

**Sub: Request for Proposal for Selection of Concessionaire for Design, Development, Implementation, Operation and Maintenance of Parking Guidance and Management Solution for on street, off street and indoor Parking Spaces in NDMC area on PPP model**

Replies of queries raised by the perspective Applicants for the pre-bid meeting held on 17-11-16 at 11:00 AM:-

**Last date of Submission of bids has been extended upto 03.00 pm on 20.12.2016.**

S. No.	Clause	Query raised by Participants	Description of Query	Reply of NDMC
1.	Sec-3.4 (i)	<b>Keltron</b>	Please clarify Ultrasonic Sensors can also be used.	No Change from RFP
2.	Sec-3.9.2.2 (vi)		Please clarify why support for Symbain and Blackberry is needed. These Mobile OS are currently out dated and are not being used any one and are not supported also. Most of the payment gateways does not support open platform designs.	Clause 3.9.2.2 (v) will read as: “Operating System (OS) should be independent and available on all major OS platforms including iOS, Android, Windows”.
3.	Sec-3.7.17		Whatsapp is not built to address public grievances. It is an online socializing and chatting platform. The support system should be a robust, live and a traceable one. The support system should also include live chat from the app with the corresponding support personal to which, the ticket is assigned. Hence complaint redressal system shall be developed for this application.	Clause 3.7.17 will read as: “For any complaint registration by users, provisions shall be made by the concessionaire in Mobile App and web portal for any complaints/ suggestions/ feedback with regards to parking. The same shall be monitored by the concessionaire and adequate responses shall be delivered to citizens within 48 hours. The Concessionaire shall provide a weekly report to the Secretary, NDMC every Monday on the number of complaints received during the previous week (Monday to Sunday) and the number of replies furnished by it to the complainants alongwith number of complaints on which no response has been made by the concessionaire.”
4.	Sec-3.7.18		This clause will have no relevance, because weekly reports will be sent from server.	Clause 3.7.18 will read as:

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				“Failure to comply with the above requirements as mentioned in section 3.7.17 will result in a fine of Rs.500/- per complaint. Weekly reports shall be e-mailed by the concessionaire to NDMC at: secretary@ndmc.gov.in”
5.	Sec-3.7. 9		Please clarify whether UPS to be provided for all hardware (equipment, devices etc) in both indoor and outdoor parking slots.	The Concessionaire has to meet the SLA requirement for which he has to install UPS as per requirements.
6.	Sec-3.9.1.3,g(ii)		Normally Battery operated sensors are used for outdoor parking slots. For indoor, AC powered sensors are generally used. Please clarify that UPS powered indoors sensors can be used for indoor parking slots.	The clause 3.9.1.3(g)(ii) will read as:  “ii. Shall be battery/ UPS powered and shall communicate wirelessly or through Ethernet protocol RS 485.”
7.	Sec-3.9.4		NFC is a failed technology because of its short range and un reliability. It creates problems/errors when external disturbances are there while card is being read. This may cause inconvenience to users.	<b>Clause 3.9.4 will read as:</b>  <b>“Provision for Smart Card (NFC enabled/ QR coded/ touch based Prepaid Smart Card)</b> I. Along with the paper ticket, the Concessionaire shall propose a cost effective smart payment solution to include NFC enabled/ QR coded/ touch based Prepaid Smart Card system for all users and those users opting for monthly reserved parking passes. II. The NFC enabled/ QR coded/ touch based Prepaid smart card reader would be available at all Pay Stations and would automatically deduct the applicable parking charges. III. NFC enabled/ QR coded/ touch based prepaid smart card solution should be integrated with all relevant parking related information and payments back and forth with the Central Control

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				Centre.”
8.	Sec-3.12		Camera based identification is not very effective for two wheeler parking guidance and it is not implemented anywhere in the work for two wheelers.	Opening statement of the clause 3.12.1 and clause 3.12.1(iii) will read as:  “The Concessionaire shall also provide camera-based quantification for counting number of two-wheelers at two wheeler parking lots shall be implemented. The camera having features for quantifying two wheelers will be installed by the Concessionaire. The online updation shall be available at the central server, CCC of NDMC and Mobile App: (i) ... (ii) ... (iii) Shall support all weather operations – day/ night with reliable detection of quantification of two wheelers better than 80% (clear weather 90% reliability); ...”.
9.	Sec-5.2.3(2)	<b>Konnect UV</b>	We request you change it to one of the member should be in operation for a period of at least 3 years in India instead of lead bidder to accommodate start ups who can deliver this project.	No change from RFP.
10.	Sec-5.2.3(3)		We request you change it to one of the member should be in operation for a period of at least 3 years in India instead of lead bidder to accommodate start UPS who can deliver this project, also experience of Automated fare collection system and Metro Entry/Exit Management should also be counted.	No change from RFP.
11.	Sec-5.2.3(4)Net worth		We request you change it to one of the member should be in operation for a period of at least 3	No change from RFP.

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			years in India instead of lead bidder to accommodate start ups who can deliver this project.	
12.	5.2.3.Solvancy		We request you change it to one of the member should be in operation for a period of at least 3 years in India instead of lead bidder to accommodate start ups who can deliver this project.	No change from RFP.
13.	1.2(i)		We request to please consider added Video analytics based intelligent parking for the open parking as an option with same SLAs as sensors. This would be more cost effective and more reliable than sensor based parking as there may be a need to shift/rebuild open parking and video Analytics based CCTV Parking system can be moved easily to any location.	No change from RFP.
	3.2(3.2.2)			
	3.2(3.2.3)			
	3.9(3.9.1)			
14.	3.9(3.9.1.2)			
15.	3.9(3.9.13-b)		This could be done using ANPR, this would mitigate the chances of human error and wherever it can't be captured by ANPR, it can be done manually or via centralized team monitoring exceptions generated by ANPR. This would help improve customer experience and reduce time consumed at the entry/exit.	No Change from RFP.
16.	3.10(3.10.1)		Additional options suggested : vi. Shall be able to integrate with other NDMC services to manage Traffic, Disaster, Security etc. vii. Shall be able to collect data from all sorts of IOT sensors continuously, n monitors the data real time and corresponds immediately when an abnormality occurs. Viii. Deliver effective information to Police or	No change from RFP. However, applicant is free to offer any numbers of additional features but the minimum specifications defined in RFP have to be complied with.

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			NDMC in case of an emergency or whenever there is a breach.	
17.	5.3.2(1) Financial capability		We request you change it to one of the member should be in operation for a period of at least 3 years in India instead of lead bidder to accommodate start ups who can deliver this project, also experience of Automated fare collection system and Metro Entry/Exit Management should also be counted	No Change from RFP.
18.	5.3.2(a) experience		We request to add the experience of Automated Fare collection system or turnstiles at metro stations for more than 500 Entry/Exit Gates.	No Change from RFP.
19.	5.3.2(b) experience		We request you to add the experience of implementation/management/operation of centralised command and control system for large public utilities during the last 7 years and implementation /management /operation of video surveillance and solutions with intelligent video analytics for large projects as CCC and Video surveillance are key components of the solution. We also request to count international experience for such deployments.	No Change from RFP.
20.	5.3.2(d)experience		We request you to add the experience of managing real time data centres or on cloud for system management system of at least 5 different locations.	No Change from RFP.
21.	5.3.2(3)		We request you to please consider the experience of mobile app/web portal for payment of various other services.	No Change from RFP.
22.	Sec-3.4,(i)	<b>Marushika Technology Advisors Pvt. Ltd.</b>	Please clarify Ultrasonic sensors can also be used.	Refer reply at S. No. 1 above.
23.	Sec 3.9.2.2(vi)		Please clarify why support for symbian and	Refer reply at S. No. 2 above.

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			Blackberry is needed. These Mobile OS are currently out dated and are not being used any one and are not supported also. Most of the Payment gateways do not support open platform designs.	
24.	Sec-3.7.17		Whatsapp is not built to address public grievances. It is an online socializing and chatting platform. The support system should be a robust, live and a traceable one. The support system should also include live chat from the app with the corresponding support personal to which, the ticket is assigned. Hence complaint redressal system shall be developed for this application.	Refer reply at S. No. 3 above.
25.	Sec-3.7.18		This clause will have no relevance, because weekly reports will be sent from server.	Refer reply at S. No. 4 above.
26.	Sec-3.7.9		Please clarify whether UPS to be provided for all hardware (equipment, devices etc) in both indoor and outdoor parking slots.	Refer reply at S. No. 5 above.
27.	Sec-3.9.1.3,g(ii)		Normally Battery operated sensors are used for outdoor parking slots. For indoor, AC powered sensors are generally used. Please clarify that UPS powered indoors sensors can be used for indoor parking slots.	Refer reply at S. No. 6 above.
28.	Sec-3.9.4		NFC is a failed technology because of its short range and un reliability. It creates problems/errors when external disturbances are there while card is being read. This may cause inconvenience to users.	Refer reply at S. No. 7 above.
29.	Sec-3.12		Camera based identification is not very effective for two wheeler parking guidance and it is not implemented anywhere in the work for two wheelers.	Refer reply at S. No. 8 above.

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30.	Sec-3.2.3	<b>Fourth Dimension Solutions</b>	It is mentioned in 3.9.1.3 section f(ii) that any sensor could be used. Hence please clarify that any type of sensor can be used as long as it meets the requirements.	Clause no. 3.9.1.3(f)(ii) will read as:  “Sensors would be magnetic-cum-optical or magnetic-cum-IR sensors which can be fixed on road surface/ parking pavement”.
31.	Sec-3.9.2.2 v		Please clarify whether we can use native code for all types of Mobile OS platforms. This will give control over the immediate up dates and efficient management of bugs.	Refer reply at S. No. 2 above.
32.	Sec-3.9.2.2 V		Please clarify why support for Blackberry and symbian is required.	Refer reply at S. No. 2 above.
33.	Sec-3.7.17		Please clarify why whatsapp, which is another social media tool shall be supported for grievances. We suggest to re phrase this clause as “Effective grievances support system shall be supported by parking guidance system with proper tracking features including chatting feature.	Refer reply at S. No. 3 above.
34.	Sec-3.9.1.3 g.ii		LEDS deployed alongwith sensors cannot be powered with battery for longer duration, because they consume continuous as well lot of power. Any battery powered sensor integrated with LED cannot work for more than 6-7 days on an average. This will reduce efficiency. As per clause 3.7.9, UPS shall be used for all Hardware and devices.	Refer reply at S. No. 6 above.
35.	Sec-3.9.4		Kindly rephrase this requirement and add QR codes cards as well for achieving this prepaid functionality.	Refer reply at S. No. 7 above.
36.	Sec-3.12.1		Please clarify why camera based solution is needed for two wheeler parking ? What is the	Refer reply at S. No. 8 above.

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			functionality we wish to derive out of this. It is not effective due to non standard number plating for two wheelers and thus found limited acceptability. We request you to rephrase this clause as “effective technologies shall be used for two wheeler parking guidance.	
37.	Sec-3.4 xiv		Please clarify why do such analytics based on vehicle type, unless there is a proposal to reserve the spaces exclusively by the type of vehicles.	Clause 3.4. (xiv) will read as:  “Using the data generated through the parking solution software for analytics purposes, such as time based (hourly/ daily/weekly/monthly/ annually) trends, area specific trends, vehicle (car, two wheeler etc.) specific trends, usage and vacancy periods, parking demand etc. for the purpose of better management of parking.”
38.	Sec-3.9.10		Please clarify whether we can use ANPR to achieve the functional requirements.	No change from RFP.
39.	Sec-3.9.14 xv		Please clarify why do we need to control brightness. LED lights and displays shall be clearly visible from far distance also.	Clause 3.9.14 (xv) will read as:  “LED lights and display shall be visible from a distance of atleast 50 meter in direct line of sight”.
40.	Sec-3.9.13 (i) (III)		Please clarify whether concessionaire can monetise the VMDs to generate additional revenue or VMDs shall be used only for parking guidance.	VMD’s shall be used only for parking guidance, traffic management and any other purpose of NDMC. No advertisement of any type will be allowed by the concessionaire on VMD’s.
41.	Sec-3.9.6 (ii)		Who will fund the discount?	<b>Clause 3.8.10 will read as:</b>  “A discount of five percent (5%) shall be entitled to all users for payment through pre-paid cards, e-wallets, payment gateways, debit cards, credit cards, net-



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				<p>banking, etc. No discount will be provided in case of cash payment.”</p> <p>Clause 3.9.6(ii) will read as:  “For bookings through Mobile App or Smart online web-based portal application, payment will be made using e-Wallet, pre-paid cards, net banking, credit card, debit card, etc.</p> <p>A discount of five percent (5%) shall be entitled to all users for payment through pre-paid cards, e-wallets, payment gateways, etc. No discount will be provided in case of cash payment.</p> <p>The following will be deducted from the total revenue for the purpose of calculation of Gross Revenue (=total revenue – following deductions):</p> <ul style="list-style-type: none"> <li>(i) service taxes, including any modification done due to implementation of the GST.</li> <li>(ii) 5% discount offered to the users for payment through pre-paid cards, e-wallets, payment gateways, etc.</li> <li>(iii) service charges to be paid to bank or e-wallet gateway etc. for bookings made through Mobile App or Smart online web-based portal application.”</li> </ul>
42.	Sec-3.7.20		--	No comments.
43.	Sec-3.8.1		We understand that maximum parking rate and minimum revenue share has already been indicated in RFP but there is no indication on estimated revenue generation. Would request you share the same and also share last 3 year historical revenue figures.	The Applicants are expected to carry out their own surveys and other detailed examination of the Project before submitting their Bids.

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44.	Sec-3.8.1		As this whole project is based on estimation and successful bidder is required to quote the highest possible revenue share to NDMC it would be appropriate to delete minimum revenue of 1 Cr.	No change from RFP.  Minimum concession fee has been revised from Rs. One Crore to Rs .Seventy Five lakh per month.
45.		<b>CPS</b>	<p>Tenure of the contract is given as 7 years inclusive of 6 months implementation. The project implementation 6 months shall not suffice considering the scope which involves technology implementation in every slot. Design engineering, approval, procurement, transit, cabling, installation and commissioning would take 8 to 9 months and to get it stabilize another 3 months.</p> <p>We request you to provide 8 years inclusive for implementation and stabilization (I&amp;S) and consider 50% percent concession fee for first 1 year I&amp;S stage because more work force will required at this stage, no complete technology and more expenses will be incurred.</p>	<p>(i) The total Concession period shall be seven (7) years from the date of signing of the agreement.</p> <p>(ii) Implementation period may be read as 8 months instead of 6 months.</p> <p>(iii) Minimum concession fee during implementation period of 8 months will be Rs .Seventy five lakh per month.</p>
46.			The tender says equipment shall be transferred in case of concession period or termination. There is a huge investment involved so this clause to reconsidered. Equipment shall be bought by the NDMC based on book value or concessionaire shall remove the equipment as well. Since the penalty also imposed so concessionaire should be allowed to take back the equipment's.	No change from RFP.
47.			There is the contradictory in the clause of Command Center: It is said as third party shall implement the command center and it is also	No change from RFP.  Clause 3.7.36 provides that:

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			mentioned in concessionaire scope.	<p>“The Concessionaire will provide necessary support, data and other required information for integration of smart parking solution with Central Command and Control Centre of NDMC, as and when such Command and Control Centre will be set-up by the NDMC by itself or through any other concessionaire”.</p> <p>This Command &amp; Control Centre will be the single centre for managing all NDMC services. Whereas the concessionaire has to create the Central Control Centre for parking as per clause 3.10 under this RFP.</p>
48.			For every online payment 10% discount can be given as promotional activity with the time limit of one to three month. For complete term will reduce the revenue. Over a period online and payment gate way would increase.	<p>Clause 3.9.6 (ii) will read as:  “For bookings through Mobile App or Smart online web-based portal application, payment will be made using e-Wallet, pre-paid cards, net banking, credit card, debit card, etc.</p> <p>A discount of five percent (5%) shall be entitled to all users for payment through pre-paid cards, e-wallets, payment gateways, etc. No discount will be provided in case of cash payment.</p> <p>The following will be deducted from the total revenue for the purpose of calculation of Gross Revenue (=total revenue – following deductions):</p> <ul style="list-style-type: none"> <li>(i) service taxes, including any modification done due to implementation of the GST.</li> <li>(ii) 5% discount offered to the users for payment through pre-paid cards, e-wallets, payment gateways, etc.</li> <li>(iii) service charges to be paid to bank or e-wallet gateway etc. for bookings made through Mobile</li> </ul>

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				<p>App or Smart online web-based portal application.”</p> <p>Clause 3.8.1 will read as:</p> <p>“The applicant shall quote the ‘Concession Fee’ as percentage of Gross Revenue earned which will be provided to NDMC and in the prescribed format given at Annexure 5. The Concessionaire would pay to NDMC every month the Concession Fee as quoted above throughout the concession period based on the parking rates mentioned at Annexure-3, subject to minimum concession fee as Rs.75,00,000/- (Rupees Seventy Five Lakh only) per month from the date of handing over of parking lots.</p> <p>For the purpose of this clause Gross Revenue means:  Gross Revenue = (Total Revenue) - (service taxes as applicable) – (5% discount given to the users for payment through pre-paid cards, e-wallets, payment gateways, etc., except cash payments) – (service charges to be paid to bank or e-wallet gateway etc. for bookings made through Mobile App or Smart online web-based portal application).”</p>
49.			<p>With reference to the minimum wages and subsequent to the minimum tariff increase, kindly note minimum wages shall be increased twice every year. It won't viable to increase parking fee every 6 months / one year. However increment value shall be only of RS 2 or Rs 3 which will be difficult to managing the change</p>	<p>No change from RFP.</p>

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			We suggest if it can consider Rs. 5 for 2w and Rs. 10 for 4w every two years once will be easy to handle the operations. The same needs to be considered for pass cards as well	
50.			In case of increase in parking fee Clause 3.8.3 – request sharing on incremental revenue have to be reconsidered. 90% is too high – apart from salary, inflation on other components to be considered.	No change from RFP.
51.			Based on the above considerations if in case of tariff increase concession fee will remain same or <b>clause 3.8.3</b> will be applicable. Its contradictory kindly confirm	In case of increase in parking fee/charges as per Annexure-3 due to increase in minimum wages then clause 3.8.3 will not be applicable.  For any increase in parking fee/charges other than increase in minimum wages, Clause 3.8.3 will apply.
52.			Performance bank Guarantee can be reduced to 2 Cr, termination allows 2 months so we assume 2 months security. Kindly consider the same also concessionaire has to invest a huge cost in Capex of Parking Automation	No change from RFP.
53.			On Street limited Parking – Are these parking slots are already included or shall be added in future.	On Street limited Parking slots will be identified and added in future.
54.			There are multiple location where only office parking demand is required how to deal with that else there will be big impact on the parking collection	No change from RFP.
55.			Within 1 Month of date of handing over of	In clause 3.5.1(b)(i), '30 days' will be read as 'two

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			parking lots there centralized online payment system. The infrastructure can be made ready but this will not be connected unless all the parking lots are implemented with systems and online.	months'. (clause 3.5.1(b)(ii) will read as "Within eight months from the date of signing of agreement, complete smart parking solution is to be implemented and operationalize as per scope defined in this RFP document. Milestones for the implementation are as under ( from the date of signing of agreement). (a) Smart Parking solution as per RFP (all hardware & software) for 1/4 <sup>th</sup> ECS to be completed within 3 months. (b) Smart Parking solution as per RFP (all hardware & software) for next 1/4 <sup>th</sup> ECS to be completed within 4 and half months. (c) Smart Parking solution as per RFP (all hardware & software) for next 1/4 <sup>th</sup> ECS to be completed within six months. (d) Smart Parking solution as per RFP (all hardware & software) for 100% ECS to be completed within eight months. SLA w.r.t completion of work as provided in clause 9.11.1 will be applicable in case of failure to complete the above mentioned timelines or completion of work before the above mentioned timelines. In table under clause 9.1.1, "six months" will be read as "eight months"
56.			When we capture number plate at entry and exit. Manual entry of numbers should be avoided to ease the traffic.	The concessionaire can either enter numbers manually or can use ANPR solution.
57.			For free NDMC pass Concessionaire will provide free RFID Pass card instead of stickers to have actual number of transactions and avoid misuse of the same. The numbers needs to be	In clause 3.7.20, the 'blank space' will read as '500 (free RFID passes or stickers)'. '

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			specified as earlier to account the same while we work on the cost.	
58.			If in case of decrease which needs to be worked out based on pro rata. Upto 20% is a big percentage which will make huge difference overall.	No change from RFP.
59.			Request the electricity charges provided to the concessionaire at no cost.	No change from RFP.
60.			The number of Auto pay station / parking meters should be minimum 1 per parking lot or every 30 as per norms. Since there is no other mode for on street this becomes mandatory.	Refer clause 3.9.1.3 (d). The minimum numbers of Auto pay station is 15. However, concessionaire is free to use more number of Auto pay station.
61.			Bank solvency certificate for 4.80 Cr. request to avoid the same due to high value. Alternate can be net worth certificate and CA certificate are provided.	In column 'Specific Requirement' in table of Clause 5.2.3, entry at S. No. 5 will read as:  "The Applicant or lead member (in case of consortium) shall have bank Solvency certificate of not less than Rs.4.80 Crores (certificate issued within last six months from the date of issue of this RFP document will be considered for this purpose) or shall have Net Worth of Rs 4.80 crores (atleast) for the year 2015-16."  In column 'Documents Required' in table of Clause 5.2.3, entry at S. No. 5 will read as: "Certificate from Bank in case of Solvency Certificate, or Certificate from the Statutory Auditor on net worth details in case of Net Worth."
62.			How the traffic enforcement will take place, will there be a traffic police with the truck.	Refer clause 3.9.7.1 & 3.9.7.2
63.			The tow truck of 3 would be lesser minimum of 6 would require in initial stage over a period this shall be reduced to 3 at the end of 1 or 2 years	Clause 3.9.7.1 will read as: "The Concessionaire shall deploy Intelligent Tow Truck (as per requirement, subject to a minimum of <del>three</del> four numbers) as mentioned in Section 3.9.8.5

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				for towing of illegally parked vehicles, in the area defined in this RFP and shall be accompanied by NDMC/Delhi Traffic police personnel. The Concessionaire will tow vehicles parked in an unauthorized manner to the nearby parking space which is less utilized or at space designated for this purpose by the NDMC. NDMC/Delhi Traffic Police will charge penalty as well as towing charges from the owner of the vehicle. The towing charges for each vehicle will be handed over to the Concessionaire as defined in Clause-3.8.8. Initially the numbers of Tow trucks required will be more”.
64.			EMD value looks little high, request to reduce the same.	No change from RFP.
		<b>ABC OUT MEDIA</b>		
65.		As per your clause no.5.3.2(1) Financial capability. In this point, we request you to calculate scoring of it according to below mentioned formula :- If, Average annual turnover is 2.5 cr. then marks should be 12. If, Average annual turnover is 5Cr. then marks should be 20.		In column ‘Specific Requirement’ in table of Clause 5.2.3, entry at S. No. 3 will read as:  “The Applicant or lead member (in case of consortium) shall have an average annual turnover of at least INR 3.00 crores in last 3 Financial Year (2013-14, 2014-15, 2015-16) from (i) management/ operation of Parking; or (ii) Parking integration system; or (iii) management/ operation of automated Toll Management System.”  In column ‘Technical Evaluation Parameter’ in table of Clause 5.3.2, entry at S. No. 1 will read as: “Average Annual turnover of Applicant/ Lead Member (in case of consortium) from last three financial years (FY 2013-14, 2014-2015, 2015-2016) from (i) management/ operation of Parking; or



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				(ii) Parking integration system; or (iii) management/ operation of automated Toll Management System.:  a) Average annual turnover of Rs. 3.0 Cr.: 12 marks b) Average annual turnover of Rs. 6.0 Cr. and above: 20 marks c) Marks will be assign on pro-rata basis for Average Annual Turnover in between Rs.3.0 Cr. to Rs.6.0 Cr.”
66.		Concession Fee during implementation and odd-even rule applicable in future should not be fixed.		Refer reply at S. No. 45 above.
67.		The time given for installation of various equipment (6 months is too short). NDMC area is huge. Request to make it 9 months. The penalty for delay after 6 months is steep. Request for reduction.		Refer reply at S. No. 45 above.
68.		We have asked revenue data collected by the NDMC from parking sites for the last two years. But we have not received any concrete answer from your officers. This data is essential for analysis.		Refer reply at S.No.43 above.
69.		The concession Fee of Rs.1 Crore is too steep. Request for reduction to enable NDMC to get more bids. Also, suggest that this tender should be floated on revenue sharing basis.		Refer reply at S.No.45 above.
70.		The successful bidder would be investing near about Rs.20 Cr. on your land for this Smart Parking Project. Therefore, the PBG should be minimised.		Refer reply at S.No.52 above.
71.		Clause Number 5.3.2*2((a) – Experience of		In column ‘Technical Evaluation Parameter’ in table of

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		managing/operating parking slots should be calculated on the area in square meter/ECS managed by the Concessionaire. Its scoring should be 12 marks for 2000 ECS /25000 sq. metre 20 marks for 4000 ECS /50000 sq. metre		Clause 5.3.2, entry at S. No. 2(a) will read as:  “The Applicant or its any consortium member (confirming to clause 5.2.7) should have completed operation & management/ are currently operating and managing parking lots of 48000 ECS month (considering all parking lots with the applicant) during last 7 years: 12 marks.  For operation and management of parking lots of 96000 ECS month or more: 20 marks.  The marking will be done on pro-rata basis for managing/ operating of Parking slots in between.”
72.		Clause Number 5.3.2(2)(b) – The heading should be experience of design, supply, installation, commissioning and implementation of Smart Parking instead of operation. Parking lots should be calculated on sq. metre basis.		In column ‘Technical Evaluation Parameter’ in table of Clause 5.3.2, entry at S. No. 2(b) will read as:  “Experience of Design, Supply, Installation, and Commissioning of Smart Parking Guidance & Management System which comprises of Sensor based parking, Parking Management Software, Parking Guidance System during last 7 years.”
73.		(a) Clause Number 9 of Punitive penalties mentioned are on a higher side. Like if we delay the installation of equipment then NDMC shall impose a penalty of Rs.20 lac per week. Please reduce.  (b) If there is delay in sending information to the NDMC, then there is penalty of Rs.1 lac per hour. This is also on the higher side.		No change from RFP.

S. No.	Clause	Query raised by Participants	Description of Query	Reply of NDMC
		<b>Mindteck</b>		
74.	Page No. 67, 5.3.2 Criteria for Technical Evaluation – 1 Financial Capability	Average Annual turnover of Applicant/ Lead Member (in case of consortium) from last three financial years (FY 2013-14, 2014-2015, 2015-2016) from (i) management/operation of Parking; or (ii) Parking integration system; or (iii) management/ operation of automated Toll Management System.:  (i) Average annual turnover of Rs. 5Cr.: 12 marks (ii) Average annual turnover of Rs. 10Cr. and above: 20marks  (iii) Marks will be assign on pro-rata basis for Average Annual Turnover in between Rs. 5 Cr. to Rs.10 Cr.	Average Annual turnover of Applicant/ Lead Member (in case of consortium) from last three financial years (FY 2013-14, 2014-2015, 2015-2016) from (i) management/operation of Parking; or (ii) Parking integration system; or (iii) management/ operation of automated Toll Management System; or (IV) a System Integrator having experience global on ICT/IT turnkey Project: (i) Average annual turnover of Rs. 5Cr.: 12 marks (ii) Average annual turnover of Rs. 10Cr. and above: 20 marks (iii) Marks will be assign on pro-rata basis for Average Annual Turnover in between Rs. 5 Cr. to Rs.10 Cr.	Refer reply at S. No. 65 above
75.	Page No.12, 3.2.5 Temporary Parking Lots	This consists of parking, which are temporarily asked for by NDMC as per its requirements and are to be used for parking of vehicles for particular functions for short duration, in open uncovered spaces, which are not covered under clauses 3.2.1 to 3.2.4. The Concessionaire will deploy manpower with mobile equipment to manage such parking lots as per NDMC requirements.	Since the requirement is new, request NDMC to share the details of such cases with a cap of numbers.	No change from RFP.
76.	Page No. 21 3.8.10 A discount of 10 percent shall be entitled to all users for payment through prepaid card, e-wallet,		Page No. 21 3.8.10 A discount up to 10 percent shall be entitled to all users based on the type of chosen by the user subject to provision of the e-payment provider.	Refer reply at S. No.41 above

S. No.	Clause	Query raised by Participants	Description of Query	Reply of NDMC
	payment gateway etc. except cash payment.			
77.	Page No. 106. 15.13.2 High-level Architecture	Following is the high-level suggested topology for NDMC network deployment at Centralized location for parking solution, bidder are suggested to design the solution as required to meet functional requirement and SLA as defined in RF	NDMC should allow to use Cloud based solution as it would be cost effective	No change from RFP.
78.	Page No. 100 , 15.4 Outdoor Parking	v. Wireless communication based on 2.4Ghz ISM band with 128 bit AES encryption based security	Wireless communication based on RF free band available in India like 865Mhz/2.4Ghz ISM band with 128 bit AES encryption based security	Clause 15.4 (v) will read as:  "Wireless communication based on RF free band available in India like 865Mhz/ 2.4Ghz ISM band with 128 bit AES encryption based security."
79.	Page No. 100, 15.4 Outdoor Parking	vi. Detection using magnetic-cum- optic or magnetic-cum-IR technology	Detection using magnetic or magnetic-cum-optic or magnetic-cum-IR technology or camera with SLA on assured accuracy	Refer reply at S. No. 1 above
80.	Page No. 100 , 15.4 Indoor Parking	v. Wireless communication based on 2.4Ghz ISM band with 128 bit AES encryption based security	Wireless communication based on RF free band available in India like 865Mhz/2.4Ghz ISM band with 128 bit AES encryption based security	Clause 15.5(v) will read as:  "Wireless communication based on RF free band available in India like 865Mhz/2.4Ghz ISM band with 128 bit AES encryption based security."
81.	Page No. 100, 15.4 Indoor Parking	vi. Detection using magnetic-cum- optic or magnetic-cum-IR technology	Detection using magnetic or magnetic-cum-optic or magnetic-cum-IR technology or camera with SLA on assured accuracy	Clause 15.5(vi) will read as: "Detection using magnetic-cum- optic or magnetic-cum-IR or Ultrasonic technology."
82.	Page No. 101, 15.6 Wireless Repeater/Mesh AP	iv. Repeaters shall communicate wirelessly at 2.4Ghz and 5Ghz ISM band with 128 bit AES encryption	Repeaters shall communicate wirelessly on RF free band available in India like 865Mhz/ 2.4Ghz and 5Ghz ISM band with 128 bit AES encryption	Clause 15.6 (iv) will read as: "Repeaters shall communicate wirelessly on RF free band available in India like 865Mhz/ 2.4Ghz and 5Ghz ISM band with 128 bit AES encryption."

S. No.	Clause	Query raised by Participants	Description of Query	Reply of NDMC
83.	Page No. 101, 15.7 Wireless Gateway/ Root AP	ii. Wireless Gateway shall communicate wirelessly at 2.4Ghz/5 Ghz ISM band with 128 bit AES encryption with southbound devices like wireless Repeaters and parking sensors	Wireless Gateway shall communicate wirelessly on RF Free Band available in India like 865Mhz/2.4Ghz/5 Ghz ISM band with 128 bit AES encryption with southbound devices like wireless Repeaters and parking sensors	Clause 15.7 (ii) will read as: “Wireless Gateway shall communicate wirelessly on RF Free Band available in India like 865Mhz/ 2.4Ghz/ 5 Ghz ISM band with 128 bit AES encryption with southbound devices like wireless Repeaters and parking sensors.”
84.	Page No. 102 15.11 Ticket Dispenser	VI. Communication with central unit by RS485 network interface board for unit wiring unit power supply Offered options	Communication with central unit by RS485 network interface board for unit wiring unit power supply Offered options or QR code as being used more recently	No change from RFP.
85.	Page No. 33 , 3.9.7 Parking Enforcement/Towing		Concessionaire shall deploy Camera based solution to identify unauthorized parking and the feed shall be shared with NDMC/Delhi Traffic police for further actions.	No change from RFP.
86.	Page No.37, 3.9.13 3.9.13 Parking Software	Supply, Installation, Testing & Commissioning of parking management system – Centralized Reporting & Management software with following features:	Supply, Installation, Testing & Commissioning of <b>cloud based</b> parking management system – Centralized Reporting & Management software with following features:	No change from RFP.
87.	Page No.38, 3.9.13 3.9.13 Parking Software	Shift reports including Operator name, Shift number and Shift wise traffic & transaction details	Shift reports including Shift number and Shift wise traffic & transaction details	No change from RFP.
88.	Page No.38, 3.9.13 3.9.13 Parking Software	Systems Reports including Gate Statistics, System Runtime, and System Reboot.	System runtime and system reboot. Which system, all computer system in use/deployed?	No change from RFP.
89.	Page No. 38, 3.9.13.1 Centralized Reporting & Management software:	Centralized Reporting & Management software: Supply, Installation, Testing & Commissioning of Parking revenue control / Billing & payment collection software:	Supply, Installation, Testing & Commissioning of cloud based Parking revenue control / Billing & payment collection software	No change from RFP.
90.	Page No. 38, 3.9.13.1 Centralized Reporting & Management software:	There shall be a provision to auto-capture images of cars at entry. Further there shall be a provision of storing such images with the unique identity, within the system and to recall	Not a software feature as such but rather a system feature exit.  There shall be a provision to auto-capture	No change from RFP.

S. No.	Clause	Query raised by Participants	Description of Query	Reply of NDMC
		the same There shall be a provision to auto-capture images of cars at entry. Further there shall be a provision of storing such images with the unique identity, within the system and to recall the same at exit.	images of cars at entry. Further there shall be a provision of storing such images with the unique identity, within the system and to recall the same There shall be a provision to auto-capture images of cars at entry. Further there shall be a provision of storing such images with the unique identity, within the system.	
91.	Page No. 38, 3.9.13.1 Centralized Reporting & Management software:	Provision for pre-booking of parking space with flexibility of different or same charges for pre-booking, provision for cancellation of pre-booking, some percentage of charges for previous hours before actual booking hours.	Talks about pre-booking here but linked with billing software which would not be the case. Add as an APP feature.  Recommended to delete.	No change from RFP.
92.	Page No. 38, 3.9.14 Software for implementation of PMGS	Shall provide full graphical plan information of the car park with exact locations.	Shall provide or integrate full graphical plan information of the car park with exact locations.	No change from RFP.
93.	Page No. 38, 3.9.14 Software for implementation of PMGS	Shall manage energy saving of the car parks according to car park occupation.	Recommended to Delete	Clause 3.9.14 (xvii) stands deleted
94.	Page No. 39, 3.10 Central Control Center	The central control centre will be the nodal point of availability of all online data and information related to smart sensors based Parking solution and connected to NDMC network of services. It shall consist of the following	Cloud based control center software is a better solution.	No change from RFP.
95.	Page No. 40, 3.10 Central Control Center	Should be Operating System (OS) independent and available on all major OS platforms including iOS, Android, Windows, Symbian and Blackberry.	Blackberry and Symbian is outdated.  Should be Operating System (OS) independent and available on all major OS platforms	Reply refer at Sr. No. 2 above.

S. No.	Clause	Query raised by Participants	Description of Query	Reply of NDMC
			including iOS, Android and Windows.	
96.	Page No. 31, 3.9.2.6 Online Portal Scope - Technical Requirements	IV. Shall be OS independent. It must run on Windows, Unix, Apple and Linux operating systems	IV. Shall be OS independent. It must run cloud based on Windows, Unix, Apple and Centros/Linux operating systems	No change from RFP
<b>Sai Park management Pvt. Ltd.</b>				
97.		The installation time of the equipment given by NDMC, i.e. 6 months is very less. Because the area is very huge. Kindly extend the time upto 8 months.		Refer reply at S.N.45 above
98.		There will no fix concession fee during implementation period of the equipment. It has to be minimised minimum 25%, which will be agreed by the NDMC.		Refer reply at S. No.45 above
99.		As we have asked the last two year revenue data collected by the NDMC from parking sites, but we have not received any concrete answer from senior officers and as per work calculation, the concession fee of Rs.1 cr is too high. This tender should be float on revenue sharing basis, there will be no fix concession fee. According to us, if you are not going to minimise the concession fee/revenue sharing basis, then in our opinion nobody will participate in this tender.		Refer reply at S. No.43 above
100.		When we are investing near about Rs.10cr on your land for smart parking project. Then PBG should be minimise or it will be in the shape of FDR/BG.		Refer Clause 6.3.1 and 6.3.2 of the RFP.  Performance Bank Guarantee can be in the form of FDR/ BG duly issued by a nationalised bank can be submitted for the purpose of PBG.  Refer reply at S. No. 52 above.

S. No.	Clause	Query raised by Participants	Description of Query	Reply of NDMC
101.		In your clause number 5.3.2(2(a)), Experience of managing/operating parking slots should be calculated on the area in square metre managed by the concessionaire. Its scoring should be:-  12 marks for 2000 sq metre 20 marks for 4000 sq metre		Refer reply at S.N. 71 above
102.		In your clause number 5.3.2(2(b)), The heading should be experience of design, supply, installation, commissioning and implementation of smart parking instead of operation. And parking lots should be calculated on sq metre basis.		Refer reply at S.N. 52 above
103.		In your clause number 5.3.2(2(c)), Two more features has to added i.e. Vallet parking and MOBILE ETM and it has to be experience of smart of parking management/implemented system. Installation of bollards are very difficult. Kindly remove the condition of bollards.		In column 'Technical Evaluation Parameter' in table of Clause 5.3.2, entry at S. No. 2(c) will read as:  "The Applicant or its any consortium member (confirming to clause 5.2.7) should have implemented and operated smart parking management system for one year during last 7 years having at least three features out of following four features: <ul style="list-style-type: none"> <li>i. Electronically Operated Boom Barriers</li> <li>ii. Auto-pay machines</li> <li>iii. Smart Card Reader</li> <li>iv. Towing vehicles</li> <li>v. Vallet Parking</li> <li>vi. Mobile ETM/ Handheld device (online connected to Parking software)</li> </ul> For a project having at least three features as mentioned above 500 ECS: 3 marks >=1000 ECS:5marks



S. No.	Clause	Query raised by Participants	Description of Query	Reply of NDMC
				The marking will be done on pro-rata basis for such projects of Parking slots in between 500 to 1000.”
104.		In your clause number 5.3.2(2(d)), in this matter 5 points should be given for the applicant who has completed at least 2 such projects instead of 5 projects		No change from RFP.
105.		(a)In your clause number 9 of PUNITIVE, penalties mentioned are very higher side like if we delay the installation of equipment then you will impose penalty of Rs.20 lac per week.		No change from RFP.
		(b) If any violation found like overcharges and misbehaving of our employee, then you will impose Rs. 5 lac as penalty on us, which is totally unfair.		No change from RFP. NDMC will give a time of 15 days to the Concessionaire to represent his case in writing before imposition of such penalty.
		(c) If there is delay in sending information to the NDMC ,then there is a penalty of Rs.1 lac per hour. which is also on the higher side.		This is for information security breach.
106.		As per the annexure-1, NDMC has put many parking sites of group 5 that is outside C.P. in the type of On Street parking and no monthly passes will be issued to anyone on that sites. Parking tariff has also been increased upto more then 200%. I want to inform you that on these parking sites maximum revenue comes from monthly passes. If you will go through as per Annexure-3 then there will be drastically reduce in revenue.		No change from RFP.
107.		Kindly clear annexure-4 of concession fee,		Refer clause 6.6.1 and 6.6.2 of the RFP.

S. No.	Clause	Query raised by Participants	Description of Query	Reply of NDMC
		either its inclusive/exclusive of Service tax?		
108.		In your clause number 5.2.3 ,1(b). Registration certificate required by you, kindly clear this point. Parking Control Management		Applicant will submit registration certificate of the company (if applicable) under Companies Act 1956/2013.
109.	5.2.3	The Eligibility Criteria for the lead bidder is mentioned as the Company registered under Companies Act 1956/2013 and should be in operation in India for last 3 years. Kindly note that we are UK based organization incorporated in 2002 under equivalent company laws of England. We have established an Indian Subsidiary to focus on upcoming Smart Parking Projects in India. Hence would you request you to kindly allow our Indian Subsidiary to bid with credentials of its Parent UK Company for Operation , Turnover, Experience & expertise etc.		The following note may be added below the table under clause 5.2.3: “ <b>Note:</b> If the applicant is a 100% subsidiary of any legal entity, then the financial and technical capabilities of such parent legal entity may be considered for purpose of Technical and Financial eligibility of Clause 5.2.3 and 5.3.2, subject to the condition that the parent company will own the responsibility of its subsidiary company.”
110.	<b>Clause no 5.3.9 Page no 72 :</b>	Kindly clarify what is difference between Individual technical Evaluation Criteria and technical evaluation criteria		The minimum technical criteria in individual entity for technical evaluation is 60%, and 70% is the criteria out of total 100 marks.
111.		What is On street?		“On street parking” means parking space provided on the road itself for short period during a day or few days/week days/monthly/yearly or for whole concession period or parts thereof.
		<b>M.S. Contactor</b>		
112.		I would like to inform you that the license fee of Rs 1 cr asking by you is not practically fees able for anyone, we request you to kindly remove this license fee because your		Refer reply at S.N. 45 above.

S. No.	Clause	Query raised by Participants	Description of Query	Reply of NDMC
		department is also taking share from gross income.		
113.		You have not mentioned in the rfp that this said amount of Rs 1 cr is including all the taxes or without.		Refer clause 6.6.1 & 6.6.2 of the RFP.
114.		As you know that at present there is so much problem in the banks to make any kind of transactions so we request you to postpone the tenders for at least two months untill the situation in the banks comes in normal routine.		Last date of submission has been extended upto 20-12-2016.
115.		The time your department is giving for the installation of the equipments in the parking is to less kindly give minimum 8-10 months of time for installation.		Refer reply at S.N. 45 above.
116.		We would also like to know that how much revenue did your department collected from last two years from this parking.		Refer reply at S.N. 43 above.
117.		What if due to riots or any act of god ,even odd or by any government decision the revenue of the parking will be decreased or parking will be not operational then what decision will be taken by your department in this regard.		Refer clause no 10.1 and 10.2
118.		As no other department allot the parking as per the number of vehicles, so kindly remove the experience according to the number of vehicles and ask area of the parking site as experience.		No change from RFP.
119.		Who will be responsible if any camera or equipments will be stolen or damaged by any drug addict, beggar or thief as such kind of people frequently move late night in this area.		Refer Clause 3.7.4.
120.		The allottee of the parking have to invest more than 10 cr in the said project and the penalties are too high.		No change from the RFP.

S. No.	Clause	Query raised by Participants	Description of Query	Reply of NDMC
121.		Your department is asking 5 times higher equipments configuration and also the investment is also high. And in this case no one will be able to pursue for the said tender.		No change from the RFP.
122.		In your rfp you are mentioning that the allottee have to install bolards in the parking , which is not possible as bolards costs very high and such things use in five stars n 7 stars hotels not in parking and also this project is not that much big.		No change from RFP.
<b>CALE Group</b>				
123.		Is it ok if all the statistics and transaction information is exported to you central system via xml-format?		No change from RFP.
<b>DIMTS</b>				
124.	5.3.2-2(b) page 67 Criteria for Technical Evaluation	Sensor based parking despite being a decade old parking technology concept in India had found little success and acceptability due to various local reasons (poor parking ethics, associated commercials, theft etc.). Now as the society and stakeholders are maturing the concept is gradually finding its acceptance in renewed and refined projects which are ready to support this concept. With the above background, the given clause restricts the wider participation from other specialist Smart parking operators/implementers capable of delivering such project but who may not have delivered such project due to the fact stated above. In view of the same, may we request you to please amend the clause for wider		No change from RFP.

S. No.	Clause	Query raised by Participants	Description of Query	Reply of NDMC
		<p>participation?  The amended clause can be read as “Experience of Design, Supply, Installation, Commissioning and operation of Smart Parking Guidance &amp; Management System aided by Parking Management Software”.</p>		
125.	3.7.32 Scope of work page No. 19	<p>Law &amp; Enforcement are state subject with execution power resting with state law enforcement agencies. Under such condition, assigning the parking concessionaire the responsibility for the enforcement of parking and, removal of vehicles form area parked in an unauthorised manner probably is not the best was to go about it.</p> <p>The concessionaire can best assist the law enforcement agencies by facilitating the logistics (Intelligent Two Truck with driver and helper) while the Govt. Law enforcement officer (traffic police) may execute the actual role of detecting removing and penalizing the traffic/parking rule breaching vehicle.</p> <p>May we request you to please amend the clause appropriately with the above submission?</p>		No change from RFP.
126.	3.8.5 Scope of work Page No. 21	<p>Following the reasons explained in the point above there should be separate mechanism to be devised for compensating/incentivizing the concessionaire for its logistics facilitation to the law enforcement agencies.</p> <p>Relying on the penalty alone for compensating the concessionaire law enforcement assistance services would be inappropriate particularly when local law enforcement gets compromised with local on spot cash settlements.</p>		No change from RFP.

S. No.	Clause	Query raised by Participants	Description of Query	Reply of NDMC
127.	2.9.4 (a) Concession fee Page No. 24	Assigning a Minimum Concession Fee of INR 1,00,00,000/- per month from the day of handing over of the project site would be deterring for any new serious participant given the uncertainties around. This ideally should be (a) During Implementation Phase- Should be minimum possible of at least 50% of the current assigned value of INR 1,00,00,000/- per month. (b) During Operations & Maintenance Phase- Should be fixed basis the average of first quarter (Three months) of the operations and maintenance phase and to be renewed annually.		Refer reply at S.N. 44 and 45 above.
<b>Metro Infrasys</b>				
128.	3.2	Pertaining to the following parking space categories, what is the max. parking occupancy and the no. of entries and exits for each location : 1. Indoor parking locations 2. Off-street parking locations 3. On-street parking locations 4. On-street (Limited Time) parking locations		Area of all parking lot and approximate parking capacity is available in Annexure-1.  For occupancy of each parking lot refer reply at S.No.43 above
129.		Please share the historical occupancy data (avg. no. of slots occupied per day, avg. duration of occupancy per vehicle etc.)		Refer reply at S.No.43 above.
130 (a)	3.2.6, point (iii)	What percentage of parking spaces would be reserved for usage on a monthly basis ?		No change in RFP.
130 (b)		On what basis is a concession fee of INR 1 Cr kept ?		Refer reply at S.No. 44 above.

S. No.	Clause	Query raised by Participants	Description of Query	Reply of NDMC
131.	3.8.1	Revenue generation for the first six months would be difficult as 100% employability of the parking spaces cannot be exploited due to ongoing installation tasks. In this scenario a monthly fee of INR 1 Cr is an unfavourable proposition. Kindly suggest		Refer reply at S.No. 45 above.
132.	3.9.14, point XVII	Is facilitation of information on energy consumption, voltage and harmonics mandatory ? Kindly suggest.		Clause 3.9.14 (XVII) stands deleted.
133.		Can the concessionaire use clamping? If yes, what must be clamping fees ?		Refer Clause 3.9.7.2
134.	3.97	What is the stand on parking enforcement if a vehicle is parked on a no-parking area ? Do we have to use tow trucks and penalise the defaulters ? What space would be allocated for those vehicles after being towed ?		Refer Clause 3.9.7.1
135.	3.2.6 (iii)	What are the limits on monthly passes to be given per month ? There should be max. limit on the no. of the same.		Refer reply at S. No. 57 above.
136.		If the parking occupancy data is not available/standardised for any location, kindly specify the parameters (e.g. avg. area occupied by a 4-wheeler etc.) to denote the same		Parking area and nos. of vehicle for each parking lot has been specified in Annexure-1.
137.		Is the space marking and signage (space number, parking regulations sign) for each space allowed for on-street parking lots ? Should it be bilingual ?		Wherever on street parking area is permitted by NDMC to be used under this RFP, the Concessionaire shall mark the space for each vehicle at its own cost.
138.		Is space-reserving (using a cone or whatever) allowed for on-street and off-street parking lots ?		Space-reserving /blocking is not allowed.  If parking slot is booked using Parking App for a certain time period after making necessary payments, then in such case, such parking slots shall remain

S. No.	Clause	Query raised by Participants	Description of Query	Reply of NDMC
				booked for such period for which payment has already been made.
139.		What are quantities provided for each equipment ?		The concessionaire has to access the quantity of each equipment as per the parking lots defined. However, sensors have to be provided for each parking slot.
140.		Is facilitation of power and its subsequent charges in Client's scope or concessionaire's scope ?		Refer clause 3.7.24
141.	3.7.13	It is stated that Parking lot(s) upto 20% of total number of ECS capacity may be removed by the NDMC from this project during the concession period, without paying any cost to the concessionaire.  Minimum concession fee must be reduced in accordance with the removal of parking spaces. Kindly consider.		Refer clause 3.8.2
142.	3.7.14	Minimum duration of temporary parking operations should be mentioned.		This will be provided as and when such parking space will be added under this Concession agreement.
143.	3.7.20	Number of passes/stickers issued by NDMC is not mentioned		Refer reply at S. No. 57 above.
144.		Are the parking areas shown without delineated spaces included within the current count of 8500 (approx.) spaces? Or are these the zones for the creation of additional paid spaces?		No change from RFP. No additional space will be allowed except as provided in this RFP.
<b>Parking Control Management /Smart City Parking</b>				
145.	5.2.3 page 62	The Eligibility Criteria for the lead bidder is mentioned as the Company registered under		Refer reply at S. No. 109 above.



S. No.	Clause	Query raised by Participants	Description of Query	Reply of NDMC
		Companies Act 1956/2013 and should be in operation in India for last 3 years. Kindly note that we are UK based organization incorporated in 2002 under equivalent company laws of England. We have established an Indian Subsidiary to focus on upcoming Smart Parking Projects in India. Hence would you request you to kindly allow our Indian Subsidiary to bid with credentials of its Parent UK Company for Operation , Turnover, Experience & expertise etc.		
146.	Clause no. 5.3.9 page 72	Kindly clarify what is difference between Individual technical Evaluation Criteria and technical evaluation criteria.		Refer reply at S. No. 110 above.
147.		What is On street (New Category)?		Refer reply at S. No. 111 above.
148.	Clause no 3.9.7 – Page 33	<p><b>Parking Enforcement –:</b> Kindly note that as per the rfp parking enforcement has to be done for illegally parked vehicles. We are very pleased to support the move however we have a better suggestion for implementation of the Parking enforcement. Worldwide, parking enforcement is carried out in a process/activity flow of – Parking Charge Notice → Vehicle Immobilization → Vehicle Removal.</p> <p><b>PCN is</b> equivalent of Challans/ fines. However to ensure Challans or fines are paid the vehicle is immobilized or Clamped. In a specific event , where the vehicle is posing obstruction to traffic or endangering traffic flow, the process of Vehicle Removal ie Towing is applied. Also when an immobilized vehicle is not claimed by its</p>		No change from RFP.

S. No.	Clause	Query raised by Participants	Description of Query	Reply of NDMC
		owner within a reasonable period, then also it may be removed ie towed and in that case both Clamping and towing fees is recovered from the Vehicle owner.		
<b>M/S Metro Infrasy</b>				
149	Sr. no. 2 (b) Technical Evaluation Criteria, Page No. 67	Experience of Design, Supply, Installation, Commissioning and operation of Smart Parking Guidance & Management System which comprises of Sensor based parking, Parking Management Software, Parking Guidance System	In the clause num 2 (a) Technical Evaluation Parameter you have asked for experience of operations of 5000 parking lots. As the operations experience is already covered in above clause. Maintenance of equipment is critical part of the project. So we request you to please modify clause number 2(b) as "Experience of Design, Supply, Installation, Commissioning and Maintenance of Smart Parking Guidance & Management System which comprises of Sensor based parking, Parking Management Software, Parking Guidance System"	Refer reply at S.N.72 above
150	Sr. no. 2 (c) Technical Evaluation Criteria, Page No. 68	Experience of smart parking management system with the following additional features: Electronically Operated Boom Barriers, auto-pay machines, Smart Card Reader, towing vehicles	As the most of the parking spaces will have manned Cashier Payment Station. So bidder should have experience of Cashier payment station. We request you to please modify clause number 2 c as "Experience of smart parking management system with the following additional features: Electronically Operated Boom Barriers, Cashier Payment Station, Smart Card Reader, towing vehicles"	Refer reply at S.N.103 above
151	Sr. No. 3.12.1 Two Wheeler Parking (iii), Page No. 40	Shall support all weather operations – day/ night/ rain/ fog with reliable detection better than 80% (clear weather 90% reliability).	With the camera based system it is difficult to detect vehicle during rain or fog. We request you to please remove this clause	Clause 3.12.1(iii) will read as:  “Shall support all weather operations – day/ night with reliable detection better than 80% (clear weather 90% reliability).”

S. No.	Clause	Query raised by Participants	Description of Query	Reply of NDMC
152	Sr. No. 15.4 Outdoor Parking Sensors (v), Page No. 100	Wireless communication based on 2.4Ghz ISM band with 128 bit AES encryption based security	Different sensors operate on different frequency. So please remove this clause	Refer reply at S.N.78 above
153	Sr. No. 15.5 Indoor Parking Sensors (v), Page No. 100	Wireless communication based on 2.4Ghz ISM band with 128 bit AES encryption based security	Different sensors operate on different frequency. So please remove this clause	Refer reply at S.N.80 above
154	Sr. No. 15.5 Indoor Parking Sensors (vi), Page No. 100	Detection using magnetic cum optic or magnetic cum IR technology	As ultrasonic is also leading technology for indoor sensors. So request you to please allow ultrasonic sensors for indoor parkings	Refer reply at S.N.81 above
155	Sr. No. 15.6 Wireless Repeater/Mesh AP (iv), Page No. 101	Wireless communication based on 2.4Ghz ISM band with 128 bit AES encryption based security	Different sensors operate on different frequency. So please remove this clause	Refer reply at S.N.82 above
156	Sr. No. 15.10 VMS Display, point no 13, Page No. 101	Storage capacity: 100 GB	As these will be used for showing parking spaces. 100 MB storage space would be sufficient for the same. Generally VMS comes with 100 to 200 MB space. So we request you to please modify the clause accordingly	S.N. 13 of table in Clause 15.10 will read as:  “ Minimum 10 GB. Pitch of the Display shall be P10 or better.”
157	Sr. No. 15.11 Ticket Dispenser, point no (vii), Page No. 102	Passive proximity reader for cards 125 kHz ISO size	Mifare is leading technology in contactless smart cards which works on frequency 13.56 MHz and being using in various applications. We request us to allow Mifare technology readers and cards for this project.	Clause 15.11(vii) will read as: “Passive proximity reader for cards 125 kHz ISO size/ Mifare Technology.”
158	Sr. No. 15.15 Ticket Dispenser, point no (vi), Page No. 102	Communication with central unit by RS485 network interface board for unit wiring unit power supply Offered options	As RJ-45 is standard connecter used in LANs for communication between LAN devices, so requesting you to please add RJ-45 in communication.	Clause 15.11(vi) will read as: “Communication with central unit by RS485 network interface board for unit wiring unit power supply Offered options or RJ 45 Communication.

Note: In reference to Clause No.15.15.7 (iii) Video wall (4x70) the specification for this **Control Room Video-wall Solution is as under :-**

**Video-wall Screen**

<b>S.NO.</b>	<b>Specification Item</b>	<b>Detailed Specification Description</b>	<b>Compliance (Yes/No)</b>
1	<b>Configuration</b>	CUBES OF 70" DIAGONAL IN A 4 (C) X 1 (R) CONFIGURATION COMPLETE WITH COVERED BASE STAND	
2	<b>Cube &amp; Controller</b>	Cube & controller should be from the same manufacturer	
3	<b>Reputed Company</b>	The OEM should be an established multinational in the field of video walls and should have installations around the world	
4	<b>Chip Type</b>	1-chip 0.95" Digital micro mirror device	
5	<b>Resolution</b>	1920x 1080 native DMD chip resolution	
6	<b>Light Source Type</b>	LED light source with separate LED array for each colour ( RGB)	
7	<b>Brightness</b>	Minimum 700 lumens	
8	<b>Brightness Uniformity</b>	≥ 90 %	
9	<b>Dynamic Contrast</b>	1400000:1 or more	
10	<b>Control</b>	IP based control to be provided	
11	<b>Remote</b>	IR remote control should also be provided for quick access	
12	<b>Screen to Screen Gap</b>	≤ 1.0 mm	
13	<b>Screen Support</b>	Screen should have an anti reflective glass backing to prevent bulging	
14	<b>Control BD Input terminals</b>	Input: 2 x Digital DVI	
15		Input: 1 x HDMI	
16		Input: 1 x HD-BaseT	
17		Input: 1 x Display Port	
18		Output: 1 x Digital DVI	
19	<b>Auto color adjust function</b>	Should provide auto color adjustment function	
20		Should be sensor based	
21	<b>Maintenance Access</b>	Front	
22	<b>Cube Size</b>	Each cube should have a screen size of 1550 mm wide and 872 mm high (+-2%)	
23	<b>Cube control &amp; Monitoring</b>	Videowall should be equipped with a cube control & monitoring system	
24		Provide videowall status including Source , light source ,temperature, fan and power information	
25		Should provide a virtual remote on the screen to control the videowall	

26		Input sources can be scheduled in " daily", "periodically" or "sequentially" mode per user convenience	
27		System should have a quick monitor area to access critical functions of the videowall	
28		User should be able to add or delete critical functions from quick monitor area	
29		Automatically launch alerts, warnings, error popup windows in case there is an error in the system	
30		User should be able to define the error messages as informational, serious or warning messages	
31		Automatically notify the error to the administrator or user through a pop up window and email	
32		Status log file should be downloadable in CSV format as per user convenience	

**Video-wall Controller & Software**  
**Video Wall Controller**

S. No	Parameter	Indicative Specifications	Compliance (Yes/No)
1	Controller	Controller to control Video wall in a matrix as per requirement along with software's	
2	Chassis	19" Rack mount	
3	Processor options	Single Quad Core Intel® Core™ i7 Quad Core 3.4 GHz processor) or better	
4	OS	Supports 64-bit Operating System Windows 7	
5	RAM Capacity	16 GB or more	
6	HDD	500 GB or more	
7	Networking	Dual-port Gigabit Ethernet	
8	RAID	RAID 1, 5, 10 supports	
9	Power Supply	( 1+1) Redundant hot swappable	
10	Cooling	Any Advanced Proven cooling mechanism	
11	Input / Output support	DVI/HDMI/USB/ LAN/ VGA/SATA port	
12	Accessories	DVD +RW, Keyboard and mouse	
13	Voltage	100-240V @ 50Hz	

14	Redundancy support	Power Supply, HDD, LAN port & Controller	
15	Scalability	Display multiple source windows in any size, anywhere on the wall	
16	Control functions	Brightness / contrast / saturation/ Hue/ Filtering/ Crop / rotate	
17	Universal Inputs	Minimum 2	
18	Formats	DVI /RGB/Component	
19	Input Format	NTSC/ PAL/SECAM	
20	Operating Temperature	10°C to 35°C , 80 % humidity	
21	Cable & Connections	Vendor should provide all the necessary cables and connectors	

### Video Wall Management Software

Sl. No	Parameter	Minimum Specifications	Compliance (Yes/No)
1	Display & Scaling	Display multiple sources anywhere on display up to any size	
2	Input Management	All input sources can be displayed on the video wall in freely resizable and movable windows	
3	Scenarios management	Save and Load desktop layouts from Local or remote machines	
4	Layout Management	Support all Layout from Video, RGB, DVI, Internet Explorer, Desktop and Remote Desktop Application	
5	Multi View Option	Multiple view of portions or regions of Desktop, Multiple Application Can view from single desktop	
6	Other features	SMTP support	
7		Remote Control over LAN	
8		Alarm management	
9		Remote management	
10		Multiple concurrent client	
11		KVM support	
12	Cube Management	Cube Health Monitoring	
13		Pop-Up Alert Service	
14		Graphical User Interface	
15	Cube ,Controller & Wall Management Software	Cube , Controller and Wall management Software should be from the same manufacturer	