



RFP 2018-03 QUESTIONS AND ANSWERS

1	1	1.1	Page 1, Paragraph 1.1 of the RFP states that the Proposals “are to include all labor, material, tools ...to provide YCIPTA an Automated Fare Collection System...” Since there may be banking transaction fees, consumables, parts usage, and other expendables, over what period of time is required for the contractor price proposal?	Banking Transaction fees, consumables, parts usage, should not be included the price proposal, other than the spare parts requirement and the consumables for an initial startup
2	1	1.1	Page 1, Paragraph 1.1 of the RFP states that “The project is financed in part with Federal funds”. What other funds are funding the project that may affect the contractor’s price proposal?	YCIPTA may use Federal, State, or local funds to fully fund this project.
3	1	1.1	Page 1, Paragraph 1.1 of the RFP states that YCIPTA has 28 drop style fare boxes whereas in other parts of the RFP it states there are 29 buses and/or fare boxes. Please clarify how many fare boxes are required and into how many buses are the fare boxes to be mounted.	Offerer should propose 31 fareboxes and install prices for the 29 buses, 2 are spares.
4	2	1.3	Page 2, Paragraph 1.3, how many different types of buses does YCIPTA employ that will require installation of fare boxes?	YCIPTA has five types of buses consisting of 15 El Dorado, 3 New Flyer, 7 Gillig, and 4 Arbocs
5	2	1.3	Page 2, Paragraph 1.3 states “YCIPTA is open to replacing entire system should the solution be deemed advantageous, cost be deemed reasonable and if adequate funding is available.” Does this mean that YCIPTA may only replace a part of the fare boxes and fare collection system?	YCIPTA will be reviewing the proposals and will determine if replacing the drop boxes are in the best interest of the agency, or if smart card stand alone is
6	3	1.3	Page 3, Paragraph 1.3 bulleted item states”... or as stand-beside units;”. Does this mean that YCIPTA may choose to install ONLY stand beside processing units next to the existing “drop fare boxes” and thereby retain the drop fare boxes?	The RFP does include the option of installing a stand-beside unit for processing fare media, where YCIPTA may chose to retain the drop fare boxes.
7	3	1.3	Page 3, Paragraph 1.3 the sixth bulleted item states”...selected third party attended outlets”. How many third party outlet units are required under this RFP? Who will install, provide power and communications, if required, for third party locations?	None are "required" at this time, but will be an option at a later time
8	3	1.3	Page 3, Paragraph 1.3 bulleted item states”...internet service... “. Is the internet interface and processor to be provided by the contractor as a part of this RFP?	YCIPTA will provide the internet services. If any processing device is required for the solution offered, then the offerer should quote that device in their proposal

9	3	1.4	Page 3, Paragraph 1.4, When will the dates for Commence Delivery Installation and Complete Installation be provided?	Depending on the proposal selected as the best value for YCIPTA, a delivery and install date will be negotiated and made part of the subsequent contract.
10	24	SOW 1.2	Page 24, Paragraph SOW 1.5, The extent of the “customer support” is not described in the RFP. Please embellish this requirement if this is required by the contractor.	It is expected that a customer support service is offered at least during the term of the warranty.
11	25	SOW 1.5	Page 25, Paragraph SOW 1.5, Prior to the Contractor Proposal submission, can YCIPTA provide drawings or diagrams for each of the bus types the location of the AVL and an indication of the intended J1708 cable routing?	No, we will not be able to provide drawings or diagrams for each of the bus types. However can provide a listing of the bus types and Manufacturers. The J1708 cable will run from the farebox to the radio box or destination sign compartment or to the router for the proposed APC solution.
12	25	SOW 1.5	Page 25, Paragraph SOW 1.5, Will the AFC systems, equipment and software be required to conform to industry and governmental standards? If standard conformance is required, which standards are applicable?	FTA expects a 95% accuracy rate in an AFC system, and the system must count boardings and alightings. The install of any AFC systems must meet SAE standards and location must not overly diminish the operators view
13	25	SOW 1.6 - SOW 1.7	Page 25, Paragraphs SOW 1.6 and SOW 1.7, Please clarify the type of “magnetic stripe card” characteristics. Is the magnetic stripe card a paper fare card or is it a bank credit card?	Magnetic cards can be paper, for short term use like transfers. Magnetic cards can be poly, for longer term use like a monthly pass. Magnetic cards can be plastic for indefinite term use like rechargeable cards.
14	25	SOW 1.8	Page 25, Paragraph SOW 1.8, How will the 99% availability be determined or calculated?	YCIPTA will use spare modules to keep the fareboxes operational during the two year test. Once the spares have been depleted and YCIPTA has used any parts to repair the spares, then we will document vehicles going out of service because of farebox failures.

15	27	SOW 2.8	Page 27, Paragraph SOW 2.8 is missing.	SOW 2.8 is not included in the Statement of Work. It is not missing, as there is not any content missing
16	27	SOW 2.3	Page 27, Paragraph SOW 2.3, Since Cash Acceptance is Optional, does this mean that fare boxes will not be purchased, deployed and installed if this option is selected by YCIPTA.	If YCIPTA feels that a cashless system proposal is the best value then no farebox needs to be proposed
17	27	SOW 2.3	Page 27, Paragraph SOW 2.3, Is it required that the fare box identify and count the following coins? a.Penny, Nickel, Dime, Quarter, Half Dollar and \$1 Coin	Yes, these are the coins that may be used and the farebox needs to validate
18	33	SOW 4.1	Page 33, Paragraph SOW 4.1, Will YCIPTA provide the necessary bus technical manuals and technical drawings to completely describe the power and signal cabling routing and connections for the installation of the fare box and the Automated Passenger Counters?	YCIPTA will make any manuals available to the install team when ready for the install. Any vehicles that YCIPTA does not have manuals for, the offerer will need to contact the manufacturer to get the schematics
19	23	SOW 1.2	In SOW 1.2 "It will be the responsibility of the successful proposer to remove any part of existing fare collection system now in use on all buses." and "During the installation of the new Automated Fare Collection System (AFC), the existing fare collection system must remain functional." are both stated. Is there a time interval beyond completion of installation and beginning of old equipment removal that needs to be provided, for assurance that the new system is working as intended? If so, what period of time is foreseen for this?	No, the old fareboxes can be removed as the new fareboxes are installed. Any testing necessary may be performed prior to installs
20	23	SOW 1.3	SOW 1.3 states "The objectives of the AFC system are to provide a state-of-the-art, open access, user- friendly, fare collection system that can accept currency, convenience passes, magnetic stripe cards, and smart cards. What is the term 'open access' intended to mean in this context?"	The data collected by the AFC system must be accessible by YCIPTA or any party under contract with YCIPTA
21	23	SOW 1.3	SOW 1.3 states "Cash and other fare media acceptance" as a requirement. Later in the Scope of Work, SOW 2.3 is entitled "Cash Acceptance (Optional), SOW 2.4 is entitled "Validating Fare box (Optional), and SOW 2.14 is entitled "Cash Handling and Security Auditing (Optional)". Is a cash validating farebox with cash vault a requirement or is it optional?	YCIPTA is open to a cash less solution, if that solution is in the best interest of YCIPTA. Otherwise YCIPTA is looking for a full AFC system with a cash vault

22	23	SOW 1.3	SOW 1.3 states "Recording each transaction associated with the time and location of the fare accepted" as a requirement. Does YCIPTA intend for the GPS location of the transaction to be determined by a sensor in the fare collection device, or to use the GPS position determined by another location sensor (AVL device, etc.) that is already installed on the vehicle?	YCIPTA expects that the offerer provide a GPS solution, either in the fare collection device, or in the APC device, or stand alone. Preferrably the APC GPS will send lats and longs to the J1708 of the farebox for location information.
23	23	SOW 1.3	SOW 1.3 requires "Easy maintenance of all hardware and software components of the AFC/APC solution" while Sec 1.3 "Background" states "Automatic Passenger Counter (APC) - either a 'module' to proposed fare system which contains an APC or the ability to integrate with another on-board APC system". Is it correct to assume that the Supplier will have no responsibilities for the hardware and software components of another on-board APC system beyond integration?	If the offerer is proposing an APC system that is not part of their AFC system, then they should propose an APC system that has a two year warranty. Then the offerer would have no responsibilities for that hardware or software beyond integration. However, they are responsible for the continued communication from the device to the AFC solution proposed
24	24	SOW 1.4	SOW 1.4 states "YCIPTA is willing to consider the possibility of replacing all current equipment or installing new equipment which has never been installed before in order to obtain a new fare collection system which would meet their current and future fare collection requirements" Does this mean that YCIPTA would consider both a complete replacement of existing fare collection equipment and the addition of new supplemental equipment alongside the existing cash fare box equipment?	YCIPTA is open to a cash less solution, if that solution is in the best interest of YCIPTA. Otherwise YCIPTA is looking for a full AFC system with a cash vault
25	24	SOW 1.5	SOW 1.5 requires "4) Provide a system that produces user-defined periodic reports relative to the number of transactions and periodic financial reports related to operations". How many distinct user defined are envisioned at this point?	YCIPTA will likely have five concurrent users.
26	24	SOW 1.5	SOW 1.5 requires "5) Provide an AFC system that can be cost-effectively extended and integrated with Ticket Vending Machines for issuance of electronic and stored-value fare media such as magnetic stripe and smart cards", however Ticket Vending Machines do not appear to be furnished under this RFP. Are there existing Ticket Vending Machines with which this new system is intended to integrate?	No, there are no existing TVMs at YCIPTA. The offerer should price their solution for a TVM or PEM or whatever their solution for third party outlets is

27	24	SOW 1.5	SOW 1.5 requires "6) Provide a J1708 cable installed from the farebox to AVL". What is the intended purpose of this cable? If it is to provide wireless communication from the fare collection device to the backend, are there restrictions on the amount of data that can be transmitted/received?	the J1708 connection is solely for the pupose of providing lats and longs to the farebox. This may come from the APC GPS anntena, in which case the cable will be run to the router for the antenna.
28	25	SOW 1.7	SOW 1.7 requires: "The AFC system must at minimum support fare payment by the following methods: Period Passes, Magnetic Stripe Card, Smart Card A determination will be made at time of award as to which fare media will be activated".	Correct, we do not see any question here.
29	25	SOW 1.7	Must the production equipment maintain functionality for the fare media that is not activated?	Yes, the AFC system must support the fare media specified
30	2526	SOW 1.8	Does the quantity of equipment stated in SOW 1.8 define just the on-board fare collection equipment?	SW 1.8 identifies 29 fareboxes installed on 29 vehicles and 2 spares
31	26	SOW 2.2	SOW 2.2 requires "Day Pass status (indication of a valid or invalid pass) should be provided by simple and unambiguous communications from the AFC system to both driver and rider". Can this requirement be satisfied with distinct audible tones and visual displays for both driver and passenger?	Yes
32	23	SOW 1.2	<i>During the installation of the new Automated Fare Collection System (AFC), the existing fare collection. Q: Does this mean the vehicles stay in operation during installation of the new AFC? system must remain functional.</i>	The vehicles must remain operation to perform service. So the install plan should allow for the removal of the old farebox as the new one is getting installed, and the new farebox should be fully functional for service.
33	24	SOW1.3	What are the requirements of YCIPTA regarding an open access AFC system?	The data collected by the AFC system must be accessible by YCIPTA or any party under contract with YCIPTA
34	24	SOW 1.4	YCIPTA currently supports the YCATPASS which is already a smart card. Is there any overlap between this project and the YCATPASS?	No
35	25	SOW 1.5	Why should the contractor provide a J1708 and a sufficient mobile revenue vault which will be used for the farebox? Is the farebox in any form part of the scope of the selected contractor?	The offerer may propose a cash less system or a farebox system. The J1708, or equivalent, is to provide lats and longs to the farebox.
36	25	SOW 1.6	What is meant by "an approved reporting system"? Who will be responsible for approving this system?	YCIPTA

37	25	SOW 1.6	To determine the number of riders boarding a Automated Passenger Counting system should be in place. Who is responsible for delivering such a system?	The Offerer is responsible for providing an APC system that counts boardings and alightings
38	25	SOW1.6	Which kind of fare type/category should be supported?	Adult, Student, Senior, Disabled
39	26	SOW 1.7	Is the support of magnetic stripe card mandatory? The document states that at time of award the activated fare media will be determined. What is meant by this statement?	YCITPA will make a determination on type of fare media they will activate at the time of the award, however the AFC must support the fare media specified.
40	25	SOW 1.7	Who is responsible for delivering this stand-beside unit? Must there be any relation between this stand-alone unit and the AFC system?	YCIPTA is open to a cash less solution, if that solution is in the best interest of YCIPTA. Otherwise YCIPTA is looking for a full AFC system with a cash vault
41	25	SOW 2.2	Should a day pass be validated visually (validity of the pass is printed on ticket) or automatically by the AFC system. Is automatically, does YCIPTA have a preference to use one of the following passes that can be automatically validated: •One-time (limited) use smartcard; •Day pass to be added on regular smart card; •Day pass to be utilized on a paper ticket containing QR code which can be validated.	Passes should be validated automatically by the AFC system, however the system should print on the pass for a visually verifiable system
42	27	SOW 2.4	Throughout the document the fare box is mentioned a couple of times. In some sections it seems the fare box is optional to deliver by the selected contractor and in other segments it seems the selected contractor should consider the fare box within her scope of work. In one segment it's even mentioned that the smart card reader must/may be incorporated within the fare box. Please clarify this ambiguity. Furthermore, are the drop box and fare box the same device or separate ones?	YCIPTA is open to a cash less solution, if that solution is in the best interest of YCIPTA. Otherwise YCIPTA is looking for a full AFC system with a cash vault. A drop box is a farebox that is non-electronic and thus non validating
43	27	SOW 2.6	Where will these self-service ticket vending units be placed. Within the vehicles, on platform or indoors at third party resellers?	Ticket vending machines are not on the vehicles, they may be placed on platforms or indoors. These may be TVM or PEM or another solution provided by the offerer
44	28	SOW 2.10	Is the use of human-readable materials only applicable to day passes? Or also to multiple day, monthly passes all other fare types?	The section only refers to day passes
45	29	SOW 2.11	In our AFC solution there is no need for a driver display. The validating device (validator) will give visual and sound feedback based on the executed validation/action. In such solution, does YCIPTA still require a driver display? If yes, which functionality should this display hold?	No

46	30	SOW 2.16	Wireless data transfer; is the vehicle equipped with a WIFI network or should the AFC system bring it own UMTS/4G router and connection?	The AFC system should provide for any components necessary for operation
47			With respect to the installation of the fareboxes, can YCIPTA provide the following information with respect to the buses: A. Manufacture of the 20 fixed route buses, b. Manufacture of the 6 small bues, c. Vehicle type of the 3 small vans	YCIPTA has five types of buses consisting of 15 El Dorado, 3 New Flyer, 7 Gillig, and 4 Arbocs
48			Regarding the AVL integration requirement with the AFC system, is YCIPTA looking only for a single sign-on via the OCU with respect to this integration requirement, where the AVL solution would use the farebox tablet for sign-on purposes?	No, YCIPTA is looking for AFC system that ties to the APC system. The J1708, or equivalent, is just to send lats and longs to the farebox
49			How many Ticket Vending Machines (TVM's) is YCIPTA looking for? a. Can these TVM's only accept credit/debit cards payments? Or do they also need to accept cash? b. Does YCIPTA want the TVM's to only reload smart card fare media? Or will they dispense smart card fare media as well? c. Will the TVM's be located within an indoor facility? Or will it be located outdoors, which then will require a specific type of temper grade metal/steel? Subsequently; If this fare equipment is going to accept cash, dispense smart card fare media and located outdoors. The makeup of this fare equipment is considered a more robust piece of equipment (TVM), which is not your Standard/Basic Kiosk. So, which type of fare equipment is YCIPTA looking for?	a. they need to accept cards and cash, b. both, c. indoors at this time
50			It is indicated that YCIPTA will be okay with using a Wi-Fi environment for the purpose of uploading and downloading of data to the farebox. a. Does YCIPTA presently have a Wi-Fi environment setup in the revenue service lane of the existing bus garage? b. Does SARTA presently have a Wi-Fi/Cellular infrastructure setup on-board the buses for real-time communication?	banking Transaction fees, consumables, parts usage, should not be included the price proposal, other than the spare parts requirement and the consumables for an initial startup
51			Related to the revenue service that will be performed in the service lane of the garage facility, does YCIPTA only want a revenue stationary vault? Or a mobile revenue vault & a revenue stationary vault?	Only a revenue stationary vault is required
52			Dose YCIPTA have a price sheet template they want the vendors to use with their submissions for this proposal response.	No, the vendor may use their own price sheet



53			<p>Related to the customer service support, how many customer service outlets or windows does YCIPTA presently have in place to support the purchasing of fare products by their ridership?</p> <p>a. Does YCIPTA see this operation expanding in the coming years?</p> <p>b. Does YCIPTA have a cashier accounting system at these customer service windows (i.e., POS type terminal or cashier equipment, etc.)</p>	<p>Currently one service window a. yes b. yes</p>
54			<p>In YCIPTA's RFP it references that the vendor will need to remove the existing fare equipment and/or reader validator from the existing buses, and therefore these costs need to be reflected in their proposal, is this a correct assumption? If it is, can YCIPTA please provide photo's or some type of drawings, so we can analyze the cost associated with performing this task.</p>	<p>Yes, this is a correct assumption.</p>
55			<p>Do you have a vault? Where would you place the vault?</p>	<p>YCIPTA does not currently have a vault and a location will be determined after a vendor selection has been made.</p>
56			<p>Do you have WiFi system in your garage? If no, do you expect the contractor to include it in the proposal?</p>	<p>No, YCIPTA does not have a WiFi system in the garage. Yes, the offerer should propose anything necessary to make their system work</p>
57			<p>Will you equip your trolley cars with your new fare collection system?</p>	<p>Yes</p>
58	25	SOW 1.5.8	<p>SOW 1.5.8) Provide 2 year warranty  Question: Is the 2 year warranty included in the total cost or separate?  Question: Guaranty is one year? 2 year warranty is additional to make 3 years total?</p>	<p>The 2 year warranty should be included in the total costs. If the offeror proposes a three year warranty, then the third year should identified as an extra cost</p>
59			<p>Question about magnetic card. The magnetic card dispenser is a decade old technology. There are so many TAs spending so much time for maintaining this old technology because it consist with many mechanical parts like belts, gears, magnetic heads, mag cards etc that must be good condition to work. Temperature and humidity is another factor to make this technology so complex. Also selling passes on board increase dwell time. That's why many TAs are now moving away from the magnetic card and shifting to smart card and mobile ticket solution along with simple cash system. That being said, we would like to know if you will accept a proposal that doesn't include magnetic card system, if the proposal has smart card and mobile payment as a default solution.</p>	<p>We will accept a proposal that has a smart card and mobile payment as the default solution. However, if the solution is not in the agencies best interest the scoring could be lower, as the requirement is that the system accept all media identified</p>

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Question about APC. Our automated fare collection system will count ridership automatically without interaction of the bus operator, because a passenger need to tap a card, scan QR code or insert bill or cash that triggers system to count ridership. There may be some passenger riding a bus with visual inspection, in that case you can still get ridership number by the bus operator to press tally button of the farebox OCU. But we assume this manual operation will be very minimal because our fare collection system will be able to transform most of passes into smart card or mobile pass. With feeding GPS data to the fare collection system, you will see the ridership report by location as well as fare type or passenger type.

We understand that you need APC system to get passenger count data, however we believe that our fare collection system will give you richer passenger count data than APC. Therefore we would like to know if you will accept a proposal without APC if we can offer fare collection system that have capability of counting passenger without APC. It gives you cost benefit as well.

No, NTD Requires both boarding and alighting counts. APC provide both the on and off counts.