EXPRESSION OF INTEREST
DOCUMENT
FOR

ISLAMABAD BUS SERVICE PROJECT
ISLAMABAD

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1. **Islamabad (An Overview)**

Islamabad, the capital city of Pakistan, is a fully planned city. Unlike any other city in the world, it has a unique system of wide roads, medians and verges. Its development has been well managed and not subject to the familiar encroachment so common in many other Asian cities.

Islamabad is the tenth most populous city in Pakistan, currently has an estimated population of 1.8 Million and an estimated growth rate of 4 percent annually. As shown in the above Figure, it’s commercial centre is known as the ‘Blue Area’, named as such from it being annotated ‘blue’ on the city's original master plan. This area is considered to be the city’s central business district (CBD). Comprising a 5-km long, east-west trending precinct along Jinnah Avenue, it contains many of Islamabad’s corporate offices, banks, Government buildings and retail areas. Overall, the city’s structure is well defined, comprising essentially a uniform land use within square shaped sectors. Each sector contains a Markaz, which is a local commercial precinct and shopping area that serves surrounding residential areas.

Islamabad is considered to be one of Pakistan’s most liveable cities; it has one of the nation’s highest literacy rates and is home to several of its top-ranked universities as well as national and international corporations.

2. **Urban Transport System in Islamabad**

The city’s urban transport sector is supported by its unique urban structure of uniform land use, which has created a significant need for travel. It is estimated that within Islamabad, there are about 700,000 daily trips originating and terminating within the city, and up to a further 500,000 daily trips which either travel to or from the city to adjoining urban areas. While the level of congestion, is not yet as chronic as many other Asian cities, it is becoming noticeably worse
year by year and is beginning to have an impact on Islamabad’s clean environment and the overall liveability of the city.

Public transport in Islamabad is dominated by the private sector, which operates small wagons and minibuses in a largely unregulated and unmonitored environment. They contribute about 35 percent of mode share of overall traffic, a share that is on the decline due to the relatively poor level of service and widespread customer dissatisfaction with the services. Recently a Metro Bus Service between Rawalpindi & Islamabad has been introduced by the Government that connects the Business Zones of the Twin Cities. Moreover there are Private Buses/Coasters as well: provided or contracted by various Government Departments, Private Companies, Schools and other entities to exclusively serve the commuter needs of their workers and students.

Despite being the nation’s capital, Islamabad lacks a comprehensive Public Transport System which adheres to industry best practice service standards. Services are not provided on a reliable and predictable schedule and frequency. As a result, waiting times are variable and often lengthy, and when services do arrive, they often reportedly result in opportunistic fare gouging and passenger abuse. Passenger demand is falling and the quality of service, relative to those with private transport, is declining. The public transport experience for women, the elderly and school children is particularly poor.

A social survey found widespread (over 90 percent) public dissatisfaction with the existing public transport services, and high levels of support for improved, higher quality services. Women, the elderly and disadvantaged groups in particular highlight seat availability and being treated with respect by drivers and conductors as key deficiencies. Over 75 percent of journeys by the occupants of low-income households are by public transport, underlining their reliance on this transport mode.

This highlights the unique opportunity for a well designed and operated quality service to capture this largely unsatisfied travel market. The level of demand in Islamabad suggests solid market potential for a well designed and properly managed urban transport system. In fact respondents of a recent survey overwhelmingly support the concept of Quality Bus Service and expressed the willingness to pay more for such a premium service. This bodes well for a well designed Bus System.

3. The Islamabad Bus Service (IBS) Project

When compared with the current public transport serving Islamabad, and in fact many other cities in Pakistan, a quality service (IBS) is a new concept. The public
transport is operating in a competitive market with private cars and motorcycles. The inconvenience and discomfort experienced when waiting for and riding public transport acts as a disincentive. For this reason, a poorly performing public transport service often acts to encourage private vehicle ownership as the only option for the future. The IBS will seek to halt and even reverse this trend. It will do this by focusing on improving the “total journey quality” for its current (and future) passengers.

In order to meet the growing need the CDA intends to select a National/International firm/consortium for establishing the Islamabad Bus Service Project for Islamabad on the selected routes. The IBS service shall be state of the art service with new air-conditioned City Buses with easy access for handicapped and senior citizens.

The IBS network will comprise initially of 6-Routes with a kerbside priority lane marking for the IBS buses at key Junction/Congestion points. A fleet of modern air conditioned buses will serve the IBS stations on a 6-minutes frequency during peak hours and 12-minutes frequency at other times. Services will operate from Monday to Saturday from 6.30am to 10.30pm. On Sundays and public holidays services will operate from 8.00am to 10.00pm. IBS Routes are shown hereunder.

**IBS ROUTE – 1: Rawat to Faisal Mosque via Islamabad Expressway**

![IBS ROUTE - 1 BUS STOPS RAWAT TO FAISAL MOSQUE](image)

**Legend**
- Bus Stops
- IBS Routes
- Rawat to Faisal Mosque
IBS ROUTE – 2: Barakhau to Margalla road via 7th Avenue

IBS ROUTE – 3: Pir-Wadahi Chowk to Metro IJP station via IJP road
IBS ROUTE – 4: Nilore to Khanna Bridge via Latrar Road

IBS ROUTE – 5: Tramri Chowk (Lathrar Road) to Aabpara via Park Road
4. **Contract Types and duration**

There are a number of contractual obligations (Service Contract) required to guarantee the quality standards expected by the passenger. These will be entered into between the IBS service provider (operator) and the CDA. Additionally, regular reviews of the operator compliance with the Service Contract conditions in the light of CDA field surveys and passenger feedback will help determine what specific improvements to standards are required by the operator to retain the Service Contract for IBS services.

Contractual obligations will be entered into and will be monitored to ensure compliance. These will include:

**Contract 1**: For Operation Management and Maintenance of New Air Conditioned Diesel Buses for a period of 07 Years in accordance with the conditions of the Operator Services Contract.

**Contract 2**: For the Supply, Installation and Management of the Automated Fare Collection (AFC) system in accordance with the conditions of the AFCS Contract conditions. This Contract shall be issued for a period of 07 years.
Contract 3: - For Monitoring and Reporting of the Security System provided for the project and services provided by other Operators.

Contract 4: - For the Construction of Route Infrastructure including allied facilities.

Contract 5: - For Regular Maintenance & Cleaning of the infrastructure provided for the Service for a period of 07 years.

In summary, private sector interests shall provide all daily operational aspects of the IBS under formal financial contracts to the Government of Pakistan via CDA. In return, and as is the model employed on the vast majority of quality public transport services across the world, Government collects the revenues generated and pays service providers according to agreed contractual obligations.

5. The IBS Business Model

The IBS will be financed by a partnership forged between successful contractors, the CDA/Government of Pakistan.

The proposed business model will ensure a guarantee of the IBS into the future. For this, the parties in this partnership will be allocated the responsibilities and financial risks over which they are best able to manage.

Fleet Acquisition & IBS Operation: These will be provided by CDA and Operated by a Private sector under a Service Contract who will operate and maintain them. Payment for this Service Contract will be made on an agreed service per Kilometer rate.

Automatic Fare Collection (AFC) System: This will be provided by the successful private sector contractor (not the bus operator) who will also provide back office fare collection, banking and accounting/reporting. Payment for this contract will be made on an agreed basis by the Government.

Route Infrastructure: The CDA will be responsible for supply of all route infrastructure and its maintenance. CDA would also provide lane marking/priority lanes for these buses to give a clear message to other road users and to the passengers that the IBS is operating in the passenger’s interest.

Depot & Terminal: The IBS Bus operator will be responsible for operating and maintaining these infrastructure developed by CDA to meet the Contractual requirements.
6. **Pre Qualification Criteria**

The competency and capability of the firm/Operator shall be assessed at this stage. The evaluation shall be based upon the following:

- **a) Firm’s Professional Standing and Capability** 25 Points
- **b) Financing Capability** 35 Points
- **c) Brief Project Approach & Methodology** 10 Points
- **d) Relevant experience and Skill** 30 Points

The maximum score that can be received against are 100 and passing score is 70.

Bidders who pass selection criteria will be issued RFPs and invited to submit their proposals.

6.1 **Mechanism for Evaluation**

The bidders will be evaluated on the basis of following technical criteria:

a) **Firm’s Professional Standing and Capability**

Bidders should provide all necessary information and details about their market standing in the concerning sector. In this regard firms/consortiums must highlight their technical capability in managing similar tasks and should provide details of their professional partnerships, association with other firms, membership of professional bodies, relationship with the government etc. The bidders should also provide the history of their financial statements including recent financial standing, tax records etc.

b) **Financing Capability**

Bidders with net worth/net assets of more than PKR 400.0 Million will be awarded maximum points. Bidders with net worth/net assets of between PKR 400.0 to PKR 200.0 Million will be awarded half points. Bidders with net worth/net assets of less than PKR 200.0 Million will be awarded 0 points. Bidders must submit their audited financial statements or bank certificates indicating the average balance for last 5 years.

c) **Project Approach and Methodology**

The private party will propose its overall approach towards the implementation of this project. The private party should provide their insight that may demonstrate their understanding about the project. In the next stage; the party should spell out its strategy to carry forward different project activities in time function. This is advisable that private party should mention about different models and functions in a practicable, methodical and achievable manner.
d) Relevant Experience and skills
The bidders should demonstrate that they have the requisite qualification, skills and expertise to implement the project smoothly and efficiently. In this regard the project company should provide details about the history of its work/assignments. They must provide details of professionals work performed by their employees and submit CVs of their working staff and associates. Bidders should provide details about their accomplishments in the concerning sector. They must describe their role in the project and the project's outcome. Parties which demonstrate a history of successfully implementing similar nature projects under similar conditions will be preferred. In short, Bidders will be awarded maximum points if they demonstrate their financial strength and marketing capability, propose sound concept plans and designs, develop efficient timelines for project execution.