

# Addendum #1

RFP#: MT812023

Date: 8/22/2023

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The purpose of this addendum is to answer questions submitted in reference to RFP # MT812023.

1. Can companies outside the USA apply for this?  
Yes, as long as Buy America requirements are met.
2. Is attendance at meetings required?  
No
3. Can the tasks related to the RFP be performed outside the USA?  
Yes, as long as Buy America requirements are met.
4. Can proposals be submitted through email?  
No
5. Are electronic signatures allowed (i.e. DocuSign or Adobe)?  
Yes
6. Please provide all required forms in an editable (Microsoft Word) document.  
You can convert this to an editable document.
7. Has BTM conducted any surveys of riders and/or operators? If so, please provide details.  
No
8. Can you confirm if there is an existing on-board router which can be used for outbound communications via the cell network? Could the router be utilized by the validator?  
Most vehicles do not currently have a router. The vehicles that do have a router have a Sierra Wireless MP-70.
9. Can you provide the make and model of the router?  
See #8
10. Please confirm if all BTM vehicles are currently equipped with a cellular modem and antenna. If confirmed, please provide the following information about these devices-  
See #8

-Manufacturer and type of modem and antennas used  
Antennas- unknown

-Confirmation that the current data plan for the modems can accommodate additional monthly data transfers of up to 100MB per modem.

Currently have an unlimited plan.

-Number of open ethernet ports on the modem, and confirmation that open ports can be used by a third-party device to access open internet.

MP-70's have at least 1 open port.

-Please confirm if antennas are connected to the modems for GPS availability.

MP-70's have a GPS antenna.

-Confirmation that the existing antennas are attached to the roof of vehicles or installed internally.

Roof mounted

11. Are validators to be installed alongside any other on-board equipment such as fareboxes, CAD/AVL solutions?

Yes

12. Is integration required with the existing farebox system? If yes, please describe the desired outcome/scope.

Yes, farebox is cash or paper ticket only. It has no electronic parts.

13. Who is the incumbent farebox provider?

Diamond Manufacturing

14. What is the model and manufacturer of the current fareboxes?

Model SV

15. Will API's and documentation for integration with the existing system be provided?

If possible

16. Can farebox tables and business requirements be provided?

Yes

17. Can you provide a fleet list with vehicle models, quantities and door layouts?

Yes, see attached

18. Please provide information on what an Employee Dishonesty Bond covers and what context in which this would happen.

This bond covers monetary loss due to fraud or theft.

19. How many physical locations need point of sale devices for smart card purchase and reload?

Four

20. Are the credit card requirements for eCommerce only (rider website or mobile app) or is open payment on the validator required?

Open payment preferred

21. Are cellular communications already available on the bus to support real time connectivity? If so, are we integrating with ethernet or Wi-Fi?

Yes

22. Is a GTFS-R feed available?

Yes- Rider Systems app.

23. Who is the current CAD/AVL provider? Is integration required?

Trapeze for D&R/Paratransit; Streets for Fixed Route

24. Is the Proposal Deviation Form in Section 3.3 intended for detailing technical or contractual deviations? Or Both? If contractual, where can we find the proposed contractual terms?

Both. Deviations will be submitted by the proposer in the RFP.

25. In the "Proposal Form and Content Requirements", Tab 6 requests us to indicate that we are will "willing to enter into a Contract consistent with the terms herein". What terms does this refer to?

This is referring to the terms in the RFP.

26. Will BTM allow potential contractors to perform a site survey in order to evaluate potential costs for the project?

Yes

27. Does BTM have a preferred technology for contactless smart cards?

No

28. Can BTM specify the kinds of smart cards desired for this project- extended use, limited use or both?

Both

29. What does BTM envision for physical fare media beyond smartcards?

Ability to use mobile app

30. How does BTM envision riders acquiring smart cards initially?

At our locations, over the phone (will mail)

31. How does BTM envision riders refill their accounts?

At our locations and through the app

32. How many contactless cards/fobs does BTM project will be needed initially?

TBD; a few thousand

33. Please provide a roster list of BTM's revenue service vehicles (busses, cutaway vans, etc.) and locations for their overnight parking and service locations.

Ford, Transit, 20 ft, 18 units  
Ford, Transit, 18 ft, 7 units  
Eldorado/Ford, E-450 cutaway, 24 ft, 16 units  
Eldorado/Ford, E-350 cutaway, 20 ft, 7 units  
Forest River/Ram, Promaster, 22 ft, 3 units  
BraunAbility/Chrysler, Voyager, 16 ft, 9 units  
Glaval/Ford, Transit, 20 ft, 14 units  
Arboc Equess, 30 ft in total, 8 units  
New Flyer, XD35, 35ft, 16 units

34. What locations will installations take place?

Location #1- 1759 N. Earl Rudder Frwy, Bryan, TX 77803  
Location #2- 302 S. First St. Lufkin, TX 75901  
Location #3- 214 S. Fredonia St. Nacogdoches, TX 75961  
Location #4- 202 S. Pan American Dr. Livingston, TX 77351

35. How many vehicles will be made available at a time?

As many as possible

36. What days/hours will vehicles be available?

During service hours, any vehicles not in service will be available. Service ends at 7:00 PM Monday-Friday; vehicles will be available at that time as well.

37. Please provide a listing of all garages or storage facilities (College Station, Liberty, Woodlands, etc.)

See answer for #34

38. Does BTM use the same fleet across fixed route, paratransit and demand-response or are some vehicles dedicated to paratransit and/or demand-response service only?

BTM vehicles are typically dedicated to a certain service. However, vehicles have been used on other services other than the primary service.

39. If vehicles change between services, how often? How many times a day does a vehicle switch from one service to another?

This happens rarely.

40. Does BTM operate any common type of dispatch software for the fleet? If so, please provide the name and software type of the supplier. Is this system used on fixed route services as well as paratransit / on demand services?

See #23

41. Who is BTM's paratransit booking software vendor?

Trapeze PASS

42. Who is BTM's demand-response provider?

## Trapeze PASS

43. Please describe the type of data processing equipment and communication equipment on each type of vehicle (tablet, vehicle logic unit, cellular modem, vehicle router, etc.).

Trapeze Ranger; it is a Windows CE MDT.

44. Considering installation dynamics – how does the contractor coordinate with BTD to coordinate implementation for all vehicles, including those that are remote?

Remote vehicles will be brought to a BTD location.

45. Is there a requirement to Interface the onboard validator system with any other onboard system?

We would like to integrate with software mentioned in the answer to #23.

46. Has BTD established a budget for this project?

Yes

47. Please describe whether the project will encompass all types of services provided by BTD, or only fixed fares (vs. variable distance, multi-county, etc.). If insufficient funding is available for implementation across all modes, will BTD consider implementing the system in multiple phases?

Project will encompass all types of services provided. This project will be done all at once.

48. Can BTD confirm whether the mobile ticketing solution is expected to cover fares for paratransit and demand-response services in addition to fixed route fares?

Yes, the mobile ticketing solution should cover fixed route, demand-response, and paratransit.

49. For paratransit service, can BTD clarify the conditions under which a trip is considered an 'additional trip' charged at \$1.50 instead of an 'ADA paratransit one-way' trip charged at \$2.00?

The additional trip is a trip other than the initial pick-up and eventual drop-off.

50. How many staffed customer-service locations are in service and will riders be expected to be able to buy and recharge/revalue their passes there?

Four

51. Are any unstaffed locations for recharging and purchasing passes anticipated?

No

52. In Section 2.3 Scope of Work, the requirement: "Use of contactless smart cards/fobs to pay/validate fares" is described. Can you clarify if this is inside the vehicles, or would BTD accept a solution for the customer service centers as an alternative?

This is intended to be in the vehicle.

53. The requirements imply that this system should support both open payments and closed loop smart cards. Can you confirm this interpretation is correct?

Yes, this is correct.

54. What other means of pass distribution will be required? In how many locations?

Unknown at this time.

55. How do Texas A&M university students ride and pay? How many colleges and universities have pass privileges?

University students show their student ID. We also service Blinn College.

56. Are there any other passes or ride programs used by BTD other than the passes listed on the website? (employee programs, low-income benefits, zero fare eligibility, medical passes, etc.)?

No

57. Please provide what percentage of sales are pre-paid passes?

This will be available after award.

58. Please provide total sales of each pass broken down by sales channel (i.e., ticket window, online, TVM's, etc.).

This will be available after award.

59. Please provide total passenger boardings by payment method used (cash, pass, transfer slip, change card, etc.).

This will be available after award.

60. Please provide total ridership and fare revenue from 2021, 2022 and 2023.

This will be available after award.

61. What type of bonding is required other than the employee dishonesty bond?

This is in the RFP.

62. Please provide a more comprehensive description of labor warranty requested on Page 8 of the specification.

Warranty on installation.

63. In the specification Section 2.3, for the eleventh bullet, what is intended for the requirement labeled "System"?

The mobile ticketing system and what that encompasses.

64. Is there an anticipated timeframe for implementation of this project?

90 days

65. Are there any key milestones or events that we should be aware of?

No

66. Regrading support, is the 24/7 emergency support for BTD staff or end user?

Both

67. The pricing form is very vague. Has BTD considered a more detailed form to support an apples-to-apples comparison between bidders?

No

68. Could BTD share a price sheet template with the scope and number of items to be included on the form?

No

69. Could BTD define "lengthy narrative" as indicated in the RFP, perhaps by a suggested page range?

Use best judgement

70. If BTD's anticipated award date is September 26, 2023, what date should Offerer's use as Notice to Proceed for a project schedule? How long does BTD anticipate the contracting process to take?

1-2 weeks

71. Can BTD confirm whether the maintenance and operation period is five years after the project Go-Live?

Yes

72. One year from go-live, what does BTD see as success?

That the system is working and it has streamlined and modernized fare handling.

73. What, if any, metrics have been used to evaluate the value the of the proposed fare collection system over time?

No

74. RFP mentions 'use of a mobile app or digital media to pay/validate fares'. In addition to a mobile app for customers to pay fares, is BTD also interested in an app to validate fares in a proof of payment scenario?

BTB is not opposed

75. RFP mentions "System-wide replacement shall require the Contractor to replace all units of the suspect component throughout the system, whether or not they have exhibited any fault". Will BTB be open to discussing this requirement as part of the contract negotiation process?

Yes

76. What are the primary objectives and goals you aim to achieve with the implementation of the mobile ticketing system outlined in RFP # MT812023?

This information is in the RFP.

77. Could you provide further details about any customization or unique features you envision for the mobile ticketing system's design? Are there specific branding elements that need to be integrated throughout the solution?

This will be discussed with Awardee.

78. Are there any existing systems or databases within your transportation network that the mobile ticketing system should seamlessly integrate with? Are there specific data points that need to be shared between these systems?

We would like it to integrate with Trapeze PASS and Streets.

79. In terms of the user experience, could you elaborate on your ideal passenger journey scenario when interacting with the mobile ticketing system? Are there any key usability considerations you have in mind?

Beyond PCI DSS compliance, are there any other security and compliance requirements that you would like the mobile ticketing solution to adhere to?

No

80. Could you provide more details about the real-time monitoring and reporting capabilities that are crucial for your operational needs? Are there specific KPIs you intend to track through the system?

No specific KPI's.

81. How comprehensive would you like the training materials and support resources to be for both staff and passengers using the mobile ticketing system?

Comprehensive enough to be understandable in layman's terms.

82. Considering potential future growth, are there any scalability requirements you would like the solution to address?

System should be current

83. Are there preferred mechanisms or channels through which you would like to collect feedback from passengers and staff for continuous improvement?

BTD is open to suggestions.

84. Are you open for Custom Development?

Yes

85. Is there any incumbent?

No

86. What is the name of incumbent?

N/A

87. Is he participating?

N/A