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S. No.	Clause Reference	Description	Query/Question	Reply from GIZ
1	Page 5 Component II: Proof of Concept (PoC) for the case city	v) Developing a Proof of Concept (PoC) for the proposed KPIs taking the case of three months of data from BSCL/ CRUT. A PoC would involve generating the KPIs identified for the historical data of three months of operation and visualising it on a Business Intelligence (BI) dashboard. The BI system should use open source BI platforms and should be designed on a cloud hosted architecture	Request to clarify that who will host the BI system on the cloud hosted architecture? Whether it is the consultant or the client or the partner city. In case it is hosted by the consultant who will bear the cost of hosting on the cloud	All costs related to cloud hosting or licensing will be borne by the consultant which will reimbursable as per actuals.
2	Page 5 Component II: Proof of Concept (PoC) for the case city	Note: All the licenses of applications / system softwares etc. procured for this project (if any) will be procured in the name of partner city	Request to kindly clarify that who will bear the cost of licenses of applications / system software etc. procured in the name of the partner city	Please refer to clarification under Query 1

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3	Page 7, 4. Personnel concept (Technical Experience)	Experience of 1 project in development of dashboards/ business intelligence tools.	Experience of 1 project in development of dashboards/ business intelligence tools.	Query is unclear
4	Page 3, Background	"Demonstrate the proposed improvements for a test case of three months of operations data."	Given the fluid technological evolutions in the field of Public Transportation systems, there may be myriad possibilities under the expected 'improvements. For example, a certain set of improvements may focus on Customer Experience and ride time. On the other hand, another set of improvements may focus on operational parameters like Profitability and cost reduction. Given the potentially different set of experts required for the analysis, would request for more details expected under the broad category 'improvements.	The same has been explained in **"Chapter 2, Tasks to be performed by the contractor".** Please refer to component wise task distribution under mentioned chapter for required details. These shall be identified during the course of study. However, GIZ, expects detailed approach and methodology from the bidder covering proposed tasks.
5	Page 4, Component I, i	Identification of key stakeholders in public transport agencies -roles and	We are assuming that the stakeholder consultations would be conducted only in Bhubaneshwar. Request to please confirm if this a valid assumption.	Yes, the stakeholder consultations would be conducted in Bhubaneshwar

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		responsibilities at each hierarchical levels i.e. at higher management level, middle management, operations team, Depot, Divisional levels etc.		
6	Page 5, Component II, V	The BI system should use open source BI platforms and should be designed on a cloud hosted architecture	While the Vendor is expected to develop the solution on a cloud hosted architecture, would request for following details to enable us to perform the anticipated project sizing and related costs - Expected data size - Specific preference with regards to hosting solutions (if any) Request for more clarifications on the above points.	The Bus Transport agency in Bhubaneswar is currently running 200+ buses with average daily ridership of 1 lakh. But the proposed solution should also take care the future expansion and demand.
7	Page 5, Component II, v	Developing a Proof of Concept (PoC) for the proposed KPIs taking the case of three months of data from BSCL/ CRUT	We are assuming that any third party security certifications, if required for hosting the solution, would be reimbursed on actuals (subject to providing necessary documents). Request to please confirm if this is an accurate assumption.	Yes, any such expenses if envisaged during the study will be reimbursed by the GIZ subject to providing the necessary documents.

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8	Page 7, Project management of the contractor	The contractor is responsible for selecting, preparing, training and steering the experts (international and national, short and long term) assigned to perform the advisory tasks.	We are assuming that GIZ would handle the hiring/allocation of experts in the project. Request to please confirm if this is an accurate assumption.	No, the experts mentioned in the ToR refers to the personnel hired by the contractor for the successful delivery of the project.
9	Page 9, Expert 2 Data Science Expert	Education/training (2.3.1): Bachelor's in computer sciences, information technology or other relevant disciplines	Given the evolving technology dynamics and importance of having deep understanding of business aspects behind the technology, it may be beneficial to consider MBA in lieu of Bachelor's in computer science as a requirement for the position. Accordingly, would request to please consider MBA as a permissible qualification for the role.	The experience criteria mentioned in the ToR for experts shall remain unchanged.
10	Page 9, Expert 1 Public Transport Expert	(2.2.1): Master's in civil engineering, transportation engineering, planning or other relevant disciplines	Given the evolving nature of transportation semantics and the need to balance business aspects along with technological requirements, it may be beneficial to consider an MBA qualification in lieu of master's in civil engineering as a requirement for the position. Accordingly, would request to please consider MBA	Please refer to clarification under Query 9

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			qualifications as a permissible qualification for the role.	
11	Page 4, Component 2	Baselining the existing ITS systems in Bhubaneshwar and its performance on reporting practices with global best practices.	We are assuming the research shall be restricted to research/information available in public domain, and no secondary research/user interviews are envisaged in the project. Request to please confirm the assumption's validity.	Objective is to identify the global best practices in public transport where similar solutions has been implemented and can be replicated for partner city. Consultant is also expected to use other networks/channels for collecting the information. Please explain this in proposed approach and methodology
12	Page 7, Eligibility Requirements	Please provide 2 reference projects in the field of Public Transport planning with at least 1 reference project in last three years	Request to please consider experience of Consortium members/sub-consultant for reference Projects.	Project experience of only Consortium members shall be considered
13	Page 5 TOR, Point No 2, Component II,	In point (V), its written... Developing a Proof of Concept (PoC) for the proposed KPIs	We request to confirm that the development of proof of concept shall be restricted for three month's data only and there should not be any change on this clause at later stage	Yes, the development of proof of concept shall be based on

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	Proof of Concept	taking the case of three months of data from BSCU CRUT. A PoC would involve generating the KPIs identified for the historical data of three months of operation and visualising it on a Business Intelligence (BI) dashboard. The BI system should use open source BI platforms and should be designed on a cloud hosted architecture.	during discussions with city authority or demand of city authority because developing POC for three month's data vis-a-vis additional data may require additional efforts, changes/alterations.	three months of operational data
14	Page 5 TOR, Point No 2, Component II, Proof of Concept (POC) for case study	In point (V), its written... Developing a Proof of Concept (PoC) for the proposed KPIs taking the case of three months of data from BSCU CRUT. A PoC would involve generating the KPIs identified for the historical data of three months of operation and visualising it on a Business Intelligence (BI) dashboard. The BI system should use open source BI platforms and	Is it mandatory to use open source BI Platform only? Note: Open Source BI platform generally does not have many features /capabilities and generally requires to move to its paid enterprise editions to leverage advance features and get vendor support during version upgrades. We would want to know if we can use Enterprise BI solutions like Power BI or Tableau in POC, which already uses cloud based deployment with all capabilities	Yes, it mandatory to use open source BI Platform only.

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		should be designed on a cloud hosted architecture.		
15	Page 7 4. Personnel concept Technical Experience	Experience of two projects in ITS related services in public transport.	We request to elaborate and clarify more on this part whether the experience will be counted in ITS consulting projects or implementation or ITMS projects, or both the conditions	Yes, Both the conditions will be considered for evaluation. Consultant is expected to detail out the specific scope of work and deliverables in proposal.
16	General Query	General Query	In case firm is selected for the POC project, please provide confirmation that we shall also be eligible to participate as a system Implementation (SI) partner further under this project.	GIZ cannot comment beyond the scope of the contract discussed here
17	Page 3	Background	Please provide the current status of AVL, ETMS (Electronic Ticketing) implemented in Bhubaneswar city.	All buses operational under CRUT have GPS system in place and 100% ticketing is done through ETM machines.
18	Page 8 Expert 1 Public Transport Expert for this project	For education qualification, in the TOR it is mentioned like.. Education/training (2.2.1): Master's in civil engineering, transportation engineering, planning or other relevant disciplines	We request you to change/amend the education qualification as suggested Education/training (2.2.1): Bachelors Degree in civil engineering, mechanical, planning or other relevant engineering disciplines	Please refer to clarification under Query 9

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			Because as per prevalent scenario in transport industry, senior level resources/experts also have education qualification in other engineering areas/bus operations related fields.	
19	Page 12	7. Requirements on the format of the bid	The complete bid shall not exceed 26 pages To substantiate the Eligibility requirements like Legal Status, Annual Turnover, Number of Employees, Reference Projects and Technical Experience with the Concept (as per Clause 3 of TOR) in 26 pages is highly limiting. Request to kindly extend to minimum 50pages for better elaboration and substantiation.	Consultant should submit the proposal as follows: 1.Maximum of 10 (ten) pages only for Approach & Methodology and Concept (refer chapter 3 of TOR). 2.Experts CVs (chapter-4 of TOR) should not go beyond 4 pages highlighting the relevant experience. 3. Rest all details to substantiate the eligibility and scoring will be separate
20	General Terms of Contract	3. Rights of use/Documentation on work results	We understand that the BI Tool developed under this project shall be used only for the POC purpose in Bhubaneswar and shall not be	The General Terms of Contract attached with the tender package are non-negotiable

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			deployment/ used at any other location/client/city in India/abroad by GIZ	and cannot be modified/ changed
21	ToR (Page 3)	The project will have a pilot demonstration component taking the case of Bhubaneshwar, Odisha and a scaled up component at the National level through dissemination workshops and trainings.	We understand that 1 national level and 1 city level workshop (in Bhubaneshwar) has to be conducted as a part of the engagement. Please confirm.	Yes. Location of National level workshop will be decided at later stage.
22	ToR (Page 3)	The consultant will compare the current reporting methods from the ITS system in Bhubaneshwar with global best practices to identify measures to identify areas for improvement and will demonstrate the proposed improvements for a test case of three months of operations data.	Please clarify the scope of the best practices study, will it involve both primary and secondary research?	Please refer to clarification under Query 11
23	ToR (Page 4)	(v) Improving the ITS system architecture i.e. data management, hard ware,	Please provide details on the existing technology stack including software and hardware available in Bhubaneshwar ITS.	Not mentioned under TOR

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		software and database storage in collaboration with the local ITS vendor		
24	ToR (Page 4)	(II) Carrying out consultations with these stakeholders taking Bhubaneshwar as the case city, to build their awareness on data management practices and to understand their functional roles and responsibilities in managing the bus system	Please specify how many such stakeholder consultations need to be conducted.	The contractor is expected to meet the stakeholders either individually or conducting group meetings to achieve the said tasks.
25	ToR (Page 4)	(ii) Identifying Key Performance Indicators (KPI) of the bus system, that will be required for various use cases within the city i.e. by senior management, mid-level managers and field staff	Please clarify how many such KPIs need to be identified.	This is one of the scopes of the consultant in TOR
26	ToR (Page 4)	Developing a Proof of Concept (PoC) for the proposed KPIs taking the case of three months of data from BSCL/ CRUT.	Which type of data sets are available with Bhubaneshwar Control Centre. Kindly share the list and/or data sample. If any KPIs are linked to on-ground surveys who would incur the cost of surveys?	Identification and Developing the KPI will not be limited to the method of data collection. However, on-ground surveys

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				will not be done for collecting any such data.
27	ToR (Page 5)	(v) Developing a Proof of Concept (PoC) for the proposed KPIs taking the case of three months of data from BSCL/ CRUT. A PoC would involve generating the KPIs identified for the historical data of three months of operation and visualizing it on a Business Intelligence (BI) dashboard.	Please specify if the PoC shall involve all KPIs identified or a subset.	PoC shall involve all the identified KPIs
28	ToR (Page 5)	(vii) Develop a training module on BI dashboard and handhold city officials. Training module should be user friendly and visually appealing. It should demonstrate that how BI dashboard will have utility in conducting the routine functions of CRUT more	Please specify the following points about the training module - 1. Content format for training (video/audio/presentations etc.) 2. Maximum content to be developed 3. Whether e-learning solution to be deployed? If yes, can the firm use an open source solution? 4. Maximum number of users for the training module	Consultant is expected to propose most efficient, effective training solution based on experience.

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		efficiently and how it will help in taking informed decision making at various levels. Module should demonstrate through examples.		
29	ToR (Page 7)	- Eligibility requirements of the firm - Technical Experience	Please clarify if the relevant credentials of both (lead and sub-consultant) agencies can be referred for assessment of eligibility and technical experience.	The Lead Partner/Agency must meet the mentioned criteria under commercial assessment (refer to sub head (I.) in *worksheet: Assessing the eligibility of consulting firms*) individually However, for technical assessment (refer to sub head (II in *worksheet: Assessing the eligibility of consulting firms*) relevant credentials of both agencies shall be considered for assessment.

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30	ToR (Page 7)	Experience of two projects in strategic, tactical and operational planning of bus transport	We understand the project involves driving data driven decision making by exploring analytics and BI in public transport. In line with the same, request you to modify the same as follows - Experience of two projects in strategic, tactical and operational planning of bus transport including IT in public transport	The eligibility criteria for project experience will remain the same
31	ToR (Page 7)	Please provide 2 reference projects in the field of Public Transport planning with at least 1 reference project in last three years	We understand the project involves driving data driven decision making by exploring analytics and BI in public transport. In line with the same, request you to modify the same as follows - Please provide at least 1 reference projects in the field of IT in Public Transport and at least 1 reference project in the field of Public Transport Planning in last three years	Please refer to clarification under Query 30
32	ToR (Page 8)	Education/training (2.1.1): Master's in civil engineering, transportation engineering, planning or other relevant disciplines	The KPIs for Bus Operation does not require 'civil engineering'. Request to modify the qualification requirements as - B.Tech (Information technology or relevant disciplines) or related degrees and MBA	Please refer to clarification under Query 9

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33	ToR (Page 8)	Public Transport Expert General professional experience (2.2.3): 10 years of experience in the transport sector out of which at least 5 years of experience in the public transport planning and performance management in Indian projects.	Request for reducing experience to 8 years with relevant experience in the public transport planning and performance management in Indian projects	Please refer to clarification under Query 9
34	ToR (Page 8)	Team Leader cum Public Transport Expert General professional experience (2.1.3): 15 years of experience in the transport sector out of which 10 years of experience should be in public transport planning and performance management in developing countries	Request for reducing experience to 10 years with relevant experience in the public transport planning and performance management, Information Technology Request to modify the qualification requirements as - B.Tech (Information technology or relevant disciplines) or related degrees and MBA This change being requested since the team leader should ideally bring in relevant project management, public transport and IT/Analytics experience to drive the envisaged outcome of the project.	Please refer to clarification under Query 9

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35	ToR (Page 11)	A tentative schedule of 15 domestic round trips (inclusive of travel to Delhi and Project cities) along with 50 nights of accommodation and 70 days of per diem has been envisaged by SMART-SUT for the project	Is Developer Pool expected to be stationed in Bhubaneshwar? If yes, then 50 nights of accommodation and 70 days of per would be less & needed to be increased. Does these 15 domestic round trips include workshop related trips by contractors/ consultants? If yes, then it would be less. Proposed to account for workshop trips separately.	1. No, Experts under developer pool need not to be stationed to any specific location 2. Yes, the number of 15 domestic trips include workshop related trips for experts proposed by contractor.
36	ToR (Page 11)	Developing workshop materials, brochures, agenda etc. in soft & hard formats (in consultation with SMART-SUT team)	Please provide an estimate of number of brochures, and other materials to be developed. Please clarify who would be responsible for printing material and workshop kit.	The printing of the workshop materials will be borne by SMART-SUT project
37	Bidding Conditions (Page 2)	If you are forming a bidding consortium or association, the bid must show who the members are and how the work is divided between them.	Clarification on word 'association', we are also looking for sub-consultant as few clauses in GIZ terms of business would not allow us for JV	While for delivering the TOR, The lead partner can associate with other firm with lawfully binding manner as prescribed & acceptable as per companies act.

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				Lead partner shall clearly define roles and responsibility of such-sub associate in proposal. Lead partner (and not sub-associate) will only be responsible for all task under the TOR). The following documents must be part of technical proposal; (a) **Name of Lead Partner (first party)** (b) **Name of the Firm with whom the consortium/association is formed** (c) **Letter from 2nd party accepting the terms of**

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				consortium/association (financial & technical)
38	Bidding Conditions (Page 3)	4th Nov 2019 by 17:30 hrs.	Request for 1 week's extension in submission of bid owing to the holiday season in India	The bid submission date as stipulated in the tender document stands at 4th November 2019, by 17:30 hrs.