSTEM ,Camera ,Signal system Configuration	Kindly revise the delivery timelines as pole foundation requires minimum 21 days.	
				T +14		
					Poles Sensor manufacturing requires import of the components which will take minimum 4 to 5 weeks. Now day there is shortage of chips also across the World and there availability will be a challenge	

Pre-bid Queries

Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query	
				Project Go-live and Acceptance of Full Scale roll out T + 45		
					Kindly revise Project Go-live timeline to minimum 120 days	As per RFP
39.	Annexure 1		62	Details of operation and maintenance of existing Infrastructure available at Driving Test Track S.A.S Nagar (Mohali)	CCTV (8 NOS) & Desktop (2 NOS) are they under AMC and working. Please confirm	The bidder is required to maintain existing IT Equipments on As Is Where Is basis during tenure of the contract
					Please clarify their End of Life status.	
40.	Annexure 2		63	Details of Infrastructure & services required at Driving Test Track S.A.S Nagar (Mohali)	Please clarify, bidder is allowed to supply equivalent make and model with prescribed specification rather	Yes allowed subject to approval.
41.	Annexure 2		66	Automated Q Management Software	Please confirm this can be standalone queue management system?	As per RFP
42.	Annexure 2		66	Marker Poles & Marker Stickers / Boards	Please provide specifications (WXH) of marker poles and marker Boards.	As per actual requirement on Driving Test Track
43.	Annexure 2		66	Softwares	Appointment booking is not mentioned in the details of Infrastructure and services required	As per RFP
44.	Annexure 2		66	Annexure 2 Software	web based grievance redressal module is not mentioned in the list of software.	As per RFP
45.	Test Report Format		71	Note1 – Applicant will be disqualified, in case of major fault or over speed or resined	Overspeed to be observed manually or through system?	Overspeed to be observed by application /as per RFP
46.	Annexure 6		72	Driving test track image	Kindly provide CAD drawing of the test track	Please visit actual site of driving Test Track before bidding.

Pre-bid Queries

Sr. No.	Section No.	Clause No.	Page No.	RFP Clause	Query	
47.	3. Project Profile	9	7	In order to have real time watch on all the activities, Transport Department wants to use ICT Systems for end to end customized web application and Mobile application in Android and IOS as per requirement.	Kindly confirm the meaning and requirement with respect to “real time watch on all the activities” as mentioned in this clause.	The realtime means immediate watch on all the activities during the Driving Test and shows result " Pass or Fail" after cpmpletion of test with application number.
					As we understand that Face recognition, Seat Belt detection will be done through Mobile app and rest all the activities and analysis of the driving test will be through the equipment installed on the track. All these solution will act as one integrated solution which gives online and real time results and monitoring.	Mobile phone App should be used for driving licence test and driving monitor. Further web application should be provided for real time watch on all activities including display of results post completion of the test.
					Please confirm	
<u>Additional Queries submitted on 28-08-2022:</u>						
48.	Scope of work	5.19	24	Application Hosting, Administration and Maintenance at Local Server/Cloud storage or as specified by the Department.	This is to inform you that providing Centralized solution under this clause will take minimum 14-20 weeks for implementation/ installation after issuance of LOA .	As per RFP
49.	Scope of work	Sl. No-4	5	Last date and time for submission of proposals:	It is requested to your good office to extend the bid response submission date for at <u>least 21 days after date of</u>	As per RFP
				15-09-2022 : till 17:00 HRS		