

EUPTA Ferry Cashless Fare System Addendum #1

Question and Answer Document #1

2021-04-06

Q1: Whether companies from Outside USA can apply for this?
(like, from India or Canada)

A1: Yes, companies from outside the USA are eligible to respond to this RFP, however proposers should be aware that there may be restrictions on the transmission and storage of data outside of the USA.

Q2: Whether we need to come over there for meetings?

A2: Companies would not be required to be on-site for all meetings. It is expected that some on-site presence will be required for key implementation milestones and activities such as testing assuming it is safe and feasible given COVID-19 restrictions at the time. Companies should provide details of their expected on-site presence within the project methodology and work plan section of their proposal. For off-site activities the company should provide a clear description of the methods that will be used to successfully complete the proposed work remotely.

Q3: Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)

A3: Yes, companies can perform tasks for this project outside of the USA, so long as they meet the provisions of the agreement. There may be restrictions on the transmission or storage of data outside of the USA.

Q4: Can we submit the proposals via email?

A4: Yes, companies can submit proposals by email to paramskip@eupta.net. When submitting a proposal by email please use the subject line in the following format "CASHLESS FARE PROPOSAL – Company Name"

Q5: What is the budget for the project?

A5: The budget for the project will not be released with the RFP.

Q6: Will this solution be extended to other modes of transportation?

A6: No this solution is only intended for EUPTA ferry service.

Q7: How was the \$600,000 sales calculated for mobile ticketing versus the \$800,000 sales calculated for the PoS option?

A7: This calculation was based on an estimated 35% uptake for mobile ticket, 50% of fares remaining on credit cards, and 15% of fares remaining cash.

Q8: Can we break down the price form to include credit card processing costs?

A8: Proposers may include in its Proposal additional price breakdown information in support of the prices listed, however the provision of such information shall not relieve the Proposer of, or limit, its obligations to deliver a complete system as described in this RFP.

Q9: Can we submit multiple pricing forms?

Q9: Proposers are to submit one price form per proposal.

Q10: What is the payment processing service used for online website sales?

A10: Shopify.

Q11: What is the scoring for price in the evaluation?

A11: 15%

Q12: How many devices would need the validating mobile app?

A12: 5 devices.

Q13: What operating system is used on the existing Shopify devices?

A13: They are iOS devices.

Q14: How long is each crossing and how much time to deckhands have to collect fares?

A 14: Please find general operational information below:

- The typical crew configuration for each ferry is one captain and one deckhand. During peak traffic season a second deckhand may be assigned a shift.
- The captain is responsible for piloting the vessel and the deckhand is responsible for loading and unloading the vessel and collecting fares.
- The Sugar Island Ferry travels approximately a quarter mile across the St. Mary's river from Sault Ste. Marie. The trip gives the deckhand approximately 7 minutes to collect fares from the 24 vehicles that fill the ferry at capacity.
- The Neebish Island Ferry travels approximately 0.15 miles across the St. Mary's river from Barbeau. The trip gives the deckhand approximately 7 minutes to collect fares from the 12 vehicles that fill the ferry at capacity.
- The Drummond Island Ferry travels just under a mile across the St. Mary's river from DeTour Village. The trip gives the deckhand approximately 17 minutes to collect fares from the 36 vehicles that fill the ferry at capacity. During peak times there are two ferries servicing Drummond island.
- All ferries will typically stick to their scheduled times; however, during peak times when there are long lines of customers and not all are able to load onto the ferry the decision may be made to run without scheduled breaks. This is referred to as "running wild" and will typically reduce the amount of time available to deckhands to collect fares as they will not collect them as the vehicles load the ferry but will wait until the ferry is loaded and under way.

- Currently all fare collection is done by the deckhand on board the ferry. The Drummond Island ferry is looking to test having a second deckhand remain on the mainland side to collect fares prior to boarding.
- Fares are only collected from the mainland when heading toward the islands.

Q15: Are all tickets round trip tickets?

A15: Yes all tickets, including each individual ride on a commuter pass, are round trip tickets.

Q16: Can we submit a video of the system?

A16: Proposals are to be submitted in pdf format and are not to include videos. There may be an opportunity to demonstrate other types of media during the interview stage.

Q17: Is subcontracting allowed?

A17: Yes subcontracting is allowed.

Q18: Is there willingness to use other third party merchant processors than Shopify? Such as Square etc.?

A18: The overall objective of the process is to reduce on-board sales transactions through the implementation of a mobile ticketing system. Replacing the existing on-board payment processing system is discussion in the Onboard Payment Processing Option.

Q19: Are you entertaining revenue sharing proposals based on total sales?

A19: Yes.

Q20: Do you require a POS system for back office/partners, if yes how many?

A20: A separate back office POS systems would not be required.

Q21: Can you share pre-COVID passenger/vehicle ridership and annual revenue?

A21: In FY2019 EUPTA collected \$1.6M in revenue, and provided 500,000 vehicle trips.

Q22: Are we correct in assuming this is a subscription (SaaS) model and not a perpetual license requirement?

A22: As per specification 2.1.2.1 "The Back-Office System will be provided in a hosted environment or as software-as-a-service. Operation in a multi-tenant platform is acceptable, provided that only authorized EUPTA staff and users have access to EUPTA data."

Q23: What is expected behavior if you are mid trip without connectivity and someone is trying to pay with a direct cc. Should it be denied or approved?

A23: Functionality is outlined in the Onboard Payment Processing Option. Specification number 2.1.5.5 indicates "The Onboard Payment Processing System will include the ability to process payments while off-line, transmitting data when it is back online."

Q24: What is existing coverage like in the area? What provider is currently used?

A24: The current system uses AT&T for cellular service. There is coverage for Drummond and Sugar ferries but limited coverage for Neebish. For Neebish, due to the limited cellular coverage, it is expected the system will primarily operate off-line with mobile ticketing and cash payments.