

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

Clarification – 1

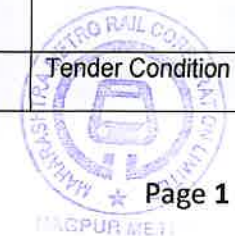
Tender No. N2-079/AFC-04/2025, Dated 13/04/2026

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: - N2-079/AFC-04/2026

Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
1	Part I Notice Inviting Tender	NIT (Page 05 of 1362)	Estimated cost (including GST): INR 154.30 crores	<p>We notice that Employer last year had published Tender no. N2-059/AFC-03/2025 with the same estimated cost.</p> <p>Since almost a year has passed from the last published tender, we request the Employer to revise the estimated cost of the current published tender using a standard escalation rate of at least 5% p.a. from the date when the cost estimate was last calculated by the Employer.</p> <p>We also request the Employer that due to the ongoing global crisis, prices of various components of AFC have become abnormally high. Suppliers are unable to hold any prices beyond 15 days too.</p> <p>Considering the uncertain and unexpected recent rise in prices, an additional 10-15% escalation in the estimated cost be considered for this unforeseen reason as well.</p>	Tender Condition Prevail
2	Part I Section-I:	35.5 (Page 36 of 1326)	35.5 An Abnormally Low Bid is one where the Bid price, in combination with other elements of the Bid, appears	Kindly define the range for a bid to be classified as an abnormally low bid.	Tender Condition Prevail

Clarification – 1, Dated 11.05.2026



Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
3	Instructions to Bidders		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.	<p>E.g. 10% or more below the estimated value of the tender.</p> <p>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</p>	Tender Condition Prevail
4	Part I Section-I: Instructions to Bidders	42. Performance Security (Page 38 of 1326)	42.1 Within twenty-eight (28) days of the receipt of notification of award from the Employer, the successful Bidder shall furnish the performance security in accordance with the General Conditions of Contract, subject to ITB 35.5, using for that purpose the Performance Security Form included in Section X Contract Forms, or another form acceptable to the Employer. If the performance security furnished by the successful Bidder is in the form of a bond, it shall be issued by a bonding or insurance company that has been determined by the successful Bidder to be acceptable to the Employer. A foreign institution providing a bond shall have a correspondent financial institution located in the Employer's Country. (as specified in BDS)	We would like to seek clarification on the acceptance of submitting Surety Bond as Performance Security. Kindly confirm surety bond would be permitted under the tender conditions Section I. Instructions to Bidders 42 performance security.	Tender Condition Prevail
5	Part I Section-I: Instructions to Bidders	ITB 4.1 (Page 42 of 1326)	Maximum number of members in the JV / Consortium shall be: 03 (Three) Lead member should not have less than 51% participation and other members shall have minimum 20% participation in the proposed JV / Consortium for this work.	<p>Since this project is prestigious, and has a long implementation period, we recommend reducing the JV / Consortium partner to 2 (Two) highly capable and qualified companies only to successfully complete the project, wherein lead member should not have less than 74% participation.</p> <p>A recent awarded KFW funded AFC tender by Mumbai Metro (almost 1.8x estimated value of Nagpur Metro Phase II AFC RFP) too had the above recommended JV requirements to allow</p>	Tender Condition Prevail



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				only sound and capable bidders to participate for successful implementation.	
6	Part I Section-I: Instructions to Bidders	ITB 18.3 (a) (Page 52 of 1326)	The bid price shall not be adjusted in event of delay of award.	ITB 18.3 (a) contradicts ITB 18.1 Bid validity. While the bid is valid for 180 days from the day of submission, any delay in award beyond 180 days may affect the quoted prices. With the ongoing crisis in the middle east, estimating AFC component prices beyond few weeks too is difficult currently. We request the Employer to apply an escalation of 15% p.a. on a pro-rata basis for any delay of award beyond the bid validity period.	Tender Condition Prevail
7	Part I Section-III: Evaluation and Qualification Criteria	3.1 (a) Financial capabilities (cash flow) (Page 78 of 1326)	The Bidder shall demonstrate that it has access to, or has available, liquid assets, inventory, unencumbered real assets, lines of credit, and other financial means (independent of any contractual advance payment) sufficient to meet the cash flow requirements of INR 7.45 Cr.Note: Statutory Auditor's certificate is required to be enclosed with the bid. The certificate must be with UDIN.	We understand that the term "Statutory Auditor" as mentioned in the tender refers to a Chartered Accountant (CA) or a firm of Chartered Accountants duly qualified and authorized to carry out statutory audits & financial certifications.	Tender Condition Prevail
8				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: "A certificate issued from a Statutory	Tender Condition Prevail



Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
				Auditor/Chartered Accountant certifying A and B value must be enclosed with the Technical bid. The certificate must be with UDIN."	
9				<p>Seeking financial resources (cash flow) requirements of merely INR 7.45 crores raises doubts on the capability of the bidder to successfully complete a large prestigious project of INR 154 crores+ An ongoing NDB funded similar AFC RFP by Mumbai Metro for an estimated value of only INR 103 crores too has sought cash flow of INR 23 crores (~22% of project value) from the bidders.</p> <p>Requesting the Employer to modify the cash flow requirement to at least INR 34 crores or 22% of the revised estimated cost of the project, to allow only financially sound and capable companies to bid and successfully implement the project over its long duration.</p> <p>Additionally, the requirement should be met 100% by single entity, and lead member only in case of JV / Consortium.</p>	Tender Condition Prevail
10				Can the amount under clause no 3.1 (A) be increased to be equivalent to clause no 3.1 (B)?	Tender Condition Prevail



Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
11	Part I Section-III: Evaluation and Qualification Criteria	3.1 (b) Bid Capacity (Page 78 of 1326)	Required Bid Capacity is INR 46.30 CR.	<p>Seeking Bid Capacity requirements of merely INR 46.30 crores raises doubts on the capability of the bidder to successfully complete a large prestigious project of INR 154 crores+ An ongoing NDB funded similar AFC RFP by Mumbai Metro for an estimated value of only INR 103 crores too has sought Bid Capacity of INR 76 crores (~74% of project value) from the bidders.</p> <p>Requesting the Employer to modify the Bid Capacity requirement to at least INR 114 crores or 74% of the revised estimated cost of the project, to allow only financially sound and capable companies to bid and successfully implement the project over its long duration.</p> <p>Additionally, the requirement should be met 100% by single entity, and lead member only in case of JV / Consortium.</p>	Tender Condition Prevail
12			<p>Evaluation of bid capacity:</p> <p>Available Bid Capacity= $2xAxN-B$</p> <p>Where, A = Maximum of the value of Turnover in any one year during the last 05 (five) financial years reckoned up to 31st March'2025</p>	<p>To derive 'A' in the formula of Available Bid Capacity of the bidder, applying only the maximum value of turnover in any one year during the last 05 years raises doubts on the capability of the bidder to successfully complete a large prestigious project of INR 154 crores+ An ongoing NDB funded similar AFC RFP by Mumbai Metro for an estimated value of only INR 103 crores too defines 'A' in the formula as Average Annual Turnover for last FIVE Financial Years</p> <p>Requesting the Employer to modify the definition of 'A' in the formula as</p>	Tender Condition Prevail

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				average annual turnover for last five financial years, to allow only financially sound and capable companies to bid and successfully implement the project over its long duration	
13		3.1 (b) Bid Capacity (Page 80 of 1326)	Note: 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 amend the said clause as: "A certificate issued from a Statutory Auditor/Chartered Accountant certifying A and B value must be enclosed with the Technical bid. The certificate must be with UDIN."	Tender Condition Prevail
14	Part I Section-III: Evaluation and Qualification Criteria	3.1 (c) Net Worth (Page 80 of 1326)	The minimum Net worth of Bidder ending 31st March'2025 shall be positive.	Seeking merely a positive net worth without mentioning any minimum amount raises doubts on the capability of the bidder to successfully complete a large prestigious project of INR 154 crores+ An ongoing NDB funded similar AFC RFP by Mumbai Metro for an estimated value of only INR 103 crores too has sought Net Worth of INR 11.40 crores in last audited financial year (~11% of project value) from the bidders. Requesting the Employer to modify the	Tender Condition Prevail

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				Net Worth requirement to at least INR 17 crores in last audited financial year or 11% of the revised estimated cost of the project, to allow only financially sound and capable companies to bid and successfully implement the project over its long duration.	
15			Note: 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/Chartered Accountant's certificate is required to be enclosed with the bid. The certificate must be with UDIN."	Tender Condition Prevail
16	Part I Section-III: Evaluation and Qualification Criteria	3.1 (d) Net Profit (Page 82 of 1326)	A summary sheet of audited Financials sheets for the last 5 (five) years (FY 2020-21, 21-22, 22-23, 23-24 & 24-25) shall be submitted and must demonstrate the current soundness of the Applicant's financial position and indicate its prospective long-term profitability. The Bidder Must have made Net Profit before tax during any two of the last 5 financial years i.e. (FY 2020-21, 21-22, 22-23, 23- 24 & 24-25) Note: 1. The Statutory Auditor's certified summary sheet of each year need to be enclosed with bid. The certificates must be with UDIN.	Seeking Net Profit Before Tax in just any two of the last 5 financial years raises questions on such an ask by the Employer, and capability of the bidder to successfully complete a large prestigious project of INR 154 crores+ An ongoing NDB funded similar AFC RFP by Mumbai Metro for an estimated value of only INR 103 crores too has asked 'Profit After Tax should be Positive for "Any Three Years" out of last five consecutive financial years and the profit shall not be negative for last	Tender Condition Prevail



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			2. Copy of audited Financials sheets also need to be submitted along with the bid.	two consecutive financial years.' Requesting the Employer to modify the Net Profit requirement to 'Profit After Tax should be Positive for "Any Three Years" out of last five consecutive financial years. The profit shall not be negative for last two consecutive financial years' to allow only financially sound and capable companies to bid and successfully implement the project over its long duration.	
17				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 /Chartered Accountant's certified summary sheet of each year need to be enclosed with bid. The certificates must be with UDIN"	Tender Condition Prevail



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18	Part I Section-III: Evaluation and Qualification Criteria	3.1 (d) Net Profit & Notes (8) (Page 81 & 88 of 1326)	A summary sheet of audited Financials sheets for the last 5 (five) years (FY 2020-21, 21-22,22-23, 23-24 & 24-25) shall be submitted and must demonstrate the current soundness of the Applicant's financial position and indicate its prospective long-term profitability.The Bidder Must have made Net Profit before tax during any two of the last 5 financial years i.e.(FY 2020-21, 21-22, 22-23, 23- 24 & 24-25)Note:1. The Statutory Auditor's certified summary sheet of each year need to be enclosedwith bid. The certificates must be with UDIN.2. Copy of audited Financials sheets also need to be submitted along with the bid. and Note:8. Participation by Subsidiary Company/ Parent Company with credential of Parent/Sister/ Subsidiary Company will be considered subject to submission of Parent / Sister / Subsidiary Company Guarantee / Undertaking to use their credential prior to signing of the Contract.	We understand that the tender permits consideration of credentials of Parent / Sister / Subsidiary entities, subject to submission of the required undertaking/guarantee. In this regard, we understand that, where permitted under the bid conditions, eligibility may be established through a combination of credentials and financial parameters of the bidding entity together with those of its Parent / Sister / Subsidiary entities, as applicable, for meeting different qualification requirements. Please confirm if our understanding is correct.	Yes
19	Part I Section-III: Evaluation and Qualification Criteria	3.2 Average Annual Turnover (Page 83 of 1326)	The minimum average annual turnover** within the last 3 years shall be INR 46.30 CR. Note: - 1. Last three years shall be (FY 22-23, 23-24 & 24-25) 2. In case of Companies, which follow Financial Year as Calendar Year (January to December), data for 2024 shall be treated as equivalent to the data of FY 2024-25 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 for FY 2020-21, 21-22, 22-23, 23-24 & 24-25.	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: "3. Statutory Auditor's /Chartered Accountant's certified summary sheet of audited balance sheet need to be enclosed with bid. The certificate must be with UDIN"	Tender Condition Prevail



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20				<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 154.30 Crores 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>	Tender Condition Prevail
21		4.1 (a) General Experience - (Page 84 of 1326)		Seeking Average Annual Turnover requirements of merely INR 46.30 crores over last 3 years only raises doubts on the capability of the bidder to successfully complete a large prestigious project of INR 154 crores+ An ongoing NDB funded similar AFC RFP by Mumbai Metro for an estimated	Tender Condition Prevail

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				<p>value of only INR 103 crores too has sought an Average Annual Turnover of last 5 years to be not less INR 76 crores (~74% of project value) from the bidders.</p> <p>Requesting the Employer to modify the requirement of Average Annual Turnover of last 5 years to at least INR 114 crores or 74% of the revised estimated cost of the project, to allow only financially sound and capable companies to bid and successfully implement the project over its long duration.</p> <p>Additionally, the requirement should be met 100% by single entity, and lead member only in case of JV / Consortium.</p>	
22	Part I Section-III: Evaluation and Qualification Criteria		The Bidder shall be in business of AFC with experience in Design, Supply, Installation, Testing and Commissioning of AFC System, in last Ten years counted till the date of NIT (Notice Inviting Tender).	<p>Kindly clarify "in last 10 years" is interpreted as "The Bidder shall be in business of AFC with experience in Design, Supply, Installation, Testing and Commissioning of AFC System, at least for last Ten years counted till the date of NIT (Notice Inviting Tender)??</p> <p>If not than any bidder who is just into AFC business for past 2-3 years can participate in such a large complex project – which does not justify enough technical capability.</p> <p>Active Metro AFCS projects in India are in last 5 to 7 years. Hence, may we kindly requesting you to amend the clause as:-</p> <p>"The Bidder shall be in business of AFC with experience in Design, Supply,</p>	The clause does not mandate continuous operation in AFC business for the entire duration of ten (10) years. Rather, the bidder must demonstrate successful execution/experience of AFC system works within the said period.



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				Installation, Testing and Commissioning of AFC System for Metros with NCMC & Open Loop, for at least last Seven years counted till the date of NIT (Notice Inviting Tender)".	
23	Part I Section-III: Evaluation and Qualification Criteria	4.1 (b) Specific Experience in Key activities – (Page 85 of 1326)	A minimum of *Similar Work contracts specified below that have been satisfactorily executed and in operation as a Prime contractor, Subcontractor or joint venture/Consortium member during last 7 (Seven) years (counted till date of NIT) as below1) At least ONE *Similar work a) With minimum value of INR 123 Crore (Incl. GST).orb) For minimum Twenty Six (26) stations.OR2) At least TWO *Similar worksa) With minimum value of INR 77 Crore (Incl. GST) for each workorb) For minimum Sixteen (16) stations. in each work.OR3) At least THREE *Similar works a) With minimum value of INR 61 Crore (Incl. GST) for each workorb) For minimum Thirteen (13) stations in each work.	With reference to clause 4.1 (a), the experience is allowed for last 10 years. Request you to please allow the same for the rest of experience clauses which will allow participation of competitive bidders in the tender. Kindly, modify the clause as "A minimum of *Similar Work contracts specified below that have been satisfactorily executed and in operation as a Prime contractor, Subcontractor or joint venture/Consortium member during last 10 years – (Seven) years (counted till date of NIT) as below1) At least ONE *Similar work a) With minimum value of INR 123 Crore (Incl. GST).orb) For minimum Twenty Six (26) stations.OR2) At least TWO *Similar worksa) With minimum value of INR 77 Crore (Incl. GST) for each workorb) For minimum Sixteen (16) stations. in each work.OR3) At least THREE *Similar worksa) With minimum value of INR 61 Crore (Incl. GST) for each workorb) For minimum Thirteen (13) stations in each work.	Tender Condition Prevail
24			A minimum of *Similar Work contracts specified below that have been satisfactorily executed and in operation as a Prime contractor, Subcontractor or joint venture/Consortium member during last 7 (Seven) years (counted till date of NIT) Refer Notes:	As current project is large complex AFC open loop project for Metro, may we kindly request Specific Experience – Similar Work should be restricted to Metro Rail/High Speed Rail/Semi High Speed/ Light Rail? As BRT Transport Project is totally different than Metro.	Tender Condition Prevail

Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
			<p>1. *Similar Work: Shall Mean : Design, Supply, Installation, Testing and Commissioning of AFC System consisting of Open loop NCMC EMV/Closed loop 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/BRT Transport project.</p>	<p>Rail project (Rolling Stock vs Bus), similar work cannot be compared with same and hence, it should not be allowed. Hence, may we kindly request to amend Similar Work definition for bidder & sub-contractor as per following? "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>	
25			<p>Refer Notes:</p>	<p>Can the BRT transport project be removed from the clause?</p>	Tender Condition Prevail
26			<p>1. *Similar Work: Shall Mean : Design, Supply, Installation, Testing and Commissioning of AFC System consisting of Open loop NCMC EMV/Closed loop 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/BRT Transport project.</p>	<p>With reference to the definition of "Similar Work" in the RFP, we note that it currently specifies AFC Systems comprising Open Loop NCMC EMV/Closed Loop and QR-based ticketing systems along with associated components. In this regard, we propose a modification to the definition of "Similar Work" to explicitly include Contactless Smart Card-based ticketing systems as part of the AFC ecosystem. Proposed Revised Definition (suggested addition in italics): "Similar Work: Shall mean Design, Supply, Installation, Testing and Commissioning of AFC System consisting of Open Loop NCMC EMV/Closed Loop, QR and Contactless Smart Card based ticketing system comprising of Central</p>	Tender Condition Prevail



Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
				<p>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/BRT Transport project."This modification is proposed considering that contactless smart card-based ticketing systems are a widely adopted and integral component of AFC systems across transit projects, and their inclusion would ensure broader and relevant participation without diluting the technical intent.We request you to kindly consider and confirm acceptance of the above proposed modification.</p>	
27				<p>It is observed that experience in Ticket Vending Machines (TVM) has not been included under the "Similar Work" eligibility criteria. TVM is a critical and integral subsystem of the AFC system, involving complex integration with banknote recycler, acceptor, coin handling mechanisms, and digital payment channels. Considering its importance and technical complexity, exclusion of TVM experience may not adequately reflect the required expertise. It is requested that experience of TVM be explicitly included under the "Similar Work" eligibility criteria.</p>	Tender Condition Prevail



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28			<p>A minimum of *Similar Work contracts specified below that have been satisfactorily executed and in operation as a Prime contractor, Subcontractor or joint venture/Consortium member during last 7 (Seven) years (counted till date of NIT)</p> <p>Refer Notes: 7. In case of experience claimed as JV member/consortium member, same will be considered in following order: a) Where specific division of works undertaken by the group partners is stated in the submitted documents In such case, • Only the value of contract as executed and indicated by the bidder in his own name shall be considered. • If value as above is not available then, only that portion of the work which is undertaken by the concerned bidder shall be considered and the remaining done by the other partners of the group shall be excluded. This will have to be certified by the main employer (relevant transport authority) as per note-5 above. b) Where, specific division of works undertaken by the group partners is not stated in the submitted documents, In such case, The percentage participation of the bidder in the group as stated in the submitted documents shall be considered to work out the value of the work done by the bidder/partner of JV. For this purpose, JV/Consortium agreement and Client certificate submitted by the bidder will be considered to establish the percentage.</p>	<p>All major metro rail AFCS projects in India are on PPP BOOT (Fare Box Revenue Sharing) model where as per RFP terms, bank has to be a compulsory lead bidder with highest percentage of share – though their role is limited to banking functionalities as a banking partner only. Complete AFCS is executed by consortium/JV partners for all the stations. So dividing the value of work/nos of stations in proportion to percentage of participation as per consortium agreement does not justify AFCS work done by them. Hence, under such projects, may we kindly request you to consider full work done by consortium partner/JV partner who has acted as system integrator for implementing AFCS for all the stations?</p>	<p>The Clause is self-explanatory, However, Client certificate should clearly list out activities executed by the bidder.</p>



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29	Part I Section-III: Evaluation and Qualification Criteria	Notes (Page 88 of 1326)	8. Participation by Subsidiary Company/ Parent Company with credential of Parent/Sister/ Subsidiary Company will be considered subject to submission of Parent / Sister / Subsidiary Company Guarantee / Undertaking to use their credential prior to signing of the Contract.	With reference to the clause stating that participation by a Subsidiary/Parent/Sister Company using the credentials of its Parent/Sister/Subsidiary Company shall be considered subject to submission of the requisite Guarantee/Undertaking prior to signing of the Contract, we seek clarification on its applicability. Specifically, we understand that the use of credentials from the Parent/Sister/Subsidiary Company is permitted for meeting both Technical Eligibility Criteria and Financial Eligibility Criteria. We note that the RFP does not explicitly distinguish between technical and financial criteria in this context, and therefore request your clarification to ensure accurate interpretation and compliant bid submission.	Use of both Technical and Financial credentials are permitted
30	Part I Section-III: Evaluation and Qualification Criteria	Notes (Page 88 of 1326)	9. To qualify as member of JV/Consortium: a) Each partner must have executed in single contract Similar work* & must be in revenue operation, having minimum value of INR 30 Crore or for minimum 06 stations during the last 07 (Seven) years counted till date of issue of NIT. b) Lead partner must have executed in single contract Similar work* & must be in revenue operation, having minimum value of INR 77 Crore or for minimum 16 stations during the last 07 (Seven) years counted till date of issue of NIT.	With reference to clause 4.1 (a), the experience is allowed for last 10 years. Request ou to please allow the same for the rest of experience clauses which will allow participation of competitive bidders in the tender. Kindly, modify the clause as "To qualify as member of JV/Consortium: a) Each partner must have executed in single contract Similar work* & must be in revenue operation, having minimum value of INR 30 Crore or for minimum 06 stations during the last 10 years 07 (Seven) years counted till date of issue of NIT. b) Lead partner must have executed in single contract Similar work* & must be	Tender Condition Prevail

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				in revenue operation, having minimum value of INR 77 Crore or for minimum 16 stations during the last 10 years 07 (Seven) years counted till date of issue of NIT."	
31				<p>To ensure a fair Tendering process, requesting you to revise the Specific Experience to below:</p> <p>-----</p> <p>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 role during last 15 (Fifteen) years (counted till date of NIT) as below Single Entity: Must meet requirement All Parties combined: Must meet requirement Each member: As per JV Member experience Note 9a One member: As per Lead Member experience Note 9b</p> <p>Notes: Note 6: Not Used Note 7: Not Used Note 8: Note 9: In case of JV, its lead partner who should have the experience</p> <p>-----</p> <p>Justification for Revisions: 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</p>	Tender Condition Prevail



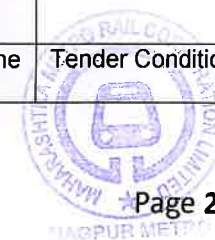
Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
				<p>bidders possess a deeper level of expertise and a proven track record in executing large-scale projects.</p> <p>2. Inclusion of Diverse Experience: The revised clause allows for a broader 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>	
32	Part I Section-III: Evaluation and Qualification Criteria	Notes (Page 88 of 1326)	10. In addition to above, Single entity, and in case of JV/Consortium, its lead partner, must have executed in single contract Similar Work*, EITHER outside the country of its incorporation in at least one (1) country OR in INDIA, 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 stations for transport projects defined in *similar work and in operations.	With reference to clause 4.1 (a), the experience is allowed for last 10 years. Request ou to please allow the same for the rest of experience clauses which will allow participation of competitive bidders in the tender. Kindly, modify the clause as "In addition to above, Single entity, and in case of JV/Consortium, its lead partner, must have executed in single contract Similar Work*, EITHER	Tender Condition Prevail

Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
				outside the country of its incorporation in at least one (1) country OR in INDIA, during last 10 years 07 (Seven) years counted till date of issue of NIT. having value equal to or more than INR 77 Crore or for minimum 16 stations for transport projects defined in "similar work and in operations."	
33	Part I Section-IV: Bidding Forms	Form - 16 Financial Situation and Performance of Bidder (Page 116 of 1326)	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/Chartered Accountant certifying the above information along with valid UDIN."	Tender Condition Prevail
34				Please amend clause to "the Bidder shall provide a Certificate from Chartered Accountant or Statutory Auditor certifying the above information along with valid UDIN"	Tender Condition Prevail

Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
35	Part I Section-IV: Bidding Forms	Form-17 Average Annual Turnover (Page 117 of 1326)	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/Chartered Accountant certifying the above information with valid UDIN."	Tender Condition Prevail
36				Please amend clause to "the Bidder shall provide a Certificate from Chartered Accountant or Statutory Auditor certifying the above information along with valid UDIN"	Tender Condition Prevail
37	Part I Section-IV: Bidding Forms	Form-18 Financial Resources (Page 118 of 1326)	Note:ii) 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. Apart from the same as authority	Tender Condition Prevail



Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
				already asking the validation Statutory 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/Chartered Accountant certifying the above information.	
38				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
39	Part I Section-IV: Bidding Forms	Form-19 Current Contract Commitments / Works in Progress (Page 119 of 1326)	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/Chartered Accountant certifying the above information with valid UDIN.	Tender Condition Prevail
40				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
41				Statutory Auditor/Chartered Accountant certifying the above information. 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
42	Part I Section-IV: Bidding Forms	ITB 46 Form No.-40 (Page 157 of 1326)	Form No.-40: PRICING MECHANISM FOR ADDITIONAL LINES/STATIONS/SECTIONS/DEPOTS/EQUIPMENTS 1. Pricing Mechanism for order up to last ROD: (i) The unit rates and the lump sum rates (for those items where unit rates are not available) of Pricing Document shall remain firm for the additional line(s)/station(s)/section(s)/ equipment. For deriving the unit rates, the percentage discount offered on the total bid price shall also be applicable on the individual prices of equipment.	In view of the continuing market volatility and price fluctuations, Bidder requests the Employer that the rates in Pricing Document for the additional line(s)/station(s)/section(s)/ equipment shall be mutually discussed. Therefore, we request the Employer to delete the Form-40 as mentioned in Bidding Form and ITB 46.	Tender Condition Prevail
43	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. 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.	1. Please refer Part-2: Section VII-B: Particular Specifications: Clause 1.1.1. 2. Please refer Part-3 Section IX: Particular Conditions of Contract of Part A Clause 1.1.27 & Part B clause 22.6
44	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
45	General	-	General	We request authority to provide upper capping or per month consumable items like Paper Roll and A4/A3 pages.	Not agreed

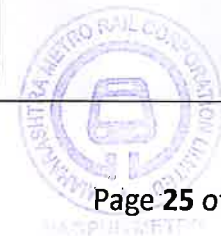
Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
46	General	-	General	<p>We request authority to provide clarity on below points,</p> <ol style="list-style-type: none"> 1. Please help us to provide tentative operational month and year of 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. 	<ol style="list-style-type: none"> 1. Please refer PART III: Conditions of the Contract and Contract Forms Annexure-IX-C Key Dates / Mile Stone 2. In normal course tender will be fianlised 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



Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply																																				
47	General	-	<p>General - Payment Terms</p> <table border="1"> <thead> <tr> <th>Cost Centre</th> <th>Cost Centre Description</th> <th>Cost to be apportioned (Excluding Cost of CAMC)</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>Plans & Design Documents</td> <td>Not more than 7% of Bid Total</td> </tr> <tr> <td>B</td> <td>Manufacture, and Delivery</td> <td>Not more than 45% of Bid Total</td> </tr> <tr> <td>C</td> <td>Installation, Site Testing</td> <td>Not more than 8 % of Bid Total</td> </tr> <tr> <td>D</td> <td>System Acceptance Test, Integrated Testing and Commissioning</td> <td>Not more than 10% of Bid Total</td> </tr> <tr> <td>I</td> <td>Comprehensive Maintenance Period (60 Months)</td> <td>Not less than 20% of Bid Total</td> </tr> </tbody> </table>	Cost Centre	Cost Centre Description	Cost to be apportioned (Excluding Cost of CAMC)	A	Plans & Design Documents	Not more than 7% of Bid Total	B	Manufacture, and Delivery	Not more than 45% of Bid Total	C	Installation, Site Testing	Not more than 8 % of Bid Total	D	System Acceptance Test, Integrated Testing and Commissioning	Not more than 10% of Bid Total	I	Comprehensive Maintenance Period (60 Months)	Not less than 20% of Bid Total	<p>We Request authority to amend payment term as follows, as it will enhance milestone-based payments tie disbursements directly to verified deliverables, reducing the metro corporation's financial exposure to delays or underperformance. This structure improves project oversight and quality control by ensuring each phase is completed to specification before payment.</p> <table border="1"> <thead> <tr> <th>Cost Centre</th> <th>Cost Centre Description</th> <th>Cost to be apportioned (Excluding Cost of CAMC)</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>Plans & Design Documents</td> <td>Not more than 9% of Bid Total</td> </tr> <tr> <td>B</td> <td>Manufacture, and Delivery</td> <td>Not more than 51% of Bid Total</td> </tr> <tr> <td>C</td> <td>Installation, Site Testing</td> <td>Not more than 5 % of Bid Total</td> </tr> <tr> <td>D</td> <td>System Acceptance Test, Integrated Testing and Commissioning</td> <td>Not more than 5% of Bid Total</td> </tr> <tr> <td>I</td> <td>Comprehensive Maintenance Period (60 Months)</td> <td>Not less than 20% of Bid Total</td> </tr> </tbody> </table>	Cost Centre	Cost Centre Description	Cost to be apportioned (Excluding Cost of CAMC)	A	Plans & Design Documents	Not more than 9% of Bid Total	B	Manufacture, and Delivery	Not more than 51% of Bid Total	C	Installation, Site Testing	Not more than 5 % of Bid Total	D	System Acceptance Test, Integrated Testing and Commissioning	Not more than 5% of Bid Total	I	Comprehensive Maintenance Period (60 Months)	Not less than 20% of Bid Total	Tender Condition Prevail
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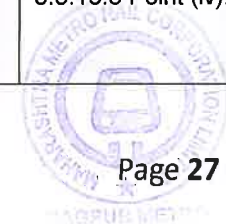
Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
48	General	-	General - Budget	We understand that the budget has remained the same even after one year of republication of this RFP. We acknowledge that the quantities in the BoM have been reduced; however, the other scope remains the same. In line with this, we request the Authority to increase the budget accordingly.	Tender Condition Prevail
49	General	-	General	Since the project is being implemented in phases (the last phase going live almost after 3.5 years), estimating prices of various components then is very difficult in today's times, especially with frequent global disruptions. We hence request and highly recommend to the Employer to insert a price adjustment clause for the DB and CAMC period to reflect changes in the cost of labour and material components and other inputs to the Works, which in turn shall help the bidder to bid at current prices, and not estimate/inflate any prices in the bid to account for future prices.	Tender Condition Prevail
50	General	-	General	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.	Tender Condition Prevail
51	General	-	General	Request to please specify that payments would be released within 30 days from the date of invoice submission.	Tender Condition Prevail
52	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	Tender Condition Prevail



Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
				3. NDA and Master Service Agreement to be discussed at the contracting stage	
53	General	-	General	We kindly request a four-week extension to the tender submission deadline to allow sufficient time for a comprehensive and high-quality proposal. We appreciate your consideration and look forward to your approval.	Tender Condition Prevail
54	General	-	Effective Date	In the General Specifications of RFP, the term "Effective Date" is mentioned multiple times, however there is no definition for this term. Bidder understands that the term "Effective Date" is referring to Commencement Date of the Works.	"Effective Date" shall be considered as Commencement Date of the Works.
55	PART II: Works Requirements Section VII-A: General Specifications	Clause 1.6.1 (2) (Page 181 of 1326)	2. Clause 1.12.2 below gives the different classifications of environment to be encountered. For any type of item, examples of which are installed in more than one environmental class, all examples of the type shall be suitable for installation in the most severe environmental class conditions encountered by any example of the type.	Bidder understand that the clause no. "1.12.2" mentioned here in this paragraph should be replaced with "1.6.2". Please confirm.	Please refer Corrigendum-1



Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
56	PART II: Works Requirements Section VII-A: General Specifications	Clause 2.1.4 & 2.1.5 (Page 185 of 1326)	The following five documents, referred to as "Employer's Information", have been supplied to the Contractor: <ul style="list-style-type: none"> • Guidelines for Noise and Vibrations for Metro Rail Transit Systems • Metro Railways General Rules 2020 • Procedure for Safety Certification and Technical Clearance (RDSO 2015) • Harmonized Guidelines for Persons with Disability and Elderly Persons • System Assurance Procedure • Codification Manual • Health and Safety Plan • Q-R Code Standards by C-DAC • NCMC Standard • Supporting Drawings (Depot Layout, Depot architecture, Station Layout) The Contractor shall produce all necessary documentation and studies in respect of the System in a form and content to be fully compatible with these five documents and sufficiently comprehensive to enable the Employer to utilize them directly for the Railway System level reports.	Bidder understand that the "five" should be replaced with "Nine". Please confirm.	Please refer Corrigendum-1
57	PART II: Works Requirements Section VII-A: General Specifications	Clause 4.26.4 (Page 217 of 1326)	The Contractor shall provide to the Employer for every calendar quarter, a video recording, which will be compiled into a 3 (three) – hour compact disc or digital video disc, as the case may be, covering the status in that quarter. The first such video recording shall be provided to the Employer within 7 (seven) days of the Contract Award and thereafter, no later than 15 (fifteen) days after the close of each quarter.	Bidder understands that this clause does not applicable to this Contract. Please Confirm.	Please refer Corrigendum-1
58	PART II: Works Requirements Section VII-A: General Specifications	Clause 7.6.2 (Page 235 of 1326)	All appropriate laboratory tests shall be carried out in laboratories selected by the Contractor provided that they are accredited for the relevant work to a standard acceptable to the Employer's Engineer and technical details of the proposed laboratory are submitted to and reviewed without objection by the Employer's Engineer.	Bidder wants clarity that these mentioned tests pertain to "Third Party" Laboratories like NABL Labs?	The Clause is self-explanatory
59	PART II: Works Requirements Section VII-A: General Specifications	Clause 7.15.3 (Page 255 of 1326)	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.	Delivery of Source Code - The requirement is specified in various parts of the tender. We wish to state that source code cannot be shared due to the reasons mentioned hereunder, hence request to	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
				<p>accordingly amend the clause:</p> <ol style="list-style-type: none"> 1. Proprietary IP: Company'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 Company'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. 	
60				<p>We would like to seek clarification regarding the provision related to source code access. Maintaining the source code in an escrow arrangement ensures security, controlled access, and protection of intellectual property while still meeting the Employer's requirements for verification and continuity. Please confirm if our understanding is correct that the source code will be maintained in an escrow arrangement.</p>	<p>Please refer Part-2: Section VII-B: Particular Specifications: Clause 5.3.13.3 Point (iv).</p>
61	PART II: Works Requirements Section VII-A: General Specifications	Clause (Page 270 of 1326)	The Contractor shall ensure availability of spare parts for the entire design life of the Rail system. The Contractor shall furnish an unpriced list of spares for maintenance and repair of Works separately (if there are difference in items) for a period of fifteen (15) years from the date of taking over of the 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 DLP/CAMC.	Please refer BOQ COST CENTRE No. F (MISCELLANEOUS): Spares, Special Tools; Testing Equipment and Measuring Instrument: Note
62	PART II: Works Requirements Section VII-A: General Specifications	Clause No. 9.4.1 (Page 273 of 1326)	The Contractor shall be provided open space setting up his own storage, office and facilities for storage of all items / project management for this contract.	Bidder wants confirmation, if there is a delay in handover of space from Employer then can Contractor request for reimbursement of rent for office and storage space till the time space handover is done?	Tender Condition Preval



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63	PART II: Works Requirements Section VII-A: General Specifications	APPENDIX:5 (Page 359 of 1326)	SITE MOBILITY AND SITE OFFICE FOR EMPLOYER 1. FACILITIES FOR THE EMPLOYER'S REPRESENTATIVE 1.1 General 1.2 Road Transport	There is no clarity on providing the land for constructing the Site Office for Employer. Bidder understands that this clause does not applicable to this Contract. Please Confirm.	Tender Condition Prevail
64				Provisioning FACILITIES FOR THE EMPLOYER'S REPRESENTATIVE shall be out of the contract scope. Since the mentioned facilities are for Employer / its representatives there is a rental and maintenance which is to be borne by Contractor along with one time construction and regular maintenance and operations expenditure as well which will not be financially viable and also the rentals mentioned is not financially viable. The recovery of differential charges between actual rent and Maha Metro's stipulated rate, even when the contractor does not utilize Maha Metro's premises, is financially unjustifiable and places an undue burden on the contractor. In light of the above, we request the deletion or modification of the said clause to allow contractors the option to either: Use Maha Metro's designated space at the stipulated rates, OR Independently arrange site office facilities near the project site at market rates, without any recovery or financial adjustment by Maha Metro. We kindly request you to review this clause and issue necessary amendments, thereby ensuring fair	



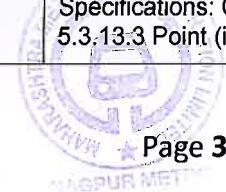
Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
65				competition and practical execution feasibility. Request deletion/modification: Providing vehicles and maintaining them at contractor's cost is not related to construction scope and imposes undue financial burden.	
66			1.1.2.1.3 Contractor must develop 250 sqm office space at Maha Metro site with rent Rs.520/sqm + Rs.60/sqm maintenance + GST + electrical charges. Differential recovery if alternate site is cheaper.	Request deletion/modification. Contractor should be allowed to arrange site office independently without recovery of differential cost. Electrical facilitation charges should be clearly defined and capped.	Query Clause not related to N2-079/AFC-04/2026
67			Contractor to arrange site utilities (water, electricity, sewerage) at own cost.	Kindly confirm Maha Metro will provide connection points at no charge. Contractor should only pay consumption charges.	Query Clause not related to N2-079/AFC-04/2026
68	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 2.1.1 (Page 379 of 1326)	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 stations of NMRP Phase-II including Central AFC Backoffice System, integration with Bank and other 3rd parties external to Metro.	We understand that the Defect Liability Period (DLP) is stipulated for a duration of 2 years from the date of completion/commissioning of each section. Upon completion of the DLP, a Comprehensive Annual Maintenance Contract (CAMC) is to be undertaken for a further period of 5 years. Accordingly, the total period covering both DLP and CAMC obligations amounts to 7 years. We request confirmation that our understanding is correct and in line with the tender provisions.	Please refer Part-3 Section IX: Particular Conditions of Contract Clause 1.1.27 & 22.6
69	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 2.1.3 (iv) (Page 379 of 1326)	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	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 the Bank. Please confirm.	The Clause is self-explanatory

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			gateway and processing payments through digital channels.		
70	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 2.1.3 (v), (Page 379 of 1326)	(v) Interface with the Mobile Application, Website, ERP, AMS systems and ticketing partners;	The AFC Contractor's scope is limited interfacing with the existing Employer's Mobile Application, Website, ERP, AMS systems, and ticketing partners only. Please confirm if our understanding is correct.	Yes, Also, please refer Part-2: Section VII-B: Particular Specifications: Clause 2.2.2 Point (xxii) & Part-3: Annexure IX-D: IT Requirement
71				Interface documents will be provided by the client for any external interface. Please confirm.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 2.2.2 Point (xxii), 4.9.2.19 & Part-3: Annexure IX-D: IT Requirement



Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
72				<p>1. Kindly confirm which of the below items is in the contractor scope for development/enhancements (or employer provided and out of contractor's scope) #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>	Please refer Part-2: Section VII-B: Particular Specifications: Clause 2.2.2 Point (xxii) & Part-3: Annexure IX-D: IT Requirement
73			<p>Kindly confirm that no code changes are expected in below existing applications and out of contractor's scope.</p> <p>#Mobile Applications, #Website, #ERP, #AMS systems, #Ticketing partners.</p>		
74	PART II: Works Requirements Section VII-B:	Clause 2.2.3 (x) (Page 384 of 1326)	x) Set-up AFC Production Test Lab at Depot and Shall be used to replicate the live production environment and test latest version of software & configurations	We request clarification on whether the AFC Software Testing & Development Centre (SDC) at the Depot is the only lab required to be set up by the AFC	Yes. The AFC Software Testing & Development Centre (SDC) at the Depot is the

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	Particular Specifications		before deployments on the live system, after successful testing at SDC.	Contractor under the scope of work. Please confirm if our understanding is correct that no separate Production Test Lab is required at the Depot as there is no scope or hardware mentioned for Production Test Lab in APPENDIX – C– Minimum BOQ.	only lab required to be set up by the AFC Contractor.
75	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 2.2.4 (ii) (Page 384 of 1326)	ii) Interface with Employer's Mobile Application, Website and ERP, AMS systems and ticketing partners.	We understand that the Contractor will receive all the interface/API documents from the Employer. Kindly confirm.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 2.2.2 Point (xxii), 4.9.2.19 & Part-3: Annexure IX-D: IT Requirement
76	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 2.2.8.1 (ix) (Page 385 of 1326)	2.2.8.1 The Contractors scope of supply shall, as a minimum, include all software required for the System including:ix) Key Management Software.	Existing system will have key management hardware, or do we have to provide hardware for key management?Remote key injection setup should be provided by Acquirer.	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.
77	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 2.2.8.5 (Page 386 of 1326)	With the exception of codes for Commercial Off the Shelf (COTS) software packages belonging to 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.	Bidder requests that Source Code should be provided in escrow account. Please Confirm.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 5.3.13.3 Point (iv).
78	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 2.2.8.6 (Page 386 of 1326)	The Contractor shall provide all software, developed or supplied under this contract, with licenses as per system requirement on the Employer's name. Any limitations of use of software will not be accepted. The Contractor shall include a list of software to be provided and confirm the use without any limitations with the offered system and possible further extensions.	Source code should be provided in the Escrow account for complete Project tenure.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 5.3.13.3 Point (iv).
79	PART II: Works Requirements Section VII-B:	Clause 2.2.8.7 (Page 386 of 1326)	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:	Bidder requests that Source Code should be provided in escrow account. Please Confirm.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 5.3.13.3 Point (iv).



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	Particular Specifications		<p>i) A hard copy list of the source codes.</p> <p>ii) A soft copy of the source codes on the hard disk or other approved electronic media.</p> <p>iii) Information about the development platform(s) used to generate/edit and produce software of the various types, delivered under the Contract.</p>		
80	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 2.3.1 (Page 387 of 1326)	xiv) Warranty period and scope of works and services during Defect Liability Period (DLP) after commissioning. The DLP for each reach/section shall start from its respective ROD and shall last upto the beginning of the CAMC.	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
81				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 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
82	PART II: Works Requirements Section VII-B: Particular Specifications	Clause No. 3.1.2.2 (Page 392 of 1326)	3.1.2.2 TOM/EFO: The TOM/EFO shall be capable of issuing, analysing 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 at least 8 NCMC per minute 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
83	PART II: Works Requirements Section VII-B:	Clause No. 3.1.2.5 (Page 393 of 1326)	HHD: The HHD shall be capable of issuing, analysing or re- validating at least 6 QR Coded Ticket per minute and top-up, reload, analysing 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

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	Particular Specifications				
84	PART II: Works Requirements Section VII-B: Particular Specifications	Clause No. 3.1.2.7, 3.1.2.8 (Page 393 of 1326)	<p>3.1.2.7 Central Computer System (CCS): CCS Shall be capable of connecting to 150 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 (100,00,000) per day.</p> <p>3.1.2.8 Central AFC Backoffice System: Central AFC Backoffice System Shall be capable of connecting to 150 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 (100,00,000) per day.</p>	Bidder wants clarity that it has been mentioned that CCS should be expandable up to 150 stations. But as per Clause 5.1.4.2 of Particular Specifications system capacity has been asked for 512 stations. Kindly clarify.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.9.2.6 (x)
85	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 3.1.2.9 (Page 393 of 1326)	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.	Bidder wants clarity that whether "Third Party" Laboratory certification is needed for temperature certificate or OEM datasheet declaration would be sufficient?	OEM datasheet declaration would be sufficient.
86	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 3.3.8 & 3.3.9 (Page 400 of 1326)	<p>3.3.8 Availability Allocation for AFC Equipment</p> <p>3.3.9 Reliability Objectives for AFC Mechanical Sub-assemblies</p>	<p>1. Availability calculations shall exclude downtime arising from (i) Force Majeure events; (ii) power failure or site infrastructure issues not attributable to the Contractor; (iii) failure of third-party systems including telecom networks, banking systems, or external integrations; (iv) acts or omissions of the Authority or its representatives.</p> <p>2. No availability non-compliance shall be recorded unless the Contractor fails to rectify the issue within the agreed response and resolution timelines</p>	Tender Condition Prevail

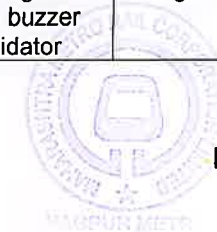
Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
87	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 3.6.8 (Page 415 of 1326)	Test Software All test software, with the exclusion of built-in test software, shall be produced in accordance with a quality system controlled under the requirements of ISO 90003. Test software shall be developed and documented using structured techniques and shall be designed to be maintainable throughout the term of the Contract. All test software shall be documented to be supportive of maintenance. Any test software that is to be delivered to the Employer (for long term testing use) shall be fully documented including source code listings to allow the Employer to maintain the software for the life of the supported system.	Bidder requests that Source Code should be provided in escrow account. Please Confirm.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 5.3.13.3 Point (iv).
88	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.1.1.2 (i), (ii) (Page 416 of 1326)	AFC Control Centre (OCC): i) Central AFC Backoffice System of NMRP Phase-II including workstations and Printers and SAN (One at OCC & one at BCC). ii) CCS of NMRP Phase-II including workstations and Printers and Backup SAN (One at OCC & one at BCC).	We request clarification on whether the Central AFC Backoffice System of NMRP Phase-II mentioned under Point (i) and the CCS of NMRP Phase-II mentioned under Point (ii) refer to the same system. Please confirm if our understanding is correct that only one unit of this system will be supplied.	Tender Condition Prevail
89				Tender mentions SAN for Backoffice System and CCS separately (one each at OCC and BCC), which implies 4 SAN units in total. Bidder has a storage controller that can serve both Backoffice and CCS from a single SAN unit at each location with complete data isolation. Can bidder provide 2 SAN units (one at OCC and one at BCC) instead of 4, using the storage controller to separate the Backoffice and CCS data?	Tender Condition Prevail
90	PART II: Works Requirements Section VII-B: Particular Specifications	Clause No. 4.1.5 (Page 417 of 1326)	Fire Safety Compliance: All cables shall be Fire Retardant Low Smoke Zero Halogen (FRLSZH) type to achieve a high standard of fire safety.	Bidder understands that NMRP Phase – II project is completely elevated. Hence, we request relaxation to use FRLS instead of FRLSZH cables.	Tender Condition Prevail

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91	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.2.3.2 (Page 419 of 1326)	TVM- This equipment shall be installed in the unpaid side of the Ticket Hall (Concourse area) and shall enable the required fare media to be selected and dispensed automatically to patrons on payment of the fare cost.	We request clarification on whether the TVM is to be used for issuance of NCMC cards (fare media). Please confirm if our understanding is correct.	Tender Condition Prevail. Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.16.2: Summary of Main TVM Functions
92	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.2.3.9 (Page 420 of 1326)	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.	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 have not been proposed as part of the solution.	Tender Condition Prevail
93	PART II: Works Requirements Section VII-B: Particular Specifications	Clause No. 4.4.1.1 (Page 422 of 1326)	The Station Compute System (SCS) shall be located in the Station Control Room (SCR) which is a secure area to which unauthorized persons will be denied access. Associated processors, servers along with monitor, keyboard, printer etc. shall be installed in the furniture provided by the AFC Contractor for Station Computer System in the SCR. To improve the performance of the system, items such as workstation (CPU) shall be located only in the TER or CER and display to be extended by using suitable KVM extender.	Bidder wants clarity that whether rack and space shall be provided by employer to install server CPU or bidder has to consider the purchase of the same?	Please refer Part-2: Section VII-B: Particular Specifications: 5.1.9.1 Table 5.4 – Summary of Facilities
94	PART II: Works Requirements Section VII-B: Particular Specifications	Clause No. 4.4.8 (Page 430 of 1326)	Software Requirements The documentation shall include system requirements analysis, system design, program descriptions, listings, source and object codes, flow diagrams, data base schematic, methods of execution and other necessary information, as required by the Employer. The Contractor shall also furnish full software documentation to allow the Employer to maintain the software for the life of the AFC System. The 'Software System Manual' shall be provided as part of documentation and shall cover details of utilized development/platform tools, frame work, configuration methodology, flow charts, structured techniques,	Bidder requests that Source Code should be provided in escrow account. Please Confirm.	Please refer Part-2: Section VII-B: Particular Specifications: Clause 5.3.13.3 Point (iv).

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			protocols, inter process/machine communication methods, libraries, command lists, input and output lists, source code listings , third party applications details, APIs, software integrity with third parties, system validation & verification procedures, test plans/procedures, maintenance and troubleshooting practices of software etc.		
95	PART II: Works Requirements Section VII-B: Particular Specifications	Clause No. 4.5.11.5 (Page 442 of 1326)	Processing time for a valid Fare Media for entry shall not exceed 600 ms in online mode and 400 ms in offline mode.	Processing time of NCMC cards highly depends on acknowledgment from Acquirer. Delay in response from Acquirer should not be attributed to the bidder.	The Clause is self-explanatory
96	PART II: Works Requirements Section VII-B: Particular Specifications	Clause No. 4.5.11.8 (Page 442 of 1326)	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.	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 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	Tender Condition Prevail
97	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.5.12.4 (Page 443 of 1326)	Use of a Contactless fare media shall result in the following: i) Fare shall be deducted from the stored value or from the account; ii) A trip shall be deducted from the stored trips; 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; 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	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	Tender Condition Prevail, Please refer Part-2: Section VII-B: Particular Specifications: 4.5.12.4 (Note)

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			fare media, an option shall be provided to allow exit along with the following: a) Passengers shall purchase a paid exit ticket as the travel and the card status shall be updated. b) The E-purse of the card shall be decremented with the full fare value, resulting in a negative stored value amount. c) A distinct audible warning tone shall be emitted at the gate to alert the customer of a requirement to recharge. Note: above scenarios shall be finalized in business rule by the employer.	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. We understand that these scenarios will be finalized based on the employer's business rules, and we are happy to support alternative approaches (such as paid exit ticket issuance as described in point (a)) that are fully compliant with NCMC standards.	
98	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.5.12.5 (Page 443 of 1326)	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
99	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.5.16.1 (Page 448 of 1326)	vii) 7 Days online data and 30 Days offline data;	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 time. Kindly confirm this understanding.	The Clause is self-explanatory
100	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.5.16.5 (Page 449 of 1326)	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 the above was intended instead and is acceptable.	Tender Condition Prevail
101	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.5.16.6 (Page 449 of 1326)	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

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102	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.5.17.3 (Page 449 of 1326)	f. Station Closed Mode: c. An internal hardware or software failure was detected such that normal Revenue Service is not possible.	In case of hardware failure, we will show Automatic Gate to be in out of service instead of station closed. This is same as stated in clause 4.5.17.4 Out of Service. As per our understanding showing gate to be 'out of service' for any hardware failure is more appropriate. Kindly confirm this understanding.	The Clause is self-explanatory
103	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.5.17.7 (Page 451 of 1326)	Power Fail State iii) If the duration of the normal power loss exceeds 10 minutes, the Automatic Gates shall commence a shutdown procedure and send alarm/status to SCS and CCS.	As per our understanding when there is power loss the gates should continue operation for 1 minute instead of 10 minutes, just to complete the last initiated transaction and then commence a shutdown procedure. Kindly confirm this understanding.	The Clause is self-explanatory
104	PART II: Works Requirements Section VII-B: Particular Specifications	Clause No. 4.5.17.7 (ii) (Page 451 of 1326)	In the event of a loss of normal power supply, the Automatic Gates shall continue to operate under internal battery power.	Bidder wants clarity whether this UPS required should be an ONLINE UPS or a standard one?	To be finalized during design stage
105	PART II: Works Requirements Section VII-B: Particular Specifications	Table 4.4 – Technical Specification (Page 453 of 1326)	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). iv) 48/24 Point digital Input / Output unit. 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 used in other Indian Metro AFC solutions	Tender Condition Prevail
106				iv) 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	To be finalized during design stage.



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				will have serial (RS232/RS485) connection to drive external peripheral in future. RS232/RS485 provides additional flexibility and in line with latest trend. Kindly confirm this understanding.	
107			13) Tailgating prevention: Less than 20 cm (should be configurable parameter).	Tailgating distance of approximately 20 cm is supported but it is not configurable due to sensor dependency It is fixed. Kindly confirm the assumptions.	Tender Condition Prevail
108			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
109	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.6.1.1 (Page 456 of 1326)	iii) QR Ticket Printer iv) Receipt Printer	-	Tender Condition Prevail
110			(ix) Latest Debit/Credit Card/UPI, QR Code (Dynamic & Static) QR handling facilities	Supply of POS machine is in scope of AFC contractor?	POS terminal supply is in the scope of selected Bank/FI.
111			4.6.1.1 Ticket Office Machines shall comprise, as a minimum, the following major components: ix) Latest Debit/Credit Card/UPI, QR Code (Dynamic & Static) QR handling facilities x) Counter Mic, Passenger Address System with latest configuration (Mic for operator, Mic for passenger, speaker for operator and speaker for passenger)	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 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	1. POS terminal supply is in the scope of selected Bank/FI. 2. Counter Mic and Passenger Address System is external device and not embedded into the TOM enclosure.



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				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.	
112			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.
113	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.6.2.2 (Page 458 of 1326)	xiv) TOM shall be integrated with Bank/FI's system for the functions, not limited to, issuance 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.	We request clarification on whether the AFC Contractor's scope is limited to integration of Credit/Debit card (EFT POS) devices provided by the Employer's FI/Bank for both attended and unattended ticketing machines, including TOM, EFO, TVM, Digital Kiosk, and Cashless Card Dispenser. Please confirm if our understanding is correct.	Yes
114				PAN validation, Auto-settlement of transactions, Report generation, Key management, shift end 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.	The Clause is self-explanatory
115			Ticket Office Machines shall be able to:i) Sell SJT, RJT, Group & promotional QR-code ticket, NCMC compliant	Promotional QR Code ticket is QR SJT, QR RJT and QR Group ticket with	To be finalized during design stage.

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116			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.	discount. Please confirm this understanding. Multiple SJT and RJT can be bought in a single transaction. Maximum number of SJT RJs which can be bought in single transaction shall be decided by Employer. Please confirm the understanding.	
117			xiii) TOM shall have facilities for automatic stock management functions for adding stock, monitoring the consumption, alarms generation, request and receipt of stock, stock report etc.	Stock management facilities for QR paper is not possible at SLE level. Stock management facilities for Card stock is in Bank FI scope. Request to remove this requirement.	Tender Condition Prevail
118			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
119			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
120	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.6.3.2 4.6.3.3 (Page 459 of 1326)	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. ii) Automatically display the issue screen when the Contactless EMV NCMC Smart Card is initialized but not encoded with fare value; 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	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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			iv) Automatically display the analysis screen if the Contactless EMV NCMC Smart Card has an error code. 4.6.3.3 Irrespective of the automatic selection, the mode of operation shall always be selectable by the operator.		
121	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.6.3.4 (Page 459 of 1326)	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 in line with latest NCMC specification.
122	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.6.3.12 (Page 460 of 1326)	In the case of a fare media having been rejected by entry or exit at the Automatic Gate, the TOM shall be used to analyse the fare media. If the fare media is corrupted, the TOM shall read as much data as is possible.	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. Requesting Employer to update the requirement as - "If the fare media is corrupted, the TOM shall read as much data as is possible from the fare media to replace it with a new fare media."	The Clause is self-explanatory
123	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.6.3.14 (Page 460 of 1326)	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
124	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.6.3.18 (Page 460 of 1326)	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
125	PART II: Works Requirements Section VII-B:	Clause 4.6.4.1 (Page 461 of 1326)	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.	It is assumed that here "pre-paid cards" mean NCMC Card Global Wallet. Please confirm this understanding.	Tender Condition Prevail



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	Particular Specifications		TOM shall be able to issue QR-coded ticket after deducting the required fare from the Contactless EMV NCMC Smart Card.		
126	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.7.1.5 (Page 464 of 1326)	All TOM facilities, functions and hardware shall be provided as a minimum but not limited to in each EFO machine and there shall be two (2) units of the counter mic system and two (2) units of PDU per EFO. User and privilege of functions shall be defined for TOM and EFO through parameter.	We request clarification on whether two counter systems are to be provided by the AFC Contractor within one EFO. Please confirm if our understanding is correct.	Please refer Corrigendum-1
127				Bidder wants clarity that both PDUs in EFO shall display same screens or different screens depending upon PAID or UNPAID area operations?	Same screen as per operator operation.
128	PART II: Works Requirements Section VII-B: Particular Specifications	Clause No. 4.9.1, 4.9.3 (Page 468 & 483 of 1326)	CENTRAL AFC BACKOFFICE SYSTEM, Central AFC BackOffice System/ Central Computer System (CCS) of Phase-II	Bidder wants clarity that both these systems are to be considered physically separate or a common system controlling with NMRP Phase – 1 and Phase – 2 systems?	Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.9.2.1
129	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.9.1 (Page 468 of 1326)	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 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	We seek clarification on the requirement that the Central AFC Backoffice System provided under this contract shall act as the master central AFC Backoffice system for both Nagpur Metro Phase-I and Phase-II. 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	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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			contractor shall propose his solution for approval of Employer/Employer's Engineer as per requirement.	<p>Phase-I systems and the extent to which existing applications are to be replaced, upgraded, or integrated; Access to relevant documents, architecture diagrams, configuration details, application interfaces, and if applicable, source code; 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.</p> <p>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. We request the Employer's confirmation on this understanding and guidance on the scope boundaries to plan the implementation accordingly.</p>	
130	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.9.2.1 (Page 468-470 of 1326)	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	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	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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			CCS/CCHS for all the activities mentioned below. From (i) To (xvii)	<p>architecture, application stack, configurations, and data flows currently implemented in Phase-I.</p> <p>To accurately scope the effort and ensure successful integration, we 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;</p> <p>Whether there is an expectation to upgrade, replace, or entirely overhaul the existing Phase-I applications as part of this contract;</p> <p>Access to Phase-I system documentation, including architecture diagrams, APIs/interfaces, operational processes, equipment details, and if applicable, source code;</p> <p>Support from existing vendors/system integrators managing Phase-I systems to facilitate alignment and integration;</p> <p>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 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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131	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.9.2.2 (i), (ii) (Page 470 of 1326)	<p>Inventory Management</p> <p>i) The NCMC EMV CSC based AFC system shall have functionality for automatic stock management of fare media including Phase-I Fare media at central level. This includes stock registration, distribution, return etc.</p> <p>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</p>	<p>NCMC cards are Bank FI property. Stock management facilities for NCMC EMV Card stock is in Bank FI scope. Kindly update/remove this requirement accordingly.</p>	<p>Tender Condition Prevail. Also, Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.9.2.2 Point (iii)</p>
132		Clause 4.9.2.1 (xiii) (Page 470 of 1326)	<p>xiii) The Central AFC Backoffice System shall have facilities to generate and update blacklists for all applicable fare media and to download these lists to the OCC CC for distribution to the Station Level AFC equipment.</p>	<p>NCMC is bank card and management of card life cycle is under the scope of bank. If bank will provide blacklist card information or interface then it can be managed at MCC and distributed to further below level in AFC system. Please update the requirement accordingly.</p>	<p>The Clause is self-explanatory</p>



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133	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.9.2.9 (Page 475 of 1326)	<p>Payment Middleware</p> <p>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 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 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</p>	<p>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 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. We respectfully request the Employer's guidance and support on the following: 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? Access to existing Phase-I documentation, including architecture, interface definitions, payment gateway configurations, supported acquirers, and messaging specifications; Details of any existing bank or acquirer integrations in Phase-I, including BIN routing, ISO 8583 message structures, and host configurations; Access to source code, APIs, and test environments of Phase-I systems, if integration is to be performed rather</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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			<p>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>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>	



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134	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.9.2.11 (Page 477 of 1326)	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.	<p>The clause 4.9.2.11 states that "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."</p> <p>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:</p> <ul style="list-style-type: none"> 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 <p>From our understanding, this requirement may imply a significant upgrade or replacement of the 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.</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



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135	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.9.2.12 (vi) (Page 480 of 1326)	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 equipment shall be executed from Central AFC Backoffice level.	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
136	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.9.2.19 (Page 482 of 1326)	3. Shall be able to purchase, recharge, top-up NCMC EMV smart card and Purchase QR code ticket.	Website and Mobile app are in Employer's scope. Weblink of FI Card Management system can be provisioned in Employer's mobile and Web application to redirect the NCMC request to FI website.	The Clause is self-explanatory. Please refer Part-2: Section VII-B: Particular Specifications: Clause 2.2.2 Point (xxii)
137	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.9.3.1 (Page 484 of 1326)	xiii) In the event of a failure of OCC CCS servers there shall be redundancy secondary servers at BCC (shall be hosted in a server physically located at Maha-Metro premises) to support all the operations.	Our understanding is that this clause requires: One complete set of CCS servers to be installed at the OCC (primary system). Another complete set of CCS servers to be installed at the BCC (secondary system) premises, which will serve as a redundant system to take over operations in case of OCC failure. Kindly confirm if our interpretation is correct, i.e., two separate sets of CCS servers are required – one at OCC (primary) and one at BCC (secondary redundant system).	The Clause is self-explanatory. Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.9.2.1
138	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.9.3.2 (Page 485 of 1326)	2. QRTE shall be designed to meet the requirements of QR ticketing for Maha-Metro network i.e. for Phase-I & Phase-II.	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. For Phase 1 upgrade, the interface and integration documentations with TG will be provided by Phase 2 AFC System.	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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139			A: ii) 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 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.	
140	PART II: Works Requirements Section VII-B: Particular Specifications	Clause No. 4.9.3.3- 4 (iv) (Page 487 of 1326)	iv) Either an internal RAID hard disk system shall be provided and configured to meet operating requirements or a system using a Storage Area Network (SAN) may be implemented but whichever solution is proposed it shall be extendible.	(a) Tender requires the storage solution to be extendible. Bidder proposes a SAN that can be expanded by adding disk shelves. Is this acceptable as meeting the extendible requirement? (b) Tender (App-F-A Sr.2) specifies 8 Gbps Fibre Channel HBA. Can bidder use iSCSI SAN over 10GbE/25GbE instead of Fibre Channel SAN? iSCSI over 25GbE provides higher throughput than 8 Gbps FC and reduces cost by avoiding a separate FC switch fabric.	Tender Condition Prevail
141	PART II: Works Requirements Section VII-B: Particular Specifications	Clause No. 4.12.2 (iii) (Page 493 of 1326)	Digital Kiosk shall have the facility to issue tickets via digital platform such as WhatsApp etc.	Kindly elobarate/ detail the phrase "WhatsApp etc."	Tender Condition Prevail
142	PART II: Works Requirements Section VII-B: Particular Specifications	Clause No. 4.12.4.1 (ix) 4.12.4.13 (i) (Page 496 of 1326)	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.	Please refer Corrigendum-1



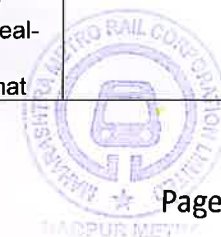
Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
143	PART II: Works Requirements Section VII-B: Particular Specifications	Clause No. 4.12.4.8 (Page 497 of 1326)	4.12.4.8 Printing Facilities i) Separate printer with associated printing paper 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 Minimum 100 GSM paper of width from 76-80 mm and diameter 180 To 200 mm.	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 paper requirement to 75 GSM for both TOM and Digital Kiosk.	The Clause is self-explanatory
144	PART II: Works Requirements Section VII-B: Particular Specifications	Clause No. 4.12.4.8 (iii) (Page 498 of 1326)	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 characters as per CDAC specification (refer Appendix B2). The type and make of both the printers shall be proposed for approval of Employer.	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
145	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.12.4.9 (ii) (Page 498 of 1326)	(ii) The Processing time for NCMC contactless card Top-Up transaction shall be maximum 02 seconds	Since RuPay NCMC card top-up 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
146	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.12.4.11 (i), (Page 498 of 1326)	Digital Kiosk shall be equipped with an uninterruptible power supply suitable for completing the in-process transactions, on main power supply loss.	Bidder wants clarity whether this UPS required should be an ONLINE UPS or a standard one?	To be finalized during design stage.
147	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.12.4.12 Table 4.7 (Page 499 of 1326)	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

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148	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.12.4.13 (i) (Page 499 of 1326)	Credit/ Debit Card Handling Facilities i) 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.	We request clarification on whether the AFC Contractor's scope is limited to integration of Credit/Debit card (EFT POS) devices provided by the Employer's FI/Bank for Digital Kiosk. Please confirm if our understanding is correct.	Please refer Corrigendum-1
149	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.12.4.14 (i), (v) (Page 500 of 1326)	i) The Contractor shall integrate Digital Kiosk with UPI/Wallet (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 payment. v) Provision for accepting payment via static QR for UPI/Wallet payment to be facilitated.	Kindly clarify whether the provision for Static QR integration is 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	Please refer Corrigendum-1
150	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.13.1 (Page 502 of 1326)	viii) 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.	1. Please elaborate requirements. HHD will print QRCode 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
151			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
152			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
153			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



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154			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. This can be discussed during design phase.	To be finalized during design stage.
155			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
156			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.
157			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 down if there is no user input for a further user configurable time.	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
158	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.14.2 (Page 504 of 1326)	(ii) Dispense NCMC card with the facility to vend up to Six (05) cards (configurable) in one transaction.	As per NCMC guidelines, only 1 mobile number can be linked with one NCMC card. Hence, vending up to Six (05) cards cannot be possible. Bidder wants clarity on this.	To be finalized during design stage and as per NCMC guideline.
159			vi) Card Dispenser shall have the facility to accept payment by all Digital mode of payments like UPI/Wallet and payment by NCMC, Debit and Credit Card.	We request clarification on whether the AFC Contractor's scope is limited to integration of Credit/Debit card (EFT POS) devices provided by the Employer's FI/Bank for Cashless Card Dispenser. Please confirm if our understanding is correct.	Please refer Corrigendum-1

Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
160	PART II: Works Requirements Section VII-B: Particular Specifications	Clause No. 4.14.4.11 (Page 510 of 1326)	(i) Card Dispenser shall be equipped with an uninterruptible power supply suitable for completing the in-process transactions, on main power supply loss.	Bidder wants clarity whether this UPS required should be an ONLINE UPS or a standard one?	To be finalized during design stage
161	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.15.1.9 (Page 514 of 1326)	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.	As mentioned in the clause no 4.15.1.9 "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", What is the scope for any other item?	Tender Condition Prevail
162	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.15.1.5 (Page 514 of 1326)	Digital QR code shall be issued through Maha-Metro mobile application, Web application, via WhatsApp ticketing etc. The Paper based QR code issuance functionality shall also be developed for NMRP Phase-II. Acceptance of QR ticket at all applicable AFC terminals of NMRP Phase-I & NMRP Phase-II shall also be in the scope of NMRP Phase-II AFC contractor.	We believe that NMRP wants to implement a seamless experience for metro users from a commuter perspective. However, we understand that Phase-2's four sub-lines are extensions to the existing operational Phase-1 lines. To implement the 'Unified Ticket System,' it is crucial to integrate the Phase-1 existing AFC System with the Phase-2 upcoming AFC System for seamless interoperability (for example, traveling from a Phase-1 station to a Phase-2 station or vice versa). To meet this requirement, we understand that the Phase-2 AFC solution provider's responsibility is to act as the Primary Central Clearing House and integrate with the Phase-1 AFC System. This will ensure that tickets issued from Phase-1 station equipment and tickets issued from Phase-2 station equipment can be validated at respective hardware by sharing seamless ticketing data in real-time across Phase-1 and Phase-2 systems. Currently we understand that	The Clause is self-explanatory, 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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				<p>the Phase 1 AFC contractor has been kept out of this integration responsibility which should not be case from NMRC perspective. This in a way is giving undue advantage to the existing contractor. ideally Both the Contractors should be equally responsible and supportive to get the system working in tandem for benefit of the commuters. The Phase-2 AFC contractor's responsibility will be limited to taking responsibility and ownership of integration with the existing Phase-1 AFC system and acting as Master CCHS. NMRP will facilitate any support required to integrate with the Phase-1 AFC System provider, as it is equally essential for tickets issued from the Phase-2 AFC system to be validated at Phase-1 metro stations for smooth operations. Please confirm this understanding.</p>	
163				<p>Request Maha Metro to please obtain from the Phase-I incumbent AFC contractor a formal, itemized quotation for all Phase-I upgrade / migration / integration works and circulate the same to all bidders simultaneously, so that no bidder is commercially dependent on a competitor and all bidders price on the same technical baseline.</p> <p>Or as an alternate - These Phase-I upgrade activities, including any hardware/software retrofit at existing SLEs, OCC/BCC/DR/SDC, should be handled through a Change Request (variation order mechanism) under the</p>	<p>Tender Condition Prevail. Also, please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2</p>

Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
				existing Phase-I AFC contract, which already envisages future upgrades, interoperability, NCMC compliance and integration with later phases. The Phase-II bidder should then be responsible only for: o Supplying and commissioning AFC for Phase-II stations, o Integrating with the upgraded Phase-I system via open, published interfaces.	
164	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.15.1.6 (Page 514 of 1326)	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 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	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) Corresponding interface required for interoperability shall be responsibility of Phase 2 AFC contractor and Phase 1 AFC contractor need to integrate with provided interface. 3) Employer will facilitate interface meeting between Phase 1 and Phase 2 AFC contractor for interoperability	Tender Condition Prevail



Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
165	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.15.1.7 (Page 514 of 1326)	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. Further, AFC contractor of NMRP Phase-II also advised to have a detailed survey of the NMRP Phase-I Station, OCC, DR etc.	<p>We respectfully seek the following clarifications from the Employer:</p> <p>Scope Definition: Is there any defined or indicative scope available for:</p> <p>Removal or replacement of existing Phase-I AFC equipment?</p> <p>Software or firmware upgrades to be performed under Phase-II scope?</p> <p>Interfaces with partner banks or third-party service providers?</p> <p>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> <p>This will greatly help in risk mitigation, accurate cost planning, and ensuring comprehensive technical and financial readiness for integration activities.</p>	Tender Condition Prevail. Also, please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2

Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
166				<p>We request to amend this clause as the Phase-II AFC contractor may not be in a position to factor any costs associated with existing AFC Phase-I software/firmware level changes imposed by the AFC Phase-I solution provider at the bid stage or later stage. This is giving unfair and undue advantage to the Phase 1 Contractor to control the Bid.</p> <p>It may also provide an unintentional edge to the incumbent contractor.</p> <p>Further, similar integration has happened across different AFC providers in Metro systems in other cities using common API protocols like ONDC, GTFS, or other standard protocols, which are facilitated by the Metro Authority at no additional cost considering seamless travel experience creation for the commuters.</p> <p>Therefore for fair consideration, we request to amend this clause as follows:</p> <p>' All costs for removal /relocation /modification /addition /integration of existing equipment hardware /software /firmware, including coordination and liaising, shall be borne by the AFC contractor of NMRP Phase-II. If any cost is to be paid to existing contractors/system integrators /OEMs of NMRP Phase-I, then it shall be the sole responsibility of the AFC contractor of NMRP Phase-II after obtaining approval from the Employer. All such costs are deemed to have been covered under this contract price.</p>	<p>Tender Condition Prevail. Also, please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2</p>



Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
				<p>The 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 banks. The AFC Phase-II contractor will have to become the Master Central Clearing House (MCCH) for seamless interoperability, as it is equally crucial to validate tickets issued from both phase-based metro stations. NMRP will facilitate the support required to integrate the Phase-I AFC system with Phase-II AFC system.'</p>	
167				<p>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) Corresponding interface required for interoperability shall be responsibility of Phase 2 AFC contractor and Phase 1 AFC contractor need to integrate with provided interface. 3) Employer will facilitate interface meeting between Phase 1 and Phase 2 AFC contractor for interoperability</p>	Tender Condition Prevail

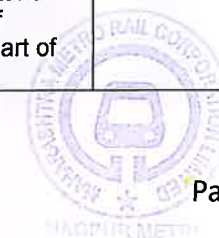


Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
168	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.15.1.8 (Page 514 of 1326)	The integration of both Phase-I & Phase-II metro lines should not operate under parallel 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.	<p>We request to amend this clause as the Phase-II AFC contractor may not be in a position to factor any costs associated with existing AFC Phase-I software/firmware level changes imposed by the AFC Phase-I solution provider at the bid stage or later stage. This is giving unfair and undue advantage to the Phase 1 Contractor to control the Bid.</p> <p>It may also provide an unintentional edge to the incumbent contractor. Further, similar integration has happened across different AFC providers in Metro systems in other cities using common API protocols like ONDC, GTFS, or other standard protocols, which are facilitated by the Metro Authority at no additional cost considering seamless travel experience creation for the commuters.</p> <p>Therefore for fair consideration, we request to amend this clause as follows: ' All costs for removal /relocation /modification /addition /integration of existing equipment hardware /software /firmware, including coordination and liaising, shall be borne by the AFC contractor of NMRP Phase-II. If any cost is to be paid to existing contractors/system integrators /OEMs of NMRP Phase-I, then it shall be the sole responsibility of the AFC contractor of NMRP Phase-II after obtaining approval from the Employer. All such costs are deemed to have been covered under this contract price.</p>	Tender Condition Prevail. Also, please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2



Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
				<p>The 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 banks. The AFC Phase-II contractor will have to become the Master Central Clearing House (MCCH) for seamless interoperability, as it is equally crucial to validate tickets issued from both phase-based metro stations. NMRP will facilitate the support required to integrate the Phase-I AFC system with Phase-II AFC system.'</p>	
169	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.15.2.4 (v) (Page 519 of 1326)	<p>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>	<ol style="list-style-type: none"> 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 details be shared for the above purpose? 3. Are NMRP NCMC phase 1 OSA passes expected to work on NMRP phase 2 gates? 	<p>Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.15 Interface & Integration of Nagpur Metro Rail Project Phase-I & Phase-II</p>
170				<p>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</p>	<p>Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.15.2.8 (vi) Phase-01-BOQ</p>

Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
171				<p>Kindly confirm the commitment and support of both points below:</p> <p>1. The existing Phase 1 incumbent/contractor will share the details</p> <p>2. NMRP Team will facilitate the productive collaboration to ensure that Phase 2 contractor is supported on technical front by sharing the required details and documentation by Phase 1 contractor.</p> <p>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.</p>	<p>Tender Condition Prevail. Also, please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2 and Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.15 Interface & Integration of Nagpur Metro Rail Project Phase-I & Phase-II</p>
172	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.15.2.5 (Page 519 of 1326)	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>Does this mean that the software on existing system will be upgraded first and matched with new systems at the time of going to ROD for smooth travel from phase 1 and phase 2 stations?</p> <p>1. For this the NCMC cards of phase 1 need to be upgraded as per new standards.</p> <p>2. QR tickets need to be upgraded to CDAC standards.</p> <p>Please confirm.</p>	<p>Please refer Part-2: Section VII-B: Particular Specifications: Clause 4.15 Interface & Integration of Nagpur Metro Rail Project Phase-I & Phase-II</p>
173	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 4.15.2.8 (Page 521 of 1326)	<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>Tender Condition Prevail. Also, please refer Part-1: Section-I: Instruction to Bidders: Clause 7.2</p>



Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
				<p>To ensure accurate planning, costing, and risk mitigation, we request the Employer to kindly clarify the following:</p> <p>Will a detailed technical feasibility study of the existing Phase-I system (AFC hardware, software, licenses, configurations) be facilitated prior to execution?</p> <p>Will the Employer provide full 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>	
174	PART II: Works Requirements Section VII-B: Particular Specifications	Clause No. 4.16.4.1 (Page 526 of 1326)	(h) DELETED	Bidder wants confirmation whether TVM should be equipped with CREDIT/DEBIT card machine or whether any provision has to be done for future?	Tender Condition Prevail
175	PART II: Works Requirements Section VII-B:	Clause No. 4.16.4.12 (Page 531 of 1326)	(i) TVM shall be equipped with uninterruptible power supply suitable for completing the in-process transactions, on main power supply loss.	Bidder wants clarity whether this UPS required should be an ONLINE UPS or a standard one?	To be finalized during design stage

Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
	Particular Specifications				
176	PART II: Works Requirements Section VII-B: Particular Specifications	Clause No. 4.16.4.14 (Page 532 of 1326)	(i) Each TVM shall be equipped with a minimum, one (1) coin cash box and separately one (1) Banknote cash box.	Bidder wants clarity whether the cash box provided with banknote recycler is considered or a separate supply of similar cash box provided with banknote recycler is needed?	To be finalized during design stage
177			(ii) The Contractor shall ensure that sufficient cash boxes are available to enable the TVM to stay in operation with due allowance for boxes in transit and boxes being processed at the cash counting location.	Bidder wants clarity as to how much cash boxes need to be supplied to enable smooth operation.	To be finalized during design stage
178	PART II: Works Requirements Section VII-B: Particular Specifications	Clause No.5.2.5.1 (Page 550 of 1326)	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
179	PART II: Works Requirements Section VII-B: Particular Specifications	Clause No.5.2.6.2 (Page 552 of 1326)	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
180	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 5.3.13.3 (Page 560 of 1326)	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 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:	Tender Condition Prevail



Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
				<p>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.</p> <p>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.</p>	
181				<p>A software escrow arrangement ensures that the complete application source code, documentation, and dependencies are securely held by a neutral third party. It protects the client from vendor lock-in and ensures continued access to critical assets if the SI fails to meet obligations. This enhances business continuity, reduces operational risk, and builds trust through transparency and accountability. We would like to seek clarification whether the SI shall be required to deposit and maintain the complete application source code, along with documentation and dependencies, in a mutually agreed escrow arrangement. Kindly clarify</p>	<p>Please refer Part-2: Section VII-B: Particular Specifications: Clause 5.3.13.3 Point (iv).</p>
182	PART II: Works Requirements Section VII-B:	Clause 7.4 (Page 599 of 1326)	Scope under Defects Liability Period (DLP)	Kindly clarify scope of DLP obligations. Limit responsibilities to standard OEM warranty and exclude open-ended maintenance liabilities.	Tender Condition Prevail

Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
183	Particular Specifications			Kindly clarify scope and limit to standard DLP terms only.	
184	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 7.6 (Page 603 of 1326)	Scope under Comprehensive Annual Maintenance Contract (CAMC)	Request modification to ensure CAMC scope, service levels, and penalties are clearly defined and mutually agreed, with limits on contractor's financial liability.	Tender Condition Prevail
185				Define service levels clearly. Penalties should be capped at 10% of annual AMC value.	
186	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 7.7 (Page 606 of 1326)	7.7 Service Level Targets/ Agreements	Kindly amend SLA to exclude delays beyond contractor's control (e.g., dependencies on Maha Metro, other contractors, approvals).	Tender Condition Prevail
187	PART II: Works Requirements Section VII-B: Particular Specifications	Clause 7.7.7 (Page 609 of 1326)	4. 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. 5. Maximum penalty, during the CAMC period, for a particular year shall be 20% of the annual CAMC payment.	Request you to kindly restrict the maximum penalty at 10% of the respective milestones & corresponding values during DLP & CAMC period.	Tender Condition Prevail
188	PART II: Works Requirements Section VII-B: Particular Specifications	APPENDIX – C– Minimum BOQ (Page 616 of 1326)	APPENDIX – C– Minimum BOQ	We have observed that the quantities of components for the same stations have been reduced overall (with a few line items slightly increased). In such a case, we understand that these stations will have hardware supplied by the bidder, and integration is required with the mentioned quantity of hardware at each new station. Please confirm.	The Clause is self-explanatory
189	PART II: Works Requirements Section VII-B: Particular Specifications	APPENDIX – D (Page 619 of 1326)	Contractor to supply extensive spares, consumables, special tools, and testing equipment at own cost.	Request Employer to bear cost of special tools and consumables or limit contractor's obligation to essential spares only.	Tender Condition Prevail



Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
190	PART II: Works Requirements Section VII-B: Particular Specifications	APPENDIX – F– A (Page 625 of 1326)	APPENDIX – F–A: Indicative Technical Specifications of Application Server OS & Virtualization Infrastructure Support: Should support heterogeneous environment - MS Windows, RHEL, SLES, OEL, SQL, Fedora, OVM, and VMWare vSphere & Microsoft Hyper-V for full configured capacity of the system (All Latest Version). Anti-Virus.	App-F-A Sr.8 lists Oracle VM (OVM) along with VMware vSphere and Hyper-V. OVM is KVM-based and open source. Tender also states preference for non-proprietary and open source technologies (Sec 4.9.3.2). (a) Is Red Hat KVM or Proxmox VE acceptable as the virtualisation platform, since both are KVM-based like OVM which is already listed in the	This shall be decided during execution phase.
191	PART II: Works Requirements Section VII-B: Particular Specifications	APPENDIX – F– A (Page 625 of 1326)	APPENDIX – F – Indicative Specifications of Servers & Workstations	The RFP does not specify the Indicative Specifications of Firewall Servers	Tender Condition Prevail
192				Kindly freeze specifications at contract award. Any upgrades or changes thereafter should be treated as variation at Employer's cost.	
193	PART II: Works Requirements Section VII-B: Particular Specifications	APPENDIX – F– G (Page 633 of 1326)	G. Indicative Technical Specification of TOM Hardware: G. Indicative Technical Specification of TOM/EFO Hardware: Point 19 - TOM/EFO printer: GSM Support : Min 100 GSM	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
194				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.	



Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
195	PART II: Works Requirements Section VII-B: Appendix-A-Project Wide Interface Document	Clause 2.2 (Page 646 of 1326)	Contractor responsible for providing detailed interface data, drawings, and ensuring compatibility with all interfacing agencies.	Request modification: Employer/Engineer to coordinate interfacing agency approvals. Contractor's responsibility should be limited to own scope, not delays caused by third parties.	Quoted Clause is not related to Tender document Tender Condition Prevail
196		Clause 2.3.1 (Page 646 of 1326)	Contractor to attend all interface meetings and bear costs of delays from other interfacing agencies.	Kindly amend: Contractor should not be penalized for delays caused by other contractors/Employer.	
197		Clause 8.10 (4) (Page 646 of 1326)	Above 90 days under compensation for suspension period it is mentioned as " As per Sub-Clause 8.9"	In the said table we couldnt find sub-clause 8.9. Please clarify	
198		Clause 20.2 (Page 646 of 1326)	If contractor is entitled for cost compensation on account of delay in the project under any sub-clause of contract, same will be reimbursed on the basis of actual proof of supporting documents. The reimbursement will be restricted to actual project site expenses only like rental charges for site office/store etc., hired equipment/vehicle charges, site staff cost, electricity charges, hired labour/Sub-contractor labour charges. Apart from these expenses towards extension of nsurances & performance guarantee will be also be admissible. Overall management, Supervision charges, overheads per year at the rate of 2% of value of balance work of the contract to be completed in extended period will be considered to cater for overhead charges in extended period. However, for the entire extension period till completion of the contract, the cumulative management / Supervision charges will not exceed 5 % of the original contract value (Eq. INR)	There are many indirect expenses involved along with delay factor hence there shall be mechanism which need to be derived for arriving the delay cost factor in the contract. Hence request you to derive such mechanism in the contract please	
199		Clause 2.4.2 (Page 646 of 1326)	Contractor to provide interface documents for approval; any re-submission costs to be borne by contractor.	Request modification: resubmission costs should apply only where errors are attributable to contractor.	
200		Clause 3.1 (Page 646 of 1326)	Contractor to ensure integrated testing with multiple agencies at no extra cost.	Kindly confirm Employer will coordinate multi-agency testing. Contractor's cost obligation should be limited to his own scope.	



Sr. No.	Volume No/ Part No & Section	Clause No. (Page No.)	Clause description	Bidder's Queries	Maha Metro Reply
201		Clause 3.4 (Page 646 of 1326)	All approvals from statutory bodies to be arranged by contractor.	Request Employer support in statutory approvals; fees/charges from authorities should be reimbursable.	
202		Clause 4.1 (Page 646 of 1326)	Contractor liable for interface risks until system commissioning.	Kindly clarify liability limits. Request to cap contractor's liability to his scope of work only.	
203		Clause 4.3 (Page 646 of 1326)	Interface delay penalties may be imposed for late coordination.	Request modification: penalties should exclude delays due to Employer/other contractors.	
204		Clause 5.1 (Page 646 of 1326)	Contractor responsible for providing integration documentation in Employer's formats.	Request flexibility: contractor may provide in standard formats, Employer to accept equivalent documentation.	
205		Clause 5.3 (Page 646 of 1326)	Contractor to maintain updated interface matrix throughout project at own cost.	Request Employer to maintain central interface matrix; contractor may update inputs related to his scope.	
206		Clause 6.2 (Page 646 of 1326)	Contractor to provide unlimited coordination and support until project completion.	Request amendment: support to be capped in man-days; additional efforts should be reimbursed.	
207	General	-	General	Please confirm the preferred high-availability model (Active-Active vs. Active-Passive) for the DC/DR setup.	This shall be decided during execution phase
208	General	-	General	The RFP does not specify the required Recovery Point Objective (RPO) and Recovery Time Objective (RTO).	Tender Condition Prevail



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209	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	New Clause 2.7 (Page 1071 of 1326)	Add new clause 2.7 Assignment by the Employer (New Clause) 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.	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. If the work assigned to any third party then the risk and cost shall be borne by third party contractor.	Tender Condition Prevail
210	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	Clause 4.2 (Page 1063 of 1326)	Performance Security (as percentages of the Accepted Contract Price/ Amount in Currencies): 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 (excluding CAMC cost) and in the same currency(ies) of the Accepted Contract Amount. 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 satisfactory performance certificate .	We request that the BG amount to be reduced to 5% of the Accepted Contract Amount	Tender Condition Prevail
211			1. We would request the authority to allow the bidder to submit separate Performance Bank Guarantees for each Reach/Section. The value of each PBG shall be 10% of the Accepted CAMC Amount for that specific Reach/Section, to be submitted within 30 days of the start of the CAMC for the respective Reach/Section. 2. Each section-specific PBG shall be discharged and released within 30 days of the completion of the CAMC period for that specific Reach/Section and the issuance of the corresponding Satisfactory Performance Certificate,	Tender Condition Prevail	



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				without waiting for the completion of other Reaches/Sections.	
212				The RFP is silent on Issuance of Performance Certificate after completion of CAMC period. Bidder understands that the issuance of Performance Certificate for CAMC of the relevant section or part of the work shall be done upon completion of 60 months from the date of completion of DLP of the relevant section or part of the work.	Performance Certificate for CAMC will be issued after completion of CAMC work. Please refer Part-3: Conditions of Contract and Contract Forms Section - IX: Particular Conditions of Contract (PCC): Clause 4.2 (1063 of 1326)
213	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	Clause 14.3(iii) (Page 1064 of 1326)	limit of Retention Money (as a percentage of Accepted Contract Amount) : Not Applicable	The Data of this clause is Not Applicable, does this imply that there is no limit on the Retention Money, for your advice please.	Tender Condition Prevail
214	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	Clause 4.2.3 (Page 1073 of 1326)	Add to Clause 4.2.3: The amount of PBG to be released after completion of DLP of the contract as below: The performance security amount will be progressively decreased and finally released as under: • 20% will be release after completion of DLP of all stations of Reach-1. • 20% will be release after completion of DLP of all stations of Reach-2. • 20% will be release after completion of DLP of all stations of Reach-3 and Reach-4. • the balance 40% shall be released as provided for in GCC Clause 4.2	In addition, Bidder request that the performance security for CAMC work shall be released in the same proportions.	Tender Condition Prevail, Please refer Part-3: Conditions of Contract and Contract Forms Section - IX: Particular Conditions of Contract (PCC): Clause 4.2 (1063 of 1326)



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215	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	Clause 4.6 (g) (Page 1075 of 1326)	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 Contractor is entitled under the Contract.	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
216	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	Clause 5.9 (Page 1087 of 1326)	The Contractor shall indemnify the Employer and the Engineer from and against all claims and proceedings on account of infringement (or alleged infringement) of any patent rights, registered designs, copyright, design, trademark, trade name, know-how or other intellectual property rights in respect of the Works, the Contractor's Equipment, machines, work method, or Plant, or Materials, or anything whatsoever required for the Works and from and against all claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect thereof or in relation thereto	The Contract provides the Employer with licence rights over software, documents, and other deliverables developed by the Contractor. Kindly clarify that such licence is limited to use for the Project only and does not affect the Contractor's ownership of its background IP, Source code, pre existing software, tools, or standard system components, nor restrict their use in other projects?	Tender Condition Prevail
217	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	New Clause 7.10 (Page 1091 of 1326)	Add a new Clause 7.10: Cost of uncovering the work already covered up 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. In case after completion of a part of the Work, the part	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 at lower negotiated price. The decision of the Engineer in this regard shall be final and binding on the Contractor.	Tender Condition Prevail

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			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 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.		
218	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	Clause 8.3.1 (Page 1093 of 1326)	Within 28 days of the date of the letter of acceptance, the Contractor shall submit to the Engineer, for consent, the Detailed Works Programme in the form and content prescribed in the Bidding Documents.	In Part II, Section VII-A, Initial works program to be submitted within 30 days of effective date and Final Works program within 60 calendar days of the Effective Date. We understand the Contractor shall only submit the Detailed Works Programme as per PCC 8.3.1, instead of the two programs mentioned in clause 4.4 & 4.5 of Part II, Section VII-A	Please refer Corrigendum-1
219	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	Clause 8.3.5 (Page 1096 of 1326)	8.3.5. Three Month Rolling Programme: Within 30 days of the date of Notice to Proceed, and thereafter at the end of each calendar month, the Contractor shall submit to the Engineer his Three Month Rolling Programme for each agreed major section of Works in the Contract, in the form and detail prescribed in the Employer's Requirements, setting out the work to be carried out during the following three months.	In Appendix 6, Section VII-A of Part-II, Three Month Rolling Program (initial) to be submitted in Within 14 days of the Effective Date of the Works and Three Month Rolling Program to be submitted in Monthly. We understand the Contractor shall only submit the Three Month Rolling Program as per PCC 8.3.5, instead of the two programs mentioned in Appendix 6, Section VII-A of Part II.	Please refer Corrigendum-1



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220	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	Clause 8.8 (Page 1098 of 1326)	Add the following to sub clause 8.8: Delay Damages for delays in achievement of Key Dates (Key Dates as specified in Annexure-IX-C of Section IX of PCC) will be applicable as indicated below: (i) For all Key Dates: 0.15% penalty of the affected milestone Price per week delay. There is no maximum limit in levy of Delay Damages for delays in individual Key Dates. However, maximum limit for cumulative Delay Damages for complete Contract shall not exceed 10% of the total Contract Price.	Request the authority to cap the maximum limit for cumulative Delay Damages at 10% of undelivered portion of work.	Tender Condition Prevail
221				We request changes as follows: 1. For all Key Dates: 0.15% of the respective value of the delayed portion of milestone per week delay. 2. maximum limit for cumulative Delay Damages for complete Contract shall not exceed 5% of the TCV	Tender Condition Prevail
222				Bidder requests to add the following clause in 8.8 The Delay Damages recovered corresponding to minor Key Date KD1 to KD7 will be provisional and would be refunded by the Employer on achievement of subsequent major Key Date KD8 on stipulated timeline or any extended timeline.	Tender Condition Prevail
223				Bidder requests to confirm that the Delay Damages does not apply to KD9 which is a Defect Liability Period.	Tender Condition Prevail

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224	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	Clause 8.10 (Page 1099 of 1326)	8.10 Consequences of Suspension For Suspension Up to 14 days, Extension of Time is No and Compensation for the suspended period is No	Bidder understands that this Consequences of Suspension for 14 days is applicable to one time occurrence not for multiple occurrences. Please Confirm.	Tender Condition Prevail
225			8.10 Consequences of Suspension For Suspension Above 90 days, Extension of Time is No and Compensation for the suspended period as per Sub-Clause 8.9	Bidder request to modify PCC Clause 8.10 as below: For Suspension Above 90 days, the Extension of Time is Yes and Compensation for the suspension period as per GCC clause 8.10	Tender Condition Prevail
226	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	Clause: 9.5 (Page 1101 of 1326)	Integrated Testing Tests on Completion shall also include Integrated Testing where applicable as per the contract conditions. The Contractor shall, following satisfactory completion of tests on his works, equipment, sub-systems or system, perform, at the direction of the Engineer, programme of tests to verify and confirm the compatibility and complete performance of his works, equipment, sub-systems or system with the works, equipment, sub systems or system provided by others. Compilation of Test Results The results of the Integrated Testing and Commissioning shall be compiled and evaluated by the Engineer and the Contractor. Re-testing If the Works, or a part thereof, or a Section, fail to pass the Integrated Testing and Commissioning, the Engineer shall require such failed Tests, to be repeated	The PCC Clause 7.11 and 7.12 contains detailed provisions relating to Integrated Testing, compilation of test results, and consequences of failure to pass the prescribed tests. The same provisions are substantially repeated under PCC Clauses 9.5. In order to avoid duplication and any potential ambiguity, the Bidder requests that PCC Clauses 7.11 and 7.12 be deleted, with Clause 9.5 remaining applicable in entirety.	Please refer Corrigendum-1



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			<p>under the same terms and conditions. If such failure and retesting result from a default of the Contractor and cause the Employer to incur additional costs, the same shall be recoverable from the Contractor by the Employer, and may be deducted by the Employer from any monies due, or to become due, to the Contractor.</p> <p>Failure to pass Test If the Works, or a part thereof, or a Section, fail to pass Integrated Testing and Commissioning and the Contractor in consequence proposes to make any adjustment or modification to the Works or a part thereof, or a section, the Engineer may, with the approval of the Employer, instruct the Contractor to carry out such adjustment or modification, at his own cost and to satisfy the requirements of Integrated Testing and Commissioning within such time as the Employer / Engineer may deem to be reasonable.</p> <p>Statutory Requirements The Contractor along with others shall carry out all statutory tests and trials, under the supervision of the Engineer, necessary for obtaining sanction of the competent authority for opening the system for public carriage of passengers.</p> <p>The Contractor shall, if required by the Employer, deliver to the Engineer or to his office, a return in detail, in such form and at such intervals as the Employer may prescribe, showing the number of labour employed in different categories by the Contractor on the Site.</p>		



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227	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	Clause 13.3 (Page 1103 of 1326)	13.3 2. Powers of modifications to contract: (A) The Consultant on behalf of the Maha Metro shall be entitled by order in writing to enlarge or extend, diminish or reduce the works or make any alterations in their design, character position, site, quantities, dimensions or in the method of their execution or in the combination and use of materials for the execution thereof or to order any additional work to be done or any works not to be done and the contractor will not be entitled, to any compensation for any increase/reduction in the quantities of work but will be paid only for the actual amount of work done and for approved materials supplied against a specific order.	Bidder understand that the Consultant in this para is referring to Engineer. Please confirm.	Understanding is correct
228				<p>Bidder requests that in case of new item, the rate should be mutually discussed and agreed between Employer, Engineer and Contractor.</p> <p>The Variation in quantity of individual items should be capped at +/- 20%. Any increase or decrease beyond this, the rates should be mutually discussed and agreed between Employer, Engineer and Contractor.</p>	Tender Condition Prevail

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229	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	Clause: 13.7 Adjustments for changes in cost (Price Variation) (Page 1109 of 1326)	Not Applicable	As the project tenure is around nearly 10 years (including CAMC). We request maha metro to re-consider this clause based on WPI Index of labour, steel, electronic, cables, fuel. Based on the same the the contract price-shall be adjusted quarterly.	Tender Condition Prevail
230				Bidder requests the Employer to retain the Price Variation/ Adjustment Clause in the Contract considering the continuing inflation costs and market fluctation.	



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				Accordingly, the Bidder further requests to propose a Price Adjustment formula.	
231	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	Clause 14.2.1 Mobilisation Advance (Page 1112 of 1326)	<p>14.2.1 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.</p> <p>(a) Mobilization Advance: Interest bearing Mobilization advance shall be 20% of original contract value payable in two instalments of 10% (Ten percent) in first instalment and 10% (Ten percent) in second instalment each in the currencies and proportions in which the Accepted Contract Amount is payable.</p>	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
232				Bidder requests that the Mobilization Advance should be Interest free. Therefore, Bidder request to modify the clause accordingly.	Tender Condition Prevail

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233	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	Clause 14.8 (Page 1115 of 1326)	Sub-clause 14.8 (Delayed Payment) of GCC is not applicable to this tender	Bidder understands that the Subclause 14.8 (Delayed payment) of GCC is applicable to this tender. Please confirm.	Tender Condition Prevail
234				No financing charges shall be payable due to delayed payment under Cl. 14.8 Request inclusion of financing charges for delayed payment as per RBI standard Rate of Interest	
235	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	Clause 19.2.4 (Page 1124 of 1326)	Add the following to the Sub Clause 19.2.4 Injury to persons and damage to property Upto INR 20 Lakhs per occurrence, with number of occurrences unlimited	Insurance can not be provided for unlimited amount. Therefore, Bidder requests to limit the occurrences.	Tender Condition Prevail
236	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	Clause 19.2.7 (Page 1124 of 1326)	Add the New Sub-clause 19.2.7 as below: Prime beneficiary of Insurance: Maharashtra Metro Rail Corporation Limited Contractor shall be "Insuring Party" Maha- Metro shall be "Other Party"	Bidder requests that beneficiary of Insurance shall be both Employer and Contractor. Please confirm.	Tender Condition Prevail
237	PART III: Conditions of the Contract and Contract Forms	Clause 22.6 (Page 1133 of 1326)	After Completion of 60 months of CAMC period, CAMC can be extended for further period of five more years at escalation rate of 05% per annum of "SECTION -	Considering the overall contract duration - 180 weeks+24 months DLP and CAMC of 60 months (almost 10.5 years), Bidder requests the Employer to	Tender Condition Prevail

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	Section IX: Particular Conditions of Contract		Comprehensive Annual Maintenance Contract (CAMC) Service" in Bid Total subject to mutual agreement.	consider revising this provision so that pricing for the extension period can be fixed at the time of extension based on mutually agreed rates instead of a fixed/ predefined escalation rate. "After Completion of 60 months of CAMC period, CAMC can be extended for further period of five more years at a rate mutually determined between the Employer and the Contractor."	
238	PART III: Conditions of the Contract and Contract Forms Section IX: Particular Conditions of Contract	Annexure-IX-E (Page 1152 of 1326)	PRICING MECHANISM FOR ADDITIONAL LINES/STATIONS/SECTIONS/DEPOTS/EQUIPMENTS Clause fixes unit rates, lump sum pro-rata pricing, spares/tools based on Employer-decided quantities, and restricts additional items. Escalation after last ROD tied only to CPI/PPI/IEEMA, subject to Employer review/acceptance of indices.	Request modification: (i) Allow mutual agreement on pricing for new/additional items not covered in Pricing Document. (ii) Escalation formula should be clearly defined and not subject to unilateral Employer acceptance. (iii) Pro-rata application on lump sum items may not reflect true costs— request flexibility for negotiated pricing. (iv) Escalation should also cover forex variation and customs duty impact, in addition to CPI/PPI/IEEMA. (v) Base Indices should be 28 days prior to Bid Submission date / LOA date	Tender Condition Prevail
239	PART III: Conditions of the Contract and Contract Forms Section VIII: General Conditions of Contract	Clause 1.15 (Page 863 of 1326)	The total liability of the Contractor to the Employer under or in connection with the Contract, other than: (i) under Sub-Clause 2.6 [Employer-Supplied Materials and Employer's Equipment]; (ii) under Sub-Clause 4.19 [Temporary Utilities]; (iii) under Sub-Clause 17.3 [Intellectual and Industrial Property Rights]; and (iv) under the first paragraph of Sub-Clause 17.4 [Indemnities by Contractor], shall not exceed the sum stated in the Contract Data or	Bidder requests to delete (i), (ii), (iii) & (iv) such that limitations of liability is capped at 100% the Accepted Contract Amount except in any case of fraud, gross negligence, deliberate default or reckless misconduct by the defaulting Party..	Tender Condition Prevail



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			(if a sum is not so stated) the Accepted Contract Amount		
240	PART III: Conditions of the Contract and Contract Forms Section VIII: General Conditions of Contract	15 (Page 932 of 1326)	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
241	PART III: Conditions of the Contract and Contract Forms Section VIII: General Conditions of Contract	15.5 (Page 935 of 1326)	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
242	General	-	General	Considering the long-term nature of this project and the high volatility in the prices of industrial inputs, a "Fixed Price" contract may lead to significant commercial risk for the Bidder and potential impact on service delivery. Standard practice in major Metro projects involves a Price Adjustment Clause to account for inflation in key cost drivers. We kindly request the Authority to incorporate a Price Variation Clause (PVC) using indices	Tender Condition Prevail

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				<p>published by the Reserve Bank of India (RBI) or other authorized government bodies.</p> <p>We propose the following formulas for Design-Build and CAMC phases to ensure transparency and equity:</p> <p>For Design-Build Phase: $P1 = P_o \times [a + b (L1/Lo) + c (S1/So) + d (C1/Co) + e (SC1/SCo) + f (F1/Fo)] - P_o$</p> <p>For CMC Phase: $P1 = P_o \times [a + b (L1/Lo) + d (C1/Co) + e (SC1/SCo) + f (F1/Fo)] - P_o$</p> <p>Where: "P1" is the adjustment amount payable to the Contractor "Po" is Contract Price (Base price) of Interim Payment Certificate under consideration "a" is a fixed coefficient representing the nonadjustable portion in contractual payments; "b", "c", "d", "e" and "f" are coefficients representing the estimated proportion of each cost element (Labour, Steel, Wires & Cables, Semi-Conductors and Fuel respectively) in the Facilities or sections thereof "L1", "S1", "C1", "SC1" and "F1" the applicable cost indices (labour, steel, Wires & Cables, Semi Conductors and fuel respectively) on the date of adjustment, determined from the Named / Published Source of Index "Lo", "So", "Co", "SCo" and "Fo" are the base cost indices (labour, steel, Wires & Cables, Semi Conductors and fuel</p>	



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				respectively) or reference prices corresponding to the above cost elements at the Base date, determined from the Named / Published Source of Index	
243	General	-	General	Payment terms subject to approvals without specified time limits. Request inclusion of maximum approval time (e.g., 21 days) to avoid payment delays.	Tender Condition Prevail
244	PART IV: Financial Bid & Bill of Quantities	A.3.4 (Page 1324 of 1326)	NMRP shall reimburse the 'taxes and duties' for the quantity as detailed above. The reimbursement of 'taxes and duties' actually paid shall be restricted to the amount of 'taxes and duties' applicable for the quantities actually supplied to the Employer calculated on pro-rata basis from the 'Taxes & Duties' for the Contract submitted by the Bidder in the 'Appendix to Bid Total' page of Pricing Document.	Bidder understand that the NMRP in this para is referring to Employer. Please confirm.	Yes
245	PART IV: Financial Bid & Bill of Quantities Section XII	Pricing Document, BOQ, Annexure-1, Cost Centre F (MS) (Page BOQ)	Pricing Document, BOQ, Annexure-1, Cost Centre F (MS) - Note: Contractor to furnish current price of the spares in the Bid	Bidder requests to modify this clause such that the Employer will buy the required Spares within 6 months before expiry of CAMC period.	Tender Condition Prevail

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



[Signature] 11/05/2026
Executive Director
(Procurement)
Maha Metro