Duluth Transit Authority

REQUEST for PROPOSALS

FOR

AUTOMATED FARE COLLECTION SYSTEM

& OPTIONAL ELECTRONIC FARE TICKETING SYSTEM

Addendum #3

June 3, 2019

A. Meeting Notes and Attendees to the Pre-Proposal meeting on Thursday, May 16, 2019.

Attendees: Bruce Joy, Lecip, Joanne Rooney, Trapeze, Larry Chefalo, Genfare, Alejandro Liverant, Tony Torrence, Payment in Motion, Chris Belden, Aleda Johnson, Jim Caywood, Nancy Brown, DTA. Via telephone: Al McLeod, BEA Transit Technologies, Jeffrey Nullmeyer, Delerrok, Chung Chung Tam, American Eagle, Zach Toomey, Emma Record, Passport, Inc., Desislava Filipova, Mode Shift, Kaj Huddart, Transit App, Juan Ortiz, Bitemark, Romit Atta, Open Web Solutions, Brian Gephardt, Mark Godin, Trapeze.

1. The Automated Fare Collection includes an option for an Electronic Fare Ticketing System. Vendors may respond to just the Electronic Fare Ticketing System separately from the fareboxes. The DTA also has a Request for Proposals for Mobile Application Development Services, which could be combined with the fareboxes, or the fareboxes with the option for an Electronic Fare Ticketing System. The DTA $ objective is to give Respondents as much flexibility as possible in providing a solution for all services sought by the DTA, a fare collection system, a mobile app that supplements and compliments the new DTA website, and the option for an electronic fare ticketing system that may be a stand-alone system or embedded within the Mobile App and/or the website.

2. Proposers who are interested in responding to **both** the Mobile App Development RFP and the Electronic Ticketing option of the Automated Fare Collection RFP should submit the required forms and certificates at the designated time for each of the respective RFP, but do not need to submit the actual Proposal twice. See the instructions below for submittal requirements.

3. Summary of required submittals and deadlines:
   a. If Respondent is proposing an Automated Fare Collection System <u>only</u>: submit the Proposal Sheets on pages 38-50 of the Automated Fare Collection System RFP, and all of the items noted in Section 7, %Required Submittals+, (see page 69) on or before 2:00 p.m. Central Daylight Time on Thursday, June 20, 2019.

   b. If Respondent is proposing an Electronic Ticketing System <u>only</u>: submit the Proposal Sheets on pages 38-50 of the Automated Fare Collection System RFP, and all of the items noted in paragraph N, %Required Submittals+of the Option for Electronic Fare Ticketing System (see page 107) on or before 2:00 p.m. Central Daylight Time on Thursday, June 20, 2019.

   c.   If Respondent is proposing an Automated Fare Collection System <u>with</u> the Option for an Electronic Ticketing System, Proposers must submit the Proposal Sheets on pages 38-50 of the Automated Fare Collection System RFP and the items noted in Section 7, %Required Submittals+(see page 69) and the items noted in paragraph N, %Required Submittals+, (see page 107) on or before 2:00 p.m. Central Daylight Time on Thursday, June 20, 2019.

   d. If the Respondent is proposing a Mobile Application **with** Electronic Ticketing:
       i. On or before **2:00** p.m. Central Daylight Time on Thursday, June 20, 2019,

1. Submit the Proposal Sheets on pages 38-50 of the Automated Fare Collection System 2019.
2. Include the Required Submittals in Paragraph N (page 107) and any other items that are relevant to the Proposer's Electronic Ticketing System Proposal.
3. Proposer may include the Required Submittals in Section 8, "Content of Proposal (page 50 of the Mobile Application Development Services RFP) with the Electronic Ticketing System Response.

AND

ii. On or before **3:00 p.m**. Central Daylight Time on Thursday, June 20, 2019,
1. Submit the Proposal Sheets of the Mobile Application Submittal (pages 30-41 of the Mobile Application Development Services RFP)
2. The required items noted in Section 8, "Content Of Proposal" (see page 50 of the Mobile Application Development Services RFP) if not already submitted with the Electronic Ticketing System submittal.

<u>Please clearly mark the envelope with the name of the RFP being responded to.</u>

4. Emailed or faxed submittals will not be accepted.

5. The DTA considers all factors when evaluating the fareboxes, including reporting capabilities, preventative maintenance requirements, training, ongoing support after the fareboxes are installed, etc.

6. The ability to produce government required reports for the National Transit Database, FTA, MN DOT and other grantors is a primary concern for the DTA. Evaluation of the reporting capabilities will include sample reports, references, possible site visits to other locations using the proposed system, and other means and methods by the Evaluation Committee to determine compliance with this requirement.

7. Most of the mechanical issues that the DTA has seen with the existing fareboxes are in the trim unit. DTA maintenance staff tries to resolve farebox issues in the field by removing damaged farecards or clearing torn bills from the reader, but will do a bus swap if the repairs is longer than a few minutes. Avoiding bus swaps for farebox issues is a priority for the DTA.

8. The three Ticket Vending Machines will be full service machines at the time of order. An additional cashless machine may be added at a future date. Pricing should be provided for both types of TVMs at the time of Proposal submittal.

9. Two of the TVMs communicate wirelessly via a cellular connection, the third is hardwired for an ethernet connection. The cellular plan is a AT&T government plan.

10. Quantities of equipment has been updated on the Cost Proposal page. The DTA is seeking pricing for the following:

Fareboxes, Tall	71
Fareboxes, Low Profile	8
Spare fareboxes for training	3
Removal of fareboxes	68
Disposal of fareboxes	68

Ticket Vending Machines 3
Cashless Ticket Vending Machine 1
Point of Sale Machines 3

Please see the attachment for the revised submittal page. Vendors should also detail costs in a separate section of their submittal to clarify individual and optional costs for DTA review.

11. The term of the optional Electronic Ticketing System shall be for a period of five years, with one five-year option. Please INSERT the following language in the Contract for Electronic Ticketing System:

"The term of this Contract shall be for a period of five (5) years, commencing upon "Notice to Proceed" from the DTA, and ending on _____, 20__.

One hundred and eighty days (180) prior to the end of the initial term, the Contractor shall provide written notice to the DTA Procurement Manager that the initial term will expire. Upon written notice from the DTA Procurement Manger on or before _____, 20__, the DTA may, at its sole discretion, extend the term of this Contract for a period of five (5) years, commencing on _____, 20__, through _____, 20__. Failure to notify the DTA of the Contract expiration shall constitute a default under this Contract. The DTA shall have, in its sole discretion, to extend the term of the Contract without notice, or to terminate the Contract as provided herein.

If the DTA extends the term of this Contract in accordance with the foregoing, all of the terms and conditions of this Contract remain in full force and effect, except that payment to the Contract shall be adjusted as set forth in Contractor's Proposal."

12. The DTA is seeking a system that can utilize security badges from local employers. Most major employers and schools use a magstripe badge, including Essential Health, St. Luke's hospital, the University of Minnesota Duluth, St. Scholastica, Lake Superior College, University of Wisconsin, Superior, and possibly a future collaboration with the Wisconsin Indianhead Technical College.

13. The Essentia Health system uses a Lenel brand security system; Pro-Tech is the integrator and installer. The badge specifications are as follows:
Card Model: HID iClass 2000 series
Facility Code: 50
Bit: 26
Format: Standard

14. The University of Minnesota Duluth uses badges from MiFare for identification and access on the DTA transit system. More information to follow on these badges.

14. The DTA prefers a system that can be managed by the respective employer to add and remove employees from the pass program without requiring DTA staff to process change requests.

1. As noted on page 4 of the RFP, funding for the project is from two sources, an FTA 5339 grant for the hardware, back office and associated upgrades to the system, and a Service Expansion grant from MN DOT for the Electronic Fare Ticketing System. Invoices for the Electronic Fare Ticketing System must be separate from the farebox system due to the separate funding sources.

14. The Point of Sale ("POS") equipment is currently at the DTA main office and at the downtown transit center; there are no machines in the public. The DTA does not plan to add POS equipment to other locations, but may consider it in the future.

15. Currently there are no prepaid printed passes available for purchase; The DTA may consider allowing retailers to sell them in the future.

16. The DTA may, in the future, consider offboard ticket sales for a BRT-style line. Tickets may be sold via a vending machine that would likely be hardwired in a secure location, that has not been determined.

17. The DTA will not accept electronic tickets that require a visual verification by the driver, unless it is only used as a back up in the event of a system outage on the bus.

18. The bus storage area has a fiber IT connection and a switch that connects to the server in the IT closet, as well as the fiber connection from the maintenance area. There is no hotspot.

19. The AVL and the camera systems are separate systems from the farebox reporting system, and uses WiFi for downloading. The DTA would consider an option to use WiFi for downloading and reporting information from the fareboxes, the cost of which will be included in the evaluation of the proposed system.

19. The DTA has requested a replacement to the current farebox system that does not require individual accounts, but would consider proposals that are account based at the outset.

20. Fareboxes will be swapped out on weekends and during off-peak hours during the week.

21. Please delete the requirement that there cannot be any changes to the wire harness. Modifications to the wire harness are permitted to enable AVL connectivity and operation of the Automated Fare Collection System. Modifications that are limited to the wire harness versus major rewiring of the buses are preferred.

22. In conjunction with the changes in the wire harness, the farebox system must provide a connection to the bus AVL system to permit segmenting and reporting of fare collection at all points in the system.

C. Other Questions to Date:
1. Companies from outside the USA can submit a proposal. However, the proposed provider must be able to clearly demonstrate in the proposal how they will be able to

provide support services during DTA business hours, and they must comply with the in-person meeting requirements under Section 6, paragraph Q, "Project Meetings" (page 49.)

2. Tasks can be performed remotely, provided the service level requirements are met. Proposers must be able to demonstrate at the time of proposal submittal how they will meet the requirements. References of a U.S. based transit agency existing customer, including contact information, are preferred.

3. Training on the system must include all components of the system, including PEM, TVM, vault operation and troubleshooting, etc.

4. Proposals can be submitted in one envelope, there is no need to submit the technical specifications from the financial Proposal.

5. The option to purchase additional fareboxes for a period of up to two years (page 68) is for up to ten (10) additional fareboxes for use in DTA buses in the event of a route expansion program or adding additional revenue vehicles to the fleet.

6. Paratransit buses will not have fareboxes in them and are not part of this project. They have a separate system for tracking and recording fares.

7. The vault is located in the DTA Operations Center adjacent to the bus storage area, and consists of one permanent vault and one portable vault. Pictures of the vault are available under the "Doing Business With Us/Current Procurements section of the DTA website at www.duluthtransit.com.

8. No bonds are required for this procurement unless the construction cost for the vault exceeds $175,000. Federal and state prevailing wage requirements are applicable for all construction work above $2,000.

9. The DTA would consider third party ticket vending machines provided they fully integrate with the CMS software. Connectivity for the TVM would be via a cellular connection.

10. The DTA uses a 41-inch Genfare Odyssey fareboxes with the large cashbox on the heavy duty diesel fleet; these are the "Fareboxes Tall" fareboxes on the proposal sheet, and a 36-inch Genfare Odyssey farebox with a smaller cashbox on the Proterra electric bus fleet. Those are the "Fareboxes, Low Profile" on the proposal sheet.

11. Please provide separate pricing for the MDT and any applicable licenses for the farebox system.

12. A revised Cost Proposal sheet in Word is available on the DTA website with the correct quantities for proposal purposes.

13. Questions will be accepted until Wednesday, June 12, 2019.