

Appendix 13
Questions and Answers
27.03.2019

Appendix 13 Questions and Answers

Changes included in the tender documents will be marked using "track changes" in the document and version number with date will appear on the face of the document.

Nr.	Question received	Appendix/Attachment	Question	Answer	Changes in the tender documents?	Date
1.	06.03.19	Appendix 1	We note that the Overall implementation plan remains the same as the one of the previous cancelled tender. It means that considering the signing of the contract will occur on week 17 , last week of April, the time for designing, developing, producing both the hardware (Ticket Vending Machine) and the Software (Sales Application), installing and commissioning will be limited to 3 months. Is the in the intention of the Customer to reconsider the Overall Implementation plan in order to permit a larger competition and not only take "off the shelves" products/solutions ?	The purpose of the assignment is to provide the passengers with an opportunity to buy a ticket with cash or payment card at metro bus stations where a commissioner does not exist within a reasonable distance. The metro buses start running the 3 rd of August and they do not offer the opportunity to buy tickets onboard the bus. Because of this, we need to be able to offer our customers ticket vending machines from the dates stated in the tender invitation.	No.	11.03.19
2.	11.03.19	Invitation to tender	The Customer has specified the clauses about ESPD form for subcontractors and suppliers who participate in the competition jointly.	The Customer has specified the clauses about ESPD form for subcontractors and suppliers who participate in the competition jointly.	Yes. See Invitation to tender and Attachment 5 ESPD form for subcontractors and suppliers who participate in the competition jointly.	11.03.19

3.	19.03.19	Appendix 1 Attachment 1.1	<p>You have written SSA-K Attachment 1.1 Customer requirements specification table 1A and 1B</p> <p>All questions in the Customers requirements specification table must be answered. Where requirements are made for descriptions as documentation, it must be answered in the claim table. Failure to fill in and answer may result in rejection.</p> <p>What do you mean in this sentence? We might then include most of our tender in this table. What is enough information in requirements table?</p>	<p>The main purpose of the claim table 1A and 1 B is to serve both as a check list for the Contractor when preparing tender/offer, and as a tool to simplify the review of the offers for the Customer. Information in the claim table must be found in the tender and vice versa. This can be done in two ways:</p> <p>1.The Contractor can make referrals to where information and documentation that is listed as a requirement in the table/requirement specification, can be found in the tender/offer. As long as it is easy for the Customer to find this information using the reference listed in the claim table.</p> <p>2.Or if the Contractor wants to "answer" the requirements in the claim table, that is also possible.</p> <p>The Contractor must decide what is the appropriate method of response in this setting based on the structure of his tender/offer.</p> <p>There is no need for documentation to be enclosed twice (in both the tender/offer and in the claim table); here are references in the claim table to where documentation is found in the tender/offer sufficiently.</p>	No.	25.03.19
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4.	19.03.19	Appendix 1	<p>In the TED notice, at paragraph II.2.11, we can read that optionally, the TVM must have a change of currency for coins.</p> <p>However, in the Requirements specifications we cannot find more details.</p> <p>The addition of an exchange unit may require more physical space. Can the exchange unit be a module external to the TVM?</p> <p>Otherwise, if it must be included in the TVM structure, can the physical dimensions of the TVM be increased, above the limits previously defined in the Requirements specifications?</p>	<p>The change of currency for coins is listed as an option in Appendix 1 Customers requirements specification, cf. clause 2.18.1. There is more information about this option listed here.</p> <p>The Contractor must decide how the task is best solved with regard to the requirements set by the Customer and the possibilities that are present in the offered solution. This is the Contractor's field of expertise and it is he who must suggest what he considers to be the best solution here.</p>	No.	25.03.19
5.	19.03.19	Appendix 2	<p>What do you mean in SSA-K App.2 Contractor description in clause 2.7. External legal requirements? What kind of description regarding addressing legal requirements?</p>	<p>The Customer has through the appendices and attachments identified which legal requirements and requirements that are of relevance to the conclusion and implementation of the Agreement. The Customer has also through the appendices and attachments specified relevant functional and security requirements for the deliverables.</p>	Yes, see Appendix 2 clause 2.7.	25.03.19

				<p>As an example of these requirements, the Customer mentions that we request a description from the Contractor showing how he meets the requirements set out in the standards stated in Appendix 1, cf. clause 1.6. For this example, the Customer requires documentation/description confirming that the Contractor has fulfilled the requirements stated in Appendix 1 clause 1.6. This must be clearly stated in the tender delivered by the Contractor, and references to where the Customer can find the documents must be made in SSA-k Appendix 2 clause 2.7.</p>		
6.	20.03.19	Appendix 1	<p>Can you specify the angle at which the pin pad (part of electronic payment set) should be tilted. Based on experience, we recommend that the pin pad be tilted at the same angle as the screen and touch panel of TVM.</p>	<p>Regarding the inclination/angle of the pin pad, the Customer refers to the requirements for universal design in the standards listed in Appendix 1, cf. clause 1.6 and "Table 3: Minimum requirements for the use of TVM". The TVMs must be universally designed (UD), so the requirements for UD must be met in the offered solution. Where there are no requirements for execution, the Customer expects that the Contractor offers solutions that are most appropriate for the use/users of the TVMs.</p>	No.	25.03.19

7.	20.03.19	Appendix 1	Does AtB allow carry out preliminary tests on the mock-up of the TVM's , the mock-up will be have the same modules (screen, electronic payment system, cash system, etc.) as the target TVM's while the housing may be differ?	The Customer allows the use of mock-up of the TVM in preliminary tests, as long as the mock-up has the same modules, functions etc. as the actual TVM.	No.	25.03.19
8.	20.30.19	Appendix 7 Attachment 7.1 Price form	<p>The winning criteria in this tender is "Price only".</p> <p>In the Excel "7.1 Price form", the "Total price" is calculated only as sum of the items in the first sheet "Cash & Card".</p> <p>What about the prices to be introduced in the second sheet "Options"? Have they no influence at all on the "Total Price" calculated as winning criteria?</p>	The pricing of the options has no impact on the "Total Price" and thus they do not affect the evaluation of tenders. The Customer nevertheless expects competitive prices for it to be relevant to trigger the options and it is the prices stated in the price form that apply to the competition. The Customer has a right but not a duty to trigger the options.	No.	25.03.19
9.	20.03.19	Appendix 1	Does AtB assume taking risks with off-line transactions, i.e. that Customer may not receive a fee for a ticket sold due to the inability to collect debts from the account.	The Customer refers here to Appendix 1 where it is stated that <i>it must be ensured that all passengers are able to buy a ticket regardless of whether the machine is online or not. Contractor shall describe the procedure for the reconciliation of the banking terminals, cf. clause 1.8.1. Administration system must have procedures for debiting credit</i>	No.	25.03.19

				cards that cannot be handled online, cf. clause 2.6.2.		
10.	20.03.19	Appendix 1	<p>The requirement description sets out that the Contractor is responsible for the installation and placement of the TVM, and you also state (2.4.1) that the Contractor is responsible for ensuring that the surroundings of the TVM enables the customer to a smoothly ticket purchase. The concrete foundations will - as we understand it - be pre-manufactured and installed by a third party, and the Contractor's task is to install the TVM on that foundation. We see this as somewhat contradictory because the location cannot be decided by the Contractor. Please elaborate on how to understand the actual parties responsibility on this</p>	<p>It is correct that a third party is responsible for the pre-fabricated pillar base and the installation of these at the metro bus stations, cf. Appendix 1 clause 1.10.1. The pre-fabricated pillar base is part of the delivery to the entrepreneurs responsible for the construction of metro bus stations. The pre-fabricated pillar base must be treated as a foundation for the fastening device that must be delivered together with the TVMs. <i>The Contractor of TVMs, is in other words, also responsible for the design, delivery and mounting of fastening device for the TVMs and ticket validators, cf. Appendix 1 clause 1.10.4. The Contractor must collaborate with the supplier of the ticket validator regarding the mounting of fastening device on the selected metro bus stations. The mounting of the fastening device must be seen in connection with the assembly and commissioning of the TVM and the ticket validator, cf. Appendix 1 clause 1.10.3 for more information about the topic.</i></p>	No.	25.03.19
11.	20.03.19	Appendix 1	<p>The only drawing provided (K104) is referring to other drawings as well (K100 and</p>	<p>The Customer has made an assessment of the request and concluded that the drawings</p>	No.	25.03.19

			K103), which we believe to be important information for us and we ask to receive them.	referred to are not relevant for this tender competition. The drawings referred to show the foundation of new metro bus shelters, requirements for compression of masses and type of bolts.		
12.	20.03.19	Appendix 1	Will the Customer be responsible for providing mains power with an installed power cable through the concrete foundation, available for the Contractor to connect to the TVM?	The entrepreneurs responsible for the construction of the metro bus stations are responsible for the pulling of power cables and connection of these in a fuse box, but Contractor of TVMs is responsible for electrical connection, cf. Appendix 1 clause 2.8.1. Those who install TVM must possess electrical expertise so that they are allowed to open the fuse box and turn on the voltage.		25.03.19
13.	20.03.19	Appendix 1	From comparing drawing K104 with the picture on page 17, Figure 3, it appears as the pole on the drawing is originally intended to fit the Validator, and a certain floor space is also foreseen for that device. Is it correct understood that your intention is that the Validator shall still be installed on a 80x80x5 pole fastened to the foundation, but in direct vicinity of the TVM, and that the Contractor task is to manufacture an adapter which enables both products to be	The pillar-base is not specifically intended for the ticket validator, but has been designed to function as a foundation for the TVMs and/or the ticket validator. The Contractor must come up with a solution where both units can use the pillar base as a foundation, cf. Appendix 1 clause 1.10. In other words, it is correctly understood that it is the task of the Contractor to find a design/solution where the integration is solved. There is only one power source in the pillar base, and this must be	No.	25.03.19

			<p>installed on the same concrete foundation plate? Will the heat zinked and coated pole as outlined in the drawing be supplied by the Customer? Except from mechanical installation, which other power supply and/or any other connections to the Validator does the Contractor need to undertake? May we suggest that an installation manual for the chosen Validator may be made available to us?</p>	<p>split/shared between the TVM and ticket validator.</p> <p>There is no installation manual for the ticket validator.</p>		
14.	20.03.19	Appendix 7	<p>Price adjustments for currency. May we suggest that Contractors are treated equally so that also Domestic Contractors who are importing hardware products and/or software solutions, may adjust prices if the currency exchange rate in which the main product are purchased, deviates > +/- 2%?</p>	<p>After making an assessment of this, the Customer has decided to change the wording so that the conditions are the same for all suppliers, see SSA-V Appendix 7 to read the new terms regarding price adjustments for currency.</p>	<p>Yes, see SSA-V Appendix 7 section "Price adjustments".</p>	25.03.19

15.	20.03.19	Appendix 1	The provision "Safe storing of cash" is somewhat vague, and is not able to be objectively validated. May we suggest that as a minimum the requirement should refer to an international accepted requirement for storing cash on self service machines; the VDS 3546?	The Customer refers here to what is stated in Appendix 1; <i>the solution for safe storing of coins in the TVM must be in accordance with applicable laws and regulations for this type of delivery.</i> See Appendix 1 clause 1.8.1 for more information about the topic.	No.	25.03.19
16.	20.03.19	Appendix 1	There is no requirement given for secondary cash box to be used when emptying the storage. The typical workflow is that a security officer takes out the coin box and replaces it with an empty one, and the coin box with content is securely transported to the emptying facility. As the machine will become out of order if no cash box is installed, the it is required to have a extra set of cashboxes. Will you require two cash boxes for each TVM?	The Customer requires a solution that maintains operation of TVMs when emptying the storage box. What is required in practice to maintain operations in the emptying situation, the Contractor is closest to assessing. If this means two storage boxes instead of one, the Customer expects the Contractor to offer the required number.	No.	25.03.19
17.	20.03.19	Appendix 7 Attachment 7.1	Shall training be included in the machine prices?	<i>Training must be given to the extent necessary so that the buyer can take care of the operation, corrective maintenance, error correction, etc., cf. Appendix 1 clause 2.10.</i> The Customer suggest	No.	25.03.19

				that this is priced in where the Contractor considers it appropriate, as it should be part of the evaluation of tenders.		
18.	20.03.19	Appendix 1	Does the Customer have technical personell, or already an agreement with such third party, to perform periodically maintenance, refill of tickets, etc?	The Customer has a plan for how the (daily) operation may be solved and has also listed this an option in the tender documents, cf. Appendix 1 clause 2.18.2.	No.	25.03.19
19.	25.03.19	Invitation to tender	The Customer has extended the deadline for submitting questions concerning the tender documents.	The Customer has extended the deadline for submitting questions concerning the tender documents from 20.03.19 to 27.03.19 at 11.00 a.m.	Yes, see Invitation to tender clause 1.8 Time table.	25.03.19
20.	20.03.19	Appendix 1	Does AtB expect cooperation with a specific acquiring center (electronic payment) or allow any processing center that meets the requirements.	The Customer refers here to what is stated in Appendix 1 clause 1.8.1; <i>TVM's solution must be EMV certified and be able to handle both national and international debit and credit cards. Norwegian-only BankAxept scheme is required.</i>	No.	27.03.19
21.	20.03.19	Appendix 1 Attachment 1.1	Regarding Design, Requirement 28 in Table 1A: This requirement does not elaborate on which kind of foliating solution will be used, and what the actual surface of the TVM 's main chassis, needs to be. The requirement for TVM-surface should also be seen in conjunction with the general	The Customer refers here to what has been written about foliating and the design of the TVMs in Appendix 1, cf. clause 2.3: <i>TVM must appear without the use of contrasting colours, as the Customer plans to foliate the TVM in order to ensure that it matches its environment and corporate colours. The TVM will stand outdoors all year around in</i>	No.	27.03.19

			<p>safety, resistance against vandalism, lifetime durability, impact on environment etc.</p>	<p><i>different parts of Trondheim city, and must be prepared for, as well as withstand Nordic climate and weather conditions, ensuring that the TVM is operational and reliable throughout the TVMs intended lifetime. The Contractor must choose the degree of encapsulation that is necessary to ensure TVMs protection against ingress of solid objects and water, based on conditions that are relevant at the metro bus stations, and the degree of encapsulation must be described and explained in the offer. The design of the TVM must ensure that the risk for/consequences of vandalism and damage is low.</i></p> <p>Contractor shall offer a design that satisfies the functional requirements presented by the Customer in the mentioned clause.</p>		
22.	20.03.19	Appendix 1 Attachment 1.1	<p>The tender documentations sets out in numerous different paragraphs, that there are minimum requirement which must be fulfilled. However, there are some differences between the document C2 SSA-K Attachment 1.1, and C2 SSA-K Appendix 1. As an example; In the Appendix 1 there are several references to lists and external documents</p>	<p>The Customer's opinion is that the contents of the appendix and the attachment are in accordance with each other. The Customer refers here to the requirements stated in Appendix 1 clause 1.6 as a starting point for the Contractor, where the applicable standards for the delivery is stated, as well as the degree of fulfilment of these. This should be easy to understand for the Contractor and in accordance with</p>	No.	27.03.19

			<p>which are described as informative references for the Contractor, which contains some descriptions that are obviously excerpts from guidelines, best practices etc. Seen together with the detailed requirements, some of the references are mutually contradictory to the minimum requirements, and in our opinion it is necessary that the customer clarifies the minimum requirements, to enable the procurement to be predictable to the Contractors. We therefore ask if the requirements in table 1A, in Attachment 1.1 in the detailed numeric requirement table are to be treated as minimum requirements, and that the same applies for the general provision (regarding laws, regulation, standards, etc) in the specification, that the Contractors responsibility is to ensure that the offered product meets the relevant minimum requirements of such?</p>	<p>what is stated in Attachment 1.1. Other requirements for the delivery are stated in the Appendix and shall correspond to the tables in the Attachment.</p>		
23.	20.03.19	Appendix 1 Attachment 1.1	<p>In the document C2 SSA-K Attachment 1.1, the response codes in table 1A, includes the option to answer "Partially" and "No". How does the Customer</p>	<p>The main purpose of the claim table 1A and 1 B is to serve both as a check list for the Contractor when preparing his tender/offer, and as a tool to simplify the review of the</p>	No.	27.03.19

			intend to handle and weigh a Contractors tender if the answer is anything but "Yes" on the mandatory requirements?	offers for the Customer. <i>Requirement table 1 A Mandatory requirements/minimum requirements to be met, significant deviations from these requirements may lead to rejection, cf. Appendix 1 Attachment 1.1.</i>		
24.	20.03.19	Appendix 1	The General rule for installation of mains connected power devices on the public grid, is that each installation/device shall be kWh measured, which requires a kWh-meter to be installed. Will the Customer take the responsibility and carry the costs (typically to the energycompany and/or their chosen installation company) for the delivery and installation of such required kWh-meter? Or is the mains power supplied from a grid which is already metered on a subscription owned by the Customer, or has the Customer acquired any waiver from the utility company? The tender requirements sets out that the Contractor shall ensure to include all installation costs, and this issue is a highly cost intensive topic, which needs to be cleared so any contractor knows what to include. If you	There will be a kWh-meter connected to each metro bus station, where a theoretical calculation of consumption for the individual components will be made to distribute operating costs between the parties responsible for the stations (the Customer included). This will be the Customer's responsibility to follow up, and not something the Contractor needs to focus on in his offer for the TVMs.	No.	27.03.19

			are not aware of this National requirement for the connection to the utility grid, we kindly ask that you contact your local utility provider for clearing of this issue.			
25.	20.03.19	Appendix 1	What is the estimated deadweight of the foundation (from third party), on which the TVM is intended to be installed?	The Customer refers here to the information set forward in Appendix 1 Attachment 1.2, as this is the information available for the Customer about the pre-fabricated pillar base. Here, the Customer wants to emphasize that the Contractor of TVMs is, in addition to the TVMs, also responsible for the design, delivery and mounting of fastening device for the TVMs and ticket validators, cf. Appendix 1 clause 1.10.4.	No.	27.03.19
26.	26.03.19	Appendix 1	Regarding the Testlab mentioned on point 1.5.2 of Appendix 1 - Customer's Requirements Specification, and considering the tight schedule available for the delivery, would it be acceptable to have the unit available at the Supplier's workplace? This would expedite the testing and configuration phase.	Based on the timeline for the delivery, the Customer will show flexibility regarding what is described in Appendix 1 regarding "Testlab", cf. clause 1.5.2. The Customer does not expect everything to be ready for Testlab and accepts a presentation/display of the functionality of the delivery. The Contractor decides where it is appropriate to carry out a Testlab	No.	27.03.19
27.	26.03.19	Appendix 1	In your answer to Q&A # 15, you are refeering to "applicable laws and regulations", but	The Contractor must on the basis of the demands and requirements in the tender documents decide for	No.	27.03.19

			<p>without refereing to any specific requirement. As far as we know, there are no laws and regulations with requirements for safe storing of cash. Without any set minimum requirement from AtB on this, there is no way to know (or evaluate for you) the minimum requirement. Please elaborate and set a minimum requirement.</p>	<p>himself if the solution offered is sufficiently safe for storing of cash to safeguard the Customer's financial interest and protect the Customer's revenues from the machines.</p>		
28.	26.03.19	Appendix 1	<p>In your answer to Q&A #16, you unfortunately do not set out any minimum requirement for the practical handling of emptying the cash from the machine. This task involves handling of sometimes substantial amounts of money, and a certain level of security against theft or embezzlement should be required. If there are no minimum requirement on how this shall be solved, then a solution were the operator just opens the machine and empties the cash into a bag, would be sufficient? We strongly suggest that you set out a minimum requirement on this topic to ensure that your entity for financial performance audit are satisfied. A typical requirement for such would be that the coin</p>	<p>The solution offered by the Contractor must safeguard the Customer's financial interest. This means that the design of TVM must take into account the protection of the Customer's revenues from the machines, ref. Appendix 1 clause 2.3.1.</p>	No.	27.03.19

			box are to be automatically locked upon withdrawal from the machine safe storage room, and replaced with an empty one, and the coinbox with cash are to be delivered to the bank for emptying.			
29.	26.03.19	Appendix 1	Is it acceptable that the change capacity (coins to be given as change) are to be filled by your staff on a regular basis, or do you require this option to be self-filled through the coins which the customers are using to purchase tickets?	The Customer refers here to the requirements set out in Appendix 1 clause 2.18.1. Beyond what is described here, Contractor is free to assess what is the best solution as long as the Contractor takes into account the requirements set for the fastening device (cf. clause 1.10.4 and 2.3.2), the weight limitation (cf. clause 1.10.1) and the design of the TVMs (cf. clause 2.3.1).	No.	27.03.19
30.	26.03.19	Appendix 1	As your intention is to foliate the TVM's, this would require the machine surface to accommodate the application of such foil, were for instance a powder coated surface would not be usable, and instead a neat surface would most likely be required. Will you set out a minimum requirement for the surface (like e.g. uncoated stainless steel)?	Please see the answer to question no. 21.	No.	27.03.19
31.	26.03.19	Appendix 1	Is it a minimum requirement that the functionality needed in	The functionality needed in the backoffice to fulfil the required	No.	27.03.19

			the backoffice to fulfill the required functions are already developed and operational at the time of tender submission, or may it be developed later?	functions must not be developed and operational at the time of tender submission, but the Customer needs a description of how it is going to work and a confirmation that the functionality will be operational on the 3 rd of August 2019.		
32.	26.03.19	Appendix 1	Based on the requirements table and drawing K104, the desired principle seems to be that the fastening device to hold the validator shall be adjoined with the TVM onto the same concrete foundation. Would it be acceptable if the validator is installed attached to the TVM?	The Customer refers here to what is stated in Appendix 1 clause 1.10.4; <i>The Contractor of TVMs will be commissioned by the Customer to design and manufacture a fastening device/adapter that fits both the TVM and the ticket validator, which can be attached on(to)/secured over existing pillar base. The design of the fastening device must ensure that the location of the TVM and the ticket validator is in accordance with the minimum requirements for universal design (UD). The Contractor, on the basis of this, must develop a common solution (fastening device) for the two units that work together with the pillar base.</i>	No.	27.03.19
33.	26.03.19	Invitation to tender	In connection with the extension of the deadline for questions and responses by 7 days, we see that the clarifications that have emerged lead to the need for	The Customer extended the deadline for submission of questions to the tender documents to give the suppliers more time to get the clarifications needed to prepare their offer in the best way possible. The Customer wants to facilitate	No.	27.03.19

			<p>more time to prepare and revise the tender.</p> <p>We urge therefore AtB to extend the deadline for submission of tenders corresponding extension of questions, in other words a minimum of 7 days.</p>	<p>that there is sufficient time between the tender deadline and the start-up for the delivery, which means that the tender deadline will not be postponed.</p>		
34.	27.03.19	Delivery of tender in Merzell: Digital signature	The Customer wants to inform about challenges due to digital signature in Merzell.	<p>Merzell are experiencing difficulties with <u>some</u> of the digital signatures. The Customer therefore urge the tenderers to test their digital signatures <u>as soon as possible</u>. If the tenderers are having problem with the digital signature, pleas contact Merzell Support as soon as possible, and then inform the Customer.</p>	No.	27.03.19