



**QUESTIONS AND ANSWERS
RFP 25-01 GO901 TICKET VENDING MACHINE**

MARCH 6, 2025

MATA's RESPONSES FOLLOW IN BOLD

QUESTION 1

Please provide details on the outcome of the RFP released in August of 2023 and why it did not go to contract?

MATA is currently consulting with its General Counsel and will release information that is deemed legally pertinent at the appropriate time.

QUESTION 2

Did you have a consultant assist in writing the RFP? If yes which consultant?

Yes, a consultant assisted with writing the RFP. The consultant was nMomentum.

QUESTION 3

Will you have a consultant assist in evaluating proposals? If yes which consultant?

No.

QUESTION 4

What is your total budget for the project including maintenance years?

Please submit your pricing proposal based on your cost of equipment, labor, and materials that will allow you to successfully execute the proposed scope of work. MATA will not disclose its total budget to maintain the integrity of the solicitation process.

QUESTION 5

VenTek noted that the following statements in the RFP under "TVM Software and Equipment Maintenance and Technical Support"

"The Maintenance and Technical Support shall include, but not be limited to: "

- "Maintenance and support for TVM equipment"
- "Please note that the proposer will not be responsible for field services"

At first review, these statements sound like they may contradict each other

To add clarity, may we have an example for each of these statements?

Here is one scenario that may be the TVM support flow that MATA would like proposers to follow:

Example issue: Bill Jam

Patron calls MATA service call center because the patron reported that “a TVM did not accept a bill”.

- O MATA service call center creates a support ticket and dispatches MATA field technician to remedy the issue.
 - MATA field technician removes the jammed bill.
 - MATA field technician tests a bill transaction to make sure TVM is operational.
 - If it passes the test, the MATA field technician will close out the support ticket.
 - If the TVM still experiences problems and not able to resolve the issue, the MATA technician will contact VenTek support for remote assistance.
 - The MATA field technician and remote VenTek support team fixes the issue.
 - The MATA field technician closes out the support ticket.

Is this example support flow listed above a good example of how MATA would like TVM support to flow?

Yes, this is a good example of work flow.

QUESTION 6

VenTek noted that the following statements in the RFP under “TVM Equipment Warranty”

“The warranty shall commence upon the date of complete TVM acceptance and go-live.”

- May we have a definition of “Complete TVM acceptance” and “Go-live”
- Does “Complete TVM acceptance” precede the “Go-live” date?

The definition of a Complete TVM Acceptance is the completion of final delivery checklist, all issues being completed and agreed upon by both parties, and final written notice of acceptances is issued by MATA. After final acceptance of TVMS, Go-live will commence as well as the warranty.

QUESTION 7

VenTek noted that the following statements in the RFP under “Installation of Ticket Vending Machines”

- “Identification of support needed from MATA”

May we have some guidance about what MATA would be able to do?

Contractor will need to identify what support is needed from MATA on a case-by-case basis. Support provided is contingent upon the issue and if it is in the realm of MATA’s capabilities.

- Is MATA able to transport TVMs from MATA warehouse to the platforms where VenTek will install?

No. MATA will not transport TVMs. MATA requires that the Contractor will transport all TVMs to various sites.

QUESTION 8

Would MATA consider alternate change giving configurations?

Due to this project being federally funded project, any changes would have to fall within the original scope of this project.

QUESTION 9

Can you provide the API Information for American Eagle?

<https://mata-api.mycloudfare.com/api/ui/index>.

QUESTION 10

Would MATA extend the due date?

RFP due date was extended with Addendums 1-5.

QUESTION 11

Installation, what support will MATA provide. Will they transport machines from the warehouse to the platform?

See the answer to question 6.

QUESTION 12

Would you consider alternate approaches to limited use formats?

See the answer to question 8.

QUESTION 13

Ticket Vending Machine Procurement and Project Delivery Schedule - B-8 (page 21)-

Procurement Delivery Schedule

Please confirm dates on the Procurement and Project Delivery Schedule in page 8 of the Section B of the RFP pdf document, due to some of them are on 2023 year, they seems typos, and we understand the urgency related to that project timeline to be all those dates on 2024 instead 2023.

Due to the delays with this project, dates noted in the procurement will be updated and agreed upon with awarded contractor.

QUESTION 14

"TAB 1 -Software" & "TAB 2 - Equipment" sheets – 2&3 – Annual prices for support

Regarding the required unit prices for annual support services, do you request fixed annual prices, or can a scaling criterion with inflationary indices or similar be used and indicated in the offer, so that they apply to the annual support prices?

MATA would request a fixed annual support price.

QUESTION 15

Ticket Vending Machine Design Requirements - B-28 (page 41) - Credit/Debit

Could it be clarified which is the scope of the Proposer and the scope of Heartland on the end to end credit/debit payment flow? If possible, could you provide a diagram explaining this flow?

MATA does not have a diagram available at this time. This section specifically speaks to the responsibilities of the Proposer and what merchant service company works best with their equipment.

QUESTION 16

"TAB 1 -Software" or "TAB 2 - Equipment" sheets - 2 & 3 - Variable Operations Costs

This question is related to question #3. Can be assumed that operational fees from PSP (Payment Service Provider) providing the gateway to support credit/debit card bank payment and Apple Pay/Google Pay at TVMs will be assumed directly by MATA? We have not found on "25-01_Price_Schedule_MATA_TVM_Solution.xlsx" any reference to "Annual Operations Cost" and/or variable annual operating costs.

Yes, this is correct. MATA will be responsible for PSP operational fees.

QUESTION 17

"TAB 5 - Future Expansion" sheet – 5 - TVM Pricing Future Expansion

Regarding the required unit prices for future expansion of Machines, we understand that

prices are for extra machines above the first 50 (30 Full-service vending machines and 20 Cashless vending machines) considered for the basic proposal. Please, confirm.

Yes

QUESTION 18

"TAB 5 - Future Expansion" sheet – 5 - TVM Pricing Future Expansion

Regarding the required unit prices for future expansion of Machines, please indicate for what volume of additional machines and for how many years the prices we must provide on this sheet will be valid. Can an escalation criterion, inflationary indexes or similar be used and indicated in the offer, as a clarification of the prices of future expansions?

The volume for TVM is set at one (1) and pricing must be valid for 60 months or five (5) years as noted on the cost proposal form. The cost must be a fixed rate cost.

QUESTION 19

Attachment I - I-2 (page 105) - Taxes Exemption

Clause "9 Tax Exemption" states: "MATA is exempt from payment of all Federal, State, and local taxes in connection with the project."

Shall this exemption be applicable to the complete providers and subcontractors chain?

No, this is not applicable to contractors and subcontractors. If a contractor is a tax-exempt entity, all documentation, certifications and licenses will need to be submitted with proposal for verification.

QUESTION 20

Attachment I - page 94 – Bond

Please, can you inform if MATA will require a performance bond and/or other type of bonds to be provided to MATA from the awarded company on the contract? In affirmative case, please indicate the total amount and the term expected, if applicable.

No.

QUESTION 21

SECTION A - A-2 (page 7) - Limit of Pages

As per the Section A, page 2, the submission of Responses To Technical Specifications cannot exceed 120 pages.

Also, as per the Section B, page 61, the Proposal Page Limitation and Format could be variable including resumes, Financial Stability and others in response to the seven

sections of the Proposal delivery.

Can you confirm if this second requirement prevails over the first one abovementioned?

The proposal as a whole cannot exceed 120 pages. Section B “proposal page limitations and format” is a suggestion of how your proposal can be broken down and list the total amount acceptable for that section. So between sections 1-4 & 6, you cannot exceed 120 pages. Section 5 will be submitted under separate cover and does not count towards the 120 pages. Section 7, if you have sample agreements to show MATA this will not count towards the 120 pages either.

QUESTION 22

Project Scope - B-7 (page 20) - Quantities of vending machines

As per the Technical Specifications, the approximate quantity of the TVMs shall be 50 that will be a mix of CTVMs and FSTVMs and MATA reserves the right to reduce or increase the quantities of TVMs as required.

Can we considered that a minimum of 50 of FSTVMs and 30 CTVMs have to be provided?

MATA will keep the quantity requirements as is and will retain the right to select and negotiate a partial solution proposed by the proposers if it deems it is in the best interests of the agency.

QUESTION 23

Ticket Vending Machine Design Requirements - B-21 (page 34) - TVM Control System

This section states the system should be able to:

- Post messages on real-time on the TVMs.
- Include complete on-line TVM network capability with remote TVM status monitoring, automatic polling for sales information, a complete audit and accounting system, ability to remotely command TVMs to restock and self-diagnose, ability to remotely modify operating parameters.

Per the above, we understand the scope of the Proposer should include a 'TVM Backoffice' that allows to monitor and configure remotely the TVMs. Could this be confirmed?

The Vendor or their technical support team shall be able to configure and monitor the TVMs remotely.

QUESTION 24

Project Scope - B-7 (page 20) - SaaS model and hosted server

This question is related to question #12. In case a 'TVM Backoffice' should be part of the scope, should it be quoted with an on-premise approach or could it be hosted on Cloud?

MATA requires the system be hosted in the cloud.

QUESTION 25

Ticket Vending Machine Design Requirements - B-28 (page 41) - TVM Control System

This section states TVM should communicate with DTS and Back-office as well as for device monitoring purposes.

On the other hand, on section TVM Application Interface Applications (B-31 -page 41), it is mentioned TVMs should interface with the CMRS to access to the Account Based Back-office and also for the Device Monitoring service. But there is no reference to DTS.

Could MATA clarify the communications/interfaces to implement on the TVM with the different modules/systems mentioned (CMRS, DTS, DCTS,...)?

The TVM application needs a way to communicate to our back-office (CMRS). Any actions done on the TVM needs to go to the CMRS via an API.

QUESTION 26

Ticket Vending Machine Procurement and Project Delivery Schedule - B-8 (page 22) - Procurement Delivery Schedule

According to the Procurement Delivery Schedule, the TVMs delivery should start on Jan-2026 but the TVMs installation should be completed no later than Dec-25. Could that be clarified?

The TVMs will not all be installed all at one time, they are being installed in conjunction with MATA's BRT or Memphis Innovation Corridor project. As portions of this project are completed, TVMs will be installed. In conjunction with the successful proposer will develop an installation schedule.

QUESTION 27

SECTION C - page 94 - NO RESPONSE Form

As per our understanding, it is no required to submit the NO RESPONSE Form if we are submitting a proposal. Please confirm.

All forms are required to be submitted with proposals, If the form does not pertain to you, then mark the form with "N/A" and submit with all other forms.

QUESTION 28

Evaluation Criteria and Weight Values - page 72 - Evaluation Criteria and Weight Values

for DBE Participation

Could you please indicate how DBE Participation (5 Points) will be evaluated, taking into account that MATA has established a 0% DBE goal for this contract, as stated in SECTION A-5.

The evaluation criteria will now read as follows.

Part 1 – Technical/Functional Requirements	35
Part 2 – Qualifications (Experience, Satisfaction of Previous and Current Clients and Technical competence	15
Part3 – Project Management Plan	10
Part 4 – Staffing and Project Organization	10
Part 5 – Cost and Price	20
Part 6 – Financial Stability of the proposer	5
Required Information Submittals	5
Step 2 Phase - On-site and/or Virtual Demonstration	50
	150

QUESTION 29

REQUEST FOR PROPOSAL - Page 1 - Time extension request for response submission

Considering the significant amount of documentation to properly provide the most accurate and comprehensive response, incorporating MATA clarifications within, we respectfully request that the RFP response submission date be extended 3 weeks, to Tuesday October 29th.

See the answer to question 10.

QUESTION 30

Will MATA release answers to questions as an Addendum so that they are incorporated into the final contract?

The questions and answers will be released as an addendum labeled Q&A.

QUESTION 31

Can MATA please confirm that for "TVM Maintenance and Support", after Final Acceptance, MATA is responsible for level 1 maintenance (field services) including preventive maintenance, troubleshooting and TVM repair?

MATA is currently using Comserv for our level 1 maintenance and support on our TVMs.

QUESTION 32

Given inflation trends, can MATA please revise the TAB 5 sheet of the price schedule to allow for different pricing per year for the 5 year period?

The Language on Tab 5 of the price proposal will now read as “Proposer guarantees the pricing will be valid for 24 months”. MATA will get quotes for additional machines as needed and MATA reserves the right to go into negotiations for any additional machines beyond the 24 month point. See the revised price sheet. [25-01 Price Schedule MATA TVM Solution - revised.xlsx](#)

QUESTION 33

Bidders cannot predict cost increases 10 years into the future, and costs are no longer stable as they have been in the past. Can MATA modify TAB 1 of the price sheet so that pricing for option years is the Year 5 price plus an adjustment based on changes to the Consumer Price Index?

MATA agrees to amend price sheet for optional years to read the fifth base year cost plus CPI adjustments. See the revised price sheet. [25-01 Price Schedule MATA TVM Solution - revised.xlsx](#)

QUESTION 34

Can you please confirm that MATA will provide the SIM cards and purchase a cellular service plan separate for the 5G cellular communications required for the TVMs?

Yes, MATA will provide the SIM cards and purchase a cellular service plan for the 5G cellular communication required for the TVMs.

QUESTION 35

Can MATA please confirm that for all functions related to the GO901 cards and app are to be carried out in accordance with the AmericanEagle APIs.

Yes.

QUESTION 36

Can MATA please confirm that if AmericanEagle.com APIs do not support some or all of the functionality described in the RFP, MATA will contract with AmericanEagle.com to modify and test the APIs as needed to provide the required functionality?

Yes.

QUESTION 37

If the APIs are changed, will the Bidder/Contractor be requested to provide a quotation for the revisions to the work required to use the changed APIs?

Yes.

QUESTION 38

Can MATA confirm that sending email receipts is an AmericanEagle.com function not a TVM system function (since they store the transaction records as well as the account information such as email addresses)?

Yes, American Eagle will send email receipts to existing accounts, not anonymous accounts.

QUESTION 39

Please advise if English and Spanish will meet the multi-language TVM capabilities? If other languages are required, please provide the number of languages (in addition to English) to be supported.

Yes.

QUESTION 40

Please advise if the term "Cyberlock" is referring to a specific brand of electronic keys, or is being used a generic term (e.g. other supplier of e-lock systems will be acceptable).

This is not referring to a specific brand of electronic keys and is use as a generic term.

QUESTION 41

Please confirm that the Cyberlock requirement applies only to the TVM door.

Yes. Only to TVMs doors!

QUESTION 42

Please modify the requirement to connect to Heartland as MATA's merchant acquirer to also allow the use of other acquirers.

MATA at this time is using Converge (First Horizon) and may be open to other acquires.

QUESTION 43

Please reduce the capacity of the card stacker to 400.

MATA will reduce the capacity to 800 cards from 1500 smart tickets as required in Section 20.1 Smartmedia Issuance.

QUESTION 44

To take full advantage of the TVM's capabilities, please allow for the use of alternative ADA compliant interfaces instead of simple physical buttons.

Proposer shall list alternative ADA compliant interfaces as optional item. Optional items proposed by potential proposers will not affect MATA's evaluation criteria.

QUESTION 45

Please advise if the UID on the GO901 card will be accessible without requiring authentication or the use of a SAM.

All cards will not be accessible without the use of SAM. All cards will have to be programmed/validated with SAM.

QUESTION 46

Please confirm that language applications will be acceptable instead of static language resource files to meet the multi-language capability requirement.

Proposer shall list language applications as an optional item. Optional items proposed by potential proposers will not affect MATA's evaluation criteria.

QUESTION 47

Under "Training", please note the reference to "Intelligent Transportation Systems". Can you please confirm this should be "TVMs"?

Yes it should be TVMs.

QUESTION 48

Please confirm that TVMs needed for training are included in the TAB 2 equipment quantities, and do not need to be priced separately.

Yes

QUESTION 49

Please confirm that MATA shall provide editable site drawings that the Contractor can mark up to indicate the location of the TVMs.

Yes, MATA will provide editable site drawings that the Contractor's can mark up to indicate the locations of the TVM's.

QUESTION 50

Please modify the succession plan requirements to clarify that given the software is

provided as a service, on termination, MATA will not have rights to use the software. An on-going software subscription and support agreement will be required.

MATA does understand that if the contract is terminated, MATA understands that an on-going software subscription and support agreement would be required.

QUESTION 51

Will Memphis Area Transit Authority consider a powder coated steel alternative in place of stainless steel for the TVMs? This alternative would be significantly less expensive for MATA.

Yes!

QUESTION 52

To provide MATA with an accurate price related to the effort of integrating with your current back-end system, would MATA be willing to provide a contact person at American Eagle?

Yes. Upon request.

QUESTION 53

Due to the scope of the project, we would like to request MATA a two-week extension from the original October 8th due date so we and other vendors can put together a comprehensive and holistic solution for MATA.

See the answer to question 10.

QUESTION 54

MATA states that the agency currently has 8 TVMs, could MATA please provide the name of the current supplier of TVMs and screenshots/examples of the user interface so we can ensure delivery of the customer experience MATA has in mind?

American Eagle / Datamatics are the suppliers of the current TVMs. A picture of the user interface is attached hereto.

QUESTION 55

Will MATA consider a TVM without coin escrow? We believe coin escrow is not required since the coins can go directly into the coin recirculation system; this will make the TVM less expensive and less prone to errors generated from coin escrow.

Yes

QUESTION 56

On page 28 of the RFP, MATA states that the TVM should be capable of issuing smart cards; does MATA want the TVM to be capable of simultaneously issuing fanfold and roll stock alongside smart cards? Or can these issuing capabilities be available individually?

Not individually! They should be issued simultaneously. (Only Smart Cards and rolling stock, no Fanfold.)

QUESTION 57

Can the agency provide the specifications of the 8 units that are already purchased? (dimension, list of components, UI, ...)

Dimensions (H x W x D) 1985 H X 960 W X 700 D (mm). See attached FSTVM/CTVM specifications

QUESTION 58

Can MATA provide the list of APIs and documentation (if available) for the back-office integration?

See the answer to number 9.

QUESTION 59

What are the expectations from the “demonstrations”? Do we need to bring a functional TVM to the site for an in-person demo or can this be done in-person but through recorded videos?

The demonstrations can be done in person through recorded or live videos. Vendors need to ensure that the video is clear and all aspects, options, etc., that are noted in the proposal can be viewed. MATA may request a more detailed video of the products being offered and how they function if the original viewing is not sufficient..

QUESTION 60

Can MATA provide more information regarding the “Mini Fleet Pilot Test” expected in Oct-Nov 2025? How many units for the pilot? Is the expectation to have the back-office integration completed as part of this pilot?

For mini fleet pilot test 3-5 units are needed for the pilot and they should be connected to the back in order to demonstrate full functionality. (Will need a group discussion on this as well.)

QUESTION 61

Is there a specific payment service provider required?

The current service provider is Converge (First Horizon). MATA requires proposers to use MATA's current payment service provider.

QUESTION 62

Section B Maintenance, Support, Warranty and Service Level - B-9 (page 41) Scope of Field Services - In section 'Maintenance, Support, Warranty and Service Level', the following is stated "Please note that the proposer will not be responsible for field services". Could MATA clarify the scope of those 'field services'? Do they include the maintenance activities on the field for the TVMs (repairs, preventive maintenance)? In case the proposer is not in charge of that 'field maintenance activities for the TVMs, could MATA clarify the scope of the 'Equipment Response and Resolution'?

See the answer to #5.

QUESTION 63

Section B Maintenance, Support, Warranty and Service Level - B-9 (page 44) Spare Parts - In section 'Spare parts', the following is stated "The Proposer must provide the spare parts lists, and equipment requirements and pricing for this section. MATA requires Proposer to lock in the price of all spare parts for a period of three (3) years". Could MATA clarify its meaning? Does it mean the proposer should lock for a period of 3 years the price of the spare parts? Or does it mean the proposer should quote the quantity of spare parts required for a 3 years period?

In addition, it is our understanding that the item "Equipment Warranty" should include the Spare parts used for (warranty covered) repairs and replacements. Could MATA confirm if that is correct?

MATA requires a locked in cost/price of spare parts for the three years along with an on hand qty, to avoid any delays.

Yes, MATA will need a warranty for spare parts that will take effect after installation of said spare part.

Pictures for Question 54.







GO901

The GO901 TVM interface is divided into several functional sections:

- Coin Section:** Features a coin slot with denominations 5¢, 10¢, and 25¢.
- Bill Section:** Includes a bill acceptor with denominations \$1, \$2, \$5, \$10, and \$20, and a return bill slot.
- Credit / Debit Card Section:** Contains a card reader, a PIN pad, and a contactless tap area for credit/debit cards.
- Navigation:** A central touchscreen and two vertical columns of buttons numbered 1 through 12.
- Bottom Panel:** Includes an audio jack, a QR code scanner, a collection tray for tickets, and a TAP GO901 CARD contactless payment area.

MATA
MEMPHIS AREA TRANSIT AUTHORITY



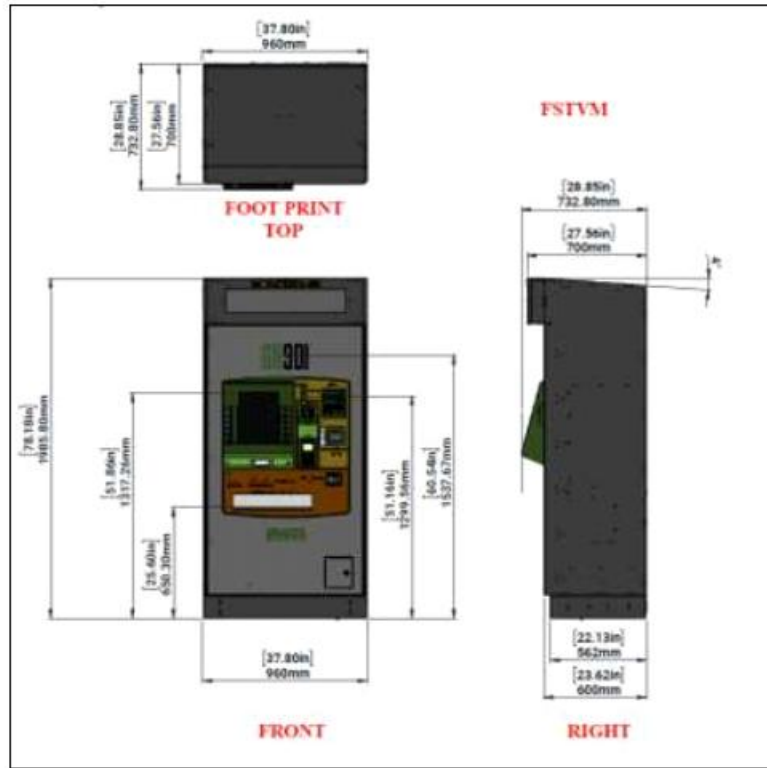


Figure 2-2: Ticket Vending Machine

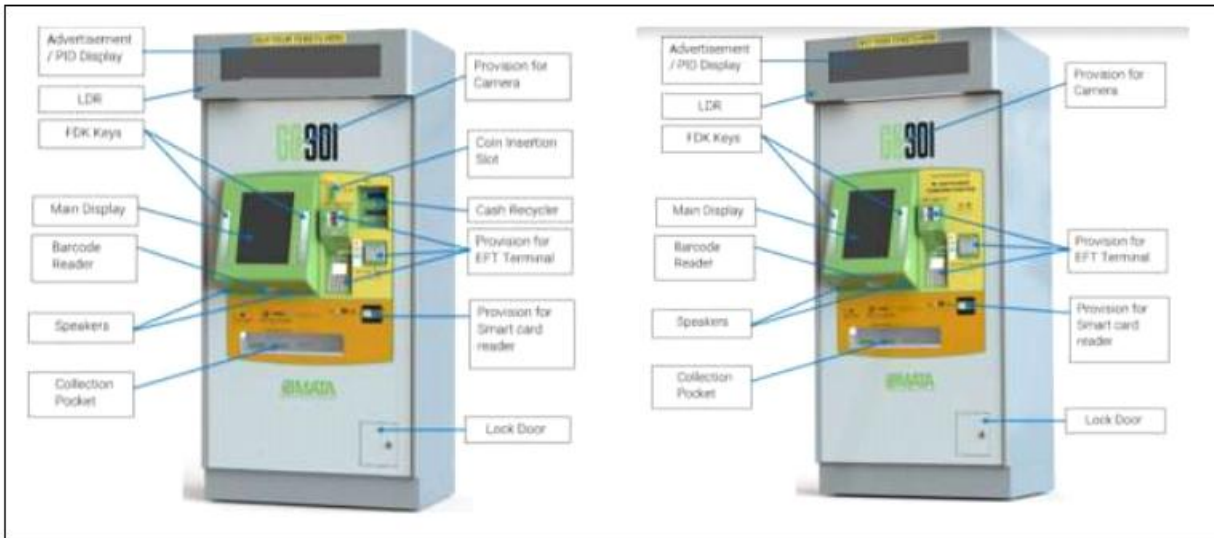


Figure 2-3: FSTVM and CTVM overview

2.1 Color Design

All the sticker design and colour will be used as per the approval by the employer. Stickers highlighting major functions of FSTVM/CTVM will be designed with Braille

2.2 General Parameters

General parameters of the device are listed in below table:

Parameter	Value
Type	FSTVM
Dimensions (H x W x D)	1985 H X 960 W X 700 D (mm)
Material	Stainless Steel 304
Weight	450 Kg Approx.
Power consumption (estimated)	750 W (Peak)
Power	Input: 110VAC & 10A /220VAC & 5A (This is highly dependent on UPS selection for USA needs)
Mains frequency	Input: 60 Hz / 50Hz (This is highly dependent on UPS selection for USA needs)
Heat load (estimated)	Refer attached sheet for you reference to consider / addition if any
Operating temperature	0°C to 50°C
Storage temperature	-10°C to 65°C
Humidity (no condensing)	Minimum 0%, Nominal 65%, Maximum 90%
Internal ventilation	Cooling Fans
Maintenance access	Front Side
Communication interfaces	Ethernet
Design life period	5 Years

Table 2-1: General Parameter

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Table 2-1: General Parameter