Questions and Answers to RFP # 162-17-08 Specialized Transportation Automatic Fare Collection
System

No,	Page	RFP Chapter No.	RFP Description	Question	Answer
1		-	-	We ask for 3weeks extension of proposals due date to 23rd of August.	**We will extend due date to August 9th**
2	P12	2-2 Eligibility for Award	7. Allow GRTC or designated third party to conduct a Pre-Award Audit to verify accuracy of Buy-America certification in accordance with 49 CFR 663.	We are considering to use equipment without Buy-America certification. What is the appropriate timing we to declare ?	**Complete Attachment P accordingly. Section 1-17 Compliance with RFP Terms and Attachments - Proposers are strongly advised to not take any exceptions. Proposers shall submit proposals which respond to the requirements of the RFP. An exception is not a response to a RFP requirement. If an exception is taken, a "Notice of Exception" must be submitted with the proposal. The "Notice of Exception" must identify the specific point or points of exception and provide an alternative. Proposers are cautioned that exceptions to the terms, conditions, and attachments may result in rejection of the proposal.**
3	P15	3.2 Technical Specifications	· A "free" ride validation under the GRTC's Revenue fleet using the SPX Genfare "Fast Fare" fareboxes. · A "free" ride validation option under the Scheidt & Bachmann Ticket Vending Machines (TVM) for the GRTC's Bus Rapid Transit (BRT) Pulse system.	We assume that Long Term Use Smart Card shall allow people who use paratransit service and have the card to use fixed route buses. Kindly confirm.	**Yes**
4	P15-17	3.2 Technical Specifications	GRTC requires that the chosen Contractor provides a non-disclosure agreement (NDA) signed document indicating that the encoding of the proposed "Long term" smart cards for this project will be provided to the Genfare and Scheidt & Bachmann vendors to be accepted on any AFC equipment used at GRTC. The Contractor will cover any costs related to the above requirement.	In order to provide a "free" ride validation on other GRTC lines (e.g., GRTC's Revenue fleet, BRT Pulse), applications for SPX Genfare fare boxes and Scheidt & Bachmann TVMs need to be modified. These modification shall be done by other contractors and the cost to be occured from this modification shall not be born by offerer. Please confirm that aboves are not required in this RFP's scope.	**Section 3.2 under the RFP scope requirements are valid. The chosen contractor will cover any costs related to the scope requirements under that section.**
5	P16	3.2 Technical Specifications	Proposers shall provide information on their central data collection system in detail including any annual costs for cloud system capabilities	We assume that we are required to use Cloud Service like AWS or Azure from this RFP description. Please confirm.	**Whatever back end hosting solution a proposer wishes to use is fine. The key point is that it is a hosted service.**
6	P23	4 Information Technology (IT) Requirements	Server OS: Microsoft Windows Server 2008 R2 Database: Microsoft SQL Server 2008 R2	GRTC prefers Microsoft Windows products, we would like to propose other products such as Linux OS and PostgreSQL especially for the Central Data Management System (CDMS) and the Automated Clearinghouse (ACH) in order to reduce the initial and operating costs. Please confirm above conditions.	**Windows back end is required**
7	P25	4.7 Compliance with PCI-DSS	Systems and subsystems provided by the contractor that involve processing of credit, debit, prepaid cards (e.g., media sale components) shall be fully compliant with current Payment Card Industries (PCI) security standards through the system warranty.	We assume that GRTC applies and keeps those certifications for the system with the Qualified Security Assessors/Approved Scanning Vendors and we will submit the required documents such as system design documents etc. Kindly confirm.	**We ensure that all of our payment transactions do not occur on our networks, thus the requirement for this to be a hosted solution. The proposer will process payments and will be required to maintain PCI compliance.**

	P23	4.1 Computer Hardware and Software Installation	The Contractor shall implement a test environment, with all software components installed on parallel hardware at GRTC, where software updates and configuration changes can be tested prior to being implemented in the production system. Any future updates or upgrades must be tested in the test environment before being implemented on production servers	8	**Test environment in the cloud is acceptable**
9	P25	4.7 Compliance with PCI-DSS	Systems and subsystems provided by the contractor that involve processing of credit, debit, prepaid cards (e.g., media sale components) shall be fully compliant with current Payment Card Industries (PCI) security standards through the system warranty.	We need to identify the necessary number of Global IP for PCI-DSS certification cost estimation. We consider only 1 address is enough to be prepared for web-portal which processes credit/debit card transactions. Please clarify.	**All payment transactions will be handled by the proposer outside of GRTC's networks and will be PCI compliant.**
10	P25	4.8 PA-DSS Compliance	Vendor shall be fully compliant with Payment Application Data Security Standard (PA-DSS) for proposed system modules that involve processing of credit card and debit card transactions.	In case our application is developed dedicated for GRTC, we assume PA-DSS is not required. We assume PA-DSS is required only for COTS application. Kindly confirm.	**Same as question 9**
11	P45	18.5 Burn-in Test	BT shall involve specialized service use of the system over a (30)-day period after the completion of ST, and deficiencies shall be rectified before GRTC will grant Final System Acceptance (SA) for the system.	In case any issue occures during BT, should we conduct additional error free 30-days BT? Kindly confirm.	**Yes, in case of any failure during the (30) day testing period after the discovered failure has been solved and confirmed by the GRTC representative, a new (30) day testing period will start again.**
12	P46	18.6 Acceptance Criteria	The Contractor shall provide written Test Results Documentation (TRD) after completing each stage of testing.	Both PCI-DSS and PA-DSS requires operation records for some period to be certified in general process, but can be also certified during project phase by utilizing such records taken in trial environment. Please clarify which case is preferable and if the acceptance criteria has any relation to this certification process	**This is not related to PCI but the system as a whole**
13	P49	19.3 Follow-up Analysis	The Contractor shall provide one week of onsite follow-up analysis at six-month intervals during the warranty period, including a written report on the findings of each analysis. Each report shall describe how the system is being used and if there are any additional training or system enhancement needs. Further, any required adjustments in the system configurations must be performed based on the system review.	As we assume that Follow-up Analysis does not mean regular analysis regarding PCI-DSS, could you kindly specify in detail about Follow-up Analysis ?	**Same as 12. This is not PCI but the system as a whole.**
14	P53	PRICE PROPOSAL	Fare Media/Smart Cards (Per 3,000 card unit) (Long Term Use Smart Card)	We assume that "Quantity 1" regarding Long Term Use Smart Card means "3,000 cards". Please confirm.	**Yes**
15	P53	PRICE PROPOSAL	Fare Media/Smart Cards (Per 10,000 card unit) (Limited Use Smart Card)	We assume that "Quantity 1" regarding Limited Use Smart Card means "10,000 cards" . Please confirm.	**Yes**
16	P53	PRICE PROPOSAL	Maintenance Test Stand	Could you clarify definition of "Maintenance Test Stand" ? We couldn't find this terminology in other pages in RFP. Kindly confirm.	**GRTC is looking to have at the Electronics department laboratory a complete set up of the proposed equipment for testing purposes. Equipment will be "active" communicating with the proposed Central Data Management system CDMS system for real testing purposes as any software/firmware upgrades before full deployment to the GRTC specialized fleet.**
17	P15	3.2 Technical Specifications	GRTC requests proposals for the purchase, delivery, installation and commissioning of (90) Transit Fare On-	Can you please provide additional specifications around the required integrations with GFI, S&B TVM, and MT 60? Can you provide an	**Proposed smart card sequence number and encoding data will need to be accepted and validated thru the Genfare and Scheidt**

			Board Reader/Validator devices for the Specialized Paratransit Transportation Division with a deployment of a complete Smart Card fare collection system with a Central Data Collection System and Web Fare Portal.	operational use case scenario for each example?	**& Bachmann automatic fare collection equipment. The proposed smart card sequence number and encoding data needs to be "clear" from the Hot/Bad list from Genfare and Scheidt Bachmann to get a "free" ride after "Tapping" the smart card at the equipment card reader. If the sequence number and encoding data of the proposed smart card is Hot/Bad list from Genfare and Scheidt & Bachmann , card should not be accepted at all and it will show "Bad List" message scenario. GRTC is using Genfare encoding at the moment for their "Revenue" smart cards including the Scheidt & Bachmann equipment as the TVM's and handheld validators (MT-60). Vendor should get more information from the Genfare team related to the Hot/Bad list specifications and requirements needed. Every CARE/ADA customer under the specialized division is entitled for a "Free" ride under any revenue vehicle including the BRT system for any local routes. If for any reason smart card needs to be deactivated (lost, stolen) the proposed smart card sequence number and other encoding data will need to be added to the Genfare Hot/Bad list so the card cannot be validated at the Genfare and Scheidt & Bachmann equipment.**
18	P15	3.2 Technical Specifications	The proposed "Long Term" use Smart Card should have the necessary encoding to provide: • A "free" ride validation under the GRTC's Revenue fleet using the SPX Genfare "Fast Fare" fareboxes. • A "free" ride validation option under the Scheidt & Bachmann Ticket Vending Machines (TVM) for the GRTC's Bus Rapid Transit (BRT) Pulse system.	Can you please clarify what is a "free" ride validation? Are there any rules around the "free" ride? Can all specialized service riders, ride all the time for free on the conventional and BRT services?	**Proposed smart card sequence number and encoding data will need to be accepted and validated thru the Genfare and Scheidt & Bachmann automatic fare collection equipment. The proposed smart card sequence number and encoding data needs to be "clear" from the Hot/Bad list from Genfare and Scheidt Bachmann to get a "free" ride after "Tapping" the smart card at the equipment card reader. If the sequence number and encoding data of the proposed smart card is at the Hot/Bad list from Genfare and Scheidt & Bachmann , card should not be accepted at all "Bad List" message. GRTC is using Genfare encoding at the moment for their "Revenue" smart cards including the Scheidt & Bachmann equipment as the TVM's and handheld validators (MT-60). Vendor should get more information from the Genfare team related to the Hot/Bad list specifications and requirements needed. Every CARE/ADA customer under the specialized division is entitled for a "Free" ride under any revenue vehicle including the BRT system for any local routes.**
19	P15	3.2 Technical Specifications	The proposed "Long Term" use Smart Card should have the necessary encoding to provide: • A "free" ride validation under the GRTC's Revenue fleet using the SPX Genfare "Fast Fare" fareboxes. • A "free" ride validation option under the Scheidt & Bachmann Ticket Vending Machines (TVM) for the GRTC's Bus Rapid Transit (BRT) Pulse system.	Can you please further explain what is meant by a" free" ride validation with the TVM? As a specialized rider with a smart card what interaction will they need to have with the TVM regarding the "free" ride?	**Proposed smart card sequence number and encoding data will need to be accepted and validated thru the Genfare and Scheidt & Bachmann automatic fare collection equipment. The proposed smart card sequence number and encoding data needs to be "clear" from the Hot/Bad list from Genfare and Scheidt Bachmann to get a "free" ride after "Tapping" the smart card at the equipment card reader. If the sequence number and encoding data of the proposed smart card is at the Hot/Bad list from Genfare and Scheidt & Bachmann , card should not be accepted at all "Bad List" message. GRTC is using Genfare encoding at the moment for their "Revenue" smart cards including the Scheidt & Bachmann equipment as the TVM's and handheld validators (MT-60). Vendor should get more information from the Genfare team related to the Hot/Bad list specifications and requirements needed. Every CARE customer under the specialized division is entitled for a "Free" ride under any revenue vehicle including the BRT system for any local routes. GRTC policy for the BRT will be one in which every Care/ADA customer needs to "Tap" their smart card for data purposes.**
20	P15	3.2 Technical Specifications	The ability to be read and validated under the GRTC's fare inspector's devices at the BRT Pulse Route including the	What is the operating system of the MT-60 fare validator device?	**Android v.4.2.2**

			expiration date and verify the card thru the hot/bad list. The MT-60 fare validator devices are manufactured by the Scheidt & Bachmann AFC provider.		
21	P15	3.2 Technical Specifications	The ability to be part of the main database of the Hot/Bad list from each vendor AFC software using the card sequence number, designator, TPBC, agency ID and security code.	What company provides, controls, and maintains the hot/bad list? What database software is used?	**GRTC** **For the Revenue side, we are using the Genfare Network Manager in which the Scheidt And Bachmann software will be synchronizing automatically their database with the Genfare database once a day when the BRT starts service.**
22	P15	3.2 Technical Specifications	GRTC understands that in some cases customers will not be able to purchase "Tickets/Stored rides for whatever reason thru the proposed GRTC web portal. GRTC wants the vendor to provide "Limited" use Smart Cards options that can be sold on any GRTC approved outlets.	Has the point of sale locations been determined? If so, can the number and location be provided?	**Not at this moment Later on yes.**
23	P15	3.2 Technical Specifications	The "Long Term" use contactless Smart Cards will be replacing GRTC's paper ticket system. GRTC's tickets are sold in books of six (6) and ten (10). A ticket book of (6) costs $18.00; a ticket book of (10) costs $30.00.	Please confirm there are only two fare purchase options consisting of 6 and 10 ticket books? Are there other fare options planned for the future?	**At the moment, GRTC want to keep the same fare options at this present time (6 & 10 tickets).**
24	P15	3.2 Technical Specifications	"Tickets/Stored ride Cards"	How many stored rides would be on a Limited Use smart card? With those rides to they get an equal number of riders on the conventional or BRT service?	**(6 tickets = 6 stored rides) (10 tickets = 10 stores rides) No stored rides will be deducted at all for the revenue service including the BRT as those customers are entitled to get a free ride.**
25	P17	3.3 In-Vehicle Technology	The driver interactions must be intuitive and simple to follow and only accessible when the vehicle is stationary.	Is this single sign-on for all equipment in the specialized service vehicle? Will the OCU need to sign-on the tablet or will operators be required to sign into multiple devices?	**No, only anything related to the proposed fare equipment under this RFP. No sign-on with tablets is required under this RFP for the proposed fare equipment, operators will be required to sign on tablets separate from the proposed fare equipment. GRTC is open to a single log on in the future but at this moment, <u>GRTC wants to concentrate on the fare section only</u>.**
26	P17	3.3 In-Vehicle Technology	The driver interactions must be intuitive and simple to follow and only accessible when the vehicle is stationary.	Where will the driver ID, Vehicle ID, and Run ID information come from?	**GRTC, operational side which vendor's proposed software needs to have their own database.**
27	P18	3.3 In-Vehicle Technology	**"NO ID"** – when a customer without a "Long Term" GRTC ID smart card or with a defective one wants to use our service, the Operator should "tap" the validator with his Driver ID smart card to enable and press the "NO ID" button or touchscreen at the validator.	Validator Transactions A "No ID" – Please clarify what is required to meet this requirement. Is the requirement to capture they number of riders on a run who did not have long term or limited use smart card?	**GRTC visualized instances where a customer can have a valid but defective "long Term" GRTC ID card. On those instances, we want the ability that the operator ID card can "bypass" the ability of the proposed validator to enable the system to recollect the ridership " No ID "and if the customer is using the "limited" stores ride smart cards to recollect those "tickets".**
28	P18	3.3 In-Vehicle Technology	**"C-VAN"** – when a customer under the C-VAN section wants to use our service, they will not need the "Long Term" GRTC ID or "Limited' use smart card at all; the operator should "tap" the validator to enable the C-VAN button or touchscreen to count that ridership after choosing this option at the validator.	Validator Transactions B "C-Van" – Please clarify why these riders will not need a smart card?	**C-Vans customers gets their fare covered from the Social Services Department.**
29	P18	3.3 In-Vehicle Technology	Care or Care Plus Requirements	Validator Transactions – There is no mention of Care or Care Plus requirements for specific wording?	**The complete RFP is related to the CARE/ADA customers. Care Plus is an extended service area that GRTC provides to our CARE/ADA customer where revenue services are not covered. Section 3.6 & 3.7**
30	P19	3.3 In-Vehicle Technology # 8	"Pass back" by time will activate at the fare validator for only (3) seconds. If the customer needs to pay two (2) tickets for one ride depending of the fare service provided by distance, for the second "tap" the customer will need to wait (3) seconds to validate the second ticket at the validator. The smart card will need to be "tapped" two times	Can you please clarify how the validator will know the trip requires one or two tickets? How does it know the fare service or distance?	**Fare validators were not required under this RFP to have that type of information (service /distance). When a customer books the service, our customer service team add that information (1-2 tickets at the driver's manifest).**

				on those instances to recollect two (2) two tickets per one ride. If by accident a customer's "tap" the smart card two consecutive times in less than (3) seconds, the validator will not deduct the second ticket.		
31					General – Does GRTC want CSR's to have the ability to purchase tickets on behalf of a client through secure administrative portal? Example – rider contacts customer service who notices the rider does not have any tickets/rides in their account and the rider is not capable of ordering through the web portal themselves. Would the rider have to go to a POS or could the CSR assist them with ordering additional tickets/rides?	**For those instances the customer will have the option to buy "limited" smart cards at any GRTC authorized stores but GRTC is open to have that ability if the vendor's software has the capabilities.**
32					General – Can the scope of work be provided in a word form to make responding to the requirements easier?	**P53 – Price Proposal Attachment B**