

স্মারক নং- ০৫.০১.০০০০.০০১.৩৪.০০৩.২১-১০১০ তারিখ: ০৫.০৫.২০২১

তারিখ: ২৪/৫/২১

পরিপত্র

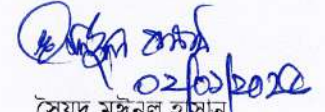
বিষয়: Procurement of Non-Consulting Services (PSN) Document ব্যবহারের ক্ষেত্রে Qualification Criteria নির্ধারণের বিষয়ে নির্দেশনা প্রসঙ্গে।

- সূত্র: ১। অত্র দপ্তরের স্মারক নং- ০৫.০১.০০০০.০০১.৩৪.০০৩.২১-১০১০ তারিখ: ১৭-০৬-২০২১।
২। অত্র দপ্তরের স্মারক নং- ০৫.০১.০০০০.০০১.৩৪.০০৩.২৪-২১৬৬ তারিখ: ১৮-১১-২০২৪।

উপর্যুক্ত বিষয় ও সূত্রস্থ স্মারকের পরিপ্রেক্ষিতে জানানো যাচ্ছে যে, Procurement of Non-Consulting Services (PSN) Document ব্যবহার করে দরপত্র আহ্বানের ক্ষেত্রে PSN Document এর (1). Section-2 Tender Data Sheet (TDS) এর General Experience, Specific Experience ও Qualifications, Experience, and Task (2). Section-4. Particular Conditions of Contract (3). Section-6 Activity Schedule (ITT Sub Clause 22.2) এবং (3). Section-7 Terms of Reference (TOR)/ Performance Specification নির্ধারণে সংযুক্ত RHD Sample অনুসরণ করার জন্য নির্দেশ প্রদান করা হলো (কপি সংযুক্ত)। প্রাক্কলন ও দরপত্র প্রস্তুতের সময় প্রয়োজনীয় যন্ত্রপাতি, মূল্য ও সহায়ক জনবল এর পরিমাণ সওজ এর ম্যানেজমেন্ট ইনফরমেশন সেল (এমআইএস) এর সাথে যোগাযোগপূর্বক যৌথভাবে নির্ধারণ করতে হবে।

উল্লেখ্য যে, ১নং সূত্রস্থ পত্রের গ-১ নং নির্দেশনা এতদসঙ্গে পুনঃস্থাপন করা হলো এবং নিম্নস্বাক্ষরকারী কর্তৃক স্বাক্ষরিত ২নং সূত্রস্থ পত্রটি বাতিল করা হলো।

সংযুক্তি: বর্ণনামতে।



সৈয়দ মঈনুল হাসান
পরিচিতি নং- ০০১০৪৮

প্রধান প্রকৌশলী (চলতি দায়িত্ব)

বিতরণ:

- ১। অতিরিক্ত প্রধান প্রকৌশলী, সওজ, ঢাকা জোন/ময়মনসিংহ জোন/ চট্টগ্রাম জোন/ কুমিল্লা জোন/ সিলেট জোন/ রাজশাহী জোন/ রংপুর জোন/ খুলনা জোন/ বরিশাল জোন/ গোপালগঞ্জ জোন/ যাত্রিক জোন/ টেকনিক্যাল সার্ভিসেস উইং/ম্যানেজমেন্ট সার্ভিসেস উইং/ ব্রিজ ম্যানেজমেন্ট উইং/ প্রকল্প পরিচালক, সওজ, সাসেক সড়ক সংযোগ প্রকল্প-২/ আশুগঞ্জ নদীবন্দর-সরাইল-ধরখার-আখাউরা-স্থলবন্দর মহাসড়ক ৪-লেনে উন্নীত প্রকল্প/ সিলেট তামাবিল মহাসড়ক পৃথক এসএমডিটি লেন সহ ৪ লেনে উন্নীতকরণ প্রকল্প/ মাতারবাড়ী বন্দর উন্নয়ন প্রকল্প (সওজ অংশ)/ মাতারবাড়ী কয়লা নির্ভর বিদ্যুৎ উৎপাদন কেন্দ্র নির্মাণ প্রকল্প (সওজ অংশ)/ ওয়েস্টার্ন বাংলাদেশ ব্রিজ ইমপ্রুভমেন্ট প্রজেক্ট/ ফ্রস বর্ডার নোটওয়ার্ক ইমপ্রুভমেন্ট প্রজেক্ট/ গ্রেটার ঢাকা সাসটেইনেবল আরবান ট্রান্সপোর্ট (বিআরটি) প্রকল্প/ সাসেক ঢাকা- সিলেট করিডোর সড়ক উন্নয়ন প্রকল্প/ পিপিপি'র ভিত্তিতে ঢাকা বাইপাস ৪ লেনে উন্নীতকরণ প্রকল্প/ উইকেয়ার ফেজ-১: বিনাইদহ-যশোর মহাসড়ক (এন-৭) উন্নয়ন প্রকল্প/ কুমিল্লা (ময়নামতি)- রাঙ্গাবাড়ীয়া (ধরখার) জাতীয় মহাসড়কে (এন-১০২) চারলেন জাতীয় মহাসড়কে উন্নীতকরণ প্রকল্প/ পাবলিক প্রাইভেট পার্টনারশীপ (পিপিপি) ভিত্তিতে হাতিরঝিল-রামপুরা সেতু-বনশ্রী-শেখের জায়গা-আমুলিয়া-ডেমরা মহাসড়ক চারলেনে উন্নীতকরণের জন্য সহায়ক প্রকল্প/ টেকনিক্যাল এসিস্ট্যান্স ফর রোড ট্রান্সপোর্ট কানেক্টিভিটি ইমপ্রুভমেন্ট প্রজেক্ট প্রিপারেটরী ফ্যাসিলিটি/ বাংলাদেশ সড়ক নিরাপত্তা প্রকল্প/ সিলেট-চরখাই-শেওলা মহাসড়ক উন্নয়ন প্রকল্প/ ময়মনসিংহে কেওয়াটখালি সেতু নির্মাণ প্রকল্প / সাইনবোর্ড-মোডেলগঞ্জ-রায়েন্দা-শরণখোলা-বগী সড়কের (আর-৭৭৩) ১৭তম কিলোমিটার পানগুচি নদীর উপর পানগুচি সেতু নির্মাণ / বরিশাল (দিনারের পুর)- লক্ষ্মীপাশা-দুমকি সড়ক (জেড-৮০৪৪) এর ২৭তম কিলোমিটারে পাণ্ডব পায়রা নদীর নলুয়া-বাহেরচর সেতু নির্মাণ প্রকল্প/ গল্পামারী-বটিয়াঘাটা-দাকোপ- নলিয়ান ফরেস্ট সড়ক (জেড-৭৬০৬)- এর ২৮তম কিলোমিটারে চুনকুড়ি নদীর উপর সেতু নির্মাণ প্রকল্প/ চট্টগ্রাম কক্সবাজার মহাসড়ক উন্নয়ন প্রকল্প(i)/

গীর আওতাধীন সকল দপ্তরে এ নির্দেশনা বিতরণ ও প্রতিপালন নিশ্চিত করার জন্য বলা হল।

- ২। তত্ত্বাবধায়ক প্রকৌশলী, সওজ,।
৩। নির্বাহী প্রকৌশলী, সওজ,।

অনুলিপি (সদয় অবগতির জন্য):

সিনিয়র সচিব, সড়ক পরিবহন ও মহাসড়ক বিভাগ, সড়ক পরিবহন ও সেতু মন্ত্রণালয়, বাংলাদেশ সচিবালয়, ঢাকা।

অনুলিপি:

- ১। অতিরিক্ত প্রধান প্রকৌশলী, সওজ, পরিকল্পনা ও রক্ষণাবেক্ষণ উইং, সড়ক ভবন, তেজগাঁও, ঢাকা।
২। সিনিয়র সিস্টেম এনালিস্ট, সওজ, ম্যানেজমেন্ট ইনফরমেশন সেল, সড়ক ভবন, তেজগাঁও, ঢাকা। সংযুক্তিসহ পত্রটি সওজ ওয়েব সাইটে প্রকাশের জন্য বলা হল।

| As in PSN Document (CPTU Standard Document) | Recommended Clauses of the PSN Document for RHD |
|--|--|
| <p>The minimum number of years of general experience of the Tenderer in contracting industries in the public sector as Prime Contractor/Subcontractor/Management Contractor shall be [state number] years.</p> <p><i>[a minimum of three (3) years would be deemed reasonable; years counting backward from the date of publication of IFT in the newspaper]</i></p> | <p>The minimum number of years of general experience of the Tenderer in the public or private sector as Prime Contractor / Sub-Contractor / Management Contractor shall be 3 (Three) years.</p> |
| <p>The minimum specific experience as a Prime Contractor in providing non-Consultant Service of at least ONE contract of similar nature, complexity, and methods/technology completed over a period of three (3) years each with a value of at least of Tk [insert amount] shall be required.</p> <p>Contracts for providing Service will be treated as similar nature.</p> <p>[PE is required to specify here the nature, physical size, complexity, methods/technology or other characteristics satisfying the requirements for similarity within the scope of the proposed non-Consultant Service]</p> <p><i>[the minimum number of contracts will depend upon the size and type of the Service, and the Procuring Entity should make its own judgement based upon its experience in the sector and the contracting industry. For large value Service, it could be one (1) contract of similar nature during the last three (3) years or five (5) years or ten (10) years as appropriate; years counting backward from the date of publication of IFT in the newspaper]</i></p> <p><i>[the minimum value of the similar Service under a single or multiple number of contract(s) is recommended to be between 50 and 75 percent of the estimated cost of the proposed non-Consultant Service]</i></p> | <p><u>For New Toll Plaza (Where Supply, Installation, Commissioning & Operation and Maintenance/Management is required):</u></p> <p>The minimum specific experience as a Prime Contractor in the public or private sectors providing Service of Real-Time Web-Based or Software based Computerized Toll Collection/Weigh Scale System (Supply, Installation, Commissioning, Operation and Maintenance/ Operation & Management) or development, operation, and management of a software-based financial management system in a single contract successfully completed over a period of last 20 (twenty) years with a value of at least of Tk [insert amount] shall be required. [Years counting backward from the date of publication of IFT in the newspaper].</p> <p>Private Sector Experience shall be within the national Territory (Bangladesh).</p> <p>A substantial or Partial Completion certificate shall not be considered as specific experience.</p> <p>For Experience of similar nature, the duration of the completed contract shall be of at least 1 (one) year and the Experience certificate shall be an authenticated completion certificate issued by the concerned/competent authority.</p> <p>In case of fee or service charge contract, the total fee or service charge paid against a single contract shall be treated as the contract amount in similar nature of contract.</p> <p><i>[the minimum value of the similar Service under a single contract is recommended to be between 50 and 75 percent of the total estimated cost over one (1) year of the proposed non-Consultant Service]</i></p> <p><i>[Example: Suppose the total estimated cost for installation, Commissioning, Operation & Maintenance/Management is 12.00 crore for three years, then the required contract value for similar experience will be $12/3 \times (50-75) \% = 2.0$ crore to 3.0 Crore.]</i></p> |

| As in PSN Document (CPTU Standard Document) | Recommended Clauses of the PSN Document for RHD |
|--|--|
| | <p><u>For Existing Toll Plaza (Where only Operation and Maintenance/Management is required):</u></p> <p>The minimum specific experience as a Prime Contractor in the public or private sectors providing Service of Real-Time Web-Based or Software-based Computerized Toll Collection/ Weigh Scale System (Operation and Maintenance) or development, operation and management of a software-based financial management system in a single contract successfully completed under any government/semi-government/ autonomous/ reputed private organization over the last 20 (twenty) years with a value of at least of Tk <i>[insert amount]</i> shall be required. [Years counting backward from the date of publication of IFT in the newspaper]</p> <p>Private Sector Experience shall be within the national Territory (Bangladesh).</p> <p>A substantial or Partial Completion certificate shall not be considered as specific experience.</p> <p>For Experience of similar nature, the duration of the completed contract shall be of at least 1 (one) year and the Experience certificate shall be an authenticated completion certificate issued by the concerned/competent authority.</p> <p>In case of fee or service charge contract, the total fee or service charge paid against a single contract shall be treated as the contract amount in a similar nature of contract.</p> <p>[the minimum value of the similar Service under a single contract is recommended to be between 50 and 75 percent of the total estimated cost over one (1) year of the proposed non-Consultant Service]</p> <p>[Example: Suppose the total estimated cost for installation, Commissioning, Operation & Maintenance/Management is 12.00 crore for three years, then the required contract value for similar experience will be $12/3 \times (50-75) \% = 2.0$ crore to 3.0 Crore.]</p> |




ITT
13.1

The Key Personnel shall have the following qualifications and experience as a minimum:

| Position & Salary | Qualifications, Experience, and Task |
|---|---|
| <p>*KS-1: Operational Director cum Manager</p> <p>Salary: 85000/- (Without VAT and TAX)</p> | <ol style="list-style-type: none"> 1. Master's in Business Administration (MBA)/B.Sc. in Computer Science & Engineering /Engineering/ Computer Science/ IT/ Software/MIS. 2. Must have at least 10 year's working experience. 3. Must have at least 3 years of specific experience in Toll collection systems/Weigh Bridge/Software-based financial management systems. <p>Tasks:</p> <p>His/her major responsibilities shall include but not necessarily be limited to the following:</p> <ul style="list-style-type: none"> • Coordinate the Toll Operation and Management System • Maintain liaison with other related agencies • Guide and supervise the Operation and Management activities, • Compare alternative plans and find out the suitable solutions concerning adaptive measures to safeguard the Toll Collection • Preparation of different reports as required for the Operation and Management • Attend meetings with other related agencies, as and when required |
| <p>*KS-2: System Analyst</p> <p>Salary: 85000/- (Without VAT and TAX)</p> | <ol style="list-style-type: none"> 1. Bachelor of Science (B.Sc.) in any discipline. 2. Must have at least 5 years of working experience. 3. Must have at least 2 years' experience as System Analyst in computerized Toll collection systems/Weigh Bridge/ IT sectors. <p>Tasks:</p> <p>His/her major responsibilities shall include but not necessarily be limited to the following:</p> <ul style="list-style-type: none"> • Guide the software development team in updating the available data; • Assess the medium to long-term changes in the software • Participation in field activities of the Operation and Management • Contribute to preparing different reports • Maintain liaison with the Client • Assist the Operation Director in the interaction meetings and preparing reports |
| <p>*KS3- Programmer</p> <p>Salary: 80,000/- (Without VAT and TAX)</p> | <ol style="list-style-type: none"> 1. Bachelor's Degree in Science/Computer Science/Computer/Software Engineering. 2. Must have at least 5 years working experience 3. Must have at least 2 years' specific experience as a Programmer / Database Administrator/Network Engineer <p>Tasks:</p> <p>His/her major responsibilities shall include but not necessarily be limited to the following:</p> <ul style="list-style-type: none"> • Guide the software development team in updating the available data; • Assess the medium to long-term changes in the software • Participation in field activities of the operation • Contribute to preparing different reports • Maintain liaison with the Client • Assist the Operation Director in the interaction meetings and preparing reports |

Signature

Signature

Signature

| | |
|---|--|
| <p>*KS-4: Database Administrator</p> <p>Salary: 90,000/- (Without VAT and TAX)</p> | <p>1. Bachelor's Degree in Science/Computer Science/Computer/Software Engineering. 2. Must have at least 5 years working experience 3. Must have at least 2 year's specific experience as a Database Administrator /Network Engineer/ Programmer</p> <p>Tasks:</p> <ul style="list-style-type: none"> • Carry out all necessary work for the management of toll software. • Assist with the daily activity of the Toll Collection system and generating reports; |
| <p>*KS-5: Network Engineer/System Maintenance Engineer.</p> <p>Salary: 50,000/- (Without VAT and TAX)</p> | <p>1. Bachelor's Degree in Science/Computer Science/Computer/Software Engineering. 2. Minimum 3 years' working experience 3. Minimum 2 years' experience as a Network Engineer/ Programmer/Database Administrator</p> <p>Tasks:</p> <p>His/her major responsibilities shall include but not necessarily be limited to the following:</p> <ul style="list-style-type: none"> 4. Carry out all necessary networking and maintenance works of toll hardware, accessories, and software. 5. Assist with the daily activity of the Toll Collection system; |
| <p>*KS-6: Toll Monitoring Officer</p> <p>Salary: 35,000/- (Without VAT and TAX)</p> | <p>1. Bachelor's Degree in any discipline/ Diploma in EEE/IT/Software/Computer Science 2. Minimum 1 years' experience in the IT Sector.</p> <p>Tasks:</p> <p>His/her major responsibilities shall include but not necessarily be limited to the following:</p> <ul style="list-style-type: none"> • Monitor the toll collection system through CCTV and video recording. • Ensure the compliance of revenue collection with the number of vehicles passing through. |

**[The necessary key personnel will be incorporated in the Bill of Quantities (BoQ) based on a joint assessment conducted by the relevant field office and RHD's Management Information Cell. The salary for the key personnel is allocated solely to prepare the estimate.]*

1. The Workstations of the listed Key Personnel will be either at the toll plaza or the PE's Monitoring/Control Centre.
2. The above list includes the key personnel likely required for the Toll Collection System. The PE may also include an appropriate number of support staff listed in Section 6: Activity Schedule to ensure the smooth operation and management of toll collection activities.
3. All proposed Key Personnel must meet the minimum qualification and experience requirements specified in the Tender Document. Proof of the key personnel's specific experience must be submitted with the tender document.
4. The submitted tender document shall include the names of the support staff, their qualifications as per the TOR, and copies of their national ID cards.

20/12/28

Section 4. Particular Conditions of Contract

| GCC Clause | Amendments of, and Supplements to, Clauses in the General Conditions of Contract |
|------------|---|
| | IFTIDENTIFICATION NO: |
| 1.1 (j) | <p>The Employer is:</p> <p>Roads and Highways Department Represented by Superintending Engineer, RHD, Road Circle,</p> <p>The Service Provider is</p> <p><i>[name, address and name of authorized representative]</i></p> |
| 1.1 (n) | <p>The Intended Completion Date is 36 (Thirty Six) Month from the date of signing of the contract.</p> <p>The Contract may be extended by the Employer, if necessary.</p> |
| GCC 2.1 | <p>The addresses for Communications and Notices are:</p> <p>Employer</p> <p>Attention : Facsimile : E-mail :</p> <p>Service Provider</p> <p>Attention : Facsimile : E-mail :</p> |
| GCC 11.1 | <p>The date on which this Contract shall come into force is on the date the Contract is signed by both parties <i>[insert date]</i>.</p> <p>If the selected operator does not perform the full-fledged operation of the toll collection systems within 60 (Sixty) days from the commencement date then the contract will be terminated by the PE in accordance with PPR-2008.</p> |
| GCC 12.1 | <p>The Starting Date for the commencement of Services shall be:</p> <p>As mentioned in the Notice to Commence letter issued by the Employer to the Service Provider.</p> |
| GCC 13.1 | <p>The Intended Completion Date of the Contract is:</p> <p>36 (Thirty-Six) Months from the Start Date of Toll Collection Service Contract.</p> |

Section 6. Activity Schedule
(ITT Sub Clause 22.2)

Table A

| Item No | Description of Items of Service (in sufficient detail) | | | | Amount (in Taka) |
|---------|---|-----------------|--|--|------------------|
| *1 | Supply of necessary Equipment, hardware, and other accessories required for the Toll Collection System during Operation & Maintenance (Details Attached in Table B) | | | | |
| 2 | Operation of Toll Collection System (Details Attached in Table C) | | | | |
| 3 | Installation & Maintenance of Toll Collection System (Details Attached in Table D) | | | | |
| 4 | Total Costs: | | | | |
| | | Amount in words | | | |

*The necessary equipment will be incorporated in the Bill of Quantities (BoQ) based on a joint assessment conducted by the relevant field office and RHD's Management Information Cell.

Table: Required Support Staff and Salary:

| SL No. | Support Staff Position | Man-Months [to be provided by PE] | Basic rate in Taka For All City Corporation and SAVAR Municipal (Inclusive of Tax and VAT) | Basic rate in Taka For Other Places (Inclusive of Tax and VAT) | Qualification |
|--------|---|--------------------------------------|--|--|--------------------------|
| 1 | Toll Operation Manager | - | 35000/- | 35000/- | Bachelor |
| 2 | Accountant | - | 35000/- | 35000/- | Bachelor |
| 3 | Toll / Weigh Scale Supervisor | - | 23100/- | 22400/- | H.Sc |
| 4 | Toll Collector / Toll Operator | - | 23100/- | 22400/- | S.Sc |
| 5 | Weigh Scale Operator | - | 23100/- | 22400/- | S.Sc |
| 6 | Electrician | - | 23100/- | 22400/- | S.Sc |
| 7 | Generator & Pump Operator | - | 23100/- | 22400/- | Eight Grade |
| 8 | Ansar Security Personnel/ Private Security | - | 21200/- | 20500/- | As per govt. recruitment |
| 9 | Cook | - | 21500/- | 20900/- | Class Eight Pass |
| 10 | Gardener | - | 21500/- | 20900/- | Class Eight Pass |
| 11 | Cleaner | - | 21200/- | 20500/- | Class Eight Pass |
| 12 | Signal Man | - | 21200/- | 20500/- | Class Eight Pass |
| 13 | Office Assistant | - | 21200/- | 20500/- | Class Eight Pass |

| SL No. | Description | Month [to be provided by PE] | Quoted Rate [To be filled by Bidder] |
|--------|--|---------------------------------|---|
| 14 | Monthly Overhead, Profit & other Charges associated with the Salary of Support Staff | - | |

Note:

1. The basic monthly rate for the support staff has been prepared following the Government outsourcing policy. The quoted rate shall not be less than the rate indicated in the table above which has also been outlined in the document under ITT Clause 20.
2. In case of the basic rate for the Man-Month quoted by the tenderer is less than the rate mentioned in the above table; then TEC (Tender Evaluation Committee) shall determine the basic rate for the man-month as per the above table and shall calculate the corrected tender price with the prior consent from the tenderer. If any tenderer fails to consent to the corrected tender price, the tender shall be deemed non-responsive.
3. Total cost shall be entered by the Tenderer which shall be inclusive of profit, overhead, all kinds of applicable taxes, customs duties, fees, levies, VAT, and other charges payable by the Service Provider under the contract.
4. Unit rates for each item shall be entered by the Tenderer which shall be inclusive of all kinds of applicable taxes, customs duties, fees, levies, VAT, and other charges payable by the Service Provider under the contract.
5. The Procuring Entity (PE) will finalize the list of personnel as required.

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Section 7. Terms of Reference (TOR)/ Performance Specification

Toll Collection Activity and Operation & Maintenance of Real-Time Web-Based Toll Collection System for for 3(Three) years under Road Division during the year

BACKGROUND

.....
(Briefly the Background information/Introduction of the Bridge/Highway)

Purpose of the Service:

The objective of the service is Toll Collection Activity and Operation & Maintenance of Real-Time Web-Based Toll Collection and Weigh Scale Management (optional if a Weigh Scale exists at the Toll Plaza) System for the collection of tolls and fines while vehicles pass the existing toll/weigh-scale booths of toll plaza of Bridge at km of Road under Road Division. This service includes supply, installation, commissioning of equipment, hardware, and accessories, etc. (if necessary) required for the web-based toll collection system and also includes integration of the RHD-owned software-Toll Collection and Management System (TCMS) with the existing toll collection system as per instruction of the client. Therefore, a new service provider is required for smooth Toll Collection Activity and Operation & Maintenance of the Toll collection & Weigh Scale (optional if Weigh Scale exists at Toll Plaza) system for years.

Areas included in the Scope of services

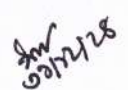
Toll Collection Activity and Operation & Maintenance of Toll Collection & Weigh Scale (optional if Weigh Scale exists at Toll Plaza) system with Toll Plaza, Staff and Security management at Bridge at km of Road under Road Division using web-based real-time Modern Electronic/ Computerized system for the contract period. Major areas/Scope of services include but are not limited to the following:

- Supply, Installation, and Commissioning of equipment, hardware, and accessories, etc. (if necessary) required for the web-based toll collection system and also includes integration of the RHD-owned software-Toll Collection and Management System (TCMS) with the existing toll collection system as per the instruction of the client.
- Web Based Toll Collection Activities through the system installed for vehicular traffic and also for the weigh scale system.
- Operation and Maintenance (O&M) of Real-Time Web-Based Toll Collection & Weigh Scale (optional if Weigh Scale exists at Toll Plaza) system including monitoring.
- Installation and maintenance of RFID/ANPR/AVC-based "Touch-and-Go"/Fast Track/ETC" Toll Collection System.
- The Web-Based Toll Collection system should be fully operational and functional all the time (24/7) within the contract period.

Detailed Definition of Services

RHD has its Head Office in Dhaka and site offices at Bridge. The primary point of service shall be at The Bridge Toll Plaza, monitoring site will be at the RHD Head Office, Road Transport and Highways Division, Ministry of Road Transport and Bridges. The assignment will be on the operation and management of existing web-based Real-time Multi-Station Monitoring of Modern Electronic /Computerized Toll collection and weigh scale system by linking the system with the Bangladesh Road Transport Authority (BRTA) database using Radio Frequency Identification (RFID)/ Automatic Number-Plate Recognition (ANPR) Camera and Automatic Vehicle Classification (AVC) features. The vehicles not having RFID tags or license plate numbers should be recognized by the ANPR camera, and







AVC based on the physical structure of the vehicle shall be integrated. The system shall generate an exempted vehicle list with a license plate number. All transactions including laden weight, additional charge (if any), and vehicle footage can be monitored in Real-Time simultaneously from the Toll Plaza, RHD..... Zone Office, RHD..... Circle Office, RHD Division Office, RHD Head Office, and RTHD along with a mobile surveillance option. During the Operation & Maintenance of the system, RHD shall engage the Bangladesh Computer Council (BCC) whenever required as per the requirement of the Procuring Entity (PE) for auditing the system regarding any incompliance with the scope of services (if applicable) as well as for compliance certificate regarding the reliability of Software and Hardware of the above-mentioned system. For the Weigh Scale (optional if Weigh Scale exists at Toll Plaza) system, a compliance/calibration certificate shall be obtained from BSTI/BUET. The Service Charge or any other claims by BCC, BSTI/BUET should be borne by the Service Provider. After compliance, the Service Provider must submit a Technical Write-up related to the system. For all the equipment, hardware, and accessories installed by the service provider warranty should be submitted along with the Technical Write-up and operational procedures along with the license to the client that shall be the property of the employer/client.

From the 1st day of handing over the site, the service provider will start the Operation & Maintenance (O&M) of toll collection using the existing RHD-owned TCMS software and continue to perform the said job for the contract period. In case of any toll plaza where presently TCMS does not exist, the service provider shall have to install the TCMS with necessary assistance/technical support from the RHD Management Information Cell/Client. Collected total money (Toll + Penalty from overloaded vehicles) shall be deposited to Government funds by engaging any Schedule Bank. The service Charge or any other claim by the bank shall be borne by the Service Provider.

Client shall monitor or survey all information along with number of the vehicles crossing the toll plaza against the toll chart deposited by the service provider. The service provider shall ensure to the client any time period vehicle information is visible to the client. The Service Provider will ensure total Backup Support round the clock including all required equipment, hardware, accessories, etc., and ensure Traffic Management, Safety, and Security support within the toll plaza area.

The service provider shall make available all the surveyed data and reports to other agencies concerned, as and when required, on permission of the client (RHD). The service provider will make necessary arrangements for site investigations as needed for performing the assigned tasks and will provide all support for the effective delivery of the services as stipulated in the scope of works as per TOR.

The Service Provider will carry out the cleaning of the entire Bridge or Axle load jurisdiction along with the toll plaza area, and toll plaza administrative buildings as well as ensure the security of the areas and related other works on a regular basis during the contract period.

The above Toll Operating system and Surveillance system should be fully operational and functional without any interruption for all the time during the contract period.

During the Operation & Maintenance of the system, the Service Provider shall provide an upgraded or integrated operation and maintenance manual for all systems and provide an execution module of the Statement of Work (SW) including all software(s) as per contract agreement.

The Service Provider shall have to ensure backup data at regular intervals in case of malfunction.

Service Provider will have to pay the entire electric bill/utility bill generated from the toll plaza, bridge lighting, security, surveillance, etc.

The employer reserves the right to reject any of the works or services that are unsatisfactory or not in accordance with the contract document or as per applicable law of Bangladesh. For any malfunction of toll equipment and weigh scale system if repair works are unavoidable, in that case, Service Provider will have to inform the matter beforehand to PE and should submit a work plan of repair or troubleshooting that must be accepted by the client.

After completion of the contract, the Service Provider will hand over all the system and software-related information including software source code(s) (if applicable), outputs, and execution modules to the Employer. After handover, if the Employer fails to operate the system by itself or by a third party due to failure in the part of the Service Provider, then the Service Provider's Performance Security shall be forfeited.

Any software (if applicable), equipment, hardware accessories, etc. procured under this contract shall be the property of the employer/client.

The Service Provider shall have to collect toll charges for this bridge/Highway/Expressway as per the Classification and rates of vehicles approved by the Road Transport and Highways Division, Ministry of Road Transport & Bridges, Dhaka, and as per axle load operation policy/Government order.

- The rates may be changed as per government circular. In that case, the latest rate will govern.
- Operator shall provide a daily account statement of Collected Toll accompanied by a summary statement sent to the respective RHD site Office and Head Office.
- The Operator shall send compiled statements of Collected Toll on a monthly basis to RHD Head Office.

Duration Of Services and Reporting

The service shall be carried out within a period of months and any subsequent extension under the PPA 2006 and PPR 2008.

General Activities of the Service Provider

Daily Activities:

- ❖ Collection and deposition of Toll/Fine from vehicles passing the toll plazas. Deposition of toll money shall be as per the Toll Policy 2024.
- ❖ Submit Daily Collected toll statements through SMS/e-Mail to the Procuring Entity (PE) and concerned other offices.
- ❖ Traffic control and lane management.
- ❖ Cleaning bridges/Highways and Toll Plaza area & office buildings and others as per activity schedule
- ❖ Report any type of accidental case
- ❖ Any information needed by the client.

Weekly Activities:

- ❖ Submit weekly toll/fine collection and deposition report.
- ❖ Comparative statement preparation and submission
- ❖ Any information needed by the client.

Monthly Activities:

- ❖ Compile daily activities and submit the monthly toll/fine collection report
- ❖ Submit accidental or any other incidental report
- ❖ Submit maintenance report of existing software, hardware, equipment, and accessories used for toll collection/operation system
- ❖ Any information needed by the client.

Every Six Months:

- ❖ Compile Monthly Report with a comparative statement

Specific Activities of Service Provider:

The specific activities are as below:

- Start toll collection, Operation & Maintenance of the existing system from the date of the contract or as instructed by the client and continue the Toll Collection, Operation & Maintenance of the system for the contract period.
- Supply, Installation, and Commissioning of equipment, hardware, accessories, etc. (if necessary) required for the web-based toll collection and weigh scale management system and also includes integration of the RHD-owned TCMS Software with existing toll collection system as per instruction of the client.
- Collection and deposition of Toll by using the existing/RHD TCMS from vehicles crossing the Bridge/Highway/Expressway for the contract period.
- Maintaining the web-based online real-time multi-station toll monitoring system with an electronic toll collection feature.

- Operation and maintenance of the total system (toll collection and weigh scale system) including all hardware, equipment, network connectivity, required accessories, etc. for the contract period
- Establishing and maintaining the link with the BRTA database using RFID tags for Vehicle Classification and Installation of RFID/ANPR or AVC-based "Touch-and-Go" /Fast Track/ETC System that can be monitored **(all types of data, pictures, and video footage regarding toll management)** real-time simultaneously from the Toll Plazas, RHD Zone Office, RHD Circle Office, RHD Division Office, RHD Head Office, and RTHD by not only in the monitor but also in mobile surveillance;
- Maintenance of existing Centralized Toll Management System with database access to BRTA vehicle database for automatic vehicle classification which can be monitored (all transactions including a transaction amount and vehicle footage record) in Real-Time simultaneously from the Toll Plazas, RHD Zone Office, RHD Circle Office, RHD Division Office, RHD Head Office, and RTHD.
- Maintaining all related Hardware, Equipment, accessories, RHD TCMS, Networks, etc. to manage traffic including Automated Toll Barriers, Lane Processors along with Display, Indoor & Outdoor IP Cameras, CCTV, Network Video Recorder (NVR), etc.;
- Maintaining all related Hardware and Networks along with the setup of requisite POS Terminals at a local Data Center with backup facilities including power equipment at the Toll Plaza.
- Maintenance of Central Data Server, Backup Server including main disaster recovery server, backup disaster recovery server, and all related Hardware and Software
- of the entire Bridge or Axle load jurisdiction along with the toll plaza area, and toll plaza administrative buildings as well as ensure security of the areas and related other works regularly during the contract period;
- Service Provider shall provide daily account statement of Toll Collected accompanied by a summary statement sent to respective RHD site Office and Head Office;
- The Service Provider shall send compiled statements of Collected Toll with the number of vehicles on a monthly basis to RHD local and Head Office
- Ensure Traffic Management, Safety, Fire Safety, and Security support within the project area.
- Supply of all types of toiletries, stationeries, cookery, and others for toll plaza as per the activity schedule.
- Networking with the Bank for Auto Data Transfer of Collected Toll.
- Technology Transfer and Institutional Training.
- Operation and maintenance of the toll collection system and Weigh Scale management system at the toll plaza site shall be guided by "Toll Policy 2024 and Motor Vehicles Axle Load Control Station Operation Policy - 2012"
- The Service Provider will ensure the minimum wages for the support staff as set by the Government Circular on Outsourcing Policy and as instructed in the Activity Schedule of the tender document.
- The Service Provider shall have to follow the particular specifications attached with the tender document (if any) for the supply, installation, and commissioning of equipment, hardware, accessories, etc. required for the toll collection system as mentioned in the activity schedule (BOQ) with prior approval from the client. Any equipment, hardware, accessories, etc. procured under this contract shall be the property of the client.
- The Service Provider shall have to ensure full-fledged operation of the toll collection system as per contract clauses and failure to do that shall be treated as non-compliance and the client can terminate the contract

Training

Providing adequate training to various users is essential for the successful implementation of the contract. Training needs to be provided to people from the senior management, the supervisory management team, and other relevant staff as per the details given below:

| Sl # | Category of Officers | Type of Training | Duration (Days) | No. of Person |
|----------------|-------------------------|--|------------------|------------------------|
| Local Training | | | | |
| i | RHD Officials/ Ministry | Familiarization sessions of the toll collection system and maintenance (specify as Overseas/Local) | Specify duration | Specify no. of persons |

Training needs to be conducted based on a requisite mix of theory & practical and operational sessions.

Equipment and Consumables

The Service Provider shall make available, all necessary equipment, machinery, and materials as required to adequately perform the services.

RHD's Responsibilities

The concerned officers of RHD shall assist the service providers team, as required, providing data and reports relevant to carrying out the customization and toll operation work. The client and RHD Management Information Cell will assist the service provider regarding the TCMS integration and other support from time to time. The Service Providers shall also work with the Field Office of RHD. The Service Providers shall have regular meetings with relevant RHD officers to discuss technical and toll management issues. Any unresolved issues, either technical or otherwise, should be taken up with the client. RHD will provide or make available data, services, and facilities to the Service Providers, if available.

Requirements for Service Provider's Staff

QUALIFICATIONS AND TASKS OF PROFESSIONAL STAFF

Key Professional/Personnel:

The Service Providers are encouraged to use the expertise available in Bangladesh to the extent possible. The Service Providers are free to propose a staffing plan and skill mix necessary to meet the objectives and scope of the services. Following is the list of key personnel required to carry out the assignment.

| Position | Qualifications Experience and Tasks <i>[To be filled by PE as required]</i> | Input (Man-Month) |
|----------|--|-------------------|
| | | |
| | | |
| | | |
| | | |

QUALIFICATIONS AND TASKS OF SUPPORT STAFF

| Position | Qualification, Experience and Tasks <i>[To be filled by PE as required]</i> | Input (Man-Month) |
|----------|--|-------------------|
| | | |
| | | |
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| | | |

Note: For toll collection experience: Working in electronic/computerized toll/revenue collection systems of major bridges/flyovers/highways/expressways shall be considered for specific experience.







B. Performance Monitoring

1. Objective:

The Representatives of the Employer and the Service Provider shall meet at the management level at least once every three months or as often as necessary to review the performance of the services provided with a view to ensuring quality standards in the services. The two parties shall have shared responsibilities in optimizing the resources and facilities that have been deployed for the service.

2. Progress Meetings

The Employer shall designate an officer who is involved in one way or the other in the administration of the services at the organizational level.

Progress meetings are meant to review the services provided to the organization as a whole and they are not meant to substitute the regular consultations and meetings that are usually held at ground level for day-to-day matters.

The scope of work of the designated officer shall be for:

- (a) reviewing major shortcomings that have occurred on the sites in the past months and measures taken thereon;
- (b) taking cognizance of complaints made by the Employer's representatives and action taken by the Service Provider;
- (c) attending to weaknesses concerning facilities deployed by the Service Provider on the sites and the need for improvement;
- (d) assessing the arrangements made by the Service Provider in terms of human resources and logistics; and
- (e) attending to other matters related to contractual obligations of the Service Provider.

Appropriate records of the Progress Meetings shall be kept by the officer. The performance of the Service Provider will be certified by this officer which shall be the basis for quarterly payment to the Service Provider.

3. Post Contract Evaluation Report

After the completion of the contract period, the Employer shall prepare a performance report that shall reflect the service level based on recorded facts. A copy of the report shall be forwarded to the Service Provider for its information and allowing the latter at the same time the possibility to express its disagreement with the report, if any. A copy of the report and response of the Service Provider shall be kept in the procurement file for all intent and purposes.

