ADDENDUM NO. 1

TO: **All Vendors**

FROM: **Jason McGarry, Procurement/Contracts Administrator**

SUBJECT: **COG2021-03: Mobile Ticketing Fare Payment and Integrated Mobility Solution Application**

DATE: **May 20, 2021**

This Addendum No. 1 modifies the Request for Proposal (RFP) only in the manner and to the extent as stated herein.

QUESTIONS AND ANSWERS

1) We are requesting a three-week extension of the March 26th proposal submission deadline.
   a. *A two-week extension will be granted. The due date will be June 9, 2021 by 3:00 PM.*

2) Page 4, section 4 Scope of Work, there is a requirement for open-source architecture and be extensible to support new technologies as they mature in the industry. Typically, vendors do not open source their codes. We respectfully ask that BCD delete this requirement.
   a. *We concur. This was intended to state open-platform, which is still a high priority. The ability to integrate and adopt new technologies through standardized communication protocols, such as APIs, will be incorporated in the selection criteria scoring.*

3) Page 5, section A. Payment Solutions Expected Objectives, bullet 8, there is a requirement that Account-based back-end must provide integration with future on-demand transportation billing software to support integration with state agency programs such as Medicaid, Non-Emergency Medical Transportation (NEMT), in order to deliver seamless, paperless billing for all providers and mobility managers. Please provide use case for this future integration with these type services.
   a. *Interoperability and ability to integrate with new technologies or other transportation providers is fundamental to the MaaS platform. Since the full realm of this industry is yet to be defined, we are seeking interoperability and expandability to include transportation services from public and private transportation providers. Proposals that demonstrate their products support optionality, extensibility, and hardware-agnostic opportunities within their system will be evaluated and scored favorability.*

4) Page 5, section A. Payment Solutions Expected Objectives, bullet 12, there is a requirement for Account-based back-end should support gamification of mobility modes and associated fares. Please provide use case for this requirement.
   a. *Gamification is the strategic attempt to incorporate systems in order to leverage people's natural desires for socializing competition,and achievement. System will be evaluated and scored favorability that offer systems to engage our customer to use the app and/or the subject services.*

5) There is no Price Sheet in your RFP for the required items. Is there a Price Sheet available for the Bidders to submit pricing??

    a. *A price sheet has not been developed for this RFP. Please provide information on total cost of ownership of solution, or your firm's portion of the solution, that can meet BCDCOG's need. Provide a breakdown by capital, including installation, and/or annual operating costs over the 5-year contract period, which includes any additional partners required, a breakdown of any integration costs related to supporting the system, and details of payments as–a-service approach, if offered.*

6) Could BCDCOG please provide average transaction size, updated annual fare revenues, and number of products sold by fare product?

    a. *The average pass sale transaction was $876.96 during the 2019 calendar year. Please reference to the response in Question 17 in this document for annual fare revenue. The number of products sold by fare product is presented on Page 14 of the RFP*

7) In light of the complexity of the RFP requirements, we respectfully request BCDCOG to postpone the proposal due date by 30 days.

    a. *Please see question 1.*

8) Please provide the following statistical information for BCDCOG's system usage for the most recently completed fiscal year: - Total Sales of each pass broken down by sales channel (i.e. ticket windows, online, TVMs, etc.). - Total passenger boarding's by payment method used (cash, pass, transfer slip, change card, etc.). - Total Ridership

    a. *Please see the response in Question 26 of this document*

9) Please confirm if all BCDCOG vehicles are currently equipped with a cellular modem and antenna. If confirmed, please provide the following information about these devices: - Confirmation that the current data plan for the modems can accommodate additional monthly data transfers of up to 100MB per modem - Please confirm BCDCOG antennas are connected to the modems for GPS availability - Number of open and available Ethernet jacks on the modem that can be used by a third-party device to access the open Internet

    a. *No, all vehicles are not equipped with cellular modem and antenna. Referencing the vehicle list on Page 8 of the RFP, vehicle count numbers 24-114 are equipped with Cradlepoint routers, model 1100 or 900. Vehicle count numbers 124-144 are not equipped. It is confirmed that the current data plan for the modems can accommodate additional monthly data transfers of up to 100MB per modem, that antennas are connected to the modems for GPS availability, and that there is at least one open Ethernet jacks on the modem that can be used by a third-party device to access the open Internet. Security of this port will need to be discussed with the proposer based on their intended use.*

10) Are all BCDCOG vehicles currently equipped with a scheduling, computer-aided dispatch and/or automated vehicle location (CAD/AVL) system? If yes, please identify the provider, the make and model of the mobile data terminal in use, if any, and the name of the provider's system.

    a. *Yes, the vendor for the CAD/AVL system is GMV Syncromatics. The MDTs are GETAC, model ZX70 - https://www.getac.com/us/products/tablets/zx70/.*

11) Page 18 of the RFP states "……this on call support shall be provided on-site for hardware and operational troubleshooting of communications equipment and over the phone such as to answer questions regarding software…" Please provide more details on what is required to

support BCDCOG customers (i.e. type of requests, expected call volumes and level of support) along with the following additional information: - Please provide the common calls that are reported to your vendor by passengers in need of customer service? - What is the predicted call volume by passengers?

 a. *BCDCOG will use its own Call Center to provide support to its customers, however there is an expectation for the vendor to provide back-end account support, hardware support to BCDCOG staff, and technical support for the mobile application. Call volume cannot be estimated at this time.*

12) Please confirm if BCDCOG offers a GTFS real-time (GTFS-RT) data feed that identifies the current route assignment and location of its vehicles.

 a. *Yes*

13) Does the agency currently have tablets or other driver control units installed on its buses as part of a CAD/AVL system or otherwise? If so, can you please describe these and indicate which vendor any drive control units installed.

 a. *Yes, the vendor for the CAD/AVL system is GMV Syncromatics.*

14) Is there a current payment processor or gateway currently in use? a. If so, what is currently being used and is there a preference to continue using the existing payment processor and gateway?

 a. *The current payment processor is Authorize.net.*

15) Can you share the monthly transactions by ticket type or details on the average volume of tickets purchase on a monthly basis?

 a. Please refer to responses in Question 6 and Page 14 of the RFP.

16) Will the vendors be expected to account for the removal of the existing validators in their quote?

 a. *No, there are no validators currently installed.*

17) What revenue did BCDCOG collect from riders in 2020?

 a. *During calendar 2020, there was $1,128,311.92 collected in cash fares and another $1,634,539.66 in passes and pre-paid fares.*

18) What % of this revenue came from riders using the current mobile app?

 a. *There is no mobile payment application currently in-use.*

19) Does BCDCOG plan to establish and use its own Call Center to provide support to its customers (riders) or should the Offeror propose to provide BCDCOG this support?

 a. *Yes, BCDCOG will use its own Call Center to provide support to its customers, however there is an expectation for the vendor to provide back-end account support.*

20) Does BCDCOG wish to purchase the Mobile Ticketing System outright, including the software, annual licensing, and support, or will BCDCOG consider Software as a Service (SaaS) with all software, licensing and software support costs included in the Vendor's processing fees?

 a. *Both options will be considered, although the SaaS model seems to be an industry trend. Proposers should offer pricing in both configurations, if available. The evaluation criteria include price as component and it is recommended that the best service delivery, service support model, and cost structure be proposed.*

21) What is the expected budget for the project?

      a.   *Not provided.*

22) Due to COVID-19 restrictions and negative impacts on all of the major delivery services, along with the relatively short timeframe for vendors to provide a response, we are requesting that the requirement for hard copy submission of proposals be amended to allow for electronic (email) submission.
      a.   *Denied, hard copies are required.*

23) Please confirm the warranty duration for this procurement.
      a.   *No requirements*

24) Please confirm the contract duration for this procurement.
      a.   *The base contract will be for one year, with four, one-year renewal options.*

25) Please provide the desired implementation and launch schedule for the solution.
      a.   *ASAP. Time is of the essence based on the function of the equipment in customer service interactions.*

26) Please provide the following statistical information for both CARTA and TriCounty system usages for 2020 & 2019.
   - Total Sales of each pass broken down by sales channel (i.e. ticket windows, online, TVMs, etc.).
      a.   *For calendar year 2019, there was total dollar value of $377,685 in ticket window sales and $125,522 in online sales. The activity for 2020 is skewed by world events and indictive of normalize operations.*
   - Total passenger boarding's by payment method used (cash, pass, transfer slip, change card, etc.).
      a.   *For calendar year 2019, 62.9% of the passenger boarding's used cash as the payment method, 30.5% used a pass, and 6.3% used a transfer pass.*
   - Total ridership and fare revenue
      a.   *Please refer to Page 13 of the RFP for ridership and the response in Question 17 in the Addendum document*

27) Please confirm the following for CARTA Cradlepoint modems:
      a.   Make and Model of antennas on CARTA vehicles
            i.   *The antenna are the generally supplied, externally mounted, 3G-4G, GPS device supplied with a Cradlepont modem. A recent order includes the following description, Transportation 3-in-1 Bolt Black, SKU : T-3-BB-15, 3-Lead ENTERPRISE GRADE Antenna (MIMO 2 x Cellular 3G 4G LTE AWS XLTE / GPS). Cell Cables: (2 x 15ft AGA195-SMA Male) GPS Cable: (15ft RG174-SMA Male) Mount: (1in x 3/4in Bolt Mount) Color: (Black*
      b.   Confirmation that the current data plan for the modems can accommodate additional monthly data transfers of up to 100MB per modem
            i.   *Yes*
      c.   Number of open Ethernet ports on the modem and, confirmation that open ports can be used by a third-party device to access the open Internet.
            i.   *At least one on each device*
      d.   Please confirm if antennas are connected to the modems for GPS availability
            i.   *Yes*
      e.   Confirmation that the existing antennas are internal or attached to the roof of vehicles
            i.   *Externally mounted*

28) Please confirm how many vehicles are in TriCounty's fleet, and confirm if TriCounty's fleet is listed in Section 5 of the RFP.

   a. *There are 37 vehicles in the TriCounty Link fleet and their inclusion is confirmed in Section 5 of the RFR.*

29) Many mobile ticketing providers have varying business models. Some may offer a solution based on revenue share, while others may offer a solution based on transaction volume. In order for BCDCOG to make a correct comparison between vendors using different models, we ask that BCDCOG provide a price form.

   a. *A price sheet has not been developed for this RFP. It is recommended that proposer include rates to evaluate the proposed business mode. The evaluation criteria includes price as component and it is recommended that the best cost structure be proposed. Also, please refer to the response on Question 5 of this document.*

30) Please provide the total number of onboard validators and platform validators BCDCOG wishes to procure, inclusive of spares.

   a. *The target is purchase one device for each vehicle listed in Section 5 of the RFP. It is expected that the Vehicle On-Board Systems will meet the mean-time-between-failure targets stated in the RFP. Please include in the proposal the spares deemed necessary to meet this requirement.*

31) Please confirm the anticipated launch date for the new BRT line, and the number of stations.

   a. *The anticipated launch date is in year 2026 and the line will serve 20 stations, as currently planned.*

32) Are vendors expected to install platform validators?

   a. *No, this is a future phase.*

33) Section 5 of the RFP states "…Specifications for cellular connectivity on TriCounty Link vehicles will need to be determined by the successful bidder and may be procured outside of this scope of work." Please provide the number of vehicles operated by TriCounty Link and how many modems and antennas they will need.

   a. *There 37 vehicles in the TriCounty Link fleet. The intent is to provide cellular connectivity outside of this procurement. A recommended specification for your proposed project is welcomed.*

34) Requirement 6 in Section A (page 5) states …" Payment media will include CARTA/TCL-issued contactless smartcards, third party-issued contactless smart cards…" Can BCDCOG please expand on the top elf IDs the system is required to support (e.g. ISO 14443, etc.)

   a. *Yes, the system should support all near-field communication protocols meeting the ISO 14443 standard and those other ISO standards as described in the RFP. The core of the request is for the mobile ticketing fare payment system and an integrated mobility solution application. Additional functionally of the proposed product will be evaluated and scored favorability.*

35) The Cost Proposal description under Section 14 of the RFP (page 20) states a separate worksheet titled "Cost Worksheet" should be attached. Is the Cost Proposal to be submitted separately from the Technical Proposal?

   a. *No, it is not required to be submitted separately.*

36) Due to the COVID-19 restrictions, will virtual trainings satisfy?
   a. Yes.

37) Are there any vehicles operated by CARTA or TriCounty that do not use GTFS-RT? If so, please make note of how many for each agency.
   a. No.

38) Page 5, section A. Payment Solutions Expected Objectives, bullet 6, there is a requirement for CARTA/TCL-issued contactless smartcards and third party-issued contactless smartcards. Please advise if CARTA/TCL is currently issuing smart cards to customers? Or if BCDCOG requiring the vendor to propose both a mobile ticketing fare payment system and a smart card solution for both CARTA and TCL?
   a. No, CARTA/TCL are not currently issuing Smartcards. If the proposed System offers this functionality, please include its availability as an expansion option. The core of the request is for the mobile ticketing fare payment system and an integrated mobility solution application. Price proposals will be evaluated based on these utilities.

Offeror shall acknowledge receipt of Addendum No. 1 in the space provided below and return with their proposal. Failure to do so will subject the proposal to rejection.

_____   _____
Authorized Signature   Company Name

_____
Date