

Addendum No2 to Tender Document

DEVELOPMENT, IMPLEMENTATION, OPERATIONS AND LONG-TERM MAINTENANCE OF PROVEN GLOBALLY DEPLOYED AUTOMATED FARE COLLECTION & BUS SCHEDULING SYSTEM (AFC-BSS) FOR FEEDER ROUTES IN LAHORE



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Addendum No.2 to the Tender Document

Due to some clarifications required in the RFP document, the following addendum is hereby issued; which shall form a part and parcel of the original document titled

"DEVELOPMENT, IMPLEMENTATION, OPERATIONS AND LONG-TERM MAINTENANCE OF PROVEN GLOBALLY DEPLOYED AUTOMATED FARE COLLECTION & BUS SCHEDULING SYSTEM (AFC-BSS) FOR FEEDER ROUTES IN LAHORE"

, issued and uploaded on October 27, 2015. The contents of this addendum shall supersede/replace page 27 of the original RFP document, and shall be read as part of the RFP document uploaded on the following websites:

www.pma.punjab.gov.pk

www.ppra.punjab.gov.pk

as to ensure timely, un-interrupted transmission of data between AFC-BSS equipment in bus and at central datacenter.

14.5 Sale Point Equipment

14.5.1 Deployment (and security) of top up/refund machines, and/or station PCs, UPS, cabling for networks, routers/signal boosters and/or any other component required to run AFC-BSS System efficiently, adequately, and as per industry standards as well as to ensure compliance to parameters mentioned in the Service Level Agreement.

14.6 Centralized/Back-office systems and reliable hosting

14.6.1 Deployment of all AFC-BSS Components on industrial strength, branded platforms/servers/equipment in a reliable, high-availability data center. The bidder can use private cloud using dedicated hardware i.e already available equipment (servers, storages etc) in a data center located in Punjab/Islamabad; but for technical evaluation they must provide complete architecture of such equipment. The AFC-BSS solution must be able to pick up the load for off-board and on board ticketing and handle daily passenger volumes of up to 1,000,000 in an efficient, uninterrupted manner, and must be able to comply with service level agreement.

14.6.2 All transactional data will remain property of the purchaser and may not be shared with anyone without written consent of the Purchaser.

14.6.3 Purchaser will have access to all transactional data and audit logs, logged into the system for at least the past twelve months, at all times. And will be provided regular data backups by the contractor for long-term storage and archival purposes on reliable storage media.

14.7 Equipment Installation/Maintenance and Software Support

14.7.1 Installation, maintenance, and operations of all equipment as listed in relevant sections of this tender document.

14.7.2 Continuous support of all software and hardware components associated with proposed AFC-BSS solution - via dedicated support staff accessible via help desk, all services must be provided based on the service-level parameters defined in this document.

14.8 Human Resources

14.8.1 The successful bidder must employ adequate, well-trained staff to perform all duties and responsibilities stated in this tender document – including all roles/duties to be performed at the sale points, buses, the central datacenter, and to support PMA authorized staff on the AFC-BSS solution.

15. Tender/Bidder Eligibility

15.1 An eligible Tenderer/Bidder is a Tenderer/Bidder who:

15.1.1 is a provider of Services and Equipment as outlined in the document

15.1.2 Services can only be supplied / sourced / routed from “origin” in “eligible” member countries.

a. “Eligible” is defined as any country or region that is allowed to do business in Pakistan by the law of Government of Pakistan.

b. “Origin” shall be considered to be the place where the company / firm is incorporated

15.1.3 has a registered office in the respective country of origin

15.1.4 has been registered for at least 5 years in country of origin, and has proven experience of deploying state of the art AFC-BSS for transportation sector.