SAN FRANCISCO BAY AREA
WATER EMERGENCY TRANSPORTATION AUTHORITY

REQUEST FOR PROPOSALS FOR INTEGRATED FARE TICKETING SYSTEM
RFP #21-027

<u>ADDENDUM NO. 1</u>
December 9, 2021

<u>SCOPE</u>

This Addendum No. 1 includes WETA's response to requests for clarifications from potential proposers.

<u>QUESTIONS AND ANSWERS</u>

1. On page 1 of the RFP, WETA states that over 70% of current transactions are through Clipper, according to NTD, WETA's Fare Revenues was $22,434,950. If roughly 30% of the Fares are non-Clipper, then based on 2019 figures, that would be $6,730,485. On page 1 of the RFP, you state that the annual non-Clipper fare value would be approximately $830,000. Can WETA please clarify for the large discrepancy between NTD's numbers and the number stated within the RFP?
   a. During COVID, ridership has been impacted and the non-Clipper fare value in the RFP is an estimate based on current fare assumptions and ridership estimates. This estimate is to provide the Proposers a baseline to develop their price proposals. The actual payout for the operating term and the agreement will be based on the actual ticket sales and actual fare revenue numbers.

2. Can SF Bay Ferry please clarify whether WETA will retain ownership of the existing cash tills and POS that were mentioned on the call?
   a. WETA is willing to consider retaining ownership of these devices, if desired by Proposers. In such a scenario, Proposers should clearly indicate how these devices would be incorporated into their proposal and provide assurance that all project requirements will be met.

3. The bid documentation states that the POS is optional, does this mean WETA will be sourcing these separately if the POS is not provided by the bidder?
   a. WETA may source a POS system separately if not provided by the selected Proposer.

4. Are WETA in a position to be able to build against APIs that can be provided to integrate with POS terminals?
   a. Proposers are responsible for integrating the required components to the proposed system. WETA has limited capacity to build against APIs. Proposer should clearly identify in the proposal if anything is required from WETA.

5. WETA stated both cash and card payments are required onboard ferries, can you confirm if our understanding is correct, and when the ferry is out of coverage what is the expectation on paying by card?
   a. Offline validation for the paper tickets is a required feature for the RFP. Proposers should characterize the capabilities of their proposed solutions, if any, to process payment when the ferry is out of coverage.

6. Will WETA be accepting and processing the card payments directly themselves all will the bidder have to manage this and the associated PSP?
    a. Proposer manages the acceptance and processing of the card payments and associated PSP.

7. Kindly allow the subcontractor declaration to be post award (after finalization)?
    a. All subconsultants or subcontractors of the Proposer intends to use shall be identified as part of the proposal.

8. Kindly share the preferred payment gateways to be integrated.
    a. WETA does not prefer a payment gateway.

9. Kindly share the preferred loyalty partners to be integrated.
    a. There are not currently any specific loyalty partners to be integrated.

10. Kindly confirm that development of web portal for selling Special Event Tickets is out of scope.
    a. Per section 1C of Part B, Scope of Services, web portal is required to sell Special Event tickets. Proposers may utilize an existing web portal hosted by WETA or a new web portal to meet relevant requirements of the RFP.

11. Kindly share the existing network (on board/ off board/ office) infrastructure available for new implementation.
    a. All WETA vessels have cellular routers that provide Wifi connectivity through Wifi Access points. Proposers shall identify if and how they intend to leverage WETA Wifi connectivity as part of their proposals.

12. Kindly share the preferred hosting (Cloud/On premise)
    a. WETA does not have a requirement regarding this inquiry.

13. Kindly confirm that WETA will bear OPEX cost of hosting?
    a. Proposers will be responsible for bearing the cost of hosting and should include these costs in their price proposals.

14. Kindly state the DBE goals for this project?
    a. Not applicable for this project.

15. Does WETA already have fare collection system which uses Clipper system? Please elaborate more on existing operations and provide details about existing in-use systems (if any).
    a. For details of how tickets can be purchased and ticket types, please refer to Fares and Tickets Website. Refer to the Background section of the RFP for a description of current ticketing systems used.

16. Does the RFP scope also include to integrate with existing companies which are currently doing non-Clipper payment system?
    a. No. WETA envisions that the proposed integrated fare ticketing system will ultimately replace other non-Clipper payment systems currently in use by WETA.

17. Does the WETA system already have mobile application? If YES, why is the expectation to develop other similar app? And what will happen to existing app/ mobile ticketing solution?
    a. Yes, WETA currently has a mobile ticketing application. WETA desires that it's new mobile application also offer the paper ticketing and special event ticketing functionality described in the RFP as part of an integrated fare ticketing system. WETA envisions that the proposed integrated fare ticketing system will ultimately replace other non-Clipper payment systems currently in use by WETA.

18. How the mobile application will validate the ticket? Does it means activating visual ticket for inspection?
    a. Proposers shall identify the specific details of how validation of tickets occurs.

19. Please elaborate more about WETA fare policies? What type of fare products are executed like single ride, multiple rides etc. For regular passengers, any passes like trip pass, period pass also expected?
    a. For current fare products and policies, please visit the current Recovery webpage.

20. Mobile app is expected to redirect external URLs for schedules and route information which will be provided by WETA. No integration with any such system is expected. Please confirm?
    a. Redirecting to WETA webpages for schedule and route information is a required feature. We do not expect the app to host information on schedules or route information, but to offer in-app links to such information hosted on pages maintained by WETA.

21. No QRCode ticketing system expected. Only Visual tickets, please confirm?
    a. For the mobile ticketing application, visual validation of tickets is a WETA requirement. QR codes are an acceptable validation solution for the proposed paper ticketing systems.

22. Which other languages are expected to support in mobile app other than English.
    a. This is a desired feature, not required, per RFP. Proposers can include in their proposal on what languages that they support for mobile ticketing systems.

23. It is assumed that for paper ticketing system, hand held device is expected to issue and print visual tickets. How's the validation of visual tickets will be done by handheld device? How is it sent?
    a. Proposers are expected to propose solutions for validating paper tickets.

24. Will WETA onboard payment provider/Bank or it's the responsibility of bidder?
    a. Payment services will be the responsibility of the proposer.

25. Does WETA already have 'special event ticket system' in place? If YES, please elaborate more on the same. Does the proposed system will have to integrate with this?
    a. Yes, WETA currently uses an online reservation platform, provided by Galaxy System, for riders to reserve and purchase tickets in advance for special event services. For details of purchase for existing special event tickets, refer to "Ticketing info for Oracle Park Ferry Service" and "Ticketing info for Chase Center Ferry Service" webpages. The integrated fare ticketing system shall ultimately replace WETA's current special event ticket system.

26. [Ability to message users who purchased a ticket for a specific event with details]. This would require SMS Gateway service which can be provided by WETA, please confirm?
    a. WETA intends this messaging service for special event ticketing to be completed via email message not SMS.

27. Can you extend the proposal due date to First week of January 2022?
    a. WETA is unable to extend the proposal due date.

28. In Chapter 1, Background, it is stated that the Integrated Fare Ticketing System is estimated to handle up to 330,000 transactions per year, for an estimated value of $830,000. Could you please provide clarification as to what the percentage of this is expected to be paid by cash and how much will be via some form of e-payment?
    a. For the purposes of developing price proposal, proposers can assume that 15% are cash and 85% are non-cash. This estimate is to provide the Proposers a baseline to develop their price proposals. The actual payout for the operating term and the agreement will be based on the actual ticket sales and actual fare revenue numbers.

29. Just as clarification with regard to the Insurance requirement as stated. With regard to timing, are the required Insurances needed to be in place at the time the proposal is formally submitted or at the time the Contract is awarded?
    a. Per Sections 17 and 22 of Part C of the RFP, insurance requirements must be submitted prior to WETA issuing Notice to Proceed. It is not required to submit insurance requirements at the time of proposal submission.

30. Would San Francisco Bay Area Ferry Water Emergency Transportation Authority consider a 2 week extension of this request for proposal?
    a. WETA is unable to extend the proposal due date.

31. Will you distribute a Price Proposal form to ensure that bidders are all being evaluated equally?
    a. Proposers are required to submit their own price proposal form consistent with Section 15 of Part A of the RFP.

32. Does Section 13 (page 6 of the RFP) Diversity Program for Contacts mean that there is no DBE requirement for this RFP?
    a. Correct. DBE requirements are not applicable for this RFP.

33. What physical space or physical footprint is allocated for equipment to be installed at each landing to support physical ticket sales?
    a. Physical space will not be allocated at WETA landings as WETA does not require or desire the installation of equipment at its landings to support physical ticket sales. To clarify, Staff will be utilizing proposed handheld devices both onboard and on dockside locations.

34. What power and networking infrastructure exists at each landing to support physical ticket sales?
    a. Power and networking infrastructure at WETA landings will not be available as WETA does not require or desire the installation of equipment at its landings to support physical ticket sales.

35. Reference Page 6, Section 14 (Proposal Content and Format). The requirements state that proposals shall be limited to 15 pages, excluding cover letter, table of contents, resumes, required forms, DBE Certifications, and the price proposal. Are appendices allowed that would not count against the 15 page limit?
    a. Yes.

36. Is WETA using a third-party consultant for this RFP and if so can you share who that consultant is?
    a. WETA is utilizing its on-call consultant (BlinkTag) and MTC Staff to provide technical support for this project.

37. Does a rider need to be validated upon boarding and leaving the ferry?
    a. Rider fare payment needs to be validated only when leaving the ferry.

38. Is there a current payment processing company being used?
    a. WETA has not identified a preferred payment processing company.

39. [Supports implementation of time-or quantity-limited systemwide or ticket category promotional discounts]. Is the requirement based upon the sale or the validation?
    a. Proposers should specify the capabilities of what discounts can be handled by their proposed systems.

40. [Doesn't require but offers users the option to store payment method]. Is this requirement asking that a payment method is optional to be stored?
    a. Yes, the requirement states that the system provides users the option to store their payment method. Users shall not be required to store a payment method.

41. Will wireless connectivity be provided by the agency for the handheld devices?
    a. All WETA vessels have cellular routers that provide Wifi connectivity through Wifi Access points. Proposers shall identify if and how they intend to leverage WETA Wifi connectivity as part of their proposals.

42. Will Internet connectivity be provided by the agency for the desktop point of sale device?
    a. All vessels have cellular routers that provide Wifi connectivity through Wifi Access points. Proposers shall identify if and how they intend to leverage WETA Wifi connectivity as part of their proposals.

43. Is the agency looking to have a newly hosted web portal or are they intending to use an existing web portal?
    a. WETA expects a separate, lightweight website for event ticket sales which will be hosted and maintained by the vendor. It could be located on a subdomain of WETA such as events.sanfranciscobayferry.com but this is not a requirement. This website for event ticket sales will be linked to from WETA's website.

44. We respectfully request the proposal due date be extended to January 14, 2022.
    a. WETA is unable to extend the proposal due date.

ACKNOWLEDGMENT BY PROPOSERS

Each proposer is required to acknowledge receipt of all Addenda, including this Addendum No. 1 as specified in the RFP.

ISSUED BY:

_____   December 9, 2021_____
Arthi Krubanandh   Date
Transportation Planner

for

Michael Gougherty
Principal Planner