



**ORANGE & GREEN LINE PROJECT  
RESPONSES TO QUERIES 3 RAISED SUBSEQUENT TO THE  
RESPONSES TO THE BIDDERS QUERIES**

**SINDH INFRASTRUCTURE DEVELOPMENT COMPANY LIMITED (SIDCL)**

**GOVERNMENT OF PAKISTAN**



**RESPONSES TO BIDDERS QUERIES NO 3  
IN RELATION TO THE**

**HIRING OF OPERATOR**

**FOR**

**FACILITY MANAGEMENT SERVICES FOR THE BUS RAPID  
TRANSIT SYSTEM OF THE ORANGE AND GREEN LINES**

**ISSUED ON: 20<sup>th</sup> APRIL, 2021**



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NO. SIDCL/COO/OPS/2021/9025  
DATED 20<sup>TH</sup> APRIL, 2021

**SUBJECT: HIRING OF BUS OPERATOR FOR FACILITY MANAGEMENT SERVICES FOR THE BUS RAPID TRANSIT SYSTEM OF THE ORANGE AND GREEN LINES PPRA ID - TS444060E, ADVERTISED ON 18<sup>TH</sup> FEB 2021.**

THE PRE-BID MEETING FOR THE SUBJECT PROJECT WAS HELD ON 8<sup>TH</sup> MARCH 2021 AT 2:30 PM IN THE COMMITTEE ROOM OF SIDCL, KARACHI.

THE QUESTIONS/QUIRIES WERE RECORDED / OBTAINED IN WRITING, AND RESPONDED-TO WITH APPROVAL OF THE PROCUREMENT COMMITTEE OF THE BOD.

THIS DOCUMENT IS ISSUED IN CONNTINUATION OF RESPONSE DOCUMENT-1 & 2 AND BE READ IN CONJUCTION WITH THE ISSUED BIDDING DOCUMENTS, AVAILABLE ON AUTHORITY'S WEBSITE.

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ISSUED WITH APPROVAL OF THE COMPETENT AUTHORITY,  
SINDH INFRASTRUCTURE DEVELOPMENT COMPANY LIMITED



### IMPORTANT NOTICE / DISCLAIMER

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This ‘**RESPONSE TO BIDDERS’ QUERIES DOCUMENT 3**’ (this **Response Document 3**) is further to the **RESPONSE TO BIDDERS’ QUERIES 2** dated April 08, 2021 (the **Response Document 2**), **RESPONSE TO BIDDERS’ QUERIES DOCUMENT** dated March 19, 2021 (the **Response Document 1**), ‘**REQUEST FOR PROPOSAL**’ (consisting of the Volume I – Request For Proposal (the **RFP**) and Volume II – Facility Management Agreements (the **Draft Agreements**) issued in February 2021 (the **RFP Documents**) and the various queries received from the prospective bidders in respect of the bidding process relating to the “Hiring of Operator for the Facility Management for the Bus Rapid Transit System of the Orange and Green Lines” (the **Project**). This Response Document 3 is being circulated by the Sindh Infrastructure Development Company Limited (the **Employer**), solely for use by the recipients in preparing and submitting their Bids for participation in the competitive bidding process in relation to the Project. Upon signing of the Facility Management Agreements for the Projects, the Facility Management Agreements will be the final and binding documents and any responses set out in the Response Document 1, Response Document 2 and in this Response Document 3 will not have any effect or be sued for interpretation.

*Unless expressly specified otherwise, all capitalized terms used herein shall bear the meaning ascribed thereto in the RFP Documents.*

This Response Document 3 is not an agreement; its sole purpose is to provide interested parties with information that may be useful to them in making their offers (bids/proposals) pursuant to the RFP Documents. The RFP Documents, the Response Document 1, Response Document 2 and this Response Document 3 includes statements, which reflect various assumptions and assessments arrived at by the Employer in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This Response Document 3 may not be appropriate for all persons, and it is not possible for the Employer, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party, that relies on, reads or uses this Response Document 3.

Neither the Employer nor its employees, personnel, agents, consultants, advisors and contractors etc., make any representation (express or implied) as to the accuracy or completeness of the information contained herein, or in any other document made available to any person in connection with the tender process for the Project and the same shall have no liability for the Response Document 1, Response Document 2 and this Response Document 3 or for any other written or oral communication transmitted to the recipient in the course of the recipient’s evaluation of the Project. Neither these entities nor their employees, personnel, agents, consultants, advisors and contractors etc., will be liable in any manner whatsoever to reimburse or compensate the recipient for any costs, fees, damages or expenses incurred by the recipient in evaluating or acting upon the Response Document 1, Response Document 2 and this Response Document 3 or otherwise in connection with the Project.



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The assumptions, assessments, statements and information contained in the RFP Documents, may not be complete, accurate, adequate or correct for the purposes of Bidders. The Employer or any of its advisors has no liability for any statements, opinions or information provided in the RFP Documents. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in the RFP Documents. The Bidders are required to undertake their independent assessment and to seek independent professional advice on any or all aspects of the RFP Documents. No decision should be based solely on the basis of the information provided by the RFP Documents, the Response Document 1, Response Document 2 and this Response Document 3.

The Employer expressly disavows any obligation or duty (whether in contract, tort or otherwise) to any Bidder. No Bidder is entitled to rely on the Employer's involvement in the preparation of this Response Document 3 or in the solicitation process as a basis for preparing the Bid or developing the Project.



## RESPONSES TO PROSPECTIVE BIDDERS' QUERIES

SR. NO.	SECTION NUMBER	SECTION	QUERY	SIDCL'S RESPONSE
1.	Basic Eligibility Criteria: <b>Experience</b>	<i>Minimum five (5) years of experience in operations, maintenance and management of facility preferably large-scale infrastructure projects/building (in relevant size &amp; stature) with a staff of 100 or more</i>	<p><b>Experience in Intercity Transport</b>            We are one of leading transport company in Pakistan providing intercity transport services in the province of Punjab, Sindh and KPK with more than 50 terminals across Pakistan.</p> <p><b>Experience in Intracity Business</b>            Further, we are also operating following mass transit projects in Pakistan:</p> <ul style="list-style-type: none"> <li>• Lahore Feeder Route Project</li> <li>• Multan Metro Project</li> <li>• Peshawar BRT Project</li> <li>• Lahore Orange Line Project</li> </ul> <p>We have staff strength of more than 4,500 employees across Pakistan who manages its bus fleet, terminals, workshops and bus depots for smooth execution of operations.</p> <p>As RFP issued by SIDCL for the subject project does not define large scale infrastructure projects/ building, therefore we require clarification that whether bus terminals/depots managed</p>	Based on the nature of experience provided, the evaluation committee will determine whether the same falls under the category of large-scale infrastructure projects.



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			by us, falls within the definition of large-scale infrastructure projects/ buildings or not?	
2.	Basic Eligibility Criteria: <b>Experience</b>	<i>Minimum five (5) years of experience in providing security services preferably large scale infrastructure / building projects (in relevant size &amp; stature) with a security personnel of 150 or more.</i>	<p>We employees more than 150 security guard on its payroll which provide security to the terminals, bus depots and workshops.</p> <p>As RFP issued by SIDCL for the subject project does not define large scale infrastructure projects/ building, therefore DPEBSL requires following clarifications:</p> <ul style="list-style-type: none"> <li>• Whether bus terminals/depots managed by us, falls within the definition of large-scale infrastructure projects/ buildings or not?</li> <li>• What evidence bidders need to provide to substantiate that it has more than 150 security guard on its payroll?</li> </ul>	<p>Please refer to Response No. 1.</p> <p>As per Item 2.2, Annexure B (<i>Evaluation and Qualification Criteria</i>) of RFP Bidder is required to provide security firm's contract / concession / license during the last ten (10) are required.</p>



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3.	2.1 Technical Evaluation Criteria: <b>Specific Operations Experience (50 Marks)</b>	<i>Experience of operations, maintenance and management of Facility preferably large-Scale infrastructure / building projects / (in relevant size &amp; stature) with a staff of 100 or more persons through a contract / concession during the last ten (10) years by firm(s) / consortia.</i>	<p>SIDCL is requested to confirm the followings:</p> <ul style="list-style-type: none"> <li>• Whether bus terminals/depots managed by us, falls within the definition of large-scale infrastructure projects/ buildings or not?</li> <li>• If bus terminals/ depots falls within the definition of large scale infrastructure projects/ buildings, what evidence bidders need to furnish, if these terminals are owned by them or leased on long term basis.</li> </ul>	Please refer to Response No. 1.
4.	2.2	<i>Experience of providing Security services to large scale projects (in relevant size &amp; stature) with a security personnel of 150 or more through a contract / concession / during the last ten (10) years by firm(s) / consortia.</i>	Please refer to queries raised from 1-3 above.	Please refer to Response No. 1. No.2 and No. 3.
5.	2.3	<i>Experience of providing Security services with at least 5 Projects of large-scale projects (in relevant size &amp; stature) with a Security personnel of 150 or more through a contract / concession</i>	Does bus terminals falls within the definition of Project?	Please refer to Response No. 1.



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		<i>During the last ten (10) years by firm(s) / consortia.</i>		
6.	Bid Submission Deadline	<i>Bidders are required to submit their technical and financial bid in accordance with RFP on or before 15 April 2021 at 4:00 Pm</i>	As clarity is required from Questions 1-5 above, SIDCL team is requested to extend bid submission timeline till 30 April 2021.	Bid Submission Deadline is extended to 02:00 pm on 26 <sup>th</sup> April 2021.
7.			Can we provide Bid security in form of Pay order/ Demand Draft for the above-mentioned project, if yes, then we won't be able to provide <b>FORM OF BID SECURITY</b> because it is related to bank Guarantee. Please confirm.	Please refer to ITB 13.2 which states that <i>“the Bid Security shall be an irrevocable, bank guarantee in the form attached as Bidding Form F3, having a Minimum Credit Rating at all times, acceptable to the Employer.”</i>
8.			As mentioned in the RFP procurement and maintenance of Generators is excluded and is not the responsibility of Contractor but only fueling is the responsibility of contractor. However, in response to queries you have mentioned that Maintenance of Generator is responsibility of contractor. Please clarify.	All major repair and maintenance of generators will be the responsibility of the Employer. However, minor maintenance such as oil change and other consumables etc. will be the responsibility of the Operator and the cost will be actualized as per RFP.
9.			we request your kind assistance for BID SECURITY details require by banks.  Name of Bid Security:	Bid Security must be provided in favor of Sindh Infrastructure Development Company Limited.





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			NTN Number of SIDCL:	Name of Bid Security: Facility Management Services for the BRTS Orange Line Project and Green Line Project FTN: 9010041-8
10.			The bid security shall be 2.5% of the annual service fee. The RFP is silent about the number of securities that can be made. It only states that the bid security shall be under the name of consortium or lead member. Is it possible to make more than one bid security in case of consortium.	Please refer to ITB 13.10 whereby the Bidder (incase of consortium) is required to submit a single Bid Security which shall be in the name of the Consortium that submits the Bid or in the name of Lead Member.
11.			The performance guarantee is in the form of bank guarantee and is equivalent to 5% of the annual service fee. 5% is a huge sum to finance at the start of the project considering the operator would have to purchase extensive machinery for the project. Initially it doesn't seem wise to withhold such huge sums at the very start of the project. Therefore, can the performance guarantee be in the form of insurance guarantee?	The Performance Security must be in a form of bank guarantee as prescribed in the RFP.  Note that the Draft Agreements are commercially structured to assure that full payments are made to the Operator in a timely manner – without withholding any retention monies. This leaves the Employer with only Performance Security to make deductions in case of non-compliance/default. The Performance Security will be returned to the



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				Operator upon expiry of Facility Management Contracts.
12.			Please clarify in Form F 2 , insurance annual premium amount is required to be written or monthly premium amount (the said premium amount divided by 12) is required to be written.	Frequency of insurance premiums varies between monthly, quarterly, semi-annually and annually. To assure consistency in bids and payments, please provide monthly insurance premium in Bidding Form F2.
13.			Total scope of Landscaping is not mentioned/clear in in RFP, just generic language is used to shift the responsibility towards operator. Please share the following : 1- No. of stations having Horticulture area which comes under operator responsibility. 2-Total numbers of tree . 3-Total grass area . 4 -Total numbers of interchange loop for plantations. Above are mandatory requirements for the preparation of financial budget.	Detailed scope of work related to Landscaping is chalked down in section 2.4 ( <i>Cleaning &amp; Landscaping</i> ) of Annexure D ( <i>Scope of Facility Management Services</i> ) of the RFP. Moreover, bidders are encouraged to carry out site visit to assess the magnitude of Landscaping works along the BRTS Corridors.



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14.		<p><b>ITB 10.0</b> The Financial Proposal, in accordance with Bidding Form F2, shall provide an all-inclusive fixed (one-figure) i.e., Service Fee payable on a monthly basis for the Services that includes all Operator's Taxes applicable on the Bidder or incidental to any activity necessary for the performance of Services and all obligations of the Operator mentioned in or to be reasonably inferred from the Bidding Documents, including the Agreements. Such all-inclusive fixed (one-figure) for the Service Fee payable on a monthly basis shall also include all costs, profits, risks, uncertainties and unknowns so as to enable the Operator to unconditionally discharge its</p>	<p>Do we need to mentioned the total project cost, inclusive of SST separately, the current rate of SST/PST is 10% on Facility management Services, what about in case of increase/decrease in future? please clarify.</p>	<p>Bidding Form F2 requires Monthly Service Fee which includes all costs and expenses for undertaking the services specified in Annexure D (Scope of Facility Management Services). Such Monthly Service Fee must be inclusive of all taxes as per Bidding Form F2. Any Change in law (i.e. SST/PST) shall be dealt in accordance with the Clause 5.5.2 (<i>Taxes and Duties</i>) of the Facilities Management Agreements.</p>
			<p>What will be the inflation formula on applicable increase/decrease in minimum wage as and when applicable?</p>	<p>Inflation adjustments for Salaries is provided in Schedule F (<i>Payment Schedule</i>) of the Facilities Management Agreements.</p>



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		obligations, whether direct or indirect, under the Agreements.	Operator Withholding tax is currently 3% what about in case of increase/decrease in future? please clarify.	Withholding tax is an advance tax and is adjusted in final tax payments of the Company - therefore no allowance is necessary.