



**ORANGE & GREEN LINE PROJECT  
RESPONSES TO QUERIES RAISED SUBSEQUENT TO THE  
PRE-BID MEETING HELD ON AUGUST 11, 2021**

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

**GOVERNMENT OF PAKISTAN**



**RESPONSES TO BIDDERS' QUERIES  
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: 21<sup>ST</sup> AUGUST 2021**



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NO. SIDCL/COO/OPS/2021/9566  
DATED 21<sup>ST</sup> AUGUST, 2021

**SUBJECT: HIRING OF FUND MANAGER FOR FUND MANAGEMENT SERVICES FOR THE BUS RAPID TRANSIT SYSTEM OF THE ORANGE AND GREEN LINES PPRA ID - TS456643E, ADVERTISED ON 31<sup>ST</sup> JULY 2021.**

THE PRE-BID MEETING FOR THE SUBJECT PROJECT WAS HELD ON 11<sup>TH</sup> AUGUST 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 CONJUNCTION WITH THE BIDDING DOCUMENTS ALREADY 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** (this “**Response Document**”) is further to the ‘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 August 4, 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 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 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 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 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 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.

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 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 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. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and



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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.

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 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 ten (10) days prior to the submission of bids. The Employer reserves right not to respond to any further query similar in nature to that of already responded to in this Response Document.



### RESPONSES TO PROSPECTIVE BIDDERS' QUERIES

SERIAL No.	QUERY	RESPONSE
1.	Clarity is required whether Proof of Client Satisfaction, Constitutive Documents, Proposal & Training details should be part of Technical or Financial documents.	<p>Please refer to ITB 9.2 and ITB 10.4 for documents to be submitted as part of the Technical Proposal and the Financial Proposal respectively.</p> <p>Furthermore, as per ITB 9.2, the bidder is required to submit (as part of its Technical Proposal) documentary evidence in respect the requirements: (i) under Annexure A (<i>Basic Eligibility Criteria</i>); and (ii) as indicated for each technical qualification criteria under Annexure B (<i>Evaluation and Qualification Criteria</i>) (that includes submission of, <i>inter alia</i>, Proof of Client Satisfaction, Constitutive Documents etc.).</p>
2.	Which documents should be provided as soft copy in editable format?	<p>The requirement for submission of “<i>editable softcopies</i>” of Technical and Financial Proposal under ITB 15.1 stands deleted.</p> <p>Bidders are required to submit soft copy of its technical and financial proposal only.</p>
3.	Is it possible for SIDCL to communicate bank the amount of cash handed over to security van on daily basis?	<p>Based on demand estimates, 150,000 passengers are expected to use the system daily. No expected sales through cash can be determined at this point in time.</p> <p>Details of daily cash collected and handed over may be provided upon commencement of Project operations.</p>
4.	Monthly number of payments that bank should expect and type of payments (electronic, paper based)	<p>Pursuant to Section 4.4 of Annexure D (<i>Scope of Fund Management Services</i>) of the RFP, monthly payments will be required to be made to, <i>inter alia</i>, the following entities:</p> <ul style="list-style-type: none"> <li>- Bus operator</li> <li>- Facilities Manager</li> <li>- IITS supplier/operator</li> <li>- Utility bills for stations and corridor.</li> </ul>



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		Mode of payment shall be IBFT/RTGS or pay order.
5.	We understand that all required hardware is already procured by SIDCL and bank is not supposed to provide any hardware related to Cash Management collections and payment services. Please correct us if there is a need to do so.	<p>All Hardware will be procured by SIDCL through their IITS operator/supplier in consultation with the Fund Manager (following selection of the successful bidder/Fund Manager at the close of this bidding process). The Fund Manager's role shall be to:</p> <ol style="list-style-type: none"> <li>1. Certify the suggested POS Hardware (HW) (by IITS supplier) from the relevant government authority: <ol style="list-style-type: none"> <li>a. POS are (TVM unattended POS, TOM attended POS, HHM virtual POS App)</li> <li>b. Certification must be completely managed by the Fund Manager from A to Z</li> <li>c. If there is alternative HW to the suggested POS (by IITS supplier), the Fund Manager must propose the HW model in order for the IITS supplier to confirm the integration capability.</li> </ol> </li> <li>2. Integrate the POS with IIT Supplier System (Interface development)</li> <li>3. Provide POS support (for contract duration) e.g., Key injection, SW update, communication and configuration</li> <li>4. Provide communication to all POS in the System if the communication of the POS with the Fund Manager must be through special APN as per Regulation.</li> </ol>
6.	<p>In the RFP, SIDCL has proposed to integrate the UROVO i9000 Smart POS and other terminal for TOM. Whereas Bank suggests to integrate with Newpos 9220 Smart POS, due to following reasons;</p> <ol style="list-style-type: none"> <li>1. This POS terminal is already integrated with Bank Host.</li> </ol>	All hardware including POS will be procured by the Employer through its IITS supplier on advice of the Fund Manager (following selection of the successful bidder/Fund Manager at the close of this bidding process).



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	<p>2. It can be integrated with SIDCL HHM as well as TOM.</p> <p>3. Already certified with all Payment Schemes.</p> <p>4. 4G and Wifi Connectivity</p> <p>5. EMV Certified POS terminal.</p> <p>6. Bank will be responsible for Supplying and Maintenance of these POS terminals.</p> <p>Please share your feedback on all above concerns so we can further proceed on the matter.</p>	
7.	<p>Referring to subject mentioned RFP, it is kindly requested to extend the proposal submission timelines to a minimum of two weeks on following mentioned grounds.</p> <ul style="list-style-type: none"> <li>○ Bank requires time to evaluate, study and cover all requirements</li> <li>○ Legal / compliance / Shariah dept requires time to review RFP</li> <li>○ Bank requires time to finalize bidding documents covering all aspects of RFP</li> </ul> <p>In short, a cushion in deadline will help bank to address all requirements and prepare a comprehensive proposal by incorporating responses from all relevant stakeholders (Internal or external).</p>	<p>Agreed.</p> <p>Bid Submission Deadline has been extended to Monday, September 06, 2021.</p>



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	Your affirmative response in this regard would be highly appreciated.	
8.	The Bidder will be wanting to integrate Newpos model 9220 Smart POS with TOM and TVM please share your views on this?	Any POS machines advised by the Fund Manager will be procured, however, please note that simpler attended POS machines are preferred for the TOMs which are available.  Further, unattended POS device are required at the TVM making 9220 Smart POS unviable.
9.	How many POS machines will be required for this project?	Please refer to Response No. 5 & 8 above. The Fund Manager will be required to integrate with the following: <ul style="list-style-type: none"> <li>• 46 pieces unattended POS machines for TVM</li> <li>• 30 pieces attended POS machines for TOM</li> <li>• 38 pieces HHM</li> </ul>
10.	What are the number of stations that we are targeting?	There are: <ol style="list-style-type: none"> <li>1. twenty-five (25) bus stations on the corridor for the Green Line BRTS Project with an average distance of approximately nine hundred (900) meters between each bus station; and</li> <li>2. four (4) bus stations on the Orange Line BRTS Project with an average distance of approximately one thousand (1000) meters between each bus station.</li> </ol>
11.	Please share the proposed system architecture for this project.	The system Architecture is an internal document and not related to Fund Manager's scope.





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		<p>Main points for Fund Manager’s understanding have been set out in the Annexure D (<i>Scope of Fund Management Services</i>) of the RFP, and are, <i>inter alia</i>, as follows:</p> <ul style="list-style-type: none"> <li>• The System backoffice will be connected with Fund Manager’s payment Gateway to enable the Mobile APP and Website payment and further communication;</li> <li>• The POS devices are directly connected to Fund Manager’s system to manage the Fund Manager payment.</li> </ul> <p>The connection details to be specified by the Fund Manager if separate APN required or can share the project internal Network (in this case some additional HW might be needed to enable rerouting the banking transactions from IITS backoffice to Fund Manager’s system, as the IITS is not PCI DSS).</p>
12.	With reference to page 40 of RFP, can we provide proof of active tax filer instead of last 3 years tax return?	Please note requirement for submission of valid tax registration certificate along with three (3) years tax returns for last three (3) years under the basic eligibility criteria as set out in Annexure A ( <i>Basic Eligibility Criteria</i> ) of the ITB shall stand deleted.
13.	Service level agreements (SLA) are attached i.e. (IPG integration, POS, CIT and Cash Management) for your review. Also note that we need to incorporate all four SLAs’ scope in one master agreement to cover the scope of required services.	<p>SIDCL will enter into service level agreements (“<b>SLA</b>”) with the successful bidder.</p> <p>In this regard, please note that:</p> <ul style="list-style-type: none"> <li>(i) The SLA’s will be reviewed and signed in a form and substance mutually agreed between the parties.</li> <li>(ii) In the event of any inconsistency/conflict in the scope of work or other terms and conditions of the Fund Management Agreement and the SLA, the Fund Management Agreement shall prevail and the SLAs will be revised accordingly.</li> </ul>



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		<p>(iii) Since the selection of the Fund Manager is through a competitive bidding process, the SLAs shall not purport to place any additional obligations (including any financial obligation such as any indemnity or payment obligations) on SIDCL other than as already envisaged in the Fund Management Agreement.</p> <p>Please refer to Addendum No.1 to the RFP Documents.</p>
14.	Sample payment mandate and onboarding forms are attached for your review, we need to sign off the same of covering the scope of payment services i.e. IBFT, HBL to HBL transfers, RTGS and UBPS.	<p>Noted.</p> <p>Based on payments volumes and agreed scope of work, the Employer will require RTGS for payments to bus operator and facilities manager. In case such accounts are housed in the bank/Fund Manager, then internal funds transfer (for example HBL – HBL) will be required.</p> <p>Additionally, for utility bill payments, UBPS is required.</p>
15.	Referring to the bidding form F2, 2.1 ADC charges are supposed to be bifurcated into two segments i.e. IPG and POS. Therefore, you are requested to advise that how to incorporate cost of two different segments under one head.	<p>Noted.</p> <p>Please refer to revised Form of Invoice and Bidding Form F2 in the Addendum No. 1 to the RFP Documents.</p>
16.	Please provide clarity on the <b>procurement of POS machines installed at TVM, TOM and HHM</b> - as per our understanding hardware of TOM, TVM and HHD is to be arranged by SIDCL and Fund Manager will only integrate their systems with the hardware.	The Fund Manager will not be required to procure POS machines. However, the Fund Manager will have to integrate/connect with all POS machines. Please refer to Response No. 9 for number of connections required.



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17.	Please advise on the signing off Master - SLA – will it be signed and submitted along with the bidding documents or after successful bidding procedure.	Please refer to Response No. 13 above.
18.	Referring to annexure B – evaluation and qualification criteria point # 3, please provide draft letter (with necessary content) which we need to obtain from the respective client.	There is no prescribed format available. Letter confirming that the Fund Manager is providing cash management/transaction banking services to the client of over PKR 1 billion. The letter is required to be on the client’s letterhead and signed by its official/authorised signatories.
19.	Please advise if there is any provisioning for extension in deadline of bid submission to complete SLA related compilation/finalization.	Please refer to Response No. 7 and 13 above.
20.	Due to Moharam and less number of working days, we seek your kind support for extending date for submission of Tender for providing Cash Management & Digital Banking proposal.	Please refer to Response No. 7 above.
21.	Exact number of Stations from which Cash will be provided.	Please refer to Response No. 10 above.
22.	Time for the Pick-up of Cash: What time SIDCL would like us to Pick up the Cash?	Fund Manager should commence the cash collection services from the bus stations at 11 pm (P.S.T).
23.	What time and how many days during the month SIDCL wants small notes to be delivered at Bus Stations?	The Fund Manager is expected to hand over small notes (minimum cash balance) to the Facilities Manager while collecting cash. In addition, if there is a shortage of small notes, then the Facilities Manager may require the Fund Manager to deliver small notes during operating hours on mutually agreed timings.



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		Please refer to the Annexure D (Scope of Fund Management Services) of the RFP for further details.
24.	What is the expected Sales through Cash for 2021, 2022 and 2023?	Please refer to Response No. 3 above.
25.	Security Companies will be allowed access on Green Bus route for Cash Pick up.	Fund Manager (and any security company subcontracted for cash collection) will be allowed access on Green and Orange Line bus corridors for cash pick up.  The expected timing for access will be 11:00 PM (i.e., non-operational hours).
26.	SIDCL will also have vaults available at Bus stations for holding cash as a back up.	There are no cash vaults available at bus stations. However, the facility manager is required to keep minimum cash change at the bus stations and is responsible for the security of such cash.
27.	Confirm that SIDCL requires overnight Vault services for Credit to SIDCL's Account next day with Bank.	The Fund Manager is required to arrange cash pick up after 11pm. Thereafter the Fund Manager must decide on its own whether it requires overnight vault services or not. The security of the cash is the responsibility of the Fund Manager.
28.	How many integrations would be required with your System as each integration is outsourced and it involves Cost	Please refer to Response No. 9 for the number of POS machines.  Note that payments to Fund Manager for POS are broken down between category and processing charges (% of transactions processed). Based on this, the Fund Manager may recover prudent fixed and variable costs. Although it must be noted that bidders are expected to price efficiently in order to submit competitive bids.
29.	What format is required for up-loading of MIS in SIDCL's ERP:	Any format compatible with Employer's ERP system (i.e. SAP B1) is acceptable.



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30.	Separate Agreements will be executed for Cash Pick up, Payment Portal and other Digital Banking Products.	Please refer to Response No. 13 above.
31.	Soiled notes, cut notes and fake notes will be reimbursed to Bank from SIDCL and Bank's count will be final.	Please refer to the Section 2.3.2 of Annexure D ( <i>Scope of Fund Management Services</i> ), the Fund Manager will not be liable for any soiled, cut and fake notes.
32.	What is the expected Sales through Digital/ ADC channels for 2021, 2022 and 2023: a. Mobile App b. Internet Banking c. Internet Payments Gateway d. PoS Machines e. ATM	Not available.
33.	How many PoS machines will be required?	The Fund Manager will not be required to procure POS machines. However, the Fund Manager will have to integrate/connect with all POS machines. Please refer to Response No. 9 for number of connections required.
34.	Who will be purchasing PoS machines?	Please refer to Response No. 33 above.
35.	Would SIDCL be willing to pay fees in lieu of minimum earnings expected from PoS?	The Fund Manager is required to build all charges in Bidding Form F2 provided under the RFP, based on which all monthly payments will be made.
36.	What would be the mechanism to Pay Banks additional charges, if any for providing additional PoS Machines or	Please refer to Response No. 33 above, whereby the Fund Manager will not be required to procure POS machines. Further, the Fund Manager is required to built-in all integration/implementation costs in its Bid.



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	Integration cost not presently covered in the Tender documents?	Please refer to revised Bidding Form F2 attached to the Addendum No. 1 of the RFP Documents.
37.	What kind of integration is required for Integrating with SIDCL – ERP?	Integration is required for revenue reports and payments to Projects contractors.
38.	SIDCL will bare cost for making it a Biller at 1-link	The Employer has not requested for this service. If the Fund Manager intends to utilize this source, it must build its costs in as part of its financial bid (include in the Bidding Form F2 to be submitted), based on which all payments will be made to the Fund Manager.
39.	What time period is SIDCL looking forward for starting Collections through PoS Machines	<p>Please refer to Section 17 (<i>Mobilization Period Requirements and Timelines</i>) of the Annexure D (<i>Scope of Fund Management Services</i>) for implementation timelines.</p> <p>The Employer will accept phase wise rollout of payments through POS machines based on mutually agreed timelines (see Section 1 (<i>Banking system integration</i>) of Annexure D (<i>Scope of Fund Management Services</i>) of the RFP. The Bidding Form F2 and Form of Invoice has also been updated accordingly (See Addendum No.1 to the RFP).</p>
40.	Would PoS be only used for over the counter purchase of Ticket?	Integration with POS will be required at TVM and HHM along with attended POS at TOM.
41.	What other Channels would SIDCL be interested for the Top Up of Pre-Paid Card such as IPG, Internet Banking	Please refer to the Annexure D ( <i>Scope of Fund Management Services</i> ). All channels required have been specified.



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42.	Who would be your Card Management Company?	<p>The Facility Manager will be responsible to sell out the cards along with the topped-up money in the card at each bus station. In the beginning of the operations, cards will be provided by the Employer to the Facility Manager.</p> <p>Moreover, IITS supplier will facilitate the successful bidder/ Fund Manager to integrate the card with the system.</p>
43.	<p>SIDCL will pay Bank for the charges on All Tickets purchased through Digital /ADC Channels:</p> <p>Would SIDCL want Branchless Banking Channel for the purchase of Tickets as well?</p>	<p>The understanding is correct. Bidding Form F2 should cover all costs associated with purchase of tickets. These costs will then be paid to the Fund Manager on a monthly basis.</p> <p>Agent network may be considered.</p>
44.	<p>H. BIDDING FORMS, Section B,</p> <p>Please advise on “Bidding Documents without any omission, reservation and Deviation” as per our understanding post bid documentation (SLAs) will be signed with mutual agreement and may also include modification in agreed terms and condition.</p>	Please refer to Response No. 13 above.
45.	<p>ANNEXURE D – SCOPE OF FUND MANAGEMENT SERVICES</p> <p>HBL Konnect should also be mentioned along other wallet services in Pakistan.</p>	<p>Noted.</p> <p>Please refer to revised Annexure D (<i>Scope of Fund Management Services</i>) attached to the Addendum No. 1 to the RFP Documents.</p>
46.	2.3.1. Procedure for collection from TOM	Multiple bags may be used for collecting cash from TOM and TVM.



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	Please advise if more than one bags are to be picked up from each location (station), if yes please specify the number of bags and reason for multiple bags.	
47.	2.3.2. Procedure for collection of TVM cash box  Fund manager's personnel is only responsible for cash pickup from bus stations, replenishment of cash and counting of cash must be done by the facility manager.	Noted.  Please refer to revised Annexure D ( <i>Scope of Fund Management Services</i> ) attached to the Addendum No. 1 to the RFP Documents.
48.	2.5. Timings of Cash Collection  Para 3, please also indemnify Funds manager for mitigating circumstances.	Not Agreed.  Such circumstances shall be dealt in accordance with the terms and conditions set out under the Draft Agreements.
49.	3. AVAILABILITY OF MINIMUM CASH BALANCE  Employer shall inform about cash balance requirements a day prior to arrange/align the respective team for fulfil the liquidity requirements. Also need to add if the designated representative from facility manager will obtain the required cash from designated/mapped HBL branches or CIT services would be availed.	The Fund Manager is required to ensure cash balance is provided to the Facilities Manager as per Exhibit I ( <i>minimum cash balance and cash pick up timings</i> ) attached to the Annexure D ( <i>Scope of Fund Management Services</i> ) of the RFP.  For abundant clarity, the Facilities Manager will not go the bank's branch, instead the Fund Manager will disburse such cash balance to the Facilities Manager (through CIT or any other means feasible).
50.	3.2. Allocation of Minimum Cash Balance  Change money will be provided on the basis of prior notification to the fund manager and the placement of funds in TOM and TVM as defined in the bidding document will be performed by facility manager.	Noted.  Please refer to revised Annexure D ( <i>Scope of Fund Management Services</i> ) attached to the Addendum No. 1 to the RFP Documents.





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51.	<p>4.1. Collection Account</p> <p>It is to notify that cash collections through TVM, TOM and HHM will fall into one collection account (specialized deposit slip will have bifurcation table to capture the details accordingly in MIS), whereas collections from ADC channels (IPG and POS) will fall into other collection accounts.</p> <p>Para # 3. Collection account is non-chequeing account and cannot be used for the payments. However, funds deposited on D0 will be transferred to SIDCL's main account on D1 and from that account funds can be utilized accordingly.</p>	<p>Agreed.</p> <p>The understanding is correct.</p>
52.	<p>4.2. Revenue Deposits</p> <p>Para 2. The Fund Manager shall ensure that all funds deposited either physically or electronically must be reflected in Employer's <del>bank statements</del> collection account immediately keeping in mind the provisioning for soiled/mutilated notes.</p> <p>Para 3. Apart from Fare Revenue which will be collected from Bus Stations physically as well as electronically/digitally, other payments/sums relating to the Project may also be deposited in the <del>Collection</del> Main Account of SIDCL.</p>	<p>Noted.</p> <p>Please refer to revised Annexure D (<i>Scope of Fund Management Services</i>) attached to the Addendum No. 1 to the RFP Documents.</p>



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53.	4.4. Payments to Project Contractors  Addition of RTGS and Internal funds transfer as mode of payments.	Noted.  Please refer to revised Annexure D ( <i>Scope of Fund Management Services</i> ) attached to the Addendum No. 1 to the RFP Documents.
54.	4.5. Periodic Cash Position  Facility manager can avail the facility of online banking for viewing the position of funds.	The periodic cash position is required by the Employer not the Facility Manager.
55.	5. ASSISTANCE IN LEGAL / REGULATORY REQUIREMENTS  Bank statements and MIS will be provided for any audit related purposes.	Noted.
56.	6. REVENUE ALLOCATED TO THE EMPLOYER  Please note that collection accounts are non-chequing and non-remunerative accounts. Once the funds are transferred into main account (saving) then interest will be applicable.	Noted.  Account opening protocols will be refined upon award of Project and operationalization.
57.	7. INVOICING FOR SERVICES  Invoiced amounts against services rendered are always recovered from company's main account.	Noted.
58.	EXHIBIT II: KEY PERFORMANCE INDICATORS  2. Minimum cash balance	Please refer to Response No. 49 above.



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	Employer shall inform about cash balance requirements a day prior to arrange/align the respective team for fulfil the liquidity requirements.	
59.	POS Related Points:  There is a cost of 25k USD per certification of different Card Acceptance terminal. In this case there are three card acceptance devices for TOM, TVM and HHM.	Please capture all costs associated with the Project in Bidding Form F2, for payments to be made. Note that Employer will select the most advantageous bidder (lowest Bid Price) upon technical qualification therefore efficient pricing is advised.
60.	Ideal time taken for smooth certification without any risk incorporated is 3 months. Considering this is a Govt project with multiple external parties involved in certification projects, it is likely to take 6 months per certification.	Please refer to Response No. 39 above.
61.	It is suggested that in order to save time and cost, the card acceptance be started with Bank's own POS terminals.	Please refer to Response No. 39 above.
62.	It is also advised that there a new card acceptance machine (TOM, TVM and HHM) is launched after a gap of 6 months.	Please refer to Response No. 39 above.
63.	There is an ambiguity that the card acceptance terminals will be procured by another vendor. Need clarification.	Please refer to Response No. 6 and 33 above.
64.	The bank can provide terminals for TOM, however TVM and HHM are specialized machines.	Please see Response No. 6 and 33 above.



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65.	Fund manager will not provide SIMs for card acceptance terminals, but only for the terminals which are provided by the fund manager itself.	All terminal/POS machines will be provided by Employer through its IITS supplier. SIMs are a nominal cost item and may be parked on either Employer or the Fund Manager upon mutual agreement.
66.	On page 57, what is the difference between “Provider of HHM Hardware” and “Vendor of Payment Terminal”. We understand that HHM hardware is the payment terminal.	<p>Supplier of the payment terminal is the company which sells payment terminals used in Pakistan. The Fund Manager and the Employer will agree on a supplier of the payment terminal.</p> <p>On the other hand, the provider of HHM hardware is the company responsible for procuring HHM from the agreed supplier.</p> <p>However, as clarified the equipment will be provided by the Employer through its IITS supplier and the Fund Manager will advise on the equipment specifications and the vendors from whom the IITS supplier will procure the same.</p>
67.	Mostly in TVMs, the card acceptance machines are part and concealed within the TVM, instead of a separate device installed from outside. Any device installed from outside is at risk of being damaged by crowd. Hence it is advisable that card reader for TVM is arranged by the vendor who is arranging the TVM.	<p>The card acceptance/POS machines are part of the payment system. Please refer to Response No. 66, the equipment will be provided by the Employer through its IITS supplier and the Fund Manager will advice on the equipment specifications and the vendors from whom the IITS supplier will procure the same.</p> <p>Regarding mentioned risk, to reduce these risks unattended POS devices are being used for TVM. Unattended POS devices samples and specification are specified under Section 15.2 of Annexure D (<i>Scope of Fund Management Services</i>) of the RFP.</p>
68.	5.1 The shall be provided by the Bank through Agent to the Customer during the hours of 9 AM a.m. to 3.00p.m. on normal business days in strict accordance with the terms and conditions contained in this Agreement, and the Bank shall only be required to accept and facilitate the provision of the Service in terms of this Agreement,	As stated in Section 2.5. ( <i>Timings of Cash Collection</i> ) of Annexure D ( <i>Scope of Fund Management Services</i> ) of the RFP, the Fund Manager is required to commence cash collection from bus stations at 11pm on each operating day.



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	however, above time may be change due to month of Ramzan or any special day or regulatory order.	
69.	5.2 In the event that the delivery of cash containers collected by the Agent from any one or more Designated Locations on a particular Business Day or holiday to any one or more Designated Branches is not possible within the time period specified in Clause 5.1 above on that Business Day or holiday itself, the Agent shall store such cash containers at Agent’s vault for onward delivery to the Bank within the time period specified in Clause 5.1 on the very next Business Day following the pick-up of the said cash containers. Customer shall liable to pay Agent’s vault charges as per schedule	Please refer to Response No. 68 above.
70.	5.3 In the case of cash, the Customer shall make packets comprised of exactly one hundred notes of the same denomination and shall securely bind each packet with a paper seal, which shall be stamped by the Customer prior to placing such packets in a cash container	<p>Please refer to Response No. 13 above.</p> <p>Further, since each Fund Manager and security company are expected to have their own unique operating procedures, therefore such items will be finalized and implemented during operationalization with the successful bidder (including where applicable in the relevant SLAs). Similarly, procedures for CIT will be finalized on mutual agreement between the Fund Manager and the Employer.</p>
71.	5.4 The Authorized Representative(s) of the Customer with Authorized Representative of Agent shall fill and seal all cash containers along with the filled deposit slip in the presence of the Authorized Representatives of Customer and Agent.	Please refer to Response No. 70 above.



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72.	5.5 The Authorized Representative(s) of the Agent shall, at the time of (i) accepting delivery of a cash/ shall ensure that cash along with dully filled and signed deposit slip by customer are inserted and sealed in the containers/bags before the Authorized Representative(s) of the Customer. The Customer Authorized representative shall fill the Deposit Slip in duplicate specifying the requisite details of the cash as the case may be and ensure that this Deposit slip is sealed in containers / bags before them along with Cash. The Customer's Authorized Representative(s) shall also fill CIT Receipt in triplicate specifying the requisite details of the cash, as the case may be and signed the CIT Receipt as well as obtain thereon the signatures of the Authorized Representative(s) of the Agent at the time of handing over the cash container to the Agent.	Please refer to Response No. 70 above.
73.	5.6 Upon the receipt of a cash container, the Authorized Representative(s) of the Agent shall only be obliged to sign the CIT Receipt and ensure to seal the cash container and the CIT Receipt is correctly and completely filled in and signed by the Authorized Representative(s) of both i. e. The Authorized Representative(s) of the Agent and Authorized Representative(s) of the Customer	Please refer to Response No. 70 above.
74.	5.7 Once cash container reached at the Designated Branch the seal on the cash container are found to be intact, the Authorized Representative(s) of the Bank shall break the same and perform a preliminary count of	Please refer to Response No. 70 above.



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SERIAL No.	QUERY	RESPONSE
	the contents of the cash container in the recorded through CCTV footage	
75.	5.8 Subject to the preliminary count of the contents of the cash container being held by the Authorized Representative(s) of the Bank to correspond with the notation on the CIT Receipts and Deposit Slip, the Authorized Representative(s) of the Bank shall sign the CIT Receipts and Deposit Slip and stamp the same as acknowledgment of the cash in the containers as per CIT Receipt and Deposit slip. In the event that the contents of the cash container are held not to correspond with the notation on the CIT Receipt and /or Deposit slip or, in the opinion of the Bank, the seal(s) on any cash container have or appear to have been tampered with, the Bank shall not be obliged to accept the said contents and the Authorized Representative(s) of the Bank shall notify the Authorized Representative(s) of the Customer and Agent, whereupon the Authorized Representative(s) of all parties shall endeavor to forthwith come to the Designated Branch for an inspection and the resolution of any dispute. CCTV footage recorded in the counting shall be conclusive proof.	<p>Please refer to Section 2.3.2. of Annexure D (<i>Scope of Fund Management Services</i>) for procedure for collection of TVM cash box, where risk allocation with respect to counterfeit currency, tampering and broken seal has been specified:</p> <ul style="list-style-type: none"> <li>• <b><u>Counterfeit notes collected by TOM (as collected in TOM bag):</u></b> Facilities Manager shall be required to reimburse any counterfeit currency accepted/collected at the TOMs.</li> <li>• If (including counterfeit) <b><u>amount does not match</u></b> revenue statement generated as per the IITS system, Facilities Manager would be responsible.</li> <li>• If there is <b><u>excess cash</u></b> in the bag as compared to the revenue statement generated as per the IITS system, all cash would be deposited.</li> <li>• For <b><u>seal broken or cash lost during transit;</u></b> Fund Manager would be responsible.</li> </ul>
76.	5.9 It is hereby agreed by and amongst the Parties that in the event of any discrepancy between the result of the count conducted by the Bank and the amount indicated on a CIT Receipt and Deposit slip, the Bank's count shall be conclusive and the Customer hereby waives all its rights to challenge the same.	Please refer to Response No. 75 above.



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<b>SERIAL No.</b>	<b>QUERY</b>	<b>RESPONSE</b>
77.	5.10 Notwithstanding anything to the contrary in this Agreement, the Bank hereby reserves the right to reject the acceptance of any notes which are fake, defaced, mismatched currency notes or irreversibly damaged. In the event of such rejection, the Bank shall inform the Authorized Representatives of the Customer at the earliest and returned these defective notes and revised collected cash shall be deposited in the MCA Account.	Please refer to Response No. 75 above.
78.	5.11 Notwithstanding herein above the liabilities of the Bank is limited to the cash/cheque received/collected by Authorized Representative(s) of the Bank at the premises/branches of the Bank in case of collection/ deposit, Bank shall not liable for any discrepancy/ dispute between the Agent and Customer for any amount	Please refer to Response No. 75 above.
79.	5.12 The Customer or its Designated Locations or its Authorized Representative(s) also can use the Deposit Slips for deposit of cash or cheques at any of branch of the Bank network in Pakistan and deposit cash /cheques for onward credit to the Customer's MCA Account Returned / Bounced cheques will be returned to the customer Authorized representative from the branch in particular from which that cheque was initiated / lodged / deposited. Returned BAL cheques will be handed over there and then to the depositor/designated personnel of	Query is unclear.





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	customer (Collection of any instrument such as Cheques / Bankers Cheque / Pay orders will not be entertained through cash transport services of Agent)	
80.	5.13 Bank's collecting branch staff shall enter the relevant information (Depositor code, Depositor name etc.) along with each transaction in the MCA. Bank shall provide any other reports and/or information as required by customer in respect of Deposits, using information contained in Deposit slip, as the case may be as defined in Annexure C, MIS section	Please refer to Response No. 70 above.
81.	5.14 The collecting branch will credit Cash; in and funds will be transferred to Customer's specific MOA Account # _____ through auto sweep mechanism by end of day ( Same day); (For any unseen emergency or due to any system delay or unseen sweep fail can delay in crediting the account	Please refer to Response No. 70 above.



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**SINDH INFRASTRUCTURE DEVELOPMENT COMPANY LTD**  
**MINISTRY OF PLANNING, DEVELOPMENT & SPECIAL INITIATIVES**  
**GOVERNMENT OF PAKISTAN**

**SUBJECT: Pre-Bid Meeting For Fund Management Services for the BRTS of the Orange & Green Lines**  
**VENUE: Board Room, SIDCL Head Office, Karachi**

**ATTENDANCE SHEET 11-08-2021 (02:00 PM)**

Sr. No.	Representative Name	Company Name	Designation	Signature
1	Mr. Nadeem Lodhi	SIDCL	Chief Executive Officer	
2	Brig. Sohail Abrar		GM (Engineering & Operations)	
3	Mr. Khadim Hussain Mirani		Chief Financial Officer	
4	Mr. Nisar Ahmed Sario		Chief Engineer	
5	Mr. Abdul Aziz		Senior Manager (Bus Ops & IITS)	
6	Mr. Muhammad Bux Qureishi		Manager Contracts	
7				
8	Spd Raza Hassan	EX Ford Rhodes	Executive Manager	
9	Adam Saeed	EX Ford Rhodes	Senior Analyst	
10	MUBARIK KHAN	HMCO	MANAGING ASSOCIATE	



**ORANGE & GREEN LINE PROJECT**  
**RESPONSES TO QUERIES RAISED SUBSEQUENT TO THE**  
**PRE-BID MEETING HELD ON AUGUST 11, 2021**

SINDH INFRASTRUCTURE DEVELOPMENT COMPANY LTD  
 MINISTRY OF PLANNING, DEVELOPMENT & SPECIAL INITIATIVES  
 GOVERNMENT OF PAKISTAN

SUBJECT: Pre-Bid Meeting For Fund Management Services for the BRTS of the Orange & Green Lines  
 VENUE: Board Room, SIDCL Head Office, Karachi

ATTENDANCE SHEET 11-08-2021 (02:00 PM)

Sr. No.	Representative Name	Company Name	Designation	Phone Number	Signature
1	Ainain Khalid	NBP	Wing Head	0333-2253927	
2	Asir Hasan	NBP	Head-CMD	0302-8240112	
3	Imran Malik	NBP	Div Head Digital Banking	0333 2351881	
4	Omer Mahmood	HBL.	Team Leader TEB	0333-2125119	
5	Abdullah Ahmad	HBL	Product HEAD POS	0333-2258303	
6	Zubein Mansoor	BIAFL	Relationship Mgr	0321-8800440	
7	Zain	Meezan Cash Management			online
8	Umair	Meezan .			
9	Sameer	Meezan .			
10	Mohammad Munir	Meezan .			online
11	Korhufj	UBL omni			online.
12					