

**ADDENDUM NO. 1**

**TO: All Vendors**

**FROM: Jason McGarry, Procurement/Contracts Administrator**

**SUBJECT: CARTA2018-07: Mobile Ticketing**

**DATE: May 14, 2018**

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This Addendum No. 1 modifies the Request For Proposal (RFP) only in the manner and to the extent as stated herein.

**QUESTIONS AND ANSWERS**

- 1. What is the term of the contract?**
  - A. One year with the option to renew for 4 additional one-year terms.
- 2. Which individuals (titles) and/or departments will be involved in the evaluation process?**
  - A. Operations and Support and Planning
- 3. If the vendor does not include contract exceptions with its proposal, will that vendor still have the opportunity to negotiate terms later in the process?**
  - A. Yes
- 4. What is the annual ridership of the system?**
  - A. Approximately 3 million
- 5. When does the Agency intend on launching the system?**
  - A. As soon as possible
- 6. How many validators should contractors take into consideration as part of pricing?**
  - A. 76
- 7. How much of the total revenue is the Agency expecting to come through the application (taking into consideration the anticipated utilization of the application)?**
  - A. 30%
- 8. Does the Agency have a preferred pricing model (per transaction cost, revenue share, monthly cost, etc)?**
  - A. No
- 9. How many vehicles are in your fleet and what is the estimated number of validators needed?**
  - A. 76
- 10. Is it important for a ticket to "activate" upon purchase or is the use-case for the ticket to expire X amount of time after purchase?**

A. Either

**11. We request a 2-week extension with a revised due date of June 5th.**

A. A 2-week extension cannot be granted

**12. Is CARTA looking for a CARTA branded application?**

A. The app will at least need to have the CARTA logo integrated

**13. Is CARTA looking to deploy visual validation as a first phase before electronic validation or are they looking to deploy electronic validators with the initial roll-out?**

A. With the initial roll out

**14. Does CARTA accept credit card purchases today? If so, who is CARTA's payment service provider? Who is CARTA's merchant acquiring bank?**

A. We allow credit card purchases on our website and at our kiosks. We use BB&T.

**15. The Submission instructions on Page 3 include a reference to a different RFP ("RFP #CARTA 2017-01 for Website Design, Development and Hosting Services. Please confirm that proposals should be identified with the subject RFP name and number.**

A. CARTA2018-07 Mobile Ticketing System

**16. Please confirm if there is an existing cellular modem or router on CARTA fixed route vehicles that can be used by the validators to provide communications to the back end system. If confirmed, provide the following information about the modem/router:**

A. Manufacturer and model name

i. Cradlepoint IBR1100LPE

B. Number of open Ethernet port

i. One

C. Any limitations on the use of the data plan associated with the modem/router

i. No

**17. Please confirm if CARTA's fixed route vehicles are supported by a CAD/AVL or AVL system and, if confirmed, provide the following information about that system:**

A. Supplier name and contact information

i. There is a proprietary system through our contractor, Transdev called Shadow

B. Product name and version number

C. Documentation on the system supplier's application programming interface(s) (APIs) which may be used, if necessary, for integration by the new mobile ticketing system

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OFFEROR SHALL ACKNOWLEDGE RECEIPT OF ADDENDUM NO. 1 IN THE SPACE PROVIDED BELOW AND RETURN WITH SUBMITTAL. FAILURE TO DO SO MAY SUBJECT PROPOSAL TO REJECTION.

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Authorized Signature

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Date