

Appendix D

IFB No. V-2552

Questions and Answers

Item#	Question	Answers/ Remarks
1	Considering we have not yet received the price sheet, can we request an extension on questions? Can you please advise on when you expect to send the price sheet out?	IFB Due Date is extended.
2	Can you please clarify section C. Documentation in Appendix B? The level of complexity for these documents is not typically provided with a proposal submission. Additionally, the information in the RFP is not sufficient to create such documents.	This is an Invitation for Bids (IFB). All requested documents are in accordance with FTA guidelines for IFB.
3	Requirement: 11. Optionally, the fare box shall deploy a barcode reader that will record alternate barcoded payment types, such as a mobile app, and be recorded by the operator using the provided keypad. The reader will also accept bar coded paper transfers. Question: Please clarify whether this printer shall be included in the base price of the farebox or priced separately as an option.	NICE requires a Printer for the Farebox, so please include a printer in your base price; it's described elsewhere in these specifications.
4	Requirement: 11. Optionally, the fare box shall deploy a barcode reader that will record alternate barcoded payment types, such as a mobile app, and be recorded by the operator using the provided keypad. The reader will also accept bar coded paper transfers. Question: Please list the software functionality that is required and to be included in the base proposal and the functionality that shall be priced separately as an option. Please provide relevant details pertaining to integrations and use cases.	Barcode function should meet the specification. Additional barcode functions will be offered as a price sheet line item.
5	Requirement: The proposed fare box system shall be able to produce audible signals received from the On-Board Validator (OBV) through the IVLU (e.g., Please Show ID' and invalid warble). Question: The specification requires the farebox to produce audible signals received from the On-Board Validator (OBV) through the IVLU (e.g., Please Show ID' and invalid warble). It also requires the OCU to display messaging received from the IVLU through the J-1708 cable. Please (1) clarify physical communication (Ethernet or J-1708/1587), (2) a list of messages that shall be covered, and (3) the Interface communication specifications in case non-standard protocols are used (e.g., anything outside standard J-1708 or ITxPT).	(1) We accept ethernet as well as J1708; (2) Remove messages from this specification. (3) All standard connections.
6	Requirement: The proposed fare box system shall be able to produce audible signals received from the On-Board Validator (OBV) through the IVLU (e.g., Please Show ID' and invalid warble). Question: Please clarify which validator you are referring to as it is our understanding there is no required integration with Cubic.	The requirement is to produce audible signals received from the On-Board coin Validator (OBV) which is a component of the propose farebox

7	<p>Requirement: The proposed fare box system shall be able to produce audible signals received from the On-Board Validator (OBV) through the IVLU (e.g., Please Show ID' and invalid warble). Question: Please define the IVLU and the interface and use cases required to meet this requirement.</p>	<p>IVLU = Integrated Vehicle Logic Unit interfaces are internal to the farebox and shall be defined by the farebox design; use cases for the audible signal is a coin jam described in the section. DELETE the "e.g. Please Show ID' and invalid warble"</p>
8	<p>Requirement: When the coin bypass is activated, optional electronic farecards shall continue to be accepted, registered, and processed in a normal manner. Question: Please identify media and encoding specifications of those fare cards, and associated fare products respectively tokens as applicable.</p>	<p>Specialized fare cards for reduced fare including seniors, students, disabled and other NICE programs shall be verifiable by bus driver. Each will be activated by a programmable key one the keypad.</p>
9	<p>Please list the software functionality that is required and to be included in the base proposal and the functionality that shall be priced separately as an option and provide relevant details pertaining to integrations and use cases.</p>	<p>Required functionality is described in the IFB tech specifications document, satisfying the requirements described herein, will provide the base software functionality.</p>
10	<p>Requirement: 7. The successful Contractor shall be responsible for system security and firewall protection with the use of wireless communications. Contractor's cybersecurity plan Project Manager. Question: Is the last sentence incomplete? What is the requirement?</p>	<p>Change sentence to: "The Contractor's cybersecurity plan shall require approval from NICE's Project Manager."</p>
11	<p>Requirement: The fare box system shall permit the logon and activation of the fare box using an optional smart card-based Employee ID. Operator ID may be entered via the keypad as well as using the optional smart card. This type of successful logon shall activate the CAD/AVL. Question: It was said during the on-site meeting that this requirement would be removed. Is that still the case?</p>	<p>Yes, it has been removed.</p>
12	<p>Requirement: The fare box system shall permit the logon and activation of the fare box using an optional smart card-based Employee ID. Operator ID may be entered via the keypad as well as using the optional smart card. This type of successful logon shall activate the CAD/AVL. Question: Is this employee ID to be provided by the Contractor, or is it an existing ID at NICE? In latter case, please identify media and encoding specifications. Please clarify whether hardware and software to perform this function shall be included in the base price of the farebox or priced separately as an option.</p>	<p>The requirement for an ID card was removed.</p>

13	<p>Requirement: NICE has deployed the Clever Devices AVL system for its fixed route fleet. The Clever Devices IVN supports single point log on to other on-board systems including the fare box. Single point log-on is a critical component of revenue collection and backend reporting. Data entered by the operator at the start of the assigned run shall be applied to rules defined by NICE. The rules with the trip data determine free transfers between routes and certain discounts. The successful vendor shall develop software to apply these rules to the fare box. The fare rules will be provided for purposes of programming. Question: Item 1 in this section states that the operator can logon via the CAD/AVL system (standard SSO function), whereas item 5 suggests that the operator can log on via the farebox which in return will log-in the driver at CAD/AVL. Please clarify.</p>	<p>Log on directly to farebox is under the condition that the CAD/AVL is not functioning. We do not expect logging into the farebox to log onto CAD/AVL.</p>
14	<p>Requirement: 2. There will be a period of parallel activity between the current farebox system being phased out and the new fare box system being installed and activated. The contractor and NICE Operations shall consider that new fareboxes will not accept the MetroCard, a current staple of the NICE system. Installation and rollout plan shall consider that in the transition. Question: Is the last sentence incomplete? What is the requirement?</p>	<p>To clarify, the installation plan shall consider the sunset status of the MetroCard.</p>
15	<p>Equipment to be delivered requires 325 Modules for printing transfers and other magnetic stripe media. We could not identify requirements for magnetic media in the specifications. Please clarify.</p>	<p>Media requirement only for printed transfer.</p>
16	<p>Please provide a contact for the Masabi integration.</p>	<p>Lindsay Richardson Senior Account Manager Mobile: 410-251-0723 Email: lindsay.richardson@masabi.com</p>
17	<p>How many copies of the proposal should be mailed?</p>	<p>This solicitation is an Information for Bid - Not a Request for Proposal, so one copy of the price sheet and all supporting documents as specified in the IFB are required at time of bid due date.</p>

18	Would the agency prefer proposers provide narrative content to support required forms? If so, is there a preferred organization of proposal sections and content?	Transdev Services, Inc. dba NICE Bus is not an Agency, we are a private contractor to Nassau County. This solicitation is an Information for Bid - It is NOT a Request for Proposals, so Proposal Narrative is not required.
19	Per section IV.A.2 of the Appendix B Technical Specifications, can the part-time maintenance advisor assigned to NICE be remote or are they required to be onsite?	Remote is acceptable.
20	How many hours per week are expected from this role?	The part-time maintenance advisor should plan on spending 15-to-20 business hours per week (remotely and/or on-site, as required) for a period of 3 years.
21	Should we provide a sample contract with the proposal, or would this be requested after award?	No sample contract is required, for the NICE Bus IFB solicitation document/package, along with all of its T&C's, attachments and Addenda will comprise the resulting Contract.
22	Assuming that a removable/mobile bin is provide with each of the 3 vaults, how many additional removable/mobile bins should be included in the price?	The price should include 15 additional removable/mobile bins, for a total of 18 bins.

23	Section "E. Training" asks for a mobile farebox. Please confirm that this should be included in the price.	Added line item to price grid for 2 training fareboxes [they have 2 now] and amended Deliverables Training section III/E para 6: From: The successful Contractor shall provide a mobile fare box mounted on a device that allows the trainers to easily roll it into training or demonstration settings and power it up with a standard 110 VAC wall outlet. To: The successful Contractor shall provide two (2) mobile fare boxes mounted on a device that allows the trainers to easily roll each into training or demonstration settings and power it up with a standard 110 VAC wall outlet.
24	Section "A. Warranty and Required Performance" bullet 3 ask contractor to "perform a quarterly health check of the fare box system" and that this "shall include preventative maintenance and repairs". Does NICE want the bids to include 4 on-site visits per year (total of 12) for firms to perform preventative maintenance and repairs? Or can firms review data and provide recommendations to NICE?	The quarterly health checks shall be data based and include recommendations for ongoing maintenance. Preventative maintenance will be a NICE function; a checklist is a requirement as a deliverable report.
25	We do not view this as a construction or facility improvement project nor will we have a subcontract greater than \$250,000. Are we required to submit a 5% bid bond?"	No Bonds of Any Kind are required for this non-construction-type IFB. Delete from IFB.
26	After review of the prevailing wage categories, we did not find any that fit the scope of services (installing/replacing electronic equipment on buses and replacing the revenue equipment in garages) that we're providing. If prevailing wages are to be used for this work, can NICE identify the appropriate category to use?	No prevailing Wages are required for this non-construction type IFB. Delete from IFB.
27	Can NICE provide an excel file listing each bus type (year, make, model) that is to receive a farebox?	Provided. Please see attached Appendix C.
28	Please confirm the length of the hardware warranty. Section "A. Warranty and Required Performance" bullet 1 asks for 3 years following the date they are used in service.	The length of the hardware warranty is 3 years.

29	Please confirm the number of years of software subscription, software maintenance, and technical support services should be included in the price. Section “A. Warranty and Required Performance” bullet 5 references 5 years.	No change.
30	Please clarify when the software subscription, software maintenance, and technical support services should begin. Section A. Warranty and Required Performance” bullet 5 states this should start following the warranty period which ends 3 years after the system is put in service. Section “I General Information, A. Scope, bullet 3 refers to a five-year term from execution. Typically, this period would begin when the system is put in service.	The warranty period and the software subscription, software maintenance, and technical support services shall commence fleetwide at NICE's sign off on the complete installation of the fleet. Services shall be provided to individual buses prior to that date.
31	Can you describe how the “buyback” option described in “I General Information, A. Scope, bullet 2” would work?	Not an option. Remove from IFB.
32	How many Portable Data Probe Systems should be included in the price?	Zero. No Portable Data Probe Systems are in the requirements
33	Technical Integration & Onboard Communications/ API and Software Compatibility: Section II.G.1 and II.G.2. Describe requirements for integration with Clever Devices IVN4 and IVN5 systems for single-point logon. Will NICE provide the full message structure, API documentation, or specific SAE J-1708/J-1587 protocol requirements to ensure seamless data transmission between the new farebox and the existing CAD/AVL system?	Please contact Clever Devices strategic account manager Thomas Standley at tstandley@cleverdevices.com, phone# 516.310.0685
34	Probing Process Infrastructure: Section IV.F.3 requires a "parallel process of probing" where the new system operates simultaneously with existing Cubic 2000 receivers and vaults. Can NICE clarify the specific space, mounting, and power availability at the Mitchel Field facility to support this dual setup without disturbing daily maintenance activities?	Location details and power availability were presented during the site tour. Existing power grid shall be sufficient. Details can be discussed post -award.
35	Deployment and Installation Logistics/ Phased Rollout Schedule: The deliverables list includes 325 farebox units. Is there a preferred phased rollout schedule (e.g., a specific number of bus installations required per week) to ensure project completion within the five-year contract term?	NICE would want to start installations for no more than 30 days following delivery of equipment and complete installation of approx. 280 buses within 3 months thereafter. The 5 years is the period of the contract.

36	After-Hours Access: NICE operates on a 24/7 schedule and requires accommodations outside of standard business hours for installations. Will NICE provide a dedicated point of contact or facility access protocol for "after-hours" installations to ensure safety and security?	Yes, NICE follows a strict safety and security protocol with 24x7 security and management present at all times.
37	Financial and Pricing Clarifications/ Buyback Valuation: Section I.A.2 requests a "buyback option amount per unit" for existing Cubic 2000 equipment. Is this buyback amount a mandatory component of the total bid price evaluation, or is it an optional credit to be negotiated post-award?	Not an option. Remove from IFB.
38	Future Purchases Escalation: Section I.A.3 allows NICE to purchase additional units at the "contracted price" during the 5-year term. Given potential inflation, will NICE allow for an annual Consumer Price Index (CPI) adjustment for these optional future purchases?	Is this a team or procurement question? Do we answer yes or no, and if yes do we indicate which index they must use?
39	Project Budget: Can NICE provide an estimated project budget or the approved funding limit for this Farebox Replacement Project to assist bidders in tailoring their technical solutions?	NICE will not provide a cost estimate or budget value.
40	Warranty Start Date: Does the 2-year warranty begin upon delivery of the hardware to NICE, or upon 'Final Acceptance' of the entire 325-unit fleet? This could represent a 12-month difference in coverage.	See question/answer #30
41	Disposal and Compliance/ Disposal Security Requirements: The scope includes the removal and disposal of NICE's existing Cubic 2000 equipment. Are there specific environmental certifications or data destruction requirements (e.g., wiping internal memory) that must be followed during the disposal process?	Contractors can follow NYS and local disposal, recycling and environmental rules and regulations. NICE has no data destruction requirements.

42	<p>Long-Term Support and Spare Parts/ Price Escalation for Parts: Section III.B.1 requires parts availability for twelve (12) years. Will NICE allow for an annual price escalation for spare parts based on a recognized economic index, such as the Bureau of Labor Statistics' Producer Price Index (PPI) for Electronic Component Manufacturing?</p>	<p>It is vendor responsibility to include PPI or other appropriate adjustments while calculating the price. Contractors can include the Bureau of Labor Statistics' Producer Price Index (PPI) for Electronic Component Manufacturing in its spare parts prices AFTER ___??___ Years.</p>
43	<p>Component Obsolescence: If a sub-component becomes obsolete during the 12-year window, what is the approved process for substituting a "new and unused" equivalent at a revised price point?</p>	<p>The equivalent component must be demonstrated to be of equal or superior quality to the part being replaced and that the replacement will not adversely affect the basic function of the farebox. Once approved, price is negotiable.</p>
44	<p>Hardware and Functional Specifications/ Space Constraints and Footprint: To ensure compliance with Section I.A.4 (ADA) and New York State DOT regulations, please provide the maximum allowable footprint (height, width, depth) for the farebox to ensure it does not obstruct the driver's line of sight or the passenger's boarding path.</p>	<p>There are no formal requirements for fare boxes. Fare boxes cannot block drivers' view and the aisle way. The company usually installs one fare box in a bus, and the inspector will take a look at it to determine if it needs to be moved.</p>
45	<p>Barcode Reader Configuration: Regarding the optional barcode reader in Section II.A.11, does the reader need to be integrated into the main farebox housing, or is an externally mounted, modular scanner preferred to facilitate easier maintenance?</p>	<p>Specification were amended and do not call for optional barcode reader. Integrated barcode reader with additional functionality added instead.</p>
46	<p>Operator Logon Methods: Section II.G.5 requires the system to permit logon via an "optional smart card-based Employee ID" while also supporting keypad entry. Since this is a "cash-only" passenger system, would NICE consider removing the requirement for integrated NFC/Smart Card hardware to reduce complexity, relying instead on manual-entry logon via the OCU keypad?</p>	<p>Employee card ID was removed from the specifications</p>

47	CAD/AVL Contact/ Regarding Addendum No. 1 Can NICE confirm if there are additional contact protocols for the newly added Clever Devices representatives, or should all technical integration queries still be funneled through the Procurement Official?	Contact for Clever Devices provided
48	Would Transdev Services, Inc. dba NICE Bus be able to provide a bus fleet and shuttle bus list along with the Garage(s) they are located in that will require the Farebox replacements? This would assist in our installation quotation.	Spreadsheet provided. The count and details of some existing may change at time of installation. All vehicles are located at Mitchel Field depot, 700 Commercial Ave in Garden City, NY.
49	Could Transdev Services, Inc. dba NICE Bus provide the Evaluation criteria for this bid? (i.e. a point system evaluation based on percentage such as project experience, technical, pricing)	This is an Information for Bid procurement solicited on an open and competitive environment. NICE will deem an Awardee the responsive and responsible low-price bidder meeting all Technical Specifications and Administrative Terms & Conditions not limited to FTA, NYS, local and Transdev (NICE) Terms & Conditions as described in NICE Bus IFB No. V-2552.
50	Does Transdev Services, Inc. dba NICE Bus have an anticipated date for the contract award?	Estimated to within up to 120 days from bid due date.
51	The IFB mentions listing the three contracts, however, there is one contract form to fill in. Also, page 83, Schedule V: REFERENCES requires three contracts as well, which seems to cover page 77, VI. Additional Questions, C(d). To avoid duplication, is it acceptable to fill in only page 83, Schedule V: REFERENCES?	May be duplicated.
52	If the contractor does not engage in any Lobbying activities and has nothing to disclose, is it acceptable to submit the form blank with only a signature?	No, please fill out form to completion.
53	The technical specifications requests two different variants of the Vault: “Stationary Vault” x 3 and “Mobile Vault” x 2. Based on the site survey conducted during the Pre-Bid Conference, it seems like there were 2 types of existing Cubic Vaults (one thin/one thick) with 3 vaults total and 16 mobile bins. Can you please clarify the requested quantities as well as the difference between the 2 types requested?	Mobile vaults have been removed from the specifications; NICE is requesting pricing for 3 Stationary Vaults including 3 removeable bins; also 15 additional removable/mobile bins, for a total of 18 bins.

54	<p>The technical specifications requests that Single Point Login be initiated via the Clever Devices CAD/AVL solution to activate the Farebox (section G item 1). There is an optional request for using existing Employee IDs and the Single Point Login is initiated by the Farebox RFID tap in this case (section G item 5). Which solution is the preferred method for login in the case both CAD/AVL and Farebox are available? In the case of the latter, would the Agency be able to provide existing Employee IDs to make sure the cards are writable upon NTP?</p>	<p>The specifications for an RF ID card has been removed from the IFB.</p>
55	<p>The RFP states four different types of bonds for preparation as part of the project delivery: - Performance Bond - Payment Bond - Maintenance Bond - Bid Bond. Could Transdev provide clarification on which bonds are required and the scope/amount as well as the required timing?</p>	<p>No Bonds of Any Kind are required for this non-construction-type IFB.</p>

End of Appendix D