

Pre-Qualification Queries & Response of IFP No:- MM3-CBS-AFC			16th February 2017	
Prequalification of Bidders for Design, Manufacture, Supply, Installation, Testing and Commissioning of Automatic Fare Collection (AFC) System				
Sl. No	Section / Clause / Page No.	PQ Clause Description	Applicant's Query	MMRC Response
1	ITA / 6 / ITA 6	Minutes of Pre-qualification	Request MMRC share the minutes of the pre-application meeting along with the presentation	Issue of formal Minutes of Pre application meeting is not applicable.
2	ITA / 14.2 / ITA 8	Number Copies of application	please clarify the number of copies to be submitted	Submission to be made as per ITA 14.2 at PDS-4
3	QCR / 4.2 (B)(A) / QCR-8	specific construction experience	Can MMRC confirm if the specialist subcontractors can bid with multiple consortiums /JV as subcontractors.	Yes, Subject to compliance of para 4.5 at ITA -5.
4	SOW/ 3 / SOW-6	Site and Other Data	What are the timeline for the metro line to go live. What is the timeline for the award of the AFC contract.	Timelines (planned): Phase-1 (AAREY-BKC) : September 2020 Phase-1 & 2 (AAREY-BKC-COLABA): February 2021 Award of AFC Contract : December 2017
5	ITA-5 / 4.5 / ITA 5	Eligible applicants	Can the applicant respond with multiple qualifying specialist subcontractors of the same nature of supply/service identified in Qcr-8 section 4.2(b) A,B for eg. As specialist subcontractor -1 (SC-1), specialist subcontractor -2 (SC-2) etc.	Yes, however as per para 4.2(b) A, B at QCR-7 specialist subcontractor(s) are permitted only for AFC Gates/TOMs/TVMs. Also, only one specialist sub-contractor for AFC gates/TOMs /TVMs (as the case may be) shall have to be finally engaged. As such, full requirements for eligibility to be satisfied by each of these specialist sub-contractors for AFC gates/TOMs /TVMs (as the case may be) .
6	Section III. Qualification Criteria and Requirements / 4.2 B / QCR-8	For the above or other contracts completed and under implementation as a prime contractor (single entity or JV member), management contractor or subcontractor between 1 January 2007 and application submission deadline, a minimum construction experience in the following key activities successfully completed A. To have a delivery (i.e. Design, Manufacture, Supply, Installation, Integration, Testing and Commissioning of Automatic Fare Collection System) for Metro Rail System (i.e. MRT, LRT, Suburban Railway or High Speed Railway) of not less than 220 AFC Gates, 100 TOMs (Ticket Office Machines), and 50 TVMs (Ticket Vending Machines) B.Out of the above, AFC systems with 100 AFC Gates, 50 TOMs and 25 TVMs shall have been commissioned and operating satisfactorily against more than one contract in at least one country other than the country of manufacture or in India and proven with continuous service for a minimum period of TWO (02) years starting from 01 January 2014	The experience of our specialised sub-contractors/manufacturers in supply of equipments like gates/TOM's/TVM's shall be considered for the qualifying requirement	As per "4.2(b) A,B" experience of Design, Manufacture, Supply, Installation, Integration, Testing & Commissioning of AFC Gates/TOMs/TVMs will only be considered.
7	ITA 6.1 / PDS/ITA 6.1 / ITA-6 (9/58), PDS-6.1 (17/58)	"The Employer will respond in writing to any request for clarification provided that such request is received no later than fourteen (14) days prior to the deadline for submission of Applications." "The Employer will respond in writing to any request for clarification provided that such request is received no later than twenty one (21) days prior to the deadline for submission of Applications."	Please confirm whether the clarification requests can be made up to 14 days (ITA-6) or 21 days (PDS 6.1) prior to the deadline for submission of applications.	Refer ITA 6.1 at PDS-3
8	Section III, QCR, 4.1, 4.2(a) / QCR-7 (25/58)	"Experience under Construction contracts in the role of prime contractor (single entity or JV member), subcontractor, or management contractor ⁽ⁱ⁾ for at least last Five (5) years, starting 1st January 2012." "A minimum number of One/Two/Three similar ⁽ⁱⁱ⁾ contracts that have been satisfactorily and substantially ⁽ⁱⁱⁱ⁾ completed as a prime contractor (single entity or a JV member) ^(iv) between 1st January 2007 and application submission deadline successfully completed."	To be consistent we presume that the timeframe for all of these qualifications will be based on 1st Jan 2007 to application submission deadline. Please confirm the same.	PQ condition prevails.
9	Section III, QCR,, 4.1, 4.2 / QCR-7	Reference to "Construction Experience"	We presume that "Construction Experience" does not reference actual "Construction", but experience in "Design, Manufacture, Supply, Installation, Testing and Commissioning of Automatic Fare Collection (AFC) Systems". Please confirm.	Clause 4.1: Experience under any construction contract may be referred. Clause 4.2: Please refer Notes for the Applicant, para (ii) at QCR-9 for the purpose of Specific Construction Experience. This includes experience in "Design, Manufacture, Supply, Installation, <u>Integration</u> , Testing and Commissioning of Automatic Fare Collection System".

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10	4.2(b) B / QCR-8 (26/58)	“Out of the above, AFC systems with 100 AFC Gates, 50 TOMs and 25 TVMs shall have been commissioned and operating satisfactorily against more than one contract in at least one country other than the country of manufacture or in India and proven with continuous service for a minimum period of TWO (02) years starting from 01st January 2014”	Should we interpret that last clause as “AFC systems with 100 AFC Gates, 50 TOM's and 25 TVMs against one contract in at least one country other than the country of manufacture or in India”. Also the clause “with continuous service for a minimum period of Two (02) years starting from 01 January 2014”, only provides for implementation in the last 3 years out of which 2 years of service is expected. Since AFC projects of this size have long implementation cycles, we ask that contracts implemented since 01 January 2010 with minimum of 2 years in service be allowed.	Please refer to Addendum 2 (Sr.2)
11	4.2(b) C / QCR-8 (26/58)	Experience in Intermodal Ticket Integration using security key arrangements for Contactless Smart Cards.	We assume that that “Intermodal” includes modes such as Metro Rail, Heavy Rail, Light Rail, Open Bus, BRT and Parking. Please confirm that Intermodal could include any and/or all of the above modes.	Please refer para 3 at SOW-3 for details
12	4.1 & 4.2 / QCR-7 (25/58)	General and Specific Experience	As a large multi-national with contracts in many countries, we have sometimes implemented AFC projects with local legal entities in the respective countries. The contracts are held by the local legal entities which are typically 100% subsidiaries of the Global Parent. Hence we request MMRCL to allow us to reference such projects and associated experience handled by the local legal entity as long as we submit relevant documentation to demonstrate that the local legal entity with the contract is a subsidiary of the parent or the bidding entity. Also in India, we would similarly like to use our local legal entity and hence ask that the Indian subsidiary of the common Global Parent be allowed to borrow project qualifications from similar subsidiaries in other countries, as long as both belong to the same Global Parent.	Not agreed. PQ condition prevails
13	Form EXP – 4.2(a) Form EXP – 4.2(b) / AF-16 (43/58) thru AF-19 (46/58)	Form EXP - 4.2(a) Specific Construction Experience: 1. Physical Size of required works items Form EXP - 4.2(b) Specific Construction Experience in Key Activities: 1. Total Quantity of Activity under the Contract	Request MMRC to please clarify what details are being requested and the difference in requirements between the 2 forms?	<u>Form-EXP 4.2 (a)</u> : To be filled up by the Applicant only, wherein Applicant's earlier experience as sub-contractor will not be considered. <u>Form-EXP 4.2 (b)</u> : To be filled up by the Applicant as well as the specialist sub-contractor(s) if any, separately. Moreover, Applicant's own experience as sub-contractor in other contracts if any, will also be considered. Moreover, it is to be filled separately for each key activity mentioned in “4.2(b) A”, “4.2(b) B” and “4.2(b) C”.
14	1.1.17 / SOW-2 (52/58)	“There may be a Comprehensive Annual Maintenance Contract (CAMC) also for AFC system, covering the Defect Liability Period (DLP) and beyond.”	Request MMRC to please specify the CAMC details and how would they both work in the overlapping period (if any) of DLP and CAMC?	Details will be provided in RFP.
15	Section VI, Scope of Works, 2.1.1 / SOW-3 (53/58)	“Fare Media – namely, a. Contactless smart token – single journey tickets for the purpose of undertaking single journey”	In our experience, we find that using Smart Tokens for single journey tickets causes additional operational processes that include collection, cleaning and re-circulation of these tokens. This creates additional costs both on the Capex (equipment in Gates, TVM's, TOM's etc.) as well as Operational costs to collect, clean and re-stock these tokens into TVM's. We recommend that MMRCL consider alternate lower cost, but equally effective, options for single journey tickets such as QR codes. These QR codes can easily be dispensed at TVM or TOM as printed codes that do not need to be collected back and recirculated. Also, these QR codes can easily be made available on Smart Phones via a Mobile App or Web application. This will enhance the customer experience greatly while lowering Capital and Operational costs for MMRCL. We will be happy to share with MMRCL (at an appropriate time) details on how the QR code option can be implemented in a secure fashion.	Noted. Details will be provided in RFP

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Sl. No	Section / Clause / Page No.	PQ Clause Description	Applicant's Query	MMRC Response
16	Section VI, Scope of Works, 2.1.6 / SOW-3 (53/58)	Ticket Vending Machine (TVM) - Passenger can purchase tickets, make balance enquiry or top up contactless stored value smart cards using valid cash or credit/debit cards of banks.	In our experience in India, we find that TVM's handling cash often are out of service, either because they are out of cash to dispense change or are jammed in the cash/coin acceptance part of the TVM. In the Indian operating conditions and considering the lower costs of human labor compared with having cash handled at TVM, we recommend that cash based transactions are only performed via a human interface at retail POS and TOM. This would both ease customer experience and lower Capex and Operational costs for MMRCL. The TVM can only be used for credit/debit based transactions and any auto-reload for smart cards and avoid the cash handling, which will significantly lower cost of the TVM and also increase availability of the TVM for customers who, in the current Indian context, are being forced towards "cashless" transactions. The TVM could also possibly support e-Wallet/UPI in addition to credit/debit.	Noted. Details will be provided in RFP.
17	Section I. Instructions to Applicants/4. Eligible Applicant all point / 7	Pre-qualification criteria	It is requested that an Indian subsidiary with majority shareholding by a AFC company that in turn fulfils the referred pre-qualification criteria, be considered as an Applicant / Prime Contractor for the purpose of application to the EOI instead of the parent AFC company. It is therefore also requested that the relevant documentary evidences of the parent company of the applicant may be allowed to be submitted to fulfil the referred criteria. Rationale: Given the complexity of the AFC project of MMRCL and to promote the "Make in India" agenda, we would like to setup a full-time business entity as subsidiary in India with majority shareholding to enable dedicated leadership, resource support and continuous communication established with our technology and management teams in our home country for the success of this project.	PQ Condition prevails
18	Section III. Qualification Criteria and Requirements / 3.2 Average Annual Turnover / 23	The minimum average annual Construction turnover of USD 11 Million calculated ⁽ⁱ⁾ as total certified payments received for contracts on progress and/or completed, within the last five years ending on 31st March 2016 for the countries where the financial year ending on 31st March Or ending 31st December 2015 for the countries where the financial year ending on 31st December.	a. Please confirm if the Average Annual Turnover as per the requirement of the referred clause could be computed as "Average of {Annual Turnover of year FYx= Receivables + Revenue - Debtors of FYx} for last five years ending March 2016/Dec 2016 b. Please confirm if the documentary evidence for the above criteria could be a auditor certificate along with the audited balance sheets.	a. Annual Construction Turnover to be taken for each Financial year to the Amount for which payment has been received including payment against unpaid bills of preceding Financial year. For computing Average Annual Turnover, Employer shall workout the values of Turnover in accordance with Note (i) on page QCR-6. b. For certification, please refer to Note on Form FIN 3.2
19	Section III. Qualification Criteria and Requirements / 4.2 (a) Specific Construction Experience / 25	A minimum number of One/Two/Three similar ⁽ⁱⁱ⁾ contracts that have been satisfactorily and substantially ⁽ⁱⁱⁱ⁾ completed as a prime contractor (single entity or a JV member) ^(iv) between 1st January 2007 and application submission deadline successfully completed.	Ref point (ii), Notes for the Applicant, Section III, PDF page 27 Query: It is requested that requirement of 22 Stations of ONE Contract as stated in the referred clause may be relaxed as more than 20 stations as it then becomes a general requirement of experience rather than an absolute number of 22 stations, which could be a vendor/project specific one.	PQ Condition prevails.

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20	Section III. Qualification Criteria and Requirements / 4.2 (b) Specific Construction Experience / 25	<p>For the above or other contracts completed and under implementation as a prime contractor (single entity or JV member), management contractor or subcontractor^(vi) between 1st January 2007 and application submission deadline, a minimum construction experience in the following key activities successfully completed^(vii)</p> <p>A. To have a delivery (i.e. Design, Manufacture, Supply, Installation, Integration, Testing and Commissioning of Automatic Fare Collection System) for Metro Rail System (i.e. MRT , LRT , Suburban Railway or High Speed Railway) of not less than 220 AFC Gates, 100 TOMs (Ticket Office Machines), and 50 TVMs (Ticket Vending Machines).</p> <p>B. Out of the above, AFC systems with 100 AFC Gates, 50 TOMs and 25 TVMs shall have been commissioned and operating satisfactorily against more than one contract in at least one country other than the country of manufacture or in India and proven with continuous service for a minimum period of TWO (02) years starting from 01st January 2014.</p>	<p>For the above or other contracts completed and under implementation as a prime contractor (single entity or JV member), management contractor or subcontractor^(vi) between 1st January 2007 and application submission deadline, a minimum construction experience in the following key activities successfully completed^(vii)</p> <p>A. To have a delivery (i.e. Design, Manufacture, Supply, Installation, Integration, Testing and Commissioning of Automatic Fare Collection System) for Metro Rail System or BRTS (i.e. MRT , LRT , Suburban Railway, High Speed Railway or BRTS) of not less than 220 AFC Gates, 100 TOMs (Ticket Office Machines), and 50 TVMs (Ticket Vending Machines)</p> <p>B. Out of the above, AFC systems with 100 AFC Gates, 50 TOMs and 25 TVMs shall have been commissioned or under commissioning with FAT approval in at least one country other than the country of manufacture or in India. The requirement that a project in a country outside home country of the applicant should be operational for two years again restricts the filed to few multinational companies that have been operating internationally for decades and does not give opportunity to new age companies with latest technology like our home country which have just forayed internationally. Hence please reconsider the requirement for operation to be also in the country of origin with at least 5 years minimum.</p> <p>C. Request addition of EMV based AFCS system implementation experience in place of 'out of home country' experience of the AFC vendor in light of the guidelines from MoUD to move to EMV compliant transit cards in India. (Reference NCMC.)</p>	<p>A. BRTS may be considered for clause 4.2 (b) only. Accordingly, please refer to Addendum 2 (Sr.1)</p> <p>B. Please refer to Addendum 2 (Sr.2)</p> <p>C. PQ Condition prevails.</p>
21	3.2 / Average Annual Turn Over	The minimum average annual Construction turnover of USD 11 Million calculated ⁽ⁱ⁾ as total certified payments received for contracts on progress and/or completed, within the last five years ending on 31st March 2016 for the countries where the financial year ending on 31st March Or ending 31st December 2015 for the countries where the financial year ending on 31st December.	Request to consider Average Annual Turn Over of immediate last 5 Financial Years completed. (Refer clause 4.1 as reference for applicable time period)	Please refer to Addendum 2 (Sr.3).
22	4.2b / Specific Construction Experience	<p>For the above or other contracts completed and under implementation as a prime contractor (single entity or JV member), management contractor or subcontractor^(vi) between 1st January 2007 and application submission deadline, a minimum construction experience in the following key activities successfully completed^(vii)</p> <p>A. To have a delivery (i.e. Design, Manufacture, Supply, Installation, Integration, Testing and Commissioning of Automatic Fare Collection System) for Metro Rail System (i.e. MRT , LRT , Suburban Railway or High Speed Railway) of not less than 220 AFC Gates, 100 TOMs (Ticket Office Machines), and 50 TVMs (Ticket Vending Machines)</p> <p>B. Out of the above, AFC systems with 100 AFC Gates, 50 TOMs and 25 TVMs shall have been commissioned and operating satisfactorily against more than one contract in at least one country other than the country of manufacture or in India and proven with continuous service for a minimum period of TWO (02) years starting from 01st January 2014</p>	<p>For the above or other contracts completed and under implementation as a prime contractor (single entity or JV member), management contractor or subcontractor^(vi) between 1st January 2007 and application submission deadline, a minimum construction experience in the following key activities successfully completed^(vii)</p> <p>A. To have a delivery (i.e. Design, Manufacture, Supply, Installation, Integration, Testing and Commissioning of Automatic Fare Collection System) for Metro Rail System or BRTS (i.e. MRT , LRT , Suburban Railway, High Speed Railway or BRTS) of not less than 220 AFC Gates, 100 TOMs (Ticket Office Machines), and 50 TVMs (Ticket Vending Machines)</p> <p>B. Out of the above, AFC systems with 100 AFC Gates, 50 TOMs and 25 TVMs shall have been commissioned or under commissioning with FAT approval in at least one country other than the country of manufacture or in India.</p> <p>C. Request addition of EMV based AFCS system implementation experience in place of 'out of home country' experience of the AFC vendor in light of the guidelines from MoUD to move to EMV compliant transit cards in India. (Reference NCMC.)</p>	Please refer to response to Query No. 20

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23	Section III QCR-8 4.2 (b) Specific Construction Experience	B. out of the above, AFC systems with 100 AFC Gates, 50 TOMs and 25 TVMs shall have been commissioned and operating satisfactorily against more than one contract in a least one country other than the country of manufacture or in India and proven with continuous service for a minimum period of TWO (02) years starting from 01 st January 2014	We would request you to ease this clause and waive the number of AFC system (requested below), contract length of continuous service to one year and include foregoing or experience in India and So our kind request is to amend this clause as below. << Out of the above, AFC systems with 90 AFC Gates, 30 TOMs and 25 TVMs shall have been commissioned and operating satisfactorily against one contract in at least one country other than the country of manufacture and proven with continuous service for a minimum period of one (01) year starting from 01st January 2014 >>	PQ Condition Prevails. Please also refer to Addendum 2 (Sr.2)
24	Instruction to Applicants/Clause 4.1b / Page PDS-2		This provision requires us to be a Foreign Company registered under relevant legislation in its country of origin and having permission to carry out business in India. Can you clarify which government entity provides this permission to carry out business in India, and if there are rules/regulations which we can refer to.	Applicant details required as mentioned in Form ELI-1.1 and ELI-1.2.
25	Average Annual Turnover (Page QCR-5) / clause 3.2 and General Construction Experience (Page QCR-7) / Clause 4.1		This clause mentioned refer to construction turnover and construction contracts respectively. Can you please confirm that Railway systems turnover and contracts are considered construction experience?	Clause 3.2 : Railway System Construction Experience will be considered while working out minimum average annual construction Turnover. Clause 4.1 : Railway System Construction contracts will be considered in General construction Experience.
26	Section III. Qualification Criteria and Requirements / 4.2 (b) Specific Construction Experience /B/ 25	B. Out of the above, AFC systems with 100 AFC Gates, 50 TOMs and 25 TVMs shall have been commissioned and operating satisfactorily against more than one contract in at least one country other than the country of manufacture or in India and proven with continuous service for a minimum period of TWO (02) years starting from 01st January 2014.	We observed that as per clause 4.2b, specific construction experience, point B (page QCR 8), "the bidders are supposed submit the credential of commissioning & satisfactory operation of AFC systems with 100 AFC Gates, 50 TOM's and 25 TVM's in more than one contract in the country other than the country of manufacturer with continuous service for a minimum period of TWO years starting from 1st January 2014". We wish to inform you that the time specified for meeting this criteria is that "the bidder should have commissioned projects with above equipment quantities during 2014 and the same should have been in satisfactory operation for 2 years after that". We wish to bring your kind attention that the above criteria is very uncommon resulting limited competition or no competition for this opportunity. Hence we request you to kindly modify the above criteria by relaxing the starting time from 1st January 2007 onwards or reducing the number of years of operation to 1 year.	Refer response to Query no. 10. Please refer to Addendum 2 (Sr.2)
27	QCR / 4.2 (b) / QCR-8	Specific construction experience	Is it possible that the same subcontractor, supporting key areas references, works and participates on the prequalification and the bid with 2 consortiums?	Refer response to Query no. 3