

FORMAT F.1

Format for Query / Clarification / Deviation (QCD)

Tender No : TPWODL/IA/O/SITC/026

Sr. No.	Detailed Reference to concerned Document . Please specify Document No / Clause No / Page No	Description as per Bid Document	Query / Clarification / Deviation	TPWODL Response
1	2	3	4	5
1	TRACKING DEVICE- 8TH ROW	Operating Humidity: Upto 100%	Maximum Humidity support available in the devices is 85%	As per RFP
2	TRACKING DEVICE- 10TH ROW	Emergency Alert: Panic Button	This requires minimum 2 Digital Inputs	Device Should have inbuilt SOS System also in Application to send Alerts
3	TRACKING DEVICE- 21ST ROW	Key Pad: Yes	Devices do not have key pad	This is preferred requirement
4	TRACKING DEVICE- 28TH ROW	Device, Log in with OTP	Need clarity on this feature in device. Should customer need log-in to device and through OTP?	Either Username & Password or Thorough OTP Based for ride enablement etc.
6	SOFTWARE / SCRIPT- Clause# 1	Software should be capable enough to push real time GPS data of 300 vehicles to TPWODL server and flexible enough to be changed according to TPWODL GIS's application scope	Should we send data to TPWODL server directly? is it mandatory? or can we share the data over API?	The solution should be design for inhouse deployment for TPWODL
7	SOFTWARE / SCRIPT- Clause# 2	Software should have mobile application to allow tracking via smart phone	Tracking can be done on Mappls App, but with limited features	Solution provider should elaborate the features of mobile application during technical bid submission however minimum feature should meet industry best practices
8	SOFTWARE / SCRIPT- Clause# 6	Software to allow multiple login with multiple username with OTP	We don't have OTP based log-in	please elaborate the system login method if it sends the OTP to the user via SMS or email, depending on the chosen contact information during registration.
9	SOFTWARE / SCRIPT- Clause# 7	MIS reports and data backup for 365 days. Option to download data after 365 days to keep the record. Software should have a feature to download / upload the data to see complete details of previous year	Archived data can be retrieved and processed after 1 year. Live location data will be available to download in the form of All Position Report for 3 months. Other reports are available for 1 year or more.	This will be discussed during detail engineering
10	SOFTWARE / SCRIPT- Clause# 9	Alert & Alarm-Geofencing alert to the vehicle Driver/Owner and Communication fail, Power supply fail, over speeding alarm in the VTS interface	Does this mean we should supply a MDT along with the device? OR, just the SMS Alarm Notification to configured mobile numbers?	Need alert and alarm for Geofencing
11	SOFTWARE / SCRIPT- Clause# 10	Login/Logoff feature -Device Login and Log off feature must be there in the application	We have the option to make the device Active or Inactive from Online Software. But, users cannot log-in to the device directly	okay
12	SOFTWARE / SCRIPT- Clause# 11	Power On/Off Feature-Device power off /on features must be there in Application	We have the option to make the device Active or Inactive from Online Software. But, cannot Power ON or OFF from Software	okay
13	SOFTWARE / SCRIPT- Clause# 15	The application should have Google Map for the tracking of vehicles. It should have option to see Google Earth View and Satellite view.	We use our own map of MapmyIndia with Satellite view.	Agreed however this should be integrated others geofence applications
14	SOFTWARE / SCRIPT- Clause# 16	Crew assignment and scheduling: The system should allow for the efficient assignment of crew members to vehicles based on their qualifications, availability, and other criteria. It should provide scheduling tools to plan shifts, rotations, and time-off requests	This is a custom development.	Yes, solution provider has to enable the functionality has same will be discussed during the detail engineering
15	SOFTWARE / SCRIPT- Clause# 17	Performance monitoring and evaluation: The system should enable the tracking and evaluation of crew members' performance, including metrics such as punctuality, adherence to safety protocols, and customer satisfaction. It should generate reports and analytics to identify areas for improvement.	Punctuality can be monitored using vehicle GPS and trip start / closure time. Adherence to safety protocols can be monitored using the vehicle GPS, driving behaviour like HA, HB, HC, over speeding. Need more clarity and detailing on customer satisfaction metrics monitoring	Agreed
16	SOFTWARE / SCRIPT- Clause# 18	Real-time tracking and monitoring: The system may include GPS or other tracking capabilities to monitor the location of vehicles and crew members in real-time. This feature can help with optimizing routes, responding to emergencies, and ensuring efficient use of resources.	Should we monitor vehicles and crew separately? Does crew travel in the vehicle or separately? If crew travel in the vehicle that is installed with the GPS device, location of vehicle will be location of crew also. Need clarity	We need to monitor the vehicle and crew together however crew and vehicle moves together
17	SOFTWARE / SCRIPT- Clause# 19	Analytics and reporting: The system should provide comprehensive reporting and analytics capabilities, allowing managers to analyze crew performance, vehicle utilization, fuel consumption, and other key metrics. These insights can support data-driven decision-making and process improvements	Fuel consumption monitoring requires either the Fuel Sensor or Software module to capture fuel filling and calculate the fuel consumption based on KM travelled between fillings	As per the requirement we need analytical tool to capture the fuel utilization based on distance travelled, speed and other factors.
18	SOFTWARE / SCRIPT- Clause# 20	Integration and scalability: The system should have the flexibility to integrate with other existing systems or software used by the organization, such as payroll, HR, or fleet management systems, FCC, ADMS etc. It should also be scalable to accommodate the growth of the organization's vehicle fleet and crew management needs	There is additional Effort for Integration	The solution need to be API based and same will be discussed during detailed engineering

19	SOFTWARE / SCRIPT- Clause# 21	Communication and collaboration: The system should facilitate effective communication and collaboration among crew members and managers. It may include features such as messaging, file sharing, and task assignment to enhance coordination and information sharing	Features like file sharing, messaging and task assignment is custom development, but depends on feasibility. This should be removed from the scope for our good	This clause can be considered as null and void
20	SOFTWARE / SCRIPT	These specifications can serve as a starting point when considering a vehicle crew management system, but it's important to evaluate the specific requirements and tailor the solution accordingly	This is quite an ambiguous statement. Hence, we should account an additional of 90 man days of effort for software development, over and above the efforts given above for different clauses	Based on the overall scope & specification we do the detailed engineering and frame the deliverable, hence this will reduce efforts and re-engineering activity.
21	FACILITY MANAGEMENT SERVICES- Clause# 2	Facility Management Services, by deploying a person at Circle level with suitable accessories like laptops, mobile etc. shall be provided by a successful bidder in order that maximum uptime & performance levels of VTS systems installed is ensured. In the absence of deputed FMS personnel, suitable substitute to be deployed to maintain the warranty period (5 year).	Need to discuss for better clarity	Online and offline support can be arranged by BA to provide facility management services
22	SCOPE OF WORK- Clause# 9a	Customize software as per the following details: Provide Map Data of Odisha on 1:5000 (cm) scales with the following details as selectable layers with their names superimposed (on selection) or successful bidder can provide Google map layer. A. Geographical Boundaries: i. State ii. District iii. Sub- Division iv. Block v. Village- Panchayat vi. The successful bidder may have to update the boundaries if new administrative entities are created by the government.	Display of geographical boundaries are available for a few on InTouch. Further needs customization	Agreed
23	SCOPE OF WORK- Clause# 9d	Real time report of the movement of the GPS enabled vehicle on the map to the users based on their privileges. The successful bidder will be required to maintain a dynamic reporting system (updating frequency must be equal to 30 seconds) where concerned users will be allowed to create their reports based on the available database. The successful bidder is also expected to provide customized MIS report as per requirements that are shared at any stage by TPWODL.	There is Effort for development of this feature	The specification is as per RFP the frequency of data update can be discussed.
24	SCOPE OF WORK- Clause# 9 F/h	Vehicle level information like engine status, battery voltage, odometer, speed, average speed, stoppage locations and fuel status should be able to be checked from VTS.	Realtime Fuel status requires Fuel Sensor or CAN based device (CAN data dependent on the availability of this data from vehicle)	As per the requirement we need analytical tool to capture the fuel utilization based on distance travelled, speed and other factors.
25	SCOPE OF WORK- Clause# 10	All the above is in addition to the real time GPS based display of the location, direction, speed, distance travelled etc. of the vehicle and a 365-day history of the tracking path from desktop / android application.	3 months live data is maintained on the server and the Trip trails can be watched for a maximum of 7 days using our Long Trail functionality. On Mappls app, trails can be seen on map for a single day only	Same will be discussed with detailed engineering
26	SCOPE OF WORK- Clause# 13	In case if the GPS devices is not able to connect on GPRS but signals are present then it should send SMS in defined interval (as decided by TPWODL) along with details such as its coordinates, vehicle number as well as other monitoring parameter so that the vehicle can still be traced by users.	SMS fall back option is required. But, not available from server side at present	Same will be discussed with detailed engineering
27	SCOPE OF WORK- Clause# 16	The GPS receiver shall have in-built battery support for a minimum of 5 days with internal rechargeable battery, capable of charging from the vehicle power.	Need to discuss for better clarity	Same will be discussed with detailed engineering
28	SCOPE OF WORK- Clause# 26/III/C	Animated Icons in different colours to represent Vehicles and complaint location.	Complaint management and locating on the platform is a custom development.	Same will be discussed with detailed engineering
29	SCOPE OF WORK- Clause# 28	Installation of VTS devices at Vehicle shall be with necessary covering/boxes and related hardware and software with complete set of all required accessories including inbuilt SIM card.	Does in-built SIM card mean E-SIM?	Both are applicable
30	Pg.9,Point No.1.7.c	The bidder should have executed similar works for cumulative Rs. 2 Crs. during the last 5 years. A cumulative amount will be considered for a maximum of 5 orders. Copy of work order and completion certificate to be submitted in this regard.	If we submit go live certificate instead of completion certificate ,will that work?	Applicable
31	Page 22 pt 10	Login/Logoff feature -Device Login and Log off feature must be there in the application	Pleas clarify the requirement	We should have the option to make the device Active or Inactive from Online Software
32	Page 22 pt 11	Power On/Off Feature-Device power off /on features must be there in Application	Does it refer to remote immobilization? What is meant by power on/off?	We should have the option to make the device Active or Inactive from Online Software
33	Page 23 Pt 20	Integration and scalability: The system should have the flexibility to integrate with other existing systems or software used by the organization, such as payroll, HR, or fleet management systems, FCC, ADMS etc. It should also be scalable to accommodate the growth of the organization's vehicle fleet and crew management needs.	Integration is dependant on compatible APIs exposed by the other platforms. Please elaborate on the type of integration needed.	The solution need to be API based and same will be discussed during detailed engineering

34	Page 23 pt 19	Integration and scalability: The system should have the flexibility to integrate with other existing systems or software used by the organization, such as payroll, HR, or fleet management systems, FCC, ADMS etc. It should also be scalable to accommodate the growth of the organization's vehicle fleet and crew management needs.	The requirement states reporting of fuel consumption whereas no fuel sensors are mentioned in the BOQ. Is it referring to theoretical fuel consumption based on generic mileage of the vehicle?	As per the requirement we need analytical tool to capture the fuel utilization based on distance travelled, speed and other factors.
35	Page 23 pt 18	Integration and scalability: The system should have the flexibility to integrate with other existing systems or software used by the organization, such as payroll, HR, or fleet management systems, FCC, ADMS etc. It should also be scalable to accommodate the growth of the organization's vehicle fleet and crew management needs.	For realtime tracking of the crew members, how will the location data be captured from them? Does the mobile apps need to have location sending functionality to the server?	The solution need to be API based and same will be discussed during detailed engineering
36	Annexure II / Page 21	Device, login with OTP	The Login with OTP is for the software or the hardware. Could you please brief about this.	We should have the option to make the device Active or Inactive from Online Software
37	Pg.9,Point No.1.7.c	The bidder should have executed similar works for cumulative Rs. 2 Crs. during the last 5 years. A cumulative amount will be considered for a maximum of 5 orders. Copy of work order and completion certificate to be submitted in this regard.	If we submit go live certificate instead of completion certificate ,will that work?	Applicable
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41	Page 23 pt 19	Integration and scalability: The system should have the flexibility to integrate with other existing systems or software used by the organization, such as payroll, HR, or fleet management systems, FCC, ADMS etc. It should also be scalable to accommodate the growth of the organization's vehicle fleet and crew management needs.	The requirement states reporting of fuel consumption whereas no fuel sensors are mentioned in the BOQ. Is it referring to theoretical fuel consumption based on generic mileage of the vehicle?	As per the requirement we need analytical tool to capture the fuel utilization based on distance travelled, speed and other factors.
42	Page 23 pt 18	Integration and scalability: The system should have the flexibility to integrate with other existing systems or software used by the organization, such as payroll, HR, or fleet management systems, FCC, ADMS etc. It should also be scalable to accommodate the growth of the organization's vehicle fleet and crew management needs.	For realtime tracking of the crew members, how will the location data be captured from them? Does the mobile apps need to have location sending functionality to the server?	The solution need to be API based and same will be discussed during detailed engineering
43	1.7 Qualification Criteria c) Page No. 9	c) The bidder should have executed similar works for cumulative Rs. 2 Crs. during the last 5 years. A cumulative amount will be considered for a maximum of 5 orders. Copy of work order and completion certificate to be submitted in this regard.	Now are days many government projects are publishing for 03 years to 05 years from the Authorities. In this situation all major projects are under in progress condition. Shall we submit a attested undertaking of Ongoing Projects with PO instead of Completion Certificate.	Applicable
44	7.4 Completion Period Page No. 18	As per the Scope of Work & Service Level Agreement as mentioned in Annexure VII. Rate Contract will be issued for one year. Based on performance, the contract will be renewed for the 2nd Year with the same terms and conditions.	As per this clause, the contract period is for 01 year. But at point no. 7.5 Warrenty Period, TPWODL is looking for 05 years warrenty also. Now we need clarification after completing 01 year contract TPWODL will only looking for the GPS Devies warrenty/AMC or TPWODL want entire services throughout the warrenty period. Please clarify.	One-year of project period warranty and 5 years of warranty support for the comprehensive solution provided under this RFP
45	Annexure II Technical Specification B. For software/script: Page No. 23	19) Analytics and reporting: The system should provide comprehensive reporting and analytics capabilities, allowing managers to analyze crew performance, vehicle utilization, fuel consumption, and other key metrics. These insights can support data-driven decision-making and process improvements.	As per this clause, bidder has to provide a module in the VTS system/software for Fuel Monitoring. We want to know right now TPWODL is taking any services related with fuel monitoring like Fuel Monitoring Sensors or any thing else. Also we want to know, in future you will ask service provider to integrate any additional fuel sensor or any additional hardware with our GPS devices, as per the technical specifications, there is no such requirement is mentioned in the tender document. Please clarify.	As per the requirement we need analytical tool to capture the fuel utilization based on distance travelled, speed and other factors.

46	Annexure II Technical Specification A. For tracking device: Page No. 21	Emergency Alert: Panic Buuton	<p>Please share the vehicle type on which the GPS device has to be installed. You have mentioned panic button, we would like to inform you that, panic button is a different additional device and it is only available with AIS 140 GPS devices. Sir, if your scope of application is for simple petrolling vehicles then Panic Buttons and VErY Expensive AIS 140 devices is not suitable for this project. it is ultimately increase the cost of project with no use. Panic Buttons are mostly used in Passenger and public Vehicles. also if you want panic button then please add the BOQ ITEM and take rates for panic button also.</p>	SOS alert is not mandatory
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