

The Punjab Masstransit Authority

Record of Meeting

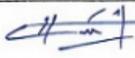
Agenda	PRE BID MEETING FOR THE CONTRACT OF "DEVELOPMENT, IMPLEMENTATION, OPERATIONS AND LONG- TERM MAINTENANCE OF PROVEN GLOBALLY DEPLOYED AUTOMATED FARE COLLECTION & BUS SCHEDULING SYSTEM (AFC-BSS) FOR PAKISTAN METROBUS SYSTEM (PMBS) IN RAWALPINDI-ISLAMABAD"		
Date:	30-11-2021		
Venue	Committee Room, 5 th Floor. PMA Head office. ASTP. Lahore	Chair:	Mr. Ozair Shah General Manager Operations. PMA.

List of Participants.

- | | | |
|-----|---|---------------|
| 1. | Mr. Ozair Shah, General Manager Operations, PMA | (Chairperson) |
| 2. | Ms. Nabila Javed, Secretary/General Manager Finance, PMA | (Member) |
| 3. | Ms. Shumaila Mohsin, Manager Operations (Technical), PMBS | (Member) |
| 4. | Mr. Mian Mudassar, Deputy Manager (IT), PMBS | (Member) |
| 5. | Mr. Shoukat Ali, Assistant Manager (Security), PMBS | (Member) |
| 6. | Ms. Anna Mumtaz, Assistant Manager (Accounts), LMBS | (Member) |
| 7. | Mr. Zaheer Maqbool, Infotech Pvt. Ltd | (Participant) |
| 8. | Mr. Shabbir, Pak German Engineering | (Participant) |
| 9. | Mr. Sami, Interactive Convergence Pvt. Ltd | (Participant) |
| 10. | Mr. Rashid Chaudhary, Inbox Business Technologies Limited | (Participant) |
| 11. | Mr. Noshaad, LMKT | (Participant) |
| 12. | Mr. Kashif Mushtaq, GCS | (Participant) |
| 13. | Mr. Imran Ali Abid, JS Bank | (Participant) |
| 14. | Mr. Naveed, SEMC | (Participant) |
| 15. | Mr. Waqas Ahmad, Turnotech Pvt. Ltd | (Participant) |

DECISIONS / DISCUSSIONS

The pre-bid meeting on the said agenda was held in Conference Room of PMA Head Office, ASTP, Lahore at 1430 hours. General Manager Operations, PMA chaired the meeting in which representatives of participating companies asked queries related to the contract. General Manager Operations, PMA has clarified their points. The detailed minutes of meeting is attached at **Annex-A** and the list of participants is attached at **Annex-B**. The meeting ended at 1650 Hours with a note of "Thanks".



Mr. Ozair Shah

 9/12/21

Sr. No.	A. Infotech Pvt. Ltd.	PMA's RESPONSE
Sr. No.	QUERIES / COMMENTS	PMA's RESPONSE
1	What is the difference between TOM/Top-up/Inspector PDA's also share the quantity required?	All are same. It is a portable machine like PDA that must have the capability to sell/generate/top-up and to validate all kind of fare media. 62 PDAs shall be used for ticket sales and validation (if required) while 5 PDAs shall be used for inspection.
2	Existing cables will remain there? How to find out if cables have issue? Also, network is dependent on ISPs, so would penalties be applied if issue occurs due to ISP issue?	Yes, existing cables will remain there. However, new Service Provider shall be responsible to test and replace/lay existing/new cables if required. Service Provider shall also be responsible to provide reliable secondary link/connectivity for smooth operations.
3	Page 13 Clause 6.2 is given below: "Eventually the system may be rolled out for other routes as well"	There will be separate bidding for the new line/routes to procure new solution. However, existing data center equipment may be used.
4	Would there be additional bidding for the software licensing and storage etc. or in the same project cost/scope? Currently, all the cables are property of current contractor, so new contractor will replace all cables/wiring? Including power and network and other required items like ducts, switch boards etc. Also, the conduits need to be joint free.	All the cables are the part of the PMA's infrastructure and can't be removed. However, new Service Provider shall be responsible to replace ducts/conduits, switch boards, cables, etc. (where required) at its own cost.
5	What is the volume of data need to be migrated and also clarify that who will be responsible for the authenticity of data.	Current size of the AFC-BSS database is approximately 1.5TB to 2TB. Existing Service Provider shall be responsible for the authenticity of data at the time of handing over the database and after the migration new service provider shall be responsible for the authenticity. Moreover, data in reports generated from the historical data must be same in new as well as in old AFC-BSS software.
6	If the payment is delayed by purchaser/ incomplete/un audited payments more than three months and ground staff creates hurdles in the operation or engages other government or legal authorities, then how will purchaser cater the situation where no fault lies with the service provider.	PMA hereby commit to pay HR payment on monthly basis.  9/12/21 

	Need clarity if any such instance occurs due to delayed payment by PMA, beyond three months.	
7	Old cables need to be replaced? As previously mentioned that contractor will replace faulty ones only. Also, does contractor need to provide list and when?	Refer response at para 2 & 4.
8	Need clarity about the types of coins that TVM must have the acceptance capability. Same clarity is required for the type of paper note denomination.	TVM has the capability to accept up to 15 banknotes and coins of different denominations per sale.
9	The cost of the HR for maintaining (Technical Team) All AFC-BSS services for 24 PMBS stations is not part of the price table. Need clarity Page 67 Sub-Clause V of Clause 76:	Bidder will quote HR cost along with list of resources required in its BOQ. Price cannot be in USD.
10	<i>"New stations and/or on-board bus modules may be added at any time during the contract period at the same average monthly service charge (per Station, per bus, as the case may be) as mentioned above in Price Table."</i>	
11	The price should be in accordance to the USD prices at that time. Whether the existing complaint management system shall be used or the service provider need to provide a new complaint management system.	Service provider is responsible to provide a complaint management system.
12	Page 88 SLA Clause 8: Problem management Each equipment type, instances need to be defined as per available modules in respective machines like TVM incidents shall be separate for SCRFID tags, QR Code, Bionetric., NFC, BNM etc. and likewise for rest of the equipment's	Number of incidents of the same type shall be defined according to the root cause of the issue. However, Service Provider must provide verifiable evidences i.e. system generated logs against each incident.
13	If equipment gets powered off due to issue with UPS/Batteries itself, then the penalty should only be against UPS failure? Also, for backup of 04 hrs, requires sufficient time for UPS to get fully charged.	In such incident, maximum penalty out of all the applicable SLA clauses shall be imposed. Furthermore, UPS should be added on Network Monitoring System (NMS) and the typical recharge time should not be more than 3 hours. Moreover, backup provided by the UPS shall be verified using events logs from NMS and data logs from UPS.
14	Page 90 SLA Clause 20: Non Availability of Validated Access to Station	No. penalty shall be imposed on account of non-availability of the validated access against both entry/exit separately.

Chaitanya
9/12/21

	<p>If Entry and Exit both sides are powered off not because of UPS failure, then the penalty should be calculated for both sides as a single instance. Page 93 SLA Clause 30 given below:</p> <p><i>"Failed to submit required AFC-BSS reports in first 05 days of the month"</i></p> <p>Clarify the type of reports and also clarify whether these are week days or the working days?</p> <p>Technical Specifications and Standards of QR Code prints needs to be defined if any.</p>	<p>Service Provider shall be responsible to submit all the reports required to process invoices of AFC-BSS and other Service Providers. Furthermore, first 05 days of the month are the working days.</p>
15		
16		<p>Bidders are required to propose a reliable, secure and protected solution to use QR code tickets.</p>
B. Inbox Technologies		
		<p>Price Item 3 of Price Table will be updated as follows:</p>
17	<p>Page 23 Clause 76 (Price Table): TVM operators are not mentioned in Price Table.</p>	<p><i>"Monthly Service Charges for placing defined human resources at all 24 PMBS stations, for ticket sales, recharging and refunds etc through 24 TVM Operators/Shift and 62 48 TOM Operators/Shift at all times during PMBS operating hours"</i></p>
18	<p>Who will be responsible for security of AFC-BSS equipment installed in corridor and at stations? Please include a separate price item in the price table for HR required for security.</p>	<p>Service Provider shall be responsible for security of all AFC-BSS equipment installed in corridor and at station.</p> <p>Refer Page 17 Sub-clause 10 of Clause 9 given below:</p>
19	<p>Who will be responsible for data loss, data integrity, security and protection of the data.</p>	<p><i>"Implement a secure and protected access control system to control access to AFC-BSS software application systems and databases, limiting access to authorized personnel only. Also setup primary and secondary (disaster recovery) backup sites and ensure regular and tested data backup."</i></p>


9/12/20

20	<p>Page 23 Clause 13.3: Mifare Plus 1K/2K at different clause may impact cost.</p> <p>Page 22 Sub-clause 5 of Clause 11 given below:</p> <p><i>"BIMs, and/or top-up point of Sale (POS) machines will only initialize top-up media if there is sufficient balance available. Contractor must first transfer sufficient balance amount into the Government Excess-Account, and the Bank of Punjab will subsequently notify e-credit to be made available to the AFC-BSS service provider for charging of BIM/POS machine."</i></p>	<p>The AFC-BSS Service Provider is solely responsible for the availability, integrity, backup, security, protection, etc. of the AFC-BSS data.</p> <p>There is no remarkable impact of cost in required cards.</p>
21	<p>Clarify the requirement of e-credit to initialize fare media using BIM.</p> <p>Page 23 Sub-Clause 3 & 4 of Clause 13.2 given below:</p> <p><i>"3. All Validators shall have an anti-pass back mechanism to avoid double validation of Fare Media, preventing Passengers to check-in twice or more without passing.</i></p> <p><i>4. All Validators shall be capable to allow for multiple check-in using the same fare media (CSC or emulated CSC)."</i></p>	<p>The fare media shall be initialized using BIM, only when there is sufficient e-credit available in the AFC-BSS software.</p>
22	<p>Clarify the above mentioned requirements.</p>	<p>The RFP shall be updated as follows:</p> <p><i>"3. All Validators shall have an anti-pass back mechanism to avoid double validation of Fare Media, preventing Passengers to check-in twice or more without passing (in case of single commuter ticket).</i></p> <p><i>4. All Validators shall be capable to allow for multiple check-in using the same fare media (CSC or emulated CSC) (in case of multiple commuters/family ticket)."</i></p>
23	<p>Page 27 Clause 13.12: Clarify the term "fully-automated KM report"</p>	<p>The proposed AFC-BSS software must be capable to generate all the required reports including KM report and these system generated reports shall not require any additional working to fulfil the requirements of the end user.</p>
24	<p>Page 21 Sub-Clause 54 of Clause 9 given below:</p> <p><i>"In case feeder buses are procured by the Client, the Contractor will be required to ensure compatibility of equipment in coordination with the</i></p>	<p>RFP shall be updated as follows:</p> <p><i>"In case feeder buses are procured by the Client, the Contractor will be required to ensure compatibility of equipment in coordination with the Bus Service Provider"</i></p>

Asst. Secy
9/12/21

	<p>Bus Service Provider and/or the bus manufacturer. The Contractor is also responsible for the deployment of equipment in buses in coordination with AFC-BSS manufacturer. In this respect, the Contractor shall bear all expenses for deployment of AFC-BSS equipment in at least 86 new feeder buses."</p>	<p>and/or the bus manufacturer. The Contractor is also responsible for the deployment of equipment in buses in coordination with AFC-BSS manufacturer. In this respect, the Contractor shall bear all expenses for deployment of AFC-BSS equipment in at least 86 new feeder buses."</p>
25	<p>Page 31 Clause 14.8 given below: "Contractor shall deposit the Source Code, Object Code and related Documentation Software into an escrow account pursuant to an escrow agreement to be entered into between Contractor, Customer and an escrow agent. The escrow agreement shall authorize release of the Source Code, Object Code and related Documentation to Customer as a licensee on certain terms and conditions upon the occurrence of a Termination Event or Non-Renewal."</p>	<p>REP shall be updated as follows: "Contractor shall deposit the Source Code, Object Code and related Documentation Software into an escrow account pursuant to an escrow agreement to be entered into between Contractor, Customer and an escrow agent. The escrow agreement shall authorize release of the Source Code, Object Code and related Documentation to Customer as a licensee on certain terms and conditions upon the occurrence of any Termination Event or Non-Renewal."</p>
26	<p>How prorated deduction shall be made in case of force majeure.</p>	<p>Page 48 Clause 41.5: "It is clarified that if a station is closed by the Client, not because of the fault of Contractor but, due to riots, strikes, natural calamities or by the action of law or government etc, the Client shall make the prorated deductions in the invoice processing. Subsequently, the Contractor shall submit its separate invoice for incurred costs during such instance of closure and the Client shall evaluate the invoice and pay, such agreed costs; however, the Client shall not pay any profits in such instances."</p>
27	<p>Page 92 SLA Clause 28: Resource management</p>	<p>Yes</p>
28	<p>Shall both pro-rata deduction and penalties be imposed simultaneously. Page 88 SLA Clause 8: Problem management</p>	<p>Number of incidents of the same type shall be defined according to the root cause of the issue. However, Service Provider must provide verifiable evidences against such incident.</p>
29	<p>Clarify: "more than 10 incidents of the same type" Page 48 Clause 41.3 given below:</p>	<p>Refer response at para 6.</p>

Chaitanya
9/12/21

	<p><i>"The Purchaser shall pay the amount verified in the Certificate of Payment within twenty-one (21) days of receipt of a Certificate of Payment. Payment shall not be made in advance. The Purchaser shall make payment for the Services provided, to the Contractor, as per payment schedule through crossed cheque. The Contractor must be financially capable to pay salaries to its staff for at least three (3) months in case of delay in payments due to any reason whatsoever."</i></p>	
30	Clarify what if payment shall delay for more than 3 month?	
31	Data migration cost should be the part of price table.	Bidder must quote data migration cost in its BOQ.
	Integration cost for new system is not mentioned in price table.	Bidder may quote integration cost in its BOQ.
C. Interactive Convergence		
32	Please clarify User Acceptance Testing (UAT) mechanism?	UAT shall be performed after complete commissioning in fully integrated environment to test all the technical features of the equipment supplied by the service provider.
D. LMKT		
33	Why biometric scanner is required in TVMs and Validators?	Bidders were asked to propose a solution to use a biometric impression as a fare media.
34	Is Bus Scheduling System (BSS) mandatory?	RFP shall be updated accordingly.
	E. GCS	Yes
35	In data migration what will be the size of data. Also clarify who shall ensure the authenticity of the data.	Refer response at para 5.
36	What to do with historical data during migration? Whether it shall be archived only or shall be useable/viewable in the new AFC-BSS software?	The historical data shall be migrated completely in the new database and also shall be useable/viewable in the new AFC-BSS software.
37	Who shall procure, commission and maintain the servers and storage for AFC-BSS solution?	IT Systems Service Provider shall procure, commission and maintain all the DC hardware required for AFC-BSS including servers and storage. However, AFC-BSS

Handwritten signature
9/22/21

		Service Provider shall be responsible for configurations and smooth running of applications, database and other servers along with storage.
F. JS Bank		
38	Is it mandatory to open the escrow account in the Bank of Punjab?	Yes
39	Is it mandatory to setup an office in Rawalpindi/Islamabad?	Yes
G. ASIS		
	Page 18 Sub-Clause 22 of Clause 9 given below:	Refer response at para 31.
40	"Facilitate and operate integration with other Intelligent Transport Systems (ITS) add-ons, if any."	Service Provider shall be responsible to facilitate and operate integration with other BRT lines, feeder routes etc.
	Clarify the requirement in detail.	
41	Page 21 Sub-Clause 54 of Clause 9	Refer response at para 24.
	Page 21 Clause 10:	Deductions defined in SLA-B shall remain same.
42	Deductions based on SLA-B should have a percentage limit defined with detailed Service Level Parameters to be adhered by the Contractor.	
43	Page 22 Sub-clause 5 of Clause 11:	Refer response at para 1 & 21.
	Clarify the functionality of devices mentioned in the clause.	
44	Page 23 Sub-Clause 3 & 4 of Clause 13.2:	Refer response at para 22.
	Clarify the requirements in detail.	
	Page 23 Clause 13.3:	Refer response at para 20.
45	Current USD Exchange Rate = PKR 176.36 Smart Card Security Deposit @ Rs. 130 / per smart card is lower. Milfare S2K CSC is an expensive card in the market.	

Handwritten signature and date:
 09/12/21

	Please revise or suggest mechanism for the revision of Security Deposit Rate mentioned in the RFP. Page 27 Clause 13.12;	
46	Clarify the term "fully automated KM report"	Refer response at para 23.
47	Page 31 Clause 14.8: Software Escrow Condition of " <i>Non-Retrival</i> " should be removed.	Refer response at para 25.
48	Is NADRA verification required? If yes, then please mention in the RFP document? Furthermore, there is monthly cost associated with the NADRA verification.	Refer response at para 33.
49	There is no section in the price table to provision against the services enlisted in the RFP: 1. Back-Office Staff (Technical / Operations / Support) 2. Data Center Hosting Charges	Refer response at para 9 & 37.


9/12/21

COMMITTEE MEMBER ATTENDANCE SHEET

TENDER INVITATION FOR PROCUREMENT FOR DEVELOPMENT, IMPLEMENTATION, OPERATION & LONG TERM MAINTENANCE OF PROVEN GLOBALLY DEPLOYED AUTOMATED FARE COLLECTION & BUS SCHEDULING SYSTEM (AFC-BSS) FOR PAKISTAN METROBUS SYSTEM (PMBS) IN RAWALPINDI-ISLAMABAD

ATTENDANCE SHEET

Place: Conference Room, PMA Office, 2nd floor,
Arfa Software Technology Park, 346-B, Ferozqar Road, Lahore

Date: 30-Nov-21

Time: 2:30 PM

Sr. No.	Committee Members	Contact No.	Email Address	Signature
1	Mr. Ozair Shah, Chairperson	0323-8880833	ozair@yul.co.com	
2	Ms. Nabila Javed, Member	0333-4118857	javednabila@gmail.com	
3	Ms. Shumaila Mohtsin, Member	0346-2324258	shumailaasarar@gmail.com	
4	Mr. Mian Muaddasir, Member	0333-4788831	mian.muaddasir.pmc.panjab.gov.pk	
5	Mr. Muhammad Yaseen, Member	—	Absent	—
6	Mr. Shoukat Ali, Member	0333-2340678	shoukat.ali.pmc.panjab.gov.pk@gmail.com	
7	Representative of Transport Department, GoPb Mr./Ms.	—	Absent	—
8	Representative of Finance Department, GoPb Mr./Ms.	—	Absent	—

CLARIFICATION MEETING ATTENDANCE SHEET

TENDER INVITATION FOR PROCUREMENT FOR DEVELOPMENT, IMPLEMENTATION, OPERATION & LONG TERM MAINTENANCE OF PROVEN GLOBALLY DEPLOYED AUTOMATED FARE COLLECTION & BUS SCHEDULING SYSTEM (AFC-BSS) FOR PAKISTAN METROBUS SYSTEM (PMBS) IN RAWALPINDI-ISLAMABAD

ATTENDANCE SHEET

Place: Conference Room, PMA Office, 5th floor, Arfa Software Technology Park, 346-B, Ferozpur Road, Lahore

Date: 30-Nov-21

Time: 2:30 PM

Sr. No.	Name of Organization	Name of JV Partner (If any)	Representative's Name & Designation	Contact No.	Email Address	Signature
1	INFOTECH Pvt. Ltd.		ZAHED MARSOOD	0306-5020202	zahed.marsood@infotechgroup.com	
2	PAK Co-Operation Enginr		M. Sheebobiy	0308-4288611	Sheebobiybest@gmail.com	
3	Interactive Communication		Ajiz Sami (R)	0312-3114466	Sami.faraz@interactivegroup.com	
4	LMKIT		NAUSHAD	0336-8567174	NAHMED@Lmkto.com	
5	Ambox		Rashid Chandley (PD)	0321-8428263	rashid.ch@inboobox.com	
6	GRCS		Kashif Mushaw	0320-0046095	Kashif.Mushaw@gcspt.com	
			Raza Ahmed Ali	0316-8887557	raza.ahmed@gcspt.com	
7	INFOTECH Pvt. Ltd		ABDUL MUHAMMAD	0306-8980820	abdul.munam@infotechgroup.com	
8	J3 BANK		Imran Ali Abidi	03008497661	imran.abid@j3bank.com	
9	SEMC JU TUMOS		NAVEED	0300-8007553	naveed@ncegroup.com	
10	Qumatech Pvt Ltd		Waqas Ahmad	0322-431976	waqas.ahmed@qumatech.com.pk	