



## **Addendum No. 1**

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The Transit Authority of the City of Omaha d/b/a Metro  
**REQUEST FOR INFORMATION**  
**TVM AND FAREBOXES**

Project No: 18-18 Request for Information for TVM and Fareboxes

Date Issued: 9-13-2018

To: All Interested Parties

This Addendum forms a part of the RFI. Please consider this addendum in your response.

NOTE: This is an RFI, only. Any formal bids or quotes will be solicited through a formal procurement process separate from this RFI.

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Ten (10) pages incl. cover

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## SECTION 3:

### QUESTIONS/REQUEST FOR CLARIFICATION FORM

Project: RFI for TVM and Fare Collection

Date: September 10, 2018

Specification No. 18-18

COMPANY NAME: BEA Transit Technologies

REQUEST:

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#### Mobile Ticketing

- Is it acceptable to Metro Transit Authority of the City of Omaha, to pay a monthly subscription fee for the mobile service? If not, what would be an acceptable method of paying for the service?
- NFC Technology: Is it the plan of Metro to be in the position to support the use of credit and debit cards from both Apple-Pay and Google-Pay in the future via the “Near Field Communication” (NFC) technology?
- Does Metro Transit Authority already have some kind of Mobile App in place, if so what type and from what vendor? Does it support fare ticketing, display bus schedule, and/or rider Information?

#### Fares

- In Question #2 of Section 2.3 – Request for Information, is the question only related to the mobile ticketing app or for all fare media, such as smartcards, cash, etc.?
- Does Metro have distance-based fares?

#### Electronic Transfers

- Is Question #3 of Section 2.3 – Request for Information, only related to the mobile ticketing app or other fare media, such as smartcard, cash, etc.?
- Is Metro considering moving away from the old technology of issuing of magnetic ticketing?

#### Cash Fares

- It appears that Metro wants the ability to identify all types of cash riders by classification, does Metro have that capability presently?

#### Driver Interface

- Does Metro have an interested in having the capability of updating or modifying their fare tables dynamically (remotely) through the backend software application?

#### Partnership Programs

- In Question #8, Metro references they wish to have the capability of conducting “billing” via the system. Is this because Metro has partnership programs with the school district, college’s & universities in the area and corporate partnership programs, where they need to invoice these entities and organizations for riders on a monthly basis?

#### TripSpark Integration

- Metro references that they wish to have the TripSpark AVL System integrated in real-time if possible, is this just for a single sign-on for the driver at the tablet? Or is there something else Metro wishes from a real-time perspective?

METRO RESPONSE:

Approved: \_\_\_\_\_ Denied: \_\_\_\_\_

Metro Comments:

**Mobile Ticketing**

- Is it acceptable to Metro Transit Authority of the City of Omaha, to pay a monthly subscription fee for the mobile service? If not, what would be an acceptable method of paying for the service?

Metro Response: Metro will consider a variety of payment solutions, including a monthly subscription fee. We would like to hear vendors' suggestions for what this would look like and what the monthly payment would include.

- NFC Technology: Is it the plan of Metro to be in the position to support the use of credit and debit cards from both Apple-Pay and Google-Pay in the future via the "Near Field Communication" (NFC) technology?

Metro Response: Metro is considering all different fare payment options. We would like to see vendor's recommendation on current best-practices in payment acceptance.

- Does Metro Transit Authority already have some kind of Mobile App in place, if so what type and from what vendor? Does it support fare ticketing, display bus schedule, and/or rider Information?

Metro Response: We do not currently have a Mobile Pay App.

Metro is in development of a Mobile App that will support passenger information/AVL only as part of our contract with TripSpark. We are interested in integration with this product.

**Fares**

- In Question #2 of Section 2.3 – Request for Information, is the question only related to the mobile ticketing app or for all fare media, such as smartcards, cash, etc.?

Metro Response: The intent of this RFI is to examine functionality across all types of fare media.

- Does Metro have distance-based fares?

Metro Response: No

**Electronic Transfers**

- Is Question #3 of Section 2.3 – Request for Information, only related to the mobile ticketing app or other fare media, such as smartcard, cash, etc.?

Metro Response: The intent of this RFI is to examine functionality across all types of fare media.

- Is Metro considering moving away from the old technology of issuing of magnetic ticketing?

Metro Response: The intent of this RFI is to examine functionality across all types of fare media.

**Cash Fares**

- It appears that Metro wants the ability to identify all types of cash riders by classification, does Metro have that capability presently?

Metro Response: We do currently have this capacity.

**Driver Interface**

- Does Metro have an interested in having the capability of updating or modifying their fare tables dynamically (remotely) through the backend software application?

Metro Response: Metro would like to hear about vendor’s recommended options.

**Partnership Programs**

- In Question #8, Metro references they wish to have the capability of conducting “billing” via the system. Is this because Metro has partnership programs with the school district, college’s & universities in the area and corporate partnership programs, where they need to invoice these entities and organizations for riders on a monthly basis?

Metro Response: We use this data for a variety of needs. We would like to hear about solutions that allow for both automated and custom reporting and/or billing.

**TripSpark Integration**

- Metro references that they wish to have the TripSpark AVL System integrated in real-time if possible, is this just for a single sign-on for the driver at the tablet? Or is there something else Metro wishes from a real-time perspective?

Metro Response: Metro has procured the TripSpark AVL system. We look to the vendors for holistic solution that integrates TripSpark’s technology.

Metro Authorized Signature: Jeffrey Rumery

Date of Response: 9-13-2018

Grant Administrator

Metro Transit, 2222 Cuming Street, Omaha, NE 68102 [jrumery@ometro.com](mailto:jrumery@ometro.com)

**SECTION 3:**

**QUESTIONS/REQUEST FOR CLARIFICATION FORM**

**Project: RFI for TVM and Fare Collection** \_\_\_\_\_ **Date:** \_\_\_\_\_  
**Specification No. 18-18**

COMPANY NAME: \_\_\_\_\_

REQUEST: \_\_\_\_\_

Q1. Does Metro intend to Replace the Genfare Fareboxes or will continue using them? Ref Clause no: 2.2  
Page no : 3 to 5

Q2. How many TVMs and fare validators have been planned to be deployed? Ref Clause no : 2.3 Page no  
: 3 to 5

Q#. In case the fare boxes needs to be replaced, will Metro still want to continue with Magstripe cards  
afre media? Better to move to contactless smartcards, NFC and QR Code media. Ref Clause no : 2.1 Page  
no : 3to 5

**METRO RESPONSE:**

Approved: \_\_\_\_\_ Denied: \_\_\_\_\_

Metro Comments:

Q1. Does Metro intend to Replace the Genfare Fareboxes or will continue using them? Ref Clause no: 2.2  
Page no : 3 to 5

Metro Response: We would like the best solution possible and are not committed to keeping nor  
discarding the Genfare fareboxes.

Q2. How many TVMs and fare validators have been planned to be deployed? Ref Clause no : 2.3 Page no  
: 3 to 5

Metro Response: 27 TVMs (at a minimum with the option to acquire more) and 30 fare validators are  
being considered for our BRT buses and we are potentially considering installation of one validator on  
every bus and paratransit vehicle.

Q#. In case the fare boxes needs to be replaced, will Metro still want to continue with Magstripe cards  
afre media? Better to move to contactless smartcards, NFC and QR Code media. Ref Clause no : 2.1 Page  
no : 3to 5

Metro Response: Metro currently uses mag stripe poly tickets. Our pass partners (in excess of 250,000  
trips) are using institutionally issued mag stripe ID cards; we look to the vendor to provide options that  
ensure we are able to work with our partners and are not married to the idea of maintaining MAG stripe  
technology.

Jeffrey Rumery

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Metro Authorized Signature

Date of Response: 9-13-2018

Grant Administrator

Metro Transit, 2222 Cuming Street, Omaha, NE 68102 [jrumery@ometro.com](mailto:jrumery@ometro.com)

**Section 3:  
QUESTIONS/REQUEST FOR CLARIFICATION FORM**

**Project: RFI for TVM and Fare Collection  
Specification No. 18-18**

**Date: Sept 10, 2018**

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COMPANY NAME: LECIP INC.

REQUEST:

Questions1:

What are the main reasons for replacing the existing Electronic Validating fareboxers which were installed in November 2013?

Question2:

Does Metro intend to maintain the current MAG stripe cards with new fare collection system?

METRO RESPONSE:

Approved: \_\_\_\_\_ Denied: \_\_\_\_\_

Metro Comments:

What are the main reasons for replacing the existing Electronic Validating fareboxers which were installed in November 2013?

Metro Response: Metro is looking for an all-encompassing fare collection solution which will enable Metro to use a variety of payment technologies.

Does Metro intend to maintain the current MAG stripe cards with new fare collection system?

Metro Response: Metro currently uses mag stripe poly tickets. Our pass partners (in excess of 250,000 trips) are using institutionally issued mag stripe ID cards; we look to the vendor to provide options that ensure we are able to work with our partners and are not married to the idea of maintaining MAG stripe technology.

Jeffrey Rumery

\_\_\_\_\_  
Metro Authorized Signature

Date of Response: 9-13-2018

Grant Administrator

Metro Transit, 2222 Cuming Street, Omaha, NE 68102 jrumery@ometro.com

**Section 3:  
QUESTIONS/REQUEST FOR CLARIFICATION FORM**

**Project: RFI for TVM and Fare Collection  
Specification No. 18-18**

**Date: Sept 10, 2018**

COMPANY NAME: Passport Labs, INC

**REQUEST:**

1. Which individual/Departments will be involved in the evaluation process?
2. What is the agency's annual fixed fare revenue?
3. What is the annual ridership of the system?
4. When does the Agency intend on launching the system?
5. What email address should the final submission be sent to?

**METRO RESPONSE:**

Approved: \_\_\_\_\_ Denied: \_\_\_\_\_

Metro Comments:

1. Which individual/Departments will be involved in the evaluation process?

Metro Response: Finance, IT, Maintenance, Marketing, Safety, Transportation

2. What is the agency's annual fixed fare revenue?

Metro Response: \$5,129,855.66 for CY 2017

3. What is the annual ridership of the system?

Metro Response: 4,099,289 for CY 2017

4. When does the Agency intend on launching the system?

Metro response: Full System is viewed to be fully Operational by September 30, 2019; This will be more clearly delineated in the RFP, should one be forthcoming.

5. What email address should the final submission be sent to?

Metro Response: procurement@ometro.com

Jeffrey Rumery

\_\_\_\_\_  
Metro Authorized Signature

Date of Response: 9-13-2018

Grant Administrator

Metro Transit, 2222 Cuming Street, Omaha, NE 68102 jrumery@ometro.com



**Section 3:  
QUESTIONS/REQUEST FOR CLARIFICATION FORM**

**Project: RFI for TVM and Fare Collection**  
**Specification No. 18-18**

**Date: Sept 10, 2018**

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COMPANY NAME: Passport Labs, INC

**REQUEST:**

What is the agency asking for in reference to third-party systems in question one, part C? Would an example be CAD/AVL or integration with third parties.

**METRO RESPONSE:**

Approved: \_\_\_\_\_ Denied: \_\_\_\_\_

What is the agency asking for in reference to third-party systems in question one, part C? Would an example be CAD/AVL or integration with third parties.

Metro Response:

Metro Comments: Metro is interested with integrations with TripSpark, however, we are also interested in hearing other solutions for mobile phone ticketing applications.

Jeffrey Rumery

\_\_\_\_\_  
Metro Authorized Signature

Date of Response: 9-13-2018

Grant Administrator

Metro Transit, 2222 Cuming Street, Omaha, NE 68102 jrumer@ometro.com

**Section 3:  
QUESTIONS/REQUEST FOR CLARIFICATION FORM**

**Project: RFI for TVM and Fare Collection  
Specification No. 18-18**

**Date: Sept 10, 2018**

COMPANY NAME:           VenTek International          

**REQUEST:**

1. We need to know how the City would like us to handle the interface to the Cradlepoint modem. Is it via Ethernet, a VLAN via Ethernet, or Wi-Fi?
2. Does the City require credit cards if so, does the City require EMV?
3. Does the City require machines to take coin and if so does it require the ability to make change?
4. We would like to confirm that the TVMs are A/C powered?

**METRO RESPONSE:**

1. We need to know how the City would like us to handle the interface to the Cradlepoint modem. Is it via Ethernet, a VLAN via Ethernet, or Wi-Fi?

Metro Response: All of the options are available, depending on the vendor's available solutions. Does the vendor have a preference or best practice for connectivity? If so, please state clearly in response to RFI.

2. Does the City require credit cards if so, does the City require EMV?

Metro Response: Credit cards would be accepted at TVM locations, and would need to be able to accept EMV chip cards.

3. Does the City require machines to take coin and if so does it require the ability to make change?

Metro Response: Metro is open to new ideas on fare collection. What options does the vendor have available, what are the vendor's best practices?

4. We would like to confirm that the TVMs are A/C powered?

Metro Response: The TVMs will be located at locations that have available A/C power; however, Metro is also interested in learning about solar powered TVM options.

Approved: \_\_\_\_\_ Denied: \_\_\_\_\_

**Metro Comments:**

Jeffrey Rumery

\_\_\_\_\_  
Metro Authorized Signature

Date of Response:           9-13-2018          

Grant Administrator

Metro Transit, 2222 Cuming Street, Omaha, NE 68102 jrumery@ometro.com