

Request for Proposals #20-2001
Tulsa Transit
Mobile Fare Payment & Trip Planning Amendment #2
August 21, 2019

This amendment provides answers to questions posed by firms responding to RFP #20-2001 Mobile Fare Payment & Trip Planning issued by Tulsa Transit.

1. The document states that passengers must have a destination and cannot remain on the bus for > 1 round trip. How is this fare rule currently enforced?

Drivers will verify that the rider has a valid fare payment at the time of boarding.

2. How is the prohibition of pass sharing currently enforced, and are rule-breakers currently tracked and stored on a blacklist?

Drivers will observe and then will take action when and if needed.

3. What types of passes are given (card/paper) for passengers purchasing passengers on board buses?

The passes are a paper product.

4. What is the current estimate for complete implementation of the GTFS-RT feed?

October 19, 2019

5. Does MTTA envision that paratransit riders will use the mobile ticketing app and accompanying optional hardware as well?

Eventually, yes. We would entertain accessibility features.

6. Does MTTA have a database or list of all riders who are eligible for special fare forms (e.g. Reduced Fares)?

Yes.

7. Would MTTA require the mobile app to work with the Bonus Bucks program? If so, is a database of eligible riders available for ingestion by our systems?

We will require the mobile app to work with our Bonus Bucks program. We also have a free fare for college students from participating colleges. We would like to integrate this into the mobile app. There is no database for eligible riders, just eligible companies.

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8. Is a separate authenticated login via touchID / FaceTime / Pin password a requirement for the mobile app?

We don't require this, but it would be helpful to have.

9. With regards to expiration periods: Do existing passes have validity periods, similar to what is being requested for tickets through the mobile app?

Yes. Passes that are currently sold at the stations, online or through 3rd party vendors are not activated and do not have an expiration date when sold to the customer. It is only when the pass is first scanned by the fare box that it acquires an expiration date depending on the type of pass. As an example, Day Passes are only good for the specific day they are on. Similarly, a 31 Day Pass is only good for 31 calendar days from the specific day they are first used/activated.

10. What is meant by "Return Tickets" (p.16)? Please describe the process behind a return ticket.

There are no refunds/returns/exchanges. This section will be stricken from the RFP because it is not applicable.

11. With regards to stored value accounts, it sounds like MTTA would like the mobile app to interact with an existing or future smart card solution. If MTTA desires the mobile app to interact with a smart card solution, is your current smart card provider willing to open their APIs and work with the selected mobile app provider?

This section will be stricken as we do not currently utilize a smart card solution. The mobile app is in addition to our normal fare.

12. It is our understanding that MTTA wants to enable individual ticket purchasing without using a stored value account. Is this correct?

We prefer this solution if feasible, but it could be added later.

13. Can MTTA provide an estimated timeline for a phased approach of implementing new hardware, if new hardware is the desired path?

We are open to suggestions, but we aren't currently considering hardware at this time.

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14. How many buses can be made available per weekday for installation?

We would have 4 fixed route buses available daily and could do change outs to accommodate the install. Nightline and Sunday Service buses can be used as fillers mid-day as there are generally several on the lot. We would also point out that we are a 24 hour facility and they can have access to as many as needed during the overnight hours if that is an option.

15. The RFP mentions that "MTTA and the City of Tulsa are in the final stage of the construction phase of the first of two a new Bus Rapid Transit (BRT) lines and are currently implementing a complete fixed-route system redesign and will include numerous ITS improvements." Would route optimization be of value during this RFP process or have you already completed this process?

Route optimization is not part of this RFP.

16. Just to confirm, is the preference for the MTTA to have its own branded white label application to allow for trip planning and fare payment?

Yes.

17. Is trip planning within the scope of the RFP or is this a desired evolution down the road?

Trip planning is within the scope.

18. Could you please elaborate on desired trip planning functionality?

We would like people to pick an origin and destination and the app would offer service suggestions including real time bus arrival. Our buses have GPS and use SPOT to track. SPOT does not do trip planning and we want these functions in one app.

19. On the trip planning component, are you looking for it to be multimodal and include other options such as TNCs, bike-share, micro mobility, etc.?

Eventually. The initial roll out would be for our fixed route system. We would envision a deep link to Uber or Lyft in the initial roll out. We are open to expanding that if vendors wish to propose a more robust system.

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20. Beyond trip planning with real-time information, what other needs do you envision for the platform down the road? Intermodal operations like bike share.

We'd like to have a promo code or similar options for community partners. We are open to suggestions on ways to integrate intermodal operations into the app.

21. Section 3.12.1—do you have specific apps in mind through which you would like the platform to be available?

Android and IOS.

22. What is the budget for year one implementation of this solution? What is the budget for service in the subsequent years assuming a software as a service solution is proposed?

This is a best value so it depends on the combination of pricing and features.

23. Will a notary seal from a Foreign Notary be acceptable, or does it need to be issued by a US Notary?

Yes, a foreign notary will be acceptable.

24. The desired timeline for go live is?

We are open to suggestions, but we prefer to go live within three to six months subject to negotiation.

25. Please provide technical descriptions of the point of sale printers.

Epson TM-T88IV DSW2 (2).

26. Fare Structure – please explain how a per-trip express upcharge will be applied to mobile fares. What is a typical trip for a rider who would need this fare and how do they currently deal with this payment?

We make people put additional payments such as cash or change card for the express upcharge.

27. Fare Policy, bullet 2 – Does Tulsa require trip destination information to be gathered from a rider when purchasing a fare?

No.

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28. Please describe the purpose and usage of an event fare.

We're thinking there may be special events (e.g., sporting events or concerts in downtown Tulsa).

29. Page 14 of the RFP states 99.9% uptime and page 24 states 99% - which is mandatory?

The appropriate uptime percentage is 99%.

30. Page 16 of the RFP mentions "return ticket" but this is not listed in section 3.2.1 Fare Structure. Can the agency please explain the concept of a return ticket in relation to the fare structure.

Strike this from the document.

31. To better understand the requirement, please explain the need for restricting the number of tickets a customer can purchase or have stored at any time.

We don't currently do this, but may need to in the future to prevent possible abuse of the system as well as a customer protection mechanism in a mobile application.

32. Referring to the fare structure in Section 3.2.1 mentions "Active tickets shall display...origin and destination if applicable", which fares require an origin and destination to be displayed?

Strike this from the document.

33. Visual validation – please clarify the statement "The proposed solution shall not require the agency to distribute information to operators".

The validation needs to be easily verified by the driver without communicating with dispatch.

34. Shall the open data warehouse be provided by the vendor or the agency?

The data warehouse is to be provided by the vendor.

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35. On page 23, section 3.5.3, please indicate what “all relevant data” might contain and define what Agency provided “central back office systems” are to be integrated to.

All relevant data would contain information where we can access it. This would include time & date, location, customer information and transactions among other things. We want/need to have this information available to the agency.

36. “The ticket validation solution will provide a means of preventing pass type tickets from being reused within a defined period of time”. Please suggest an example of what a desired “period of time” might be for the agency.

This depends on the ticket type (time period per fare type) as described in the RFP. The time period begins from when the ticket is activated.

37. The RFP mentions the ability to link with local bike share, scooters, and transportation network companies such as Uber and Lyft. Could Tulsa further expand on how they’d like this link? Is the expectation that the vendor provide an API or that the vendor embed a deeplink to Tulsa’s provided app? Or Both?

We are open to suggestions. We foresee embedding a deeplink or utilizing API when available.

38. The document indicates that the contractor shall provide solutions for those who do not have mobile devices and do not have bank accounts. Is this expected during a first phase Visual Validated solution or can it be met during the launch of the full electronic validation phase?

We would like it in the first phase.

39. As per our understanding, we need to have a trip planning application with transit fare payment (iOS & Android), ticket validation app (iOS & Android), customer web app, back-office web app and POS application for ticket sales. But in the RFP, we don't have any details regarding the trip planning.

We believe this could be accomplished with an iFrame page feed into Google maps or something similar.

40. For a purchase of a single-use ticket we don't need login and in that case, how can we associate the ticket with the customer and validate?

We want a solution for someone to be able to purchase a single ticket without an account being needed.

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41. What does the ticket activation mean? Can we get more info on that?

Ticket activation is defined as when a paper or electronic ticket is activated or used at first use.

42. The RFP proposes an option to validate and activate ticket without internet. So how can the validation happen as the person validating won't have the info about that ticket if the activation happens offline?

We aren't requiring hardware at this time. Currently we believe an internet connection or Wi-Fi is required but our preference is that someone be able to validate and activate a ticket without requiring internet connectivity.

43. The back office has the option to cancel the unused ticket (3.5.1). So how do we determine the unused tickets and will the customer be refunded?

We don't refund tickets. This is a customer service issue our Call Center will deal with. An un-activated ticket is unused.

44. There is a part where a partial refund can be done to the customer. What does that mean? and who initiates the refund?

We do not do refunds unless there is an error on the purchase or an incorrect transaction. Possible fraud would also be an issue where a refund might be given.

45. MTTA employees shall be able to record and view notes on a customer's account. What're the notes in this context?

This is a customer service issue. We want to be able to write up notes for customer services employees to be able to view.

46. What all will be the multiple authorized MTTA employee user roles? Can we get the roles and their access levels?

This will be determined at a future time.

47. Are we planning smartcard implementation in this phase?

No.

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48. 3rd party corporations to issue MTTA tickets. Here how can we track their sales and details?

We are open to suggestions.

49. When will Tulsa Transit be interested in moving from visual validation to a full fare collection solution?

This is to be determined at a later date.

50. Are Tulsa Transit's express routes made up of dedicated express route buses or does Tulsa Transit repurpose their fleet, switching vehicles back and forth from express to fixed route?

We do switch out vehicles for our express routes.

51. Can Tulsa Transit share its "expected" budget for (1) a visually validated mobile ticketing solution and (2) full fare collection?

See question 22