

Punjab Masstransit Authority			
Minutes of Clarification Meeting			
Subject:	Clarification Meeting On Tender For Operations Maintenance Services of Automated Fare Collection and Bus Scheduling System (AFC-BSS) for Lahore Metrobus System (LMBS) (Gajjumata to Shahdara)		
Date:	July 17, 2020	Time:	03:00 PM
Venue:	Control Centre Lahore, 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. Mr. Muhammad Ozair Shah, General Manager Operations, PMA 2. Ms. Nabila Javed, Secretary, PMA 3. Mr. Raheel Qutab, Manager IT, PMA 4. Mr. Saqib Zia, IT Expert Lahore, PMA 5. Ms. Anna Mumtaz, Assistant Manager (F&A), PMA 6. Mr. Tahseen Nasir, PITB 7. Mr. Muhammad Rashid, Transport Department 8. Mr. Emin Demir (emin.demir@kentkart.com.tr), M/s Kentkart (Attended the meeting through zoom app) <p>The list of prospective bidders who participated the Clarification meeting is attached at Annex-B</p>		
<p>The meeting started at 1500 hours. The General Manager Operations, PMA formally welcomed the participants and started the meeting with recitation of Holy Quran. Core Tender features were highlighted. Question and Answer session was conducted afterwards including the queries sent earlier by prospective bidders. Detailed Minutes of Meeting are attached at Annex-A. The list of participants is attached as Annex-B. The meeting ended at 1830 Hours with a note of “Thanks”</p>			

Annex - A

Sr. No	Sections / Clauses	Queries / Comments	PMA's Response
A	M/s Infotech Pvt. Ltd		
1	Section 6.3, Page # 11	Please share component wise details of Automated Fare Collection System.	Refer to Section 13, 14, 72 i.e. Equipment List, Annexure-K and Annexure-L for details.
2	Section 9.1, Page # 15	We understand that the contractor will only maintain and administer all the related equipment stated in the RfP. Please confirm.	It is clarified that besides maintaining and administering all the related equipment the Contractor will perform all other obligations as mentioned in RFP.
3	Section 9.5, Page # 15	We understand that the maintaining and procuring of the spare parts of the components will be the responsibility of contractor. Please confirm	It is confirmed that maintaining and procuring of spare parts of all the components will be responsibility of Contractor.
4	Section 9.3, Page # 15	Please share connectivity model/design between Stations to the datacenter/central primary hosting site located at PTCL data center in Wafaqi colony Lahore and secondary (backup) hosting site is PITB data center in ASTP Lahore?	Refer to Section 13.9 and Annexure-L for details.
5	Section 9.8, Page # 15	Since the access control system is an inbuilt feature of any system/software, therefore, it should be managed at application layer. Please clarify what scope is expected from contractor under this clause? What is the current backup mechanism in place?	It is clarified that the Contractor is responsible to operate and maintain already implemented access control system. The Clause 9.8 is modified. The bidders can contact M/s Kentkart for details regarding backup mechanism.
6	Section 9.10, Page # 15	How many participants are required for training program? What is the total duration of the training? What will be training venue? Please state who will bear boarding/lodging cost of trainees if any?	It is clarified that the Contractor will arrange a training program for its staff at its own cost. Accordingly, number of participants, duration of training as well as training venue is upto the Contractor. The Contractor is bound to inform the Client about the training details.
7	Section 9.12, Page # 16	Please share the detailed preventive and break-down maintenance plan for all AFC-BSS equipment and components and current maintenance plan.	The bidders can contact M/s Kentkart for details regarding preventive and breakdown maintenance plans.
8	Section 9.18, Page # 16	Who will be responsible for Integration with other Intelligent Transport Systems (ITS) add-ons?	It is clarified that the integration with Orange Line AFC system is under way by the Outgoing-AFC-BSS-Contractor. Secondly, there is no plan to start any new Masstransit system in Lahore in near future. However, the Contractor will be responsible for any new integration with ITS add-ons. It is clarified that refer Clause 9.2 the Contractor has to align support of AFC-BSS-Manufacturer for software maintainance and updates and any software changes required due to operational needs of the Client in relation to AFC-BSS.
9	Section 9.12 & 9.13, Page # 16	It's a third-party system, what are the KPIs for this requirement?	It is clarified that the Contractor will be responsible to maintain the deployed system in line with SLA parameters. KPIs to be designed by the Contractor to achieve SLA thresholds.
10	Section 13.1.2.1: Data Cabin, Page # 21	Please share the complete details including specs of deployed network at each station.	Refer to Section 13.9, Section 72 i.e. Equipment List and Annexure-L for details.

11	Section 13.2 Fare Media / Tickets, Page # 21	Who will borne the cost of RFID smart cards / tokens if required during the course of contract?	It is clarified that the Contractor will be borne the cost of smart cards / tokens if required. However, the security deposits collected from the public against the smart card @ Rs 130/- per card will be reimbursed to the Contractor as cost of smart card. In case of tokens the Contractor is responsible to maintain and replenish the token count of 120,000 for any loses.
12		Who will responsible for the maintenance of air conditions, Power, escalators, elevators, automatic platform gates, sliding doors, CCTV cameras, LCD Screens and speakers?	It is clarified that Contractor will be responsible for deployment and maintainance of new AC at all ticket offices at stations. Data Cabin AC to be maintained by PMA. The Contractor will be responsible for maintaining deployed PIS at stations. The other mentioned equipment is not to be maintained by the Contractor.
13	Section 9.7, Page # 15	Since it's a third-party system and probably none of the bidders would have exposure of deployed system Please clarify what is expected when it is said that "quality, security, robustness and functionality of of all hardware, software components associated with AFC-BSS" to be ensured by contractor?	It is clarified that the Contractor is responsible for maintaining minimum uptime as defined in SLA failing which will cause imposition of penalty.
14	Section 9.24, Page # 17	Please share more details. Under what circumstances will the damages be recoverable from contractor?	The Clause is self explanatory.
15	SALIENT FEATURES OF THE PROJECT, Last para Page 14	Need clarity about live financial data.	It is clariifed that the live financial data is real time revenue data that is available to the Client through the system.
16	Services Required clause 17 Page 16	Need clarity on this, as whole infrastructure is built and installed since 2013 and since then there was no upgrade. As per this clause, what kind of upgrade is expected from the contractor and who will bear the cost of such upgrade.	It is clarified that the Contractor is responsible for timely checking and maintaining of all ICT infrastructure. The clause 9.17 is updated accordingly.
17	Services Required clause 18 Page 16	As per our understanding, LMBS is already integrated with LFR and Orange Line. This clause is for any new ITS. Further who will bear the cost of such integration.	Repeat. Refer to our response to Sr.# 8 above.
18	Services Required clause 24 Page 17	Need clarity as the main installed equipment relates to AFC-BSS, over the stations and in the Buses. Same way any equipment damage related to AFC-BSS, by other vendor, the cost to be recovered from the relevant vendor and PMA will make sure of such recovery.	It is clarified that likewise other service providers are also responsible for any damage to PMA owned equipment or Contractor owned equipment and Client shall recover the damages from them under such circumstances.
19	Services Required clause 28 Page 17	Booth condition is demoralizing for the staff at some stations. Need clarity on this if PMA will ensure appropriate standard healthy environment at all ticket sale office of LMBS.	PMA is renovating the infrastructure issues at ticket offices and at stations and can renovate any other infrastructure issues if pointed out by the Contractor.
20	Services Required clause 34 Page 17	Need clarity that this is only to facilitate, and no financial cost is involved. Like KENTKART is also bound to facilitate the future requirement free of cost and if this is not then PMA has to bear the cost for any such requirement.	It is clariifed that the Contractor is just responsible for facilitating scalability that refers to addition of new stations, equipment, buses etc. In any such scenario, new equipment will be arranged by the Client and the monthly O&M charges of the Contractor will be prorated. It is further clarified that PMA has perpetual license of the AFC-BSS software.

21	Services Required clause 36 Page 18	Will the new contractor get access to existing CRM (ALEXXO)	It is clarified that refer Annexure-J page 68 of RFP, the Contractor must use already available helpdesk / complaint management system / ITMIS. There are two helpdesk available with the Client i.e. Alexxo (existing one) and ITMIS (orange line helpdesk). The Client intends to use ITMIS in the long run. Accordingly, the Contractor is not required to build cost for new helpdesk.
22	Services Required clause 39 Page 18	Staff count is defined through a table in RFP. Clause 39 points towards same or if there is any other count. Pls. clarify.	It is clarified that adequate resources refers to resources whose count is not defined in the RFP e.g. system engineers, technical staff, resources for management of data center components etc.
23	Services Required clause 40 Page 18	Need clarity, Existing AFC-BSS is already integrated with LFR and is in testing mode with most recent project (Orange Line). Is KENKART also bound for any such integration?	Repeat. Refer to our response to Sr.# 8 above.
24	Services Required clause 46 Page 19	These 27 handheld ticket validators are part of existing inventory of system or will be purchased by the contractor?	It is clarified that 27 handheld ticket validators will be arranged by the Client.
25	Services Required clause 47 Page 19	How to check the functionality. Will PMA ensure support from the AFC-BSS manufacturer (KENTKART) for this major activity? Need further detail like who will dismantle from the existing buses and what is the procedure to check the functionality after installation in the new buses.	The clause is self explanatory. However, it is clarified that the Contractor will be responsible for shifting of equipment from current buses to new buses and bear all expenses and accordingly build them in the cost. The shifting activity will occur once in the life of the Contract. In case it is not performed during the course of the Contract the cost as build by the Contractor will be deducted by the Client.
26	Clarifications Related to Services Required: Clause I. Page 21	Though this is operational infrastructure, the cables (both power and networking). Further a health check of Power cables, GPON and the switches is required.	It is clarified that refer Clause 9.11 all the equipment and components will be handed over to the Contractor in fully operational and working condition.
27	Clarifications Related to Services Required: Clause II. Page 21	Need clarity about damage due to any accident/incident or by passengers specially when bus breaks down in the corridor and passengers dismount from the buses and cross the fence to get to the road.	It is clarified that the Contractor will not be responsible for damage to any equipment installed in the bus due to accident/incident or by passengers. However, the Contractor will be responsible for any token losses when bus breaks down in the corridor and passengers dismount from the buses and cross the fence to get to the road. The Contractor can build the cost accordingly to cater such situations.
28	Section 13. Key components of the solution Clause 13.1.1.3 Page 21	Need confirmation if same is existing practice or an addition. Will PMA engage KENTKART for this additional change?	It is clarified that there is no chance of overcharging the passengers in the system. Accordingly, there is no such practice for refund to the passengers in case of over charging; that is a general provision of the RFP.
29	Section 13.1.2 Station Control Area AFC-BSS Equipment 13.1.2.1 Data Cabin Page 21	To the extent to manage is fine but need clarity that who will be responsible for the maintenance of Data Cabin. As Data Cabins needs 24/7 air conditioning and the CCTV surveillance system are also installed in Data Cabin.	It is clarified that Client is responsible for the maintainance of data cabin including installed AC. The Contractor will be responsible for the maintainance of AFC-BSS equipment inside the Data Cabin whereas other equipment like Surveillance equipment will be maintained by the relevant Contractor.
30	Section 13.1.2.2 Power Backup Page 21	The confirmation is required from UPS vendor that how much charge up time is required by a 15KVA UPS to provide back up at least 4 hours. What is the current back up time of the batteries?	It is clarified that the details of the model and manufacturer of UPS is given in Section 72 i.e. equipment list. It is further clarified that the UPS batteries with required 4 hours backup time will be handed over to the Contractor.

31	Section 13.7 System availability and data backup Page 23	Need detail of data backup system and media type.	The bidders can contact M/s Kentkart for details regarding data backup system.
32	Section 13.8 Data Centers/Hosting Sites Page 23	Need thorough review of the equipment like functionality, health, support from principal. Only afterwards can have clarity about the functionality support.	It is clarified that details of the model and manufacturer of equipment is given in Section 72 i.e. equipment list.
33	Section 13.10 Servers/Storage Page 24	Need detail of Servers/Storage.	It is clarified that details of the model and manufacturer of equipment is given in Section 72 i.e. equipment list. Moreover, specifications of servers/storage is attached at Annex-I
34	Section 13.11 Manning Ticket Sales Office Page 24	For any increase in working hours other than 18 hours must be paid additionally as in case of extra working hours or third shift, staff will be paid accordingly.	It is clarified that 3rd shift has neither planned nor executed for LMBS from start of operations in 2013 till now. Accordingly, the Contractor is responsible for two shifts / day. However, in case third shift is planned the Contractor will be paid separately on prorata basis.
35	Section 13.15 Portable Validators (as backup) Page 25	These validators are not part of equipment list nor mentioned as separate purchase.	Repeat. Refer to our response to Sr.# 24 above.
36	Section 14.1 Automated Fare Collection Application have following features: Clause 14.1.1 Page 25	As highlighted, all these features are available in AFC application, then what is the requirement?	It is clarified that the Contractor is responsible for operations and maintenance of listed AFC application features. The clause 14.1 is updated accordingly.
37	Section 38: Payment Clause 38.3, page 43	If, PMA is unable to finalize and settle the monthly invoice within 31 days from date of submission of monthly invoice, provisional 85% of invoice amount to be paid to vendor then after audit, the remaining amount to be adjusted/paid. This process will ensure smooth financial cycle of the contractor without disturbing the operation.	Regretted.
38	57. Training Clause 57.1, page 47	Training from whom? The training is from KENTKART or the existing contractor operating LMBS project. Need validity from PMA side for such training.	Repeat. Refer to our response to Sr.# 6 above.
39	62. Software Updates	Cost to be bear by PMA as PMA is owner of the C-BSS hardware and software.	The Clause is self explanatory. However, it is clarified that the Contractor will be responsible for software updates and bear all related expenses. Refer Clause 9.2 the Contractor has to align the support of AFC-BSS Manufacturer for software updates as well.
40	Minimum Service Level Clause 28, page 76	If the delay in invoice submission is due to dependency on PMA, then the penalty should not be applicable.	It is clarified that the penalty for delayed invoice submission will not be applicable if delay in invoice submission is due to dependency on PMA.
41	Annexure-J: Service Level Agreement	If there is a dependency on third-party to resolve the issue and there is a delay, then who will bear the cost of penalty imposed by PMA.	It is clarified that penalty will not be imposed incase there is dependency on third-party to resolve the issue that causes delay. However, it is further clarified that delay caused by dependency on parties aligned by the contractor like AFC-BSS-Manufacturer, data centers, etc will not be exempted.
42	Service Requirement, Page No 15 Point 3.	Need complete information of already installed equipment	Repeat. Refer to our response to Sr.# 1 above.
43	Service Requirement, Page No 15 Point 5.	Current warranty status of all the equipment need to be covered under SLA	It is clarified that the AFC-BSS equipment is not covered under warranty.

44	Service Requirement, Page No 15 Point 8.	Reference to this point, currently Access control system is not in place? If it's in already installed and in-place with operational condition, then we need detailed information of access control system.	Repeat. Refer to our response to Sr.# 5 above.
45	Service Requirement, Page No 15 Point 9.	Reference to point No 9, currently data security and backup policy/ solution is not in place? If it's already installed and in-place with operative condition, then we need detailed information of current data security policy and backup solution.	Repeat. Refer to our response to Sr.# 5 above.
46	Service Requirement, Page No 16 Point 17.	How will bear the cost of any upgrade if required in ICT Infrastructure?	Repeat. Refer to our response to Sr.# 16 above.
47	Section 9: Services Required, clause 5, Page # 15	What is the current warranty status of all the equipment need to be covered under SLA?	It is clarified that the AFC-BSS equipment is not covered under warranty.
48	Section 9: Services Required, clause 8, Page # 15	Reference to this point, currently Access control system is not in place? Please confirm And if it's in already installed and in-place with operational condition, then please share the detailed information of access control system.	Repeat. Refer to our response to Sr.# 5 above.
49	Section 9: Services Required, clause 9, Page # 15	Currently data security and backup policy/ solution is not in place? If it's already installed and in-place with operative condition, then please share the detailed information of current data security policy and backup solution.	Repeat. Refer to our response to Sr.# 5 above.
50	Section 9: Services Required, clause 17, Page # 16	Who will bear the cost of any upgrade if required in ICT Infrastructure?	Repeat. Refer to our response to Sr.# 16 above.
51	Section 64: Power, Page # 48	The UPS backup time must be 4 hours. Need detailed of current UPS backup time. Also need brand/ model information of all UPS.	Repeat. Refer to our response to Sr.# 30 above.
52	Misc.	Please share the detailed health status of already deployed all infrastructure.	Repeat. Refer to our response to Sr.# 26 above. It is clarified that refer Clause 9.11 all the equipment and components will be handed over to the Contractor
B	M/s Inbox Ltd.		
53	9.5	The contractor is bidding for O&M services maintenance and repair is acceptable. Replacement is a sole responsibility of the Purchaser as the equipment is owned by the Purchaser. If the Purchaser wishes to procure anything under this contract, then the purchaser has to mention the items required as part of the BOQ under this RFP. No pro-rata adjustment of O&M shall be made in case the replacement of the spare is pending by the Purchaser.	Regretted. Refer to our response to Sr.# 3 above. It is clarified that refer to Sections 9.5 and 67 of the RFP, the Contractor will be responsible for maintaining adequate spare parts at its own cost for timely replacement of spare parts of the installed equipment.

54	9.17	<p>The contractor is bidding for O&M services AND maintenance is acceptable.</p> <p>Any kind of hardware, software and / or network upgradation of ICT Infrastructure is the sole responsibility of the Purchaser. If the Purchaser wishes to procure anything under this contract, then the purchaser has to mention the items required as part of price table under this RFP.</p> <p>The Contractor will be responsible for procuring the items as per the Price table against a set warranty period after which the ownership and risk will be transferred to the Purchaser. It is also important to note that all the Infrastructure installed under the LMBS Project along with any repairs and replacement for the hardware, software due to damages caused by Infrastructural issues shall be the sole responsibility of PMA. No pro-rata adjustment of O&M shall be made in case the replacement of the spare is pending by the Purchaser.</p>	Repeat. Refer to our response to Sr.# 16 above.
55	9.28	<p>The contractor is bidding for O&M services for AFC-BSS System. Cabins are the part of infrastructure which is the responsibility of PMA not the contractor.</p> <p>The maintenance and management of the cabins is the sole responsibility of PMA. PMA shall be liable to maintain, manage and provisioning of secure & comfortable environment for the ticket booth staff to conduct their duties. PMA should provide and maintain A/Cs in the cabins to ensure better working environment for the ticket booth operators to work efficiently and productively especially during the summers when the ambient temperature goes as high as 50 degrees Celsius and humidity level goes as high as 45%-50%. Please tell us that how a human can work in such an environment sitting in an iron cabin?</p> <p>If PMA wishes the contractor to install the A/C, kindly include it as part of price table.</p>	Repeat. Refer to our response to Sr.# 19 and 12 above. The Clause is self explanatory. It is clarified that Contractor will be responsible for deployment and maintainance of new AC at all ticket offices at stations.
56	9.34	<p>If and whenever PMA wishes to enhance the system any or whatsoever hardware is required by the purchaser shall be furnished as a separate work order.</p> <p>Otherwise, please define the word "FACILITATE"?</p>	Repeat. Refer to our response to Sr.# 20 above.
57	9.39	Please define quantity and category against "ADEQUATE RESOURCES"?	Repeat. Refer to our response to Sr.# 22 above.

58	9.40	<p>The system has the capability to operate with the other corridor and feeder system but the integration with the corridor, feeder, and other system has some cost which shall be borne by the purchaser.</p> <p>PMA should mention that the cost for any kind of integration between Lahore Metro Bus and other corridors / feeder systems / any other future line shall be borne by the purchaser. As the integration between the systems may require additional hardware and software's which have additional cost. If and whenever PMA wishes to integrate the systems any or whatsoever hardware / software required shall be furnished as a separate work order.</p>	<p>Regretted. Refer to our response to Sr.# 8 and 23 above. The Clause is self explanatory.</p> <p>It is clarified that the integration with Orange Line AFC system is under way by the Outgoing-AFC-BSS-Contractor. Secondly, there is no plan to start any new Masstransit system in Lahore in near future. However, the Contractor will be responsible for any new integration.</p>
59	9.44	<p>The training will be provided to the purchaser only at the time of commencement.</p>	<p>Regretted. The Clause is self explanatory.</p>
60	9.46	<p>The contractor is bidding for O&M services under this RFP. Procurement of any kind is Purchaser's sole responsibility.</p> <p>Any kind of hardware required to be deployed is the sole responsibility of the Purchaser. The purchaser has to provide the required 27 handheld ticket validators. The AFC-BSS Equipment List provided under this RFP mentions availability of only 2 handheld ticket validators.</p> <p>The purchaser should provide the total 27 handheld ticket validators to be deployed by the contractor if and when required. If the Purchaser wishes to procure 27 handheld ticket validators under this contract, then the purchaser has to mention the items required as part of price table under this RFP.</p>	<p>Repeat. Refer to our response to Sr.# 24 above.</p>
61	9.47	<p>The contractor is bidding for O&M services under this RFP. Procurement of any kind is Purchaser's sole responsibility under the GOODS contract (frame contract agreement done in Year 2012).</p> <p>Deployment, installation and commissioning of any equipment from old buses to new buses is a huge cost as there is wiring involved for such a scope of work.</p> <p>In order to provide any additional deployment, installation and commissioning services for up to 64 new buses, the purchaser shall either mention it as additional item in the price table under this RFP or shall agree under this RFP to furnish separate work order for a similar scope work to be done by the contractor for equipment installation, commissioning. dismantling and re-installation of any type of equipment.</p>	<p>Regretted. Repeat. Refer to our response to Sr.# 25 above.</p>

62	9.1	<p>The contractor is bidding for O&M services under this RFP. Proper infrastructure provisioning is Purchaser's sole responsibility. Any kind of electrical, network or any other kind of cabling required is part of infrastructure which is Purchaser's sole responsibility.</p> <p>If the Purchaser wishes that the contractor should provide and replace any damaged wiring / cabling then the purchaser has to mention the items / services required as part of price table under this RFP along with the details of the wiring infrastructure details, electrical drawings and duct paths in order for contractor to bid under this RFP. Otherwise the purchase shall agree under this RFP to furnish separate work order for a similar scope work to be done by the contractor for any cables to be installed or replaced on stations.</p>	Regretted. The Clause is self explanatory.
63	11.5	<p>BIM's function is to initialize / activate the fare media, it has nothing to do with availability of balance.</p> <p>Please acknowledge the understanding.</p>	<p>It is clarified that primary function of BIM is to initialize fare media. However, subject to prior written approval of the client, the BIM may be required to initialize balance in rare situation.</p> <p>It is clarified that the availability of balance is only mandatory in case BIM is initializing the fare media with initial balance.</p>
64	11.6	Please elaborate "DESIGNATED ACCOUNT".	It is clarified that designated account shall be the account designated by the Client.
65	11.7	Need Clarification.	The Clause is self explanatory. It is clarified that thrid party audits (technical as well as financial) will be conducted.
66	12	Please add a clause under PMA Responsibilities: PMA needs to provide a secure infrastructure to the contractor to make sure a smooth service operation and maintenance can be assure to the purchaser.	Regretted.
67	13.1.1.3	Need Clarification.	Repeat. Refer to our response to Sr.# 28 above.
68	13.1.2.1	Please add a clause: Any infrastructure related issues shall be a responsibility of the Purchaser.	PMA is renovating the infrastructure issues at ticket offices and at stations and can renovate any other infrastructure issues if pointed out by the Contractor.
69	13.1.2.2	Batteries are consumable items, and replacement of batteries shall be a responsibility of PMA. Please make modifications in the RFP along with the clause, if the batteries are drained during the operations hour, then the batteries will require 12-18 hour continuous charging to provide a 4-hour backup.	Regretted. Refer to our response to Sr.# 3 above. It is clarified that consumables are responsibility of the Contractor and accordingly the Contractor will be responsible for replacement of batteries. It is clarified that in case of power unavailability at stations from LESCO during operations hours, the power is provided to the station through installed generators. It is further clarified that if the ups batteries are drained after providing 4 hour backup, then the Contractor will not be liable to provide another full 4 hours backup for the time required to charge the batteries.

70	13.2	<p>Token slippages/losses beyond the contractor's control will be replenished by the PMA.</p> <p>Beyond Control Event: Strikes, protest, bus breakdowns, undue passengers off boarding because of corridor/intersections blockage due to any reason.</p> <p>Forcefully exiting of passengers at exit turnstile points and passengers escaping through broken fences at platforms etc.</p>	<p>Regretted. Refer to our response to Sr.# 27 above. It is clarified that the Contractor will be responsible for any token losses including referred instances. The Contractor can build the cost accordingly to cater such situations.</p>
71	13.2	<p>Since the contractor is responsible to arrange / supply of the smart card, the card sale amount also pertains to the contractor. It should be deposited to contractor's account not to PMA.</p> <p>Smart card security value shall be revised to Rs:160/- instead of Rs:130/- due variation in dollar conversion rate or Purchaser shall be bear the differential amount.</p> <p>Please acknowledge the understanding.</p>	<p>Regretted. The Clause is self explanatory.</p>
72	13.1	<p>The contractor is bidding for O&M services under this RFP.</p> <p>Procurement of any kind is Purchaser's sole responsibility under the GOODS contract (frame contract agreement done in Year 2012) and shall be dealt with under the GOODS contract.</p> <p>Please acknowledge the understanding.</p>	<p>Repeat. Refer to our response to Sr.# 3 and 20 above. It is clarified that refer to Sections 9.5 and 67 of the RFP, the Contractor will be responsible for maintaining adequate spare parts at its own cost for timely replacement of spare parts of the installed equipment.</p>
73	13.12	<p>The mechanism to refund/return of Initial deposit in designated account by contractor to start operations should be described and defined properly.</p> <p>Designated account clarity required as currently project revenue is being managed by Escrow account.</p> <p>The word "FROM ACTIVATION" needs to be removed from the clause.</p> <p>Please acknowledge the change in clause.</p>	<p>It is clarified that initial deposit in the designated account by the Contractor will be settled at the expiry of the Contract.</p> <p>It is clarified that designated account shall be the account designated by the Client.</p> <p>Refer to response at Sr.# 63 above.</p>
74	13.15	<p>This does not exist in the AFC-BSS equipment list published in this RFP.</p> <p>The Contractor and PMA shall devise an alternative procedure in case where the system shuts down and/or where the portable devices are non-functional to help facilitate the public at large.</p>	<p>Repeat. Refer to our response to Sr.# 24 above.</p>
75	14	<p>Where are adequate system engineers, field engineers, operations executives and other back-office human resources needs to be provisioned in the price table?</p>	<p>It is clarified that please refer to Clause 71 i.e. "Price Schedule / Bid Price / Form of Bid" that is self explanatory.</p>

76	38	<p>This prorate clause/deduction is not acceptable. - How would you determine the incurred cost? - No contractor ever publishes its incurred cost to anybody, anywhere, why would he do under this contract?</p> <p>Please consider to modify the clause that the contractor shall submit the invoice in full and in such a case PMA will process the same after deduction of 10% from the invoice value.</p> <p>The 10% deducted from the invoice shall be reimbursed to the the Contractor in the next month in case if the same is not deducted. It should be noted that any deductions made from the Invoice amount clearly includes the reason and the calculation for such deduction as per the agreed formula between the Parties.</p> <p>Please acknowledge the change in clause.</p>	Regretted.
77	38	<p>In case the client is unable to pay the contractor due to invoice processing at clients end within 10 working days after submission, if the invoice is completed in all respects PMA will release 85% payment on a provisional basis, the remaining 15% will be paid according to the above mentioned contractual timelines, which is 35 calendar days. If the purchaser fails to pay in the prescribed timeline, then the 2% penalty charges of the monthly invoice value shall be added weekly in the invoice until it gets paid.</p> <p>Please acknowledge the addition of clause.</p>	Regretted.
78	40	<p>Unilateral Amendment, alteration, increase and/or decrease of the scope of work and/or Contract terms is not acceptable.</p> <p>Any changes in the Contract, duration of the Contract, Scope of Work with respect to Services an/or Work required under the tender and the Contract shall be mutually agreed and signed between the Parties.</p>	Regretted. The Clause is self explanatory.
79	41	<p>To be amended as follows:</p> <p>41.1 Any Assignment/sub-contract shall comply with Clause 41.2 with a written intimation to PMA.</p>	Regretted.
80	43	<p>This should not be part of Liquidated Damages.</p> <p>It is already covered as part of the SLA.</p> <p>Please acknowledge.</p>	Regretted.

81	48	<p>The Contractor shall not be bound to serve any written notice prior to the expiry of the Contract. Please delete this clause.</p> <p>Where the Contract is Terminated by PMA for whatever reasons, the notice period shall be of 2 months. After expiry and/or termination period contractor shall not be responsible to render the services.</p> <p>Please acknowledge.</p>	Regretted.
82	49	<p>The contractor shall be entitled to claim payment on the base monthly charges during the period of interruption caused by any event of Force Majeure and/or where services are interrupted by PMA.</p> <p>Please acknowledge the addition of clause.</p>	Regretted.
83	61	<p>Nothing is Free of Cost / Charge. The contract has to be signed with KentKart in order to maintain the software and render smooth services.</p> <p>Please acknowledge the understanding.</p>	The Clause is self explanatory. It is clarified that refer Clause 9.2 the Contractor has to align support of AFC-BSS-Manufacturer for software maintainance and updates and any software changes required due to operational needs of the Client in relation to AFC-BSS. However, the Client will get free of charge software maintainance services with out any implications on cost.
84	62	<p>Nothing is Free of Cost / Charge. The contract has to be signed with KentKart in order to maintain the software and render smooth services.</p> <p>Please acknowledge the understanding.</p>	The Clause is self explanatory. It is clarified that refer Clause 9.2 the Contractor has to align support of AFC-BSS-Manufacturer for software maintainance and updates and any software changes required due to operational needs of the Client in relation to AFC-BSS. However, the Client will get free of charge software updates with out any implications on cost.
85	64	<p>If the batteries are consumed/drained during the operations hour, then the batteries will require uninterrupted power (WAPDA) of 12-18 hours for continuous charging to provide a 4-hour backup during the operations hour after full batteries are 100% re-charged.</p> <p>Please acknowledge the understanding and make modifications in RFP clause.</p>	Repeat. Refer to our response to Sr.# 69 above.
86	65	<p>If any incident occurs due to infrastructure issues than PMA shall responsible to deal with such incidents. The contractor shall not be penalized for such incidents in any way.</p> <p>Please acknowledge the understanding and make necessary modifications in RFP clause.</p>	Regretted. The clause is self explanatory. Refer to Clause 9.II in this regard.

87	67.1	<p>This is an O&M Services Contract not a procurement contract. The contractor is bidding for O&M services only.</p> <p>Procurement of any kind is a sole responsibility of the Purchaser as the equipment is owned by the Purchaser. If the Purchaser wishes to procure spares under this contract, then the purchaser has to mention the items required as part of the BOQ under this RFP.</p> <p>Please acknowledge.</p>	<p>Repeat. Regretted. Refer to our response to Sr.# 3 & 53 above. It is clarified that refer to Sections 9.5 and 67 of the RFP, the Contractor will be responsible for maintaining adequate spare parts at its own cost for timely replacement of spare parts of the installed equipment.</p>
88	67.2	<p>This is an O&M Services Contract not a procurement contract. The contractor is bidding for O&M services only.</p> <p>Procurement of any kind is a sole responsibility of the Purchaser as the equipment is owned by the Purchaser. If the Purchaser wishes to procure spares under this contract, then the purchaser has to mention the items required as part of the BOQ under this RFP.</p> <p>Please acknowledge.</p>	<p>Repeat. Regretted. Refer to our response to Sr.# 3 & 53 above. It is clarified that refer to Sections 9.5 and 67 of the RFP, the Contractor will be responsible for maintaining adequate spare parts at its own cost for timely replacement of spare parts of the installed equipment.</p>
89	67.3	<p>The purchaser has to mention the spare items / support required as part of price table under this RFP.</p> <p>Please acknowledge the addition in price table.</p>	<p>Repeat. Regretted. Refer to our response to Sr.# 3 & 53 above. It is clarified that refer to Sections 9.5 and 67 of the RFP, the Contractor will be responsible for maintaining adequate spare parts at its own cost for timely replacement of spare parts of the installed equipment.</p>
90	67.4	<p>Nothing is "FREE". Please remove the word free from the clause. Replacement is the sole responsibility of the Purchaser as the equipment / hardware / goods is the property of purchaser. Contractor shall not be held responsible for any replacement of the equipment / hardware / goods that is "BEYOND REPAIR".</p> <p>Please acknowledge the change in clause.</p>	<p>Repeat. Regretted. Refer to our response to Sr.# 3 & 53 above. It is clarified that refer to Sections 9.5 and 67 of the RFP, the Contractor will be responsible for maintaining adequate spare parts at its own cost for timely replacement of spare parts of the installed equipment.</p>
91		<p>A new Clause with respect to the defined taking over process, including the timelines after the expiry and/or termination of the Contract needs to be mutually agreed between the PMA and Contractor.</p>	<p>Refer Clause 9.44 in this regard.</p>
92	SLA-5	<p>Only specific SLA will be revoked there would not be any domino effect to another SLA. Double jeopardization shall not apply.</p> <p>Please acknowledge.</p>	<p>It is clarified that if a case arise where more than one penalties are defined/applicable against an instance in the SLA, the penalty with the highest amount will be applied. The Contractor has to establish such scenario. However, it is clarified that helpdesk and problem management SLAs will be treated separately as they are not based on single instance.</p>

93	SLA-7	<p>The contractor shall submit the Invoice with system generated report by the 2nd day of every month which be accepted by the purchaser. Any delay caused by the purchaser to provide associated / relevant data (such as; incomplete trips, bus breakdown, bus curtailment etc.) for the compilation of Bus Operators' Reimbursement Report (i.e. KM Report), the contractor shall not be held responsible and penalized.</p> <p>Please acknowledge to update the SLA clause / remarks.</p>	Repeat. Refer to our response to Sr.#40 above.
94	SLA-10	<p>Without 10% capping this clause should not activate against "Improper Performance of Turnstile Controllers.</p> <p>Please acknowledge to update the SLA clause / remarks.</p>	Regretted.
95	SLA-12	<p>Only specific SLA will be revoked there would not be any domino effect to another SLA.</p> <p>Double jeopardization shall not apply.</p> <p>Please acknowledge.</p>	It is clarified that if a case arise where more than one penalties are defined/applicable against an instance in the SLA, the penalty with the highest amount will be applied. The Contractor has to establish such scenario. However, it is clarified that helpdesk and problem management SLAs will be treated separately as they are not based on single instance.
96	SLA-18	<p>Without 10% capping this clause is not acceptable. When scope of Turnstile Operators is clearly defined in the RFP than there is no need of this clause. The Turnstiles operators only responsibility is to "facilitate passengers at turnstiles" and to ensure "no ticketless travelers".</p>	Regretted.
97	SLA-28	<p>The contractor shall submit the Invoice with system generated report by the 2nd day of every month which be accepted by the purchaser. Any delay caused by the purchaser to provide associated / relevant data (such as; incomplete trips, bus breakdown, bus curtailment etc.) for the compilation he KM Report, the contractor shall not be held responsible and penalized.</p> <p>Please acknowledge to update the SLA clause / remarks.</p>	Repeat. Refer to our response to Sr.#40 above.
98	SLA-29	<p>This is an O&M Services contract. Operations and Maintenance services are governed by the scope of services / scope of work defined in the RFP / contract.</p> <p>This caused is not be applicable for anything beyond the scope of services defined in the RFP / contract.</p> <p>Please acknowledge to update the SLA clause / remarks.</p>	The Clause is self explanatory.

SPECIFICATIONS OF SERVERS/STORAGES

Part No.	Description	Quantity
7915B2G	x3650 M4, Xeon 4C E5-2609 80W 2.4GHz/1066MHz/10MB	4
7915F2G	x3650 M4, Xeon 6C E5-2640 95W 2.5GHz/1333MHz/15MB	3
1746A4D	IBM System Storage DS3524 Express Dual Controller Storage System	1
93074RX	NetBAY S2 42U Standard Rack Cabinet	1
49Y9898	IBM Internal Half High LTO Gen 5 SAS Tape Drive	1
7143B3G	x3850 X5, 2xXeon 8C E7-4830 105W 2.13GHz/24MB L3	1

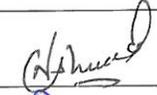
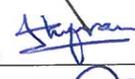
ATTENDANCE SHEET - PRE BID
TENDER FOR OPERATIONS AND MAINTENANCE SERVICES OF AUTOMATED FARE COLLECTION AND BUS SCHEDULING SYSTEM (AFC-BSS) FOR LAHORE METROBUS SYSTEM (LMBS)
(GAJJUMATA TO SHAHDARA)

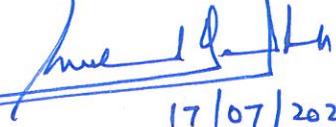
ATTENDANCE SHEET

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

Date: 17/07/2020

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	LMKIT		Naushad Manager se	0336-8567174	NAhmed@Lmkit.com	
2	Inbox		Chaudhary Mohamad Rashid GM - UKAT	0321-2428863	rashid.ch@inboxbiz.com	
3	INFOTECH		ZAHBER MAJIBOOL	0306-5020202	Zaher.majibool@infotechgroup.com	
4	JS Bank.		IMRAN ALI ABID Regional Head.	03208499661	imran.abid@jsbl.com	
5	GCS Pvt. Ltd		Waqas Ahmad Sales Manager	0332-4341976	waqas.ahmed@gcs Pvt. Ltd	
6	Hi Wiz Solutions Pvt. Ltd		Ghufuran Shafiq Chief Marketing Officer	0335 9189181	hiwizsolution@gmail.com	
7	multilynx.		ASIF SHARIF Sr. Solution Architect	0321-4001876	asif.sharife@multilynx.pk	
8						
9						
10						


17/07/2020

Erratum No. 01 to the Tender Document

OPERATIONS AND MAINTENANCE SERVICES OF AUTOMATED FARE COLLECTION AND BUS SCHEDULING SYSTEM (AFC-BSS) FOR LAHORE METROBUS SYSTEM (LMBS) (GAJJUMATA TO SHAHDARA)



THE PUNJAB MASS TRANSIT AUTHORITY Government of the Punjab

5th Floor, Arfa Software Technology Park (ASTP)

346-B, Main Ferozpur Road, Lahore, Pakistan.

Phone: +92 42 99028000 Fax: +92 42 9923 2541

URL: www.pma.punjab.gov.pk



Erratum 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

“OPERATIONS AND MAINTENANCE SERVICES OF AUTOMATED FARE COLLECTION AND BUS SCHEDULING SYSTEM (AFC-BSS) FOR LAHORE METROBUS SYSTEM (LMBS) GAJJUMATA TO SHAHDARA”

issued and uploaded on July 6, 2020. The contents of this Erratum shall supersede/replace pages 15, 16, 25 and 48 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

The aforementioned modified pages are hereby attached with this addendum with changes as highlighted text.

8. **Contract type and duration**

Contract period is (03) three years, extendable with mutual consent of both parties based on needs, compliance to defined Service Level Agreement (SLA), audit reports, and other requirements stated in this Tender Document, and formal contract.

9. **Services Required**

Contractual obligations of the successful bidder's (AFC-BSS Service Provider's roles and Responsibilities):

Contractor's roles, responsibilities and onsite technical support:

1. Maintain and administer all AFC-BSS components - including all related equipment and software necessary for the smooth running of the system., with provisions of this tender document, good industry practices, applicable laws, and technical specifications of components stated in this document.
2. Contractor is responsible to align the support of AFC-BSS-Manufacturer for AFC-BSS software maintenance and updates and any software changes required due to operational needs of the Client in relation to AFC-BSS.
3. Maintain and operate a robust, scalable, secure, and efficient data communications network connecting PMA stations and other designated network points, to the datacenter/hosting site as well as the central PMA control center.
4. Deploy suitably skilled personnel (dedicated team) for configuration/customization, installation, and prompt and efficient technical support/maintenance of all AFC-BSS components.
5. Adequate spare parts must be in place in order to ensure uptime defined in the Service Level Agreements. Timely maintenance and repair/replacement of the spare parts of the equipment installed must be ensured. Cost to be borne by the Contractor.
6. Adhere to timelines of the AFC-BSS project implementation specified in this RFP.
7. Ensure quality, robustness, security, and functionality of all hardware, software components associated with AFC-BSS.
8. **ImplementOperate and maintain** 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 maintain primary and secondary (disaster recovery) hosting sites and ensure regular and tested data backup.
9. Implement appropriate security measures for the information and data generated from operations of AFC-BSS, and deploy standard disaster management procedures,

contingency plans, and back-up plans to cope with any system failure.

10. Undertake a comprehensive training program, regarding AFC-BSS software and hardware, and ensure that its staff acquires a good working knowledge of supply of such Services to be supplied under the Contract.
11. Undertake taking over of all AFC-BSS equipment and components from the Client in fully operational and good working condition.
12. Prepare and implement detailed preventive and break-down maintenance plan for all AFC-BSS equipment and components to be handed over by the Client to the Contractor. Also update the maintenance plan through maintenance review procedures.
13. Guarantee up-time and adequate performance of AFC-BSS components at Bus Stations, on the buses, Control Center, Central Datacenter.
14. Guarantee smooth operations and functioning of all AFC-BSS components during the entire contract period.
15. Plan and conduct regular disaster recovery drills, security audits, and performance tuning activities. Timely submit associated plans, schedules, and results for review.
16. Coordinate all equipment and software maintenance activities well in advance with authorized/designated personnel at PMA.
17. Regularly check, and timely ~~upgrade and~~ maintain all possible ICT infrastructure including hardware, software, and network infrastructure and ensure adherence to stated service-level parameters.
18. Integrate with other Intelligent Transport Systems (ITS) add-ons, if any.
19. Facilitate and operate integration of AFC-BSS system with banking software system of the Bank of Punjab, in an efficient and secure manner.
20. Ensure that only authorized personnel of PMA should have secure access to add or change key configuration parameters (related but not limited to smart-card parameters, fare rates/policies etc).
21. Provide authorized PMA staff (and other authorized Government personnel) secure, 24x7 online access to updated Management Information System reports and features -covering all critical aspects of AFC-BSS operations, alerts, faults, and audit logs.
22. The validators shall reduce / cancel the value of a card / token to cause deduction of fare, and all real-time scanned information shall be stored.

Control Center that will be operated by the Contractor. PMA authorized personnel must be able to control all operations performed by these centrally located devices. Personalization devices are used for printing of personalized cards for bus drivers only.

Contractor/Service Provider is responsible to provide adequate AFC-BSS support staff at the PMA Control Center. The support staff / representative will act as a liaison for coordination between PMA and Contractor for effective monitoring and control of AFC-BSS operations.

13.15 Portable Validators (as backup)

Portable validators i.e. handheld ticket validators will be used by turnstile controllers as backup medium to validate entry/exit of passengers to/from paid area of the platform, in case of failure of all entry/exit turnstiles at any platform. The Contractor will be responsible to make all necessary provisions so that portable validators can be used under such circumstances.

14. Other high-level requirements

14.1 Operation & Maintenance of Automated Fare Collection Application 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.

14.1.3 Provision to manage refunds and top up fare media on stations.

14.1.4 Ability to produce Inventory report of stock in hand of cards/RFID tokens (fare media) and cards in use/circulation.

14.1.5 Online dashboard having ability to produce various critical reports including but not limited to sales report, cash in hand report by station and analytical passenger turn over trends by station, origin-destination reports, ridership reports, revenue reports etc.

14.1.6 Ability to assign different roles to users based on user security roles definition.

14.1.7 Secure, reliable and password protected system.

14.2 Vehicle Location System

14.2.1 Operation & Maintenance of GPS based devices to track location of the PMA buses and to send location coordinates to centralized system for view via GIS / mapping interface, and to see real-time adherence to defined bus schedules and routes.

14.2.2 Computation and tabulation of reports that will form a basis to disburse trips/distance based compensation to operators accordingly.

14.3 Passenger Information System and Scheduler

14.3.1 Provision to make automated voice announcements (in English and Urdu) inside the bus, regarding approaching station and next station

63. Site Preparation

63.1 The Contractor shall be responsible to survey the central site. (If required)

63.2 The Client shall facilitate the Contractor in discharge of the above responsibilities and the Client shall indemnify the contractor for any delays in making such arrangements and deployment time mentioned in this contract will be accordingly adjusted. (If required)

64. Power

The Goods/Equipment/Software/Items under the Contract, should be maintained for protection from over-voltage, over-heating and out-of-tolerance current surges. Contractor must ensure that all equipment as installed on the stations does not undergo power outage resulting from malfunctioning of UPS (UPS must provide uninterrupted power supply of 4 hours in all cases to all AFC-BSS related equipment deployed on the station as well as other station equipment like CCTV surveillance system already connected with UPS). Client will be responsible for the provisioning of power at all stations.

65. Safety

The Contractor shall be responsible for elimination of identified hazards, including but not limited to high voltage, electromagnetic radiation, sharp points and edges, etc., and reduction of associated risk to personnel and equipment.

66. Support and Maintenance

The contractor will support and maintain Goods/Equipment/Software/Items for the period of contract including all renewals if applicable.

67. Spare Parts and Support

67.1 The Contractor shall warrant to The Client that the Goods/Equipment/Items supplied by The Contractor, under the Contract are genuine, brand new, non- refurbished and un-altered in any way, unless provided otherwise in the Contract.

67.2 The Contractor shall further warrant that the Goods/Equipment/Items provided by The Contractor, under the Contract shall have no defects, arising from design, materials, installation, configuration, or from any act or omission of The Contractor that may develop under normal use of the Goods.

67.3 The Contractor shall maintain sufficient backup stock of spare parts and tools, for the maintenance of the AFC-BSS Goods/Equipment/Software/Items, to be replaced/repared at the Contractor's cost for the time of contract including all renewals.

67.4 The Contractor will be responsible for free, on site repair / replacement of defective / damaged parts and labor. Engage and deploy suitably skilled personnel for operation and maintenance of the AFC-BSS Project, and maintenance/replacement of all related equipment/components in a timely manner and at its own cost during the course of the contract.

68. Blacklisting

68.1 If The Contractor fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract The Client may, at any time, without prejudice to any other right of action / remedy it may have, blacklist The Contractor in accordance with PPRA Rules 2014,