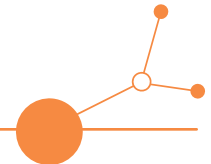
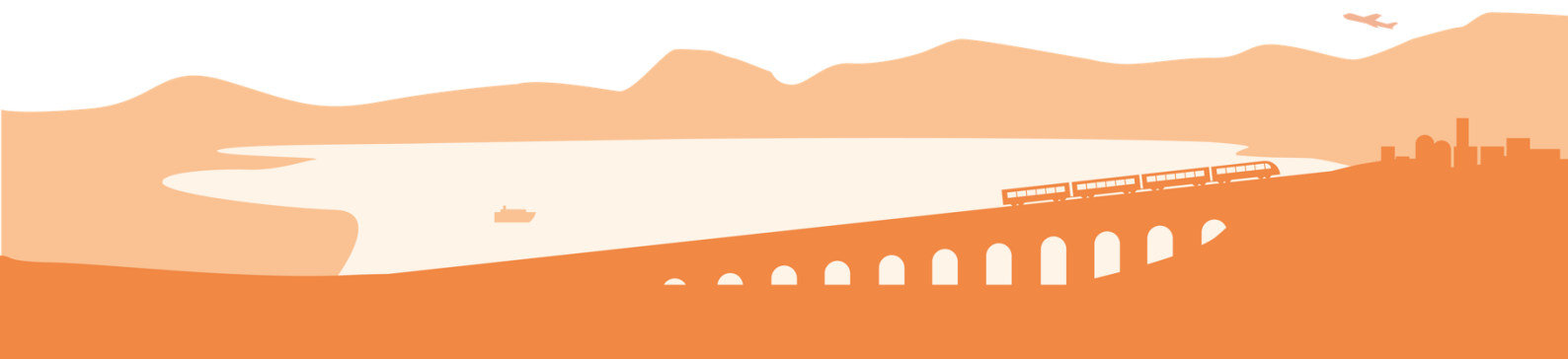


DRT dedicated tendering procedure (greenfield)

Area Split Dalmatia



Final Version
09/2025





GUIDELINES FOR TENDER DOCUMENTATION AND THE TENDER PROCEDURE

Partner No.	Partner Acronym	Name of the author	Action	Version
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1. Summary

The chapters below represent the structure of the tender documentation. Each chapter provides a detailed description of what needs to be included when preparing the tender documentation. It is important to reference the applicable legal regulations in each chapter.

The tender documentation outlines the requirements and guidelines for procuring a Demand-Responsive Transport (DRT) service. It begins with an introduction defining the procurement scope, emphasizing whether the project is a pilot and detailing funding sources, service area, and bidder expectations, including vehicle categories, software needs, and human resources.

The DRT service section describes how the service will operate, its duration, funding, and organization. It highlights the service's purpose, legal framework, and the obligations of both the contracting authority and service provider, including licensing and service quality. Key service features such as flexible timetables, stop policies, free-of-charge provisions, and legal compliance are detailed. The service area, operational standards, vehicle and communication requirements, and quality standards for cleanliness, heating/cooling, passenger information, and vehicle marking are specified.

Reporting and supervision processes are defined, including frequency, notification methods, and responsible entities.

The software section describes the required support system for the DRT service, consisting of three applications: back-office (for managing routes, passengers, and data), driver (for navigation and communication via tablets), and user (for ride booking and tracking). Functionalities and platform requirements (Android/iOS) are specified.

Vehicle equipment requirements focus on tablet devices to support communication, navigation, and interaction between drivers and the central system.

Selection criteria for the economic operator include valid licenses, proven experience, adequate human and technical resources, and compliance with technical specifications for vehicles and software. Proof of these criteria is required through various forms and documentation.

Contract duration options, such as a 1-month testing plus 11 months of service or continuous 12 months, are discussed.

Service availability standards establish response and resolution times based on problem severity, ensuring timely issue management to maintain service quality.



2. Introduction

In the introductory part of the tender documentation, it is necessary to describe the subject of procurement, i.e., the DRT service. If necessary, it should be emphasized whether this is a pilot project and what the sources of funding are. It is important to highlight the area in which the DRT service will be provided. This section should clearly state what is expected from the Bidder (which components are required in the applications and what documentation constitutes a complete application). The key components expected from the Bidder should be briefly summarized, such as the vehicle category, number of vehicles, whether software is needed, application solutions for users and drivers, and vehicle equipment. It should be emphasized that the Bidder is also expected to provide human resources (drivers, dispatchers, and other personnel who will operate the service). The introductory part must also define the terminology (contracting authority, bidder, and other definitions) that will be used in the rest of the tender documentation, in accordance with applicable national legislation.

3. DRT service

This section describes the method of providing the DRT service, its duration, funding, the area where the service will be provided, and its organization. It is necessary to emphasize the goal and purpose of implementing the DRT service, as well as to define DRT in accordance with national legal regulations and guidelines.

Focus should also be placed on the source(s) of funding/co-funding for the service (EU programs, national programs, regional and local sources, ticket sales, etc.). The duration of the service should be specified, including whether a testing period is required (e.g., the 1+11 model, where the first month is for testing and service adjustment, and the remaining 11 months are for full-service delivery). When describing the DRT service, it is important to highlight the rights and responsibilities of both the contracting authority and the service provider. For the service provider, it is necessary to outline the minimum requirements for application (e.g., valid passenger transport licenses and other documentation in accordance with national legislation).

The service provider must commit to offering the DRT service to meet the transport needs of residents in rural and sparsely populated areas where no public line transport is organized, in response to specific transport requests. It should also be clearly stated whether the DRT model is predefined (e.g., fixed or flexible timetables, fixed or flexible stops). It is important to describe and define possible scenarios, such as passengers waiting at a stop without having requested transport (the contracting authority must determine whether boarding the DRT vehicle is allowed without prior notice or only according to available vehicle capacity).

In cases where the service is free of charge for the end user, it is necessary to describe how users/passengers will receive confirmation of transport (depending on applicable national laws regarding travel tickets). In the case of free tickets, the service provider must commit not to charge end users for tickets, in accordance with the provisions of the Contracting Authority or the rules regarding co-financing from EU funds. It is necessary to list all legal acts and regulations related to the provision of DRT services in accordance with national legislation. In the descriptive part of the service, it is important to provide detailed information on the area where the DRT service will be provided, including:

- The DRT model (variable or flexible timetables and stops)
- DRT operating hours (weekends, holidays, nighttime hours)
- The administrative area in which the service will be provided
- The total route length
- The expected travel time (if the model allows for estimation, where at least one component is fixed)
- Daily mileage and fuel consumption estimates
- Number of driver shifts
- A map of the area and/or route where the service will be provided
- Transfer points to other DRT lines, if applicable
- Transfer points to other modes of transport, if applicable (regular bus, rail, and/or maritime lines)



- A table of stops for each line and in each direction (if a fixed-stop model is selected)

It is important to highlight and specify the quality standards of the DRT service that relate to:

- **Technical standards** (cleanliness, heating/cooling, passenger information and booking of DRT services via web and/or mobile applications)
- **Operational standards** (number and type of vehicles, regularity in service delivery, replacement vehicle in case of breakdown)
- **Communication standards within vehicles and with passengers** (a device in the provider's vehicle with a screen that can generate a route based on passenger requests, the ability to issue travel tickets outside the vehicle—via an app—and/or inside the vehicle, a web and/or mobile application for passengers, and responsiveness to feedback and complaints)

Quality standards are confirmed based on the submitted forms (annexes in the annex chapter). Each required standard must be described in detail. Guidelines for the standards include:

Technical quality standards and required criteria:

- **vehicle cleanliness includes:**
 - vehicles providing DRT services must be clean both inside and outside,
 - internal cleanliness of the vehicle means that the vehicle is swept, dirt is removed, and the vehicle is ventilated,
 - fabric-covered seats must be cleaned,
 - in case of significant internal and/or external contamination of the vehicle, cleaning must be carried out immediately after such contamination occurs, regardless of when the last cleaning was done,
 - external cleaning of the vehicle means that the vehicle is completely cleaned on the outside,
 - vehicles performing DRT services must be clean on the outside,
 - the DRT service provider is obliged to keep and maintain records of all performed cleanings.
- **heating and cooling of the vehicle:**
 - the DRT service provider must ensure that all heating and cooling devices are functioning properly and are set appropriately,
 - the DRT service provider is obliged to ensure that all vehicles are heated and cooled according to the weather conditions.
- **informing passengers via a mobile application**
 - a mobile application should be available to passengers,
 - the applications should include at least the following functionalities:
 - reservation, ordering, and cancellation of the DRTservice,
 - trip planning,
 - tracking the status and arrival time of the ordered vehicle via a map (automatic real-time status updates),
 - receiving status and general information from the dispatcher/system (through the app and push notifications),
 - payment support (support and management of credit cards),
 - support for integration with other systems (e.g., ticketing systems),
 - the application should support Android and iOS, mobile phones, and tablets (native applications for both platforms).
- **external marking of the vehicle**
 - the service provider, when performing the DRT service, must mark the vehicles with appropriate signs (indicating that the service is funded by an EU project), which will be prepared by the Client.



Operational quality standards and required criteria are:

- Number of vehicles - The DRT service provider must deliver the planned public transport service in accordance with the obligations set out in the DRT Service chapter, either with the planned vehicles or with replacement vehicles in case of breakdowns or other operational difficulties.
- Type of vehicles - The DRT service provider is obliged to perform the services using the planned and approved types of vehicles according to the obligations in the DRT Service chapter.
- Regularity of transport - The DRT service provider commits to performing the contracted transport regularly and in accordance with the variable timetable.
- Adherence to the variable timetable - The DRT service provider commits to performing the contracted transport according to the variable timetable, which means that if there is demand and a variable timetable is generated, the service must be provided at the agreed time; otherwise, if there is no demand and no requests for DRT service are received, the provider is not obligated to run “empty rides.”
- Replacement vehicle - The DRT service provider commits that, in case the planned timetable is disrupted due to vehicle breakdown, accident, or other reasons, a replacement vehicle will be provided.

Communication standards with passengers and required criteria are:

- Informing passengers via website and/or mobile application,
- The DRT service provider is obliged to provide at least the following information: service operating hours, departure time and location, route lines, rules for using the DRT service, and the customer service phone number,
- The DRT service provider is obliged to inform passengers about planned changes in service provision via website and/or mobile application,
- The DRT service provider is obliged to respond to passenger suggestions and complaints within 14 days from the date of receipt,
- The DRT service provider is obliged to notify the Client of all received passenger suggestions and complaints within 14 days from the date of receipt, as well as inform about their response within 14 days from sending the reply to the suggestions and/or complaints.

Reporting

It is necessary to define the reporting method and how often supervision by the Client will be carried out. It is also necessary to define whether the supervision will be conducted with prior notice and/or unannounced, and whether it will be carried out exclusively by the Client or by a legal entity appointed by the Client (Form 4 in Annex).



4. SOFTWARE AS SUPPORT FOR THE DRT SERVICE

In the chapters related to software as support for the DRT service, it is necessary to define how the software should look and what it should include (a back-office application, a driver application, and a user application). In addition, it should be specified whether the vehicles need to be equipped with tablet devices (Android or iOS) on which the driver application will be installed.

4.1. Backoffice application

Through this application, the DRT service provider should have the ability to create new and optimize existing itineraries, as well as manage passenger pick-up and drop-off. In addition to service monitoring and management capabilities, various statistical data should also be available, such as information on vehicles, number of passengers, etc. The application must allow for user registration and management of registered users/passengers.

Functionalities that the Backoffice application should support - guidelines:

- real-time fleet monitoring,
- overview of vehicle data,
- creation and modification of itineraries,
- passenger pick-up and drop-off management,
- service-related statistical data,
- report generation based on available data,
- user management (user accounts, payment history, payment methods, etc.),
- driver management (creation of checklists),
- support for integration with other systems (e.g., ticketing systems),
- the client application should be accessible via standard web browsers on PC and Mac computers (cloud-based solution).

4.2. Driver application

In the chapter related to the driver application, the Client should emphasize the purpose of the application, which is the timely delivery of relevant information as well as general communication between the DRT vehicle network and the Backoffice system. The main focus of the application is real-time navigation functionality, which includes automatic routing and scheduling of pick-up and arrival times. Communication is carried out via tablet devices with which the vehicles used for providing the DRT service must be equipped.

It is also necessary to define the functionalities of the application. The guidelines are:

- communication between the driver and the central (Backoffice) system,
- turn-by-turn navigation with voice and visual instructions,
- automatic routing and time scheduling based on advanced algorithms for calculating the most efficient itineraries,
- display of traffic information,
- two-way text communication between one or more drivers and the dispatcher/system (via the app and push notifications),
- display of interactive checklists managed through the Backoffice application,
- interactive predefined interactions with drivers and dispatchers (e.g., confirmation of passenger boarding and/or drop-off),
- the application should support Android and iOS, both mobile and tablet devices (native applications for both platforms)



4.3. Application for the Service Users

In this chapter, the Client should emphasize in the documentation that this application is intended for the end users of the DRT service. The goal is to encourage users to utilize the service, which will provide them with additional mobility not supported by other modes of public transport due to infrastructural and/or organizational limitations.

Through the application, passengers should be able to order/reserve their ride and track the status and arrival time of the ordered vehicle.

The application must be connected to the Backoffice system, which should be the backbone of all transactions between the connected systems (Backoffice, Driver Application, and User Application).

Functionalities that the user application should support - guidelines:

- reservation, ordering, and cancellation of the DRT service,
- trip planning,
- tracking the status and arrival time of the ordered vehicle via a map (automatic real-time status updates),
- receiving status and general information from the dispatcher/system (through the app and push notifications),
- payment support (support and management of credit cards),
- support for integration with other systems (e.g., ticketing systems),
- the application should support Android and iOS, mobile phones and tablets (native applications for both platforms)

5. EQUIPMENT FOR VEHICLES (tablet devices for the driver application)

In the tender documentation, it should be emphasized that the vehicles used to provide the DRT service must be equipped with tablet devices, which will support communication with the central part of the information system (Backoffice), navigation, and other functions such as:

- communication between the driver and the central (Backoffice) system,
- turn-by-turn navigation with voice and visual instructions,
- automatic routing and time scheduling based on advanced algorithms for calculating the most efficient itineraries,
- display of traffic information,
- two-way text communication between one or more drivers and the dispatcher/system (via the app and push notifications),
- display of interactive checklists managed through the Backoffice application,
- interactive predefined interactions with drivers and dispatchers (e.g., confirmation of passenger boarding and/or drop-off),
- the tablet device must be based on the Android or iOS platform



6. Criteria for the Selection of the Economic Operator

In the tender documentation, it should be emphasized on the criteria according to which the DRT service provider will be selected. Below are guidelines that need to be adapted to the legal regulations of the country in which the tender is issued.

- **License authorizing the performance of public passenger transport activities**

Proof method:

A document proving this requirement is an extract from the license for each individual vehicle offered by the bidder for the execution of the passenger transport service (if the carrier has been issued a license for the provision of domestic road transport services).

- **The economic operator must demonstrate that it has the necessary human and technical resources, as well as the experience required to perform the public procurement contract at an appropriate level of quality**, especially by proving a sufficient level of experience, which shall be demonstrated through appropriate references from previously completed contracts.

Proof method:

A statement by the bidder that they have at their disposal the minimum required number of drivers, and that these drivers meet all professional qualification requirements, along with **Form 3**.

- **The economic operator must demonstrate that, in the year in which the public procurement procedure was initiated and during the three preceding years, it has been providing public passenger transport services**, and must prove that this has been done through one or more contracts related to passenger transport services.

Proof method:

A statement by the bidder confirming the provision of public passenger transport services for at least 3 years, through one or more contracts related to the provision of such services.

TECHNICAL CAPACITY REQUIREMENTS:

- The economic operator must demonstrate that it has an established information system with all three key components supporting the DRT service (Backoffice application, Driver application, User application).
- The economic operator must demonstrate that it has the minimum required number of vehicles available to provide the service subject to this public procurement procedure. All vehicles must comply with the applicable legal regulations of the country to which the tender documentation refers.

All vehicles must meet the following technical specifications:

1. Connected to the information system for managing the DRT service
2. Equipped with tablet devices as a platform for using the driver application
3. Air conditioning and heating of the passenger compartment - factory-installed or certified

Proof method:

Completed **Form 1 - Statement on the category and technical specifications of vehicles**, with attached copies of the registration documents for each vehicle, as well as a **statement on the age of the vehicles (Form 2)**.

CONTRACT DURATION

The duration of the contract must be defined, along with the applicable model (e.g., whether there is a testing period such as a **1 + 11** model, where the first month is dedicated to service testing, or a **12-month model** in which the DRT service is provided continuously for all 12 months).



SELECTION CRITERION

The tender documentation should also include the criteria for selecting the bidder. The selection criterion may be **the lowest offered price**. The offer must meet all the specified **minimum selection criteria**.

SERVICE AVAILABILITY

During the provision of the DRT service, the Provider must ensure service availability, i.e., resolve any issues affecting service delivery within defined timeframes, in accordance with the severity of the problem. Guidelines are presented in the table below.

Severity level	Problem description	Response time	Expected resolution time
1	Failures and malfunctions causing complete service unavailability. Example of a first-level problem: unavailability of the information system supporting the DRT service.	2 hours from the problem report	12 hours from the start of problem resolution
2	Failures and malfunctions causing partial service unavailability. Example of a second-level problem: vehicle malfunction.	1 hour from the problem report	24 hours from the start of problem resolution
3	Failures and malfunctions that reduce the quality of the service. Example of a third-level problem: certain functionalities of the user application are unavailable, e.g., real-time vehicle tracking is not working.	8 hours from the problem report	As soon as possible depending on the nature of the problem, but no later than 2 working days from the problem report
4	Difficulties that do not significantly affect system operation and do not slow down business processes (minor defects). Example of a fourth-level problem: issues with the vehicle's air conditioning function.	24 hours from the problem report	As soon as possible depending on the nature of the problem, but no later than 5 working days from the problem report



7. Conclusion

The tender documentation provides a detailed and structured guide to ensure that the procurement and delivery of the DRT service meet high standards of quality, efficiency, and legal compliance. By clearly defining technical, operational, and communication requirements, as well as the selection criteria for bidders, it aims to facilitate the selection of a competent service provider capable of delivering reliable and user-friendly transport solutions tailored to the specific needs of rural and underserved areas. This structured approach ensures transparency, accountability, and continuous service improvement throughout the contract duration.



8. Literature

Regulation (EU) No. 1370/2007 of the European Parliament and of the Council and the legal framework of the Republic of Croatia:

- 1) Regulation (EC) No. 1370/2007 of the European Parliament and of the Council of 23 October 2007 on public passenger transport services by rail and by road and repealing Council Regulations (EEC) No. 1191/69 and (EEC) No. 1107/70;
- 2) Road Transport Act (Official Gazette Nos. 41/18, 98/19, 30/21, 89/21, 114/22, 136/24);
- 3) Regulation on special conditions for vehicles used in public road transport and transport for own needs (Official Gazette Nos. 50/18, 56/19, 107/20, 147/21, 71/22).



9. Annex (forms)

FORM 1.

STATEMENT
ON THE CATEGORY AND TECHNICAL SPECIFICATIONS OF THE VEHICLE

CONTRACTING AUTHORITY:
REFERENCE NUMBER:
SUBJECT OF PROCUREMENT:

I, _____ from _____,
(name and surname) (place)

ID card number/passport number: _____, as the authorized person
for this procedure

(name and registered office of the economic entity),

ID: _____, under material and criminal liability, I hereby declare that we have
the following vehicles at our disposal:

Serial number	Vehicle registration number	Category of vehicles	Euro standard	The vehicle meets all technical specifications required under the chapters "Requirements for the Economic Operator" and "Technical Capacity Requirements" (yes/no)
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				



FORM 2.

STATEMENT
ON THE AGE OF THE VEHICLE

CONTRACTING AUTHORITY:
REFERENCE NUMBER:
SUBJECT OF PROCUREMENT:

I, _____ from _____,
(name and surname) (place)

ID card number/passport number: _____, as the authorized person
for this procedure

(name and registered office of the economic entity)

ID: _____, under material and criminal liability, I hereby declare that we have
the following vehicles at our disposal:

Serial number	Vehicle registration number	Category of vehicles	Euro standard	The vehicle has all the technical characteristics required in the chapters "Conditions of the Economic Operator and Conditions of Technical Capability" (yes/no)
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				

Copies of the vehicle registration certificates for the vehicles listed in the table are attached to this statement.



FORM 3.

STATEMENT
ON THE AVAILABILITY OF HUMAN RESOURCES

CONTRACTING AUTHORITY:
RECORD NUMBER:
SUBJECT OF PROCUREMENT:

I, _____ from _____,
(name and surname) (place)

ID card number/passport number: _____, as the authorized person
for this procedure

(name and registered office of the economic entity),

ID: _____, under material and criminal liability, I declare that we have the following bus drivers available who meet all the professional driver qualification requirements prescribed by the Law (specify the applicable law) (category "B" driving license, other necessary initial qualifications, and periodic training).

Serial number	Driver/s full name	Educational and professional qualifications	Driver's license with valid CODE 95 (driver's license number)
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			



FORM 4.

STATEMENT
ON ACCEPTANCE OF INSPECTION CONDUCTED BY THE PUBLIC CONTRACTING AUTHORITY

CONTRACTING AUTHORITY:
RECORD NUMBER:
SUBJECT OF PROCUREMENT:

I, _____ from _____,
(name and surname) (place)

ID card number/passport number: _____, as the authorized
person for this procedure

(name and registered office of the economic entity),

ID: _____, under material and criminal liability, I declare that the bidder accepts the inspection conducted by the public contracting authority or, on its behalf, by the competent body of the service provider's country of establishment, which relates to the technical capacities of the service provider.