

ADDENDUM TO BIDDING DOCUMENT
FOR CONSULTANCY SERVICES FOR THE INTRODUCTION OF
CASHLESS BUS TICKETING SYSTEM

(PROCUREMENT REFERENCE No: NTA OAB 14/40/19/2017-18)

No	Queries from Potential Bidders	Comments/Responses
1	Can the overall bid be submitted in foreign currency?	Bid should be submitted in Mauritian Rupees.
2	Should the bid be submitted inclusive of VAT?	Quoted price should be VAT inclusive.
3	We have read through the TOR and we understand that the team leader and the two ICT experts are not engineers and henceforth, can you please confirm that no CIDB certificate will be required by the firm which is submitting its bid as this is not applicable?	Bidders are requested to clarify with CIDB.
4	In case of a JV, should the company providing the main ICT Expert necessarily be the leader of the JV?	In case of a Joint Venture, the company providing the main ICT Expert should be the leader of the Joint Venture.
5	Should all 3 experts be full time in Mauritius during the assignment period or is this a typo mistake in the document?	Please refer to Sub Section 4. Profile of Consultants under Section 5. Terms of Reference of the Bidding Document: All experts proposed should be available and based in Mauritius during the whole duration of the consultancy exercise and work exclusively on it.
6	Confirm, please, if it exist a maximum price for the service.	No
7	Confirm please, if the service can be done out of Mauritius through temporary visits or if a local presence is necessary.	Please refer to Sub Section 4. Profile of Consultants under Section 5. Terms of Reference of the Bidding Document: All experts proposed should be

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		available and based in Mauritius during the whole duration of the consultancy exercise and work exclusively on it.
8	We would like to confirm with the Client that, in the case of companies of foreign nationality, services may be covered by insurance policies subscribed with foreign insurance companies that grant coverage at an international level. We would also appreciate confirmation of the coverage limits required for the project.	Mauritian Insurance Companies only.
9	Confirm, please, if the advance payment bank guarantee may be issued directly by a first-class international bank.	Acceptable by the Bank of Mauritius
10	Please confirm that it is possible to invoice and receive payments in Euros in a bank account open outside island of Mauritius. Regarding the local cost, please also confirm that they can be paid into a bank account open outside island of Mauritius.	No
11	Confirm, please, that it is not necessary to have a bank account opened in Mauritius to receive the payments corresponding to the local costs, and if the mentioned amount could be freely transferred by the client's bank, in the exchange value of the day of payment, to another account of the Consultant opened in Europe.	No
12	We would like to confirm with the Client that foreign entities do not have to establish themselves in Mauritius as a local entity for the provision of the services under this Contract.	Foreign entities have to recourse to a local company as either partners or experts for this bidding process.
13	We kindly ask the Client to clarify if the financial proposal of the Consultant excludes VAT.	VAT inclusive
14	In the event of a foreign Consultant, we respectfully ask the Client to confirm that the Client would deduct a withholding tax of 10% from its payments.	Please refer to Section 2 Instructions to Consultants – Data Sheet Sub Section 3.7. You may also contact the Mauritius Revenue Authority for any additional clarifications.

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15	<p>Please, clarify which is the invoicing Schedule applicable to this contract, if the one in page 60 or the one in page 93.</p>	<p>Please refer to Sub Section 6.4 under Section 4 – Financial Proposal – Standard Forms of the Bidding Document:</p> <p>The Payment Schedule is the one at page 60 of the Bidding Document.</p>
16	<p>"The invited Consultant will, as a pre-requisite for attendance at the negotiations, confirm availability of all Professional staff. Failure in satisfying such requirements may result in the Client proceeding to negotiate with the next-ranked Consultant".</p> <p>There could be unavoidable circumstances (such as medical condition, resignation) due to which the identified staff may change. Can the NTA consider relaxing this to allow for a staff change in case of such unavoidable circumstances?</p> <p>Such relaxation has been provided for the post negotiation stage, however, even there, the condition of resignation has not been mentioned as a plausible reason for allowing change in proposed staff. Can the NTA consider adding resignation as a factor as well?</p>	<p>Please refer to Sub Section 4.2 – Removal and/or Replacement of Personnel under Section 4. Consultants Personnel at page 87 of the Bidding Document:</p> <p>The clauses under this section provide the terms and conditions applicable for the replacement of staff.</p>
17	<p>"If negotiations fail, the Client will invite the Consultant whose Proposal received the second highest score to negotiate a Contract."</p> <p>Does the 'score' here refer to the combined final score? Or technical / financial score?</p>	<p>The Score refers to the final combined (technical and financial) score.</p>
18	<p>Firm's general experience in the field of assignment</p> <p>Deloitte is a global network of multiple member firms. We will bring to bear our global experience as well as professionals (in addition to the required local team). We understand that we can cite our relevant global experience delivered by other Deloitte member firms.</p>	<p>Please refer to Sub Section 4. Profile of Consultants under Section 5. Terms of Reference of the Bidding Document:</p> <p>Consultancy services shall be provided by reputed Firms, possessing adequate experience in either directly implementing a similar system or managing a similar project in any foreign country, or both, while demonstrating proven success of such a system.</p>

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19	<p>“The needs, objectives and public acceptance of the Cashless Bus Ticketing System”</p> <p>We understand that this implies a market survey. Kindly validate and provide indicative sample size if yes.</p>	<p>It is up to the Potential Bidder to propose an appropriate sample size for conducting the survey to assess the needs, objectives and public acceptance of the Cashless Bus Ticketing System based on their experience in projects of similar nature.</p>
20	<p>"Seamless operation across operators and different transport modes and devise implementation framework with all transport operators (Metro Express, taxis, bus);"</p> <p>The study is titled 'Cashless Bus Ticketing system'. However the indicated statement conveys a requirement of a ticketing system spanning multiple transit modes. This significantly increases the scope considering current state assessment, BPR, feasibility and all other requirements stated. Can it be clarified whether the study is limited to Bus or also extends to other transit modes?</p>	<p>Please refer to Paragraph 7 - Sub Section 2.0 Scope of the Assignment under Section 5. Terms of Reference of the Bidding Document:</p> <p>The scope of the assignment covers different transport modes including Bus, Metro, Taxis.</p>
21	<p>“Comprehensive Business Process Re- engineering of the current processes”</p> <p>We understand that this implies Comprehensive Business Process Re-engineering of the current processes in relation to implementation and operation of CBTS.</p>	<p>This implies comprehensive Business Process Re-engineering of the current processes with regards to the implementation and operation of the Cashless Bus Ticketing System.</p>
22	<p>“Environmental issues”</p> <p>Please elaborate on this.</p>	<p>An assessment of the impact of the implementation and operation of the System on the environment, if any.</p>
23	<p>“Work out human resource development programs including training needs analysis, training of different category of staff and post training evaluation”</p> <p>We understand that we will recommend on training need analysis, training requirements for different category of staff and mechanism for training evaluation. However, actual training to staff will not be in the scope of work.</p>	<p>The Consultants will be required to provide recommendations on training need analysis, training requirements for different categories of staff and mechanism for training evaluation.</p> <p>Actual training of staff is not in the scope of the assignment.</p>

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24	<p>Thematic interaction forums for stakeholders of the transport sector.</p> <p>Please elaborate the expectation on this to estimate efforts.</p>	<p>The Consultants are expected to organise thematic interaction forums with relevant stakeholders namely representatives and associations of the different transport operators including Bus, Metro and Taxis.</p> <p>It is up to the potential Bidders to propose the frequency and scope of the interactions based on their experience in projects of similar nature.</p>
25	<p>"Organisation of appropriate workshops to create awareness on the CBTS and other proposed solutions amongst both public and private transport operators and presentation of the Detailed Feasibility Study Report;"</p> <p>Since this is a study and research based project, we could help with what such workshops should cover. However, actual conduction of such workshops for transport operators should be done by NTA.</p> <p>In case, NTA requires Consultant to present proposed solution in the Workshops, please clarify how many such workshops will be conducted considering NTC, 4 main bus companies and 758 individual operators; and also expected time duration.</p>	<p>Please refer to Paragraph 44 - Sub Section 2.0 Scope of the Assignment under Section 5. Terms of Reference of the Bidding Document:</p> <p>The scope of the assignment covers Organisation of appropriate workshops to create awareness on the CBTS and other proposed solutions amongst both public and private transport operators and presentation of the Detailed Feasibility Study Report;</p> <p>It is up to the potential bidders to propose the number of workshops and duration that will required to create awareness of the system and present the Detailed Feasibility Study Report.</p> <p>An appropriate sample of the different transport operators may be considered for the workshop.</p>
26	<p>We understand that evaluation of EoI and RFP is not included in scope of work.</p>	<p>Evaluation of Expression of Interest and Request for Proposal is not in the scope of the Assignment.</p>
27	<p>"A progress report will have to be submitted every fortnightly..."</p> <p>In case progress report is a formal deliverable to submitted in form of report, can this be on monthly basis, as usually asked in similar assignments?</p>	<p>Please refer to Sub Section 3.2 Phasing of Reports and Proposed Time Schedule under Section 5. Terms of Reference of the Bidding Document:</p> <p>Progress Reports will have to be submitted every fortnightly.</p>

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28	<p>Work Schedule ...(Months)</p> <p>Given that it is a 5 month assignment, a weekly work schedule will give better visibility and more control. Can the work schedule be made weekly?</p>	<p>Potential Bidders may propose weekly or monthly work schedule.</p>
29	<p>"The Team Leader and each of the two (2) ICT Experts should possess the following qualifications, experience and expertise:..."</p> <p>Given the requirements and the scope of work, we believe there are three distinct areas of expertise needed for successfully delivering the project. These are - Transportation sector expertise, Payments Expertise, ICT expertise. We request the NTA to consider following key resources</p> <ul style="list-style-type: none"> • Team Leader (01) • Transport Domain Expert (01) • Payment Expert (01) • ICT Experts (02) • Business Process Experts (02) 	<p>Please refer to Sub Section 4. Profile of Consultants under Section 5. Terms of Reference of the Bidding Document:</p> <p>Potential Bidders may propose a range of experts.</p> <p>However, for evaluation purpose, only the three (3) best qualified consultants (consisting of a Team Leader and two (2) ICT Experts) in terms of academic qualifications and experience, preferably with experience in projects of similar nature will be considered.</p>
30	<p>"All experts proposed should be available and based in Mauritius during the whole duration of the consultancy exercise and work exclusively on it."</p> <p>Given the ask of benchmarking and previous experience in the field of assignment, we would like to propose foreign based experts. However, it might be difficult to station them in Mauritius for the lengthy duration of the project.</p> <p>We request to relax this criteria.</p> <p>Work can still be conducted seamlessly through audio and video conferences and with our local team available at all times for liasoning. The foreign experts would also be present in person at Mauritius at critical junctures in the project.</p>	<p>Please refer to Sub Section 4. Profile of Consultants under Section 5. Terms of Reference of the Bidding Document:</p> <p>All experts proposed should be available and based in Mauritius during the whole duration of the consultancy exercise and work exclusively on it.</p>
31	<p>ICT Expert Qualification</p> <p>"At least a Bachelor Degree in the field of Information and Communication Technologies or any other related field acceptable to the Client."</p> <p>Please confirm Bachelor in Engineering/Technology (B.E./B.Tech.) in any Computer Science/Electronics</p>	<p>Please refer to Sub Section 4. Profile of Consultants under Section 5. Terms of Reference of the Bidding Document:</p> <p>The proposed ICT Expert should possess at least a Bachelor Degree in the field of Information and Communication Technologies or</p>

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	<p>&Communication/Electronics/any other relevant field is acceptable.</p>	<p>any other related field acceptable to the Client.</p> <p>Bachelor in Engineering/Technology (B.E./B.Tech.) in any Computer Science/Electronics & Communication/Electronics/any other relevant field being a related field is acceptable.</p>
32	<p>ICT Expert Expertise</p> <p>“Involved in at least 1 project of similar nature.”</p> <p>We understand that project of similar nature means project involving ICT assessment, ICT recommendation or ICT monitoring.</p>	<p>Project of similar nature implies project involving design and/or implementation of Cashless Bus Ticketing System or Similar System.</p>
33	<p>“The draft RFP with detailed functional and technical specifications (including hardware, software, networking, training, maintenance as well as security features to be implemented) for the design, implementation and operation of the CBTS and other proposed solutions should be submitted to the Steering Committee for approval after six (6) weeks of submission of the final Detailed Feasibility Study report. The document should also include the general criteria and marking schemes for evaluation of prospective proposals and will be an annex to the final report.</p> <p>Upon receiving comments of the steering committee, the consultant will amend the draft RFP and submit a final RFP within two (2) weeks of receipt of the comments.</p> <p>Considering a total duration of 22 weeks of project, given statement, and time schedule given at page 55, please consider to provide comments of Steering Committee within one (1) week of submission of draft documents.</p> <p>We understand that there would one round of review comments from Steering Committee. Accordingly, we will estimate our time efforts. In case project gets delayed due to any reason not attributable to Consultants only, Consultant will be compensated based on actual additional efforts with mutual consent.</p>	<p>Please refer to Section 6. Payments to the Consultant at page 88 of the Bidding Document:</p> <p>The clauses under this section provide the terms and conditions applicable for the payments to the Consultant.</p>

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34	<p>Payment schedule</p> <p>The payment schedule given on Pg. 60 differs from the schedule given on Pg. 93. Which out of the two should be considered?</p>	<p>Please refer to Sub Section 6.4 under Section 4 – Financial Proposal – Standard Forms of the Bidding Document:</p> <p>The Payment Schedule is the one at page 60 of the Bidding Document.</p>
35	<p>The risks and the coverage shall be as follows: “(a) Third Party motor vehicle liability insurance in respect of motor vehicles operated in the Government’s country by the Consultant or its Personnel or any Sub-Consultants or their Personnel, with a minimum coverage of [insert amount and currency];</p> <p>(b) Third Party liability insurance, with a minimum coverage of [insert amount and currency];</p> <p>(c) professional liability insurance, with a minimum coverage of [insert amount and currency];</p> <p>(d) employer’s liability and workers’ compensation insurance in respect of the Personnel of the Consultant and of any Sub-Consultants, in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and</p> <p>(e) insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this Contract, (ii) the Consultant’s property used in the performance of the Services, and (iii) any documents prepared by the Consultant in the performance of the Services.</p> <p>We have group insurance policy as per our company policy and applicable laws. Please consider this.</p>	<p>Applicable Laws of Mauritius.</p> <p>You may wish to note that there are different liabilities mention.</p> <p>You are encouraged to liaise with the Association of Insurance and the Ministry of Labour in Mauritius in view to fulfil the requirements as may be necessary and appropriate.</p>
36	<p>“The Consultant shall permit, and shall cause its Sub-Consultants to permit, the Client and/or persons or auditors appointed by the Client to inspect and/or audit its accounts and records and other documents relating to the submission of the Proposal to provide the Services and performance of the Contract. Any failure to comply with this obligation may constitute a prohibited practice</p>	<p>This is a general clause of the Sample Contract for Small Assignment issued by the Procurement Policy Office of Mauritius to be chosen in lieu of the General Commission Contract (GCC) and Special Commission Contract (SCC).</p>

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	<p>subject to contract termination and/or the imposition of sanctions by the Client (including without limitation s determination of ineligibility) in accordance with prevailing sanctions procedures.”</p> <p>We agree on audit of relevant documents pertaining to project, however, visit to our office for purpose of audit is not agreeable as this would be breach of data confidentiality of other clients.</p> <p>We request to remove/amend this clause.</p>	

25 May 2018