

Request for Proposals #20-2001
Tulsa Transit
Mobile Fare Payment & Trip Planning Amendment #4
September 6, 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. How does the electronic validation works? It refers to adding validation using Scan barcode, Bluetooth, NFC, contactless emv. Are we planning for all? (page 20)

See addendum #2, question 38. We would like the contractor to provide possible solutions, preferably in the first phase of the project.

2. There is a reference about fare finding or fare capping logic. Do we already have that or need to create one? (page 17)

That would need to be created.

3. The electronic validation solution supports recording and reporting inspection actions and results defined by the agency. Can we get more idea on this one? (page 20)

We don't want electronic validation at this time. Perhaps we do at some time in the future. For now we want Visual validation with electronic scalability as a future capability.

4. Validation of paper barcode is referred in the document. So how does the paper barcodes get created? (page 20)

It's a magnetic strip, not a barcode. This is not a requirement for this project.

5. The electronic validation unit should integrate with the existing CAD/AVL onboard the vehicle? What does that mean? Is that in our scope? (page 20)

Please see questions 1 and 3.

6. Back office can issue entitlements (changes to rider types), which are the rider types? Can we get more clarity on that? (page 23)

All the rider types should be able to issue entitlements by the agency back-office.

7. Allow third party to issue tickets. Can we get more details on that? (page 23)

See Addendum #2, question 48

Request for Proposals #20-2001
Tulsa Transit
Mobile Fare Payment & Trip Planning Amendment #4
September 6, 2019

8. Allow MTTA and transit regulators to export data. Are they user roles? Which all types of data can they export? (page 23)

Various user roles should have the ability to export different types of data. This is transactional data related to ticket sales transactions.

9. POS retail distribution? Is this in our scope? (page 27)

This should not be part of the scope for this project. Delete this requirement.

10. There are no details about trip planning but the doc proposes a solution with trip planning. Can we get more details?

See Addendum #2, question #18

11. Customers shall be able to find MTTA's customer support contact details in the app. Is this just an option to call the customer service and raise their grievances?

Yes, we want customer support contact information to be part of the app. We would also like the app to contain a link to our contact/complaint form.

12. The electronic validation device is part of the delivery? How many devices are you expecting?

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.

13. Do we have an existing ticket validation process? Can you share the details of that workflow?

No

14. Do we have GTFS data available for the trip planning feature?

GTFS and GTFS-RT information will be provided October 2019.

15. Does the requirement for a "multi-tenanted platform" indicate a requirement for MTTA to be able to provide faring services for other entities?

We currently are not ready to implement this, but we would like this to be a future capability.

Request for Proposals #20-2001
Tulsa Transit
Mobile Fare Payment & Trip Planning Amendment #4
September 6, 2019

16. Does the requirement for the application to group and categorize fares by route and fare type indicate that the solution should distinguish and sort between normal and express fares? The faring information provided does not indicate any other route-based difference in faring.

We do not group and categorize fares by route and fare type. The normal and express fares structures are in the fare matrix included in the RFP.

17. Do the requirements for "a short cut shall be provided in the app for the origin and destination stations of recent purchases to aid a customer in the purchase flow" and the requirement for linked return tickets indicate that the solution must record boarding and de-boarding locations for each passenger?

Delete this requirement. We do not currently do distance or time based fares.

18. For the visual ticket validation requirements, is there a preexisting color or alphanumeric code used with paper transfers that could be incorporated into the visual validation method?

No.

19. Which entity will be responsible for credit/debit card transaction fees?

This is subject to negotiation. Make a proposal.

20. Does the 50-page limit include a proposal cover, tabs, and the cover letter?

The proposal cover and tabs are not included in the 50-page limit. The cover letter should be limited to 3 pages.

21. Is the intention of this RFP to create a multimodal mobility as a service (MaaS) platform that allows for scalable growth as more mobility options are introduced into the market? If so, would MTTA consider ranking a multimodal MaaS application the same way that a single fare payment application is? Typically, a single fare payment option is just one component of a MaaS application and does not allow for flexible integration of other mobility modes, local parking options and multimodal trip planning.

We want a MaaS type platform, but we would only use a small portion initially.

Request for Proposals #20-2001
Tulsa Transit
Mobile Fare Payment & Trip Planning Amendment #4
September 6, 2019

22. Would MTTA include the following language in any future agreement for this contract? "Either party may terminate this Agreement for upon not less than ninety (90) days prior written notice to the other party."

Please include your terms and conditions and we will evaluate as part of the proposal.

23. If the Authority plans to terminate the contract, we'd like to have notice and the ability to cure. Please include the following language: "If either party violates any of the covenants or duties imposed upon it by this Agreement, such violation shall entitle the other party to terminate this Agreement in accordance with the following procedure: The non-defaulting party shall give the offending party thirty (30) days' written notice of default and the opportunity to remedy the violation or take steps to remedy the violation. If at the end of such 30-day default notice period, the party notified has not remedied the purported violation or taken steps to do so, the non-defaulting party may terminate this Agreement as follows: within ten (10) business days following the last day of the 30-day default notice period, the non-defaulting party shall give the defaulting party not less than (fifteen) 15 business days' notice of termination. If the non-defaulting party does not provide the notice of termination within ten (10) business days, the default notice shall be deemed rescinded. Occasionally, a Authority will request immediate termination if the Contract endangers the safety, health, or welfare of Authority's passengers. Treat this as a termination for default provision and request notice and time to cure prior to termination."

Please include your terms and conditions and we will evaluate as part of the proposal.

24. The RFP does not mention liquated damages. Will there be any sort of penalties associated with failure to perform to the standards of MTTA?

Please include your terms and conditions and we will evaluate as part of the proposal.

Request for Proposals #20-2001
Tulsa Transit
Mobile Fare Payment & Trip Planning Amendment #4
September 6, 2019

25. The RFP does not provide a force majeure provision excusing the contractor from performance under the contract for events beyond its control. Please include the following exception: “In the event Contractor is unable to provide the transportation services as specified in this Agreement because of any act of God, civil disturbance, fire, riot, war, terrorism, picketing, strike, labor dispute, labor shortages, governmental action or any other condition or cause beyond Contractor's control, Authority shall excuse the Contractor from performance under this agreement. “

Please include your terms and conditions and we will evaluate as part of the proposal.

26. As per our understanding below are the actors involved in this system – Please confirm:
- a. Rider/Customer/Passenger
 - b. MTTA – Admin
 - i. Planning
 - ii. Accounting
 - c. Inspection staff-Security
 - d. Customer Support Staff – Call Center
 - e. MTTA Employees - Operators
 - f. Vendor/Agency
 - g. Ticket window staff

Confirmed

27. Please specify all the interfaces for all of the above actors, for example:
- a. Riders – Android Application, iOS mobile applications and web application
 - b. MTTA Admin – Web administrative platform/various components depending on the user role.
 - c. Security – No interface needed
 - d. Call Center – Web administrative platform
 - e. Operators – No interface needed
 - f. Vendor/Agency/3rd party/special events – Updates for app/web interface
 - g. Ticket window staff – web application

We need a clear understanding about all the actors and their respective interfaces and roles.

Some of the MTTA Administration employees will also need access to Title VI information.

Request for Proposals #20-2001
Tulsa Transit
Mobile Fare Payment & Trip Planning Amendment #4
September 6, 2019

28. MTTA employees will be involved in different tasks like Customer Support, Tickets and Fares Administration, finance and Reporting, Asset Monitoring.

- a. Do we need separate interfaces for all these activities or sub-administrative roles implementation?

No, but we need to be able to manage the access by user role.

29. Do the following solutions already exists, and do we have to integrate it in the system or do we have to develop it?

- a. A static ticket retailing solution (for ticket window staff)

Yes, but no integration.

- b. A ticket validation solution.

No, but we are open to recommendations.

- c. Please specify the implementation of these solutions. Do we require any hardware support (electronic validation unit)?

NA.

- d. Who will provide the hardware?

NA

- e. How will it be integrated with mobile/web application?

NA

30. The RFP document mentions, "the contractor shall have the ability to offer a solution for both iOS and Android operating systems that would allow MTTA mobile ticketing services to be embedded within selected third-party applications should the agency wish to enable this option." Do we need to consider integration with any of your existing systems or any third-party applications?

No, but we may at some time in the future.

Request for Proposals #20-2001
Tulsa Transit
Mobile Fare Payment & Trip Planning Amendment #4
September 6, 2019

31. The RFP document mentions, "Ability to use tickets for multiple riders from one device," Can you please elaborate?

The type of situation where this could occur is if a husband and wife are riding together, or an adult and child are riding together.

32. The RFP mentions, "The back office shall allow for MTTA to grant access to third-party corporations to issue MTTA tickets,"

- a. Do you require a separate interface for third-party corporations?

No, but each 3rd party corporation would need their own login.

- b. What will be the platform – mobile or web?

Web

- c. What will be the roles?

This is explained in the previous question (#31).

33. Do you want integration of a mobile app/web app with any vehicle on-board technologies like Odyssey and Fast Fare, fare boxes, MDT Lilliput Touch Screen, Automated Vehicle Location technology, Security Cameras, GTFS, GTFS-RT (coming), Automated Passenger Counters etc.?

No, but we would like this to be a future capability.

34. The RFP mentions, "It shall be possible to configure products that are restricted so they are not available for general sale, Only customer accounts granted permission can access these restricted products," Are the products tickets/passes or any other products? Please explain.

See question #32

35. The RFP mentions, "Ability to link with local bike share, scooters, and transportation network companies such as Uber and Lyft." Please explain more about the roles and features required for agencies.

See previous question #31

Request for Proposals #20-2001
Tulsa Transit
Mobile Fare Payment & Trip Planning Amendment #4
September 6, 2019

36. Do we need to consider support for Android tablets and iPads?

Yes

37. Specify expected orientation support – portrait/landscape/both?

Both

38. Do you have any specific technology preferences?

No

39. Apart from English, do you expect us to consider additional language support?

Yes. At the present time we would need additional language support for Spanish, Vietnamese and Mandarin Chinese. Some of our data indicate that Burmese and Russian may need to be supported in the future. We need the ability to change additional language support in the future as the need arises.

40. Please specify the expected non-functional requirements (if any).

We are not considering this at this time.

41. What are the expected 3rd party integrations and do we need to consider integration with any external software or hardware?

See 3rd party question #31

42. Are there any features which are not covered in the requirement draft but need to be considered?

We are open to other suggestions.

43. The accommodation to not require account registration to buy a ticket within the mobile platform. What is the background to this requirement? What circumstances would a user not sign up for an account but want to enter details to use to purchase a ticket?

This would occur in a situation like a one-time rider, a visitor, an unbanked customer, or an out of town visitor. A possible solution could be a text message solution.

Request for Proposals #20-2001
Tulsa Transit
Mobile Fare Payment & Trip Planning Amendment #4
September 6, 2019

44. A Mobile ticketing App solution can function without the necessity of adding a customer facing web-portal element. Is the Web Portal element seen as an optional aspect to the solution, or a hard requirement for the solution?

This is an optional requirement.

45. As there is no Smartcard solution in place in Tulsa today, should the requirement for interface to electronic validators be seen as a future state objective rather than a current requirement?

This is a possible future capability.

46. Is the electronic ticket validation solution seen as an optional element to the proposed solution, or a future state capability? Visual validation of App digital tickets can be achieved without requiring an additional device be utilized.

This is an optional element.

47. Regarding third party integrations, the scope of requirements here is mixed. Integration of the mobile ticketing services to third party applications has varying degrees of complexity. Please provide greater clarification as to the requirements here. Is this a core scope requirement or an optional area?

We want 3rd party integration, but it wouldn't have to be required in the 1st stage.

48. Point of Sale solution – Is this to be considered within the core scope, or is this an optional area for vendors to offer solution that accommodates?

This is a core requirement.