



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 2



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CHAPTER A RESPONSES TO QUESTIONS

CHAPTER B CLARIFICATIONS ON THE TENDER DOCUMENTS



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CLARIFICATIONS DOCUMENT 2

This Clarifications Document 2 is issued in line with the provisions of article 2 of the Invitation to Tender and includes responses to questions filed electronically, as well on the website of this tender via the www.promitheus.gov.gr portal of ESIDIS.

This Clarifications Document 2 also includes clarifications on the terms of the documents of this procedure pertaining to the contract conclusion.

The Clarifications Document 2 supplements the Contract conclusion procedure, it is integrated therein and constitutes an integral part of the Invitation to Tender.

CHAPTER A RESPONSES TO QUESTIONS

Question 1

Taking into account the content of the Document entitled CONDITIONS OF CONTRACT, and more specifically Article 13 stipulating that “...In the event of future extension projects, the Contractor shall cooperate with other eventual contractors for the implementation of an integrated Fare Collection system operating in the entire Thessaloniki Metro”, kindly clarify the following:

- Until when does the contractor have this obligation?
- The back office of the system to derive from this tender will be interconnected with the back office of the base project. We understand that, by analogy, the back office of any future expansion should be interconnected with the back office of the base project and not with the back office of this tender. Is there ultimately no need for the cooperation requested?

Response 1

1. The Contractor will have this obligation for a 15-year period after the expiry of the warranty period of the entire Contract Scope for both hardware and software, as stipulated in paragraphs 10.1.8 and 10.1.9 of the Document entitled Technical Description and Specifications.
2. The contractual requirements are in effect. Any future extension should be directly interconnected with the back office of the Base Project (see figure 2 of the Document entitled Technical Description and Specifications). This Contractor shall support the procedure to the extent required.

Question 2

Document entitled TECHNICAL DESCRIPTION AND SPECIFICATIONS and more specifically:

Paragraph 12.2.1.6, 6th bullet: “Accept authorized magnetic strip, contact, and contactless bank cards”.

Bank cards are no longer issued with a magnetic stripe and, thus, card readers are no longer able to recognize such cards. Kindly clarify.



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Response 2

This specific reference is included in paragraph 10.2.1.1, 6th bullet.

However, it is clarified that cards' readers must read all bank cards that are available and are used at the time of the project's implementation.

Question 3

Document entitled TECHNICAL DESCRIPTION AND SPECIFICATIONS and more specifically:

Paragraphs 10.3.1.1 and 10.3.2.1 require that the CIT units issue electronic tickets as well. Kindly clarify whether a device is required to print and issue tickets or if the requirement is limited to loading already printed ticket.

Response 3

In line with article 10.3.1.1 of the Document entitled Technical Description and Specifications, the CIT Terminals functions shall include, *inter alia*, Issuance of electronic tickets and Reloading of CSC smart cards and electronic tickets.

Question 4

Document entitled TECHNICAL DESCRIPTION AND SPECIFICATIONS and more specifically:

Paragraph 10.4.20 stipulates that the screen of the validation device located at the gate will display, among other things, an indication of the remaining stored value, or trips.

Kindly clarify this requirement since the corresponding screen in the Base Project does not display this information; it rather shows the remaining time of the ticket validity

Response 4

This specific reference is included in paragraph 10.4.2.20.

Kindly see Correction in Chapter B herein.

Question 5

Document entitled TECHNICAL DESCRIPTION AND SPECIFICATIONS and more specifically:

Paragraph 10.5.1.3 (e) stipulates as follows: “Operating (Automatic/manually) the anti-panic function”.

The emergency operation we are aware of about the system is the gates' opening, which is effected either automatically via a command through the BACS system and/or fire detection or manually by means of a button in the Station Master room. Kindly clarify the operation you refer to in this specific paragraph.



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Response 5

In line with article 10.5.1.3 e) of the Document entitled Technical Description and Specifications, the gates' opening operation should be executed by the Fare Computer of the station as well.

Question 6

Document entitled TECHNICAL DESCRIPTION AND SPECIFICATIONS and more specifically:

The first sentence of paragraph 10.5.1.13 makes reference to two (2) redundant and separate hard disks on the Station Computer, while paragraph 10.5.2.2, describing the specifications of this computer, makes reference to a hard drive: 1TB SSD.

Kindly clarify.

Response 6

It is hereby clarified that reference is made to two redundant and separate hard disks of a capacity of 1TB SSD each.

Question 7

Document entitled TECHNICAL DESCRIPTION AND SPECIFICATIONS and more specifically:

Paragraph 10.5.2.1 makes reference to a computer that shall comprise “industry standard hardware and software” and, subsequently, to a local UPS that is required.

Kindly clarify whether an industrial PC and an additional UPS are required given that the foreseen electrical power supply of the subject hardware comes from the main UPS of the station.

Response 7

In line with article 10.5.2.1 of the Document entitled Technical Description and Specifications, an industrial PC and a local UPS are required.

Question 8

Document entitled TECHNICAL DESCRIPTION AND SPECIFICATIONS and more specifically:

Paragraphs 7.1.4 and 7.1.10; kindly confirm that this requirement concerns the availability of the QR code reader hardware for future use and does not relate to its functional integration within the scope of the tender.

Response 8

This requirement concerns the functional integration of the QR code reader within the scope of the tender, as it is anticipated that, during the implementation of this contract, the QR system will have been in use and in operation in the entire Metro system.



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Question 9

Document entitled TECHNICAL DESCRIPTION AND SPECIFICATIONS and more specifically:

Paragraph 10.13.6; kindly clarify whether there is an internet output available which can be used to connect to the Banks. Will this connection be separate from the connection that will be available in the Base Project?

Response 9

The connection shall be the same as that of the Base Project. There shall be no separate connection.

Question 10

Kindly confirm that the maximum deadline of 30 working days before the offer submission date for the issuance of the legalization and representation documentation of the bidders is applicable, taking into account the original date specified in the initial Invitation to Tender (i.e. 19/04/2024), taking into account the extremely time-consuming procedures in the countries of establishment of foreign economic operators for both the issuance of documents and the affixing of the Hague seal. In this case, the Offer Envelope shall contain a Legal Declaration by the legal representative of the economic operator that these documents are still valid at the time of submission (p. 35 of the Invitation to Tender).

Response 10

In line with paragraph B.6 paragraph 2.2.9.2 of the Invitation to Tender, in order to prove legal representation, in case the economic operator is a legal entity and is obliged, per the applicable legislation, to declare its representation and alterations to GEMI – the subject economic operator shall submit a valid representation certificate, which has to have been issued up to thirty (30) working days prior to its submission.

In addition, according to paragraph 3.2 of the Invitation to Tender, the submission of the legalizing documents shall be presented by the Provisional Contractor within a deadline of ten (10) days as of the communication of the relevant notice to him. Therefore, the legalizing and representation backup documentation shall have been issued no later than thirty (30) working days prior to their submission and not prior to the deadline for the offer's submission.

Question 11

To what extent care has been taken to achieve the required interoperability with the single electronic ticket of Thessaloniki, which is being implemented in the framework of Contract No. 1508/17-02-2021 for the project entitled "Digital Transformation, Telematics and Single Automatic Fare Collection System (TheTA)", in order to ensure the operation of a single electronic ticket for all means of public transport in the city Thessaloniki?

Response 11

ELLINIKO METRO S.A. has initiated all necessary actions have been undertaken for the implementation of the suitable infrastructures and the achievement of the required



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interoperability between the Base Project and the Extension to Kalamaria through the API and other means. In addition, ELLINIKO METRO S.A. has initiated all necessary actions for the implementation of the suitable infrastructures and the achievement of the required interoperability between the Base Project and the Means of Public Transport central system through the API and other means.

Question 12

To what extent and which way has the implementation of the suitable infrastructures in the framework of this tender has been ensured in order to secure the interoperability of the tendered project with the scope of Contract No. 1508/17-02-2021 under implementation?

Response 12

Kindly see the response to question 11 herein.

Question 13

Document entitled TECHNICAL DESCRIPTION AND SPECIFICATIONS and more specifically:

Article 2.3 stipulates as follows: “...indirectly with the central AFC system of the city of Thessaloniki...”. What do you mean, technically, with the term “indirectly”? Kindly clarify. Moreover, kindly clarify the technical requirements, on the part of the project’s Contractor, relating to the achievement of the “indirect” interoperability.

Response 13

The term “indirectly” means that the interoperability will be achieved through the central AFC system of the Base Project.

The technical requirements shall derive from the documentation of the API or any other means and shall be made available to the Contractor during the preparation of the Detailed Final Designs.



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CHAPTER B CLARIFICATIONS ON THE TENDER DOCUMENTS

TECHNICAL DESCRIPTION AND SPECIFICATIONS

B1. Article 10.1.29

10.1.29 The Contactor shall prepare, as required, the Designs (General Final Design and Detailed Final Design), he shall take all necessary measures and shall ensure all necessary interfaces at local and central level (OCC level) so that all AFC equipment of Kalamaria extension, as described in the present specification, to consist a complete, reliable and fully operational system, similar with the existing, in operation, AFC system of the Base Project.

B2. Article 10.4.2.20

10.4.2.20 Close to the reader, a high analysis (e.g., LED) screen shall be provided displaying visual indications on the following information that is addressed to the passengers. Namely:

- a) An arrow pointing in the direction of travel if the passenger is permitted to pass.
- b) “Seek Assistance” or similar in Greek and English, in colored letters, if the passenger is not permitted to pass.
- c) Validation result
- d) Remaining validity time of the fare product that is used. ~~Remaining stored value, or trips, if stored value cards are used.~~

B3. Article 12.1

12.1 The level of the designs to be prepared by the Contractor upon the contract signing shall be General Final Design and Detailed Final Design ~~Detailed Final Design—DFD.~~