

Cairo Bike Share

Information Session on the Request for Proposals held online on 25 March 2020.

Q: Will the deadline for submission of bids be affected by the current health situation?

A: Yes, the bid submission will be postponed 3 months, making the new deadline 6 July 2020.

Q: There are some inconsistencies throughout the document regarding the exact timeline for delivery of stations and cycle fleet. What is the timeline we will be using?

A: The timeline on pages 83-84 of the RFP is the one the operator will be held accountable for.

Q: Will we be able to read the Service Provider Agreement before bidding?

A: Yes, a sample of the service provider agreement will be available on Thursday April 30th that will adhere to Egyptian law, which is the general terms of conditions that Cairo Governorate uses for supply contracts.

Q: Is the list of advertising fees public? How can we access it?

A: Related terms of the list is expected to be available by Thursday April 30th, 2020

Q: Will Cairo Governorate be responsible for providing electricity to stations?

A: No, obtaining electricity and all its approvals is the responsibility of the operator. However, Cairo Governorate will be supporting to smooth the process whenever it can.

Q: Who are the third parties the governorate might require the operator to act as adviser with?

A: The operator is expected to act as a faithful advisor to Cairo Governorate with parties such as, but not limited to, other transportation entities that might be looking to integrate with the bike share system or with other parties looking to replicate or expand the network in other governorates. The Operator is expected to help Cairo Governorate with capacity building by training a selected team from Cairo Governorate, and giving on-the-job training when needed.

Q: Does Cairo Governorate help with tariff exemptions if the operator is importing equipment?

A: No, any tariffs will be the responsibility of the operator.

Q: Will Cairo Governorate support the operator in obtaining approvals from the National Communications Regulatory Authority (NCRA) and the army if the operator decides to import Global Positioning Systems (GPS)?

A: Yes, the governorate will support the operator, but the responsibility still falls solely on the operator.

Q: Will financial compensation be provided for increasing the number of bicycles if the number of trips per bike exceeds 6 per day?

A: No financial compensation will be provided for increasing the fleet size if the number of trips per bike per day exceeds 6.

Q: When will the performance guarantee be refunded?

A: The RFP currently reads "The amount will be returned to the service provider at the end of contract period less any penalties accrued over the contract period." – *page 46 under Performance Guarantee*

However, after careful consideration, Cairo governorate has decided that 50% of the performance guarantee will be refunded over the course of the contract period on an annual basis and the other 50% will be refunded after the successful completion of the contract at the end of the 6th year. Every year, 10% of the original performance guarantee - equivalent to EGP 346,875 - will be refunded. The table below shows the maximum amount that can be refunded from the performance guarantee at the end of each year pending successful operation.

Time	Maximum amount refunded from performance guarantee (EGP)	Percentage refunded
End of year 1	346,875	10%
End of year 2	346,875	10%
End of year 3	346,875	10%
End of year 4	346,875	10%
End of year 5	346,875	10%
End of year 6 (End of contract)	1,734,375	50%

Q: Are there any taxes/duties/deductions applied by the governorate on the monthly payments?

A: Yes, please refer to page 46 of the RFP, section "Tax Liability."

"The Service Provider shall be responsible for all the statutory taxes, statutory dues, local levies, Service tax, VAT etc. to be paid to Government / Statutory bodies / Authorities etc. for the services rendered by it."

and page 80, section "Payment to Service Provider."

"All payments shall be made through bank transfer by Cairo Governorate to the designated account of the Service Provider after deducting any tax deductions at source that Cairo Governorate may be obliged to deduct under Egyptian law."

and page 88, section "Service levels," where penalties are explained.

Q: Is the operator exempt from paying rent for the land for the stations?

A: Yes, Cairo Government is responsible for providing land for stations and for one kiosk at no cost, subject to approval of the station locations & kiosk. Additional kiosks and the depot should be provided by the operator.

Q: What is the price of the bid?

A: The RFP costs EGP 399.

Q: Is it possible to include arbitration in case direct negotiation fails (in Dispute Settlement)

A: Expected to be available by Thursday April 30th, 2020.

Q: What are the terms of system expansion?

A: Any system expansion proposal must be submitted by the service provider for the Governorate's review and approval.

Q: Clarification requested on "parking outside the station" on page 89

A: Cycles should be docked at station locations approved by the Cairo Governorate. Cycles parked outside of stations will be subject to penalties.

Q: Would it be possible to add title sponsorship?

A: If the bidder proposes a title sponsorship, the bidder should mention the sponsor in the bidding documents. Acceptance of the bid would then be subject to the governorate's approval of the sponsorship, in addition to the bid terms.

Q: Can the operator integrate the Cairo Bike Share system with other apps like ride hailing apps?

A: The service provider is welcome to offer additional services, subject to approval from Cairo Governorate.

Q: Can the operator add electric bikes?

A: Yes, but the presence of electric drivetrains will not be considered during the evaluation. The bid variable remains the number of traditional bicycles in the fleet.

Q: Why are 3 operating systems required for the app?

A: After reconsiderations, this has been reduced to the 2 operating systems that are most common in Cairo: iOS and Android

Q: Should the phone app be provided in English or Arabic?

A: Both English and Arabic.

Q: Are the assets the property of the operator at the end of the contract?

A: Yes "The Service Provider shall retain ownership of the bicycle sharing system at the End of Contract." – *page 54 in the RFP*

Q: Who is the sponsor with ownership of the advertising rights on 15 stations?

A: United Nations Population Fund (UNFPA) – they will be using the stations to raise awareness about family planning after approval from Cairo Governorate.

Q: Can the operator advertise on the bikes themselves?

A: Yes, advertisement can be added on the bikes. Please refer to page 79 "The Service Provider may develop designated branding/advertising spaces on the cycles and stations available as per the Technical Specifications in the Annex."

Q: Who is responsible for the branding?

A: Branding is the responsibility of the operator, but the operator must obtain the approval of Cairo Governorate on the system's branding.