ADDENDUM NO. 2

Kansas City Area Transportation Authority (KCATA)
1350 E. 17th Street
Kansas City, Missouri 64108

RideKC Fare Payment and Customer Information Mobile Application
Pilot Project

RFQ # 16-7026-25

Issue Date: October 19, 2016

This Addendum is hereby made a part of the Bidding Documents to the same extent as if it was originally included therein and is intended to modify and/or interpret the bidding documents by additions, deletions, clarifications or corrections.   Except as amended by this Addendum, all terms and conditions of the RFQ remain unchanged. The Contractor shall acknowledge in the proposal the receipt of this Addendum.

CLARIFICATIONS, CORRECTIONS AND ADDITIONS

In section 2, "Scope of Work," subparagraph B, "Overview," subparagraph 5, "Other Systems," is here by REVISED as follows:

B. Overview
   5. Other Systems
      Respondents should be aware that there are multiple agencies under the RideKC umbrella and multiple back office systems are in place at each that will need to be integrated into a single regional mobile application during the pilot:
- KCATA – Trapeze TransitMaster (schedules, AVL), Lawson (ERP)
- Johnson County – RouteMatch (schedules, AVL)
- City of Independence – TransLoc (schedules, AVL)
- Kansas City Streetcar Authority – Trapeze TransitMaster (schedules, AVL)
- Wyandotte County – Trapeze TransitMaster (schedules)

Schedule information for all systems is available in GFTS format. KCATA and Streetcar also publish real-time vehicle location information in GTFS-RT format. Johnson County and Independence have real-time information available through the RouteMatch and TransLoc applications, respectively. Wyandotte County does not currently provide real-time vehicle information. ***The pilot project shall be limited to integration with just GTFS (Schedule) and GTFS-Real time formats.***

In section 2, "Scope of Work," subparagraph H, "Pilot Project Requirements," subparagraph 5, "Experience," subparagraph b, is here by REVISED as follows (NOTE: some text deleted):

H. Pilot Requirements
5. **Experience.** The successful contractor shall have at a minimum the following qualifications:

b. One (1) years' experience providing fare payment mobile applications *for a public sector entity or public transit agency.* The contractor must have at least one mobile fare payment application in operation being utilized *by external customers* (e.g., not in a test environment) within the past year from date of this bid solicitation. **The bidder must submit a minimum of two (2) references that can validate the experience requirements stated herein.**

Following is a list of questions, submitted by potential bidders, and the answers:

Item No.	Question / Answer
Q1:	We are kindly asking you to get at least three weeks extension to submit our pilot offer.
A1:	**RESPONSE: The RFQ solicitation's submission due date will not be extended for that length of time.**
Q2:	There are several AVL products that are already being used by the KCATA and other partner companies. The mobile app is expected to be integrated with these existing systems especially by means of collecting scheduling data. However, we'd like to ask if vehicle location data is going to be fetched from these systems or are we supposed to use our own AVL device on board?
A2:	**For the Pilot, vendors should use existing AVL data. KCATA does not expect to install additional AVL devices.**
Q3:	In Part 3, "Evaluation", states that a lot of measures like surveys, complaints, before and after ridership, etc. will be utilized. In order to obtain a good result from such polls, the pilot system has to be running on a large portion of the existing transport network. On what part of the network do you plan to conduct the pilot? Shall it be some routes, some vehicle types, or the whole network?
A3:	**KCATA's intent is for the Pilot system to be valid on the entire system and pricing should be based on this. After contract award, if a smaller scale roll out is more beneficial to KCATA then such parameters shall be mutually agreed to between KCATA and the contractor.**
Q4:	In Part 4, "Existing Fare Payment System," the current fare payment system is said to be magnetic stripe based. But in the following chapters, the mobile app is expected to provide fare products. Besides, KCATA will be able to select, add, remove and change fare products during the pilot. What kind of fare products are being mentioned? Are there existing validators that are capable to read, QR code, barcode or smart cards? Or is it expected from us to deploy our own validators to demonstrate tolling? If yes, how will the integration between existing back office be done? Can you give some information about existing fare system, products, media and clarify what is expected in the tolling part of the mobile app?
A4:	**The pilot assumes that fare validation will be primarily manual using a "flash pass." There are presently no validators on board the buses in KCATA's**

	system. There is an option for vendors to provide a small number of electronic validators (bar code or QR code readers, etc.) to be installed on buses as part of the pilot. Long term (beyond the pilot) the current thinking is that there would be an on-board validation system.
Q6:	In the "Quotation/Award/Contract," bid response form (Attachment B) in the RFQ, you cite an assumed total of $900,000 for transactions. Please confirm that is dollars, or is it 900,000 transactions? If it's revenue, what are your projected number of transactions for those $900,000 in transactions? Specifically, what is your expected number of single ride, 31-day passes, etc?
A6:	**The number cited is a revenue amount of $900,000 worth of transactions. KCATA has multiple fare mechanisms such as one ride, 1-day pass, 3-day pass, 7-day pass, reduced fare passes, etc. The assumed revenue amount is based on a percentage of transactions that would be completed by using mobile ticketing and anticipates the use of multiple fare mechanisms.**
Q7:	What should be included in the vendor submittal? Should we include a full proposal response that addresses all of the requirements or are you just looking for us to respond to the included submission attachments and forms?
A7:	**Refer to the attached Checklist, Attachment L.** **Contract award, if any, will be made on the basis of the <u>lowest, responsible and responsive bidder</u> complying with all the conditions of the RFQ, scope of work, and instruction.**
Q8:	The goal of the pilot is to address any technical and operational issues before issuing a Request For Proposals (RFP) for a more comprehensive mobile application **that would include trip planning, real- time customer information, and payment for paratransit, ride share, bike share, car share, and taxi/Transportation Network Company mobility options.** **Is it correct to assume that the real-time customer information is not included in this Mobile Ticketing RFQ?** Please Clarify: **C. Transit Customer Requirements** **3.** Customer shall be able to track the RideKC vehicle's estimated arrival, in minutes (for routes that are providing AVL information.
A8:	**KCATA wants real-time information provided in the APP for any services that currently publish to GTFS-Real Time as part of the pilot.** **Refer to Section 2, Scope of Work, Subparagraph C, subparagraphs 2 & 3.**

	C. Transit Customer Requirements
	    2. Customer shall be able to enter trip origin (address or device geolocation) and destination and receive available route options for all RideKC services.
	
	[e.g., Ability to get routing information from the app]
	
	    3. Customer shall be able to track the RideKC vehicle's estimated arrival, in minutes (for routes that are providing AVL information.)
	
	[e.g., Real time ETA for routes providing AVL.]
	
	For the pilot project, KCATA plans to limit this to the KCATA fleet, using GTFS-Real Time. The premise is that it should be easy to connect to this data but more difficult to add the AVL data from RouteMatch and TransLoc. The future intent after completion of the pilot project will be a full project rollout that would include integration of the other systems plus an option for Wyandotte County.

Q9:	Do we need to come on-site at KCATA for meetings?
A9:	**There is no requirement for meetings. You need to review the solicitation to verify that the performance of such requirements does not necessitate any on-site interactions.**
Q10:	Can we perform the tasks (related to RFP) outside USA?
A10:	**So long as you can fulfill the necessary/mandatory RFQ requirements.**
Q11:	Can we submit the proposals via email?
A11:	Yes. **Submittal of Quotations:** Your written quotation must be received no later than **Wednesday, October 24, 2016 prior to 2:00 p.m. central time,** via fax or email to JLombard@KCATA.org or fax to 816-346-0336.
Q12:	According to the RFQ, KCATA will issue an RFP following the conclusion of the pilot. Is KCATA required to issue an RFP? or will the agency have the option to extend the pilot, or continue working with the pilot vendor?
A12:	**No, there will be a separate, competitive procurement for the full project rollout once the pilot is completed. The results of the pilot project are then utilized to adjust the design/scope specifications of the project for a subsequent full-scale project roll out. It provides potentially valuable insight should anything be missing in the pilot study so it can be added to the full-scale (and more expensive) project roll out to improve the chances of a clear, improved successful outcome.**
Q13:	On page 5, item E, Financial Requirements: Are there entities other than KCATA that will need access to financial records and reporting?
A13:	**No. KCATA will collect and share any necessary financial reporting to our community partners.**
Q14:	On page 4, item 5, the RFQ states: "Respondents should be aware that there are multiple agencies under the RideKC umbrella and multiple back office systems are in place at each that will need to be integrated into a single regional mobile application during the pilot" - Can you elaborate at all on the level of integration you envision between the individual back office systems of these agencies and the mobile ticketing solution to be deployed?

A14:	**GTFS schedule information from all agencies must be included for the scheduling function of the application. GTFS-Real Time information from KCATA and Streetcar must also be included in the application. Financial information related to mobile ticketing must be available in a format that can be imported into KCATA's financial system (Lawson). No direct interface is required during the pilot.**
Q15:	In Section D-1 "Agency Requirements," the RFQ states: "KCATA shall select the fare products to be used and reserves the right to add or remove fare products during the pilot, based on internal or customer feedback." Can the agency please share the fare catalog or articulate which fares it plans to include in the mobile app?
A15:	**Fare options can be found on our website at http://ridekc.org/fares. Any or all of these fare types may be included in the pilot.**
Q16:	In section H-3, the agency notes that it will evaluate the pilot on certain quantitative measures (Total ridership per route, total ridership by fare product etc.) Can the agency articulate what it views as the essential KPIs of the pilot?
A16:	**Ridership is a key KPI for the agency. Measuring the impact of this pilot on ridership is essential.**
Q17:	Will payments be processed through KCATA's existing payment processor? If yes, who is that payment processor?
A17:	**Payments would be processed by the Contractor through their own existing (or new) payment processing vendor relationships.**

ATTACHMENTS

- Receipt of Addenda
- Bid Response Submittal Checklist (Attachment L)

RECEIPT OF ADDENDA (REVISED)

Kansas City Area Transportation Authority
1350 E. 17th Street
Kansas City, Missouri 64108

RideKC Fare Payment and Customer Information Mobile Application
Pilot Project

RFQ # 16-7026-25

Issue Date: October 19, 2016

Bidders shall return this **RECEIPT OF ADDENDA** form when submitting their bid. The form shall be signed and dated by an authorized representative of the firm. Failure to submit this form may deem the Bidder non-responsive.

_____

We hereby acknowledge that the Addenda noted below have been received and all information has been incorporated into the Request for Quotations as required.

Addendum #1   Dated   October 13, 2016   Date Received _____

Addendum #2   Dated   October 19, 2016   Date Received _____

Company Name: _____   Date: _____

Address / City/ State/ Zip: _____

Authorized Signature: _____   Printed Name: _____

Telephone: _____   Fax: _____

Email: _____

ATTACHMENT L
Bid Response Submittal Checklist

Listed below are all documents that are required to be submitted as part of a response to this Request for Proposal (RFP).

_____   Acknowledgement of Addenda Form

_____   "Quotation/Award/Contract," bid response form (Attachment B)

_____   Two (2) references that can validate the experience requirements stated in section 2, "Scope of Work," subparagraph H, "Pilot Project Requirements," subparagraph 5, "Experience," subparagraph b.

_____   Vendor Registration Form (Attachment C)

_____   Affidavit of Civil Rights Compliance (Attachment D)

_____   Schedule Of Participation by Contractor & Subcontractors (Attachment E)

_____   Letter of Intent to Subcontract (Attachment G) *-To be completed by the subcontractor if such is the intent to utilize a subcontractor*

_____   Contractor Utilization Plan/Request for Waiver (Attachment H) - *To be completed if you are going to include a subcontractor*

_____   Affidavit of Primary Participants Compliance With Section 285.500 Rsmo, Et Seq. Regarding Employee Eligibility Verification, (Attachment I.1) - *To include your company's e-Verify Memorandum of Understanding*

_____   Attachment I.2 – to be completed by the Subcontractor (if any)

_____   Certification of Primary Participant Regarding Debarment, Suspension, and Other Responsibility Matters (Attachment J.1)

_____   Attachment J.2 - to be completed by the Subcontractor (if any)