

M-1 RAIL

Request for Information – Mobile Ticketing System

Questions Received: October 21, 2016

Question/comment: It is assumed the integration points will be known at the beginning of the project for finale estimation of pricing and time.

Response: No they will not be known.

Question/comment: What do they mean by the off-the-shelf? Do we need to find currently developed applications to create an MTS system for them? No custom development for their needs?

Response: Customization should only be at the interface points.

Question/comment: I believe these need to be included in order to provide the reporting, analytics and partnerships they are requesting throughout the RFP.

Response: This information is already included in the RFI.

Question/comment: The future fares must use supported features

Response: We do not respond to comments, but will respond to questions

Question/comment: It is assumed the passes would be purchased using these access codes.

Response: We do not respond to comments, but will respond to questions

Question/comment: Is the loyalty program part of this RFP or has this program been awarded to a team/company? If it has been awarded, please provide specifics regarding the loyalty program.

Response: To be determined

Question/comment: Is it a safe assumption that all of the non-transit and partner purchases would always be tied to an M1 ticket - as in a bundle with an M1 product?

Response: To be determined

Question/comment: Is the standard the same as the conductor standard of one second?

Response: To be determined

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Question/comment: Are these security features already determined? What are the expectations for the "variety of security features"?

Response: To be determined, we are seeking recommended approaches by responders

Question/comment: Is there an expectation for what "minimum customer interaction" will be defined as being?

Response: Two clicks, ten seconds

Question/comment: Phase in languages and cost each one separately. Right to left and vertical languages would require additional budget. Will translations be provided, or should they be part of this response? Is a translations partner already identified?

Response: No translation services will be provided

Question/comment: What types of messages and notifications are planned for this space? Will they be text only or also include images? How much space is expected to remain available for this requirement?

Response: To be determined

Question/comment: Which pre-tax transit benefits should be included in this requirement?

Response: All applicable benefits should be included

Question/comment: Is a transaction partner already identified? Should this be part of this response?

Response: No

Question/comment: Purchase and redemption based upon the requirements will require online connectivity.

Response: We do not respond to comments, but will respond to questions

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Question/comment: Has a system for tracking car times already been selected? Are maps already developed and what format will the be provided?

Response: To be determined

Question/comment: It is assumed these will be part of the main notification area mentioned previously in the RFP, or is this additional?

Response: It should be part of the main notification

Question/comment: How will this requirement be utilized?

Response: The time zone should display the proper time in the location of the service

Question/comment: Please elaborate on what this requirement entails. What kind of upgrades?

Response: The should allow for changes and customization without wholesale replacement of hardware or software

Question/comment: Please provide more information regarding the invoicing requirement.

Response: To be determined

Question/comment: This will need to be part of the maintenance agreement as these cannot be pre-planned until developer releases are available by the issuing OS.

Response: We do not respond to comments, but will respond to questions

Question/comment: We will need to provide a list of the OS versions this will be tested upon as the recommended OS.

Response: We do not respond to comments, but will respond to questions

Question/comment: Are devices already in review, or will these be part of this proposal? If part of this proposal, are the devices uses for any other activity which need to be supported?

Response: No

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Question/comment: Scanning is for both printed passes and those provided via mobile device

Response: We do not respond to comments, but will respond to questions

Question/comment: The conductor will be required to have online access at all times for this requirement to be valid.

Response: We do not respond to comments, but will respond to questions

Question/comment: Please note earlier loyalty program question applies for the customer website.

Response: See response above

Question/comment: Are there more details available regarding these partnerships to ensure this requirement can be met?

Response: Not at this time

Question/comment: Is it a safe assumption that for free passes these will be handled through purchase with a discount purchase code - or will these need to be pushed to the user's account?

Response: We do not know at this time

Question/comment: Please provide several examples of how/when this could happen.

Response: See applicable categories as required by the USDOT. Additional categories not determined at this time.

Question/comment: Please clarify

Response: Discount program eligibility does not eliminate purchase options available to an individual

Question/comment: Please provide the name of the financial system, how the data should be imported to that system, and what data will need to be provided.

Response: To be determined

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Question/comment: Is this a future request or one which needs to be part of this RFP - duplicate of earlier question.

Response: Should be included

Question/comment: What is the system of records?

Response: A database that M-1 Rail will house, specifics are to be determined

Question/comment: Can this be an application already in market? What reporting needs are required from this system?

Response: An off the shelf product is desired, reporting not yet defined

Question/comment: Would the agency please provide a list of its proposed fare products? The RFI mentions a daily pass, monthly pass, and annual pass as potential fare products.

Response: To be determined

Question/comment: In addition to mobile, does M-1 Rail expect to make other forms of fare payment such as smartcard or cash-on-board available to riders?

Response: Yes

Question/comment: Would the agency please provide some clarity of expectations in regards to on-site personnel for the first 30 days of live revenue service? This requirement could potentially prove costly unless a team is already based in Detroit.

Response: As required to have a successful launch and provide adequate training

Question/comment: The RFI mentions the potential sale of Detroit Tigers tickets. Does the agency have an existing partnership to sell third-party tickets for games and events? What are the agency's expectations for integration with various third-party systems?

Response: The Detroit Tigers were provided as an example

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Question/comment: Regarding the Functionality Requirement “The MTS shall display streetcar hours of operation, real-time arrival/departure times by stop, a diagrammatic system map, and station vicinity maps.” Is it correct to assume the real-time arrival and departure info will be provided by the mentioned Streetcar Vehicle Location System, and be included in a separate RFI/RFP process?

Response: Vehicle location will be made available from the AVL