



Madrid, 8<sup>th</sup> July 2014

To whom it may concern:

With this reference we hereby certify that

- **Mr Ivo Stefanov** – expert in Bulgarian public sector contracting and legislation
- **Mrs Kristiana Chakarova** – supporting expert in Public Transport/ Economics and Financial Analysis

Have been part of the Consultant team of Deloitte Spain/Equipo de Técnicos en Transporte y Territorio S.A.U (ETT SAU) in consortium with the **Institute for Transport and Communications (ITC)** and Deloitte Bulgaria for the preparation of a

#### **Public Service Contract (PSC) for Burgas Municipality, Bulgaria**

The assignment was financed by the EBRD (Contract No.: C25911/SPA-2011-02-01) within the Burgas Integrated Urban Transport Project.

The PSC included the following elements:

- Definition of the PSC scope and service standards
- Design of a clear method of accounting for the cost of transporting and any concessionary fares
- Determination of operational costs connected with the provision of services in order to establish a gross cost PSC contract
- Design of the price indexation to be used to update operational costs during the life of the PSC
- Design of the PSC payment formula. Following the Regulation EU 1370, the compensation formula was design to avoid over-compensation for the services
- Definition of contract duration
- Design of the monitoring scheme
- Arrangements for ticketing and revenue collection
- Definition of the Quality indicators, Customer Satisfaction Index, based on surveying, and the monitoring scheme of the Quality indicators, as well as the regime of offenses and penalties

All requested tasks have been carried to our satisfaction. On March 25, 2014 the Burgas Municipal Council approved and signed the proposed PSC with Burgasbus.

**ETT**

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The ITC experts performed the tasks assigned to them with professionalism and diligence and within the project implementation schedule and budget. They contributed to the successful completion of the project and the satisfaction of the Burgas Municipality as project beneficiary.

Please feel free to contact me should you have any questions on this communication.

Pedro Puig-Pey

Director

Equipo de Técnicos en Transporte y Territorio SAU