



City of Johannesburg
Metrobus

RFI NO: ICT01/2018-19

**PROVISION FOR THE DIGITALIZATION OF METROBUS BUSES FOR
INTELLIGENT TRANSPORT SYSTEMS (ITS) FOR A SMART CITY**

METROBUS

BIDDER'S NAME::

CSD NUMBER:

TELEPHONE NUMBER:

E-MAIL ADDRESS:

PHYSICAL ADDRESS:

POSTAL ADDRESS:

ANY ENQUIRIES REGARDING THE BIDDING PROCEDURE MAY BE DIRECTED TO:

Department: Supply Chain Management: Bids@mbus.co.za

INVITATION FOR RFI

Metrobus hereby invites prospective bidders with proven track record to respond to the following F R I

RFI No.	Service Description	Preferential Procurement	Evaluation criteria	Compulsory briefing Meeting	Closing Date	Technical Enquiries
ICT01/2018-19	DIGITALIZATION OF METROBUS BUSES FOR INTELLIGENT TRANSPORT SYSTEMS FOR A SMART CITY	None	None	1 April 2019 @ 11h00	03 April 2019 @ 11h00	Djairam-Owthar@mbus.co.za or Stefo@mbus.co.za Tel. 011 403 4300 SCM Unit Email: bids@mbus.co.za

The tender document (guideline) will be available for collection from **25 March 2019** from **08H30**. A non-refundable fee of R500 is payable when collecting the document from Metrobus.

Alternatively copies of the bid can also be downloaded free of charge on the Metrobus website <https://www.mbus.co.za> under Procurement: Tenders available. **Bidders are strongly advised to download the document free of charge from our website.**

Sealed documents individually marked with the abovementioned FRI No. **ICT01/2018-19** and Service Description, must be placed in the Tender box situated at ground floor (left hand side of the entrance just before the security desk), Metrobus Main Building by the closing date and time as per Metrobus` s clock. All Suppliers are encouraged to make their submission before the closing time. It is the prospective bidders` responsibility to obtain documents on time so as to ensure responses reach Metrobus timeously.

No tenders will be accepted after the closing date and time. No tender per facsimile or e-mailed will be accepted. Office hours are from 08h00 to 16h00 weekdays for the collection of documents. Should it be feasible, bids/proposals may be publicly opened at: Metrobus, No 1 Raikes Road Braamfontein on the closing date and time as stipulated above.

All enquiries relating to the bidding procedure should be directed to Supply Chain Management Unit at the following email: bids@mbus.co.za

IMPORTANT NOTICE

1. Bidders are reminded that for any and all alterations in the bid document must be initialed / signed in full by the bidder's authorized signatory and or provide an accompanying letter on the bidder's official letterhead will indicate such alterations.
2. This bid, correctly endorsed, is to be addressed to the Supply Chain Management and must be deposited into the tender/ bid box at the Ground Floor: Main Entrance, Metrobus, No 1 Raikes Road Braamfontein, at the time and date shown herein. Under no circumstance will late tenders be accepted.
3. Failure to attend the compulsory briefing session (if applicable to the bid) will result in disqualification of the bid.
4. Failure to submit samples, if requested will result in disqualification of the bid.
5. The bid document is to be completed in ink and in full. It is not to be re-typed at all.
6. The bid document is to be submitted in full in the same order as issued, with all the sections attached.
7. In bid where Consortiums and Joint Ventures are involved, an agreement endorsed with signatures of all parties involved, must be submitted, and further each party must submit a separate proof of TCS / PIN / CSD number.
8. A certified B-BBEE status level verification certificate/sworn affidavit (for EME'S& QSE'S) must be submitted in order to qualify for preference points for B-BBEE.
9. The Name(s) or Surname of a bidder on the returnable documents should be the same as those on the Identity Document (ID), in a situation where there is inconsistency on the name(s) or surname, the onus is on the bidder to clarify that inconsistency by submitting supporting documents and/or an affidavit together with his/her bid/proposal. Failure to do that might lead to his/her bid not being considered.

FAILURE TO COMPLY WITH THE ABOVE REQUIREMENTS MAY DISQUALIFY THE BID

Bidder /s:.....

Street Address:.....

.....

Postal Address :.....

Telephone: **Fax :**

Cell : **E-Mail:**.....

No.	TABLE OF CONTENTS	SOURCE DOCUMENT
1.	INVITATION TO BID	MBD 1
2.	TAX CLEARANCE CERTIFICATE REQUIREMENTS	MBD 2
3.	DECLARATION OF INTEREST	MBD 4
4.	DECLARATION OF BIDDERS PAST SCM PRACTICE	MBD 8
5.	CERTIFICATE OF INDEPENDENT BID DETERMINATION	MBD 9
6.	RETURNABLE DOCUMENTS & REQUIREMENTS	
7.	GUIDELINES: DIGITALIZATION FOR ITS	

REQUEST FOR INFORMATION

YOU ARE HEREBY INVITED TO BID FOR THE FOLLOWING REQUIREMENTS OF METROBUS

RFI NUMBER: ICT01/2018-19

Briefing session: None

Closing Date: 1 April 2019

Closing Time: 11h00

THE FOLLOWING PARTICULARS MUST BE FURNISHED (FAILURE TO DO SO MAY RESULT IN YOUR BID BEING DISQUALIFIED)

NAME OF BIDDING ENTITY

POSTAL ADDRESS

STREET ADDRESS

TELEPHONE NUMBER CODE NUMBER

CELLPHONE NUMBER

FACSIMILE NUMBER CODE..... NUMBER.....

E-MAIL ADDRESS

VAT REGISTRATION NUMBER

HAS AN ORIGINAL VAT CERTIFICATE BEEN ATTACHED? Please tick appropriate box

YES NO N/A

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS/SERVICES OFFERED BY YOU? Please tick appropriate box IF YES ENCLOSE PROOF

YES NO N/A

CENTRAL SUPPLIER DATABASE NUMBER.....

SIGNATURE OF BIDDER

DATE

CAPACITY UNDER WHICH THIS BID IS SIGNED.....

TAX CLEARANCE CERTIFICATE REQUIREMENTS

It is a condition of bid that the taxes of the successful bidder must be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.

1. In order to meet this requirement bidders are required to submit the valid Tax Clearance Certificate
2. SARS will then furnish the bidder with a Tax Clearance Certificate that will be valid for a period of 1 (one) year from the date of approval.
3. The valid Tax Clearance Certificate must be submitted together with the bid. Failure to submit the valid Tax Clearance Certificate will result in the invalidation of the bid.
4. In bids where Consortia / Joint Ventures / Sub-contractors are involved, each party must submit a separate Tax Clearance Certificate.
5. Copies of the TCC 001 "Application for a Tax Clearance Certificate" form are available from any SARS branch office nationally or on the website www.sars.gov.za.
6. Applications for the Tax Clearance Certificates may also be made via eFiling. In order to use this provision, taxpayers will need to register with SARS as eFilers through the website www.sars.gov.za.

MBD 4

DECLARATION OF INTEREST

1. No bid will be accepted from persons in the service of the state¹.
2. Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority.
3. In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

3.1. Full Name of bidder or his or her representative:.....

3.2. Identity Number:.....

3.3. Position occupied in the Company (director, trustee, hareholder²):.....

3.4. Company Registration Number.....

3.5. Tax Reference Number:.....

3.6. VATRegistration Number:

3.7. The names of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.

3.8. Are you presently in the service of the state?

YES	NO
-----	----

3.8.1. If yes, furnish particulars.

¹MSCM Regulations: "in the service of the state" means to be –

- (a) a member of –
 - (i) any municipal council;
 - (ii) any provincial legislature; or
 - (iii) the national Assembly or the national Council of provinces;
- (b) a member of the board of directors of any municipal entity;
- (c) an official of any municipality or municipal entity;
- (d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);
- (e) a member of the accounting authority of any national or provincial public entity; or
- (f) an employee of Parliament or a provincial legislature.

² Shareholder" means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.

3.9 Have you been in the service of the state for the past twelve months?

YES	NO
-----	----

3.9.1. If yes, furnish particulars.....

3.10 Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and or adjudication of this bid?

YES	NO
-----	----

3.10.1. If yes, furnish particulars.

3.11 Are you, aware of any relationship (family, friend, other) between any other bidder and any persons in the service of the state who may be involved with the evaluation and or adjudication of this bid?

YES	NO
-----	----

3.11.1. If yes, furnish particulars

3.12 Are any of the company's directors, trustees, managers, principle shareholders or stakeholders in service of the state?

YES	NO
-----	----

3.12.1. If yes, furnish particulars.

3.13 Are any spouses, child or parent of the company's director's trustees, managers, principle shareholders or stakeholders in service of the state?

YES	NO
-----	----

3.13.1. If yes, furnish particulars.....

3.14 Do you or any of the directors, trustees, managers, principle shareholders, or stakeholders of this company have any interest in any other related companies or business whether or not they are bidding for this contract?

YES	NO
-----	----

3.14.1 If yes, furnish particulars:.....

4. Full details of directors / trustees / members / shareholders

Full Name	Identity Number	State Employee Number

.....
Signature

.....
Date

.....
Capacity

.....
Name of Bidder

DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

- 1 This Municipal Bidding Document must form part of all bids invited.
- 2 It serves as a declaration to be used by municipalities and municipal entities in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
- 3 The bid of any bidder may be rejected if that bidder, or any of its directors have:
 - a. abused the municipality's / municipal entity's supply chain management system or committed any improper conduct in relation to such system;
 - b. been convicted for fraud or corruption during the past five years;
 - c. willfully neglected, reneged on or failed to comply with any government, municipal or other public sector contract during the past five years; or
 - d. been listed in the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004).
- 4 **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

Item	Question	Yes	No
4.1	<ul style="list-style-type: none"> • Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector? <hr/> <ul style="list-style-type: none"> • (Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied). The Database of Restricted Suppliers now resides on the National Treasury's website (www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page. 	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.1.1	If so, furnish particulars:		
4.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? The Register for Tender Defaulters can be accessed on the National Treasury's website www.treasury.gov.za by clicking on its link at the bottom of the home page.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.2.1	If so, furnish particulars:		
4.3	Was the bidder or any of its directors convicted by a court of law (including a court of law outside the Republic of South Africa) for fraud or corruption during the past five years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

4.3.1	If so, furnish particulars:		
Item	Question	Yes	No
4.4	Does the bidder or any of its directors owe any municipal rates and taxes or municipal charges to the municipality / municipal entity, or to any other municipality / municipal entity, that is in arrears for more than three months?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.4.1	If so, furnish particulars:		
4.5	Was any contract between the bidder and the municipality / municipal entity or any other organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.7.1	If so, furnish particulars:		

CERTIFICATION

I, THE UNDERSIGNED (FULL NAME) _____

CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM TRUE AND CORRECT.

I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

Signature

Date

Position

Name of Bidder

CERTIFICATE OF INDEPENDENT BID DETERMINATION

- 1 This Municipal Bidding Document (MBD) must form part of all bids¹ invited.
- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).² Collusive bidding is a *per se* prohibition meaning that it cannot be justified under any grounds.
- 3 Municipal Supply Regulation 38 (1) prescribes that a supply chain management policy must provide measures for the combating of abuse of the supply chain management system, and must enable the accounting officer, among others, to:
 - a. take all reasonable steps to prevent such abuse;
 - b. reject the bid of any bidder if that bidder or any of its directors has abused the supply chain management system of the municipality or municipal entity or has committed any improper conduct in relation to such system; and
 - c. cancel a contract awarded to a person if the person committed any corrupt or fraudulent act during the bidding process or the execution of the contract.
- 4 This MBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
- 5 In order to give effect to the above, the attached Certificate of Bid Determination (MBD 9) must be completed and submitted with the bid:

I, the undersigned, in submitting the accompanying bid:

(Bid Number and Description)

in response to the invitation for the bid made by: **JHB METROBUS**

(Name of Municipality / Municipal Entity)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____ that:
(Name of Bidder)

- 1. I have read and I understand the contents of this Certificate;
- 2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
- 3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
- 4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign, the bid, on behalf of the bidder;
- 5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:

- (a) has been requested to submit a bid in response to this bid invitation;
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder
6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium³ will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
- (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation)
 - (c) methods, factors or formulas used to calculate prices;
 - (d) the intention or decision to submit or not to submit, a bid;
 - (e) the submission of a bid which does not meet the specifications and conditions of the bid; or
 - (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

Signature

Date

Position

Name of Bidder

¹ *Includes price quotations, advertised competitive bids, limited bids and proposals.*

² *Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.*

³ *Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract*

7. Returnable documents and requirements

Please note that failure to meet the requirements or to lodge the following documentation and/or proof thereof will lead to an immediate disqualification:

- a) -Registration on the National Treasury Central Database

And

- Submissions of a valid Tax Clearance Certificate or alternatively supply the unique pin number to access the Tax compliance status
 - Proof of company registration documents.
 - I.D. copies for directors/shareholders and share certificates
- b) Completed and signed MBD forms
 - c) BBBEE Certificate
 - d) Company Profile
 - e) FRI proposal
 - f) RFI financial proposal (Clearly marked as financial proposal)

NB: Bidders are required to submit technical proposal as well as financial proposals on two sealed separate envelopes.

GUIDELINES

Digitalization of MetroBus Buses for Intelligent Transport Systems For a Smart City

Draft Guideline: Digitization for ITS

a) Purpose

Metrobus requires a digitalized platform to enhance the services that are rendered to its customers to allow “mobility as a service” (MaaS) for passengers as part of the fourth industrial revolution to enhance connectivity of passengers. The digitalization is one of the smart city initiatives that will aim to optimize the intelligent transport systems

1. Digital Customer Onboarding

Customer onboarding is to build a customer information base for Metrobus when introducing the cashless card for intelligent transport systems.

The vendor should demonstrate how a customer user friendly interface on a mobile platform and internet platform; that should ask relevant 4-5 preselected questions from Metrobus, based on the onboarding of a commuter to a cashless card.

The acquisition data points from customers on the uptake and loading of the cashless cards must be stored on a cloud secured database by the vendor

2. Data Analytics

Data analytics on the developed customer base with certain preselected reports must be provided to Mbus on a preselected frequency basis. Frequent reports are to be provided as per timeline agreed upfront which is reviewed bi-annually. The existing customer data that is developed from the cashless on-boarding, however must evolve with time e.g.: age of a customer, home & work address options to update if the customer has changed locations.

Fluid reports that are to be provided from the customer database must be created on request from Metrobus in order to support the dynamic changing needs of the business requests to interrogate the ever evolving customer database. Fluid reports can become frequency reports. Fluid reports are to be provided as per timeline agreed, not exceeding than 3 working days overall

3. Wi-Fi Service

Metrobus requires a Wi-Fi connectivity inside the buses for the commuters to receive the communication from Metrobus.

The commuters must be able to access internet using this Wi-Fi.

The Wi-Fi should also be able to connect to Metrobus network in the depots to upload any required data from the buses.

The charging USB ports can be installed in the bus for users to be able to charge.

4. Customer Mobile App for Metrobus

The vendor must develop a mobile application for Metrobus customers within which the customer onboarding process to purchase a cashless card & upload more funds on the cashless card, can be instituted and processed. Cancellation of cashless cards by customers must also be able to be processed

The Mobile App is to serve as a POS application for MBUS which must integrate into the revenue system of Metrobus.

The mobile app must have the interface into the commuter website to update the customer statistics in real time.

5. Digital Controls on the Bus to ensure safety and maximize revenue collection

A) Tap and Tap Out:

The vendor to provide a tap in and tap out device, which is fully maintainable by the vendor.

The tap in and tap out device which records the volume of customers entering and leaving buses daily, should reconcile with the revenue generated from the buses using the cashless card system.

If there are discrepancies between volume of customers and revenue collected, detailed reports at operational and granular level must be provided to Metrobus.

B) Cameras

Maximum of Four automated HD Cameras must be installed in a bus and be maintained by the vendor. The cameras must have an option of live viewing and the stored footage be downloaded when required.

Exception reporting from the camera system on any anomalies must be provided on a daily basis.

C) Sensors/Readers

Any further sensors are to be provided, that could aid in providing controls within the bus regarding revenue collection and volume of customers boarding in a bus.

The readers must be able to categories the information per route

5. Digital Fare structures

- The solution should cater for changing the system to suit the various fare collection finance models that exist such Zonal versus Distance Based.
- As Metrobus can change fare collection finance modeling, the solution must be aligned as such to the latest fare collection finance model, with no cost to Metrobus in future from the vendor.

6. Reconciliation

- A reconciliation (i.e.: cash revenue to volume of passengers) automated process must be instituted that would contain the following outputs:

On a daily basis:

- Number of customers to revenue collected per bus
- Exception reporting on anomalies, reconciled to revenue outstanding On a monthly

basis:

- Bus profitability metrics reconciled to routes travelled

7.Asset Management

- All hardware (e.g.: validators) and software assets for the solution are to be owned by CoJ
- All assets must be tagged, tracked and automated to the CoJ asset book.
- All equipment must be maintained as per the SLA that would be set out with the vendor.
- Any equipment that becomes inoperable during its time of service must be replaced as outlined in the SLA to be set out with the vendor.

8.Digital Marketing

- The busses should be used as marketing platform for interested clients.
- The advertisers should be able to use the app to advise their products.
- The digital screens should be installed inside the buses to advise and generate revenue for Metrobus.

10. Technical Specification

A) The enterprise architecture must be submitted.

The tier 1, tier 2 and tier 3 levels of architecture must be submitted to provide a holistic view of how the entire intelligent transport system would work.

Tier 1 Architecture = customer/business level
Tier 2 Architecture = Integration level

Tier 3 Architecture= software/application level + hardware level

B) The business, data, application and technical architecture must be provided.

- Business
The business process on how the intelligent transport system will operate and need to be articulated. This must also then be transformed into solution architecture to highlight how the process will 'marry' to the technology at every level of the process.
- Data
All entry of data points from the intelligent transport system and data analytics that could be provided from the data points entries
- Application
All software applications to be used and interfaces with integration points with software
- Technical (Hardware)
All hardware to be used with allowable interfaces and integration points.

C) Disaster Recovery

- The vendor should demonstrate how they will render a high availability system

- The DR site must be approved by Metrobus with all DR related standards.

D) Backups

The service provider must provide the daily report on Backups and they must meet Metrobus retention period. The backups will need to be tested on quarterly basis

E) Licensing & Upgrades

All software and hardware licenses for the AFC solution must be included in the pricing.

All upgrades on any software and hardware + upgrades on any licensing for the AFC solution must be alerted to Metrobus from the vendor.

The upgrades of the hardware and software+ upgrades on any licensing must be done by the vendor at no cost to Metrobus.

The vendor must inform Metrobus at least a month in advance on any hardware and software + any licensing upgrades to ensure compliance at all times.

License pools are to be managed by the vendor, and any penalties thereof on licensing are the vendor's accountability and not Metrobus.

d) Back Office Processing

- 1) Metrobus reserves the right to outsource the back office processing when and if it deems necessary.

e) Integration and Interoperability

The intelligent transport system must have integration points into the SAP ERP system where revenue can be reported into on a daily basis for forecasting purposes.

The integration layer into SAP should not be of a separate cost to Metrobus.

The intelligent transport system should be fully interoperable and integratable into any EMV system and Enterprise Service Bus, that it would need to integrate to at a later stage when necessary, at no cost to Mbus.

f) Compliance Standards

ITIL
COBIT5
DPSA
Data Governance
Cloud Governance
ICASA
NDOT

g) Consolidated Specification elements of ITS Specification for RFI:

- 1) Customer Onboarding
- 2) Commuter Website
- 3) Customer Mobile App

- 4) Digital controls on the bus to ensure safety and maximize revenue collection
- 5) Digital Fare structures
- 6) Reconciliation
- 7) Asset Management
- 8) Digital Marketing
- 9) Technical spec---Data & IT
- 10) Back office processing
- 11) Integration & Interoperability
- 12) Compliance standards

NB: Bidders are required to submit technical proposal as well as financial proposals on two sealed separate envelopes.