

Punjab Masstransit Authority			
Minutes of Meeting			
Subject:	Pre-Bid Conference On Tender For Development, Implementation, Operations, and Long-Term Maintenance of Proven Globally Deployed Automated Fare Collection and Bus Scheduling System (AFC-BSS) for Feeder Routes in Lahore		
Date:	December 18, 2015	Time:	03:00PM
Venue:	Committee Room, Punjab Masstransit Authority	Chair:	Mr. Muhammad Ozair Shah, General Manager Operations, PMA
Participants:	<p>List of Participants:</p> <ol style="list-style-type: none"> 1. General Manager Operations, PMA 2. Manager IT, PMA 3. IT Expert, PMA 4. Financial Specialist, PMA 5. Manager Operations Technical, Lahore, PMA 6. Manager Operations Planning, PMA <p>The list of prospective bidders who participated the Pre-Bid meeting is attached at Annex-A</p>		
Question		Discussion/Decision	
<ol style="list-style-type: none"> 1. M/s TPL Tracker Ltd, M/s Inbox Business Technologies and M/s Tollink Pakistan requested for extension in delivery time from 90 days to 120 days. 2. M/s TPL Tracker Ltd, inquired about the passenger volume that the AFC-BSS system can handle as different figures are listed in Sub-Clause 13.12 and Sub-Clause 14.6.1 3. M/s TPL Tracker Ltd inquired about the head (Sr. No.) in the Price Schedule / Bid Price / Form of Bid under which 		<ol style="list-style-type: none"> 1. 90 days delivery time is sufficient for the scope of the RFP. 2. The Sub-Clause 14.6.1 is amended 3. Separate Head in the Price Schedule / Bid Price / Form of Bid of Clause 76 is added for the service charges related to Bulk Initialization Machines. 	

<p>service charges related to Bulk Initialization Machines may be quoted.</p> <p>4. M/s Inbox Business Technologies (Pvt) Ltd inquired about the impact on service charges in case of extension beyond the mentioned timeframe of three (03) months for placing human resources for passenger facilitation, guidance, etc in 200 buses (1 person per shift in each bus)</p> <p>5. M/s TPL Tracker Ltd commented that the published Price Schedule / Bid Price / Form of Bid under the Clause 76 is determining the lowest financial bidder on the basis of Monthly Service Charges for the 1st Month and not on the basis of total contract price.</p>	<p>4. The mentioned timeframe of three (03) months is changed to six (06) months. It is clarified that for extension(s) beyond initial six (06) months of operations, although not anticipated, price would be mutually agreed between Client and the Service Provider.</p> <p>5. After the discussion and as per mutual agreement, the Price Schedule / Bid Price / Form of Bid under the Clause 76 is amended such that the lowest financial bidder is determined on the basis of total contract price.</p>
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ATTENDANCE SHEET

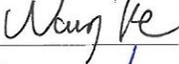
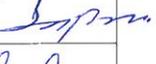
PRE-BID MEETING ON DEVELOPMENT, IMPLEMENTATION, OPERATIONS AND LONG-TERM MAINTENANCE OF PROVEN GLOBALLY DEPLOYED AUTOMATED FARE COLLECTION AND BUS SCHEDULING SYSTEM (AFC-BSS) FOR FEEDER ROUTES IN LAHORE

ATTENDANCE SHEET

Place: Committee Room, PMA Office, 5th floor,
Arfa Software Technology Park, Lhr

Date: 18/12/2015

Time 3:00 PM

Sr. No.	Name of Organization	Name of JV Partner (If any)	Representative's Name & Designation	Contact No.	Email Address	Signature
1	INBOX		ALI SHAHBAZ	0333-4466791	ali.shahbaz@inboxbiz.com	
2	Inbox		Rashid Chaudhary	0321-2428263	rashid.ch@inboxbiz.com	
3	Tollink Pakistan		Jumawal Anwar Khan	0332-472138	jumawal@tollink.com.pk	
4	CR - Norico JV		Ding zhi shang	0310-566888	4652/6247@99.com	
5	CR - Norimco		Wang Jie	0312-1758666	Joserwang@163.com	
6	TPL TRAKKER LTD		Naseer Bhatti	0300-8286666	naseer.ahmed@tplholdings.com	
7	TPL TRAKKER LTD		BILAL AFZAL	0300-2012600	bilal.afzal@tplholdings.com	
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Addendum No1 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.1 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 December 13, 2015. The contents of this addendum shall supersede/replace pages 20, 25, 27, 55, 58 and 59 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

system configuration parameters and security settings without prior written approval of the Client in a timely manner.

46. At no time or under any circumstances what so ever shall the Contractor ever make direct changes to the databases. It shall always be ensured that all changes in the database (if and when required approved by the Client) shall be done through the application interface(s). The database audit logs shall always remain in enabled mode.
47. Provision smart card sale and recharge facility (sale point) at PMA designated localities on feeder routes in the city, to facilitate passengers on feeder routes either by setting up their own offices/shops or through collaboration with already established offices/shops or a combination thereof.
48. Provision and maintain handheld ticket validators for spot checking such that each device remains operational for minimum period of eight (08) hours, to facilitate PMA assigned ticket inspectors.
49. Deploy suitably skilled personnel in feeder route buses for an initial period of Six (06) months for passenger facilitation, guidance, securing installed validators, ticket sales, card sales etc (using the implemented AFC-BSS solution interfaces).
50. The Contractor's representative shall visit the country of bus manufacturer and fully coordinate with Bus Service Provider and manufacturer for installation of Driver Console Units/Onboard Bus Units (OBU), Validators and fare evasion system in buses. The fare evasion system will only be installed in feeder buses and must be able to detect entry and exit of passengers. It shall generate an indication in the Driver Console /Onboard Bus Unit (OBU) to inform the driver when any passenger Taps-in the smart card.
51. The Purchaser intends to augment the existing system by adding the following components in subsequent phases within the first eighteen (18) months from the commencement of operations.
 - 400 Driver Consoles having GPS trackers and 800 validators for (400 additional buses (All standard) on other feeder routes in the next phases)
 - 5 additional sale points on other feeder routes
 - 7 additional handheld ticket validators for spot checkingThe Contractor upon receiving a written order from the Purchaser shall incorporate the additional services into the existing system. Payments for the additional services shall be made against quoted rates on prorated basis from the date of commissioning for the remainder of the contract.
52. The Purchaser intends to augment the existing system by adding the following components in subsequent phases beyond eighteen (18) months from the commencement of operations as under.
 - 800 Driver Consoles having GPS trackers and 1600 validators for (800 additional buses (all standard) on other feeder routes in the next phases)
 - 10 additional sale points on other feeder routes
 - 13 additional handheld ticket validators for spot checkingThe Contractor upon receiving a written order from the Purchaser shall incorporate the additional services into the existing system. Payments for the additional services

manner. Bidder will be responsible for adequate upgrades in the infrastructure as and when necessitated - to ensure that the system can efficiently cater growing passenger volumes.

13.13 Manning Buses

PMA feeder route buses will be manned with professional sales staff for the initial six (06) months of operations; tentative hours of operation initially are 18 hours a day, seven days a week. Subject to change depending upon need and requirements as illustrated by Purchaser.

13.14 Escrow Account

All revenue earned from activation and recharging of cards will be deposited into ESCROW Account in the Bank of Punjab, and revenue collected will be disbursed to all concerned parties via agreed formula.

13.15 Call Center

PMA may setup a call center/helpline for passengers to call into for on bus routes and schedules as well as for any issues on fare. Call center shall be able to log in complaints through call-center operator or via IVR. AFC-BSS solution must be able to provide call center personnel access to bus schedules and related information.

13.16 PMA Control Center

PMA has already established a central control center at 5th Floor Arfa Software Technology Park for authorized PMA staff allocated to the AFC-BSS project in Lahore.

All data collected via AFC-BSS components (including audit data, statistical, and operational information) shall be made accessible via secure, online interface to authorized PMA staff on real-time basis, by the Contractor/Service Provider.

Buss Scheduling, bus tracking, and bus alert-management, as well as Passenger Information System shall be managed / monitored via the Control Center.

Card initialization and personalization devices shall be centrally located by the Contractor/Service Provider at the PMA Control Center (or other appropriate location designated by PMA). PMA authorized personnel must be able to control all operations performed by these centrally located devices.

Contractor/Service Provider is responsible to provide adequate AFC-BSS support staff at the PMA Control Center.

14. Other high-level requirements

14.1 Automated Fare Collection Application must have following features:

14.1.1 Provision to specify and compute user-defined distance based, zone based, stage based and flat rate based fare.

14.1.2 Provision to handle the full fare, concessional fare and free fare policies.

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 **2,000,000** 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

6	Provisioning of handheld/portable ticket validators	15	
7	Bulk initialization machines. Should have feature to initialize cards only when amount/balance is available in the machine. If no balance is available, Contractor must first credit the appropriate bank account, so that the machine can initialize smart card.	2	
8	Any other equipment/hardware/software components essential for AFC-BSS operations at the central data center, buses or sale points. (Please provide detailed list along with justification)	Specify quantity	
9	Support & Maintenance of the AFC-BSS solution including items 1 through 8 above – for 6 years (software support, maintenance of equipment, data network, and overall responsibility of solution)		
10	Operations in Buses (Including cash handling)	1 person for ticket sales, card sales, passenger facilitation, guidance etc (per shift in each bus) at all times during PMA bus operating hours for initial six (06) months of operations.	
11	Operations in Sale Points (Including cash handling)	1 person for card sales and card recharge facility (per shift at each sale point) at all times during PMA bus operating hours.	

The mandatory requirements given above must be adhered to in order to qualify for evaluation against the criteria given.

76. Price Schedule / Bid Price / Form of Bid

MUST BE SUBMITTED IN SEPARATE ENVELOPE HIGHLIGHTED AS FINACIAL PROPOSAL

Technically qualified bidders with the lowest value in "Z" will be considered successful.

Price Table:

Sr No	Item	Price
1	Monthly service charges of providing all back-office processing services associated with AFC-BSS, stated in this RFP (including but not limited to setting-up of all AFC-BSS bandwidth requirements, data communication, and hosting components, etc - associated with central datacenter setup)	
2	Monthly service charges for dedicating adequate human resources to manage AFC-BSS data-center components	
3	Monthly Service charges for provisioning and maintaining AFC-BSS related services and components – for 162 standard buses on feeder routes	
4	Monthly service charges for provisioning and maintaining AFC-BSS related services and components – for 38 mini-buses on feeder routes	
5	Monthly Service Charges for provisioning smart card sale and recharge facility at 22 PMA designated localities on feeder routes in the city, to facilitate passengers on feeder routes (including but not limited to setting-up, provisioning and maintaining all hardware, software, data communication, network, security components, top-up/POS machines, ticket issuance, card sale, etc.) 1 person for card sales and recharge facility (per shift, in each sale point) at all times during PMA operating hours)	
6	Monthly Service Charges for provisioning and maintaining 15 handheld ticket validators for spot checking, to facilitate PMA assigned ticket inspectors	
7	Monthly Service Charges for provisioning and maintaining two (02) Bulk Initialization Machines (BIM) for Smart Card initialization	
SUB-TOTAL (Sr#1—Sr#7)		Y
8	Monthly Service Charges for placing human resources for passenger facilitation, guidance, securing installed validator etc in 200 buses on feeder routes for initial six (06) months of operations	X

	1 person for passenger facilitation/guidance/ticket sales/card sales etc (per shift, in each bus) at all times during PMA operating hours)	
TOTAL		Z = (Y*72) + (X*6)

* **Monthly service charges (Y)** must remain same throughout the contract period. **Monthly service charges (X)** at Sr. No 8 will be applicable only for first six (06) months of operations. However, the Purchaser may extend in writing the services at Sr. No 8 at a price mutually agreed with the Contractor beyond initial six (06) months of operations.

Important note:

- i. The financial bid is inclusive of all applicable taxes, as per Laws of the Government of Pakistan, but is exclusive of all Sales Tax on Services which shall be added by the Purchaser over and above the quoted amount, as applicable/required under the relevant Tax Laws, to arrive at the contract price. Accordingly, the Contract Price shall be subject to adjustments for change in rate of Sales Tax on Services as and when applicable.
- ii. Installation of equipment along with successful testing and commissioning will be the responsibility of bidder for which bidder may not propose price separately.
- iii. No advance payments will be made. Monthly payments will be made on a prorated basis by the Purchaser taking into account the number of buses and number of sale points etc for which AFC-BSS has been successfully provisioned.
- iv. New buses and/or sale points etc may be added at any time during the contract period at the same average monthly service charge (per bus, per sale point as the case may be) as mentioned above in Price Table.

Date _____

Place _____

Signature of authorized person

Name:

(Company Seal)

In the capacity of

Duly authorized by

Note: No cutting or overwriting is allowed. Any cutting or overwriting will lead to rejection of the financial bid.