

#	Question	Answer
1	<p>The bid asks for alternatives to be requested through the form which seems to be in relation to brand/model. However, we noticed places where specific specifications of functionality might need to be addressed for 'approved equals'. The question is, if we want to get an alternative functionality approved must it be called out through the official form or can it simply be clarified through a Q and A addendum? Does that Q and A addendum have the same deadline to receive questions?</p> <p>Any clarification that can be provided as it relates to a Q and A, addendum, or 'approved equal' form; and the difference between them would be greatly appreciated.</p>	<p>Refer to Section 1.0, B, 3 "Approved Equal" of the RFP on page 3 of the Scope and General Provisions (page 5 of 64 in the electronic copy of the RFP).</p>
2	<p>Will a standalone on-board surveillance camera solution that does not integrate with the farebox or CAD/AVL systems be considered by The City of Pigeon Forge?</p>	<p>As indicated in Section 2.7 of the Scope of Work, seamless integration into the CAD/AVL system is desired. One mobile data terminal and one cellular service per bus are also preferred. However, other proposals will be considered.</p>
3	<p>1.0 Scope and General Provisions, Section D - Request and Dispute Procedure, #5 b (v) "provide evidence satisfactory to the City that the bidder(s) will comply with the DBE requirement contained herein (Exhibit 1-4)". Where is the DBE requirement (Exhibit 1-4) located?</p>	<p>Exhibit 1-4 was not attached to this RFP and is not expected to be included in proposals.</p> <p>The DBE requirement is shown in Section 1.0, E. 16 "Disadvantage Business Enterprise" (DBE)" on page 16 of the Scope and General Provisions (page 18 of 64 in the electronic copy of the RFP).</p>
4	<p>We do not ship to PO boxes, may the 186 Old Mill Avenue address be used to mail our proposal response?</p>	<p>The following address may be used to ship a proposal response if a proposer is unable to mail to a P.O. Box:</p> <p>Linuel R. Wilhoite, Transit Director City of Pigeon Forge Mass Transit 186 Old Mill Avenue Pigeon Forge, TN 37863</p>
5	<p>What is the minimum required interior cameras that the City of Pigeon Forge is requiring for full coverage? (section 2.7 page 22)</p>	<p>Section 3 "Pricing" indicates five cameras per bus. The City may consider alternatives.</p>
6	<p>What is the minimum acceptable resolution and frame rate for each camera in order to achieve 30 days of record time? (section 2.7 page</p>	<p>Propose a solution to meet the 30-day storage requirement, providing the best acceptable resolution</p>

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	22)	and frame rate.
7	Is the City of Pigeon Forge wanting to record on a Solid State Drive or a Hard Disc Drive? (section 2.7 page 22)	A solid state drive is preferred. Please submit both options.
8	Is remote view in real time a requirement that will be utilized when the system is deployed, or does it have to be capable of utilization in the future? Are you needing a cellular device to be quoted with the system or are you going to have it integrate with a preferred cellular device? (section 2.7 page 22)	Real time remote viewing is desirable as a future option. Please propose an option to implement real time remote viewing within one year. Propose a cellular device. One mobile data terminal/one cellular service per bus is preferred. However, other proposals will be considered.
9	Does the City of Pigeon Forge require a secondary SD Card storage medium for failover storage, event recording, or mirrored recording? (section 2.7 page 22)	Propose as an option.
10	Does the City of Pigeon Forge require a panic button or LED status indicator for the drive to manually timestamp events and see the health of the system upon ignition startup of the vehicle? (section 2.7 page 22)	This feature is desirable. If proposed, it would integrate with the Mobile Data Terminal and provide the operator with any status. See Section 2.5, Single Point Logon and Work Assignment.
11	Where does the City of Pigeon Forge anticipate to mount/placement of the recorder for the on board video surveillance system? Is a locking security box that is tamper required? (section 2.7 page 22)	There are locations on the bus, such as the head sign area, which are secured. However, if sufficient space is not available, it will be the proposer's responsibility to provide a suitable enclosure subject to approval by the City of Pigeon Forge for a mounting location. See Section 2.17 Installation Requirements.
12	Does Fun Time trolley have existing Access points at the bus facility that would be utilized for wireless download of any recorded video from the vehicles? (section 2.7 page 22)	Currently, there are no wireless access points. Provide this as an option in your proposal.

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13	Would the City of Pigeon Forge want to add exterior cameras in the future or have exterior cameras quoted as an option?	Propose exterior cameras as an option.
14	The bid mentions 2 year maintenance agreements but also at times a 5 year agreement. For the total cost proposal, is the intention to view a 5 year total proposal or 2?	The City of Pigeon Forge requires one-year of warranty, service and support. Propose an option for five years of maintenance, service and support.
15	Follow up from Q1, is the \$2.1M dedicated strictly to capital costs, first year costs, or full contract (whether that is 2 or 5 years)?	The \$2.1 million is the budget for this project.
16	Does each trolley have 1 door? I know the bid mentioned 1 APC system per trolley so I am assuming each trolley only has 1 door.	The City of Pigeon Forge has 7 double door trolleys and 28 with one door.
17	Can we submit our own pricing template, or is it preferred to stay in the format provided on the final 3 pages of the RFP?	Please stay within the format provided in the RFP.
18	If we need to stay within the format, can we at least submit a pricing explanation?	Comments and explanations may be submitted with your pricing proposal.
19	Page 5 under the Scope and General Provisions section lists “requests for approval due on July 30th,” and “response for approval booked on August 4th, 2019.” Please clarify what is meant by these action requests?	See amendment 1.
20	Page 7 under the Scope and General Provisions section lists “provide evidence satisfactory to the City that the bidder(s) will comply with the DBE requirement contained herein (Exhibit 1-4).” Exhibit 1-4 cannot be found. Please provide.	See response to question 3 above.
21	Page 24, under the Scope of Work, Section 2.9 APC, lists APC as an optional feature. The pricing sheet lists APC as required. Please clarify if this feature is to be option or part of the required features?	APC is an option. Please note the heading on Section 3, Pricing, page 34 is “Optional.”
22	Page 2 under the Scope and General Provisions section states “Any explanation desired by a bidder regarding the meaning or interpretation of the Request for Proposals, drawings, specifications, etc., must be requested in writing and with sufficient time allowed (a minimum of fifteen (15) calendar days before date set to receive bids) for a reply to reach bidders before the submission of their bids.” Please confirm this means questions about the proposal can be submitted until August 26th?	The deadline for questions has been extended until August 2. See amendment 1.
23	Can the q and a deadline be extended ?	See response to question 22 above.

#	Question	Answer
24	The video system request is to be viewed through the CAD application . In most cases in today's marketplace these features aren't integrated and viewing software is its own application. However it has gps and geolocation data which comes from the ITS hardware. Is this an acceptable alternative ?	See response to question 2 above.
25	After the proof of confer, is there a goal timeline for the entire project implementation ?	The City of Pigeon Forge would like to implement this system as soon as possible.
26	Different types of fare media are requested . Many newer systems no longer support magnetic cards . Would the agency accept a proposal which is focused on new types of fare media and do not support magnetic?	The City will consider proposals for all types of fare media. The City does not currently support magnetic cards on the transit system.
27	The RFP says you may award multiple bids. Do you have a preference between one bid vs. multiple? In other words, would single bids that cover all elements of the project have an advantage?	The City prefers to award this work to a single Contractor, but may award all or part of this work to more than one Contractor. The City may also consider alternate proposals and approaches to fulfill its requirements.
28	You currently have an AVA/AVL system. To clarify, are you looking to replace the current system?	Yes. The City has an AVA/AVL system and it seeks to replace it.
29	Does Pigeon Forge have any plans currently to change or expand service?	Yes. Pigeon Forge continues to grow and demand for the transit system is increasingly significantly.
30	1-How many trolleys run active routes per day? 2-How many hours per day do the trolleys run?	On a typical day the City operates up to twenty-two (22) trolleys. During some special events up to thirty-four (34) will operate each day -- special events can last a week or more. The trolleys run sixteen (16) hours per day from March through the second week of November and twelve (12) hours per day from the second week of November through February.
31	The response to item 4 in the list of Exceptions included in Amendment Packet 7-29-19, instructs bidders to propose cellular devices and a data plan, however, the price schedule included in the RFP does not include a row for cellular devices, antennas or a data plan. Please confirm if an amended price schedule will be issued or if bidders are allowed to add rows to the schedule to include these	Proposers may add rows to the price schedule to include items that are not already in the schedule. Propose costs for a cellular data plan service for a term of one year, renewable annually for up to five additional years.

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	items. In addition, please confirm the length of time (in months) that bidders should propose costs for a cellular data plan.	
32	The Price Schedule includes a single row for Operation, Maintenance, Training, Support, Hosting, Communications and instruction that pricing should be provided for the first year of the contract. Because bidders are allowed to bid all or subsets of the various systems and equipment described in the RFP, providing a single price for these different services would be potentially misleading and would make any kind of comparison to other proposals difficult, if not impossible. We recommend that all bidders be required to break out their costs for each of the six cost elements (e.g Operation, Maintenance, Training) for each of the distinct systems and/or equipment included in their proposals.	Proposers may break out their cost for each of the six cost elements.
33	The Price Schedule includes a single row for Operation, Maintenance, Training, Support, Hosting, Communications and instruction that pricing should be provided for the first year of the contract, however, the RFP indicates that contractors are to provide five years of hosting and maintenance support. There is not a row within the Price Schedule for provision of pricing beyond the first year. Please provide an amended Price Schedule or instructions on where and how pricing for years 2 through 5 should be recorded.	Proposers may break out their cost for the option of providing five years of hosting and maintenance support
34	The Price Schedule includes a single row for the (optional) Mobile Application. Our pricing model and that of others providers, includes variable pricing based on actual passenger use of the system. This approach aligns the interests of the contractor with that of PFFTT with both motivated to increase passenger usage for the duration of the agreement. Please confirm that PFFTT will allow price proposals that include one or more variable price components.	The City will evaluate proposals that include one or more variable price components.
35	There are numerous requirements in Section 2. Scope of Services within the RFP obligating the contractor to provide for equipment installations (e.g. Farebox Installation, requirements 1.1.15 through 1.1.19; 1.7 Ticket Vending Machine Option; 2.8.1 Optional Passenger Information Display Signs (PIDS); 2.17 Installation requirements) however, the price schedule included in the RFP does not include rows for pricing of installation services or any required installation hardware. Please confirm if bidders are required to include	<p>The City seeks a turnkey solution. Bidders are required to include all fees necessary to provide a complete solution in their price proposals. Refer to the specification.</p> <p>Proposers may add rows to the price schedule to include items that are not already in the schedule.</p>

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	<p>installation fees and hardware in their price proposals and, if so, identify the specific equipment for which contractor installation is required. Separately, please confirm:</p> <ol style="list-style-type: none"> 1. That an amended price schedule will be issued; or, 2. That bidders are allowed to add rows to the schedule to include installation services and hardware, where required; or, 3. That bidders should include the cost of installation and installation hardware as part of the unit costs for each piece of equipment requiring installation. 	
36	<p>Section 2.24 of the Price Schedule requires pricing the annual cost of an extended warranty of up to five years, however, it is unclear if the extended warranty is required for software (if provided by the contractor), equipment, or both. Please clarify. In addition, for hardware warranties, please respond to the following:</p> <ul style="list-style-type: none"> o Should the proposed price for extended warranty include all equipment (including optional equipment) included in a bidder’s proposal or should separate pricing be provided for each type of equipment? o In some cases, bidders are required or may elect to propose commercial, off-the-shelf (COTS) equipment for which a manufacturer’s warranty would apply. Where COTS equipment is proposed, offering an extended warranty would, very likely, be quite risky for the contractor and this is likely to be reflected in higher prices for an extended warranty. Would it be acceptable to PFFTT for only the manufacturer’s standard warranty to be applicable for COTS equipment and no extended warranty offered? o Should a bidder elect to offer different pricing for each year offered under the extended warranty, would it be acceptable to add a separate row for each warranty year? 	<p>See Section 2.24, item 4: “Propose and price an optional, extended warranty / maintenance program for installed hardware and software systems...the optional program will also cover software upgrades, support and training...” Also see Amendment 1, “6. Section 2.26, Extended Farebox Warranty.”</p> <p>Propose a price for required systems and a price for optional systems.</p> <p>The City will evaluate your proposal.</p> <p>Proposers may add rows to the price schedule to include items that are not already in the schedule.</p>
37	The Price Schedule includes a row for pricing for the (optional)	Propose and price one mobile application.

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	<p>Mobile Application with a quantity of 2. The description for the Mobile Application (section 1.6) only describes one application. Please clarify PFFTT's intent in requiring that two applications be included in our price proposal.</p>	<p>See Amendment 2.</p>
38	<p>The Price Schedule includes a quantity of 35 units for each of the different pieces of required and optional onboard equipment but has also stated that it has 31 trolley and 3 cut-way buses with the intention to buy more. Please confirm that equipment and related installation is required only for the 31 trolley buses and that the additional four units are intended to serve as spares.</p>	<p>Use the quantity of 35 units in your pricing proposal.</p>
39	<p>The Price Schedule includes a quantity of 35 units for Validators but includes the instruction that that bidders include "Sufficient spares and replacement of at least five vehicles replaced each year". In order to comply with the instructions, more than 35 units may be required. Please confirm that bidders are allowed to change the quantity as needed.</p> <p>The response to Question 17 in Amendment Packet 7-29-19 instructs bidders to "...stay within the format provided in the RFP", which refers to the Price Schedule. It is likely that there may be other components or services that are required elements of one or more of the required or optional services or equipment that are not already defined on the Price Schedule or addressed in an amendment to the Price Schedule or instructions for completing the Price Schedule. For example, receipt paper and spare parts for the Ticket Vending Machines, contactless smart cards and other fare media for the automated fare collection system, etc. In the event such components or equipment are required, please confirm that bidders are allowed to add rows to the Price Schedule to record prices for these items. If not, please clarify how and where within the Price Schedule these types of items should be recorded.</p>	<p>Refer to the response to question 38.</p> <p>Propose complete solutions. Proposers may add rows to the price schedule to include items that are not already in the schedule.</p>
40	<p>Are there drawings (ideally 3D drawings) available and depicting the entrance of the various vehicles so that we can determine the optimum placement for the farebox and driver display?</p>	<p>Drawings, if available, will be provided to the Contractor after award.</p>
41	<p>Please clarify the number of cash boxes per farebox you are requesting. 4 or 5? 4-5 cash boxes per farebox seems like an</p>	<p>The City requires four cash boxes per farebox.</p>

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	unusually high number. Please confirm that this is your desired number?	
42	What is the number of individual users that will be accessing the hosted software?	The City has 70 drivers and 10 administrative staff.
43	For each vehicle involved in this project (listed on RFP page 4), please provide make and model information of already installed equipment that must potentially be removed or replaced (e.g. data terminals, GPS/AVL devices, antennas, passenger signs, surveillance cameras, PA system, etc.).	Items installed on buses include Clever Devices DR600 and DR700, Digi Transport WR21, LED interior displays, cellular antennas, OCU pads, PA speakers.
44	Please confirm that a single device that combines the functionality of the MDT and VLU is acceptable.	A single device that combines the functionality of the MDT and VLU is acceptable, but it must provide all required functionality.
45	Please confirm that the VLU requirement for a commercially available, off-the-shelf device does not exclude equipment designed specifically for use on transit buses.	Confirmed. The specification for the VLU does not exclude equipment designed for use on transit buses.
46	For the optional Automated Passenger Counter requirement, please provide details on the entry and exit doors for all vehicles that require APC equipment. The following door dimensions are requested: a. Number of doors on each vehicle b. Height of each door c. Total width of each door (ignoring handrails, etc.)	a. Seven of the listed trolleys have two doors; all other trolleys have one door. b. The door is 92 inches high on single-door buses. The front doors on double-door buses are 92 inches high and rear doors are 94 inches high. c. The door is 42 inches wide on single-door buses. The front doors on double-door buses are 42 inches wide and rear doors are 52 inches wide.
47	Interface with existing Headsigns for single sign-on: Please confirm whether the existing destination sign controller onboard the vehicles are already capable of J1708 communication with 3rd party devices, or provide contact information for a technical representative at Luminator familiar with Pigeon Forge's headsign equipment.	The City uses both Twinvision and Luminator headsigns. J1939 communication is available on the trolleys. The contact for Luminator (and Twinvision) is Roger Baxter at 425.420.0789 roger.baxter@apollovideo.com.
48	With respect to equipment installations in the vehicles: a. What is the minimum and maximum number of vehicles available for installations during the 7AM to 3 PM work day? b. Will a driver be provided to move vehicles for installation and testing purposes?	a. A minimum of two and a maximum of four vehicles will available each work day. b. A driver will be assigned to support installations.
49	With respect to the optional passenger information displays signs	Bus stop signs:

#	Question	Answer
	<p>(PIDS), please provide details on the following requirements for each type:</p> <p><u>10 Bus Stop signs:</u></p> <ol style="list-style-type: none"> Will power connections be available at each stop, or should contractors include solar power options? How many routes must be covered by each sign? Please identify proposed sign locations and provide photos, drawings or diagrams of each area if possible. Do any of the signs need to be double-sided (display information on both sides)? <p><u>2 Transit Center signs:</u></p> <ol style="list-style-type: none"> Will AC power connections be available at these centers? Will these signs be mounted indoors or outdoors? What is the temperature range the signs will operate in? How many routes must be covered by each sign? Please identify proposed sign locations and provide photos, drawings or diagrams of each area if possible. Do any of the signs need to be double-sided (display information on both sides)? <p>Is Pigeon Forge interested in adding infotainment or advertising capability to any of the displays? Note that this capability is also available for LCD displays onboard buses.</p>	<ol style="list-style-type: none"> Each stop has power The City of Pigeon Forge Trolley currently has 6 routes. Each sign must cover all routes. Drawings, diagrams or photos will be provided to the Contractor after award. Signs do not need to be double sided <p>Transit Center signs:</p> <ol style="list-style-type: none"> AC power is available at the transit center One monitor at the transit center will be located indoors and one will be outside. Propose an appropriate solution for our location. The City of Pigeon Forge Trolley currently has 6 routes. Each sign must cover all routes. Drawings, diagrams or photos will be provided to the Contractor after award. Signs do not need to be double sided <ul style="list-style-type: none"> Provide the ability for infotainment in the proposal as an option
50	<p>Section 2.8.1 describing the optional PIDS requirements indicates that Contractors will be responsible for “All removal and installation of PIDS...”. Are there existing PIDS that must be removed? If so, please provide details on their make/model current location and mounting method. Photos would be beneficial.</p>	<p>Removal of PIDS, if necessary, will be negotiated with the Contractor after award.</p>
51	<p>Section 2.8 describing the AVA requirements seems to indicate that AVA messages must be broadcast to PIDS at specific stops locations, and to a web-based transit app. AVA “next stop” messages are typically intended for a different audience than riders waiting at stops or using a transit app (riders onboard looking for their stop, versus riders waiting at stops looking for their bus). Please confirm that the information transmitted to PIDS and transit apps can be generated by a passenger information system linked to the CAD/AVL</p>	<p>Confirmed</p>

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	system that is tracking the real-time location of buses on their routes.	
52	On page 1, item 2 a – can we get electronic copies of the drawings, specifications, schedules and all instructions?	Refer to the response to question 40.
53	On page 22, item 36 – is insurance required with bid submission or upon award?	Proof that insurance coverage exists shall be furnished to the City before the Contractor commences any of the parts of the Work of the Contract.
54	Under Deliverables, Page 4 – do any of the trolleys have wheelchair access?	Yes.
55	Under Deliverables, Page 21, item 2.3 – how many users will be accessing the system?	Refer to the response to question 42.
56	Would it be possible to have access to the installation location after hours and/or weekends?	Refer to Section 2.16, Work Location, in the RFP.
57	Is there only one location where the systems will be installed? If no, what are the addresses of each location?	Refer to Section 2.16, Work Location, in the RFP. All systems will be installed at 2301 Garland Harmon Drive Pigeon Forge, TN 37863
58	Section 1 states, There are an additional four trolleys not listed that will be retired in 2019 and replaced. If the trolley's are being replaced, are they part of the quantities listed for pricing?	The trolleys that will be replaced are part of the quantities listed for pricing.
59	In 2.8 regarding 'talk to text', is this synonymous with 'text to speech' which is the common form of automatic annunciation?	Yes, confirmed.
60	Has a bus stop survey been completed in recent years?	A bus stop survey has not been completed.
61	Does the requirement for GTFS also include GTFS-REAL TIME feed	A GTFS-REAL TIME feed is a desirable option.
62	In the section titled "Operator Control Unit (OCU)", the following sentence is stated: 1.1.21 The OCU keyboard shall be large enough to allow easy use by the operator and shall provide tactile and audible feedback to the operator on each key press. Will PFFTT consider using a touchscreen OCU tablet, instead of hard-button OCU tablet?	Yes, the City would consider a touchscreen display.
63	In the section titled "Automatic Fare Collection", the following sentence is stated:	This is a correct interpretation.

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	<p>12. 1.5.1 The AFC solution will not require the purchase or operation of Ticket Vending Machines (TVM's).</p> <p>However, in another section of the RFP titled - 1.7 Ticket Vending Machine Option, it states the following:</p> <p>PFFTT is also seeking the procurement, installation, management, and maintenance of up to two ticket vending machines. The Contractor will be responsible for</p> <ul style="list-style-type: none"> • maintaining and handling the revenue servicing for the vending machines • loading ticket stock in TVMs and ensuring sufficient quantities are available to meet expected sales • all direct and/or contracted labor required to install, maintain, revenue service, replace, and monitor the operations of the machines. <p>Therefore, if we are interpreting the RFP correctly based on the above two statements. PFFTT is looking from a "Optional" perspective to have this response include two (2) "Ticket Vending Machines" from the Contractor and that the response should include all costs associated with the supporting & servicing of these two (2) TVM's by the Contactor, is this a correct interpretation?</p>	
64	<p>In the section titled "1.7 Ticket Vending Machine Option", the following sentence is stated in the RFP indicating that the two (2) TVM's "shall not accept cash":</p> <p>1.7.11 The TVMs shall not accept cash. TVMs should be set with a credit card velocity of 5 transactions per day and an upset limit of \$500 per day to reduce potential fraud.</p> <p>However, in the "Pricing" section of the RFP, the following is asked in the "Optional" portion of the pricing sheet, indicating that the TVM should accept cash:</p>	<p>The ticket vending machines shall not accept cash.</p> <p>See Amendment 2.</p>

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	Ticket Vending Machine Accepts credit, debit, cash to purchase and 2 Each (TVM) issue fare products Can PFFTT please provide a clarification on this?	

#	Exception	Comment
1	<p>Section D.3 Single Bid Response indicates that proposal may be submitted for “any portion of the Request for Proposal”, and Section 2. Scope of Services includes the statement “The City prefers to award this work to a single Contractor, but may award all or part of this work to more than one Contractor”. These statements seem to imply that bidders may submit proposals for all or any subset of the scope of services. Please confirm that each bidder is free to submit proposals for any one or more of the required components (e.g. Fareboxes, ITS) or optional equipment and services (e.g. AFC, PIDS,APC).</p>	<p>Confirmed.</p> <p>The City prefers to award this work to a single Contractor, but may award all or part of this work to more than one Contractor. The City may also consider alternate proposals and approaches to fulfill its requirements.</p>
2	<p>Section 3 Pricing includes the following comment for Validators: “Sufficient spares and replacement of at least five vehicles replaced each year”. We are interpreting this comment to mean that PFFTT may elect to replace up to five of its existing fleet of vehicles each year during the term of the agreement and, should that occur, the supplied Validators and installation materials must either be transferrable to another vehicle or, if not, additional Validators and/or installation materials must be included in the vendor’s proposal. Please confirm that this interpretation is correct.</p>	<p>Confirmed. The City of Pigeon Forge may replace at least five vehicles per year.</p>
3	<p>The RFP includes several references (see partial list below) to hardware and software design, development and testing and also to acceptance tests. We provided automated fare collection as a subscription service where PFFTT staff and passengers would use our existing platform and customization to meet the requirements in the RFP would be accomplished via a series of configurations, rather than new software development. As such, traditional software design reviews and acceptance tests and the time required for agency staff to participate in them are made unnecessary. Please confirm that PFFTT would consider our approach as being equal to all existing AFC requirements that obligate the Contractor to support design reviews and acceptance tests.</p> <p>--Section 2.13 Training: "Contractor will provide PFFTT with a proposed training outline for PFFTT approval at the Final Design Review"</p> <p>--Section 2.22 Project Schedule and Major Milestones: "The City will provide final approval of each milestone and design review as appropriate"</p>	<p>PFFTT would consider this approach, but there needs to be a design review and acceptance test prior to PFFTT approval of any vendor’s system. A proposed training outline is also required.</p>
4	<p>Please provide the following statistical information for most recently completed fiscal year:</p> <p>--Total sales of each pass product broken down by sales channel (i.e. ticket windows, onboard)</p>	<p>See attached tables and information.</p>
5	<p>Are PFFTT vehicles currently equipped with a cellular modems and antennas? If yes, please provide</p>	<p>Propose cellular devices and a data plan. Please note that one mobile data terminal/one cellular</p>

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	<p>the following information: --Manufacturer(s) and type(s) of modems and antennas installed --Confirmation that the current data plan can accommodate additional monthly data transfers up to 100 MB per modem --The cellular network provider of the current data plan --Confirmation that there is at least one open Ethernet jack on the modem that can be used by a third party device to access the open Internet</p>	<p>service per bus is preferred, but other proposals will be considered. Current modems and the current cellular data plan may be replaced with the new solution.</p>
6	<p>Please provide all required forms in an editable (Word) format.</p>	<p>Proposers may convert forms to editable Word format if necessary for their purposes.</p>
7	<p>Section 1.1.2: The coin set defined (\$0.01, \$0.05, \$0.10, \$0.25 and all three types of \$1.00 coin) can be accepted by the coin acceptor. Is this acceptable?</p>	<p>This is acceptable.</p>
8	<p>Section 1.1.3: While our coin acceptor can process the requested five coins per second, the coin mechanism features a coin insertion slot that accepts only one coin at a time. Is this acceptable?</p>	<p>This is acceptable.</p>
9	<p>Section 1.1.6: The farebox cashbox does not separate coins and bills. However, when dumped into the vault, coins and bills are automatically separated. Is this acceptable?</p>	<p>This is acceptable.</p>
10	<p>Section 1.1.9: The proposed contractor does not provide revenue servicing and cannot be responsible for the secure transfer of cash. The proposed contractor provides a secure mobile vault. Is this acceptable?</p>	<p>This is acceptable.</p>
11	<p>Section 1.1.37: The proposed farebox system includes all of the alarms/events listed from 1.1.37-1.1.37.26.1 with the exception of the following: - 1.1.37.7, 1.1.37.8 (Power on/off), - 1.1.37.13, 1.1.37.14 (Transaction transfer successful/unsuccessful), - 1.1.37.26 (New fare set selected). Is this acceptable?</p>	<p>This is acceptable.</p>
12	<p>Section 1.1.51: The largest denomination processed by the bill validator is the \$20 bill. Is this acceptable?</p>	<p>This is acceptable.</p>
13	<p>Section 1.1.69: The cashbox can accept 500 bills. Is this acceptable?</p>	<p>This is acceptable.</p>
14	<p>Section 1.1.77: The farebox will reject coins if the cashbox for coins is full (configuration) and will continue to accept bills. It will stop accepting bills when the configuration for bills has been reached. It doesn't provide notification messages on the passenger display. Is this acceptable?</p>	<p>This is acceptable.</p>
15	<p>Section 1.1.81: The farebox features 2 locks (1 mechanical secure lock and 1 electric lock) that are required to be opened before the cash box can be accessed. The electronic key is not modifiable by downloading farebox configuration data. Is this acceptable?</p>	<p>This is acceptable.</p>

#	Exception	Comment
16	Section 1.1.85: The farebox does not log a record when the power source drops below 10 volts. Is this acceptable?	This is acceptable if the fare collection system continues to operate normally.
17	Section - Fare System Options, Paragraph 2 Automatic Fare Collection: Can a QR-code-based Mobile Ticketing option be an acceptable alternate to magnetic card, NFC or smart card? If smart cards are required, is a card-based system acceptable?	The City will consider all options.
18	Section 2.5 and 2.6: Please allow a single device with combined MDT and VLU functionality to be used instead of separate MDT and VLU devices.	Submit all options with your proposal.
19	Section 2.5: The MDT is required to be a ruggedized, touch-screen tablet, secured by a protective case. Please allow the use of other touch-screen data terminals that are inherently rugged enough that a separate protective case is not required.	This is acceptable as long as all other features required are provided.
20	Section 2.11 and 2.20: A number of technical documents are specified that must be included with proposals (e.g. certifications, electrical schematics, data dictionaries, etc.) that are proprietary and not normally disclosed without and NDA. Would it be acceptable to describe in our proposals the standard documentation that is provided with our systems, and agree to provide the permitted confidential documentation following contract award?	Confirmed. Your approach is acceptable.
21	The proposed contractor reserves the right to negotiate the contractual material presented in the RFP. The proposed contractor agrees to negotiate in good faith and in a positive, expeditious manner. Our response to the RFP conditions, set out below, is designed to form the basis of a fair and balanced contractual arrangement, reflecting an appropriate allocation of risk, duties and responsibilities with Fun Time Trolley. The proposed contractor anticipates that the final contractual terms will allow for the provision of optimum performance for the benefit of the Fun Time Trolley (referred to hereinafter as the "City"), located in Pigeon Forge, TN for the provision of software, The proposed contractor's hardware, third party hardware, and related services by the proposed contractor while ensuring all parties' contractual interests remain adequately protected.	Your proposed legal terms and conditions will be considered in the City's evaluation of your proposal.
22	Section 7: The proposed contractor expects its proposal will take precedence in the event of inconsistency between the provisions of this solicitation and the proposed contractor's proposal.	Your proposed legal terms and conditions will be considered in the City's evaluation of your proposal.
23	Section 4: The proposed contractor's obligations to indemnify the City shall be subject to the indemnification and limitation of liability provisions as stipulated under the The proposed contractor's agreement included in its proposal.	Your proposed legal terms and conditions will be considered in the City's evaluation of your proposal.

#	Exception	Comment
24	Section 5: The proposed contractor will indemnify and defend the City, its officers, and employees, for third party claims resulting solely from the proposed contractor's gross negligence and willful misconduct which cause loss of life, or bodily injury to persons or direct damage to tangible property only. The proposed contractor will pay only those awards as finally determined by a court of competent jurisdiction, subject to the City using its good faith efforts to mitigate any and all losses, and damages.	Your proposed legal terms and conditions will be considered in the City's evaluation of your proposal.
25	Section 6,16,24: The proposed contractor will be subject to federal, state, local government requirements, and ordinances they apply only to the proposed contractor's performance under the final contract; and (ii) any software licensed or hardware provided under the final contract is commercial "off the shelf" software, and such federal, state, local government requirements, and ordinances shall: (i) be in effect only to the extent that such clauses are applicable to the subject matter hereof; (ii) not transfer ownership of any intellectual property; (iii) not include bonding requirements under the final contract; (iv) not include any liquidated damages under the final contract; and (v) not exceed the limitation of liability and indemnification obligations as mutually agreed upon by the parties the final contract. Should such federal, state, local government requirements, and ordinances cause the scope, schedule, or deliverable to change, then the parties agree the proposed contractor shall be allowed and equitable adjustment.	Your proposed legal terms and conditions will be considered in the City's evaluation of your proposal.
26	Section 9, 10, 11, 2.12, 2.14, 2.15, 2.24, and 2.25: The proposed contractor's expects acceptance, warranty, and maintenance support of the products will be mutually agreed upon, in consideration of the proposed contractor's proposed acceptance and maintenance support provisions.	Propose your terms.
27	Section 13, 38, and 2.18: All present and future intellectual property rights associated with the The proposed contractor and subcontractor software and documentation, including trade secret information shall remain vested in the proposed contractor.	Your proposed legal terms and conditions will be considered in the City's evaluation of your proposal.
28	Section 27: The proposed contractor reserves the right, in its reasonable discretion, to suspend performance of its obligations in the event a dispute arises out of non-payment of outstanding fees due to the proposed contractor under the final agreement.	Your proposed legal terms and conditions will be considered in the City's evaluation of your proposal.
29	Section 28 and 38: In the event of an assignment or novation of this final	Your proposed legal terms and conditions will be

#	Exception	Comment
	contract to a proposed contractor affiliate pursuant to a corporate reorganization, the proposed contractor shall not require the City's consent. Assignment by the City is subject to the proposed contractor's written consent, which shall not be unreasonably withheld or delayed.	considered in the City's evaluation of your proposal.
30	Section 35: Trapeze Software Group, Inc. is a subsidiary of Volaris Group, which is a subsidiary of Constellation Software Inc. Constellation is a publicly listed company on the Toronto Stock Exchange. Securities laws prohibit the release of any non-public financial information outside of those disclosed in the Constellation quarterly and annual filings, thus the proposed contractor cannot directly release any financial data to individual customers. Otherwise, the proposed contractor will provide reasonable onsite access to contract related records, excluding the aforementioned.	Your proposed legal terms and conditions will be considered in the City's evaluation of your proposal.
31	Section 38: The proposed contractor's fixed rate pricing is based on the proposed contractor's then current pricing, and not a CPI cap for all licenses, hardware and services provided under the final agreement.	Your proposed legal terms and conditions will be considered in the City's evaluation of your proposal.
32	Section 2.18: The proposed contractor can ensure a 95% uptime during services hours outside of schedule maintenance activities.	Submit your proposal.
33	<p>Section 2.18: Regarding the first sentence in section 2.18, specifically ownership of software, we request to negotiate the language of this statement to account for the delivered software being the intellectual property of the contractor and that license and right to use software by the City is granted while contractor retains ownership of the software.</p> <p>Suggested language for consideration follows, and we request to discuss and agree to mutually acceptable modified language during contract negotiations.</p> <p>"Contractor grants to the City a nonexclusive, nontransferable, perpetual license to use the software. THE SOFTWARE IS COPYRIGHTED AND LICENSED (NOT SOLD). Contractor retains ownership of all software, and does not sell or transfer title to, or any ownership interest in, the software to the City."</p>	Your proposed legal terms and conditions will be considered in the City's evaluation of your proposal.
34	Section 4. Performance Payment Schedule: The last sentence in this section states that the City may consider alternative payment plans if requested by the Contractor. We are requesting via this form to submit an alternate payment plan with the price proposal for consideration during contract negotiations, as indicated may be considered on request.	Submit your proposal.

#	Exception	Comment
35	Can the City please confirm that there is no specific DBE % participation requirement for this contract?	The City encourages DBEs to submit proposals.
36	For the planned replacement buses in 2019 and the following years, can the City provide the bus manufacturer you are planning to use to supply the buses?	The City will provide details to the successful Contractor.
37	For the Optional PIDS displays, can the City please clarify if the display requested for the Dispatch Office at the Transit Center needs to be supplied, or if the proposer is to integrate with an existing display? The text in section 2.8.1 seems to indicate a display is required, but the pricing is requested for only 10 displays on page 34 and integration to an existing LCD screen.	The City currently has an LCD monitor located at the City Transit Center which is to be utilized and integrated with the information system. A proposal including a new monitor would be considered.
38	If integration to an existing LCD screen is required for the Dispatch Office in the Transit Center, can the City please provide the make / model of the existing screen? Also, would the City consider a replacement LCD monitor in lieu of integration to the existing screen?	The City will provide details to the successful Contractor.
39	The pricing requested on page 34 for the Optional PIDS describes these as 32-inch signs. Is it the City's desire that these signs be outdoor, weatherproof, full sun exposure 32 in diagonal LCD monitors? Would fully outdoor rated LED matrix displays be an acceptable option for this requirement?	Propose your solution.
40	Does the City currently use a fixed route scheduling software package to develop your headway schedules driver assignments, vehicle blocking, etc. or is the currently done manually? If not, is the City looking to procure scheduling software through this RFP or will you continue to use your current method?	The City desires new scheduling software.

Attachment: Response to Exception #4.

City of Pigeon Forge Mass Transit	2018			2019 - Through June		
	Fare	Ticket Office	On-Board	Fare	Ticket Office	On-Board
Passes						
All-Day Pass	\$3.00	25,968	0	\$3.00	56,414	0
Season Pass	\$35.00	762	0	\$35.00	974	0
Subtotal - Individual Fares		26,730	0		57,388	0
Total		26,730	0		57,388	0

Total Sales from January 2019 – June 2019

Approximately \$250,000

Fareboxes vs Pass Sales from January 2019 – June 2019

Fareboxes

Pass Sales

45.2%

54.8%