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Solicitation Addendum

Addendum No.: 3

Solicitation No.: 19-N004334MG

Project No.: N/A

Solicitation Title: Mobile Ticketing Technology

Addendum Date: 11/6/2018

Procurement Contact: Maria Goldaraz

RFO 19-N004334MG IS AMENDED AS SET FORTH HEREIN. RESPONSES TO QUESTIONS POSED BY PROSPECTIVE BIDDERS ARE PROVIDED BELOW. THIS ADDENDUM IS HEREBY INCORPORATED IN AND MADE A PART OF RFO 19-N004334MG.

QUESTIONS AND RESPONSES:

Q.1. Please confirm this mobile ticketing solution will be offered to both fixed route buses and paratransit riders.

R.1. Yes, the intent is to provide mobile ticketing as a fare option for both fixed route and paratransit customers.

Q.2. Exhibit 1 – Section 1.08 Electronic Validation:

Should vendor propose any validator hardware for MCAT's paratransit services?

R.2. The mobile ticket validator is an "option" only fixed route vehicles.

Q.3. For section 1.05 "Additional Requirements" bullet A states

- **Integration with AVAIL Technologies fixed route and para transit software real-time vehicle tracking and estimated vehicle arrival information on the same, shared platform (Avail MyStop mobile application).**

Can you please provide more detail on what this looks like in terms of integration specifics?

R.3. The intent is to have a single weblink platform where passengers access both predictive bus arrival information and mobile ticketing. In this way, the customer can establish the arrival time for their bus, and then if desired, proceed to purchase a mobile fare.

Q.4. For Tab 9 "Cost and Implementation Schedule" how is this different from the "Fees Offer"? Will we also label the fees in Tab 9? If these are separate documents, how would you like us to submit them if we are submitting them by email?

R.4. Tab 9 (above) is intended to flesh-out the capacity of the Offeror to provide Mobile Ticketing as specified by Manatee County Government, including the implementation plan, a complete implementation schedule, and the timeframe required to complete each implementation step.

The Project Breakdown includes the detailed Offeror deduction (or fee) for each Mobile Ticketing transaction. This cost/pricing breakdown is included in this section, so that Manatee County Government can evaluate the implementation steps, schedule and timeframe, along with the Offeror's deduction (or fee) for each Manatee County Area Transit (MCAT) single ride fare category and bus pass for the current MCAT fare structure. Since the intent is to have a customer-facing mobile ticketing solution, Tab 9 provides the opportunity for the Offeror to establish a comprehensive Cost and Implementation Schedule for evaluation by Manatee County Government; and while Tab 9 may overlap somewhat with the "Fees Offer" for the Mobile Ticketing procurement, Tab 9 provides a very comprehensive evaluation tool that Manatee County Government desires for this important procurement.

Q.5. Is the specification to send tickets to another rider mandatory? Does Manatee know how many riders are utilizing this feature in their current pilot?

R.5. Yes, this a requirement. The pilot demonstrates that this "send feature" is a valued feature that benefits youth riders (i.e., parents buy the fare and send it to their child), and for citizens or local agencies that in effect "sponsor" a passenger.

Q.6. Could Manatee County elaborate on what is envisioned by this requirement: "1.05 D. Pre-paid accounts with safeguards that protect the purchasing entity from unauthorized use"? Is this meant for partner institutions? Is this in reference to stored value per passenger account?

R.6. Manatee County Area Transit (MCAT) currently has a pre-paid fare account system in use for Paratransit (i.e., Handy Bus) users. A pre-paid account is established for a specific passenger, and then the passenger travels without the need to carry cash for their paratransit trips; and each trip is a deduction from the existing pre-paid account; and one the account reaches a minimum threshold, the account is replenished. So, mobile ticketing furthers the current pre-paid fare program to benefit users traveling with a Smartphone.

Q7. Would Manatee County accept alternative solutions for visual validation to a "Ticket of the day solution" that are more secure and less operationally burdensome on the agency?

R.7. No, the current pilot program establishes the fact that Mobile Ticketing can be implemented quickly, effectively, and without burden for the onboard Transit Operator. In fact, mobile tickets take less time than swipe bus passes, and cash fares; and without the need for currency, currency counting, and then transporting cash for deposit. As the MCAT mobile ticketing program grows in popularity, the onboard mobile ticket validator is the logical implementation next step.

Q.8. Please confirm this mobile ticketing solution will be offered to both fixed route buses and paratransit riders.

R.8. Yes, the intent is to provide mobile ticketing as a fare option for both fixed route and paratransit customers.

Q.9. Exhibit 1 – Section 1.08 Electronic Validation:

Should vendor propose any validator hardware for MCAT's paratransit services?

R.9. The mobile ticket validator is an "option" only fixed route vehicles.

End of Addendum

INSTRUCTIONS:

Receipt of this addendum must be acknowledged as instructed in the solicitation document. Failure to acknowledge receipt of this Addendum may result in the response being deemed non-responsive.

AUTHORIZED FOR RELEASE:

A handwritten signature in blue ink, appearing to be 'mg', is written over a horizontal line.