Ventura County Transportation Commission
950 County Square Drive #207
Ventura, CA 93003
805.642.1591

REQUEST FOR PROPOSAL
Mobile Ticketing and Advanced Fare Collection System
Addendum #2
August 17, 2020

Table of Contents:

Ventura County Transportation Commission

VCTC RFP No: 20-710
Title: Mobile Ticketing and Advanced Fare Collection System
Issued: July 10, 2020
Due: Sept. 1, 2020
Addendum: No. 2

Item #1:   Acknowledgement of Receipt of Addendum

The undersigned acknowledges receipt of ***Addendum #2 to VCTC RFP No. 20-710***. This receipt must be included with your firm's proposal. Any proposal submitted without a completed Acknowledgement of Receipt of Addendum may be deemed non-responsive and discarded.

_____   _____
Authorized Signature   Dated

_____   _____
Printed Name   Company/Firm

Ventura County Transportation Commission
950 County Square Drive #207
Ventura, CA 93003
805.642.1591

Ventura County Transportation Commission

VCTC RFP No: 20-710
Title: Mobile Ticketing and Advanced Fare Collection System
Issued: July 10, 2020
Due: Sept. 1, 2020
Addendum: No. 2

Item #2:   **Questions submitted during the Pre-proposal Conference and VCTC's written answers**

The following questions were submitted in writing during the Pre-proposal video conference using the Zoom meeting "Q&A" (question and answer) function. During the conference, answers to questions were provided verbally. VCTC has annotated those response below and the recording of the conference is available for review. However, through this RFP Addendum #2, some of the verbal responses were re-stated or corrected for clarification. In the event, that, a verbal answer provided during the conference conflicts or differs with a written response provided herein, the written response in this RFP Addendum #2 takes precedent.

VCTC RFP PRE-PROPOSAL MEETING- MOBILE TICKETING AND ADVANCE FARE COLLECTION	854 7361 9582	7/21/2020 9:46
Question Details		
Question #	**Question**	**Asker Name**
1	are all participants auto-muted?	Justin Deno
VCTC ANSWER	***YES***	
2	Americaneagle.com - Chung Chung Tam	Chung Chung Tam
3	tam@americaneagle.com	Chung Chung Tam
VCTC ANSWER	***YES***	
4	What is the budget allocated for this project? Capex and Opex	sreenivas.n
VCTC ANSWER	As noted in presentation to Commission, VCTC has substantial federal funding for this project. While it is our intent to be clear about possible funding for the project, we are not inclined to give a specific budget amount. We have approximately 1+1/2 to 2 million in reserves set aside for replacement of our former smartcard system, which is allocated for this projected. However, it is not our intent to spend (all of it) on	

	either capital or operations. Funding will be limited going forward, so we are looking to strech the funding as long as possible.	
5	Chris Yi	Christopher Yi
NOT A QUESTION		
6	Javier Rios, rios.barriuso@bpcbt.com: How many validators are to be procured?. Javier Rios, rios.barriuso@bpcbt.com: Is it a cloud hosted solution valid? Otherwise, who should provide the data center? Javier Rios, rios.barriuso@bpcbt.com: Can be the number of daily transactions be provided?	Javier Rios
VCTC ANSWER	*We are not specifying the requirement for validators. We recognize that we do want onboard validation to be automatic and electronic however the physical requirement for validators may be lessened if certain options are not procured, such as contactless EMV. The fleet size as noted in the presentation as 163 vehicles. We ask that you consider your proposed solution in combination with the fleet.*	
7	Can international companies participate?	Tomás Lara
VCTC ANSWER	*Yes. We will evaluate your proposal based on your ability to provide the service, and while I cannot speak to the entire evaluation team, often times companies without onsite or local technical support may be difficult to work with. But absolutely, we are interested in proposers who have a ready solution and a desire to provide the service.*	
8	Name: Justin Deno Firm: Bytemark email: justin@bytemark.co A) Does the entire fleet of vehicles require validators? B) How many total validators are needed?	Justin Deno

VCTC ANSWER	*(A+B) This will be based on your proposed solution. However, we note that one of the options that we ask for in terms of expansion and scale, relates to the paratransit fleet. While we have not identified the paratransit fleet size, it is anticipated that this question will come up. The expectation is that your solution for the base package will be focused on the fixed route and general public fleet identified in the presentation. For example, if it is 163 vehicles, and your firm would propose 163 with some shelf stock or spares, please do so. There may be other ways (without hardware), using certain technologies, such as GPS, geo-fencing etc., to solve for the validation need. However, we will consider if absolutely required, by the base system or the optional technologies, such as contactless EMV.*	
9	C)There are very few details regarding the required onboard validator solution. Does VCTC have any required specifications or hardware solutions that they prefer?	Justin Deno
VCTC ANSWER	*No, we do not. Proprietary hardware is sometimes more difficult to deal with, so that is a consideration that we might have. But generally, we do not have a particular specifications. The vehicle platform with advent of driver barriers is becoming more and more compact. To the degree that validators are required, we look for them to out of the way as much as possible.*	
10	Chris Yi - Hubspire - chris.yi@hubspire.com - Question: For the mobile ticketing, do we need integrate to a larger backend system?	Christopher Yi
VCTC ANSWER	*That will be based on your proposed solution. We do ask that as part of the options that we have the ability to integrate with 3rd party apps and providers, such as Google Maps, or Transit App. Just as someone may want to use a bespoke or customized app as a "regular rider" (to check their account, their balances), we recognize that there may be people who are doing a trip search on Uber or Lyft, and using recent integrations by these providers, for the ability of the passenger (who is maybe casual or new to transit) to buy a that way. That is our goal with that*	

	option, to be agnostic and open minded in terms of how the customer comes to us - that people do not have to necessarily download the app just to use the system. But we do want any integrations to provide the same level of financial data and transactional data both for NTD and financial reporting purposes.	
11	Guy Sutherland, Masabi - Will a list of attendees for this conference be distributed?	Guy
VCTC ANSWER	***Yes. See RFP# 20-710 Addendum #1***	
12	Javier Rios, rios.barriuso@bpcbt.com: Due to COVID19, would it be possible to submit the proposal digitally? Javier Rios, rios.barriuso@bpcbt.com: Due to COVID19, in case a demo is required, would it be possible to have it virtually? Javier Rios, rios.barriuso@bpcbt.com: Considering there is several service operators, is it required to provide a CCHS module? Is it required to perform the settlement to the different service operators? 8.- Javier Rios, rios.barriuso@bpcbt.com: For an open loop system, an integration with bank and process are required. Is it known at this stage who those will be? 9.- Javier Rios, rios.barriuso@bpcbt.com: For an open loop system, an integration with bank and process are required. Is it known at this stage who those will be?	Javier Rios
VCTC ANSWER	***One original will be required, but we are assessing the need for additional physical copies. It will be determined by proposers any hardware or technologies to use to perform settlements. (8/9) VCTC currently banks with Wells Fargo, but daily or real-time micro payment deposits are not necessarily required or desired. The proposer will be the merchant of record.***	
13	Can you share list of participant firm of this meeting?	sreenivas.n
VCTC ANSWER	***Yes. See RFP# 20-710 Addendum #1***	
14	May I ask which federal grant program the funds were secured under?	Greg Elsborg

VCTC ANSWER	*A substantial number of grants are provided under section 5307*	
15	Thierry Burgess Paragon ID : could you define what is meant by "validation" "communication" in the price tables ?	thierry burgess
VCTC ANSWER	*These titles are meant to give proposers example categories for which to include their proposed pricing, such that charges can be catergorized by these terms. For example, if physical validators are required as one of the cost components, pricing for which could go under "Validation". For example, if cellular communications services or GPS anntennae, routers or switches are required it could go under "Communications."*	
16	^This is Greg Elsborg from Dallas Area Rapid Transit. Apologies, can't easily get my details into Zoom	Greg Elsborg
NOT A QUESTION		
17	Tomas Lara from BPC. Can international companies without local representation participate in rfp?	Tomás Lara
VCTC ANSWER	*Yes. Please note there is a Buy America requirement.*	
18	Guy Sutherland, Masabi - Could you provide a list of vehicles included in the fleet, please?	Guy
VCTC ANSWER	*Please see Addendum #1, Preproposal Presentation for fleet count information.*	
19	Greg Elsborg from DART - Referring to Federal reporting requirements and revenue tracking, is listing of fare products available by Agency and then sales of said product based on Agency (including regional passes listed under Agency) sufficient to fulfil this need? If not, how does the Agency envision reporting be handled through initial visual validation	Greg Elsborg
VCTC ANSWER	*It is up to each proposer to propose its recommended level of reporting detail associated with the required validation methods. As the central agency, VCTC requests proposers provide a solution to identify revenues quickly and accurately to be disbursed to its Transit Partners based on boardings. The reliance of the visual validation process shall be temporary but still provide as much detail as possible. Additionally, in the event automatic validation should fail or be temporarily unavailable for some reason Visual Validation may be used.*	

20	Name: Justin Deno Firm: Bytemark email: justin@bytemark.co Question: The RFP lists a number of Optional Technologies. Can you share if there is a prioritization of these technologies or which options are more desirable than others?	Justin Deno
VCTC ANSWER	*The technologies are not listed in priority. However, the ability to accept contactless EMV cards, to integrate with third parties, to scale the system, to add and change business rules, are all foreseeable for us and VCTC is interested in these options.*	
21	Sreenivas - Datamatics Global Services Inc When /What is the timeline you are look for the system to go live	sreenivas.n
VCTC ANSWER	*We left that open so that proposers could provide their solution's timeline. Our ideal timeline is to "go live" 4 months or 120 days from Notice to Proceed. But each proposer will need to propose its recommended timeline.*	
22	Jeff Nullmeyer, Masabi, jeff@masabi.com Can you elaborate on VCTC's desired timeline for deployment. Phase 1: Regional Mobile Solution (within how many days?) Phase 2+: Reginal Electronic Valdation Solution (within how many months?)	Anonymous Attendee
VCTC ANSWER	*We left that open so that proposers could provide their solution's timeline. Our ideal timeline is to "go live" 4 months or 120 days from Notice to Proceed. But each proposer will need to propose its recommended timeline.*	
23	Guy Sutherland, Masabi, Do buses have existing internet/comms available for proponents to use where validators are installed or should these be provided as part of the proposed solution?	Guy
VCTC ANSWER	*Each fleet has cellular connectivity, provided via Cradlepoint router and modem. Please see RFP Addendum #1 for more information.*	

24	Dev dev@amnex.com is account based ticketing is the requirement of scope of work?	Dev
VCTC ANSWER	***It is required for certain types of fare media, yes. E.g. monthly passes, E-purse or e-wallet accounts. Passes or tickets which require passenger eligibility.***	
25	Guy Sutherland, Masabi - Will VCTC be distributing a recording of this Pre-proposal Conference?	Guy
VCTC ANSWER	***Yes. See RFP# 20-710 Addendum #1***	
26	Greg Elsborg from DART - Can detials of the Paratransit operations currently in place by Agencies amongst the consortium be provided as integration to these services is stated as an intended goal	Greg Elsborg
VCTC ANSWER	***For the purposes of Option pricing, assume 1 transit operator with 50 vehicles, which does not have cellular communications equipment for a year-to-year term following deployment/development. Any and all fees or charges should be included for this project option.***	
27	Thierry Burgess Paragon ID : Please confirm if the supplier is meant to be the merchant of record ? This means funds , liabilities and claims would be transfered to the supplier, not VCTC	thierry burgess
VCTC ANSWER	***Yes, that is correct.***	
28	Thanks a lot, appreciate it!	Greg Elsborg

Ventura County Transportation Commission
950 County Square Drive #207
Ventura, CA 93003
805.642.1591

Ventura County Transportation Commission

VCTC RFP No: 20-710
Title: Mobile Ticketing and Advanced Fare Collection System
Issued: July 10, 2020
Due: Sept. 1, 2020
Addendum: No. 2

Item #3:   Questions submitted via email regarding the RFP and VCTC's responses

Question #	Question	Firm Name
1	**I just wanted to check in and see if you could provide our team the list of attendees/companies that joined the Pre-proposal conference for the VCTC RFP# 20-710.**	**Hubspire**
VCTC ANSWER	*Please see RFP Addendum #1*	
2	**We were unavailable for the Pre-proposal conference on Tuesday, July 21st. Is there any chance the conference was recorded?**	**Jack Frost Design**
VCTC ANSWER	*Please see RFP Addendum #1*	
3	**Is it possible to get the Attachment B-Table of Compliance and Attachment C-Cost Proposal in Excel?**	**SPX Genfare**
VCTC ANSWER	*No. Please use the PDF forms as provided in the RFP altering only the interior lines, or filling in the form boxes as needed.*	
4	**I hope you are well. I was just curious to know when the recording and notes from the pre-bid call will be posted to https://www.goventura.org/ ?**	**Bytemark**
VCTC ANSWER	*Please see RFP Addendum #1*	

5	Page 12, Section 3.2, "Integration with existing onboard cellular communications equipment through CAD/AVL system provided by GMV Syncromatics in-lieu of new or additional cellular service, wiring or communications equipment (such as modems, routers or antennae). Question: Will VCTC provide the internet access via the existing on-board router for vendor's validator to communicate with its Central System or vendor has to provide our own cell communication equipment for the validators and subscribe to a carrier's service plan?	American Eagle
VCTC ANSWER	*As noted in the RFP it is VCTC's desire that proposers consider a solution that integrates/utilizes existing hardware or services whenever possible to reduce costs. It is VCTC's intent to provide this equipment, or cellular service such that it is available. However the responsibility is the Bidders to make the arrangements with third party service providers (i.e. communications vendors) and confirming compatibility and necessary network configuration or engineering of their solution.*	
6	Question: Who is your existing cell communication carrier?	American Eagle
VCTC ANSWER	*Verizon Wireless.*	
7	Question: Can VCTC provide a contact from GMV Syncromatics?	American Eagle
VCTC ANSWER	*Please see RFP Addendum #1*	
8	Question: Will vendor only be responsible for its own development cost and VCTC will pay for the development work required by GMV Syncromatics for this integration?	American Eagle
VCTC ANSWER	*Proposers are responsible for any and all development costs associated with the project. VCTC does not intend to pay separately for GMV Syncromatic's development .*	
9	Page 12, Section 3.2, "Provision and expansion of the System to Kanan Shuttle, which currently does not charge fares.", Question: Please provide the number of vehicles for the Kanan Shuttle.	American Eagle
VCTC ANSWER	*Four*	

10	**Question: Are there any on-board routers in these vehicles or vendor has to provide our own cell communications?**	**American Eagle**
VCTC ANSWER	*The Kanan Shuttle has Cradlepoint Modem/Routers. The rest of the fleets have Cradlepoint modem routers too.*	
11	**Question: Does VCTC expect vendor to install on-board validators for the Kanan Shuttle? Will there be any spares needed?**	**American Eagle**
VCTC ANSWER	*VCTC is soliciting pricing for the Kanan Shuttle as one of its options. Recommended spare ratios are to be proposed by the Proposer.*	
12	**Page 12, Section 3.2, "Provision and expansion of the System to Transit Partners ADA Paratransit Fleets and implement business rules specific to this mode of travel.", Question: Please provide the number of vehicles for the Transit Partners ADA Paratransit Fleets.**	**American Eagle**
VCTC ANSWER	*For the purposes of Option pricing, assume 1 transit operator with 50 vehicles, which does not have cellular communications equipment for a year-to-year term following deployment/development. Any and all fees or charges should be included for this project option.*	
13	**Question: Are there any on-board routers in these vehicles or vendor has to provide our own cell communications?**	**American Eagle**
VCTC ANSWER	*Please see above, answers #5 and 10.*	
14	**Question: Does VCTC expect vendor to install on-board validators for the Transit Partners ADA Paratransit Fleets? Will there be any spares needed?**	**American Eagle**
VCTC ANSWER	*VCTC is soliciting pricing for the Transit Partner ADA Fleets as one of its options. Recommended spare ratios are to be proposed by the Proposer.*	
15	**Question: Please confirm vendor should not include any merchant processing fee since we don't know the number of transactions and fare revenue collected.**	**American Eagle**
VCTC ANSWER	*Proposers are responsible for including any and all fees, charges or costs associated with this project.*	

16	Page 12, Section 3.2, "Provision and expansion of the System to other regional operators not yet specified and in accordance with business rules which may differ than those between Transit Partners." Question: In order for vendors to provide any price information for this item, can VCTC provide the following information for vendor's calculation? How many additional existing or future number of regional operators vendor should use? How many additional on-board validators should use per operator? Do we have to propose our own cell communication equipment or we assume we can use the on-board routers? What is the term period we should use? Please confirm vendor should not include any merchant processing fee since we don't know the number of transactions and fare revenue collected.	American Eagle
VCTC ANSWER	*For the purposes of Option pricing, assume 1 transit operator with 100 vehicles, which does not have cellular communications equipment for a year-to-year term following deployment/development. Any and all fees or charges should be included for this project option.*	
17	Ability to integrate its application program interface into VCTC's GOVCBus trip planning app.Page 6, Mobile Application can be integrated with only backend application through API. Mobile Application to Mobile Application integration cannot be possible. We understand from this requirement that proposer's Mobile Application and Existing Mobile Application will be integrated at Backend Application level through API and vice versa. Please confirm.	MBM-AMNEX
VCTC ANSWER	*VCTC is seeking a solution in which users of the GoVCBus trip planning app can easily purchase tickets, or that users of the mobile ticketing app (to be provided by selected proposer) be able to plan a trip. It is up to the proposer to determine the appropriate and most desireable integration.*	

18	We assume that VCTC will support in getting APIs from existing vendors.	MBM-AMNEX
VCTC ANSWER	*Proposers are responsible for any and all pre-contractual communications with GMV Syncromatics to ascertain accurate pricing, and development needs. VCTC does not intend to pay separately for GMV Syncromatic's development . It is the proposer's responsibility to make the necessary arrangements and propose a workable solution.*	
19	To accommodate rapid deployment of the system, a phased implementation is planned. Initially, Visual Validation will be deployed first. Following successful deployment of Visual Validation, fully Automated Fare Validation and back-end revenues tracking, and reporting capabilities will be implemented. What is meaning of term Visual Validation ? Please elaborate this requirements.	MBM-AMNEX
VCTC ANSWER	*That the passenger's pass be validated visually by the bus driver. Also known as a flash pass.*	
20	users to purchase fare product via credit card, debit card, and third-party digital wallets (e.g., Google Pay, Masterpass, Samsung Pay, Paypal, Apple Pay, etc.). We assume that VCTC will facilitate payment gateways providers like Google Pay, Masterpass, Samsung Pay, Paypal, Apple Pay etc. Please confirm.	MBM-AMNEX
VCTC ANSWER	*With the exception of possible utilization of existing communications hardware/cellular service, any and all services, costs or hardware are the responsibility of the proposers, e.g. payment gateways.*	
21	integration with Commission's trip planner app GOVCbus app, so that users can seamlessly purchase tickets from within the trip planner, and vice versa (plan their trip). Do proposer has to provide new mobile application for VCTC or has to integrate with GOVCbus app ?	MBM-AMNEX
VCTC ANSWER	*A mobile ticketing app is required of the project.*	

22	integration with Commission's trip planner app GOVCbus app, so that users can seamlessly purchase tickets from within the trip planner, and vice versa (plan their trip). Mobile Application can be integrated with only backend application through API. Mobile Application to Mobile Application integration can not be possible. We understand from this requirement that proposer's Mobile Application and Existing Mobile Application will be integrated at Backend Application level through API and vice versa. Please confirm.	MBM-AMNEX
VCTC ANSWER	*See answer to question 17*	
23	link to or display of static fares menu and other information related to Transit Partners operations, We assume that VCTC will support in getting informations or APIs (if ant) from existing vendor [sic].	MBM-AMNEX
VCTC ANSWER	*The information regarding fare prices and agency information will be provided. It is not necessary that an API would be required to present static information like fare prices.*	
24	pass revenues to be deposited in a bank account identified by the Commission. Please elaborate this requirement. What exactly VCTC is looking for ?	MBM-AMNEX
VCTC ANSWER	*That revenues received by proposer be deposited into VCTC's bank account. Proposers should propose the frequency or timelines by which deposits will occur, e.g. daily, weekly, monthly.*	
25	ability for app and any onboard systems (e.g. validators) to work when not connected to the internet during brief periods. Please elaborate this requirement. What exactly VCTC is the meaning of brief periods ?	MBM-AMNEX
VCTC ANSWER	*It is anticipated the cellular service may not work (temporarily), e.g. 15 minutes or less.*	

26	ability to update required data, such as vehicle blocking prior-to and post-service delivery to ensure accurate data. To fulfill this requirement proposer needs to integrate their system with existing AVL application and as per clause 3.2 Optional Technologies Requirements: Ability to utilize and import data via operating API from CAD/AVL system or ability to import GTFS and/or GTFS-RT data to streamline system updates (e.g. streamline communication of vehicle blocking information). AVL integration is the optional requirement.	MBM-AMNEX
VCTC ANSWER	*The proposer shall propose its methodology for updating this information in to the system. It is an option for proposers to provide this functionality through integration of CAD/AVL or GTFS-RT etc.*	
27	The Proposer shall provide all data, cellular communications and network infrastructure as part of ongoing annual costs associated with ownership of the system (unless otherwise agreed to, e.g. as described in Optional Technologies). We understand that proposer needs to provide cellular communication and network infrastructure for in bus validators and DC-DR only.	MBM-AMNEX
VCTC ANSWER	*Proposers are responsible for any and all ongoing services, hardware, expenses, licenses, etc. and it is the proposer's responsibility to propose its solution. VCTC does not specify validators, for example.*	
28	The Commission's data shall be retained for a minimum of one (1) year on the Proposer's server(s) and then archived in a format agreed upon with the Commission. Commission users shall be able to generate queries from the restored data. For how much time archived data needs to be stored ?	MBM-AMNEX
VCTC ANSWER	*Throughout the duration of the agreement.*	
29	Please provide the following details for Disaster Recovery: 1. RPO and RTO Time 2. Replication percentage of DC on DR 3. Data retention and archival time	MBM-AMNEX
VCTC ANSWER	*Please refer to the RFP for any required/specified SLA and recovery times. Proposers are to propose their Disaster Recovery Procedures and solutions.*	

30	Please provide details for daily ridership of VCTC.	MBM-AMNEX
VCTC ANSWER	*See RFP Addendum #1 presentation for annual ridership information, pre-COVID. Note, post-COVID ridership has dropped b/w 50-75% depending on the fleet, and is changing regularly.*	
31	Per Bus how many validators needs to be installed ?	MBM-AMNEX
VCTC ANSWER	*We are not specifying the requirement for validators. We recognize that we do want onboard validation to be automatic and electronic however the physical requirement for validators may be lessened if certain options are not procured, such as contactless EMV. The fleet size as noted in the presentation as 163 vehicles. We ask that you consider your proposed solution in combination with the fleet.*	
32	How many buses are with 2 doors, 3 doors, 4 doors etc.	MBM-AMNEX
VCTC ANSWER	*There are no articulated buses, or driver side passenger boarding. All vehicles have either 1 or 2 doors and all fleets board passengers from the front for fare payment.*	
33	1. Is not clear how data about routes, stops, tarif models can be achieved. Are Netex or GTFS data available for each operator from the planning tools?	Open Move
VCTC ANSWER	*GTFS is available, with the exception of the General Public Dial-a-ride services by Valley Express and Camarillo Area Transit. It is anticipated that the system can be updated by users with or without integration with a CAD/AVL or GTFS data.*	
34	2. Each bus operator shall have a separate access to the new system?	Open Move
VCTC ANSWER	*Yes*	
35	3. Shall a driver be allowed to sell tickets for passengers (without a ticket)?	Open Move
VCTC ANSWER	*No, this is not a requirement. Passengers can pay cash (or per the Option with an EMV card). However, VCTC is interested in other features that are not necessarily specified, especially those that reduce cash or physical contact or passenger touchpoints.*	
36	4. Is there any other point where tickets shall be sold?	Open Move

VCTC ANSWER	*As specified the system should support the ability to buy and distribute mobile tickets to users from a desktop. For example, an employer that purchases passes for its employees. or a college which distributes tickets to its students.*	
37	**5. The bank account is one for all the operators, or each operator has its own bank account (Gold Coast Transit, VCTC, Thousand Oaks Transit, the Valley Express, Simi Valley Transit, Moorpark City Transit, Ojai Trolley, Kanan Shuttle, and Camarillo Area Transit) ?**	**Open Move**
VCTC ANSWER	*The intention is for one bank account, VCTC's. VCTC plans to issue payments i.e. disburse revenues to the operators based on reports provided by the System. However, VCTC is willing to consider other arrangements in addition to the one specified.*	
38	**6. We understand that there are existing cards to be considered, which is the standard used by the existing cards (ex Mifare, Calypso, others)? In such a case an integration with the system that manages such cards shall be considered. Which protocol(s) are to be considered for this solution?**	**Open Move**
VCTC ANSWER	*The existing cards are read by SPX Genfare Odyssey Fareboxes and are mag-stripe (barcode) only. Proposers are free to contact SPX Genfare regarding possible utilization or integration with its equipment and systems. Please see Addendum #1 for contact information.*	
39	**7. Within the several operators, is there any existing on-board validator for the buses to be integrated?**	**Open Move**
VCTC ANSWER	*Please see RFP Addendum #1*	
40	**8. The required system shall manage own smartcards (with card creation, replenishment of funds of tickets or funds?)**	**Open Move**
VCTC ANSWER	*This is not one of the RFP's specifications.*	
41	**9. Which is the available power supply on board the buses?**	**Open Move**
VCTC ANSWER	*VCTC does not have this for the 163 fleet vehicles at this time. However it will be provided following award.*	
42	**10. Do you need any fixed validator on board the buses? What is the quantity per bus?**	**Open Move**

VCTC ANSWER	*We are not specifying the requirement for validators. We recognize that we do want onboard validation to be automatic and electronic however the physical requirement for validators may be lessened if certain options are not procured, such as contactless EMV. The fleet size as noted in the presentation as 163 vehicles. We ask that you consider your proposed solution in combination with the fleet.*	
43	**11. Can you confirm that a payment gateway (processor) shall be included?**	**Open Move**
VCTC ANSWER	*Proposers are responsible for including any and all fees, charges or costs associated with this project, including any required payment gateway(s).*	
44	**12. Are relevant transaction costs are up to the Employer or to the Supplier? In case it is up to the supplier which is the estimated annual transaction count for the proposal (average value for 5 years)?**	**Open Move**
VCTC ANSWER	*Proposers are to provide pricing based on their due diligence and market research, including consideration of any available data; such as those ridership data provided previously during the pre-proposal conference or through publicly available reports.*	
45	**13. In case of existing on-board equipment, it is required to perform deinstallation of some existing equipment?**	**Open Move**
VCTC ANSWER	*No, this is not anticipated.*	
46	**14. Will all existing equipment be deinstalled for this project or will there be overlap with requirements to interface to old equipment for a given time?**	**Open Move**
VCTC ANSWER	*No, not applicable.*	
47	**15. Is there any performance bond to be considered before tender submission?**	**Open Move**
VCTC ANSWER	*No, however please review the RFP for any bonding requirements.*	
48	• **What is the hardware specification for the onboard cellular equipment? Section 3.1A**	**DART**
VCTC ANSWER	*Cradlepoint IBR1100 Router with Verizon Sim Card (x102); Cradlepoint 900 Router with Verizon Sim (x51); and 10 buses currently have NO onboard Modem or internet connection*	

49	Do the real-time sales and validation data specific to day-of transactions or access to data on-demand? Section 3.1B	DART
VCTC ANSWER	*This question is unclear. VCTC desires a system that can provide data in real-time, on demand.*	
50	What format do you need the export data in for integration with other software systems and tools? Section 3.1B	DART
VCTC ANSWER	*At a minimum CSV*	
51	• Do you have an existing solution for the Automated Fare Validation/Collection solution to include hardware?	DART
VCTC ANSWER	*We are not specifying the requirement for validators. We recognize that we do want onboard validation to be automatic and electronic however the physical requirement for validators may be lessened if certain options are not procured, such as contactless EMV. The fleet size as noted in the presentation as 163 vehicles. We ask that you consider your proposed solution in combination with the fleet.*	
52	• Do you have an existing promotional program established? Section 3.2	DART
VCTC ANSWER	*VCTC and the Transit Partners engage in numerous marketing and promotional activities, however no such commercial promotions related to fares, such as frequent rider loyalty programs.*	
53	• Are there GTFS and GTFS-rt feeds available for all fixed route services in the service area?	DART
VCTC ANSWER	*Yes, but not for the General Public Dial-a-ride services. For fixed route - Static: https://govcbus.com/gtfs Vehicle positions: https://govcbus.com/gtfs-rt/vehiclepositions Trip Updates: https://govcbus.com/gtfs-rt/tripupdates Service Alerts: https://govcbus.com/gtfs-rt/alerts*	
54	• Can VCTC kindly elaborate on any Automated Fare Collection/validation hardware requirements for this RFP?	DART

VCTC ANSWER	*We are not specifying the requirement for validators. We recognize that we do want onboard validation to be automatic and electronic however the physical requirement for validators may be lessened if certain options are not procured, such as contactless EMV. The fleet size as noted in the presentation as 163 vehicles. We ask that you consider your proposed solution in combination with the fleet.*	
55	1. Please provide all forms in an editable (Microsoft Word) format.	**CUBIC/TOUCHPASS**
VCTC ANSWER	*Due to the different formats of source documents combined to make up the RFP, please refer to the complete PDF version of the RFP.*	
56	2. Section 7.19 provides requirements for a Performance Bond, Payment Bond and a Fidelity Bond. Please confirm if a performance bond is required as this is not a construction project. Additionally, please provide any required forms for the Fidelity and Payment bonds.	**CUBIC/TOUCHPASS**
VCTC ANSWER	*A performance bond is not required. There are not specific forms at this time.*	
57	3. Section 3.2 includes an optional requirement for "Integration with existing onboard cellular communications equipment…". Please provide the following regarding that equipment: Confirmation that modems are installed on all vehicles for all agencies that are in scope; Make and model of all installed modems; Confirmation that the current data plan for the onboard modem can accommodate additional monthly data transfers of up to 100MB per modem; The name of the cellular network provider for that data plan; Confirmation that each modem has at least one available Ethernet port available for use by the new Fare Collection system;	**CUBIC/TOUCHPASS**
VCTC ANSWER	*Cradlepoint IBR1100 Router with Verizon Sim Card (x102), Cradlepoint 900 Router with Verizon Sim (x51), and 10 buses currently have NO onboard Modem or internet connection; Yes re 100MB; Verizon; Unknown if there is at least 1 port available on all vehicles.*	

58	4. Please provide the following statistical system usage information for VCTC and the other eight Transit Partners 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 boardings by payment method used (cash, pass, transfer slip, change card, etc.).	CUBIC/TOUCHPASS
VCTC ANSWER	*Please see RFP Addendum #1, Pre-proposal conference presentation for information regarding ridership and fares collected. The additional detail requested, broken down by channel or payment method for all 8 operators is unavailable at this time.*	
59	5. Section 3.2 includes a requirement to provide "Ability to digitize cash at no added cost/transaction fee to the rider". We interpret this as a requirement to provide at least one method by which riders are able to pay cash at a physical location to pay for one or more digital fare products. Please confirm that this interpretation is correct or, if incorrect, please expand the description for this requirement.	CUBIC/TOUCHPASS
VCTC ANSWER	*The interpretation is correct. Thank you.*	
60	6. Section 3.7 includes a description of Phases One, Two and Three with a cumulative implementation period for all three of four months. Phase Two is described as "System functional with Visual Validation" and Phase Three is described as "System functional with Automated Fare Validation/Collection". We are interpreting the description of Phase Three as the time during which electronic validation of fares on board vehicles and associated automated record of passenger boardings is implemented. Since some period of weeks or months will be required to complete Phase One (Initial development and system setup), it is reasonable to assume that the time frame for Phases Two and Three may collectively be as little as a few weeks. Please respond to the following requests for clarification regarding this schedule: Phase Two (Visual Validation). Because passenger and agency use of this functionality will be extremely limited in duration, it does not appear that there would be great value to the agencies or their passengers to use	CUBIC/TOUCHPASS

	it and then be required to switch to a different process (using electronic validation). Please explain your objectives for this Phase.	
VCTC ANSWER	*VCTC and Transit Partners are willing to use system with limited Visual Validation, only to accelerate the introduction of mobile ticketing. That is, it is the Transit Partners' desire to achieve full functionality and Automatic Validation as quickly as possible. It is anticipated that any installations necessary to achieve automatic validation will begin during phase 1 and continue into phase 2. A phase 2 is not necessarily required. However, it may be useful to bridge the gap between Award and final System Acceptance prior to any installations or system development.*	
61	As currently defined, Visual Validation is a requirement. Given the short period of time for Phase 2 when it will be used, however, it is likely that it will result in passenger confusion when a switch to electronic validation in Phase Three would be implemented, almost certainly within a few weeks, if the prescribed schedule is followed. Accordingly, it will be more operationally efficient and much easier to educate passengers and bus operators if this validation method is skipped and only electronic validation (Phase 3) is implemented. Please confirm that bidders are allowed to propose a solution that would be implemented in this way.	CUBIC/TOUCHPASS
VCTC ANSWER	*Proposers are encouraged to propose their recommended schedule that achieves the VCTC/Transit Partners' objectives as quickly as possible, within reason.*	
62	7. Please list the number of vehicles in scope for installation, the total unlinked passenger trips and total fare revenue for the most recently completed fiscal year for each of the participating Transit Partners.	CUBIC/TOUCHPASS
VCTC ANSWER	*Please see above, answers #5 and 10, and RFP Addendum #1.*	
63	8. Please list the number of vehicles and total unlinked passenger trips for the most recently completed fiscal year for Kanan Shuttle.	CUBIC/TOUCHPASS

VCTC ANSWER	*4 buses, 68,650 during FY18/19*	
64	**Is there a DBE goal for this procurement?**	**BYTEMARK**
VCTC ANSWER	*No*	
65	**• Provide accurate and timely ridership and revenue data that can support detailed, route-level, reporting for disbursement of revenues associated with usage. Are there fares that will require revenue splitting between agencies? If so what are those fares and what is the current split that is instituted?**	**BYTEMARK**
VCTC ANSWER	*Yes. Currently, 31-day passes sold by VCTC are split between agencies based on usage. Generally speaking if $1000 in passes are purchased and 100 riders use said pass over the course of a month, across 4 systems (25% of which on each system, equally) the funds are distributed as $250 to agency 1, $250 to agency 2, $250 to agency 3 and $250 to agency 4 - i.e. a liquidation of all revenues for that pass based on actual usage recorded by the agency.*	
66	**3.2 Optional Technologies Requirements, The RFP lists a number of Optional Technologies. Can you share if there is a prioritization of these technologies or which options are more desirable than others?**	**BYTEMARK**
VCTC ANSWER	*The options are not listed in priority. Contactless EMV and Integration with 3rd parties are of particular interest.*	
67	**It is anticipated that System back-end reporting capabilities requires on-board vehicle validators, or an on-board fixed-equipment solution. As such, the functionality noted above regarding route- level revenues management and reporting is anticipated to be completed following the initial rollout of the Visual Validation solution (i.e. in conjunction with "contactless" fare validation or Automated Fare Validation/Collection).There are very few details regarding the required onboard validator solution. Does VCTC have any required specifications or hardware solutions that they prefer?**	**BYTEMARK**

VCTC ANSWER	*We are not specifying the requirement for validators. We recognize that we do want onboard validation to be automatic and electronic however the physical requirement for validators may be lessened if certain options are not procured, such as contactless EMV. The fleet size as noted in the presentation as 163 vehicles. We ask that you consider your proposed solution in combination with the fleet.*	
68	**Validators, A) Does the entire fleet of vehicles require validators? B) How many total validators are needed?**	**BYTEMARK**
VCTC ANSWER	*We are not specifying the requirement for validators. We recognize that we do want onboard validation to be automatic and electronic however the physical requirement for validators may be lessened if certain options are not procured, such as contactless EMV. The fleet size as noted in the presentation as 163 vehicles. We ask that you consider your proposed solution in combination with the fleet.*	
69	**Who will be the merchant of record for the settlement of funds?**	**BYTEMARK**
VCTC ANSWER	*The selected proposer*	
70	**Where should vendors input a transaction fee / commission % if they chose to incorporate this into their pricing?**	**BYTEMARK**
VCTC ANSWER	*The categories can be adjusted to suit the proposer's system and proposed solution. For example, a section called "fees" could be added if that is what your firm would like to do. Please be sure to include prices, quantities and rates as applicable.*	