



**QUESTIONS AND ANSWERS  
RFP 24-02 GO901 TICKET VENDING MACHINE**

**SEPTEMBER 27, 2023**

**MATA's RESPONSES FOLLOW IN BOLD**

QUESTION 1

We understand the urgency related to the project timeline. In order to provide the most accurate and comprehensive response, and incorporating agency clarifications within, we respectfully request that the RFP response submission date be adjusted to Friday, October 27<sup>th</sup>.

**MATA will allow the time extension requested and the RFP proposal submission date is hereby changed to October 27, 2023, due by 11:00 AM CST.**

Who is the current TVM vendor (5 FSTVMs and 3 CTVMs) as indicated in the RFP and are these TVMs currently integrated with the American Eagle system? If not currently integrated, will they be or are they going to be replaced as a result of this procurement?

**The TVM vendor who supplied existing equipment is Datamatics, a subcontractor of Americaneagle.com.**

QUESTION 2

Please provide the price proposal Excel spreadsheet and PDF file referenced in the RFP in Parts 5 and 6. None were attached or included that we could find.

**See the link below to download price forms. Note: this link will close on December 8, 2023.**

**<https://matatransit-my.sharepoint.com/:x/p/abest/EXEnEvpaVS9AixTgkqu-zmMBpyW9qqXxvT3LjmfA6wwwmQ?e=F4GvSV>**

QUESTION 3

SECTION A, Part 8 - What is the liquidated damages daily rate?

**Liquidated Damages will be assessed at \$500/day.**

QUESTION 4

Section B, Part 9.1 - Can MATA please confirm that for "TVM Maintenance and Support", the Proposer is responsible for level 1 maintenance (field services) including preventive

maintenance, troubleshooting and TVM repair?

**The proposer will not be responsible for field services. TVM Maintenance and support refers to all software upgrades, patches, telephonic and remote support.**

#### QUESTION 5

Section B, Part 8.1.3 - Please confirm that the equipment to be supplied by the Proposer for training is in addition to the 50 TVMs to be ordered (e.g. the Proposer will supply 52 machines instead of just 50).

**Please provide pricing for a total of 50 TVMs (30 Full Service and 20 Cashless TVMs) as listed in the Price Schedule.**

#### QUESTION 6

Section B, Part 9 - Who will provide maintenance and support for the Mini Fleet Pilot Test, and the period from when the first machine is put into revenue service until acceptance.

**The selected proposer will be responsible until Systems Acceptance**

#### QUESTION 7

- Section B, Part 4.7.2 - What is the difference between a Revenue Journal and a Sales Journal?

**Revenue Journal – Journal lists gross revenue received by each fare product and the associated payment type used i.e., cash, credit/debit, mobile app, apple pay and google pay. For full service TVMs, the journal will also list the number of credit vouchers and amounts issued. The end of the journal will summarize the total gross revenue received, credit voucher amounts issued and the net revenue after adjustments.**

**Sales Journal – Journal lists the number of fare products sold and total amount collected by each fare product.**

#### QUESTION 8

Section B, Parts 18.1.7 and 18.1.8 - Please clarify what information/level of detail is intended in Part 18.1.7 for "Describe the reports that are provided "out of the box", compared to Part 18.1.8, which appears to cover the same topic.

**Section 18.1.7 refers to reports provided in the back office that are not provided from the TVM. Section 18.1.8 refers to reports provided at the TVM level.**

#### QUESTION 9

Section 2, Part 4 - Is the security camera intended to be on the outside of the TVM (to cover the surrounding area) or inside the TVM (to identify who has accessed the machine,

etc.)?

**The security camera is intended to be placed inside the TVM looking out towards the user performing transactions that covers a wide field of view and also captures any vandalism related events.**

**QUESTION 10**

Section B, Part 1, Introduction - Can MATA provide the likely date range when the demonstration will take place, and confirm it will be in person in Memphis?

**The revised dates that demonstrations will take place are November 28-30, 2023, and will be conducted in person along with the proposed equipment in Memphis.**

**QUESTION 11**

Section B, Part 1, Introduction - How much advance notice will MATA give to proposers that they will be asked to give a demonstration, taking into account the time required to ship equipment to Memphis?

**The selected proposer(s) will be notified on or around November 8, 2023. The demonstrations shall take place November 28-30, 2023.**

**As part of this question and answers, please note the following revisions to the remaining schedule dates for this procurement:**

<b>Proposal Due Date:</b>	October 27, 2023.
<b>Estimated Evaluation:</b>	November 8, 2023.
<b>Demonstrations:</b>	November 28-30, 2023.
<b>Demo Evaluation:</b>	November 30, 2023.
<b>Negotiations/BAFO:</b>	December 1-8, 2023.
<b>Agenda Items to Board Secretary:</b>	TBD in December 2023
<b>Board Approval:</b>	TBD in December 2023