

# Punjab Masstransit Authority

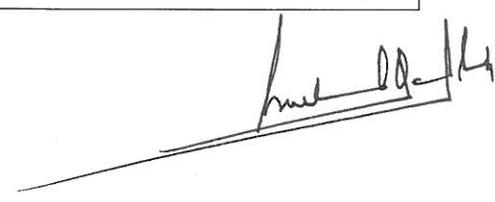
## Minutes of Meeting

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 Rawalpindi”.		
Date:	November 21, 2017	Time:	11:30 AM
Venue:	Committee Room, Punjab Masstransit Authority	Chair:	Mr. Muhammad Ozair Shah, General Manager Operations, PMA
Participants:	List of Participants: 1. Manager IT, PMA 2. IT Expert, PMA The list of prospective bidders who participated the Pre-Bid meeting is attached at Annex-A		

Question	Discussion/Decision
1. M/s Metis sought clarification regarding the public holiday on the bid submission date i.e: 01 <sup>st</sup> December 2017.	1. It is clarified that in case of public holiday, any date would automatically shifted to next working day. Therefore the bid submission and opening date would become 04 <sup>th</sup> December 2017 and timings will remain unchanged. (Addendum No.1).
2. M/s Inbox Business Technologies sought clarification regarding Page 77 serial # 12 regarding PIS broadcast in bus.	2. It is clarified that this is a typographical error and is corrected in the RFP (Addendum No.1).
3. M/s Inbox Business Technologies sought clarification regarding Page 79 serial # 28 regarding violation of scope of services.	3. The violation of services is clarified in the RFP (Addendum No.1).
4. M/s Inbox Business Technologies sought clarification regarding extension in services of human resource in buses beyond six (06) months.	4. It is clarified the services of human resource in buses may be extended multiple times. However, the purchaser will only pass on the cost effect of minimum wage increase with respect to human resource deployed in buses



<p>5. M/s Inbox Business Technologies requested to waive requirement of provisioning of dedicated human resources for <u>“sale points established through collaboration with already established offices/shops”</u> and allow the service provider to use the human resources of collaborated offices/shops.</p> <p>6. M/s Inbox Business Technologies raised the issue of payments on prorata basis subject to random deployment of reduced fleet size on a particular day whereas the Service Provider is required to carry out O&amp;M services/upkeep of all its equipment in all buses.</p>	<p>for the period of such extension.</p> <p>5. It is clarified that dedicated human resource of service provider is required for sale points so as to maintain customer satisfaction and level of service. It is further clarified that sale points shall function in a dedicated manner for users of Integrated Public Transport System.</p> <p>6. GM (Operations) clarified that the clause of payment on pro rata basis shall not apply if equipment pertaining to AFC-BSS is functional and the service provider is required to render O&amp;M services of such equipment, irrespective of the fact whether the buses are deployed for operation or not on a particular day.</p>
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## ATTENDANCE SHEET

PAGE 1/3

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 RAWALPINDI

## ATTENDANCE SHEET

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

Date: 21/11/2017

Time: 11:30 AM

Sr. No.	Name of Organization	Name of JV Partner (if any)	Representative's Name & Designation	Contact No.	Email Address	Signature
1	METIS		HARRIS BUTT	03005556673	harris.butt@metisfut.com	
2	"		REHMAN RAFIQ	0307 8428895	ramanrafiq@gmail.com	
3	INFOTECH		M. BILAL SAEED	0301-849276	bilal.saeed@infotechgroup.com	
4	INFOTECH		HARIS NASEER	03008416512	HARIS.NASEER@INFOTECHGROUP.COM	
5	CNS		Ahmad Faraz	0320-5347575	ahmad.faraz@cns.com	
6	ORACLE		ADIVAN AKBAR SOLUTION SPECIALIST ASEAN	0301-8556656	adivam.akbar@oracle.com	
7	INBOX		HAFIZ MO. TALAL	0321-2064641	HAFIZ.TALAL@INBOXBIZ.COM	
8	INBOX		ZAHED MAQBOOL	0324-2920190	maqbool.zahed@inboxbiz.com	
9	INBOX		SALMAN SHAHEEN	0322-4222883	salman.shahen@inboxbiz.com	
10	METIS		FAISAL MALIK	0345-4444080	Faisal@security2000.com	
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# Tender Document

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

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### THE PUNJAB MASS TRANSIT AUTHORITY Government of the Punjab

5<sup>th</sup> 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](http://www.pma.punjab.gov.pk)



# 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 RAWALPINDI "**

, issued and uploaded on November 16, 2017. The contents of this corrigendum shall supersede/replace pages 6, 9, 77 and 79 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](http://www.pma.punjab.gov.pk)

[www.ppra.punjab.gov.pk](http://www.ppra.punjab.gov.pk)

## **Important Dates**

- 1. Last date of Bid Submission: December 04 , 2017 (11am) – 5<sup>th</sup> floor  
Arfa Software Technology Park, Ferozepur Road, Lahore.**
- 2. Pre-bid meeting: Tuesday, November 21, 2017 (1130am) – 5<sup>th</sup> floor  
Arfa Software Technology Park, Ferozepur Road, Lahore.**

## 2. Bidding Details (Instruction to Bidders)

All bids must be accompanied by tender security as part of technical proposal in favor of “**Punjab Masstransit Authority**” (As per provisions of Tender Security clause 22 of this document).

The bids along with the Tender Security, Tender Forms, Affidavits, etc., must reach PMA’s office located at 5<sup>th</sup> floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore, PAKISTAN, on or before **1100 hours on December 04, 2017**. The Technical bids will be publicly opened in the Committee Room of Punjab Masstransit Authority, 5<sup>th</sup> Floor, Arfa Software Technology Park, 346-B, Main Ferozepur Road, Lahore, at **1130 hours on December 04, 2017**.

Queries of the Bidders (if any) for seeking clarifications regarding the specifications of the services must be received in writing by the PMA by **21<sup>st</sup> November, 2017**. All queries shall be responded to within due time.

The bidder must submit bids in full conformity of the requirements mentioned vide this document. Failure to meet this condition will cause disqualification of the bidder and subsequent rejection of the relevant bid. The attention of bidders is drawn to the provisions of Clauses 20, 27 & 29 on “**Preparation / Submission of Bid**”, “**Determination of Responsiveness of Bid**” and “**Rejection & Acceptance of Tender/Bids**” respectively before preparing and submitting their bids.

The contact detail for all correspondence in relation to this bid is as follows:

**Email:** [afc.bss@pma.punjab.gov.pk](mailto:afc.bss@pma.punjab.gov.pk)  
Punjab Masstransit Authority (PMA)  
5<sup>th</sup> Floor, Arfa Software Technology Park,  
346-B, Ferozepur Road, Lahore, Pakistan.

Bidders should note that during the period from the advertisement of the tender till the receipt of the bid, all queries should be communicated in writing via e-mail at the above contact detail.

Bidders are also required to state, in their proposals, the name, title, fax number and e-mail address of the bidder’s authorized representative through whom all communications shall be directed until the process has been completed or terminated.

Purchaser will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.

As authority competent to accept the tender, Purchaser reserves the right to cancel the tender or reject all bids without assigning any reason thereof.

8	Problem Management	Contractor shall provide a root-cause report every month if there are more than 10 incidents of the same type. Successful bidder must take appropriate and timely corrective action to prevent further issues from same cause.	100%	Root cause report stating problems faced by the users Document detailing corrective action	5% penalty on monthly charges if the contractor does not submit a problem report for that month for any of such case. Another 5% penalty if contractor does not perform corrective action for more than one calendar month for any of such case.
9	Change Management	Resolution of Change Request	100%	Report	5% of monthly charge, if standardized change management patches are not updated onto servers in one calendar month. The Purchaser may grant more time for any Change Request in its sole discretion depending on its complexity before logging the Change Request.
10	Delay in AFC Data Recording on Servers	Validator data should accumulate in centralized server without delay	100%	Data Transmission Report	Rs 10,000/- for every thirty minute interval
11	Vehicle Tracking	Real time feed to be supplied to control center of PMA	99.9%	Real time data feeds	0.2% of the monthly charges for less than 99.9%. 2% of the monthly charges for less than 97%. 3% of the monthly charges for less than 95%
12	PIS field Equipment	PIS malfunction i.e PIS data broadcast is inaccurate in bus	N/A	PIS malfunctioning within the bus will be reported by enforcement staff/ drivers/ commuters.	Rs 1000/- for each issue reported and verified.

21	Fare Evasion System	Validator in the bus failed/ unable to send tap-in signal to OBU	N/A	PMA record	Rs 1,500/- on each incident
22	Time Synchronization	System reports/live time not conforms with Pakistan Standard Time	N/A	PMA record	Rs 5,000/- on each incident + Rs 5000/- for each subsequent hour
23	Revenue Loss	Loss of data from Feeder bus Validator or Validator failed deduct fare from the fare media	N/A	PMA record	Rs 45,000/- on each incident
24	OBU Malfunction	OBU malfunction including but not limited to failure to show routes, trips and schedules in buses	N/A	PMA record	Rs 5,000/- on each incident
25	Ticket Validation	Ticket validator malfunction	N/A	PMA record	Rs 2,000/- on each incident + Rs 2,000/- for each subsequent hour
26	Alarm Management	Delayed or Failed to generate alarms	N/A	PMA record	Rs 2,500/- on each incident
27	Delayed Invoice Submission	Failed to submit invoice in first 10 days of the month	N/A	PMA record	Rs 30,000/- on each incident
28	Violation of scope of services	Any act of non-conformance under the scope of services to PMA rules, regulations, instructions, scope of services if not covered in SLA	N/A	PMA record	Rs 5,000/-*A on each incident Where A=[1-100] depending on the sensitivity of non-conformance as per decision by the Purchaser

**Calculation of Uptime:**

$\frac{((\text{Actual Uptime} + \text{Scheduled Downtime}) / \text{total number of operation hours in a month}) * 100}$