

EUPTA Ferry Cashless Fare System Addendum #2

Deadline Update

Submission delivery deadline is extended by one week to Friday April 30, 2021.

Specification Update

New specification objective is added that in addition to EUPTA being able to determine available ticket types as per 2.1.2.8; they should also be able to set an expiration date for tickets. For example, the initial configuration is expected to have frequent user passes expire 6 months after the day of sale.

Specification 2.1.2.6 is updated as per the following: *“The Validating Mobile App will allow deckhands to record additional information for each sailing including passenger counts, cash fare purchases, and credit card fare purchases purposes for consolidated reporting.”*

Specification 2.1.5.4 is updated as per the following: *“The Onboard Payment Processing System will include built-in functionality to process payment cards (chip, contactless, and swipe), print receipts, and communicate to the Back-Office System using cellular communications, and shall include charging devices and a belt holster for each device.”*

Note 2 on the Price form is updated to base pricing for the onboard payment processing option to 5 devices.

Question and Answer Document #2

Q25: Could EUPTA please provide the pricing table in an editable format?

A25: Yes an excel version of the price form is included with this addendum.

Q26: Currently there is no consideration for credit card processing fees in the pricing table, charged as a percentage or fixed number of cents in a transaction. For example, Shopify typically charges 2.7% + 30 cents per transaction. Is EUPTA open to pricing in this manner?

A26: 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.

Q27: What is the weighting criteria for project deployment timeline given EUPTA's constraints on deploying before peak summer periods?

A27: Project deployment timeline will be considered as part of the project methodology and work plan evaluation criteria.

Q28: What format will the planned schedule and tariff models be made available? (GTFS, other, etc ?)

A28: The schedule is printed in paper and PDF form. The schedule for all ferries is available on the EUPTA website <https://www.eupta.net/ferry-system/>

Q29: Is a cloud solution acceptable as a proposed solution?

A29: 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.”

Q30: Are there any current or future expectations to integrate with other transit providers (public or private) ?

A30: No, this solution is only intended for EUPTA ferry service.

Q31: How many sales operators are working (or expected) to be working in the field?

A31: The expected maximum number of deckhands collecting fares is 4.

Q32: How many ticket validators are proposed to use this solution?

A32: There are 5 existing devices that would use this solution.

Q33: How many current or proposed sales points are there?

A33: There are currently 5 point of sale devices, pricing for the onboard payment processing option is to be based on 5 devices.

Q34: Please reiterate sales and trip data as there was some ambiguity between published amounts and that which was discussed on 3/30 call.

A34: In FY2019 EUPTA collected \$1.6M in revenue, and provided 500,000 vehicle trips.

Q35: Will all questions submitted and answers provided be published? and if so when?

A35: Yes, all question responses will be published.

Q36: Is EUPTA willing to provide the planned/estimated budget for this project?

A36: The budget for the project will not be released with the RFP.

Q37: Can EUPTA please confirm how many Ferries are in service?

A37: Typically there are 3 ferries in service, 1 for each route. In peak season the Drummond Island route may run a second ferry bringing the total to 4.

Q38: For the estimated annual sales volume of \$600,000, please advise:

- Total number of transactions processed in each of 2019 and 2020
- Under the proposed new system
 - Estimated number of customer pre-purchase online transactions
 - Estimated number of in-person transactions:
 - Off board
 - On board

A38: The \$600,000 sales number is based on the FY2019 revenue of \$1.6M and 500,000 vehicle trips. 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.

Q39: Who is the current processor for credit card transactions and, is it required that the proposed system integrate to that processor?

A39: Shopify currently processes payment transactions. It is not required to use the same processor.

Q40: For the optional on-board payment processing component, how many mobile devices does the vendor need to supply?

A40: Pricing for the option should be based on 5 devices.

Q41: Is internet connection available at:

- Each of the landings?
- On-board each of the ferry boats:
 - While docked?
 - While underway?

A41: 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.

EUPTA is in the process of installing Wi-Fi as part of deployment of a camera system however proposers should not be reliant on this internet connection for their solution.

Q42: Please provide budget assigned to Core Systems Components (Page 21 - Table 1 - C1 to C8)

A42: The budget for the project will not be released with the RFP.

Q43: Please provide budget assigned for Systems Support (Page 21 - Table 1 - C-9 to C-10)

A43: The budget for the project will not be released with the RFP.

Q44: Extended Support - Page 23, Table 3 - Do you require annualized standard support agreement cost for 8 years i.e. as an example if annual support cost is \$1000, do we mention \$1000/year or \$8000 for 8 years?

A44: The evaluated price will be based on the sum of the 8 years of support. Suppliers should provide a cost for each year.

Q45: Since the RFP calls for SaaS model, the RFP's costing forms do not provide a section where annual subscription fees charged for SaaS, is your intention is, to use C-9, C-10 in Table 1, Page 21

A45: Yes, subscription costs are expected to be included in support costs.

Q46: In continuation of question above related to the subscription fees, on Page 21 point 5 - IF EUPTA does not opt for Year 3 onwards subscription/support, in the absence of the fee SaaS offering will cease to exist and EUPTA will not have a Fare Collection System. Please clarify.

A46: Yes, this is understood.

Q47: Page 21 - Point 1 - In SaaS model traditionally the end user (EUPTA) does **not** receive a **perpetual** license of service/software, instead a subscription is active for a limited duration of paid subscription period. Please clarify.

A47: Licenses are expected to be valid for the duration of the contract.

Q48: Would EUPTA continue to accept cash on ferried with new system?

A48: Yes, it is expected cash will continue to be accepted.

Q49: Would EUPTA continue to use Shopify or will be replaced with new systems credit card processing system.

A49: If the option for onboard payment processing is exercised it is expected to replace the Shopify system. If it is not selected the Shopify system will continue to be used.

Q50: If ability of printing tickets by deckhands for ad-hoc/cash ticket purchase mandatory or optional?

A50: Printing tickets for cash purchases is not required. Printing of receipts for credit card purchases is not required. See updated to specification 2.1.5.4.

Q51: Page 8 - 2.1.2.9 - As we understand this requirement, the tickets can only be purchased in ONLINE mode for but activation can be done either on On/Offline.

A51: Ticket activation is to be possible either offline or online. There are no specific requirements for offline purchase.

Q52: Page 5 - 1.1.2 - Does EUPTA require "Company Charge" feature or will advise companies to purchase tickets using the app instead of end of the month billing.

A52: Companies will be expected to use the app instead of end of the month billing.

Q53: Page 7 - What do you mean by "recording of information specific to each sailing" , please provide details.

A53: Details to be recorded for each sailing include passenger counts, cash fare purchases, and credit card purchases. A sailing refers to a single time a ferry crosses the river.

Q54: Current 4 iPhones are owned by EUPTA and we are assuming these phones will be used with new system. Please confirm AT&T cellular data plan will be maintained by EPUTA.

A54: Yes as part of the base system the existing iPhones will be used and the existing cellular plan will be maintained.

Q55: Please provide age and model of all 4 iPhones.

A55: The existing system uses iPhone 10 models.

Q56: How often phones are replaced with new devices?

A56: Phones are replaced on an as needed basis, there is no specific replacement plan.

Q57: Is it mandatory to use Apple iOS based phones or can they be replaced by Android based devices as part of our proposal?

A57: Existing phones may be replaced as part of the base option; however, proposers would need to include the cost of new devices within their proposal and continue to maintain the existing Shopify functionality if the Onboard Payment Processing option were not to be exercised.

Q58: Please provide model including pictures of card processing accessories used with iPhone for Shopify.

A58: Currently the Shopify Tap and Chip S1801 model is used.

Q59: Does EUPTA require physical presence of project engineer or EUPTA IT support staff can assist considering this a complete SaaS model.

A59: 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.

Q60: During the call, we asked a question regarding revenue sharing model. Please confirm EUPTA is open to a revenue sharing model.

A60: Yes, EUPTA is open to a revenue sharing model.

Q61: Please provide actual annual ferry ticket sales volume for Year 2018, 2019 and 2020

A61:

	FY2018	FY2019	FY2020
Vehicles	489,000	500,000	484,000
Fares	\$1,600,000	\$1,600,000	\$ 1,800,000

Q62: Can we submit two price proposals, with and without revenue sharing model?

A62: Proposers are to submit one compliant price form per proposal that will be used for scoring using the specified price form. Proposers may submit additional alternative pricing models if desired. EUPTA reserves the right to consider the alternative if the vendor is selected or as part of negotiations. This supersedes A9 in Amendment 1.

Q63: After implementation of this new solution will you continue to sell existing paper tickets on board the ferries to customers that do not wish to use smartphone app?

A63: Yes.

Q64: After implementation of this new solution how will you continue to validate paper tickets?

A64: Paper tickets will continue to be validated visually and with a punch.

Q65: Do you require the new smartphone app solution to allow sale and **print** of paper tickets on board the ferry?

A65: No

Q66: Do you require the new smartphone app solution to allow sale and email of electronic tickets to registered smartphone customers on board the ferry?

A66: No

Q67: After implementation of this new solution will you expect the new validation solution to capture paper ticket validations so that your statistical reporting of crossing data includes both app based AND paper tickets?

A67: Yes. Details to be recorded for each sailing include passenger counts, cash fare purchases, and credit card purchases.

Q68: Does the current Stripe card payment solution allow off-line (disconnected from cell data network) card processing?

A68: No the existing Shopify system does not allow off-line purchasing.

Q69: What additional data will you require that the new validating app capture (ref section XXXXX)

A69: Details to be recorded for each sailing include passenger counts, cash fare purchases, and credit card purchases.

Q70: Will you expect the new solution to offer both a smartphone app **and** e-commerce sales channel for customer purchases? Note that it is unlikely that tourist visitors will be aware of app download for sales and will more likely want to purchase from an e-commerce site that does not require app download.

A70: An app is expected to support offline operation requirements. Proposers may additionally include an e-commerce site but this is not required.

Q71: How will customers that do not own or use a smartphone benefit from the new solution you will implement?

A71: Customers that do not own a smartphone will not be able to use the mobile ticketing app.

Q72: Do existing ticket fare always include driver and passengers? For example, does the Car/PickUp/UTV fare of \$20 include travel for the driver and any passengers?

A72: Yes.

Q73: Is there a standard plug-in domestic voltage electricity supply on board each of the ferries?

A73: Yes there is electricity supply on board. This power should be sufficient for device charging however, proposers should not be reliant on this power for consistent and continuous power supply.

Q74: Is there any wireless internet connection on board any of the ferries?

A74: 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.

EUPTA is in the process of installing Wi-Fi as part of deployment of a camera system however proposers should not be reliant on this internet connection for their solution.

Q75: For company charges how does the operator currently verify that the customer is entitled to a company charge ticket?

A75: Companies register with EUPTA and a list of registered companies is provided to EUPTA deckhands. When an employee arrives at the dock they indicate to the deckhand what their employer has registered and sign an individual charge slip for the trip.

Q76: Can you consider an alternative to the current Shopify card payment app?

A76: Please refer to the onboard payment processing option.

Q77: Can you consider replacement of current iPhone solution with weather proof rugged Android devices?

A77: Please refer to the onboard payment processing option. Existing phones may be replaced as part of the base option; however, proposers would need to include the cost of new devices within their proposal and continue to maintain the existing Shopify functionality if the Onboard Payment Processing option were not to be exercised.

Q78: Can you explain what you mean by "visual mobile ticket validation" as outlined in EUPTA Fare Collection System Conceptual Architecture diagram?

A78: Please refer to 2.1.2.11 and 2.1.2.10

Q79: Please explain how you envisage 20 trip electronic tickets being "visually validated" by operators? How will the operator know that the e-ticket on the customer app is valid for travel, that is, has trips remaining from the 20 purchased?

A79: There are multiple possible ways this could be done, this would be up to the company to determine.

Q80: in 2.1.1.2 you state that customer app must allow customers to purchase and activate mobile tickets : may we ask what you mean by the term "activate"?

A80: Activating a ticket refers to using a ticket. Customers may purchase tickets in advance, tickets would remain unused and saved within the app until the customer decides to use them at the ferry.

Q81: in 2.1.1.3 you state that the app must allow operators to record transaction data for each sailing? Can you please give more detail on what transaction data you want the operator to capture?

A81: Details to be recorded for each sailing include passenger counts, cash fare purchases, and credit card purchases

Q82: In section 2.1.2.8 you mention that a customer will activate a ticket while offline; may we ask what you mean by "activate" a ticket while smartphone is disconnected from the internet?

A82: Activating a ticket refers to using a ticket. Customers may purchase tickets in advance, tickets would remain unused and saved within the app until the customer decides to use them at the ferry.

Q83: Why is functionality 2.1.2.8 required?

A83: EUPTA charges different rates for different vehicle types. The system must be able to support multiple types of tickets at different rates.

Q84: Please explain in section 2.1.2.10 how you expect visual validation to take place?

A84: Customers would display an activated ticket to the deckhand. The deckhand would validate that the ticket is active based on the security features in the ticket (e.g. a ticket may have a moving image and display the date and time).

Q85: Do you wish to give the customer the option to reverse the activation of a ticket? How will this work if, for example, they reverse activation after the operator has visually validated the ticket?

A85: No.

Q86: in section 2.1.2.12 & 2.1.3 you state that you require electronic validation in addition to visual validation to ensure ticket is not fraudulent : please expand on this requirement?

A86: Customers would present the activated ticket to the deckhand. The deckhand would validate the ticket using the validating mobile application. The application would confirm the ticket is valid based on security features (e.g. a 2D barcode).

Q87: In section 2.1.2.13 you state that you will expect the customer mobile app to automatically report ticket sales data & ticket activation data to the back office system. Is this legal? That is, why should customer app data subscription be used to send transaction data to your server? What if the customer disallows use of mobile cellular data for the app AFTER they have purchased the ticket?

A87: Ticket sales and activation data (ticket type, date, time and if available location) is information that is needed for reporting, reconciling, and understanding revenue and needed for reporting.

Q88: In 2.1.3.6 you state that the validating mobile app will need to record additional information; may we ask will this additional information be recorded at the end of the operator shift or at the end of each crossing?

A88: The details are to be recorded for each sailing. A sailing refers to a single time a ferry crosses the river.

Q89: Will you accept the subcontracting of card payment services and all 2.1.7 PCI and PA compliances to a 3rd party such as Stripe?

A89: Ultimately the supplier is responsible for maintaining PCI compliance for the solution, if this is done more efficiently through a subcontract that would be okay.

Q90: We respectfully request a one (1) week extension in the due date for these proposals.

A90: Yes, and extension will be provided.

Q91: With regards to requirement 2.1.3.6 which provides for deckhands to capture additional information through the Validating Mobile app, would EUPTA be open to an alternate method of capturing this information (other than through the mobile app), as long as it is still made available for reporting purposes?

A91: EUPTA would be open to alternate methods of capturing this data if it is available for reporting. Proposers would be asked to describe their alternate methodology within the solution section of their proposal.

Q92: With regards to requirement 2.1.3.6, how is this additional information used?

A92: This information it to be used for consolidated reporting purposes.

Q93: For the Onboard Payment Processing optional component, would a solution that uses an Android device be acceptable?

A93: Yes an android solution would be acceptable for this option.

Q94: Could EUPTA provide 2019 (or other annual pre-covid) total fare products sold broken down by fare type?

A94: Approximate numbers and breakdown for each year are provided below

		FY2018	FY2019	FY2020
Vehicles		489,000	500,000	484,000
Approximate Vehicle Breakdown	Car	52%	52%	54%
	Senior Discount Car	41%	39%	36%
	Medium Trailer	2%	2%	2%
	Tandem Truck	2%	2%	2%
	Various Other Ticket Types	3%	5%	6%
Fares		\$1,600,000	\$1,600,000	\$ 1,800,000