

Invitation to Dialog Conference regarding payment services for Ruter

Ruter As is responsible for public transport in the greater Oslo metropolitan area and in parts of the county municipality Viken (formerly county municipality of Akershus). Ruter is owned by Oslo municipality and the county municipality of Viken, which both have a political objective to obtain the zero-growth target for use of private cars in the capital region. Public transport will be an active tool to reduce the growth in passenger transport by car, by finding good and environmentally friendly transport solutions. In order to achieve the zero-growth target, sustainable urban development is needed, where good mobility services strengthen the region's attractiveness.

Through Ruter's transit network, we have approximately 400 million passenger entries per year, about 70 % of ticket sales for these trips are purchased in the ticket app RuterBillett. Easily accessible and smooth payment solutions are an important factor in reducing barriers to travelling on public transport, which will be crucial to achieving the ambitious goal of market share in transportation in the future.

Ruter has currently various payment solutions integrated into the Ruter Ticket app for ticket sales to customers, where tickets were sold for the accumulated value of NOK 3 billion in 2019. Other purchases go via channels such as commissioner networks, ticket machines and sales by other transport operators. Total ticket sales in Ruter's own channels amounted to just over NOK 3.25 billion in 2019.

The current contract for direct payment by credit card (Visa/MasterCard) runs via Ruter's PSP and card acquiring agreements. Existing contracts will expire in the summer of 2021, and Ruter will conduct a new tender this summer/autumn to sign contracts for PSP and card acquiring services for the next contract period of up to 6 years. The new contracts may also include transactions from BankAxept, American Express, mobile wallet solutions and cEMV for transit.

The participants in this dialog conference are expected to be payment solutions providers, or product solutions for distributing tickets that have ambition to get agreements with Ruter in the future.

The purpose of the dialogue conference is to provide suppliers with information about some basic requirements Ruter will make to suppliers in the tender process, as well as necessary knowledge of the protocol and regulation for public procurement of our future agreements.

After the dialogue conference, potential suppliers and subcontractors are invited to provide a written input to Ruter on solutions that can affect the scope of the tender. Ruter invite to further dialogue in the form of one-on-one meetings. Alternative available times for these meetings will be shared at the end of the dialogue conference. The registration and reservation of meetings can be made at the same time.

The information sent to Ruter will be processed confidentially and will only be used internally in Ruter. Ideas presented by Ruter may be used in future procurements and be presented in anonymized form at dialogue conferences, in tender documentation, etc.

Ruter is subject to the Freedom of Information Act, and all input will be processed in accordance with the regulations.

Location: Ruter S (Ruter customer service center) Jernbanetorget 1

Date: Thursday, March 5, 2020

Time: 10:00 – 13:00

The conference will be held in Norwegian – but with available English summary for international participants.

Registration shall be made on the registration form by March 3, 2020.

<https://forms.gle/VnkhcNfsWFVkiVVC9>

At the dialogue conference, Ruter will address the topics below:

- Presentation of Ruter
- Description of today's solutions and content
- Experiences from today's solution
- Ruter's thoughts on future needs
- Process for tender and acquisition

The final agenda will be sent to registered participants before the dialogue conference.

For questions please contact anbud@ruter.no

Welcome!