

**SUPPLY, INSTALLATION, OPERATION AND
MAINTENANCE OF VEHICLE TRACKING SYSTEM FOR
CNG BUSES IN SIX CITIES OF PUNJAB**



REQUEST FOR PROPOSAL (RFP)

**TRANSPORT DEPARTMENT
GOVERNMENT OF THE PUNJAB**

September 2013

DISCLAIMER

The Transport Department, Government of Punjab, has prepared this Request for Proposal (RFP) to invite bids from well reputed firms / consortiums. The interested firms / consortiums shall supply, install, operate and maintain Vehicle Tracking System for validation of operational subsidy claims submitted by CNG buses operators in six cities of Punjab.

This RFP does not claim to contain all the necessary information related to this Project. However, efforts have been made to incorporate and provide all the available information relevant to the project, any queries pertaining to the project will be answered in the pre-bid conference. The Transport Department does not make any representations or warranties, express or implied as to the adequacy, accuracy, completeness or reasonability of the information contained in this RFP.

No decision should be based solely on the basis of the information provided in this RFP. The Transport Department has no liability for any statement, opinion, information provided in this RFP. The Department shall have no liability for any statement, opinion, information or matter (expressed or implied) arising out of, contained in or derived from, or for any omission in, this RFP. Furthermore, the Department will not be liable for any written or oral communication transmitted to third parties regarding this RFP.

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ACRONYMS & ABBREVIATION

CE	European Union Certification
CNIC	Computerized National Identity Card
CNG	Compressed Natural Gas
CV	Curriculum Vitae
EoI	Expression of Interest
FCC	Federal Communications Commissions
GoPb	Government of the Punjab
IEEE	Institute of Electrical and Electronics Engineers
JV	Joint Venture
LoI	Letter of Invitation
P&D	Planning and Development Department
PST	Pakistan Standard Time
RFP	Request for Proposal
RoFs	Registrar of Firms
SECP	Securities and Exchange Commission of Pakistan
KM	Kilometer
MIS	Management Information System
ToR	Terms of Reference
VMU	Vehicle Mounting Unit
VTS	Vehicle Tracking System

SECTION 1

- 1.1 GENERAL INFORMATION**
- 1.2 ROUTES AND NUMBER OF BUSES IN MAJOR CITIES**
- 1.3 ROUTE ALIGNMENTS**
- 1.4 REQUIREMENTS OF VEHICLE TRACKING SYSTEM**
- 1.5 TRAINING OF TRANSPORT DEPARTMENT STAFF**

1.1 GENERAL INFORMATION

BRIEF PROJECT DETAILS

The Transport Department, GoPb aims to determine the amount of operational subsidy required for each CNG bus plying on a notified route in six major cities of Punjab; thus facilitating operators to overcome their operational losses and promoting sustainable urban transport in the province. The department desires to install vehicle tracking devices through a well reputed company, having previous experience in Tracking equipment installation and operation. The tracking system to be installed shall be capable to provide the following information:

- I. Distance travelled in Kilometers per bus per day
- II. Dead Millage in Kilometers per bus per day
- III. Route alignment plied by bus on daily basis
- IV. Preparation of weekly, monthly and yearly operation reports for the issuance of operational subsidy, department review and office records
- V. Complete data access via internet to the Transport Department and limited data access to other stakeholders for review and monitoring
- VI. Other important parameters as mentioned in Section 1.4

Transport Department is seeking bids from well reputed companies / consortiums for supply, installation, operation and maintenance of Vehicle Tracking System (VTS) for 88 CNG buses plying in six major cities of Punjab province for a period of three (03) years through competitive bidding process.

Transport Department, Government of the Punjab, hereby invites sealed Technical and Financial bids for supply, installation, operation and maintenance of Vehicle Tracking System to determine and authenticate operational subsidy claims made by CNG bus operators in six major cities of Punjab i.e. Gujranwala, Multan, Faisalabad, Rawalpindi, Sialkot and Bahawalpur.

The tracking services will be procured under Punjab Procurement Rules 2009 that may be downloaded from PPRA's website www.ppra.punjab.gov.pk. It is not permissible to transfer this invitation to any other firm.

It is mandatory that all requisite information pertaining to the Technical and Financial bids shall be submitted in the forms provided in the RFP document. Bids that are not in the prescribed format will not be entertained and will be discarded. No points shall be given if information required is missing or written elsewhere.

Bids must be accompanied along a Bid Security in form of a Call Deposit Receipt / Demand Draft/ Bank Draft amounting PKR One Hundred Thousand Rupees (**100,000**) in favour of Section Officer General, Department of Transport. Sealed bids duly completed in accordance with this RFP document must be delivered at the address given below:

Deputy Secretary (Planning), Transport Department
Transport House 11-A Egerton Road Lahore, Punjab, Pakistan
Tel: 042 9920 5361-2 Fax: 042 9920 5363
Email: correspondence.tpu@gmail.com

The bids completed in all respects as per required format should be submitted in **one** (1) original and three (**03**) copies before 1100 hours by 23-09-2013. The received bids will be

opened on the 24th September 2013 at Sharp 1000 hours at the Transport Department, in presence of bidders' representatives. A successful bidder will be selected in accordance with the evaluation criteria given in Section 3.1 of this RFP. Transport Department reserves the right to reject any or all proposals without assigning any reason.

1.2 ROUTES AND NUMBER OF BUSES IN MAJOR CITIES

Presently, 88 CNG buses are operating in six cities of Punjab i.e., Gujranwala, Rawalpindi, Sialkot, Bahawalpur, Multan and Faisalabad. Details of the existing bus routes along with the number of buses plying in these cities are as under:

Sr. No.	Name of City	Total Routes	No. of Buses	Name of Operator	Route Alignment (Origin and Destination)	Route Length (Km)
1	Gujranwala	1	12	City Tours & Hassan Travels	Sheikhupura More To Alipur Chata	49
2	Bhawalpur	1	5	Niazi Express	Niazi Stand to Kror Paka	62
3	Multan	1	10	Faisal Movers	Dera Adda to Vehari Chowk	18
4	Faisalabad	1	26	Brothers Metro	Khurarianwala to Chungi No 10 Ghulam Muhammadabad	30
5	Sialkot	2	12	Sialkot Transport Company	Sialkot to Pasrur	32.5
			8		Sialkot to Sialkot Via Sambrial and Daska	70
6	Rawalpindi	1	15	Rawal Travels	Rawalpindi to Gujar Khan	49
Total		7 Routes with 88 CNG Buses in operation				

1.3 ROUTE ALIGNMENTS

Route alignment details of the afore-mentioned routes are as mentioned in the table below:

Sr. No	City	Route Description	Route Alignment
1.	Faisalabad	Khurrian wala to Chungi no. 10	Khurrian wala, Shirian wala, Lathian wala, Chaudhry house, Fakharabad, Gatwala pull, Manawala, Nishatabad, Millat chowk, Boley-di-jogi, Generl Bus Stand, Chenab club chowk, Railway station, GTS chowk, Hilal-e-ahmar chowk, Rail bazaar Ghumti, Narwala road, Jinnah colony, Tariq road, Qabrastan chowk, Razaabad, Adam chowk, Liaqat chowk, Qadirabad chowk, Peeran wala chowk, Chungi no. 10
2.	Sialkot	GBS Sialkot to Daska via Sambrial to GBS Sialkot	Bus stand, KFC Turining, Golistan Chowk, China Chowk, Noul Mor, Ugoki, Sohwal, Sambrial, Kotli nona, Bhopal wala, Adam ke, Mandran wala, Daska, Jaiserwala, Motra, Addah, Dakwala, Pakki Kotli, Duburj Chowk, Shahab Pura, China Chowk, Golistan Chowk, KFC Turning, Bus stand
		GBS Sialkot to Pasrur	Bus stand, Civil hospital, Bhed pull, sheikh moula talab, Rang pura, Neka pura, Gulshan iqbal park, Deehra sandha, Gunnah kalan, Badyana, Poorab, Langey, mangkey, Pasrur
3.	Rawalpindi	Rawalpindi to Gujar khan	Rawalpindi, Saddar, Rawat, Dhoke shah Alam, Mandra, Ghunghrilla, Gujar Khan
4.	Gujranawal	Gujranwala to Ali pur chattha	Gujranwala, Gujranwala bypass, Merajpura, Gondlanwala, Kalaske, Dehla Chatha, Qila Didar Singh Rd, Alipur Chatha.
5.	Multan	Vehari Chowk to Dera Adda	Vehari chowk, General bus stand, Madni chowk, Qadafi chowk, Wapada colony, Rashida abad, Chungi no.9, Katchery, Kalama chowk, Dera adda
6.	Bhawalpur	Bahawalpur to Kahrora Pakka	Bahawalpur, Ghariabad, Lodhran, Dhanote, Kahrora pakka

1.4 REQUIREMENTS OF VEHICLE TRACKING SYSTEM

1. The successful bidder/ firm shall install, operate and maintain tracking system in 88 buses in six (06) cities of Punjab i.e., Faisalabad, Multan, Sialkot, Rawalpindi, Gujranwala and Bahawalpur for a period of three (03) years ensuring smooth running of the Bus Tracking System.
2. The successful bidder/ firm shall install trackers in buses and manage the tracking of entire fleet operations within their control room on daily basis. The firm shall have modernized equipment, personnel and facilities in their control room to monitor, record, manage and generate data reports for entire fleet operations.

3. Vehicle tracking equipment installed should comply with the international standards being practiced for calculating vehicle mileage (KMs/ trip) and other necessary parameters as per the satisfaction of Transport Department.
4. The successful bidder will ensure that the installation and operation of trackers and data generated is free of any error or mistake.
5. The successful bidder will ensure that proposed system shall have ability to locate a specific bus in real time to know the exact position and its status 24 hours 7 days a week.
6. The Successful Bidder shall provide complete backup of all Developed/Used Application Software (latest & updated version) and complete Database for the project period as and when required by the Transport Department.
7. The Successful Bidder shall replace non-functional or faulty trackers or any other related equipment with new during the contract period. The successful bidder shall not be paid for the period; the equipment remains nonfunctional/ faulty.
8. Tracking company will hand over all equipments i.e., trackers etc after termination of contract period to Transport Department.
9. The manufacturer/ owner of the technologies proposed to be used for tracking system are required to be certified by any of these CE, FCC, IEEE etc.
10. Vehicle Tracking and Management shall be performed through qualified and trained staff duly trained for this particular purpose.
11. The system will cover the information regarding Automatic Vehicle Location, Fuel/ Mileage Management, MIS or other Data Generation and System Reporting.
12. The Successful Bidder shall obtain insurance of all the equipments mounted in Buses/ Bus Stands/ Depots etc for security purpose. Transport Department will not be liable for insurance of equipment or any damages incurred during the contract period.
13. The equipment i.e. Hardware, Software, Database, Data Storage, Connectivity, Networking Equipment's, Antivirus and Intrusion Software etc shall be of high quality and sufficient capacity to retain data for a minimum period of one month which can later be saved on DVDs and provided to the department.
14. The successful bidder shall establish a Helpline service for operators, bus drivers and representatives of Transport Department to obtain necessary information. The Helpline service shall be made available 24/7, 365 days a year.
15. The successful bidder shall train at least five (5) personnel nominated by Transport Department. In addition, two (2) personnel of each operator will also be trained. The training shall cover all components of Vehicle Tracking system (i.e. installation, management and operation of system as well as data collection and reporting).
16. Transport Department along with bus operators may time to time carry out, performance audits for quality assurance purposes.

1.4.1 General Technical Requirements

1. The Tracking System shall include both hardware and software for collecting, storing, managing, administrating, and reporting the information collected through trackers installed in the buses. All hardware and software used for system shall interface and communicate with the local network systems and other equipments. The tracking system shall be completely designed and dedicated for the use of Transport Department and the users (approved by department) with fast and secure access.

2. The Tracking System shall be capable to locate a bus in real time and display its position and status with an accuracy of ± 10 meters.
3. The database shall always be up-to-date on the movement of vehicles along with their defined schedules, routes and details of the vehicles.
4. Proposed system shall be capable to highlight exceptions through Alerts for monitoring of deviations such as route, arrival and departure times etc.
5. The trackers shall be able to function and transmit signals in any weather conditions and environment.
6. The system shall have provision to send SMS to concerned mobile numbers (Transport Department Officials and other users) in case of alters, emergencies and incidents. The system shall have the capability to automatically reply to all SMS enquiries.
7. Entire set of applications and their features shall allow secure web-based online access to obtain real time information. The secure access shall be provided through popular browser interfaces such as Internet Explorer, Firefox and Google Chrome..
8. Application access shall support multiple users for a single enquiry.
9. All reports generated shall be in English language only.
10. The Vehicle Tracking System shall interface to a standard SMS and email gateways using standard protocols.
11. Applications access for different features of the system shall be restricted to users of Transport Department. However, some data can be accessed by other users for read-only purposes with the prior permission of the Transport Department
12. The system shall support multiple concurrent user queries/ transactions for multiple vehicles at the same time.
13. The system shall have the capability to expand in terms of hard/ software to cater additional demand.
14. The tracker shall be GPRS/ GPS compatible. In case of connectivity issues, the system shall be capable to store and send data once connectivity issue is resolved.

1.4.2 Route, Geo-fence and MIS

- a. The tracking system shall have the Geo-fencing capability
- b. Information elements that needs capturing at minimal are Coordinates, Reference location, Time and Date, Vehicle ID, Trip Code, Route Info, Operator's ID overlaid on a map.
- c. Vehicle tracking shall have facility to track in real time and generate reports based on Defined/ Planned v/s Actual movement of vehicles
- d. Proposed vehicle tracking system shall include fuel/ mileage management system providing information regarding fuel consumption per trip by each bus.

1.4.3 Vehicle Tracking Enquiry and Response

System shall support generalized and specific enquiry indicatively such as -

- a. Real time/ history of daily bus schedule and total fleet in operation
- b. Real time / history of all trips that are more than ten (10) minutes late
- c. Real time / history of all trips that are not following assigned/notified route
- d. Real time / history of all trips that have dead mileage of more than five (5) Kilometers

- e. Real time / history of all trips that have Idle Stoppage Time of more than 10 minutes
- f. Real time / history of a bus having break down time of more than three (3) hours
- g. Real time / history of distance travelled by a bus due to temporary road closures/ construction activities

1.4.4 Alerts from the Vehicle Tracking System

Alerts are required for reporting and review purposes; it shall include but not limited to:

- a. Alerts for route deviations,
- b. Alerts for vehicle break down
- c. Alerts for out of hours vehicle operation
- d. Alerts for tampering of any equipment, component of vehicle tracking system

Alerts of different nature shall be Color coded for quick review

1.4.5 Minimum Hardware Specifications for VTS

- a. Vehicle Mounted Units (VMU) shall consist of a GPS/ GPRS receiver. The device shall be suitably located so as to provide reliable coverage.
- b. Vehicle Mounted Units shall update the location information like Latitude and Longitude to the central server through GPRS.
- c. The GPS device specifications shall meet the allowed bandwidth and frequency for operations in Pakistan
- d. The location of VMU within the bus shall be easily accessible for maintenance and servicing but located to prevent tampering or unauthorized removal and shall be vibration and shock resistant, heat resistant, dust resistant and water/ rain splash resistant and shall be tamper proof.
- e. In case of loss of communication link, the VMU shall have memory storage capability and save data, the unit shall not reset itself when it is switched off or during/after power failure.
- f. The Vehicle Tracking Devices shall be robust to sustain in temperature ranging between -10 to +60°C
- g. The system shall have battery to support uninterrupted services 24/7, 365 days of a year.
- h. The VTS shall have alternate power supply in case of power failure.
- i. The trackers shall be operative all over Pakistan
- j. The GSM in the VTS shall be able to send/receive messages for the desired area of operation
- k. The System shall have antitheft facility
- l. The system shall have anti- Jamming capability

1.5 TRAINING OF TRANSPORT DEPARTMENT STAFF

The successful bidder will train at least five (5) personnel nominated by Transport Department and two (2) personnel of each operator in each city to operate and manage all components of Vehicle Tracking System such as trackers, and ability to generate necessary reports.

SECTION 2

2.1 INSTRUCTIONS TO BIDDERS

2.2 TERMS OF REFERENCE

2.3 DATA SHEET

2.1 INSTRUCCIONES TO BIDDERS

Definitions

- (a) "Agreement" means the Agreement signed by the Parties and all the attached documents.
- (b) "Bid" means Technical Bid and Financial Bid.
- (c) "Client" means the Transport Department (TD), Government of the Punjab.
- (d) "Data Sheet" means such part of the Instructions to the bidding firms which reflects specific conditions.
- (e) "Day" means calendar day.
- (f) "Firm(s)" means any legal entity registered with SECP or RoFs, which includes a Joint Venture (JV) or a Consortium.
- (g) "Government" means the Government of the Punjab and all its associated departments, agencies, autonomous/semi-autonomous bodies, local governments, boards, universities and similar other organizations.
- (h) "LOI" means the Letter of Invitation.
- (i) "Personnel" means professionals and support staff provided by the selected firm/ successful bidder to perform the Services or any part thereof;
- (j) "Proposal" means Technical Proposal and Financial Proposal.
- (k) "RFP" means the Request for Proposal.
- (l) "Services" means the tasks to be performed by firm/ successful bidder.
- (m) "Terms of Reference" (TOR) means the document included in the RFP as Section-2.2.

1. Introduction

- 1.1 The Client will select a firm/ bidder in accordance with the evaluation criteria specified in the RFP.
- 1.2 The Firms/ Bidders are invited to submit Technical and Financial bids for the Services described in TOR. The bids should be in separate marked and sealed envelopes. The bidding firms shall bear all costs associated with the preparation and submission of their proposals.
- 1.3 The bidding firms should familiarize themselves with assignment conditions and take them into account in preparing their bids. To obtain first-hand information on the assignment, firms are encouraged to visit/ contact the Client on afore mentioned address before submitting a bid.
- 1.4 The Client is not bound to accept any bid, and reserves the right to annul the selection process at any time prior to Agreement award, without thereby incurring any liability to

the bidding firms.

- Conflict of Interest** 1.5 The firms should hold the Client's interests paramount and strictly avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work.
- Fraud and Corruption** 1.6 The firms should adhere to the highest ethical standards, both during the selection process and throughout the execution of the Agreement. Transport Department will reject a bid for award if it determines that the firm has directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices.
- Bid Validity** 1.7 The bid will be valid for 90 days and extendable on consent of the client and the service provider.
- 2. Clarification and Amendment of RFP Documents** 2.1 At any time before the submission of Bids, the Client may amend the RFP by issuing an addendum. The addendum shall be sent to all bidding firms and will be binding on them. The firms or bidders shall acknowledge receipt of all amendments. To give bidding firms reasonable time in which to take an amendment into account in their Bids the Client may, if the amendment is substantial, extend the deadline for the submission of Bids.
- 3. Preparation of Bids Technical Bid Format and Content** 3.1 The bidder shall provide the information indicated in the following paras from (a) to (g) using the attached Standard Forms in Section-4.
- (a) A brief description of the firms' organization and an outline of recent experience of the firms (each partner in case of joint venture) on assignments of a similar nature are required in Form TECH-1 of Section-4.
 - (b) Financial soundness of the firms in terms of annual turnover and net-worth of the firm (Form TECH-9, and TECH-10 respectively of Section-4).
 - (c) A description of the work plan for performing the assignment covering the following subjects: work plan, and organization and staffing schedule. Guidance on the content of this section of the Technical bids is provided under Form TECH-2 of Section-4. The work plan should be consistent with the Work Schedule (Form TECH-3 of Section-4).
 - (d) A detailed description of the proposed for training, if the Data Sheet specifies training as a specific component of the assignment. (Form TECH-4 of

Section-4).

- 3.2 The Technical bid shall not include any Financial information. A Technical bid containing Financial information may be declared non responsive.
- Financial Bids**
- 3.3 The Financial bid shall be prepared using the attached Standard Forms: FIN-1 (Section-4). It shall list all costs associated with the assignment, including (a) remuneration for staff to be deployed for the project (b) operation and maintenance cost and (c) tracker cost per bus. All activities and items described in the Technical bid must be priced separately; activities and items described in the Technical bid but not priced, shall be assumed to be included in the prices of other activities or items.
- Taxes**
- 3.4 The firm or bidder may be subject to local taxes (such as: withholding, value added, or sales tax or income taxes on non-resident Foreign Personnel, duties, fees, levies) on amounts payable by the Client under the Agreement. All taxes, levies and rates shall be borne by the bidder and any such cost shall be covered in financial bid.
- 3.5 The bidders should express the price of their services in Pakistan Rupees.
- 4. Submission, Receipt, and Opening of Bids**
- 4.1 The original shall contain no interlineations or overwriting, except as necessary to correct errors made by the firms/ bidders themselves. The person who signed the bid must initial such corrections. Submission letters for both Technical and Financial bids should respectively be in the format of TECH-1 to TECH-10 of Section-4, and FIN-1 of Section-4 respectively.
- 4.2 An authorized representative of the firm/ bidder shall initial all pages of the original Technical and Financial Bids. The authorization shall be in the form of a written power of attorney accompanying the Bid or in any other form demonstrating that the representative has been duly authorized to sign. The signed Technical and Financial Bids shall be marked "Original".
- 4.3 The Technical bid shall be marked "ORIGINAL" or "COPY" as appropriate. The Technical bids shall be sent to the addresses and in the number of copies indicated in the Data Sheet. All required copies of the Technical Bid are to be made from the original. If there are discrepancies between the original and the copies of the Technical bid, the original governs.
- 4.4 The original and all copies of the Technical bid shall be placed in a sealed envelope clearly marked "Technical bid" Similarly, the original Financial Bid shall be placed in a sealed envelope clearly marked "Financial bid" followed by the name of the assignment, and with a warning "Do Not Open" With The Technical bid." The envelopes containing

the Technical and Financial bids shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and title of the Assignment, clearly marked "Do Not Open, Except In Presence Of The Official Appointed, Before Submission Deadline". The Client shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for Bid rejection. If the Financial bid is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the bid non-responsive.

4.5 The bids must be sent to the address indicated in the Data Sheet and received by the Client no later than the time and the date indicated above and in the Data Sheet..Any proposal received by the Client after the deadline for submission shall be returned unopened.

5. Bid Evaluation

5.1 From the time the bids are opened to the time the Agreement is awarded, the firms should not contact the Client on any matter related to its Technical and/or Financial bid. Any effort by firms to influence the Client in the examination, evaluation, ranking of Bids, and recommendation for award of Agreement may result in the rejection of the firms' Bid.

Evaluation of Technical Bids

5.2 The evaluation committee shall evaluate the Technical bids on the basis of their responsiveness, terms of Reference, and considering the evaluation criteria, specified in Section 3. A Bid shall be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Data Sheet.

Public Opening and Evaluation of Financial Bids (only for QCBS, Fixed Budget Selection, and Least-Cost Selection)

5.3 After the technical evaluation is completed, the Client shall inform the firms/ bidders who have submitted bids the technical scores obtained by their Technical bids, and shall notify those firms whose Bids did not meet the minimum qualifying mark or were considered non responsive to the RFP and TOR, that their Financial bids will be returned unopened after completing the selection process. The Client shall simultaneously notify in writing firms that have secured the minimum qualifying mark, the date, time and location for opening the Financial bids. Firms' attendance at the opening of Financial bids is optional. The opening date shall be set so as to allow interested firms sufficient time to make arrangements for attending the opening.

5.4 Financial bids shall be opened publicly in the presence of the firms' representatives who choose to attend. The name of the firms and the technical scores of the firms shall be read aloud.

6. Negotiations

6.1 There shall be no negotiations with the bidders as stated in the PPRA Rule 2009.

- 7. Award of Agreement**
- 7.1 After completing evaluations, the Client shall award the Agreement to the selected firm and promptly notify all firms who have submitted bids. After Agreement signature, the Client shall return the unopened Financial Bids to the unsuccessful bidders.
- 7.2 The firm is expected to commence the assignment on the date and at the locations specified in the agreement/contract.
- 8. Confidentiality**
- 8.1 Information relating to evaluation of bids and recommendations concerning awards shall not be disclosed to the firms who submitted the Bids or to other persons not officially concerned with the process, until the award of Agreement. The undue use by any firm of confidential information related to the process may result in the rejection of its bid and may be subject to the provisions relating to fraud and corruption.
- 9. Contract Termination**
- The client will have the right to terminate the contract if the service solicited is found not desirable.
- 10. Financial Closure.**
- It would be around three months from the date of signing of the contract for the services.

2.2 TERMS OF REFERENCE

2.2.1 TASKS

The firm is required to perform the following tasks;

- 1) Review of the existing urban CNG bus routes in Multan, Gujranwala, Rawalpindi, Faisalabad, Sialkot and Bahawalpur.
- 2) Review and validate GIS maps of complete route alignment prepared by Transport Planning Unit of Transport Department. Prepare stop-wise GIS map for CNG Bus routes in the mentioned cities. Collect necessary data to determine total operation hours of buses, headway maintained, bus frequencies, minimum number of Kilometers covered by each bus, location of bus depots, filling stations, workshop and washing facilities etc.
- 3) Prepare reports for each bus route based upon total distance travelled in kilometers for each trip (single direction), operational hours, idle time/ breakdown time, route plied, fuel mileage / trip by each bus per day in each city.
- 4) Facilitate and provide all necessary data associated with operations of CNG buses required by the Transport Department for subsidy calculations as mentioned in section 1.4.
- 5) Authenticate the information of operational subsidy claim made by the CNG bus operators based upon the information collected through trackers.

2.2.2 DELIVERABLES

The tracking firm will generate daily, weekly and monthly reports of operation of each bus providing complete details of trips/ KMs covered during the respective period in each city.

The firm shall submit the reports to Transport department in respect of the following:

1. Activity/ Trip Report
2. Vehicle Location Report
3. Idle Vehicle Report
4. History Report (showing path taken by vehicle)
5. Trip-wise Journey Time Report
6. Distance Travelled Report
7. Observed vs Actual Headway Report (Daily Basis)
8. Average Speed Report
9. Delayed Arrival/Departure Report
10. Bus Stop Report
11. Route Deviation Report
12. Vehicle Status Report
13. Ignition Report
14. Fuel consumption report on the basis of mileage
15. Any other report as and when required/desired by Transport Department

The bidders shall submit the format of all above mentioned reports along with the technical bid. Failure to submit required report formats may result in nonconformity of the bid and rejection of bid. Besides the Third Party Validation Firm the Transport Department will have full right to review and monitor the processes of VTS. The Transport Department may ask clarification on any process of the VTS during the contract period. If any discrepancies or misconduct found by the Transport Department, the Department may penalize / terminate the contract with VTS firm.

2.3 DATA SHEET

INSTRUCTIONS
Method of Selection --- Single Stage Two Envelope
Name of the Assignment: "Supply, Installation, Operation and Maintenance of Vehicle Tracking System in CNG Buses in Punjab".
<p>Pre-bid Conference</p> <p>As part of the bidding process a pre-bid meeting for potential bidders will be held on 9th September, 2013 at 1000 hrs at the Transport Department committee room, 11-A Egerton Road, Lahore. Participation of potential bidders in this meeting though not mandatory, however, is encouraged. This meeting will be aimed at providing an opportunity to the potential bidders for seeking any clarifications or explanations on the bid documents, scope of services to be provided, bidding process or any other matter important to the bidders. In the interest of productiveness of the pre-bid meeting, the bidders are requested, as far as possible, to submit their written questions prior to the conference. Minutes of the Meeting, questions raised and answers / responses thereof shall be transmitted without delay to all bidders.</p>
<p>Name of the Client's Representative: Deputy Secretary (Planning), Transport Department</p>
<p>Client Responsibility:</p> <p>The Client will provide the following inputs and facilities: Availability of Transport Department and Operator's Staff for training Information regarding operators plying buses, bus routes and alignments for installation of Vehicle Tracking System/GPS devices Ensure availability of buses in each city for installation of Vehicle Tracking System/GPS devices</p>
Bid Validity: Bid must remain valid for ninety (90) days after the last date of submission date.
<p>Clarifications: Clarifications may be requested not later than <i>seven (07) days</i> before the submission date. The address for requesting clarifications is:</p> <p style="text-align: center;">Deputy Secretary (Planning), Transport Department Transport House 11-A Egerton Road Lahore, Punjab, Pakistan Tel: 042 9920 5361-2 Fax: 042 9920 5363 Email: correspondence.tpu@gmail.com</p>
Language of the Bid: Bids shall be submitted in the language: <i>English</i>
<p>Single party/ Joint Venture/ Consortium: A Prospective Bidder may be a single entity or may take the form of a joint venture /Consortium comprising of companies, firms, corporate bodies or other legal entities.</p> <p>Each Joint Venture/ Consortium shall appoint and authorize one (1) lead member ("Lead Member") to represent and irrevocably bind all members of the Joint Venture/ Consortium in all matters connected with the bidding process, including but not limited to the submission of the bidding document on behalf of the Joint venture taking part in the opening of bids and signing of contracts. The venture</p>

agreement shall contain requirements on the Lead Member throughout the term of the agreement to subscribe and maintain a shareholding of minimum 40% in the consortium.

Amounts Payable: Amounts payable by the Client to the firm under the agreement will be subjected to local taxation

Bid Submission Documents: The firms must submit the one (01) original and three (3) copies of the Technical Bid, and the original of the Financial Bid.

Bid Security: Prospective Bidders shall be required to submit Bid Security in form of Call Deposit Receipt / Demand Draft/ Bank Draft of PKR One Hundred Thousand (**100,000**) as a bid security in favour of Section Officer General, Department of Transport issued by a scheduled bank allowed/ carrying financial transactions in PAKISTAN. The bid security shall be dis-dragged/ returned to all unsuccessful bidders after declaration of the name of the successful bidder, and signing of the agreement with the successful bidder.

A bid security may be forfeited;

- a. If the Bidder withdraws its bid during the period of bid validity
- b. In case of successful bidder, if it fails within the specified time to
 - i. Furnish the necessary bid security for delivery of buses
 - ii. Sign the contract agreement
 - iii. Achieve the financial close
- c. In case of default

Withdrawal of a bid during the interval between the deadline for submission of bids and the expiration of the period of bid validity specified in the Form of Bid may result in forfeiture of the Bid Security.

Performance Guarantee: A bank/ performance guarantee shall be furnished by the successful bidder in the form of three (03) separate pay-orders or a bank drafts or a Bank guarantees upon signing of the contract agreement, in favour of Section Officer General, Department of Transport issued by a scheduled bank allowed/ carrying financial transactions in PAKISTAN.

Performance Guarantee	Percentage Distribution	Retention Period
Performance Guarantee 1	4 % of Contractual Value	12 Months
Performance Guarantee 2	3 % of Contractual Value	24 Months
Performance Guarantee 3	3 % of Contractual Value	36 Months
Total	10 % of Contract Value	

The performance guarantee will be retained for the a period of 12, 24, and 36 months for Performance Guarantee-1, Performance Guarantee-2, and Performance Guarantee-3 respectively.

SECTION 3

3.1 CRITERIA FOR BID EVALUATION

3.1 CRITERIA FOR BID EVALUATION

3.1.1 Technical Evaluation Criteria

Sr. No.	CRITERIA	MAXIMUM POINTS															
I	Previous Experience of Tracking System Installation	15															
	Three (03) points will be awarded for each project undertaken of similar nature. A maximum of fifteen (15) points will be awarded for five (05) or more projects. The bidder must have undertaken at least one project of similar nature to score in this section; no point will be awarded to a bidder without previous experience in tracking installation.																
II	Fleet Management Experience (Operation and Maintenance of Tracking System)	15															
	Three points (03) points will be awarded for each year experience in operating and maintaining various components of vehicle tracking system. A maximum of fifteen (15) points will be awarded for five (05) or more projects. The bidder must have undertaken at least one project of similar nature to score in this section; no point will be awarded to a bidder without previous experience in tracking component and system maintenance.																
III	Technical Expertise	10															
	Two and half (2.5) points will be awarded for each of the following disciplines within the company / organization. A maximum of 10 points will be awarded for an organization having expertise in all the sectors mentioned in the table given below:																
	<table border="1"> <thead> <tr> <th>Sr. No</th> <th>Sectors within Organization</th> <th>Point</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>IT / Web Development</td> <td>2.5</td> </tr> <tr> <td>2.</td> <td>GIS & GPS Development Section</td> <td>2.5</td> </tr> <tr> <td>3.</td> <td>Electrical and Mechanical Section</td> <td>2.5</td> </tr> <tr> <td>4.</td> <td>Financial and Accounting Section</td> <td>2.5</td> </tr> </tbody> </table>	Sr. No	Sectors within Organization	Point	1.	IT / Web Development	2.5	2.	GIS & GPS Development Section	2.5	3.	Electrical and Mechanical Section	2.5	4.	Financial and Accounting Section	2.5	
Sr. No	Sectors within Organization	Point															
1.	IT / Web Development	2.5															
2.	GIS & GPS Development Section	2.5															
3.	Electrical and Mechanical Section	2.5															
4.	Financial and Accounting Section	2.5															
	The bidder must have technical expertise in the sectors of IT / Web Development and GIS & GPS Development to score in this section; no point will be awarded for Sr. No. 3 and 4 alone.																
IV	Annual Turn Over (Latest audited Financials)	10															
	Description	Points Allocation															
	Greater or equal to PKR 30 million	10															
	Greater or equal to PKR 20 million but less than PKR 30 million	8															
	Greater or equal to PKR 15 million but less than PKR 20	6															

	million	
	Greater or equal to PKR 10 million but less than PKR 15 million	4
	Less than PKR 10 million	2
V	Net Worth as per Audited Report	10
	Description	Points Allocation
	Greater or equal to PKR 50 million	10
	Greater or equal to PKR 40 million but less than PKR 50 million	8
	Greater or equal to PKR 30 million but less than PKR 40 million	6
	Greater or equal to PKR 20 million but less than PKR 30 million	4
	Less than PKR 20 million	2
	1 "Annual Turnover": means the value of total gross revenue of the entity concerned for a given financial year.	
	Overall Total	60
Note: The prospective bidder must obtain 60% or more score to qualify technical evaluation.		

3.1.2 Financial Capability

- a. Annual Turnover (10 points)
- b. Net worth (10 points)

The Bidders should provide information regarding the above based on audited annual accounts. The Application must be accompanied by the audited Balance Sheet and Profit and Loss Account of the Bidder (of each member in case of a consortium) for the last 3 years. The point's allocation will be according to the outline given in respective tables mentioned in Section 4:

3.1.3 Financial Evaluation Criteria

Financial evaluation will be based solely on the lowest amount for the assignment proposed by the bidder.

The Bidder having lowest quoted price of the overall assignment and having score of 60% or above in technical criteria will be successful.

SECTION 4

STANDARDS FORMS TO BE FILLED BY THE BIDDER

CHECKLIST FOR PERFORMAS TO BE ATTACHED

Please fill the Checklist of the Documents to be submitted for Technical and Financial Evaluation along with the documentary evidence where applicable and required

Sr. No	Document	Page Number <i>(To be filled by Concessioner)</i>	Please Tick if Attached
Bid Submission Form			
Bidder Profile Summary			
Technical Forms			
1.	Bidder's Organization Form: (Tech-1)		
2.	Proposed Work Plan (Tech-2)		
3.	Work plan for supply, installation and operation of tracking system (Tech-3)		
4.	Training Plan for Transport Department and Operators Staff (Tech-4)		
5.	Quality Assurance Plan (Tech-5)		
Technical Evaluation Criteria			
6.	Previous Experience of Tracking System Installation (Tech-6)		
7.	Fleet Management Experience: Operation and Maintenance of Tracking System (Tech-7)		
8.	Technical Expertise (Tech-8)		
9.	Annual Turnover (Latest Audited Financials) (Tech-9)		
10.	Net Worth as Audited Report (Tech-10)		
Financial Proposal-Standard Forms			
11.	Cost Details (FIN-1)		

Authorized Signature: _____

Name & Designation: _____

Company Seal: _____

Dated: _____

Standard Performa to be filled by Bidder

BID SUBMISSION FORM

[Location, Date]

To:

The Deputy Secretary (Planning)
Government of the Punjab
Transport Department
11-A Egerton Road, Transport House, Lahore

Dear Sir,

We offer to provide the services for [*Insert title of assignment*] in accordance with your Request for Proposal dated [*Insert Date*] and our Bid. We are hereby submitting our Proposal, which includes this Technical Bid, and a Financial Bid sealed under a separate envelope.

We hereby declare that all the information and statements made in this Bid are true and accept that any misinterpretation contained in it may lead to our disqualification. Our Bid is binding upon us and subject to the modifications resulting from Agreement negotiations.

We understand you are not bound to accept any Bid you receive and we bear all the cost associated with this bid and its submission process.

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

BIDDER PROFILE SUMMARY

1. Background

No.	Requirement	To be filled by Bidder
1.1	Name of Firm	
1.2	Registration No. of Firm with SECP	
1.3	Date and place of registration	
1.4	Years of Experience since Registration	
1.5	Type of Firm (Public, Private, Limited, etc.)	
1.6	Owners' Names	
1.7	Name of Board of Directors/ Chief Executive /Chief Operating Officer	Please attach list
1.8	Present H/O Address and Last Former Address (if any)	
1.9	E-mail	
1.10	Phone/Fax	
1.11	URL	

2. Financial

No.	Requirement	To be filled by Bidder
a.	National Tax Number	
b.	GST Number	
c.	Total tax paid in last 3 years (attach tax return as proof)	

BIDDER'S ORGANIZATION

Provide a brief (maximum 5 pages) description of the background and organization of your firm and each partner for this assignment

Form: Tech 3

WORK PLAN FOR SUPPLY, INSTALLATION AND OPERATION OF TRACKING SYSTEM

No.	Activities	2013		
		Date (to-from)	Week	Month
1				
2				
3				
4				
5				
6				
7				
n				

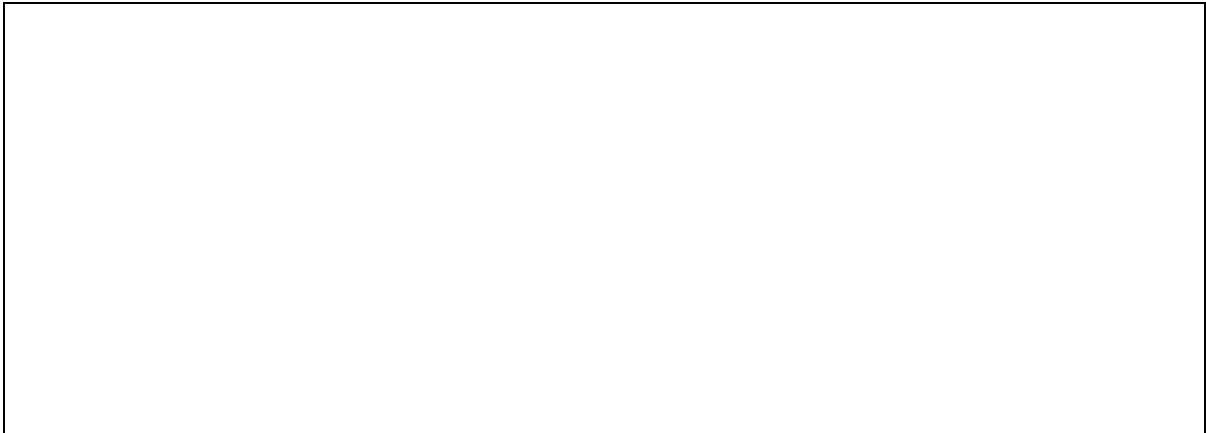
TRAINING PLAN

No.	Name and Experience of Trainer	2013	
		Training Activity	Duration
1			
2			
3			
4			
5			
6			
7			

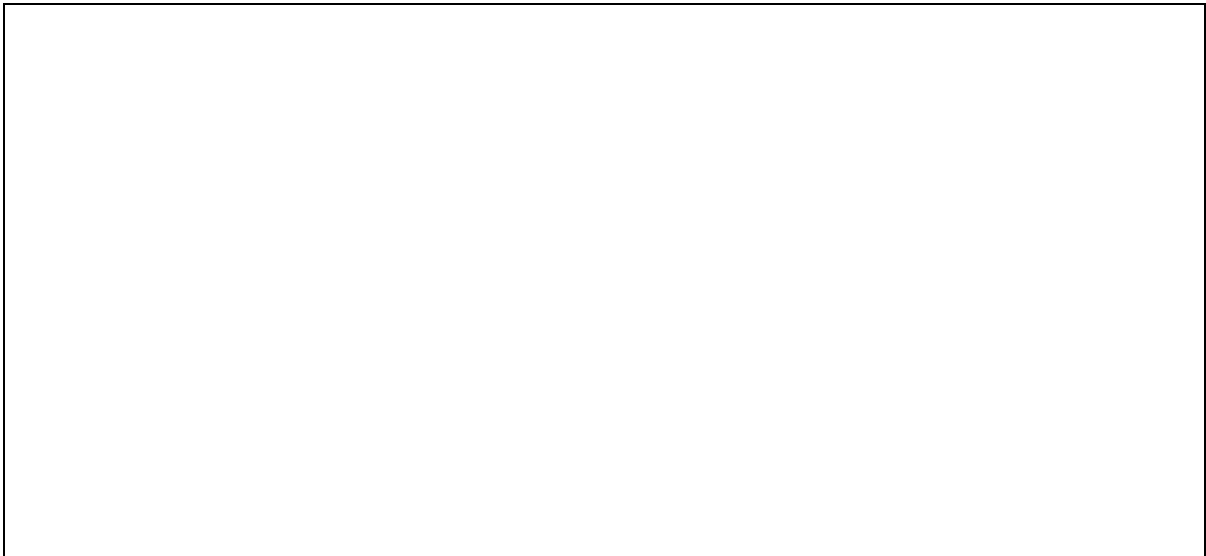
QUALITY ASSURANCE PLAN

The bidder shall submit the outline, summary and table of content of various plans to be prepared and adopted during the execution of services under the Project.

QUALITY ASSURANCE PLAN



CUSTOMER CARE SERVICES PLAN



PREVIOUS EXPERIENCE OF TRACKING SYSTEM INSTALLATION

Max: 15 Points
(Attach documentary proof)

Select appropriate box, use tick in one box.			
Project Experience	Allocated Points	Tick Box Below	Points Awarded <i>(To be Filled By The Transport Department)</i>
5 or More	15		
4	12		
3	9		
2	6		
1	3		
Total Points Scored <i>(To be Filled By The Transport Department)</i>			

_____ (Seal)

(Signature of Authorized Signatory)

(Name, Title, Address, Date)

FLEET MANAGEMENT EXPERIENCE: OPERATION AND MAINTENANCE OF TRACKING SYSTEM

Max: 15 Points

(Attach documentary proof)

Select appropriate box, use tick in one box.			
Maintenance Experience	Allocated Points	Tick Box Below	Points Awarded <i>(To be Filled By The Transport Department)</i>
5 or More	15		
4	12		
3	9		
2	6		
1	3		
Total Points Scored <i>(To be Filled By The Transport Department)</i>			

_____ (Seal)

(Signature of Authorized Signatory)

(Name, Title, Address, Date)

TECHNICAL EXPERTISE

Max: 10 Points

(Attach documentary proof in form of CVs and Resources Organo-gram)

Select appropriate box, use tick in one box.			
Technical Sector Expertise	Allocated Points	Tick Box Below	Points Awarded <i>(To be Filled By The Transport Department)</i>
IT / Web Development	2.5		
GIS & GPS Development Section	2.5		
Electrical and Mechanical Section	2.5		
Financial and Accounting Section	2.5		
Total Points Scored <i>(To be Filled By The Transport Department)</i>			
<p>Note: The bidder must have Technical expertise in the I.T/ Web and GIS/GPS Sectors to score in this section; no point will be awarded for Electrical + Mechanical & Financial +Accounting Sectors alone.</p>			

_____ (Seal)

(Signature of Authorized Signatory)

(Name, Title, Address, Date)

ANNUAL TURNOVER

(i).Financial Year [insert the year]

Prospective Bidder (or if the Prospective Bidder is a Consortium, the relevant Consortium Member)
[insert the value of total gross revenue in PKR]

(Signature of Authorized Signatory)

Bidder seal & stamp

Signature, Name, Address and Membership No. of Chartered Accountant

NET WORTH

(i). Financial Year End (insert the date and year)

Prospective Bidder (or if the Prospective Bidder is a Consortium, the relevant Consortium Member)		
Value of Total Assets	Total Liabilities	Net Worth
[insert the amount in PKR]	[insert the amount in PKR]	[insert the amount in PKR]

(Signature of Authorized Signatory)

Bidder seal & stamp

Signature, Name, Address and Membership No. of Chartered Accountant

Note:

The financial data shall be expressed in Pakistani Rupees (PKR). Exchange rate if utilized should mention separately along with the date for which it is being considered.

The Prospective Bidder, or if the Prospective Bidder is a Consortium, the relevant Consortium member, shall support the provided financial data by submitting (i) audited financial statements, duly certified by a certified chartered accountant, for the most recent three (3) full financial years for which such statements are available, including the consolidated balance sheet, income statement, statement of cash flows and the accompanying notes, and (ii) a confirmation letter from an independent auditor, to demonstrate that it satisfies the relevant financial criterion.

FINANCIAL BID-STANDARD FORMS

Form: FIN 1

Item	Costs ¹		
	Unit Cost	Quantity	Total Cost
Tracker Installation Cost per Bus			
Operation and Maintenance Cost / Bus/ Month ¹			
Total Costs of Financial Bid ²			

- ¹ Includes all local taxes, levies, service charges for the use of trackers to be paid by the bidder for a period of 3 years
- ² Indicate the total costs including supply, installation, operation and maintenance for each item mentioned above.

PERFORMANCE BANK GUARANTEE

Transport Department
Government of the Punjab
11-A, Egerton Road,
Lahore
Pakistan

Dear Sir,

Ref; our Bank Guarantee No. _____ in the sum of
_____ Account _____
_____ in consideration of you having entered into
_____ agreement _____ No.
_____ Dated _____
_____ with _____ called "Supplier, Installer,
Operations and Maintenance Service provider" and in consideration for value received.

From the "Supplier, Installer, Operations and Maintenance Service provider" we hereby agree and undertake as followings:

i. To make an unconditional payment in three (03) separate pay-orders or bank drafts or bank guarantees making a total of (10%) Ten percent of the value of the contract price as per the schedule mentioned in the table below upon signing of this contract agreement, in favour of Section Officer General, Department of Transport issued by a scheduled bank allowed/ carrying financial transactions in PAKISTAN.

Performance Guarantee	Percentage Distribution	Retention Period
Performance Guarantee 1	4 % of Contractual Value	12 Months
Performance Guarantee 2	3 % of Contractual Value	24 Months
Performance Guarantee 3	3 % of Contractual Value	36 Months
Total	10 % of Contract Value	
NOTE: The performance guarantee will be retained for the a period of 12, 24, and 36 months for Performance Guarantee 1, Performance Guarantee 2, and Performance Guarantee 3 respectively upon successful complying to the required services.		

ii. To accept written intimation from you as conclusive and sufficient evidence of the existence of the default or breach as aforesaid on the part of ("Supplier, Installer, Operations and Maintenance Service provider") and to make payment accordingly within 3 (three) days of receipt thereof.

iii. To keep this guarantee in full force from the date hereof until the time mentioned in the above schedule.

iv. That no grant of time or other indulgence to, amendment in the terms of the Contract by Agreement between the parties, or imposition or Agreement with ("Supplier, Installer, Operations and Maintenance Service provider") in respect of the performance of his obligations under the said Agreement, with or without notice to us, shall in any manner

discharge or otherwise affect this Guarantee and our liabilities and commitments there under.

v. This Guarantee shall be binding on us and our successor's interest and shall be Irrevocable.

vi. This guarantee shall not be affected by any change in the constitution of the Guarantor Bank or the constitution of the ("Supplier, Installer, Operations and Maintenance Service provider").

(BANKER)

WARRANTY DETAILS

Manufacturer / Supplier Warranty:

Warranties in this document are in addition to any statutory remedies or warranties imposed on the Manufacturer / Supplier. Consistent with this requirement, the Manufacturer / Supplier warrants and guarantees to the Transport Department each complete tracking system equipments as follows. Performance requirements shall not be deemed a warranty item.

Complete Vehicle Tracking System:

The complete vehicle tracking system including Tracker, its associated communication equipments and all other equipment installed are to be warranted to be free from Defects and related Defects for a period of 3 years, starting from the date of completion of assignment but no later than fifteen (15) days after acceptance under "Inspection, Testing and Acceptance." The warranty is based on regular operation of the bus under the operating conditions prevailing in the Transport Department locale.

Extension of Warranty:

If, during the warranty period, repairs or modifications on any equipment are made necessary by defective design, materials or workmanship but are not completed due to lack of material or inability to provide the proper repair for number of days, the applicable warranty period shall be extended by the number of days equal to that of delay and down period.

Voiding of Warranty:

The warranty shall not apply to the failure of any part or component that directly results from misuse, negligence, accident or repairs not conducted in accordance with the Manufacturer / Supplier - provided maintenance manuals and with workmanship performed by adequately trained personnel in accordance with recognized standards of the industry. The warranty also shall be void if the Transport Department fails to conduct normal inspections and scheduled preventive maintenance procedures as recommended in the Manufacturer / Supplier's maintenance manuals and if that omission caused the part or component failure. Operator on behalf of Transport Department shall maintain documentation, auditable by the Manufacturer / Supplier, verifying service activities in conformance with the Manufacturer / Supplier's maintenance manuals.

Exceptions and Additions to Warranty

The warranty shall not apply to the following items:

- scheduled maintenance items
- normal wear-out items
- items furnished by the Transport Department

Should the Transport Department require the use of a specific product and has rejected the Manufacturer / Supplier's request for an alternate product, then the standard Supplier warranty for that product shall be the only warranty provided to the Transport Department. This product will not be eligible under "Defects," below.

Manufacturer / Supplier shall not be required to provide warranty information for any warranty that is less than or equal to the warranty periods listed.

Pass-Through Warranty:

Should the Manufacturer / Supplier elect to not administer warranty claims on certain components and wish to transfer this responsibility to the sub-Suppliers, or to others, the Manufacturer / Supplier shall request this waiver.

Manufacturer / Supplier shall state in writing that the Transport Department's warranty reimbursements will not be impacted. The Manufacturer / Supplier also shall state in writing any exceptions and reimbursement including all costs incurred. At any time during the warranty period, the Manufacturer / Supplier may request approval from the Transport Department to assign its warranty obligations to others, but only on a case-by-case basis approved in writing by the Transport Department. Otherwise, the Manufacturer / Supplier shall be solely responsible for the administration of the warranty as specified. Warranty administration by others does not eliminate the warranty liability and responsibility of the Manufacturer / Supplier.

Superior Warranty:

The Manufacturer / Supplier shall pass on to the Transport Department any warranty offered by a component Supplier that is superior to that required herein. The Manufacturer/Supplier shall provide a list to the Transport Department noting the conditions and limitations of the Superior Warranty not later than the start of production. The Superior Warranty shall not be administered by the Manufacturer / Supplier.

Fleet Defects Occurrence and Remedy:

A Fleet Defect is defined as cumulative failures of twenty-five (25) percent of the same components in the same or similar application in a minimum fleet size of five (05) or more buses where such items are covered by warranty. A Fleet Defect shall apply only to the base warranty period in sections entitled "tracker," and "Major Subsystems." When a Fleet Defect is declared, the remaining warranty on that item/component stops. The warranty period does not restart until the Fleet Defect is corrected.

The Manufacturer / Supplier shall correct a Fleet Defect under the warranty provisions. After correcting the Defect, the Transport Department and the Manufacturer / Supplier shall mutually agree to and the Manufacturer / Supplier shall promptly undertake and complete a work program reasonably designed to prevent the occurrence of the same Defect. Where the specific Defect can be solely attributed to particular identifiable part(s) or software, the work program shall include redesign and/or replacement of only the defectively designed and/or manufactured part(s) or software. In all other cases, the work program shall include inspection and/or correction via a mutually agreed-to arrangement. The Manufacturer / Supplier shall update, as necessary, technical support information (parts, service and operator's manuals) due to changes resulting from warranty repairs. Transport Department may immediately declare a Defect in design, functionality or part resulting in a safety hazard. Manufacturer / Supplier shall be responsible to furnish, install and replace all defective items.

Repair Procedures / Repair Performance:

Manufacturer/ Supplier are responsible for all warranty-covered repair Work. To the extent practicable, the Transport Department will allow the Manufacturer/ Supplier or its designated representative to perform such Work. At its discretion, the Transport Department may perform such Work if it determines it needs to do so, based on transit service or other requirements. Such Work shall be reimbursed by the Manufacturer / Supplier.

Repairs by the Manufacturer / supplier:

If the Transport Department detects a Defect within the warranty periods defined in this section, it shall, upto thirty (30) days, notify the Manufacturer / Supplier's designated representative. Manufacturer / Supplier or its designated representative shall, if requested, begin Work on warranty-covered repairs within five calendar days after receiving notification of a Defect from the Transport Department. The Transport Department shall make the bus available to complete repairs timely with the Manufacturer / Supplier's repair schedule.

The Manufacturer / Supplier shall provide at its own expense all spare parts, tools and space required to complete repairs. At the Transport Department's option, the Manufacturer / Supplier may be required to remove the equipment from the Transport Department property while repairs are being affected. If the equipment is removed from the Transport Department's property, repair procedures must be diligently pursued by the Manufacturer / Supplier's representative.

Repairs by the Transport Department Parts Used:

If the Transport Department performs the warranty-covered repairs, it shall correct or repair the Defect and any Related Defects utilizing parts supplied by the Manufacturer / Supplier specifically for this repair. At its discretion, the Transport Department may use Manufacturer / Supplier -specified parts available from its own stock if deemed in its best interests.

Manufacturer / Supplier -Supplied Parts:

The Transport Department may require that Manufacturer / Supplier supply parts for warranty-covered repairs being performed by the Transport Department. Those parts may be re-manufactured but shall have the same form, fit and function, and warranty. The parts shall be shipped pre-paid to the Transport Department from any source selected by the Manufacturer / Supplier within fourteen (14) days of receipt of the request for said parts and shall not be subject to a Transport Department handling charge.

Defective Component Return:

Manufacturer / Supplier may request that parts covered by the warranty be returned to the manufacturing plant. The freight costs for this action shall be paid by the Manufacturer / Supplier. Materials should be returned in accordance with the procedures outlined in "Warranty Processing Procedures."

Failure Analysis:

Manufacturer / Supplier shall, upon specific request of the Transport Department , provide a failure analysis of Fleet Defect or safety-related parts, or major components,

under the terms of the warranty that could affect fleet operation. Such reports shall be delivered within 60 days of the receipt of failed parts.

Reimbursement for Labor and Other Related Costs:

The Transport Department shall be reimbursed by the Manufacturer / Supplier for labor. The amount shall be determined by the Transport Department for a qualified mechanic at a straight time wage rate of Rs. 500 per hour, which includes fringe benefits and overhead adjusted for the Transport Department's most recently published rate in effect at the time the Work is performed, plus the cost of towing the bus if such action was necessary and if the bus was in the normal service area. These wage and fringe benefit rates shall not exceed the rates in effect of the Transport Department rates.

Reimbursement for Parts:

Transport Department shall be reimbursed by the Manufacturer / Supplier for defective parts and for parts that must be replaced to correct the Defect. The reimbursement shall be at the current price at the time of repair and shall include taxes where applicable, plus fifteen (15) percent handling costs. Handling costs shall not be paid if part is supplied by Manufacturer / Supplier and shipped to Transport Department.

Reimbursement Requirements:

Manufacturer / Supplier shall respond to the warranty claim with an accept/reject decision including necessary failure analysis no later than sixty (60) days after the Transport Department submits the claim and defective part(s), when requested. Reimbursement for all accepted claims shall occur no later than sixty (60) days from the date of acceptance of a valid claim. The Transport Department may dispute rejected claims or claims for which the Manufacturer / Supplier did not reimburse the full amount. The parties agree to review disputed warranty claims during the following quarter to reach an equitable decision to permit the disputed claim to be resolved and closed. The parties also agree to review all claims at least once per quarter throughout the entire warranty period to ensure that open claims are being tracked and properly dis-positioned.

Warranty after Replacement/Repairs:

If any component, unit or subsystem is repaired, rebuilt or replaced by the Manufacturer / Supplier or by the Transport Department with the concurrence of the Manufacturer / Supplier, the component, unit or subsystem shall have the unexpired warranty period of the original. Repairs shall not be warranted if the Manufacturer / Supplier -provided or authorized parts are not used for the repair, unless the Manufacturer / Supplier have failed to respond within five days, in accordance with "Repairs by the Manufacturer / Supplier."

If an item is declared to be a Fleet Defect, the warranty stops with the declaration of the Fleet Defect. Once the Fleet Defect is corrected, the item(s) shall have three (3) months of the original warranty or the time it was not usable. This remaining warranty period shall begin on the repair/replacement date for corrected items if the repairs are completed by the Manufacturer / Supplier or on the date the Manufacturer / Supplier provides all parts to the Transport Department.

Warranty Processing Procedures:

The following list represents requirements by the Manufacturer / Supplier to the Transport Department for processing warranty claims. One failure per item per claim is allowed.

- Tracker number and Serial Number
- total utilized life at time of repair
- date of failure/repair
- acceptance/in-service date
- manufacturer / Supplier part number and description
- component serial number
- description of failure
- all costs associated with each failure/ repair (invoices may be required for third-party costs):
 - i. labor
 - ii. materials
 - iii. parts
 - iv. handling
 - v. troubleshooting time

After Sales Services

- I. To effectively provide maintenance support for the smooth operation of vehicle tracking system. Evidence regarding sale, service center may be furnished
- II. Following details must be provided by the supplier/ manufacturer before getting into formal agreement with the Transport Department, GoPb:
 - i. Details about maintenance office along with standards to be followed
 - ii. Maintenance Checklist for warranty period
 - iii. List of consumables during warranty period
 - iv. Warranty Maintenance plan of:
 - a. Preventive Maintenance
 - b. Periodic Maintenance
 - c. Breakdown Maintenance
 - v. Policy to designate staff to attend out station calls resulting in unnecessary delays