RFP for " For conducting the following:

:"Supply, Installation and Maintenance of Bus Management System

For 7 High Quality Bus Lines in 6 of October City and Sheikh Zaied City, Egypt"

Full Answers of questions arisen in the "Clarification Meeting held at UNDP Office on Feb., 8, 2017"

1. Please clarify the quantity of devices to be supplied which is normally indicated as the sum of two numbers. Shall we assume that the second number is the quantity of spare parts? For example in the case that 40+2 OBUs are required, is it correct to assume that 2 OBUs have to be used as spare devices?

   Yes.

2. With reference to page 103 of RFP, shall the *Maintenance test facility* be built with the spare parts? In case this assumption is correct, which is the correspondent item in the price list of Appendix C?

   The maintenance test facility can use the spare parts.

3. With reference to the paragraph 18.0 “Tax Exemption”, page 149 of RFP, is it correct we assume that all the supply devices, software and services are exempt from import taxes and custom costs?

   The supplier is required to deliver the products to the site, as instructed by the project, and will be responsible to clear the products from the customs and settle all government fees and taxes. Tax exemptions apply only for products that are procured for the UNDP office

4. Please clarify if the web portal is intended for internal use or it is public for providing information to the users.

   Intended for the users

5. Please clarify the functionality of the printer present on board on the validator. The tender technical specifications is unclear about any selling of ticket on board (apart from using the Mobile POS) then it is not clear the use of this printer.

   It is required to print the tickets on board.On-board ticket printer speed: 200mm per second.

6. Please specify if the MDT alert functionality can be implemented only through a buzzer. Shall we assume that speakers are already present in the buses (see page 116 of RFP)?

   Bidder can use the speakers in the bus.

7. With reference to page 65 of RFP, please clarify the meaning of "Account-based smart card media". Are they to be intended as cards emitted by Transport company which are managed and loaded using devices used by above mentioned Transport company personnel?

   Yes.

8. With reference to SIM and ADSL (see page 35 of RFP), is it correct to assume that the winning bidder will supply them but the Customer will manage and pay the Contract?

   Yes.

9. Please clarify if the supply of USB modem (see page 35 of RFP) has to be provided by the winning bidder? Please specify its use, the modalities and in which cases shall be used.

   They should be provided by the company who will run the buses

10. Please clarify the functionalities of "Web Portal for Bus route Schedule & ETA" and "Mobile Schedule Access System"(page 121); we didn't find a description associated to them.

    Users can check the bus route schedule and ETA from a web portal or mobile application. We also need a trip planning application.

11. Please clarify if the bus stop and bus station displays must be Amber color leddisplays or full color displays?Amber color led displays don't allow the use of photo-voltaic panels. Furthermore photo-voltaic panels are more prone to vandalism. Please confirm that photo-voltaic panels are an option required.

    Service provider should consider different options and indicate which is better and why as well as the cost incurred.

12. Is it correct to assume that the disaster recovery functionality is optional?

    No it is mandatory

13. Can we have bus pictures (interior) and models of buses (size,..) and what kind of fuel do they use.

    The bus size is 8.5m *2.4m and 3m(height), 28 seats.

14. Proposal copies can we give 1 original ,1 copy with stamp as original

Yes

15. about TVM can we propose cash back feature, any recommendation from the operator side

    Cash back feature is optional, please provide cost

16. We wish to confirm any civil works are out of scope

    All civil works are out of scope

17. Is there any restriction about OS

    The system only supports Linux

18. Need more information about the expected 3rd party issued cards

    The cards information is detailed in the RFP

19. Needs bus terminals/depot rough layouts.

    See attached maps

20. What is the preferred model: Joint Venture,, Consortium or local Agent?

    No preference

21. Reference to Section 1 (Letter of Invitation) the firm allowed to participate are only the firms that have a local Agent or representative in Egypt – please clarify?

    Yes

22. Since Letter of Invitation has sent by STP to Proposers, can we ask our Invitation Letter?

    No need for invitation letter

23. Reference to Technical Proposal Evaluation Form (Points 2.8, 2.9) is it covering all equipments, Please clarify.

    Yes

24. About Maintenance VANs, Please elaborate about the exact requirements?

    The service provider is requested to specify in his offer the specs of the maintenance VANs

25. Do we have to be registered in the UNDP Lost 1267.1989 or UN Ineligibility List?

No

26. Reference to STP's preference to make no advanced payment(s) on contracts; please clarify since we do require an advance payment?

    According to UNDP procedures, advance payment is possible against guarantee letter of the same amount.

27. Please clarify about who is the potential bus operator, is it legal entity, can we do contract with?

    The contract will be with STP

28. What is the use for Employee ID smart cards is it for access control or for free ticketing pass?

    Access control to the depot management system

29. We kindly request to extend the submission date to be not before Tuesday 28 February 2017.

    Not possible

30. Is it allowed to send the official documents of the Egyptian Agent or representatives at a later date after the submission (for example prior to awarding the contract)?

    The Egyptian agent should be identified at the time of the submission and full documents showing relationship can be postponed until before the final selection.

31. Does all payments will be in USD? What about the locally supplied equipment, software, and services?

    The contract will be in USD and all payments will be in USD.

32. What is the payment schedule? Is there any partial payment for partial provided services, such as delivery of hardware, software, commissioning? The acceptance of partial delivery of items can be used for partial payments?

    Bidders can suggest Terms of payment but it will be ultimately negotiated with the selected supplier as per UNDP regulations. Payments will be against clear deliverables selected from

the work plan proposed by the supplier and approved by the project while partial payments against partial deliverables are not allowed

33. Please clarify if a subcontractor can lend its experience to the bidder, so for the bidder to be able to meet all the criteria for the Experience of Firm/Consortium, by using its subcontractor's experience.

The project will accept proposals from one bidder and one contract will be signed if selected. Management of any subcontractor will be the responsibility of the suppliers but the supplier need to clarify in the proposal about subcontractors. The evaluation for experience will be for the supplier and the experience of the subcontract will be a factor to be taken into consideration.

34. The validator interface is mentioned to be USB; Is it acceptable for the bidders to provide Ethernet interface as a replacement or as an addition to the USB?

We require USB and/or Ethernet

35. In page 33 it is stated that "17. Unless otherwise approved by the potential Bus Operator, onboard equipment, including all exterior connectors and exposed ports, shall be rated for Ingress Protection (IP) 54 or better for interior equipment". This may not be applicable for all interior equipment where some provided equipment may need to have some openings such as printer. These openings will prevent the high Ingress Protection (IP) 54. Also, for the interior of the bus it will be closed environment which is subject to heavy concentration of particles. For this, the best practice is to install equipment designed for interior of bus environment. Please clarify if this is acceptable.

Every onboard equipment will be studied separately. We might accept that some of the equipment not be IP 54.All external equipment must be IP 54 at least.

36. Is it possible for the bidders to arrange a survey to the project locations (Stations, Bus stops, terminals, Operator Data Center)?

The attached file indicates the coordinates of the bus stops along the roads of the bus line. It should be noted that a only a few number of these stops will be equipped with LEDs. The file also includes maps showing locations of the bus stations and garages.

37. In page 36 it is stated that "time from contract signing to provisional handing over must not exceed 5 months". The implementation time for a project of this complexity, with high level of integration, and dependency of activities is very hard to not exceed the 5 months. For that reason, we suggest to have a different approach to reduce the required time and cost as follows:

a. Is it acceptable to provide some of the required applications as SaaS (software as a service instead of local hosting)? This will reduce the implementation time.

b. Instead of building a new data center, is it acceptable to rent a hosting and/or colocation services at hosting facilities in Egypt?

See answer after 5

38. 5. Is it acceptable to provide the option for Software As a service for the required applications? If yes, for which applications?

Bidder should provide the servers that will be co-located in Egypt.

39. In page 130 it is stated that "The winning bidder shall provide five year warranty service to the potential bus Operator including maintenance". What is the scope of maintenance and required service level agreement? Does it include hardware replacement, and in what time frame? Since the cost of 5 years warranty may be higher compared to the project deliver cost, can we provide the price for each year and the operator will select the number of years?

The bidder should provide the cost of the SaaS.

The supplier is required to provide five year warranty for the software against mal functioning and bugs to ensure smooth operation, providing updates, trouble shooting and technical assistance, as needed. However, the supplier will provide the normal warranty for the hardware and equipment that will enter in the technical assessment of the proposals giving more preference for longer warranties. The supplier is required to provide in his financial offer the annual cost for maintenance after the end of the warranty period as an option to be considered by the user.

40. Pages 75, 89: What about the responsibility of interfacing with banks and the agreement between the operator and the bank? Can this agreement be ready at the time of contract signing because this agreement may delay the implementation time? Is it acceptable for all the bank payments and bank cards payment to be outsourced to other entity in Egypt which must be licensed to provide such services?

It will be handled by the bus operator. The software should facilitate interfacing with a standard merchant server.

41. Page 30: Shall the two Garages (6 Oct and SZ) have the same exact configuration or they can complement each other?

Regarding the two bus garages, Two garages must have the same workshops and facilities for daily and routine maintenance.

42. In Page 93 it is stated that "The Winning bidder shall develop and provide hosting services". Is it allowed to provide hosting services including hardware, software, and security?

See answer after 5

43. In Page 93 it is stated that “bidder shall provide secure hosting environment for all AFCS Web Portals”. Is it allowed to provide hosting services including hardware, software, and security?

See answer after 5

44. In Page 111 it is stated that “A. The mobile ticketing application shall support a wide range of fare product and pricing solutions, including: - Reduced and concessionary fares (e.g., children, senior citizens, etc.)“. It is not recommended to provide reduced fares on Mobile applications because there is no option to verify. This also applies for “read-only use, including but not limited to: Fixed calendar passes, including monthly and student semester passes” and “Purchase and activation of special-fare mobile tickets shall be subject to additional user verification, such as entry and validation of a student ID number, Half Fare authorization number, employee number, etc.”.

Mobile payment application is optional, but the validator should handle all options for future expansions.

45. Page 112 “21.5 Other Displayed Content”: it is not recommended because it needs human intervention from the bus driver. We believe that it is better to reduce the human factor in the ticketing process as possible.

This is needed as a backup in case of system breakdown.

46. Page 71 “Transaction Status Colored Messages/Signs.”: Is it required to provide the Validator with a color display? This will increase the project cost.

Single color is accepted and multicolor is an option to be evaluated.

47. In Page 109 it is stated that “The cards shall include sufficient read/write memory to satisfy the encoding requirements with no less than 100% spare capacity”. For the required application on the cards it may not applicable of the commercially available cards to have that amount of spare capacity or it will increase the cost per card significantly. It is recommended to have 2K or 4k cards which are suitable for many applications of transport.

2K cards are sufficient. 4K is optional.

48. In Page 109 it is stated that “All application data encoded on the cards shall be protected by encryption compliant with AES. It is recommended to be AES or 3DES, because 3DES is much faster during the transactions. Is this acceptable?

The service provider should give the cost of the different options.

49. In Page 109 it is stated that “Winning bidder shall design the CDS to incorporate a production CDS hosting site and a second, identical CDS to be deployed at a separate hosting facility; Is it required two identical CDS only or two complete data centers? The two data centers will increase cost and implementation time and the operator has to provide two data center locations; what about hosting at commercial hosting facilities service providers?

One hosting center but there will be 6 control rooms in the bus stations in 6 Oct, SZ, and in the bus terminal point in front of dreamland and Cairo University as well as the 2 garages in 6 Oct and SZ.

50. In Page 78 it is stated that “The Winning bidder shall optionally provide redundant CDS installations at separate locations and provide immediate” which contradict with statements in page 109.

See answer for 16 above.

51. Page 91 for Garage Equipment and Communications Servers: Shall we provide servers to do the communication with the CDS or it could be a reliable and secure communication to enable bus equipment to communicate with CDS via high speed Wi-Fi network in the garage? The second scenario is more reliable and will reduce the failure probability.

The bidder should provide both options and recommend his point of view.

52. For sizing of servers, we need to have an estimation of passengers during the project lifetime or the start sizing on initial estimates.

For sizing of servers, we need to have an estimation of passengers during the project lifetime or the start sizing on initial estimates.

No. of estimated pax /day/line = 2300 pax/day/line
No. of lines = 7
No.of estimated pax /day = 2300 x 7= 16100 pax/day
App. = 16000 pax/day
During project life time we can assume 5% yearly increase

53. For DMS and financial systems, please clarify what are:

a. Number of employees: 250
b. Number of system users: 12
c. Number of workshops: 24
d. Number of gas stations: 2
e. Number of suppliers: 50
f. Estimate of passengers (daily, monthly,..) see answer to 19

6 g. Estimate of preventive maintenance frequency: daily
h. Sync frequency between financial and ticketing system (per transaction, bi-daily, daily,…): 10 mins

54. In Page 69, paragraph “10.3 MDT Enclosure” it is stated that the device should be “Be sealed against moisture ingress”. Since this device will be installed in the vehicle, please confirm that is should be sealed against typical moisture that may appear in an indoor bus environment.

2 yes

55. In Page 108, paragraph “20.1.8 Production and Storage Security” it is stated that “The winning bidder and its suppliers shall maintain security during the manufacture, production and storage of the media, and maintain full compliance with ISO 27001 or PCI security measures”. Please clarify if the winning bidder and all its suppliers should be able to demonstrate an ISO 27001 or PCI certificate upon the contract signing.

3 yes

56. In Page 110, paragraph “21.1 General”, Point B, it is stated that “When necessary, conduct a secure payment transaction for the purchase, including methods of payment that do not require a credit card (to allow the unbanked to participate in mobile ticketing)”. In such a case, what means of payment should be supported by the mobile ticketing application? Can you please clarify which are all the means of payment should be provided by the mobile ticketing application?

Mobile payment should be supported in the validator. Cash payment should be supported as well.

57. In Page 89, paragraph “15.26.1 Bank Cards to be accepted” it is stated that “All debit cards with compliant encoding shall be accepted by the POS and forwarded to the CDS for further processing. The clearing house will determine if the card is to be accepted for the transaction”. Please clarify if the required POS equipment should include a desktop bank card reader.

Bank card reader should be supplied and installed in the bus stations in 6 Oct, SZ, and in the bus terminal points in front of dreamland and Cairo University.

58. In Page 66 it is stated that “H. Using 3G cellular data communications or Wi-Fi via the OBU see the section on the “On Board Unit (OBU)”, the fare devices shall transmit transaction results to the CDS at high frequency Alternatively, account-based transactions shall be authorized in real-time by the CDS”. The real-time authorization for the account based transactions could be very slow or unsuccessful in case of bad 3G signal reception. Have you ensured that this requirements is suitable for Egypt?

There could be a local version of the DB in every bus. The database can be updated, offline, over the internet, such that there would be no need for online authentication. Bidders are also encouraged to submit other solutions that solve the problem.

Modifications in the RFP

In section 24.1.13

"Support Google Maps API" is changed to "Support Mapping API"

In section 24.1.14

"Integration with google maps API is required in a way that minimize the cost for the potential bus Operator services to passengers."

Is changed to

"Integration with mapping API is required in a way that minimize the cost for the potential bus Operator services to passengers."

Modified appendix C

Serial	Category/ Items	Qty	Unit Price	Total Price
1. On Board of the Bus Main Processing and Communication equipment				
1-1	Fully integrated On Board Computer Unit (OBU) to manage all the bus equipment including AFCS	40+4		
1-2	3G/4G router integrated with On Board Computer Unit (OBU)	40+4		
1-3	Ethernet switch / Multiplexer for connecting all bus devices	40+4		
2. Passenger Information System (PIS) (central system)				
2-1	Voice announcement system on Bus	1		
2-2	Web Portal for Bus route Schedule & ETA	1		
2-3	Mobile Schedule Access System	1		
2-4	Front Bus LED Destination Board	40+4		
2-5	Rear Bus LED Destination Board	40+4		
2-6	Side Bus LED Destination Board	40+4		
2-7	Digital Signage TFT LCD Monitor (Display Ads, Route, schedule, news ribbon)	40+4		
2-8	Audio Station Announcement	40+4		
2-9	Audio amplifiers for Next station announcement & digital signage video and audio content (two for the bus)	80+4		
2-10	Display Screen on Bus Stations and Terminal points and some important bus stops	12+4		
3. Onboard Video Surveillance and Recording System				
3-1	CCTV Cameras (3 for the bus)	120+6		
3-2	Mobile DVR/NVR (CCTV management, storage of recording)	40+4		
4. **Infotainment and Wi-Fi Internet Access System (central system)**				
4-1	Wireless Access Point (to provide Internet service to on-board passengers, with integrated 3G USB port/modem)	40+4		
4-2	On-board entertainment system (infotainment) and internet access	1		