

**TENDER FOR IMPLEMENTATION OF OPRS PROJECT - REPLIES TO QUERIES RECEIVED FROM INTENDING BIDDERS**

Sl. No	RFP Reference	Content of RFP requiring clarification	Point of clarification required	Reply
1	Vol-1, SCOPE OF THE PROJECT, Page 2	Migration of data from the existing OPRS application to the new application	Migrating of Master Data(Coaches, Depots, Agents, Services etc) and Future Bookings data is understood very well. Do we need to migrate the Past travel date transactions data? If Yes, for how many months data to be migrated & how will that data be used - is it for historical reporting purposes or any other purpose?	Please refer clause 9.8(d), Vol-2. All data from February, 2012 should be migrated. All data from 02.06.2014 should be available in the Live System.  The data will be used for analysis and reporting.
2	Vol-1, SCOPE OF THE PROJECT, Page 3	i)The hardware sizing, connectivity, and application should be so designed to support 5,000 concurrent users.	Our system is designed for Horizontal Scalability and it perfectly scales without any downtime on the Cloud data centers such as Amazon Web Services. <b>Is this 5000 concurrent users per second or 5000 logged in users at any given time?</b>	5000 users at any given point of time.
3	Vol-1, 7. ELIGIBILITY CRITERIA FOR BIDDERS. Page 4	e) The bidder should have an average turnover of Rs.20 Crores in the last three years. Audited Financial Statements have to be submitted for the last three financial years (2014-15, 2015-16 & 2016-17) along with the tender	<b>Request you to amend this clause to Average turnover of 10 Cr in last 3 years or Average turnover of 15 Cr in last 2 years</b>	Not agreed

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4	Vol-1, Technical Evaluation - Factors of assessment, Page 11	5. The system should support booking of luggage and parcel at Bus Stations and franchisee counters in respect of accompanied or unaccompanied baggage.	Is this luggage booking is for a specific Scheduled Service for the same date of travel? Is the luggage booking needs any future service allotment and delivery tracking functionality? Can you give more details on all the use cases?	Booking should be from a given place to a given place and for any date. The luggage will be sent in any available service operating between the two places. Facility should be available in the software to enter the details of the service and track it till it is delivered.
5	Vol-2, 7.10 Scalability:, Page 13	A cloud computing architecture (Private cloud only) may also be examined for its adaptability and needs of the OPRS project.	Yes! VPC architecture on AWS Data Centers will be the best approach. <b>We request you to allow using AWS Data Center with Virtual Private Cloud infrastructure/architecture.</b>	Not agreed.

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6	Vol-2, 7.10 Scalability:, Page 13	OPRS will be utilized across all the Bus Stations of the Corporation and in Bus Stations in neighbouring States, apart from ATB Agents, B2B Agents, B2C Franchisees and online users. To be able to cater to all this load, it is a mandate requirement that the OPRS should be scalable at modular level. The System should scale to about 25,000 services and a minimum of 5000 concurrent users. The recommended products proven in the field to scale well in order to meet large enterprise requirements have to be used. Key components such as servers, application servers and network etc., should be of modular design to ensure scalability of the system. Major scalability may be required for Application and Database servers, but independent study may be taken for proper assessment.	This scalability & reliability with high security is achieved using the Cloud Data Centers such as Amazon Web Services and VPC architectures with highest availability and DR. There is no reason to reinvent the wheel building a data center of that nature. <b>Request to amend: Usage of the AWS data centers.</b> All the SLAs and Date Security can all be met without any issues.	Not agreed.
7	Vol-2, 9.10 List of Deliverables, Page 22	Malicious Code Certificate : To be furnished by the successful bidder before final acceptance of the system.	Is there any authority who certifies for Malicious Code Certificate? Share more details!	The certificate is to be given by the successful bidder stating that the application is free from malicious code.

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8	Vol-2, 9.12.7, Pg. 24	Facility should be provided for giving Redeem points/ Reward points.	How to calculate the reward points on what basis and how to redeem	Based on the number of bookings made with payment through the wallet. The actual calculation will be informed at the time of SRS.
9	Vol-2, 9.12.9, Pg. 24	Currently App based ticketing is available for Vajra Services. Passenger App facilitates the passengers to locate nearby boarding points on Map, select boarding and alighting points on map, book tickets for Vajra Services, cancel tickets and track the service on Map on their date of journey etc.	Does it mean that the passenger current location has to be selected for boarding and dropping points on the maps	The current passenger location should be captured by the System based on the GPS coordinates. The boarding points which are near to the current location of the passenger should then be displayed. The dropping point can be selected by the passenger either from a list box or directly on the map.
10	Vol-2, 9.12.10, Pg. 25	The successful bidder shall create and maintain an App for operation of AC mini buses in Hyderabad City (Bus Aggregator).	What details need to be captured as of app dev for mini buses within Hyd city	The boarding and dropping points, pickup time.

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11	Vol-2, 9.12.11, Pg. 25	Shall have a provision for Call Centre to book tickets for failure transactions.	What would be the scenario of call centre team like how the booking will be handled for failed txs? IF FAILED THROU E WALLET WHAT NEED TO BE DONE	<p>A Call Centre will be operated by TSRTC. The system should have a facility to pop up details of failed transactions. The call centre personnel will call the passengers, obtain their preference for travel and book seats against the amount received from the failed transaction. The System should have necessary provision for this.</p> <p>Necessary provision should be available in the system to ensure that there are no failures in the case of E-wallet payments since there is no external interface (payment gateway) required in this case.</p>

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12	Vol-2, 9.12.15, Pg. 25	The system shall be integrated with Vehicle Tracking & Passenger Information System module to enable the users to see ETA & position of buses. The details shall be available on the OPRS portal as well as the Mobile Apps. The integration shall be carried out with the existing vendor and with all future vendors, as and when required.	Does it need to be integrated with existing vendor if yes will they provide the API	It needs to be integrated with the existing as well as with future vendors. The API will be provided by the vendor.
13	Pg. 9.12.25, Pg. 26	Facility to capture Passenger information such as name, gender, age, GSTIN, Nationality & Passport number in case of foreigners etc., and to deduce patterns on travels related to frequency and branded services.	Does passenger will have GSTIN and it should be a mandatory field What is deduce patterns on travels related to frequency and branded services.	It should not be a mandatory field. Only passengers who would be travelling on official duty may desire to give the GSTIN of their organization to claim input tax credit.  Necessary reports should be provided to get the travel patterns of the passenger, i.e., the types of services, the origin & destination, number of times travelled in a month/week etc.

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14	Vol-2, 9.38, Pg. 30	Automatic refunds should be implemented.	How it should be processed	In case of service cancellations, for e-ticket passengers, the total fare should automatically be refunded through the payment gateway. In the case of e-wallet bookings, the wallet amount should be topped up accordingly.