

Fareboxes
RFP# CAT-2018-006
Addendum 1
Questions and Answers & Extension of RFP Due Date
August 27, 2018

The purpose of this addendum is to answer questions posed by interested vendors and to extend the due date for RFP submissions.

Questions and Answers

1. Section C.2 Contract Deliverables, bullet C.2.2 requires 120 cashboxes. Each farebox is equipped with one cashbox. Because CAT is requesting 90 fareboxes, this requirement would include 90 cashboxes. Please clarify if CAT requires 30 additional cashboxes.

Answer: Capital Area Transit is requesting 30 additional cashboxes be provided. These 30 additional cashboxes may include the 10% ratio.

2. Section C.2 Contract Deliverables, bullet C.2.16 and C.2.17 requires training for maintenance staff. Please clarify if CAT intends for this training to be conducted at CAT's facility or at the vendors' facility.

Answer: On hand training at Capital Area Transit.

3. Warranty: In section 1.12 titled "Warranty" (page 9), it indicates that CAT wishes to have a one-year warranty period from date of acceptance AFC Solution. However, in Section B.1 - Breakdown of Pricing Submittals" matrix on line C 2.19, and again on page 17, line item C 2.19, plus on page 33 Section C12.1 which state's: "Contractor should warrant all equipment furnished to Capital Area Transit be free from defects in materials and workmanship under normal operation for a period of two years beginning from the date of final acceptance by Capital Area Transit".

Therefore, all of these statements indicate CAT wishes to have a two-year warranty period vs. the one-year warranty period referenced earlier. So, the question BEA-TT has, is which warranty period does CTA wish to have?

Answer: Capital Area Transit is requesting a two year warranty period, with a one year optional warranty year at the end of the initial two year warranty. 2 year warranty + one option year.

4. In the RFP, CAT has requested that the farebox solution provide an additional thirty (30) cashboxes. However, its BEA-TT's normal offering to provide an additional spare parts of a 10% consignment for the number of required farebox's and associated spares. Therefore, this would mean nine (9) additional cashboxes. Does CAT see this as an acceptable number of additional cashboxes or does it really require an additional thirty (30) cashboxes?

Answer: Capital Area Transit is requesting 30 additional cashboxes be provided. These 30 additional cashboxes may include the 10% ratio.

5. BEA-TT's solution includes a Wi-Fi capability for the uploading of fare transactions and the downloading of fare-tables, new smartcard users and the "Hot List" on damaged, lost or stolen smartcards, which we find as a

more efficient manner in transferring of data. Will “CAT” find this means as an acceptable alternative to the transferring of data between the fareboxes and the central system?

However, as part of the AFC solution, BEA-TT does provide a probing type of device as another means of opening the farebox to gain access to the cashbox, if the revenue service card (smartcard) will not allow the service personnel to gain access to the cashbox.

Answer: Capital Area Transit does have wireless network connectivity to each bus for our onboard video system. This wireless network is separate from other business related wireless networks onsite at CAT. We would entertain wireless probing as an option, if the vendor’s solution could work with CAT’s current wireless network setup. If vendor offers a wireless probing solution, this could be included as optional item(s).

6. In the RFP, CAT indicates they would like to use a POS device at the “Customer Service Counter” facility to sell and reload smartcards. BEA-TT would suggest a different and easier approach and that would be to have a desktop card reader, which is a less expensive device connected to the central system through the desktop computer. This device will allow CAT to sell, load/add and reload fare products onto the smartcards, as well as view the activity of the specific smartcard holder. Does CAT find this as an acceptable alternative approach to this requirement?

Answer: Capital Area Transit is open to consider other solutions. The main objective for the POS device was to assist our cash paying customers load or activate the smartcards. If vendor’s solution provides for the acceptance of cash then vendor should include this solution as an option.

7. In the RFP, CAT has requested a “Vault Dumping Adapter” to its existing stationary vault. This is not a standard offering from BEA-TT, however, we can work with CAT to accommodate this request where we would look at customizing/configuring a cashbox receiver, that would work with the existing “Wall Mounted Stationary Vault” which would have a new and advanced receiver for the vault. Would CAT find this as an acceptable approach with respect to this requirement?

Answer: Capital Area Transit does not want to replace the actual safes onsite. If vendor can supply a dumping top to work with their cashboxes as a complete solution, CAT would consider this solution.

8. In the RFP, CAT has described the need for a “Kiosk”. However, in BEA-TT’s opinion after reviewing this requirement, we believe what CAT is really looking for is a “Miniature Ticketing Vending Machine”. This is because CAT has indicated that they wish to sell product (smartcards), along with reload fare products on smartcards. Therefore, by chance does CAT have any plans or drawings for this type of TVM, that they can share with BEA-TT as to where this TVM (Kiosk) will be located so that we can evaluate what would be the appropriate product to propose for this location?

Answer: Capital Area Transit would have the ticketing Kiosk outdoors at our transfer center. Whatever solution provided by vendor would need to be protected from weather.

9. In the RFP, the Appendix titled “Bus Roster”, displays that CAT has seventy-nine (79) bus assets. However, the RFP references that CAT wishes the proposal to supply ninety (90) fareboxes. So, BEA-TT’s question is, what is the total number of buses CAT is planning to install these new fareboxes on?

Answer:

Answer: The bus roster supplied in the RFP was accurate at the time of posting. The requested amount includes a spare ratio of 10%. CAT included a spare ratio for fareboxes and cashboxes into the RFP already.

10. Since the industry appears to be moving towards touch screen “Operator Console Units” (OCU’s) or tablets, would CAT accept touch screen OCU’s or tablets as an alternative to physical hard-buttons on the OCU or tablet?

Answer: Capital Area Transit has concerns about touchscreen and the calibration of those screens. Vendor would need to provide additional information about their touchscreens and calibration for CAT to consider.

11. As the industry seems to be moving away from the use of “Magnetic Strip Fare Media”, would CAT consider the smartcard technology as a replacement to the “Magnetic Media”, due to the fact that it would be less expensive in the long run, along with being more effective in identifying and managing ridership classifications for CAT in place of the “Magnetic Strip Fare Media”?

This would be accomplished through the use of a “Reloadable Smartcard” (plastic), a “Disposable Smartcard” (paper with an RFID chip), along with a transfer feature that will be a QR Code produced by a thermal printer using rolling paper stock, that would be scanned and authenticated via a scanner on the farebox. This approach would be much less expensive feature(s) than using a magnetic strip media for all of the above fare media features.

There is some reference in having smartcard training in the RFP (page 18), but no requirements or specifications are either mentioned or outlined in the RFP document that we can find. So, would there be an interested on the part of CAT to hear this alternative and unique approach on the use of this exceptional technology?

Answer: Fareboxes need to support the features outlined in the RFP. If vendor has an alternative or different ways of achieving these features then vendor should provide them as an optional for CAT to review. Any feature provide must be accompanied with training for staff.

12. CTA has indicated in the RFP that they are currently use Syncromatics Services and MDT but plans to migrate to Avail Technologies Services and MDT in the near future and wishes the OCU or tablet to have a single sign-on integration between these offerings and the new farebox solution.

Therefore, is it possible for CAT to provide contact information for Syncromatics Services and Avail Technologies Services, so that BEA-TT can contact them to include within the proposal the effort it will take to integrate the offerings for a single sign-on via the OCU or tablet. Plus, are there any other vendors that are on CAT’s roadmap that may require some integration with the proposed AFC Solution.

Answer: It is CAT understanding both systems utilize the J1708 protocol and network within the bus. However, if vendor would like additional or specific information, contact each service provider; details below:

Syncromatics: Alex Fay 530-906-8774	Avail Technologies: Ashley Stephenson, CAPM® Project Manager P: (814) 234-3394 ext. 1087
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13. In the Appendix titled: “Current Fare Structure”, it references “Zone Fare” and then lists out different categories (offerings) and the associated pricing for each of them. Is this different fare table rider classifications

and how is the information captured today? Does the bus driver push a button on the OCU or tablet today to capture this ride classification?

Answer: Yes these are different categories within the fare structure. These are captured by the operator pressing several different corresponding buttons on the OCU when the passenger is boarding.

14. Does CAT intend to keep existing vaults or upgrade to another vault opportunity?

Answer: Capital Area Transit does not want to replace the actual safes onsite. If vendor can supply a dumping top to work with their cashboxes as a complete solution, CAT would consider this solution.

15. Is the CAT WiFi network available at the CAT garage for fareboxes to upload transaction data to the backend system via wireless?

Answer: Capital Area Transit does have wireless network connectivity to each bus for our onboard video system. This wireless network is separate from other business related wireless networks onsite at CAT. We would entertain wireless probing as an option, if the vendor's solution could work with CAT's current wireless network setup. If vendor offers a wireless probing solution, this could be included as optional item(s).

16. Do the CAT buses have onboard and current WiFi router that a farebox can connect to and use?

Answer: All buses within CAT's fleet have Cradlepoint routers onboard with wireless and 4G Verizon cards. Cradlepoint are configured to automatically connect to the garage AP's when in range.

17. What is the frequency of CAT "dumping" their cashboxes? Everyday?

Answer: Cashboxes are dumps once daily for every bus within the fleet.

18. What is target percentage of smart card ridership?

Answer: Since this technology will be new to CAT we would like to expand on this technology as much as possible. If vendor know of industry standard percentage, assume the same for CAT.

19. Is CAT interested in a farebox lease program and service plan rather than capital expenditure project?

Answer: Capital Area Transit is looking for capital purchase.

20. Please indicate how we would qualify as an approved alternate to Genfare?

Answer: Contractors should send in their approved equal requests via email by Friday, August 31, 2018 before 4:00 P.M (ET). Requests must be supported by evidence such as technical data, test results, or other pertinent information that demonstrates that the substitute offered is equal or better than the specification's requirements. Capital Area Transit reserves the right to determine equivalency.

Responses for approved equals will be issued by September 7, 2018.

21. Would you consider an alternate technology as an alternate to the requested magnetic technology?

Answer: Fareboxes need to support the features outlined in the RFP. If vendor has an alternative or different ways of achieving these features then vendor should provide them as an optional for CAT to review. Any feature provide must be accompanied with training for staff.

Extensions of RFP due date

The due date for RFP responses has been extended from Thursday, September 13, 2018, (4:00 P.M ET) to Monday, September 17, 2018, (4:00 P.M ET). All other terms remain unchanged.

Certification

Proposers Name/ Title

Date

Signature

James Mobley, Procurement Manager

Date