

March 3, 2014

Questions and Answers regarding RFP to Provide a New Fare Technology System  
for  
*CTfastrak* and all CTTransit Fixed Route Vehicles

Question #1: Please describe how the NFTS project and the TVMS project are integrated.

Answer #1: The NFTS and TVMS project are both stand-alone separate projects including system management; however, barcode media must be coordinated between both projects.

Question #2: (Follow-up to question #1) Does that mean back-end to back-end integration?

Answer #2: Yes.

Question #3: We respectfully request an extension of the due date for clarification questions to March 07, 2014.

The additional time would be needed for the completion of the detailed review of the extensive RFP documents, and coordination / compilation of potential clarification questions.

Answer #3: Refer to Addendum No. 1. CTDOT is extending the due date for clarification questions until 3 PM, March 7, 2014. There will be a site visit to garages and CTfastrak on March 10 – 11. Site-specific questions related to the visited facilities will be allowed until 3 PM, March 12, 2014.

All questions will be responded to by CTDOT by March 14, 2014.

Question #4: We respectfully request an extension of the submission due date by at least three calendar weeks.

The complexity and scope of the requirements of the CT DOT New Fare Technologies System mandates thorough clarification internally and with potential suppliers, potential partners and potential subcontractors. For the production of a quality response to the RFP the requested additional time will be needed.

Answer # 4: Refer to Addendum No. 1. CTDOT is extending the proposal submittal date to 3PM, March 21, 2014.

Question #5: Price Sheet: Are there pricing requirements for the Retail Fulfillment portion of the RFP?

Answer #5: Yes. Reference Schedule B, Price Summary and Proposal Forms, Form I, Support Services, for space provided for this pricing.

Question #6: Schedule A, General; In multiple places (e.g. 11.14.6) 'Payment Card Industry - Data Security Standard' = PCI-DSS compliance is requested for devices. Should this be PA-DSS compliance per device type that accepts electronic payments and/or PCI-DSS for the complete system?

Answer #6: Hardware, software and systems supplied under this contract shall meet all requirements needed to fulfill the needs of the PCI standards and its respective components.

Question #7: Schedule A, General: Has CTDOT selected a payment gateway or does it have a short list of possible gateways that it will consider working with?

Answer #7: Bidders may select any responsible gateway that is recognized in the transit industry and acceptable to CTDOT.

Question #8: Schedule A, General: Will CTDOT be collecting all fares and then rendering to each of the local transit agencies or will each of the local agencies have their own merchant number so that fares sold in those markets will be credited to those agencies?

Answer #8: Different merchant ID's will be required for the each transit operators. Presently, there is one for CTDOT services including **CTfastrak**, and one for each of the commuter rail services.

Question #9: Schedule A, 4.5, 11.8: Would it be possible to receive a copy of the table of contents of the magnetic ticket format specification – or similar outline documentation, which would better allow estimating the effort for implementing the magnetic ticket production format(s)?

Answer #9: Yes, CTDOT will provide a more detailed description in an Addendum.

Question #10: Schedule A, 18: Please confirm how the efforts should be accounted for in the price proposal. E.g. technical interfaces are not specified and would be of type 'one-time cost' rather than 'monthly fee'?

Answer #10: CTDOT prefers that these costs be identified as part of a monthly fee extended over the life of the contract. The Price Summary and Proposal Forms will be revised to include non-recurring engineering costs.

Question #11: Schedule A, 19.2.5.D: Please confirm envisaged mode of PayPal payment at POS Terminal.

Answer #11: The PayPal payment method may use a mobile app similar to other emerging mobile payment methods or it may be tied to Square or other third party applications. Validation would be through the automatic reading of a device (used as a "token" for connection to the payment method). PayPal presently has an app that can be used in this manner.

Question #12: Schedule A, 21.11: Will the number one production CDS hosting site be the responsibility of the contractor and if so will it be required to be hosted at a separate facility from the second identical CDS?

Answer #12: Yes, by the Contractor, and, yes, at a separate facility.

Question #13: Schedule A, 2.21.1.C, 2nd paragraph: Please clarify how a user should experience the difference between 'ready' and 'inter-transaction timeout not yet expired'?

Answer #13: "Ready" occurs after the transaction is completed while the other timer is busy during a transaction. A device is "ready" between transactions, not during a transaction.

Question #14: Schedule A, 26.1, Purchase of a mobile ticket without a credit or debit card: Please clarify, perhaps with an example, of what CTDOT would desire for the purchase of a mobile ticket without a credit / debit card? It is possible to work with one of the POS systems to allow purchase of a ticket with cash and the transmission of the ticket to the mobile ticketing app. Is that the desired approach?

Answer #14: CTDOT intends that the system be completely mobile. Other payment methods, such as PayPal or other links to a bank account or credit card, shall be available to the customer.

Question #15: Due to the broad range of system requirements specified in the RFP, will the Agency please consider an extension of at least 4-weeks to the proposal due date?

Answer #15: See response to question #4.

Question #16: CDOT is requesting a table compliance matrix – will the Agency be providing the bidders a copy? Will it also be part of the response page count?

Answer #16: CTDOT does not possess a standard form compliance matrix. Bidders are advised to prepare a brief, but comprehensive, table for CTDOT review and evaluation. The table compliance matrix will be counted in the page limitation.

Question #17: Once vendors receive initial responses to questions, will the Agency allow a second set of questions be submitted for clarification of the initial answers?

Answer #17: See response to question #3.

Question #18: Will CDOT exclude the Terms & Conditions and Agreements from the response page count?

Answer #18: As noted in the RFP Section III, Item 8 is considered a part of the page count. Item 9 is specifically excluded from the page count.

Question #19: Would the Agency please release a copy of the RFP in Microsoft Word or other suitable format to facilitate the completion of the forms, Price Proposal and technical matrix?

Answer #19: CTDOT will release a Microsoft Word version of Schedule A, Scope of Work. A Microsoft Excel version of Schedule B has previously been provided and is available on the DAS Contracting Portal. CTDOT cautions that the Pricing Schedules are the original editions and it is the responsibility of the Bidder to update the files with any changes made by Addendum.

Question #20: Will future fare policy include the use of barcode tickets/NFCs for third party other than smart cards or only smart cards as indicated on 4.3 Third Party-Issued and 5.2 Third Party-Issued Smart Cards?

Answer #20: For the Third Party Media, the system should accommodate NFCs as a minimum as long as they are ISO 14443 compliant. It is not anticipated at this time that bar codes would be used for third party media as this could require multiple types of bar codes to be

required. This feature, if it exists in the present system offered, could be identified as a “no cost, value added” option available for later implementation.

Question #21: Legacy Systems Interface:

- a. In order to determine the level of effort to interface to your Legacy systems, please provide a better description of the legacy system on 29.3.4.2 Legacy Systems Interface Test and 21.31.1 NFTA Legacy Systems Interface.
- b. Do you own the interface control document and interface license of the legacy system? And would you provide it to the successful vendor?
- c. Will you provide the contact information of the Legacy System Supplier?
- d. The following interfaces were mentioned in Legacy Systems Interfaces. Please clarify vendor responsibilities for the same?
  - Finance (GFI Software)
  - Operations/Scheduling (Trapeze; Midas)
  - Maintenance Management (Assetworks)
  - Inventory (Assetworks)

Answer #21:

- a. Information needed for proper integration of the legacy and planned systems is included in the RFP documents, Schedule A, Sections 1.3 and 21.31. The version of the current software used on the computer system that controls the fareboxes is GFI System 7, Version 1.35.57.
- b. The software is owned by GFI and licensed to CTTRANSIT. GFI has provided CTDOT the table document to access data through sql queries. CTDOT will provide any available information on legacy systems in a future addendum if appropriate permissions are granted by the vendor.
- c. Bidders may not communicate directly with current vendors. All communication shall be through CTDOT.
- d. CTDOT does not anticipate any interface between the new fare collection technology and the legacy GFI software, Midas or Assetworks. It is assumed that there will be a need for interface between the new technology and the ITS system contractor in order to correlate fare payment by stop with the automated passenger count data.

Question #22: Does CTDOT have an existing agreement with a credit card acquirer? If yes, can you please provide company name?

Answer #22: CTDOT and its operators do have credit card acquirer agreements. This information will not be provided. Also, be advised of the answer to question #21c above.

Question #23: The RFP does not have a compliance matrix where proposers will mark Comply or Non Comply to every technical requirement. Can you provide the matrix?

Answer #23: See response to question 16.

Question #24: Can we propose a list of Non Compliance items, with alternative proposal?

Answer #24: No. The Alternate Proposal is a response to demonstrate an accelerated schedule and resulting price only.

Question #25: Would you clarify the need of a Revenue Audit Unit, instead of using a key in the secure room where the Revenue Audit Unit is intended to be used?

Answer #25: This unit is intended to be used anywhere that the operator or CTDOT wishes to perform an audit of one or a few cashboxes, without additional keys being circulated outside of the counting facilities.

Question #26: Is there a specific budget allocated for this project that you would be able to inform us about?

Answer #25: No. Bidders are reminded that price is a component of the evaluation process.

Question #26: Can you please extend a proposal submission deadline by a month?

Answer #26: See response to question #4.

Question #27: Can you please extend a question submittal deadline by 2 weeks?

Answer #27: See response to question #3.

Question #28: Can you provide editable files for Schedule B Price Proposal?

Answer #28: See response to question #19.

Question #29: What is the status of State Project No. 88-179 CTfastrak ITS & Communications Systems? This project was to include the same Intelligent Transportation Systems (ITS) and Communications Systems that are included in the NFTS 0121414 RFP.

Answer #29: The Scope of Work for the ITS Contract, known as Contract 7, is provided for information in the RFP documents as Schedule G.

Question #30: Section 21.28.2, Data Import from Ticket Vending Machine System, states that CTDOT's Ticket Vending Machine System (TVMS) are supplied by others and that The NFTS Central Data System shall import data from the TVMS Central. Can CTDOT provide an interface control document or other technical resource so that we can understand the details of this interface and the costs associated with its development and support? Or supply us with contact information for the TVMS solution.

Answer #30: CTDOT has provided all of the necessary information required for the proper integration of the TVMS with the NFTS in Schedule A, Scope of Work, Section 21.28.2. As of this writing, the TVMS Contract has not been issued a Notice to Proceed. All communications will be exclusively through the Department.

Question #31: Please consider a 6 week extension of the proposal due date.

Answer #31: See response to question #4.

Question #32: Please consider extending the due date for questions.

Answer #32: See response to question #3.

Question #33: What are items in Table 1 – COTS Equipment and Software? Are they existing or do we need to quote them?

Answer #33: The information is provided for Bidder's information only. No action is required.

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End of Questions