



## Addendum #2

April 13, 2020

Dear Respondents. This Addendum supersedes information contained in the Request for Information (“RFP”) to the extent referenced.

This Addendum forms part of the RFP documents and will be subject to all of the conditions set out in the contract conditions.

This Addendum contains five (5) pages

### Pre-Bid Conference Questions and Answers:

1. In respect to hardware - do you require hardware to be retro-fitted to the older/existing fleet?
  - ANS> RLT - There is no hardware now except for a vault to collect tickets, tokens and cash. The new digital fare media is for the entire bus and ferry fleet.
2. In Annex E, point 1.3, Please elaborate what is meant under accounting and administration terminals?
  - ANS> RLT - If backend is cloud-based and the DFM is account based there will be an administrative interface for DPT to access fare media sales and accounting data. There needs to be a portal for DPT administrative access, separate from the customer facing platform.
3. Page 12; section 3.1.8: You mean as an example, the ferries can be assigned to one proponent and the buses to another one?
  - ANS> RLT - No, there are 12 ferries running five routes and 100 buses. There will be one system for both.
4. Do we have to install Gates in the Ferry Entrance?
  - ANS> RLT - This is not a requirement that the Government is making; digital validation alleviates the need for physical gates. If there are physical gates required for queueing this will be managed separately.
5. Is there a guideline budget for the project, and what is the anticipated delivery date?
  - ANS> RLT - There is no budget ceiling. The purpose of the RFP is to understand appropriate pricing. It could be there is a tiered solution with a competitive price to meet the minimum requirements and additional pricing for add-on components. Regarding the timeline, it is as soon as practical. See estimated contract date in the RFP.
6. In respect to the aspect Mr. Dill stated earlier, 3 business days for rectification?
  - ANS> RLT - Yes, three business days for noncompliant bids to become compliant.



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7. The RFP mentions that operational issues are important, yet these are listed as options. Is fulfillment of the options taken into consideration when evaluating price and technical rankings?
  - ANS> RLT - We want a future forward solution. The requirements are stipulated. Open systems that offer additional operational benefit or can be easily integrated with other systems will be viewed favorably.
8. How is the [Fare Media] selling process done? Is there any equipment involved currently? (i.e. POS, Vending machines)
  - ANS> RLT - There are currently no ticket vending machines. There are points of sale where staff sell tickets/tokens.
9. Will cash continue to be accepted as payment and do you envisage withdrawing acceptance of cash in the future?
  - ANS> RLT – Reference the RFP. The new system should initially allow for the continued use of cash; however, it is intended to phase out cash. For example, the use of barcode printed tickets.
10. Is there any specific Compliance requirement on Hardware that can used for the project?
  - ANS> Will answer this in a later addendum.
11. Can the government please provide the payment acquirer currently used for its credit card payment solution?
  - ANS> MRP - Will answer this in a later addendum.
12. Will you provide after the meeting all questions and answers in one single file?
  - ANS> Yes
13. In respect to the 3.1.8 "no guarantee of volume of work or exclusivity" can you elaborate on this aspect with example?
  - ANS> RLT - The Government reserves the right to engage multiple vendors and there is no promise of work for those who submit a bid.
14. Is it mandatory to have a Bermuda entity or Local representative for making a proponent eligible?
  - ANS> AD - It's not mandatory, but it is a factor in the scoring.
15. Annex E, 2.0, mentions that the ticketing system must be PCI compliant for credit cards encryption?
  - ANS> Payment Card Industry Level 2 Compliance.
16. I assume you are referring here to PCI-DSS certification?
  - ANS> Correct. Payment Card Industry Data Security Standard



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17. Can you describe the current ticketing processes for ferries and buses (how people usually pay their fare now)? the actual process of payment. do you plan to change this scheme?
  - ANS> Fare media is currently purchased in person from authorized vendors and manned sales kiosk at the bus and ferry terminal. Fares are purchased using cash, credit or debit cards. The payment system is subject to change based on the preferred DFM solution.
18. Shall we also consider the payment transaction processing as a part of our solution/services? And what are the required payment schemes, such as Visa, Master, Amex etc.?
  - ANS> MRP - Government currently accepts MasterCard and Visa so that is expected. Government will need to work with local banks and the preferred vendor for the best scenario.
19. and also assume that the Payment processing system has to be PCI-DSS certified not the ticketing system itself?
  - ANS> Correct.
20. Can the hardware and software be awarded to different proponents?
  - ANS> RLT - each bid must meet the minimum RFP requirements to be compliant. The lead proponent may partner with a sub-entity and it will be treated as one proposal.
21. Is it mandatory to have a Bermuda entity or Local representative for making a proponent eligible?
  - ANS> See Question 14. above
22. What is the expected implementation timeline after the contract signing?
  - ANS> RLT – Per the RFP, the vendor must stipulate their delivery timeframe from contract signing to commissioning.
23. As per Page 10 of Annex F - "School students receive a transportation pass from the school and require to show to the operator". What will be the student cards be as per the RFP?
  - ANS> RLT -There are several categories of concession riders including students, senior citizens, and monthly passes. It will be for the bidder to provide a solution.
24. In Annex E, section 2.1, "Include versions for iOS and Android operating systems open and available in the Bermuda region." Does this indicate that you are requiring that the field applications are to be phone or tablet based?
  - ANS> RLT - It is expected there will be an account-based platform that users can subscribe to and procure fare media. Bermuda has a high transient population (tourists) making a digital platform significant.
25. What are the certifications required for the solution (PCI DSS), which versions?
  - ANS> The solutions must be PCI DSS Level 2 compliant.
26. Will we get an attendee list for this pre-bid meeting?
  - ANS> AD - No, that will not be provided.



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27. Can the government please distribute the attendee list for this pre bid conference as part of an addendum?
  - ANS> AD - No, that will not be provided.
28. Are we able to propose an acquirer for the solution as an alternative to the Government's current acquirer?
  - ANS> MRP -Will answer this in a later addendum
29. To be deemed an eligible proponent for this RFP, were or are you required to have submitted to the RFI from Nov 2018? Or is this RFP now open to all proponents that respond to the RFP?
  - ANS> This is an open RFP with no requirement for previous RFI response
30. Which portions of the source code are required to make available?
  - ANS> To be determined based on the preferred solution.
31. Are you able to provide some statistics on transportation in Bermuda? How many journeys are undertaken per annum? How many Passengers do you have per annum? What is the total annual revenue from ticket sales?
  - ANS> RLT - Will answer this in a later addendum.
32. Both Annexes F and G are the same document. The fare structure for buses is missing. Can this be provided?
  - ANS> DP - Annex F and G were corrected and Bus Fares can be found in Annex F. Be sure to check the [RFP Site](#) on a regular basis to ensure you have the latest updates.
33. Just to note, it would be very important to address the topic as mentioned here previously about the payment processing, ticketing system and acquiring. For example, to integrate new acquirer (local bank) requires large amount of work and resources and bank also has to be aware what it means to integrate public transit contactless payments processing. I even suggest to have an additional workshop on this or at least take this into account.
  - ANS> Noted, thanks.
34. Do you plan to have ticket inspection service?
  - ANS> RLT – The DFM solution is expected to validate digital tickets, thereby not requiring a manual ticket inspection service.
35. How is the hardware evaluation planned? Will it be physically inspected and certified? This is with reference to the current restrictions?
  - ANS> RLT – TBD subject to developments with the COVID-19 pandemic.
36. Annex E, 2.1 states that all system updates are included at no additional cost. We assume this does not apply for customer (Bermuda) specific developments?
  - ANS> RLT - If a proponent has a condition, it should be clear in the pricing structure.



GOVERNMENT OF BERMUDA  
Ministry of Tourism and Transport

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37. Where are the on-board buses validators to be installed?
  - ANS> RLT – TBD, subject to the preferred solution.
  
38. What is the intended functionality of this sentence? “Ability to purchase multiple fares onboard with a single tap would be advantageous”?
  - ANS> RLT – With some systems a multi-tap could signal an error with the credit card company; however, it may be a family (say two adults and two children) who wish to purchase four tickets in a single transaction. Bermuda is aiming for frictionless transport so locals and visitors can navigate the Island as easily as possible.
  
39. Are there any particular requirements regarding validator signaling? leds, pictograms, audio, screen sizes, and so?
  - ANS> RLT - Government is not prescribing what the system should be.
  
40. How many vendors are currently participating on this RFP process?
  - ANS> Not known, and will not be shared
  
41. Buses single or double entry/exit? What's split?
  - ANS> RLT - Buses have a single, forward door for both entrance and exit.