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CLARIFICATION DOCUMENT No.1

**Answers to the Requests for Clarification received from
Consultants on
DEVELOPMENT OF E-TICKETING STUDY (RELAUNCHED)**

(Publication reference: 2022/S 195-554627)

Issued on: August 2, 2023

#	Document	Question	Chisinau City Hall Response
1	Instructions to Tenderers (4.1 (1))	In respect to Experts to be involved in the project - Please confirm whether an expert being involved at the same time in another EU funded project, still has available time to be involved in a new project (E-ticketing study for Chisinau), and these projects will not overlap, and will sign the declaration of availability, would this be accepted?	It is confirmed that experts involved in tender must not overlap with dates on which he/she is committed to work as a key expert on any other contract (see Instructions to tender, point 4.1 (1)). The involvement of each expert needs to be clearly indicated in the timetable and workplan. Also, each specific task or sub task should be assigned to the specific expert.
2	Terms of Reference (TOR) (6.1.1)	For the Financial/Economic expert (#4), it is required to prove his/her university degree in economics/financial or relevant related discipline. If the expert has a university degree in Engineering and Management of Industrial Systems (relevant for the public transport network) with the Specialisation Economic Engineering, is this expert eligible for the Expert #4? "Relevant related discipline" - what are these eligible disciplines?	Yes, university degree in engineering could be considered as relevant discipline if specialisation in Economic Engineering is proved.
3	TOR (6.1.1)	For the Public Transport Expert (#2), if an individual has more expertise in transport sector policy development (in coordination with public transport operators, adjustments to the legislation, etc.) is he eligible?	The Public Transport Expert must fulfil the minimum requirements set in ToR.
4	Instructions to Tenderers (4.1 (5))	According to the Technical Offer requirements it is asked to provide "Documentary proof or statements required under the law of the country in which the company (or each of the companies for consortia) is effectively established, to show that it is not in any of the exclusion situations listed in Section 2.6.10.1 of the practical guide". Can you please provide an example of such a proof in case of a Moldovan company so that we can provide an equivalent for Romanian companies, to be part of the consortium? Which public authority/institution should provide such proof? For example, the Romanian authorities may issue a certificate from the Fiscal Authority, or a so-called	Documentary proof refers to the supporting documents and evidence that confirm that the tenderer is not in any exclusion situation. Evidence to be provided are listed in PRAG 2019, Section 2.6.10.1, page 52-53. In case the tenderer submits a self-declaration/statement as documentary proof, the contracting authority reserves the right to ask for further documentary evidence.

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		Certificate confirming the current situation of a company (Certificat Constatator), or the criminal record of the company. Would this be sufficient?	
5	Tender dossier	Is any financial guarantee required to be provided at the moment of the offer submission? If yes, what is the procedure? In the tender invitation it was not such a requirement, but within the draft of the agreement and further supporting documents this subject was generally mentioned, creating a confusion.	It is confirmed that no financial guarantee is required. The <i>Draft contract agreement and special conditions</i> attached to the Tender dossier are standard templates; therefore, they will be completed during negotiations.
6	Contract notice (16 (2))	Within the Tender Documentation it required that “at least 4 permanent staff currently work for the tenderer in fields related to this contract”. There are different types of engagement of the personal (ex. services agreements and employment agreements). If an individual has a service agreement with a member of the consortium to be fully involved in this project, is this eligible or a working agreement is mandatory? As well, considering a consortium structure, can these 4 individuals (permanent staff) counted as by 1-2 individuals from each consortium member or should they be part of the same company?	It is confirmed that the consortium must have relevant permanent staff who have an ongoing or long-term employment relationship with the tenderer (or Consortium as a whole).
7	Terms of reference (2.3)	<i>E-ticketing study including financial feasibility (e.g., financial modelling, planning, routing, identifying implementing and financial partners, etc.);</i> Comments: A detailed calculation of the <i>Internal Rate of Return (IRR)</i> is normally part of the feasibility study. However, this part is not specifically indicated in the above mentioned requirement. On the other hand, the IRR is not relevant in such	The financial feasibility using a set of financial instruments will be assessed in light of potential build-up of a business case. Therefore, Cost Benefit Analysis (CBA) is usually the main component of undertaking assessments in such a context, where elements comprising various financial and economic indicators which can be disaggregated to sufficient level of details.

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		<p>a public investment with a strong social profile (tariff limitation and massif subsidies/compensations consequently). As almost all investment in public transport, the main goal is to increase the quality of the public service and the possible financial effects do not necessarily return in the accounts of the investor. A small or negative IRR would risk to alterate, without reasons, the image of the project.</p> <p>Please indicate your requirements related to the IRR.</p>	<p>A wide range of financial instruments and methods is available to assess the financial feasibility of project in this specific context. IRR can be also used as an instrument for feasibility study; however, it should be calculated amongst other financial instruments.</p>
8	Annex 1 – General conditions for service contracts	<p>ARTICLE 5. SUPPLY OF INFORMATION</p> <p><i>5.1. The contracting authority shall supply the contractor promptly with any information and/or documentation at its disposal, which may be relevant to the performance of the contract. Such documents shall be returned to the contracting authority at the end of the period of implementation of the tasks.</i></p> <p><i>5.2. The contracting authority shall co-operate with the contractor to provide information that the latter may reasonably request in order to perform the contract.</i></p> <p>Comments: The Contractor expects to receive within 7 days after the beginning of the Contract the following documents, in English or Romanian:</p> <ul style="list-style-type: none"> a. The RTE and PUA directors' Reports for 2020, 2021 and 2022; b. The Supporting Note for Chisinau Local Council decision to modify the tariff offer in 2022; c. The Final Report of the study <i>Analiza aspectelor tehnice, financiare și administrative ale fuziunii</i> 	<p>The contracting authority will supply the contractor with any information and/or documentation at its disposal, which may be relevant to the performance of the contract.</p>

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		<p><i>întreprinderilor municipale "Parcul Urban de Autobuze" și "Regia Transport Electric" - 2022</i></p> <p>d. The last Evaluation Reports related to the e-ticketing pilot projects at RTE and PUA;</p> <p>e. The contracts in force with the private entities operating public transport in Chisinau Municipality;</p> <p>f. Any internal or external study/survey/report related to passengers' flows.</p> <p>Please confirm the availability of all above mentioned documents.</p>	
9		<p>Is the Sustainable Urban Mobility Plan (SUMP) Chisinau realised? Is it the main document in terms of designing a ticketing system fully aligned with this mobility plan?</p>	<p>The Sustainable Urban Mobility Plan is under development. The assignment is scheduled to be completed by June 2024. Cooperation with the Sustainable Urban Mobility Plan development team will be necessary during the development of the e-ticketing study.</p>
10	TOR	<p>In the documentation it is not mentioned the public transport fare scheme. Is there any other part of the study focused on the fare scheme/structure, except <i>Technical design and operational documentation for implementing the complete e-ticketing system?</i></p>	<p>Yes, there is. Please see the <i>4.2.3. Develop technical design and operational documentation to ensure all necessary steps for implementing the complete e-ticketing system.</i> The design concept should include beside the other the proposals for the Fare structure.</p>
11		<p>The details about the funded process of the e-ticketing project are needed. It will be a pilot and an extension of the pilot (an extension with how many steps and what is the time horizon?).</p>	<p>It is expected the Contractor will recommend the best funding process in consultation with the Client as well as the steps needed to be undertaken prior to full-scale deployment of the system to ensure adequate passengers' behavioural shift.</p>

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12		Is there any public transport management (PTM) system planned? The e-ticketing system has to be integrated at the beginning with this PTM system.	Yes, a public transport management (PTM) system is currently in the planning phase, and it is scheduled for implementation between 2023 and 2024. The development of the system is expected to continue until 2027 to ensure its successful integration and functionality.
13		Is there any other transport service operator in the metropolitan area of Chisinau which has an e-ticketing system implemented (or in implementation)?	No, currently, there are no other transport service operators in the metropolitan area of Chisinau that have successfully implemented an e-ticketing system, except for some pilot initiatives.
14	TOR	Is the technical design asked in this study a preliminary phase before the implementation? The technical design for execution is much better connected with the implementation of the e-ticketing system and this phase is a preparatory phase.	The technical design shall be prepared for the components deemed necessary by the Contractor in order to enhance the study's aspects. These, along with any other relevant information, need to be provided in <i>ANNEX III: ORGANISATION & METHODOLOGY</i> (see point 4.2.3 ToR)