



## ADDENDUM

PROJECT TITLE: Technology Upgrades – Saint John Transit	ADD. NO: 2
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Make the following modifications to the above project. Include in the amount of the Proposal, any additions to or deductions from the cost of the work by reason of these instructions.

**Sign and attach this Addendum to the Proposal documents and submit with your Proposal. Failure to do so may result in the rejection of your Proposal.**

### **Item No. 1**

Please note that the closing date for this RFP has been further extended to Thursday, April 7, 2022, 4:00 pm, ADT.

### **Item No. 2 – Questions and Answers**

Q1. What is your current farebox make and model?

A1. Existing fareboxes will remain and are not linked or being upgraded at all.

Q2. Is there an option to retain the farebox for cash collection while using a new contactless validator for electronic fares? Or are you looking for a complete replacement of farebox, validator, etc. (the RFP refers to fareboxes)?

A2. Current fareboxes to remain, unintegrated.

Q3. Who is your CAD/AVL system supplier?

A3. We do not have a CAD/AVL system at the moment.

Q4. Are you seeking an interface between the fare system and CAD/AVL system (for route, stop, etc. data)?

A4. Yes.

Q5. Is there a cellular router on board the buses that the fare system and On-Demand Service Software system can connect to for real-time communications with the central systems?

A5. No

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Chris Roberts, SCMP, CPPB  
Procurement Manager  
Supply Chain Management

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Q6. Alternately, do the new fare and on-demand systems need to supply their own cellular connectivity capabilities?  
A6. Yes, or as a value-ad, if your system has the capability or a partnership with a CAD/AVL system or supplier, please provide that information.

Q7. Would Saint John Transit be open to technical and cost proposals submitted in a digital method, such as by email or a shareable link?  
A7. No, submissions are to be hard copy as outlined in the RFP.

Q8. Under Part B Scope for on-demand, the RFP states "Service & System Deployment: on-site training and testing". Does Saint John Transit prefer onsite training or is this a mandatory requirement? This will help us plan internally and provide accurate pricing estimates.  
A8. It would be a preference, not a requirement for on-site training. Not knowing what the system needs or training needs are so we are flexible on that if the training can be provided effectively at a distance and proper user supports are in place.

Q9. On page 30 of the RFP, under the Technical Support/Software Upgrades and Releases section, the following statement indicates that there should be a link... "Solution must comply with the Government of Ontario IT standards and security requirements for cloud services as provided in the links below:". Could you please provide the link? I couldn't find it in the RFP.  
A9. Here is the link but should be a guide only, the City does not have a public policy but we are guided by this.  
<https://www.ontario.ca/page/go-its-250-general-security-requirements>

Q10. Additionally, do you require data (all or part) to be stored in Canada?  
A10. Yes.

Q11. Can the Appendix A – Submission Form be signed electronically by the Proponent's Representative and Witness or it needs to be signed in ink?  
A11. That is acceptable.

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Q12. What does the city mean by “Manual methods for rejecting or redirecting ride requests?” It is mentioned in section “Dispatcher-facing application (browser based)” on page 28 of the RFP.

A12. In case of a breakdown there may be a couple trips that need to be rejected or re-assigned to a different vehicle.

Q13. How many vehicles will be used for the on-demand project? We need this information for pricing purposes. RFP mentions a fleet of 45 buses is currently being used for 21 routes (fixed-routes).

A13. 15

Q14. What kind of integration the city is looking for when it comes to fare collection system?

A14. Integration into future systems like an AVL system.

Q15. Is the city looking for fare system for on-demand as well as the fixed-route service or just for on-demand?

A15. For fixed routes as well. 21 buses for fixed routes.

Q16. What is the overall budget of the project?

A16. We are not disclosing at this time.

Q17. How long would be the contract term for this project?

A17. 3 to 10 years.

Q18. The RFP mentions, “Saint John Transit would like to begin implementation of the early wins by the **summer of 2022** with complete implementation in the months to follow.” Can we know the exact month of the target launch for this project?

A18. July.

Q19. RFP Page 27, second-last bullet, “Ability to ad walk-up customers.” Can the city elaborate more on what are they looking for here?

A19. If someone has not booked a ride but is at a stop and wants to board a bus, the ability to accept the request at the stop.

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Q20. RFP Page 27, fifth from last bullet, “Manual methods for rejecting or redirecting ride requests.” Can the city elaborate more on what are they looking for here?

A20. An override for dispatch to reject or re-assign rides in case of breakdown or other emergencies.

Q21. Is SJT interested in purchasing Ticket Vending Machines/Fare Kiosks? If so, how many?

A21. Possibly, we are open to that solution for electronic fares and pcards. There are 19 vendors and 5 non-profit.

Q22. The bottom of page 22 appears to be cut off ...“The test stand equipment should include a mobile diagnostic option for remote, in-service, testing of...” leaving only half a sentence. Please provide the full requirement.

A22. The sentence ends at “in-service testing”.

Q23. In Section 2 Part A - Electronic fare Deliverables (page 21) number 7 is missing from the deliverables list. Please clarify if there is a missing deliverable in this section.

A23. Typo in numbering, nothing missing.

Q24. Section 2 Part A - Electronic fares, deliverables requires the new system to integrate "...into a single tablet for driver display of accepted fare..." Please provide the make, model, and operating system of current Driver Control Unit in SJT buses. Are the DCUs connected via ethernet to an onboard modem? Will the DCU allow APK Android Package Kit downloads?

A24. There is no current on-board table, we are open to suggestions for best performance.

Q25. Section 2 Specifications, Part A - Electronic Fares suggests the farebox will be processing fare media, however, Saint John indicates in the RFP the new equipment will augment its existing fare collection equipment. Is it SJT’s intent to purchase an onboard validator to facilitate fare media possessing or does Saint John wish the existing farebox to offer this solution?

A25. On-board validator.

Q26. Who is the current fare/cash-box provider?

A26. Diamond but no connectivity or involvement with the current cash farebox.

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Q27. The system training section (page 23) references Bus Operator farebox operations and vault dump operations. As the existing equipment is expected to remain in use we request these training requirements be removed as they are not in scope for this procurement.

A27. Agree.

Q28. Page 5 of the RFP requires technical and financial proposals be submitted separately. Please advise what should be included in the financial and technical proposals. For example, are required forms to be submitted within the financial proposal?

A28. Yes, the pricing form and any supplemental pricing information is to be included with the financial proposal.

Q29. Please provide the following statistical information for SJT's systems usage:

- a. - Total sales of each pass broken down by sales channel (i.e., ticket windows, online,, etc.)
- b. - Total passenger boardings by payment method used (cash, pass, transfer slip, change card, etc.)
- c. - Total ridership and fare revenue from 2019, 2020 & 2021

A29. Not available at this time.

Q30. Please confirm if all SJT vehicles are currently equipped with a cellular modem and antenna. If confirmed, please provide the following information about these devices:

- d. - Manufacture(s) and type(s) of modems and antennas installed
- e. - Confirmation that the current data plan for the modems can accommodate additional monthly data transfers of up to 100MB per modem
- f. - Number of open ethernet ports on the modem, and confirmation that open ports can be used by a third party device to access the open internet
- g. - Please confirm if antennas are connected to the modems for GPS availability
- h. Confirmation that the existing antennas are attached to the roof of vehicles or installed internally

A30. They do not currently have cellular modems and/or antennae.

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Q31. Please confirm if SJT offers a GTFS real-time (GTFS-RT) data feed that identifies the current route assignment and location of its vehicles. If the feed is publicly accessible please provide the URL.

A31. No Real-time data feed as no on-board AVL system.

Q 32. Are all vehicles currently equipped with a scheduling, computer-aided dispatch and/or automated vehicle location (CAD/AVL) system? If yes, please identify the provider, the make and model of the mobile data terminal in use, if any, and the name of the provider's system.

A32. No, none exists.

Q33. Please provide the desired implementation and launch schedule.

A33. Open to what you can accommodate but looking at a partial launch in July and full fleet by end of 2022.

Q34. Please provide your fleet list, including all vehicles that are demand response, fixed route or both.

A34. This is changing, will be approximately 42 vehicles.

Q35. Please provide the desired initial order of smartcards for this RFP.

A35. 15,000.

Q36. Does SJT plan to purchase spare validators? If yes, please provide the required quantity.

A36. Yes, open to recommendations.

Q37. Could you please indicate how many on-demand vehicles the City of Saint John will operate in the first year of the service? If unknown, can you please indicate how many vehicles the city has budgeted for (for the operations)?

A37. 15, full implementation within 1 year.

Q38. How many vehicles will Saint John operate in years 2 and 3 of the contract?

A38. 15 in total.

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Q39. If the City continues to require hard copies of proposals, would the City consider allowing electronic copies to be submitted electronically via a secure dropbox or shared drive?

A39. No.

Q40. May proponents submit both as prime for Part A and as a sub to On Demand vendors on proposals covering both parts?

A40. yes

Q41. How many transactions (number of transactions & total amount of fare revenue) should vendors assume will be processed by the new Electronic Fare system, versus paid in cash at the existing farebox?

A41. Similar cities have, over-time, moved to over 70% of transactions to be electronic.

Q42. Could the City please clarify what is meant by Deliverable 3. "Bus operator override for the use of cash transactions" ? We would appreciate a detailed description of the problem or gap this requirement is aimed at solving.

A42. To let the electronic data system to be a data collector, to make sure the number of riders aligns with the fare collected.

Q43. Regarding Electronic Fares deliverable 4. "Wireless data transfer process." Could the City please confirm that SJT will provide the data connection (and not the vendor)?

A43. Yes, confirmed

Q44. Could the City please confirm whether there is an existing modem/router on board with an open ethernet port that is available for use?

A44. No, there is none, that would be part of future integrations.

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Q45. Regarding Electronic Fares deliverable 10. "Integration into a single tablet for driver display..." could the City please clarify whether this is for fixed route vehicles, on demand vehicles, or both?  
A45. Both.

Q46. Regarding Electronic Fares deliverable 10. "Integration into a single tablet for driver display..." could the City please provide the specifications of the tablet to be used?  
A46. Open to vendor suggestions that works best with the technology being proposed.

Q47. Could the City please provide more information on its current (or planned) transfer policy between routes/services, and whether there are any cases in which passengers can transfer to a route of a different agency?  
A47. There are no other agencies and no transfer policy to other agencies.

Q48. Several of the requirements in the Stored Ride/Stored Value Card Processing section describe older card-based systems, specifically "stored ride cards shall be pre-encoded" and "re-encode the card". However, the City in its introduction specifically asks for an account-based system. In a modern account-based systems, ride or value information is not written to the card itself but rather to the cloud-hosted account. The card itself contains only an identifier of the account. Could the City please confirm that they are seeking an account-based system and not a legacy card-based system?  
A48. We are open to best solution, please propose what solution works best in a modern transit system that provides ease of use for riders.

Q49. In appendix D on page 22 of the RFP, the requirement reading: "D. The test stand equipment should include a mobile diagnostic option for remote, in-service, testing of" is unfinished. Could this please be rectified?  
A49. The sentence should end with " in-service testing."

Q50. Does the City intend to provide the on-demand service using its current fleet of buses? How many vehicles does the City intend to use in its on-demand service?  
A50. Some may but most will be new purchases on the next 2 years.

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Q51. What are the anticipated days and hours of service for the on-demand service?

A51. Depending on the area of the City, on-demand would operate 7 days a week from 6 am to 9 pm

Q52. Is the City able to provide any further detail on the 20 anticipated service regions, including a map of the desired service regions?

A52. This has been refined down to 4 service regions, one east, west, south and north areas of the city within the current area serviced by Saint John Transit. No extension of service is planned at this point.

Q53. Can the City provide anticipated ridership for the on-demand service?

A53. We don't have that data though we can say, pre-covid, the lines with low ridership provided 25% of the overall ridership of approximately 2 million rides.

Q54. Can Saint John Transit please provide a Fleet list with a breakdown of make, model, year and QTY of vehicles?

A54. The City is procuring 20 new vehicles over the next 5 years in the transforming transit project to electric vehicles.

Q55. Is SJT expecting to have prototyping/piloting provided for the installation of the on-board hardware before proceeding for the full fleet?

A55. Yes, this will be a phased implementation starting in July. Full implementation within 12 months.

Q56. Can Saint John Transit please confirm the number of buses for each day that will be available for install?

A56. 4 or 5.

Q57. Can Saint John Transit confirm non-peak times for install.

A57. Between 10 am and 3 pm weekdays, all evenings and weekends.

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Q58. Is the vendor required to supply a cellular data plan for the devices in the field? It would be a recommendation that Saint John Transit use their existing cellular data plan to ensure a better cost.  
A58. We can use the existing City cell contract.

Q59. Can Saint John Transit describe the transfer rules for transferring from one bus route to another with or without additional fare? Can Saint John Transit provide example(s) of a route transfer?  
A59. There is no fare for a transfer. We are open to vendor solutions to enable transfers.

Q60. Is SJT using a third-party consultant for this RFP and if so can you share who that consultant is?  
A60. None.

Q61. In the RFP document, is there information missing between the end of page 30 and the beginning of page 31? The top of page 31 starts with (3) Payment, is there supposed to be a (1) and (2)?  
A61. Typo, nothing missing.

Q62. On page 21 of the RFP the list is missing number 7. Is this requirement missing or was there an error in numbering the list?  
A62. Typo, error in numbering.

Q63. At the bottom of page 22 of the RFP, item D seems to be an incomplete requirement. Is there additional information missing?  
A63. Typo, the sentence ends at "testing".

Q64. On page 24 of the RFP the list is missing number 1. Is this requirement missing or was there an error in numbering the list?  
A64. Error in numbering.

Q65. Who is your current credit & debit card processor?  
A65. Chase.

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Q66. In the RFP there was no mention of the quantity of Extended Use (EU) cards desired. Could SJT please state how many they would like?

A66. 15,000 to begin.

Q67. Is the vendor to assume that there are no current routers on board the vehicles?

A67. Correct assumption.

Q68. Who is the preferred cellular provider in Saint John Transit?

A68. Rogers.

Q69. What is the make, model and specifications of Saint John Transit's existing cash fare boxes?

A69. Diamond, not involved in project.

Q70. Will an API be available to integrate with Saint John Transit's existing cash fare boxes?

A70. Current fare boxes are not smart

Q71. If an API exists for the existing cash fare boxes, can Saint John Transit provide the details for the API?

A71. None exists.

Q72. Will the existing farebox expose an interface(s) to support a "split payment" transaction using a combination of cash and funds on a card?

A72. If the vendor can supply an override for a driver, then yes, that would enable split payments.

Q73. What network modem(s), router(s), and switch(es) currently exist on each bus?

A73. None exists.

Q74. Does Saint John Transit anticipate the need for further network hardware (i.e. switch, router, modem, etc.) to be acquired and installed on each bus to support the fare collection system to be delivered from this RFP?

A74. Yes, there are currently none on the bus.

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Q75. How Ethernet ports available on each piece of existing networking equipment in each bus?

A75. There is not any network equipment on the bus.

Q76. Is there any need to support any other communication protocols onboard the bus (i.e. J1708)?

A76. No, there is no other communication protocol on the bus.

Q77. What are the required specs for the smart cards? Is there a certain technology that must be used (i.e. Mifare, etc.)?

A77. No, we are open to best solutions being proposed.

Q78. Does Saint John Transit desire QR codes printed on the smart cards?

A78. Open to any solution that would provide a card option for riders.

Q79. Can Saint John Transit provide any minimum specifications on a desired validator?

A79. Open to any solution that would provide best value to the City.

Q80. The requirements in the "Fare Media Processing Requirements" section mention "fareboxes" multiple times and describe functionality on the fareboxes. However, under the intro to Part A, the RFP states "The current cash fare boxes will remain and are not part of the scope of work." In this section, does fareboxes refer to the validators to be provided by the proposer? If not, can Saint John Transit explain what is meant by "farebox" in this section?

A80. yes, this section the farebox refers to validator.

Q81. What is the power specification, especially the voltage range, available to the validators onboard the bus?

A81. 12 volt.

Q82. Is MDT needing to be installed for driver override? Or already existing and connected via network / router?

A82. Yes, will need to be installed.

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Q83. Tagging transactions with a location isn't specified in this current RFP, is it safe to assume a GPS antenna is not needed?

A83. We would like the transaction to be geo-located and open to vendor solutions.

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### CONFIRMATION - RECEIPT OF ADDENDUM

**Upon receipt of this document, fax this page to  
(506) 658-4742 to confirm receipt of this addendum.**

CONSULTANT'S NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

RECEIVER NAME (PRINT) \_\_\_\_\_

RECEIVER SIGNATURE: \_\_\_\_\_