

GOVERNMENT OF THE DEMOCRATIC SOCIALIST REPUBLIC OF SRI LANKA



MINISTRY OF TRANSPORT AND HIGHWAYS

Invitation for Request for Proposals (RFP)

International Competitive Bidding

Date :	14 th July 2024
Title :	Request for Proposals (RFP) for the Procurement for Build, Own and Operate (BOO) Electronic Fare Collection System (EFCS)
Deadline for Submission of Bids :	28.08.2024, 14.00 hrs. (Sri Lanka Standard Time)

1. The Ministry of Transport & Highways ("the Purchaser") is seeking sealed proposals from eligible bidders for Build, Own and Operate (BOO) implementation of an Electronic Fare Collection System (EFCS). The contract will initially be for eight (8) years.

Project Overview:

The Ministry of Transport and Highways in Sri Lanka is embarking on a transformative project to implement an Electronic Fare Collection System (EFCS). This initiative aims to transition from a cash-based fare collection system to a more efficient, cashless electronic system. The EFCS will be integrated across various modes of public transport, enhancing convenience for passengers and operational efficiency for the transport authorities. By leveraging modern technology, the project seeks to streamline fare payments, reduce operational costs, and improve the overall public transportation experience in Sri Lanka.

Project Objectives:

1. Enhancing passenger convenience involves providing a seamless, cashless travel experience with various electronic payment methods, eliminating the need for cash and improving payment speed.
2. Improving operational efficiency by automating fare collection reduces cash handling, minimizes fare evasion (fare dodging), and enables real-time transaction processing, leading to cost savings and better service quality.
3. Data security and compliance involve incorporating robust data encryption, fraud detection, and adherence to international security standards and local regulations to protect transaction data.
4. Supporting multi-modal transport integration involves facilitating seamless travel across different modes of public transport with an appropriate payment method, promoting public transport use and enhancing network connectivity.
5. Providing comprehensive customer support includes 24/7 helpdesk services, multilingual support, and a cashless electronic to resolve fare-related issues and strengthen passenger satisfaction promptly.

Scope of the Works:

The Electronic Fare Collection System (EFCS) comprises different functions and components designed to streamline the fare collection process in public transportation. Its main function is to automatically calculate fares based on factors such as distance travelled, type of service, time of day, and pre-defined fare structures. The primary goal of the system development is to facilitate the integration of any Point of Sale (POS) devices, support all payment methods, and ensure compatibility across various POS machine technologies and software applications. The proposed system needs to efficiently handle transactions across different vendors, devices, and types of connectivity. Additionally, the system should be maintainable, scalable, and compatible with future updates and requirements. It should also ensure the reliability and security of data to meet international standards and compliance. Access to transit data should be restricted to authorized parties with proper authorization and authentication to ensure necessary data protection.

1. The proposed system should be capable of accepting multiple payment methods, such as contactless smart cards, mobile payments, QR codes, and traditional magnetic stripe cards.
2. The system must allow for real-time management of user balances, including the ability to reload balances and track transaction history.
3. It is essential to install devices at entry and exit points to read and validate transit cards or other payment tokens.
4. The solution provider may integrate self-service kiosks for purchasing and reloading cards, checking balances, and managing other customer interactions.
5. Development of necessary apps for managing accounts, checking balances, reloading cards, planning routes, and viewing transaction history.
6. The core system will serve as the primary hub to facilitate transactions, payments, monitoring, dealing with fare issues, and connecting with relevant banks, mobile payment apps, POS machines, and existing transit card vendor machines.

2. International Competitive Bidding will be conducted in accordance with single-stage two envelope Bidding Procedure and is open to all bidders as described in the bidding document.
3. Only eligible bidders with the following key qualifications should participate in this bidding:
 - (i) Bidders' financial and technical capabilities must be proven to participate in this Procurement.
 - (ii) Bidders must submit a comprehensive proposal that includes a detailed work plan, timeline, and methodology for executing the project.
 - (iii) Bidders must comply with all specified bidding procedures and documentation requirements as outlined in the bidding documents.
 - (iv) Bidders must not have been currently blacklisted or debarred by any government or international agency.
4. To obtain further information eligible bidders should contact:

Senior Assistant Secretary (Development)
Ministry of Transport & Highways
7th Floor, Sathasipaya - Stage II
Battaramulla.

Telephone : 011 2587228/ 011 2587394

Fax : 011 2187230

Email : sas.dev@transport.gov.lk

Website : www.moth.gov.lk

5. To inspect and purchase the bidding documents in (English) eligible bidders should contact through following numbers

Ministry of Transport & Highways
7th Floor, Sethsiripaya - Stage II,
Battaramulla.

Telephone: 011 2187213 Fax: 011 2187213 Website: www.moth.gov.lk

- (i) RFP can be purchased by payment of a non-refundable fee of Sri Lankan Rs. 200,000.00 by cash or direct deposit to the "Secretary to the Ministry of Transport & Highways", Account No: 7042656, Bank of Ceylon, Battaramulla, Sri Lanka.
- (ii) Bidding documents will be issued during normal working days from 09.00 hrs to 15.00 hrs. at the address under Para. 5 above, from 15.07.2024 to 27.08.2024
6. The Proposal should be delivered to following address at or before 14.00 hrs. of 28th August 2024 together with original bid security described in the bidding document. (Please put the name of the procurement on the top left-hand corner of the envelope)

The Chairman, Cabinet Appointed Negotiation Committee (CANC),
Ministry of Transport and Highways,
7th Floor, Sethsiripaya, Stage II
Battaramulla, Sri Lanka.

7. The pre-bid meeting will be held on 30th July 2024 at 10.00 a.m (Sri Lankan Standard time) at the Board Room, Ministry of Transport and Highways, 7th Floor, Sethsiripaya - Stage II, Battaramulla. Prospective bidders should attend the pre-bid meetings at their own expense.
8. The bidder shall bear all costs associated with the preparation and submission of Bids and the Employer will not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

The Chairman,
Cabinet Appointed Negotiation Committee,
Ministry of Transport and Highways,
7th Floor, Sethsiripaya - Stage II, Battaramulla, Sri Lanka.