



**ΕΛΛΗΝΙΚΟ ΜΕΤΡΟ Α.Ε.**

**TITLE:**

**“DESIGN, PROCUREMENT, INSTALLATION AND COMMISSIONING OF THE AUTOMATIC FARE COLLECTION SYSTEM FOR THE EXTENSION OF THESSALONIKI METRO TO KALAMARIA”**

**RFP-456/24, Α.Σ.: 185212**

**CLARIFICATIONS DOCUMENT**



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This Clarifications Document is issued in line with the provisions of article 2 of the Invitation to Tender and includes responses to questions filed electronically by April 17<sup>th</sup> 2024, as well on the website of this tender via the [www.promitheus.gov.gr](http://www.promitheus.gov.gr) portal of ESIDIS.

The Clarifications Document supplements the Contract conclusion procedure, it is integrated therein and constitutes an integral part of the Invitation to Tender.

**A. RESPONSES TO QUESTIONS**

**Question 1**

Document entitled TECHNICAL DESCRIPTION AND SPECIFICATIONS:

Paragraph 10.2.1.11 stipulates that three types of payment shall be provided by ATIM; however, reference is made to two methods of payment (money and bank cards). Kindly clarify the third method of payment.

**Response 1**

The three methods of payment are referred to in the different means of payment that can be used for the purchase of tickets/fare products, each of which requires different hardware and software on the ATIM. More specifically, in paragraph 10.2.1.11 of the document entitled “Technical Description and Specifications”, the three methods of payment referred to are as follows: (1) coins, (2) banknotes and (3) bank cards.

**Question 2**

Document entitled TECHNICAL DESCRIPTION AND SPECIFICATIONS:

Paragraph 10.2 does not make any reference to the minimum size of the ATIMs’ display unit. Kindly clarify whether a relevant specification exists or if the contractor can offer the display unit size he desires.

**Response 2**

There is no specific minimum display size requirement; however, its size should support all operational needs of the ATIM, both for the general population and for PSNs, as required in paragraph 10.2.2.6.

**Question 3**

Document entitled TECHNICAL DESCRIPTION AND SPECIFICATIONS:

Paragraph 10.7.1.3 stipulates that the Kalamaria AFC Management Center be interconnected with the Metro AFC Management Centre, so that interoperability can be achieved. In addition, paragraph 10.7.1.6 stipulates that a special set of API interfaces shall be provided by ELLINIKO METRO S.A., for ensuring the aforesaid interconnection. Given that the interconnection between the two systems constitutes a complex task that affects significantly the cost of the Project, you are kindly requested to provide us with the



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documentation of the API of the current AFC Management Centre, so that the aforesaid task be estimated (in terms of cost) prior to the submission of the offer.

**Response 3**

The documentation of the aforementioned API will be made available to the Project contractor at the preparation phase of the detailed final designs. The costing of the required work will be based on the experience of the manufacturer of the proposed system from similar interoperability projects, since the volume of the required work is typical for respective interconnections.

**Question 4**

Document entitled TECHNICAL DESCRIPTION AND SPECIFICATIONS:

In paragraph 10.7.1.11 requires that the software must support the account-based operation. Kindly clarify whether the account based operation should be delivered in the framework of this project or whether the option should exist for future account-based support.

**Response 4**

The support of the account based operation is mandatory as a future activity, as contractually required.

**Question 5**

Kindly confirm that the Kalamaria Extension AFC System will not require a direct interface with the central AFC system of the City of Thessaloniki, and that all necessary data exchange, reporting, fare information will be processed via the interconnection with the AFC system and the Metro Interface (API Server) of Thessaloniki Base Project (TMP).

**Response 5**

The Kalamaria Extension AFC System will be interfaced with the Thessaloniki Metro Base Project AFC System, via the API Server of the Thessaloniki Metro Base Project, as contractually required.

**Question 6**

The Kalamaria AFC system is required to provide all fare collection passenger functionalities, to be directly interoperable with the AFC system of Thessaloniki Metro Base Project (TMP) and to coordinate with the latter so as to function as an integrated unit. Therefore, we would like to know if acceptable can be a technical option, according to which, the system equipment and central management of the Kalamaria AFC System could be directly integrated into the existing AFC central system (one centralized AFC back office), which would guarantee full interoperability limiting, thus, any impact on the Thessaloniki Metro system. Such a solution would facilitate the every-day work of the Thessaloniki Metro Operating Company, which will be responsible for the Base Line and Kalamaria projects, and would also facilitate - in the future - the smooth transition from a media based system to a hybrid account based system.



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**Response 6**

The contractual requirements are in effect. The Kalamaria Extension AFC System will feature a new, separate management center that will fully implement the activities of the extension AFC System. The central operational management of the Kalamaria Extension AFC System will be performed by the existing management center of the Thessaloniki Metro Base Project via the API interface to be used for its interconnection with the new Management Centre of the Kalamaria AFC System. In addition, the current management center of the Base Project will be interconnected, through another API, with the central AFC System of the city of Thessaloniki.

**Question 7**

Regarding the duration of agreement for the provision of services, kindly confirm the following requirements on the part of the contractor:

- A: Extended guarantee for the installed AFC System, which rises to three years (3) upon commissioning and deployment of the system.
- B: In the first year (1), the guarantee concerns preventive and corrective maintenance, the following two years (2), it concerns only corrective maintenance.
- C: Spare parts for the entire three-year (3) guarantee period, the spare parts stock has to be replenished for a further three years (3); therefore, as a total, spare parts for a full period of six (6) years.

**Response 7**

- A. According the article 18 of the Conditions of Contract: “The **warranty period** during which the Contractor is fully responsible for the Contract and the good performance of the automatic fare collection system is **defined to three (3) years** as of the final acceptance of the overall scope of the contract (including integration tests and commissioning of the system)...”
- B. It is hereby confirmed that the first year (1) the guarantee concerns preventive and corrective maintenance, the following two years (2) it concerns only corrective maintenance, taking into account the remaining obligations of the Contractor throughout the warrantee period, as described in paragraphs (c), (d) and (e) of article 18.1 of the Conditions of Contract.
- C. According the article 19.1 of the Conditions of Contract, the Contractor is under the obligation to deliver the Capital Spare Parts at the time determined in article 9.2, item 4 of the same document; in addition, the Contractor is under the obligation to ensure immediate availability of the spare parts of the warrantee period.

**Question 8**

As concerns the supply of spare parts, kindly confirm that prior to commissioning, the contractor recommends a list of spare parts for approval. After 12 months of running, this list will be reviewed and, if necessary, adjusted for the next two years (2) of the extended guarantee. At the end of the three years (3) guarantee period, this list as well as the stock will be supplemented to cover the needs of three (3) further years.



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**Response 8**

The spare parts list will derive by calculation, based on the MTBF and MTTR of the equipment used, and depending on the RAMS requirements, as defined in paragraph 15.6. of the Document entitled “Technical Description and Specifications”. The Capital Spare Parts list is likely to be supplemented with new type spare parts should additional needs for spare parts arise due to the system’s performance, during the warranty period. At the end of the three-year warranty period, a complete list of Capital Spare Parts will be delivered.

**Question 9**

The AFC system for Kalamaria must accept coin, banknotes and credit card payments. Payment and ticketing based on EMV Open Payment Standards are scheduled for the future. At this phase of the tender, there is no requirement for the implementation of the aforementioned option; however, readers must be able to support this requirement in the future. Kindly confirm.

**Response 9**

The requirement is hereby confirmed.

**Question 10**

Kindly confirm that the purchase of non-personalized smart cards from the ATIMs must be feasible.

**Response 10**

The requirement is hereby confirmed. Kindly refer to paragraphs 10.2.1.1 and 10.2.1.2 of the Document entitled “Technical Description and Specifications”.

**Question 11**

Kindly confirm that the new Kalamaria AFC system must fully integrate sales, validation activities, as well as the after sales activities of the Thessaloniki Metro Base Project (TMP), so as to have only one integrated solution for the entire Thessaloniki Metro system.

**Response 11**

The contractual requirements are in effect. The Kalamaria AFC System will feature a new, separate management center that will fully implement the activities of the extension AFC System. The central operational management of the Kalamaria AFC System will be performed by the existing management center of the Thessaloniki Metro Base Project via the API interface to be used for its interconnection with the new Management Centre of the Kalamaria AFC System. In addition, the current management center of the Base Project will be interconnected, through another API, with the central AFC System of the city of Thessaloniki.



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**Question 12**

Kindly confirm that the supply of the contactless smart cards (CSC) type Mifare DESFire 8k and the contactless e-tickets (BSC) type Mifare Ultralight 128bytes will be uniform for the entire Thessaloniki Metro project and, thus, the procurement is not a scope of the tender for the Kalamaria AFC system.

**Response 12**

It is confirmed.

**Question 13**

Kindly confirm that the Operator of Thessaloniki Metro possesses a testing and training platform (test bench) for each variant of the infrastructure of the AFC's hardware and software.

**Response 13**

We hereby confirm that, in the framework of the Base Project, ELLINIKO METRO S.A. has made the relevant provisions for the procurement and the installation of a platform for testing special items of equipment that can also be used for personnel training purposes in the existing AFC System.

Moreover, the Contractor of this contract is under the obligation to procure and install special tools, testing equipment and special hardware/PCs/software to be used in the training of personnel in his system, in line with paragraph 16.3 of the document entitled “Technical Description and Specifications”.

**Question 14**

Kindly confirm that the fulfillment of criterion 2.2.5 will be based on the turnover of the last three years, as shown in the latest officially published Financial Statements of the Candidate, and that if the deadline for the compilation of the Financial Statements for fiscal year 2023 has not expired, the Financial Statements for fiscal year 2022 can be used as evidence.

**Response 14**

It is confirmed.

**Question 15**

Taking into consideration the stipulations of paragraph 2.2.3.5, namely “..The related obligations concern Societes Anonymes that submit an offer individually or as members of an association, or that participate in the share capital of another legal entity submitting an offer, or other foreign legal entities corresponding to a Societe Anonyme”, kindly confirm our understanding that ELLINIKO METRO S.A. does not verify – on behalf of the subcontractor (regardless of the subcontracting percentage) or the operator (third party) on whose competence the economic operator relies (paragraph 2.2.8.1) - non-existence of the disqualification grounds for the above paragraph 2.2.3.5, i.e. no proof is required that the



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aforementioned economic operators entities do not fall under the national reason for disqualification; otherwise kindly clarify.

**Response 15**

According to article 2.2.8.1 of the Invitation to Tender: “...In case the bidding economic operator relies on the capacities of one or more operator(s), the operators, on whose capacities it relies, ought to submit the backup documentation stipulated in article 2.2.9, proving that the disqualification cases, provided for in article 2.2.3 herein, do not exist and that the subject operators *do* fulfill the relevant selection criteria determined in article 2.2.4-2.2.7, as the case may be...”.

Therefore, the operators on whose capacities the candidate relies ought to prove that the disqualification cases, provided for in article 2.2.3 – which includes case 2.2.3.5 - do not exist.

In addition, according to article 2.2.8.2 of the Invitation to Tender: “...In case the bidder states in his Offer that he intends to assign part(s) of the contract on a sub-contracting basis to third parties at a percentage exceeding thirty per cent (30%) of the contract value, the foreseen price re-adjustment amount not included, VAT excluded, then ELLINIKO METRO S.A. must verify that the reasons for disqualification mentioned in paragraph 2.2.3 herein are not applicable, as far as the sub-contractors are concerned, and that they have the respective qualifications to execute the scope of the Contract they undertake, as stated in the European Single Procurement Document (ESPD).

Therefore, the subcontractors with a percentage exceeding thirty per cent (30%) of the contract value ought to prove that the disqualification cases, provided for in article 2.2.3 – which includes case 2.2.3.5 - do not exist.

**Question 16**

Kindly confirm that wherever in the tender documents the submission of a Legal Statement by the economic operator is mentioned, this refers to a digitally signed Legal Statement of Law 1599/86. For foreign companies, an affidavit or a legal statement before a competent administrative or judicial authority, a notary or a competent professional or trade body of the Member State or country of origin or of the country where the economic operator is established is required. In any case, the representative of the foreign entity may replace the legal statement with a digitally signed Legal Statement of Law 1599/86 and, if he does not know Greek, with the addition of a text stating that he understands the text he is signing since it has been translated for him.

**Response 16**

As far as foreign companies are concerned, the stipulations of article 2.2.9.2 of the Invitation to Tender are in effect.

The legal representative of the foreign operator can file the legal statement of Law 1599/96 only in case that he/she is or resides in Greece, in line with the aforesaid article.