

## Purchasing entity

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## Procurement

**Name:** Ticket validator system and cEMV Functionality  
**Reference no:** 1-1056-22  
**Description:**

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### Public informationmessage

**Date:** 18/01/2023 15:13  
**To:** All

Section 3.6, point 2, is amended to read as follows

"At least one of the assignments shall have been put into production within the last six years."

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### 1 Public question

**Date:** 13/01/2023 16:39  
**To:** All

What is meant by CTAT?

#### Public answer

**From:** Colligio AB

Mastercard's guidelines for cEMV

**Date:** 18/01/2023 15:05  
**To:** All

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### 2 Public question

**Date:** 13/01/2023 16:46  
**To:** All

Re §1.1.4.1 Payment gateway functionality and interface to Västtrafik's acquirer :  
Which acquiring bank is used today? When would such a service be tendered for again ?

#### Public answer

**From:** Colligio AB

Today Swedbank is Västtrafik's acquiring bank. The service will be tendered for during the contract. More details will follow in the requirement specification, which will be sent out to the suppliers who are invited to submit tenders..

**Date:** 18/01/2023 15:06  
**To:** All

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### 3 Public question

**Date:** 13/01/2023 16:49  
**To:** All

Re 1.1.4.1 User interface to be further developed on existing driver display hardware provided by Västtrafik.

Can we receive more detailed information on what hardware this is? Does it run any standard OS such as e.g. Linux, Android etc?

#### Public answer

**From:** Colligio AB

More details regarding the existing driver display will be given in the requirement specification, which will be sent out to the suppliers who are invited to submit tenders.

**Date:** 18/01/2023 15:07  
**To:** All

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### 4 Public question

**Date:** 13/01/2023 16:52  
**To:** All

Re 1.4.1.1 Installation and SLA.

What time schedule is there for taking the system into operation? Will there be a pilot, phased roll out of the validators etc? When do we need to supply validators for test etc?

**Public answer****From:** Colligio AB**Date:** 18/01/2023 15:07**To:** All

The details of the time schedule will be given in the requirement specification. The roll-out of hardware and software functionality be in several steps starting 2024 and continuing at least until 2028.

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**5 Public question****Date:** 16/01/2023 16:10**To:** All

With reference to the following stated in Application Supplier form:

"The Supplier also certifies that the Supplier will fulfil all conditions, terms and requirements in accordance with the contract documents without any provisos or reservations if the Supplier is awarded the assignment. The Supplier is aware that if the aforementioned terms and conditions are not satisfied, this may constitute reasonable grounds for a premature termination of the contract.  
The Supplier is hereby submitted in accordance with the regulations and requirements specified in these contract documents with associated appendices"

Will you enclose the contract documents now, otherwise it will be hard to answer the above.

**Public answer****From:** Colligio AB**Date:** 18/01/2023 15:12**To:** All

Application Supplier form has been replaced with Application Supplier form v.2.

Application Supplier form v.2.docx

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**6 Public question****Date:** 19/01/2023 10:02**To:** All

S3.6 states:

"At least one of the assignments shall have been put into production within the last six months."; however, question D of S3.6.1 and S3.6.2 state "d. When was the assignment made operational (within the last six years)?"

Can you please confirm whether the expectation is put into production within the last six months or the last six years?

**Public answer****From:** Västtrafik AB**Date:** 19/01/2023 15:02**To:** All

At least one of the assignments shall have been put into production within the last six years.

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**7 Public question****Date:** 18/01/2023 15:30**To:** All

Has the customer decided on the potential budget of the project, excluding the potential extensions of the contract?

**Public answer****From:** Västtrafik AB**Date:** 19/01/2023 15:03**To:** All

The budget has not been determined yet. For that reason, this information can not to be provided.

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**8 Public question****Date:** 18/01/2023 15:20**To:** All

Is it acceptable to use subcontractors for the provision of hardware if an organization's primary offering is IT services or custom software development?

**Public answer****From:** Västtrafik AB**Date:** 19/01/2023 15:04**To:** All

Yes, subcontractors are acceptable.

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**9 Public question****Date:** 19/01/2023 10:02**To:** All

S3.5.3 states:

"c. Applicants shall describe their process for hardware (including repair flows) in a brief Power Point

presentation.”

Can you please elaborate on what is meant by for 'process for hardware', as the terminology is vague. For example, is the expectation for Suppliers to describe manufacturing process, installation process, testing process, etc.?

**Public answer**

**From:** Västtrafik AB

**Date:** 23/01/2023 10:23

**To:** All

Västtrafik wants a brief description about the suppliers hardware manufacturing process, hardware repair process, hardware delivery process and hardware test process.

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**10 Public question**

**Date:** 19/01/2023 16:17

**To:** All

Ref. 3.6 Reference assignments.

Applicants shall present two reference assignments meeting the following requirements:

...

At least one of the assignments shall have included delivery of equipment installed on trains or trams.

...

Question:

Could you accept a change of the above assignment such as:

At least one of the assignments shall have included delivery of equipment installed in trains or trams environment, including respective on vehicles or on platforms”

**Public answer**

**From:** Västtrafik AB

**Date:** 23/01/2023 11:26

**To:** All

The requirement will not be changed since it is important that the supplier has the experience from having its equipment installed on trains or trams.

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**11 Public question**

**Date:** 20/01/2023 11:38

**To:** All

In the Qualification Criteria document, section 3.6 Reference assignments, it is stated that “At least one of the assignments shall have included delivery of ID-based travelcards.”

Do you really mean delivery (issuance) of ID-based travelcards (smartcards) or should it be interpreted as “delivery of a system capable of handling ID-based cards, i.e. an account-based system”

**Public answer**

**From:** Västtrafik AB

**Date:** 23/01/2023 11:27

**To:** All

It should be interpreted as "delivery of a system capable of handling ID-based cards, i.e. and account-based system".

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**12 Public question**

**Date:** 23/01/2023 17:20

**To:** All

In section 3.6 Reference assignments, two (2) references are asked for. Would it be possible to provide three (3)?

Other requirements stated under section 3.6 would remain unchanged.

**Public answer**

**From:** Västtrafik AB

**Date:** 25/01/2023 15:22

**To:** All

It is not possible to provide three reference assignments.

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**13 Public question**

**Date:** 20/01/2023 15:40

**To:** All

Re. 1.1.4.1 User interface to be further developed on existing driver display hardware provided by Västtrafik.

Does it mean, that the user interface of existing driver display shall be further developed by the validator supplier or Västtrafik will handle this development?

**Public answer**

**From:** Västtrafik AB

**Date:** 25/01/2023 15:23

**To:** All

The user interface on existing driver display shall be developed by the supplier, not Västtrafik.

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**14 Public question****Date:** 23/01/2023 11:58  
**To:** All

Hi,

How can foreign entity align and compare the UC provided rating levels before the submission?  
Can you please provide contact details at UC for the entity to check the position against UC provided levels?

**Public answer****Date:** 25/01/2023 15:24  
**To:** All**From:** Västtrafik AB

UC can be contacted on phone number +46 8 670 90 00. UC is open Monday to Friday 09:00-16:00 (the day before a holiday they close at 13:00). When you contact UC, you can investigate the possibility of getting a rating from UC for your company.

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**15 Public question****Date:** 26/01/2023 13:42  
**To:** All

1.1.4.5 States: Furthermore, Västtrafik assesses that the supplier's software development within the framework of the agreement includes approx. 50,000 man-hours spread over four years.

Do we understand correctly that the estimated 50,000 man-hours relate only to the development of the software referred to in paragraph 1.1.4.1? Or is it expected to support the development of the in-house Västtrafik software (backend, ticket inspection, etc.)?

**Public answer****Date:** 30/01/2023 13:09  
**To:** All**From:** Västtrafik AB

Yes, the estimated man-hours only refer to the supplier's software development work.

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**16 Public question****Date:** 26/01/2023 16:23  
**To:** All

Based on the recent relevant clarification of the reference assignments requirements (Section 3.6, point 2) clarified on the 18th of January, we kindly request that Västtrafik consider an extension of the qualification submission date by two weeks .

The reason we are asking for this extension is because this clarification has made us reconsider the approach we were following in the preparation of our reference assignments.

Kind Regards

**Public answer****Date:** 30/01/2023 13:12  
**To:** All**From:** Västtrafik AB

No, the submission date will not be extended.

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**17 Public question****Date:** 26/01/2023 17:20  
**To:** All

Is Västtrafik's acquirer ready to process transit transactions? (Authorization for start/end aggregation cycle, debt recovery, schemes chargeback thresholds)

**Public answer****Date:** 30/01/2023 13:14  
**To:** All**From:** Västtrafik AB

Västtrafik's acquirer has experience of mtt/pay as you go integrations.

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**18 Public question****Date:** 26/01/2023 17:22  
**To:** All

Are you open to accept other acquirers?

**Public answer****Date:** 30/01/2023 13:16  
**To:** All**From:** Västtrafik AB

No, due to public procurement it has to be Swedbank that is a acquirer.

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**19 Public question****Date:** 26/01/2023 17:24  
**To:** All

Are you open to accept a 3rd party software, separate from the transit gateway, to manage fare calculation?

**Public answer****From:** Västtrafik AB**Date:** 30/01/2023 13:24  
**To:** All

No, fare calculation is handled by Västtrafiks backend.

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**20 Public question****Date:** 27/01/2023 20:55  
**To:** All

in point 3.5.3

c. Applicants shall describe their process for hardware (including repair flows) in a brief Power Point presentation.

e. Applicants shall describe their production flow in a brief Power Point presentation.

And in the current Q&A, question number 9 response was that "c." should be used to describe hardware manufacturing process, hardware repair process, hardware delivery process and hardware test process.

What level of details is needed for for "e." ?

**Public answer****From:** Västtrafik AB**Date:** 02/02/2023 14:25  
**To:** All

The suppliers hardware production chain is expected to be briefly described. It is enough with a page describing this process.

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**21 Public question****Date:** 29/01/2023 23:02  
**To:** All

The document "Qualification criteria" §3.5.3 Technical capacity, section e.) states "Applicants shall describe their production flow". Could you please elaborate a bit more on what is expected here?

**Public answer****From:** Västtrafik AB**Date:** 02/02/2023 14:34  
**To:** All

The suppliers hardware production chain is expected to be briefly described. It is enough with a page describing this process.

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**22 Public question****Date:** 30/01/2023 08:31  
**To:** All

Can you confirm that the qualification criteria in "Applicants shall have a creditworthiness of at least 3 at the credit rating agency UC." (chapter "3.5.2 Economic and financial standing") is what UC calls "Riskklass 3" as described on <https://www.uc.se/hjalp--kontakt/riskklass/vad-ar-uc-riskklass-och-riskprognos/>?

I.e. that "creditworthiness of at least 3" means UC's "Riskklass 3: Normal risk".

**Public answer****From:** Västtrafik AB**Date:** 02/02/2023 14:35  
**To:** All

We confirm that "creditworthiness of at least 3" means UC's "Riskklass 3: Normal risk".

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**23 Public question****Date:** 31/01/2023 21:26  
**To:** All

Hi,

In point 3.6 and first paragraph states:

"The assignments shall include ticketing systems for public transport, including delivery of software and hardware installed on a fleet of public transport vehicles."

Do we understand correctly that vendor should have experience in delivering account based ticketing system, not card based solution where data is stored on the card?

**Public answer****From:** Västtrafik AB**Date:** 02/02/2023 14:38  
**To:** All

Yes, that is correct.

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**24 Public question****Date:** 31/01/2023 12:40  
**To:** All**3.3 Reliance on the capacity of another company**

You require us to name in this phase the companies we rely on for the required solution (paragraph 3.3). Currently the requirements for the solution are not detailed enough and therefor it is not possible for us to select the best partners for your solution. We have worldwide experience with different selected partners to deliver total solutions comparable to your requirements. Is it sufficient that we select and describe in one comparable reference the solution we delivered to that reference which is comparable to your current level of requirements? This will prove that we have the capability to supply you the required solution, this in line where a reference case is meant for. In the main tender, if we get pre-selected, we will provide the name(s), details and required proof of our partner(s) we will collaborate with to supply you the best solution.

**Public answer****Date:** 02/02/2023 14:42**From:** Västtrafik AB**To:** All

Section 3.3 states that applicants may rely on the capacity of another company to fulfil the requirements relating to economic and financial standing and/or technical and professional capacity. Applicants that rely on another company's capacity shall provide the information required below. The applicant shall state which company's or companies' capacity is being called upon and to what extent.

If the applicants get pre-selected and submit tender it is possible to include additional subcontractors in the tender.

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**25 Public question****Date:** 31/01/2023 12:41  
**To:** All**3.5.3 Technical capacity question 'e'**

What do you mean with 'Production Flow'?

**Public answer****Date:** 02/02/2023 14:43**From:** Västtrafik AB**To:** All

The suppliers hardware production chain is expected to be briefly described. It is enough with a page describing this process.