



**ORANGE & GREEN LINE PROJECT
RESPONSES TO QUERIES RAISED SUBSEQUENT TO THE
PRE-BID MEETING HELD ON JUNE 03, 2021**

SINDH INFRASTRUCTURE DEVELOPMENT COMPANY LIMITED (SIDCL)

GOVERNMENT OF PAKISTAN



**RESPONSES TO BIDDERS' QUERIES 3
IN RELATION TO THE**

**HIRING OF FUND MANAGER
FOR**

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

ISSUED ON: 21ST JUNE 2021



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PRE-BID MEETING HELD ON JUNE 03, 2021

NO. SIDCL/GM/OPS/2021/9322
DATED 21ST JUNE, 2021

SUBJECT: HIRING OF FUND MANAGER FOR FUND MANAGEMENT SERVICES FOR THE BUS RAPID TRANSIT SYSTEM OF THE ORANGE AND GREEN LINES TS-452355E, ADVERTISED ON 27TH MAY 2020.

THE PRE-BID MEETING FOR THE SUBJECT PROJECT WAS HELD ON 3RD JUNE 2021 AT 2:00 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 CONTINUATION OF RESPONSE DOCUMENT-1 & 2 AND BE READ IN CONJUNCTION WITH THE ADDENDA-1 AVAILABLE ON AUTHORITY'S WEBSITE.

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



IMPORTANT NOTICE / DISCLAIMER

This ‘**RESPONSE TO BIDDERS’ QUERIES DOCUMENT 3**’ (this “**Response Document 3**”) is further to the Response to Bidders’ Queries Document dated June 11, 2021 (the “**Response Document 1**”), Response to Bidders’ Queries Document 2 dated June 16, 2021 (the “**Response Document 2**”) ‘REQUEST FOR PROPOSAL’ (consisting of the Part I – Instructions to Bidders (“**ITB**”), Part II – Green Line Fund Management Agreement and Part III – Orange Line – Fund Management Agreement (“**Draft Agreements**”) issued on May 28, 2021 (collectively the “**RFP Documents**”) and the various queries received from the prospective bidders in respect of the bidding process relating to the Hiring of Fund Manager for Fund Management Services for the Bus Rapid Transit System of the Orange and Green Lines (the “**Projects**”). 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 Projects. Upon signing of the Fund Management Agreements for the Projects, the Fund Management Agreements will be the final and binding document and any responses set out 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 and this Response Document 3 includes statements, which reflect various assumptions and assessments arrived at by the Employer in relation to the Projects. 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 Projects and the same shall have no liability for 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 Projects. 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 this Response Document 3 or otherwise in connection with the Projects.

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.



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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 and this Response Document 3.

Employer expressly disavow any obligation or duty (whether in contract, tort or otherwise) to any Bidder. No Bidder is entitled to rely on 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 Projects.

IMPORTANT NOTE:

Prospective Bidders are hereby apprised that the Employer shall not entertain any queries fifteen (15) days prior to the submission of bids. The Employer reserves the right not to respond to any further query similar in nature to that of already responded to in the earlier response documents.



RESPONSES TO PROSPECTIVE BIDDERS' QUERIES

SERIAL No.	QUERY	RESPONSE
1.	<p>HHM- How will HHM be working-? If system is not working how will it be ensured that HHM is can be relied on? What system would HHM be using?</p>	<p>If the Passenger asks to pay with Bank Card, the HHM must be online (connecting to Bank System) unless the Payment rules allowing EMV offline payment with limited amount. The HHM is capable of accepting all bank cards for payments.</p>
2.	<p>In the responses, it is mentioned: “The TVM provides all the services except for the issuance of a contactless card (that are issued at TOM)”. In another response it is mentioned that” Contactless Smart Card (CSC) belongs only to the fare collection system (closed loop). The passenger purchases the CSC from the vending machine and ticket sales office (at all stations). “ Can you please clarify can TVM be used to purchase CSC? Is ‘vending machine’ any different than TVM? Is ticket sales office equivalent to TOM? If not, please clarify what exactly are these.</p>	<p>CSC cannot be purchased through TVM. However, CSC can be topped up through TVM, TOM and HHM. Vending machine and TVM are the same thing. Ticket sales office and TOM is the same.</p>



<p>3.</p>	<p>It is mentioned in the responses that Overdraft (OD) amount should be kept flexible. However, employer should note that there are multiple requirements that are needed to be fulfilled before a successful grant of OD can be made to Govt entities.</p> <p>We would require the estimated amount of OD that would be required from us as credit evaluation and application would need to be done accordingly.</p> <p>Furthermore, additional documents may be required from the employer to issue OD. The submission of bid does not guarantee flexibility and issuance of any amount of OD that will be requested by the employer at any point in time. The aforementioned detail is required to evaluate if we as fund managers can facilitate.</p>	<p>As and when (and if) SIDCL requires (in the future) an Overdraft /Running Finance facility, at that time SIDCL will engage with the Fund Manager on security and documentation which shall be in such form and substance as mutually agreed between the Employer and the Fund Manager.</p> <p>The Overdraft /Running Finance facility will become effective upon SIDCL completing (i) security (ii) documentation requirements (as mutually agreed between the parties) to the satisfaction of the Fund Manager prior to availing the facility.</p> <p>Note that based on estimates, the Overdraft /Running Finance facility may be within the range of approximately PKR 100 million and PKR 500 million (it is expressly stated that the aforesaid is an estimate only and the actual limit of the facility may vary).</p> <p>Security (collateral) for the Overdraft /Running Finance facility to be provided by SIDCL may be in the form of:</p> <ul style="list-style-type: none">i. Charge over SIDCL's movable assets;ii. Lien on SIDCL account;iii. Sovereign guarantee. <p>The type of security/collateral to be provided will be finalized upon determination of the overdraft limit and mutual agreement between the Fund Manager and SIDCL subject at all times to SIDCL being permitted to create the relevant security and obtaining approvals from competent forums.</p>
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4.	SMS integration: It is unclear from the responses if SMS integration is to be a mandatory provision by the bidder. Please clarify. Also, are there alternate options for payment verification? Or can alternate options be proposed?	SMS integration is not mandatory. 3D verification has been mentioned by way of a sample. If the Fund Manager has any alternate verification options, that verification option may be used upon intimation.															
5.	Is integrity pact required on stamp paper or letter head? Is it up to the bidder to choose either?	Integrity Pact is required to be executed on letter head and should be include the bank's stamp along with signature of authorized representative.															
6.	Following question remains unaddressed; It is stated that the fund manager is simply required to integrate with IITS system. Please clarify if this integration will cover TVM and TOM or if separate integration efforts will be required for these.	Integration is required with all devices that accept bank card payment (i.e., TVM, TOM, HHM), with Mobile APP and the Website. Additionally, integration is required for reporting requirements i.e., for SIDCL to receive E-Statement and other reports and for SIDCL financial application (if available currently or in future e.g SAP).															
7.	With reference to Fee/Commission income on cash management in the evaluation table, how many points will be given to bidder if the earning is between the $\geq 25 < 35$? The criteria seem to have this bracket missing.	<p>Noted. The bidder shall be awarded 6 points if the fees falls in the bracket. The updated criteria for fee/commission is as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="text-align: center;">Fee/commission income on cash management</td> <td style="text-align: center;">$\geq 45 < 55$</td> <td style="text-align: center;">10 points</td> </tr> <tr> <td></td> <td style="text-align: center;">$\geq 35 < 45$</td> <td style="text-align: center;">8 points</td> </tr> <tr> <td style="text-align: center;">Average fee earned from cash management services in the last three (3) years in PKR million.</td> <td style="text-align: center;">$\geq 25 < 35$</td> <td style="text-align: center;">6 points</td> </tr> <tr> <td></td> <td style="text-align: center;">$\geq 15 < 25$</td> <td style="text-align: center;">4 points</td> </tr> <tr> <td></td> <td style="text-align: center;">$\geq 5 < 15$</td> <td style="text-align: center;">2 points</td> </tr> </tbody> </table>	Fee/commission income on cash management	$\geq 45 < 55$	10 points		$\geq 35 < 45$	8 points	Average fee earned from cash management services in the last three (3) years in PKR million.	$\geq 25 < 35$	6 points		$\geq 15 < 25$	4 points		$\geq 5 < 15$	2 points
Fee/commission income on cash management	$\geq 45 < 55$	10 points															
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		< 5 0 points
8.	<p>According to response number 14: “The Fund Manager’s scope to integrate with TVM-Ticket Vending machine (unattended POS) with TOM-Ticket Office Machine (attended POS) with HHM-Handheld machine (Embedded PoS) (final Handheld model to be decided, but it will be Android device where the Fund Manager may provide its own App to be integrated within SIDCL APP).”</p> <p>How will Fund Manager’s app be integrated with SIDCL app? Please clarify if it is the expectation that Fund Manager will provide separate app that will be referred as HHMs?</p>	<p>Please refer to Serial No. 3 (HHM – FM Payment APP integration) in the Table on Integration Requirements below.</p>
9.	<p>Provision of Interface: It is unclear whether FM is expected to provide interface for payment system only or front-end UI/UX for TVM/TOM/HHM is also expected to be provided? As per the bidding document and responses, it is our understanding that only payment gateway interface is to be provided by us and the rest will be managed by the employer. Please confirm.</p>	<p>For TVM refer to Serial No. 1 of the Table on Integration Requirements below.</p> <p>For TOM refer to Serial No. 2 of the Table on Integration Requirements below.</p> <p>For HHM refer to Serial No. 3 of the Table on Integration Requirements below.</p>



Table on Integration Requirements

SERIAL NO.	SIDCL/EQUIPMENT REFERENCE	FUND MANAGER (FM)	REQUIREMENTS
1	TVM	Unattended PoS	Device Level integration between TVM controller and Fund Manager's Unattended POS. TVM to send transaction amount to PoS, patron paying with his credit card, PoS sending patrons credit card transaction result to TVM. UI: Standard UI of unattended PoS. UI User: Patron.
2	TOM	Attended PoS	Device Level integration between TOM controller and Fund Manager's attended POS. TOM to send transaction amount to PoS, patron paying with his credit card, PoS sending patrons credit card transaction result to TOM. UI: Standard UI of attended PoS. UI User: TOM Operator.



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3	HHM	FM Payment APP	<p>Software level integration between HHM APP & Fund Manager's payment app at android handheld machine environment.</p> <p>HHM operator selects products, HHM calculates total payment amount. When operator approve HHM switches to Fund Manager app, collects the payment using patron's credit card, returns to transaction result to HHM app. This integration depends on what option the Fund Manager can provide. It can be a virtual PoS application which results in app switch back and forward during the payment or an add-on just to make a secure connection to payment environment that provides secure credit card information entry and collection of transaction amount.</p> <p>UI: APP / Add On UI Integrated with the SIDCL HHM App. UI User: HHM Operator.</p>
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