

**SAJHA YATAYAT**  
**Central Office, Pulchowk, Lalitpur**

**Ref No:** SY/ERP/2025/01/Addendum-01

**Date:** 2082-10-06

**Subject: Clarification to Bidders' Queries and Addendum No. 1**

Following the pre-bid meeting held on 2082-10-02 and subsequent written queries received from interested bidders, Sajha Yatayat hereby issues the following clarifications to be considered as an integral part of the Request for Proposal (RFP) document.

**Question 1: Regarding Contract Duration and Renewal Terms**

**(Reference: Section 1.3 Part B and Section 2.4.1)**

**Clarification:** In accordance with **Section 2.4.1**, the contract for the Digital Ticketing and Monitoring System will be renewed **annually for a period of up to five (5) years**, based on performance evaluation. However, the contract **can be further extended** beyond the five-year period if the organization deems it necessary based on **excellent performance**. The selected partner is expected to significantly help the organization boost its operational performance and revenue.

**Question 2: Regarding Interoperability, Open Loop, and EMV Support**

**(Reference: Section 3.9.2 and 3.9.4)**

Are Open Loop and EMV card supports required from Day 1?

**Clarification & Requirement:** As per **Section 3.9.2**, support for **Open Loop systems and EMV cards** is mandatory; however, this is **not a Day-1 requirement** and will be implemented **phase-wise**. The specific roadmap for these phases will be finalized later. From the first day of operations, **all ticketing systems must be digitalized**. The use of **POS (Point of Sale) or ETM (Electronic Ticketing Machine)** is mandatory from Day 1 to ensure that all revenue collection is captured through the digital platform and recorded. The proposed POS/ETM solution shall support NFC-based card functionality.

**Question 3: Regarding the Implementation and "Go-Live" Timeline**

**(Reference: Section 2.4.1 and Article 4.1)**

Is the 2-month timeline for full implementation realistic for both ERP and Hardware?

**Clarification:** As per **Section 2.4.1**, the **ERP portion** of the project must be developed within **two (2) months** and send for testing. At a minimum, the **ERP Go-Live must occur within three (3) months** after successful testing, as specified in the document.

Please note that the implementation of **added modules, system corrections, and updates** will be treated as a **continuous process** to ensure the system remains optimized and up-to-date throughout the contract period.

As already outlined in the RFP, Sajha Yatayat aims to collaborate with a proven company with prior experience in ERP systems and a strong understanding of Nepal's public transportation environment. Given such domain expertise, Sajha Yatayat believes that the proposed solution can be successfully launched within the stipulated two-month timeframe.

**Question 4: Regarding Bank Account Details for RFP Document Purchase**

**(Reference: Section 1.4 - Invitation for Proposal)**

What are the official bank details for depositing the RFP document fee?

**Clarification:** Bidders can purchase the RFP document by depositing the non-refundable fee into the following bank account:

**Bank Name:** Nepal Investment Mega Bank Ltd.

**Account Name:** Sajha Yatayat

**Account Number:** 04001030250924

**Branch:** Pulchowk

**All other terms and conditions of the RFP remain unchanged.**

Sajha Yatayat  
Pulchowk, Lalitpur