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| **DESCRIPTION AND REQUIREMENTS OF THE ELECTRONIC TICKETING SYSTEM AND RELATED EQUIPMENT**   1. The hardware for the electronic ticket for the marking, activation and replenishment of electronic tickets (hereinafter referred to as the "Electronic Ticket Equipment") shall be acquired (purchased, leased or otherwise owned) by the Authorized Body at its own cost. The Authorized Body shall purchase the E-Ticketing Equipment for the number of vehicles specified in the supplier's tender form and a 10% reserve of vehicles. The Authorized Body will use its own resources to ensure the implementation of the software necessary for the functioning of the Electronic Ticketing System. 2. If an Authorized Body installs new electronic ticketing equipment of a different type from that specified in Clause 1 of these Requirements, the Carrier will be required to co-operate with the Authorized Body and/or the Municipality. In the event of the installation of new electronic ticketing equipment, the procedures (conditions) for the use, maintenance and servicing of such equipment will be determined by means of supplementary agreements between the Parties. 3. The Authorized Body shall undertake to:    1. At the time agreed by the Authorized Body and the Carrier, to hand over to the Carrier the hardware for the Electronic Ticketing intended for use in the provision of passenger transportation services and necessary for the functioning of the Electronic Ticketing equipment.    2. The electronic ticketing and other equipment shall be handed over to the Carrier by the Authorized Body by signing a deed of transfer and acceptance.    3. After the Electronic Ticketing Equipment has been installed and tested, a certificate of fitness for use must be signed between the Authorized Body and the Carrier.    4. From the moment of signing the deed of transfer and acceptance of the Electronic Ticketing equipment, to maintain the Electronic Ticketing equipment (including any additional equipment acquired (purchased, leased or otherwise owned) by the Carrier) and to be liable for damage or loss during the term of the Contract.    5. Provide the Carrier with electronic ticketing equipment for the number of vehicles specified in the supplier's tender form and a 10% reserve of vehicles.    6. If the Carrier submits a request to the Authorized Body for additional E-Ticketing Equipment in excess of the amount of equipment calculated in accordance with clause 3.5. The Authorized Body will, where possible, lease additional quantities of E-Ticketing Equipment to the Carrier in accordance with the Lease Contract (see Annex 14).    7. Train the Carrier's authorised persons in the use of the Electronic Ticketing Equipment. 4. For the duration of performance of the Contract, the Carrier shall undertake to:    1. Install Electronic Ticketing hardware on vehicles.    2. Use the Electronic Ticketing Equipment for its intended purpose.    3. Strictly comply with the conditions for the maintenance and use of the E-Ticketing system and take all measures to protect it.    4. Inform the Authorized Body of any malfunction of the Electronic Ticketing Equipment during the term of the Contract in accordance with the established procedures and contacts.    5. During the term of the Contract, not to transfer or otherwise use the Electronic Ticketing Equipment to any third party without the written consent of the Authorized Body.    6. The Carrier is strictly prohibited to dismantle the Electronic Ticketing Equipment without the prior consent of the Authorized Body, to transfer the Electronic Ticketing Equipment from one vehicle to another, to install software on the Electronic Ticketing Equipment, to change the parameters of the Electronic Ticketing Equipment or to modify it in any other way, and to transfer it to any third party.    7. Not to modify, recode or otherwise alter the Electronic Ticketing Equipment or any part thereof without the written consent of the Authorized Body.    8. Enable and create conditions for the Authorized Body and/or its agents to inspect the condition of the Electronic Ticketing Equipment or to carry out technical maintenance and troubleshooting on the equipment. The Carrier must ensure that the vehicle is available for breakdown repair according to a pre-agreed schedule at the Carrier's repair workshops. 5. Upon expiry of the term of service or early termination of the Contract by the Carrier, the Carrier shall dismantle and return the Electronic Ticketing Equipment, including all modifications made to the Electronic Ticketing Equipment, not later than within 60 (sixty) calendar days. The equipment must be returned in a condition that is normal for its lifetime and intended use (taking account of natural wear and tear). 6. When the Carrier returns the electronic ticketing equipment to the Authorized Body, a deed of transfer and acceptance shall be signed. 7. Upon receipt of the returned equipment, the Authorized Body shall inspect the equipment in the presence of the Carrier and the Carrier and the Authorized Body shall sign an equipment inspection report indicating the components of the equipment and any deficiencies found during the inspection. 8. If the Electronic Ticketing Equipment to be returned by the Carrier is lost, components are damaged or missing, the Carrier shall reimburse direct reasonable damages in accordance with the claim submitted by the Authorized Body. In the event of damage to or loss of the Electronic Ticketing Equipment, the loss shall be assessed on the basis of the replacement value of the Electronic Ticketing Equipment. The maximum amount of damages that the Authorized Body may claim is equal to the replacement value of the lost or damaged Electronic Ticketing Equipment, as stated in the deed of transfer and acceptance of the Electronic Ticketing Equipment. 9. The E-Ticketing System is a set of hardware and software e-ticketing equipment managed by an Authorized Body, which includes the issuance of Vilnius/JUDU cards, the creation of e-ticket price lists, the organisation of e-ticket replenishment, scanning and control in Vilnius city. 10. The hardware of the e-ticketing includes:     1. An on-board computer.     2. A driver’s console and a bracket.     3. A GPS antenna.     4. Uninterruptible Power Supply (UPS).     5. A Network Hub.     6. A Wi-Fi antenna.     7. A GSM 4G antenna.     8. An electronic card reader with a holder.   The exact list of e-ticketing hardware will be specified in the deed of transfer and acceptance of the E-Ticketing Equipment.   1. The E-Ticketing Equipment is adapted to the Vilnius City Card, Lithuanian Student Card, ISIC and Vilnius City Card, i.e. it does not require any changes in the structures of the currently used cards. 2. The Authorized Body reserves the right to modify the hardware/software or their technical characteristics, while maintaining its functionality required for the performance of the Contract. In the event of the introduction of new electronic ticketing equipment, additional agreements may be signed between the Parties in order to detail the procedures (terms and conditions) for the use, service and maintenance of such equipment. 3. The requirements for the installation and deployment of e-ticketing hardware are shown in Table 1. During the performance of the Contract, the Carrier shall cooperate with the Authorized Body and its electronic equipment system supplier for the installation and deployment of the e-ticket hardware.  |  |  |  |  | | --- | --- | --- | --- | | Table 1. Requirements for the installation and deployment of on-board electronic ticketing hardware. | | | | | **No.** | **Equipment/ means** | **Submitted by** | **Requirements for equipment/ means** | |  | An on-board computer. | Authorized Body | * 1. One on-board computer per vehicle. | |  | GPS antenna | Authorized Body | * 1. One antenna per vehicle. | |  | Electronic card reader with holder | Authorized Body | 1. 5 (five) electronic card readers per metrobus vehicle. 2. 4 (four) electronic card readers per three-axle vehicle. 3. 3 (three) electronic card readers per two-axle vehicle. 4. 2 (two) electronic card readers per midi vehicle. 5. 1 (one) electronic card reader per small capacity vehicle. | |  | A driver's console with a bracket | Authorized Body | 1. One driver's console with a bracket per vehicle. | |  | Mobile data connection (SIM card) | Authorized Body | 1. One SIM card per vehicle (on-board computer) with mobile data service activated. | |  | Uninterruptible Power Supply (UPS) | Authorized Body | 1. One uninterruptible power supply unit per vehicle. | |  | Network Hub | Authorized Body | 1. One network hub per vehicle. | |  | A Wi-Fi antenna | Authorized Body | 1. One Wi-Fi antenna per vehicle. | |  | GSM 4G antenna | Authorized Body | 1. One GSM 4G antenna per vehicle. | |  | Catering | Carrier | 1. Rated supply voltage 24 V DC (0.5 - 4 A). 2. A voltage stabiliser is recommended. 3. Wiring for connecting equipment (cabling). | |  | Operating environment | Carrier | 1. Storage temperature from -30 C to +70 2. Operating temperature from -20 C to +60 C. 3. 5-95% non-condensing ambient humidity. 4. Vibration within the limits for public transport vehicles. 5. E-ticketing equipment cannot be stored outdoors. | |  | Vehicle preparation for installation of e-ticketing equipment | Carrier | 1. A minimum mounting space of 315 x 170 mm (length x width) for the driver's console with a bracket shall be provided (the driver shall be able to reach the console screen when behind the steering wheel). 2. Provide a mounting location for the electronic card reader and the reader holder next to the door where the passenger can comfortably hold the card and read the information on the reader screen. The location shall be agreed with the Authorized Body at the time of execution of the Contract in accordance with the procedures set out in the Contract. 3. Provide a mounting location for an external antenna (depending on the vehicle's technical characteristics). 4. Any wiring for the system must be out of reach and invisible to passengers. | |  | E-ticketing hardware installation works | Carrier | The Carrier shall carry out the installation work with the suppliers specified by the Authorized Body. |  1. Servicing and maintenance of electronic ticketing equipment:    1. The Authorized Body shall maintain the Electronic Ticketing System software from 6:00 to 22:00 on working days and from 8:00 to 20:00 on days off (the Authorized Body shall inform the Carrier in case of a change in working hours).    2. The Authorized Body’s maintenance services for the Electronic Ticketing System software include:       1. Training of Carrier's representatives who will further train Carrier's staff independently in the use of the Electronic Ticketing System software (up to a group of 10 persons);       2. On-site restoration of the electronic ticketing system software,       3. Necessary software updates and patches to the Electronic Ticketing System. 2. Possibility for consultations by calling and /or email contact and on the issues of use of electronic ticketing system software - on weekdays 8:00-17:00. 3. The Authorized Body shall respond to software and hardware malfunctions of the Electronic Ticketing System within a maximum of 8 hours from the time of registration of the malfunction, using the contacts specified in clause 20. 4. The Carrier must notify the Traffic Management Centre of the Authorized Body, or any other contacts indicated by the Authorized Body (see clause 20) of any malfunction of the Electronic Ticketing Equipment within 1 hour of the identification of the malfunction. 5. The Authorized Body receives reports of malfunctions by email or telephone, registers them in the technical maintenance portal: <https://service.judu.lt>, and provides information on the status of troubleshooting. 6. Maintenance of the Electronic Ticketing System does not include in the services provided by the Authorized Body (the Carrier must carry out the work listed below at its own expense):    1. Training of new staff in the use of the Electronic Ticketing Equipment, if such training has already been carried out by the Authorised Bodies.    2. Troubleshooting elementary errors that are the responsibility of the Carrier's staff when the Electronic Ticketing Equipment has not been used in accordance with the factory instructions provided. 7. Contact details of the Authorized Body's supervisory authority:    1. Logging of e-ticketing equipment failures on the maintenance portal <https://service.judu.lt>.    2. Email [pagalba@judu.lt](mailto:pagalba@judu.lt) (the Authorized Body shall inform the Carrier of any change of email address);    3. Phone +37052345930 (the Authorized Body shall inform the Carrier of any change of the phone number). 8. The requirements for the operation of the electronic ticketing system equipment are set out in Diagram 1 below, "Principle operating diagram". |
| **Municipality Authorized Body Carrier**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |