

Question	Page Number	Section	Questions	CTDOT Response
1	4 of 14	1.2 Fares	1.When you refer to the ability to purchase, and display, to the operator for validation, Mobile Ticket Products - is this solely a visual validation by the operator or/and a validation via a digital scanner?	Per section 1.2 of RFP, both are options. It is on proposer to provide a timely solution. Display should be via 2-D barcode, as specified in section 1.4 of RFP.
2	4 of 14	1.2 Fares	2.If digital Mobile ticket validation is required on board the buses can you provide an estimate of the number of buses requiring the Mobile Service validation?	CTtransit bus service consists of ~600 buses over four Connecticut metropolitan areas - Hartford, New Haven, Stamford, and Waterbury.
3			3.We understand that CTDOT recently purchased new Fare boxes. Does CTDOT have a preference for the placement of any validators related to the Mobile Ticketing application – on the Farebox or Pole mounted?	There shall be no new validator proposed for this project. The validation of the mobile ticket shall be visual or by existing fare equipment, per section 1.2.
4	4 of 14	1.4 Technical Requirements	4.If CTDOT is seeking integration of the scanner with the Farebox, can you provide information on the make and model of these units?	Integration with farebox would be via standard optical 2D barcode scanner.
5			5.Has the CDOT established an agreement with the Farebox vendor to permit the integration of other Validation devices from other vendors on to the Farebox?	Farebox already integrates with tickets provided by Ventek ticket vending machines.
6			6.Can you provide information on the Backend database application used to record and operate the current CTDOT Fare Collection service?	This is a stand alone, single ticket solution that does not integrate with the existing backend. That information is not relevant, and is proprietary with existing vendor.
7			7.Does CTDOT require integration of the Mobile Ticketing solution with the existing Backend database?	This is a stand alone, single ticket solution that does not integrate with the existing backend.
8			8.Does this CTDOT database already include an account based component?	Yes. It does.
9			9.If so can you provide information on how it is structured and interoperability options?	No interoperability required. This single ticket solution shall be stand alone.
10			10.We understand that CTDOT had initiated a Mobile Ticketing application can you provide information on how this RFP will need to relate to the previously completed work?	This is a stand alone, single ticket solution that does not integrate with the existing mobile application.
11			11.Can we request an extension of two weeks to the proposal due date?	The RFP deadline will remain as Thursday, December 3, 2020 at 2:00 PM EST, in order to be considered.
12	6 of 14	5. Proposal Requirements	1.Section 2. Proposal Requirements states "...Proposals must not exceed 20 standard one-sided pages in length." In our experience, it is difficult to provide a fully responsive proposal within this number of pages. Additionally, the RFP requires certain information that will require additional pages of content. We respectfully request that the page limit be increased to 30 pages or more, excluding more lengthy, required response elements such as a list of the bidder's standard terms and conditions.	Proposals must not exceed 20 standard one-sided pages in length.
13			2.We were unable to find any reference to the duration of contract that CTDOT intends to offer to the selected vendor. Please identify the intended contract duration.	CTDOT will execute a contract with the successful proposer. The term of the contract will begin with a testing period, which will be determined by the Department and thereafter a minimum of 12 months with a State option to extend for additional years. This is referenced in the Public Notice Letter.

14	4 of 14	1.2 Fares	3.Section 1.2 requires that the proof of purchase on the mobile device be "read by the farebox". Meeting this requirement may require integration with or modifications to the farebox. Please provide the total number of CTDOT vehicles that are included within the scope of the project.	This procurement is required to interface with all CTtransit buses, ~600 in 4 metropolitan areas: Hartford, New Haven, Stamford, and Waterbury
15	4 of 14	1.3 Revenue Processing, handling and reporting requirements	4.Section 1.3 includes a requirement "...to use the State's contracted credit card servicing company for all credit card purchased transactions...". Please identify this servicing company and the name of the payment gateway it offers for eCommerce (card not present) payment processing.	The State's contracted credit card servicing company is Global Payments via their Global Transport product.
16	4 of 14	1.4 Technical Requirements	5.Section 1.4 of the Scope of Work states "...Require generation of a 2D barcode that can interface with the existing fare collection project." Please provide more details on the existing fare collection project, including the name of the provider and summary information on their offered fare collection system.	Current fare collection system utilizes an optical 2D barcode reader. Awardee will be provided with specifications for 2D barcode.
17	6 of 14	4. Delivery of Proposal	6.The global pandemic has obligated our entire staff to work remotely and slowed the delivery of packages throughout the US. Accordingly the time required for printing, binding and shipping of physical documents has significantly increased and exposes members of our staff to potential health risks. We respectfully request that the agency remove the requirement for physical copies to be mailed to CTDOT offices and allow for email submission only.	Proposers shall submit its Proposal in electronic PDF format delivered by email to DOT.Transit@ct.gov and/or four (4) hard copies mailed to the address provided in the RFP. Due to the global pandemic, it is okay to email the proposals to DOT.Transit@ct.gov. Please make sure the electronic copies are also delivered by the RFP deadline, Thursday, December 3, 2020 at 2:00 PM EST, in order to be considered.
18	7 of 14	5.3 Pricing Proposal	7.Section 5.3 states only that "Proposers must including pricing for delivering the service". No pricing form was included with the RFP. This is likely to lead to pricing being proposed in varying methods and formats by different proponents which will be difficult, if not impossible, for CTDOT to compare. Please provide a pricing form and additional instructions to bidders that will ensure that pricing is offered in a standard format.	Please note, this RFP is meant to be procurement for the sales of services. This is not meant to be a capital procurement or a designed scope. CTDOT is requesting a potential contractor to deliver a service where an agreed upon percentage (between CTDOT and the contractor) of the total revenue would be considered the contractor's payment.
19	7 of 14	5.4 Terms and Conditions	8.Section 5.4 allows for proposers to include any terms and conditions that it seeks to be included in a final agreement. Please confirm if these proposed terms and conditions are to be counted toward the page limit for proposal.	The terms and conditions do not necessarily have to be counted toward the page limit for proposal.

20	4 of 14	1.2 Fares	<p>9. Section 1.1 includes a requirement that the new system be account-based. Additionally, Section 1.2 requires that the fare media be validated ("read") by the farebox. This combination implies that the solution be supported by real-time communications with a central system, however, it is unclear from the contents of the RFP if the farebox or the CTDOT vehicles provide a cellular network that can provide such communications. Please confirm identify the make and model of the fareboxes and confirm if all vehicles are currently equipped with a cellular modem and antenna. If confirmed, please provide the following information about these devices:</p> <ul style="list-style-type: none"> <li>• Manufacture(s) and type(s) of modems and antennas installed</li> <li>• Confirmation that the current data plan for the modem can accommodate additional monthly data transfers of up to 100MB per modem</li> <li>• The cellular network provider of the current data plan</li> <li>• Number of open Ethernet jacks on the modem that can be used by a third party device to access the open Internet.</li> </ul>	<p>Yes, buses are equipped with a cellular solution. At least one ethernet port is available for communication. Cellular provider is Verizon.</p>
21			<p>10. Please provide the following statistical information for system usage for the most recently completed fiscal year:</p> <ul style="list-style-type: none"> <li>• Total Sales of each pass broken down by sales channel (i.e. ticket windows, online, TVMs, etc.).</li> <li>• Total passenger boardings by payment method used (cash, pass, transfer slip, change card, etc.).</li> <li>• Annual ridership</li> <li>• Annual revenue</li> </ul>	<p>Fiscal year runs July 1 to June 30. June CTtransit data reported to DOT.</p>
22	4 of 14 and 5 of 14	1.2 Fares and 1.8 System Safety and Security	<p>11. Sections 1.2 and 1.8 imply that a visually validated system is acceptable, if not required. This type of system requires a close interaction between passengers and bus operators and will impose substantive limits on CTDOT's ability to implement more advanced fare policies such as fare capping or even transfer rules with limitations on the number of transfers allowed. Additionally, visually validated ticketing systems do not meet the industry standard definition for account-based solutions, where passenger account, fare product and fare calculations must occur in a central system. We respectfully request that CTDOT specify that it will accept an electronically validated system as fully compliant proposal provided that it can meet CTDOT's goals and objectives for its new fare collection system.</p>	<p>This is a stand alone, single ticket solution. It is not designed to integrate with the existing account based solution. There is no fare calculation required for this ticket type. Section 1.2 specifies that the solution may be electronically validated, it is on the proposer to determine their best solution.</p>

23	4 of 14	1.2 Fares	12.Section 1.2 requires that the fare media ("proof of purchase") be "read by the farebox". In an account-based system, validation of fare media is typically performed by the central system, thus the farebox would need to be able to transmit a real-time request to the central system and receive and process the response in order to display the results to the passenger. Such interaction would require an integration effort that must be supported by the farebox supplier. Please confirm that CTDOT's contract with its farebox supplier requires such support at no cost to the new contractor and/or that the farebox includes open application programming interfaces (APIs) that can be used by the new contractor to independently complete this integration effort. Additionally, please confirm that the current farebox includes a 2D barcode reader that can be used by the new contractor to meet this requirement.	There is no account based system for this implementation. The RFP requires a single use ticket purchase. Integration would be required only for the farebox to read a 2D barcode generated by the app. Awardee will be provided with schema.
24	4 of 14	1.2 Fares	1. 1.2 Fares. How does the third party application facilitate the ability for the customer to purchase the two-hour pass?	That is on the proposer to determine.
25	4 of 14	1.2 Fares	2.1.2 Fares. How does the app know the customer is entitled to a reduced fare?	The app does not. The bus rider is required to demonstrate eligibility for reduced fare.
26	4 of 14	1.2 Fares	1.2 Fares. Please provide an overview of the expected start to finish online transaction process between mobile ticketing app and other systems.	That is on the proposer to determine.
27	4 of 14	1.4 Technical Requirements	3.1.4 Technical Requirements. Is the expectation of "Google Pay" third party application to be used by the mobile app to pay to the "State's contracted credit card servicing company"?	The third party app should have the ability to accept payment via "Google Pay".
28	5 of 14	1.5 Customer Service	4.1.5 Customer Service. Are there interfaces for the third party app to support dispute, cancel and reimbursement by credit card servicing company?	There is no interface. The successful proposer will be expected to provide transaction level information to CTDOT for any transactions that are disputed or cancelled relative to a reimbursement request.
29	5 of 14	1.5 Customer Service	5.1.5 Customer Service. Are the sales discounts and promotions a part of the third party app?	No, we will be only offering a standard two-hour pass via the third party app.
30	4 of 14	1.3 Revenue Processing	6.1.3 Revenue Processing. Does the proposer only need to report the revenue made through the mobile ticketing app to comply with "Connecticut General Statue section 4-32 - State Revenue Accounting"? The payments are done through the State's contracted credit card servicing company and fare media isn't sold by the ticketing app.	Yes, revenue generated by fare media sales on the third party app will need to be reported on a daily basis to reconcile with the payments being settled through the State's contracted credit card servicing company.
31	4 of 14	1.4 Technical Requirements	7.1.4 Technical Requirements. Will the proposed mobile solution be required to interface with the CTrail fare collection system?	No.
32	4 of 14	1.4 Technical Requirements	8.1.4 Technical Requirements. Who is the provider of the existing fare collection project?	Scheidt and Bachmann
33	4 of 14	1.4 Technical Requirements	9.1.4 Technical Requirements. Will CT DOT provide all technical documentation to allow for integration to the existing fare collection project?	Yes, awardee will be provided with 2D barcode encoding schema for visual read at farebox. Otherwise, this is a stand alone implementation that will not integrate with existing fare collection project.
34	4 of 14	1.4 Technical Requirements	10.1.4 Technical Requirements. Will CT DOT provide the scope and responsibilities of the mentioned 'third party app'?	Proposer shall determine which third party apps they wish to engage, such as Google or Transit App, per section 1.4 of RFP.

35	3 of 14	1.1 General Information & Definitions	Q1. What are the existing passenger-side digital fare payment applications?	Currently, CTDOT has a mobile app that supports its account based smartcard. This RFP is stand alone from that system.
36			Q2. Please provide contacts for the applications.	Not applicable.
37			Q3. Who is the developer of the current CT Transit Mobile app? If different, who supports and maintains the app. Please provide contact information.	Not applicable or required for this RFP.
38	4 of 14	1.2 Fares	Q4. In section 1.2 Fares, what are the third party applications which customers must be able to purchase ticket in? How does CTDOT envision this working? Please provide examples for how each of the following 3rd party applications would integrate: Google Maps, Google Pay, Transit App, and Moovit.	Proposer shall determine which third party apps they wish to engage, such as Google or Transit App, per section 1.4 of RFP.
39	4 of 14	1.3 Revenue Processing, handling and reporting requirements	Q5. Who is the State's contracted credit card servicing company? Please provide contact information.	Global Payments is the State's contracted credit card servicing company. Contact information will be provided to the successful proposer.
40	4 of 14	1.4 Technical Requirements	Q6. Section 1.4, bullet 3: What is the existing fare collection fare collection system which would read the 2D barcode generated by the vendors app? Does that system have a bar/QR code reader currently? Please provide contact information.	Existing farebox has an optical 2D barcode reader. Awardee will be provided with schema and specifications.
41			Q7. Are CT Transit riders required to tap on and off with their mobile apps? Will they be required to tap on and off for this solution?	No, this solution will not require tap on and tap off. This RFP specifies a single, local fare.
42			Q8. Are there barcode readers at the rear doors of CT transit buses and do passengers use them to tap off?	No.
43	7 of 14	Section 5.4 Terms and Conditions	Q9. Section 5.4: Are the proposer's terms and conditions and comments on the State's draft agreement/required provisions included in the 20-page limitation.	The terms and conditions do not necessarily have to be counted toward the page limit for proposal.
44	4 of 14	1.1 General Information & Definitions	RFP Reference Text: The Service shall be scalable and able to incorporate new technologies to improve fare collection, trip planning, way finding, customer service and customer satisfaction. Please share the expected / ridership based on different fare structures.	See question 21.
45	3 of 14	1.1 General Information & Definitions	RFP Reference Text: CTDOT will offer its passengers the ability to purchase certain bus fares within Proposer's existing digital fare payment platforms and display of the digital fare on the customer's mobile device. Request CTDOT to share the list of digital fare payment platform currently integrated with existing solution Kindly confirm that if there are any additional development need to be done at exiting fare payment service provider's end it is not Proposer's responsibility and considered to be out of scope.	This is a stand alone RFP, it is proposer's responsibility to identify digital platforms. There is no integration with CTDOT's existing digital fare payment platforms.

46	3 of 14	1.1 General Information & Definitions	<p>The Service will provide CTDOT customers with the ability to purchase, and display to the operator for validation, Ticket Products within a digital fare platform or mobile ticketing application.</p> <p>Request CTDOT to share the list of digital fare payment platform currently integrated with existing solution</p> <p>Kindly confirm that if there are any additional development need to be done at exiting fare payment service provider's end it is not Proposer's responsibility and considered to be out of scope.</p>	<p>This is a stand alone RFP, it is proposer's responsibility to identify digital platforms. There is no integration with CTDOT's existing digital fare payment platforms.</p>
47	4 of 14	1.2 Fares	<p>Ability for customers to purchase any Two-Hour Pass (single fare) in third party applications.</p> <p>Request CTDOT to elaborate more on third party applications(API availability to integrate with mobile system)</p>	<p>Per RFP section 1.4, proposer must detail which third party apps they will integrate with to display a single 2-hour pass.</p>
48	4 of 14	1.3 Revenue Processing, handling and reporting requirements	<p>The proposer is required to use the State's contracted credit card servicing company for all credit card purchased transactions.</p> <p>Kindly confirm that CTDOT authority will facilitate integration between State's contracted credit card service providers</p>	<p>Yes, CTDOT will have involvement in the coordination between the selected proposer and the State's contracted credit card servicing company.</p>
49	4 of 14	1.4 Technical Requirements	<p>Require generation of a 2D barcode that can interface with the existing fare collection project.</p> <p>Request CTDOT to elaborate more on existing fare collection project like hardware details, existing system architecture etc)</p>	<p>Existing farebox has an optical 2D barcode reader.</p> <p>Awardee will be provided with schema and specifications.</p>
50	7 of 14	5.2 Technical Proposal	<p>Require generation of a 2D barcode that can interface with the existing fare collection project. It is assumed the we can integrate with existing fare collection system over a transaction/API call . Kindly confirm</p>	<p>Existing farebox has an optical 2D barcode reader.</p> <p>Awardee will be provided with schema and specifications.</p>
51	5 of 14	1.4 Reporting and Settlement	<p>Report requirements will include, but not limited to ridership use and sales.</p> <p>Request CTDOT to share list of other reports needed it is needed to estimate the efforts.</p> <p>Kindly provide the formats expected for reporting, is any exporting of data to other system is expected ?</p>	<p>Reporting shall be accessible and customizable with outputs to Excel and graphical representation for ridership and utilization of passes.</p>
52	4 of 14	1.2 Fares	<p>Transit fares or passes available to passengers</p> <p>Kindly confirm that the CTDOT requires that the monthly pass to be supported by visual ticketing.</p>	<p>No. This proposal is for a single 2-hour pass ticket only, no period based passes.</p>
53	4 of 14	1.3 Revenue Processing, handling and reporting requirements	<p>Revenue processing, handling and reporting requirements.</p> <p>Kindly share your current revenue management process.</p>	<p>Revenue generated by fare media sales on the third party app will need to be reported on a daily basis to reconcile with the payments being settled through the State's contracted credit card servicing company.</p>
54			<p>Would CTDOT opt for SAAS (transaction based model)</p>	<p>CTDOT is requesting sales as a service contract.</p>
55			<p>Requesting budget for the project</p>	<p>This is a scope of services agreement. CTDOT is not seeking a budgetary development. CTDOT is looking for a cloud based solution where an agreed upon percentage (between CTDOT and the contractor) of the total revenue would be considered the contractor's payment.</p>

56			Requesting CAPEX and OPEX	This question needs to be clarified. No response available at this time.
57		14. Sr. No 14 General	Kindly share the current fare box vendor & last software/hardware upgrade details	Not applicable.
58		15. Sr. No 15 General	Requesting the ridership and it's associated fare revenue for last year	See question 21.
59			1.Does CT DOT want a branded application or the ability to brand and control their own mobility ecosystem along with the ability to pay for all mobility services?	This is an RFP for a single 2-hour ticket solution only. No app, no mobility solution.
60			2.Could you be specific as to what agencies and services this solution will allow for mobile payments? Is this CT DOT services only or will you open this up for regional partners as well?	CT DOT services under the CTtransit umbrella only.
61			3.Will CT DOT make the connection between the vendor and third party apps to facilitate the integration process?	No, proposer is responsible for integration with third party apps.
62			4.RFP lists: "The Contractor shall also provide customer data such as the locations of the boarding and exiting buses." Could you please elaborate on this requirement?	Location based data reporting is requested from the mobile ticket. For example, at what GPS location did a mobile ticket get used?
63			1.Due to the disruptions caused by the current global pandemic, we respectfully request a 3 (three) week extension.	The RFP deadline will remain as Thursday, December 3, 2020 at 2:00 PM EST, in order to be considered.
64			2.In light of the current global pandemic, will CTDOT consider waiving the requirement for hard copy submissions and accept only the electronic PDF version?	Due to the global pandemic, it is okay to email the proposals to DOT.Transit@ct.gov. Please make sure the electronic copies are also delivered by the RFP deadline, Thursday, December 3, 2020 at 2:00 PM EST, in order to be considered.
65			3.Given that 5% of the total score is allocated to the value of supplemental services, will CTDOT consider excluding descriptions of supplemental services from the 20-page limit? In this proposer's experience, similar RFPs typically have page limits of 100 pages or greater.	Proposals must not exceed 20 standard one-sided pages in length.
66			4.Could CTDOT provide information on its budget for this project? Is there a budget per vehicle?	This is a scope of services agreement. CTDOT is not seeking a budgetary development. CTDOT is looking for a cloud based solution where an agreed upon percentage (between CTDOT and the contractor) of the total revenue would be considered the contractor's payment.
67	4 of 14	1.2 Fares	5.Could CTDOT confirm for which services will fares be sold as part of this project? Would it be only for Local CTtransit routes? Does it exclude Express Services & I-Bus Express?	Local only.
68	4 of 14	1.2 Fares	6.Could CTDOT confirm that the only fares to be offered are the Two-Hour Pass (single ride fare) as part of this project? Does CTDOT have plans to expand to include other fare types offered in CTDOT's current fare structure?	Local 2-hour pass only at this time. Future development may include other pass types as mobile tickets. Refer to <a href="https://www.cttransit.com/fares">https://www.cttransit.com/fares</a> .
69			7.Can CTDOT please provide a breakdown of its current fares by ticket/pass type and what proportion of fare revenue is accounted for by each type?	<a href="https://www.cttransit.com/fares">https://www.cttransit.com/fares</a>
70			8.Could CTDOT please share its adoption rates for the current GoCTMobile application?	This is a stand alone mobile ticket, not associated with the Go CT card app.

71	5 of 14	1.5 Customer Service	9. Section 1 specifies that the service should include "providing technical support and customer service to customers with respect to mobile ticket purchases" and "Support customer questions about charges and other corrective actions." Is it expected that the Contractor provides first-line customer support to riders which is separate from CTDOT's existing customer service solution, or does this requirement ask for tools to be provided to enable existing customer service staff to support riders using the Contractor's solution?	The proposer is responsible for providing customer service tools to customer support staff, as well as payment help for customers.
72	4 of 14	1.3 Revenue Processing, handling and reporting requirements	10. Requirement 1.3 states that "The proposer is required to use the State's contracted credit card servicing company for all credit card purchased transactions." Could CTDOT let bidders know who the State's contracted credit card servicing company is?	Global Payments is the State's contracted credit card servicing company.
73	4 of 14	1.4 Technical Requirements	11. In section 1.4, "Require generation of a 2D barcode that can interface with the existing fare collection project" could CTDOT please clarify what is meant by "interface with the existing fare collection project"?	Existing farebox has an optical 2D barcode reader. Awardee will be provided with schema and specifications.
74			12. Given that integrations with existing fare validation equipment are typically quite costly, is CTDOT's priority to ensure that existing hardware can be used to electronically validate tickets or to keep costs low?	Both visual and electronic validation are acceptable and should be determined by proposer as part of their solution.
75			13. Could CTDOT specify who their current AVL provider is? Could CTDOT provide the details of the current AVL units?	Current AVL provider is Trapeze.
76			14. Are there onboard modems with ethernet ports available for the proposed solution to be used?	Yes.
77			15. Please could CTDOT provide the details (model, operating system, specs) of their existing S&B hardware used on buses?	The buses currently use a S&B FB50. All further detail is proprietary.
78	7 of 14	5.2 Technical Proposal	16. In regards to section 5.2(d), CTDOT has asked for a list of other State or Federal contracts. Is there a reason that this list is limited to only State or Federal entities, rather than all public transit agencies?	CTDOT prefers a like to like comparison of Government Funded contracts that the proposers have worked with.
79	6 of 14	5. PROPOSAL REQUIREMENTS	RFP States: Proposers must include pricing for delivering the service. Will there be a forthcoming amendment that includes the cost proposal sheet for bidders to complete?	There is no standard form being provided by CTDOT for pricing. Proposers are to determine the price for delivering the service requested by CTDOT.
80	6 of 14	5. PROPOSAL REQUIREMENTS	RFP States: Proposers must include pricing for delivering the service. Can the Agency clarify if ongoing maintenance is to be included?	There is no standard form being provided by CTDOT for pricing. Proposers are to determine the price for delivering the service requested by CTDOT.
81	6 of 14	5. PROPOSAL REQUIREMENTS	Will the Agency specify the contract term or will this be negotiated with the awardee?	CTDOT will execute a contract with the successful proposer. The term of the contract will begin with a testing period, which will be determined by the Department and thereafter a minimum of 12 months with a State option to extend for additional years. This is referenced in the Public Notice Letter.



82	7 of 14	6. PROPOSAL EVALUATION	Qualitative components that may be evaluated include: "Qualitative components may include technical design, technical approach, quality of proposed personnel, and/or management plan." In what sections of the proposal response should proposers address the proposed personnel and management plan?	This can be included under the Technical Proposal, reference section 5.2
83	7 of 14	6. PROPOSAL EVALUATION	Will the CTDOT consider adding Key Personnel minimum qualifications and resume requirements and allocate additional page count for the response?	Proposals must not exceed 20 standard one-sided pages in length.
84	7 of 14	6. PROPOSAL EVALUATION	Will CTDOT allow the submission of a Management Plan and approach?	As mentioned in section 6.1 the qualitative components <b>MAY</b> include a management plan.
85	6 of 14	5. PROPOSAL REQUIREMENTS	Will the proposed mobile app display require presentation at the acceptance devices already in use by CTtransit, including those on the buses, the validators along the Fastrak busway, and the handheld devices used in fare inspection in order to be electronically registered and verified? Or, is some other method of registering acceptance and verifying validity of the screen display anticipated?	Both are acceptable and should be determined by proposer as part of their solution.
86	6 of 14	5. PROPOSAL REQUIREMENTS	How will sales and activation information be reported to CTDOT? Is integration with an existing revenue system required as part of this procurement or may the vendor propose a standalone reporting and reconciliation solution?	No integration is required, this is intended to be stand alone.
87	6 of 14	5. PROPOSAL REQUIREMENTS	Will use of the proposed mobile app require the creation of a personalized account by a user, or is it intended to be available for the use of anonymous or one-time customers?	This implementation is intended to be available by a single time/anonymous user, no personalized account is required.
88	6 of 14	5. PROPOSAL REQUIREMENTS	Is integration with the already existing CTDOT mobile ticketing applications expected or is this intended to be a standalone application?	Stand alone.
89	6 of 14	5. PROPOSAL REQUIREMENTS	What fare products, including passenger class and zone values, does CTDOT anticipate offering via the proposed mobile app? Does CTDOT anticipate allowing the use of the mobile app for the purchase of reduced fare (senior citizens, passengers with disabilities, etc) products? If yes, what validation of eligibility will CTDOT require and will this be required as part of the proposed app?	Local, single ride only. Reduced fare product shall be available, rider shall demonstrate eligibility.
90	6 of 14	5. PROPOSAL REQUIREMENTS	Is on-line Help a required support feature of the proposed mobile app?	Yes.
91	6 of 14	5. PROPOSAL REQUIREMENTS	Are fares to be sold, limited to the 2-hour pass mentioned in section 1.2, or shall there be an option to sell additional types of fares as listed at <a href="https://www.cttransit.com/fares">https://www.cttransit.com/fares</a> ?	Initial deployment is limited to single 2-hour pass.
92	6 of 14	5. PROPOSAL REQUIREMENTS	Outside of the integration with the existing fare collection system for validation, are there any other third party applications that the selected vendor has to integrate with?	Per section 1.4, proposer shall determine which third party applications they intend to integrate with.

93	Page 4 of 14	Section 1.2 Fares	<p>Page 4 of 14, Section 1.2 Fares</p> <p>"Ability to provide a proof of purchase (either visual or read by the farebox) which shows the 2 hours of active ridership with a \$1.75 purchase."</p> <p>Question: Please confirm if the barcode mobile tickets are required to be validated or scanned by CTDOT's existing fareboxes. Can CTDOT provide the technical specification of your existing farebox system and the SDKs/APIs for the mobile barcode ticket validation?</p> <p>Question: Please provide CTDOT's existing farebox manufacturer and contact information.</p> <p>Question: Will CTDOT facilitate and pay for the integration of contractor's mobile ticket validation and your existing farebox supplier?</p>	<p>Existing farebox has an optical 2D barcode reader. Awardee will be provided with schema and specifications. CTtransit buses use S&amp;B FB50s. Integration should be part of proposer's response.</p>
94	Page 4 of 14	Section 1.3 Revenue processing, handling and reporting requirements	<p>"The proposer is required to use the State's contracted credit card servicing company for all credit card purchased transactions."</p> <p>Question: Can CTDOT provide the name of the State's contracted credit card servicing company? Please confirm CTDOT/State will pay for the merchant processing fees.</p>	<p>Global Payments is the State's contracted credit card servicing company. Yes, CTDOT is responsible for the merchant processing fees through our contracted credit card servicing company.</p>
95	Page 4 of 14	Section 1.4 Technical Requirements	<p>"Manage integration with third party applications, for example, "Google Maps", "Google Pay", "Transit App", "Moovit", etc."</p> <p>Question: Please confirm if CTDOT would like the proposer to provide the solution and price quote for the integration of "Google Maps", "Google Pay", "Transit App", "Moovit" to proposer's mobile app.</p>	<p>Mobile ticketing shall be available for purchase in these third party apps and shall be provided by proposer.</p>
96	Page 5 of 14	Section 1.5 Customer Service	<p>"Provide the customer with a receipt for Ticket Products purchased in third party app."</p> <p>Question: Please clarify which third party app(s) CTDOT is/are referring to.</p>	<p>Third party apps as referenced in section 1.4 of RFP.</p>
97	Page 5 of 14	Section 1.8 System Safety and Security	<p>"Responsible for the technical backend that protects from hackers, the online transactions."</p> <p>Question: Do proposers require to provide a web portal for customers to manage their accounts and purchase mobile tickets?</p> <p>Question: Do proposers require to host the backend and provide backup and disaster recovery?</p>	<p>Proposers should host backend, payment, backup, and disaster recovery. There is no account requirement in this RFP. Users shall be able to anonymously purchase 2-hour passes. Do not want a solution that requires registration.</p>
98	Page 5 of 14	Section 2, Table 1: RFP Schedule and Submittal Deadlines	<p>"Finalization of Agreement &amp; Notice to Proceed (NTP) issuance"</p> <p>Question: Please confirm the schedule of this event is on or about Thursday, July 1, 2021. What are the reasons that it takes 6 months after notification to selection proposer(s) to issue the NTP?</p>	<p>Finalization of Agreement &amp; Notice to Proceed (NTP) issuance is on or about Thursday, July 1, 2021. The Department has planned ample time for State approvals and also has considered the global pandemic and any unforeseen events that may require internal priorities to be adjusted.</p>

99	General		<p>Question: Can CTDOT specify the contract period for this project?</p> <p>Question: Does CTDOT has a standard Price Sheet that proposers should fill out?</p>	<p>CTDOT will execute a contract with the successful proposer. The term of the contract will begin with a testing period, which will be determined by the Department and thereafter a minimum of 12 months with a State option to extend for additional years. This is referenced in the Public Notice Letter. There is no standard form being provided by CTDOT for pricing. Proposers are to determine the price for delivering the service requested by CTDOT.</p>
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