



WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
600 Fifth Street, NW, Washington, DC 20001-2651

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT

1. AMENDMENT/MODIFICATION 16		2. EFFECTIVE DATE January 31, 2013	
3. ISSUED BY PURCHASING SECTION Felicia Walker Department of Procurement		4. ADMINISTERED BY (If other than block 3)	
5. CONTRACTOR NAME AND ADDRESS (Street, city, county, state, and Zip Code)		6. FORM TYPE (Check only one) <input checked="" type="checkbox"/> ENDMENT OF SOLICITATION NO. <u>FQ-11248-3</u> <input type="checkbox"/> MODIFICATION OF CONTRACT/ORDER NO. _____ DATE _____ (See block 9)	
7. THIS BLOCK APPLIES ONLY TO AMENDMENTS OF SOLICITATIONS <input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in block 10. The hour and date specified for receipt of Offers <input checked="" type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offerors must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation, or as amended, by one of the following methods; (a) By signing and returning _____ copies of this amendment; (b) by acknowledging receipt of this amendment on each copy of the offer submitted; or (c) by separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE ISSUING OFFICE PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If, by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided such telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.			
8. ACCOUNTING AND APPROPRIATION DATA (If required)			
9. THIS BLOCK APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS (a) <input type="checkbox"/> This Change Order is issued pursuant to _____ The Changes set forth in block 10 are made to the above numbered contract/order. (b) <input type="checkbox"/> The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation data, etc.) set forth in block 10. (c) <input type="checkbox"/> This Supplemental Agreement is entered into pursuant to authority of _____ It modifies the above numbered contract as set forth in block 10.			
10. DESCRIPTION OF AMENDMENT/MODIFICATION a. Due date for revised proposals has been changed from 2:00 PM, Monday, February 11, 2013 to now read Thursday, February 28, 2013, 2:00 PM local time. b. Amendment 16 Clarifications and Interpretations Questions 250 – 273. Except as provided herein, all terms and conditions of the document referenced in block 6, as heretofore changed, remain unchanged and in full force and effect.			
11. <input type="checkbox"/> CONTRACTOR/OFFEROR IS REQUIRED TO SIGN THIS MODIFICATION AND RETURN _____ COPIES TO ISSUING OFFICE.		<input checked="" type="checkbox"/> CONTRACTOR/OFFEROR IS NOT REQUIRED TO SIGN THIS DOCUMENT	
12. NAME OF CONTRACTOR/OFFICE BY _____ (Signature of person authorized to sign)		15. WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY BY <u>Heather A Obora</u> (Signature of Contracting Officer)	
13. NAME AND TITLE OF SIGNER (Type or print)	14. DATE SIGNED	16. NAME OF CONTRACTING OFFICER (Type or print) Heather Obora	17. DATE SIGNED January 31, 2013

#	Schedule	Section	Question	Response
250	General		Please confirm WMATA's role for marketing and customer communications responsibilities or any of the other transition plan elements.	WMATA will assume all responsibility for the marketing and communications of the NEPP. This will involve multiple offices within the departments of Customer Service, Communications and Marketing. It will include, but not be limited to, the development of a campaign/communications plan that utilizes all the various media outlets (print, radio, social, etc.) and will cover the NEPP pilot program, features & benefits, program rollout & schedule, etc.
251	General		Can the entire Amendment #15 Technical Specification – in a single file - be made available on wmata.com?	Yes. It can be found using the following URL: http://www.wmata.com/business/procurement_and_contracting/solicitations/uploads/WMATA_FQ11248_3_Amendment_15.pdf
252	Solicitation Instructions		Please provide specific instructions on what needs to be submitted in response to Amendment 15.	WMATA requires a red-lined mark-up of the contractor's previous proposal which addresses the changes included Amendment 15 and is consistent with the Solicitation Instructions. This includes one original document, 4 copies, and 5 USB electronic copies. This will also include revised pricing schedules 4A and 4B.
253	Solicitation Instructions		Does WMATA require an entire set of pricing forms to be submitted as part of the vendor's response? If yes, please confirm that a Request for Best and Final Offer (BAFO) will be issued as a future step.	Yes, WMATA requires an entire set of pricing forms to be submitted as part of the vendor's response. Yes, a request for Best and Final Offer (BAFO) will be issued as a future step.
254	2		Please confirm that Technical Specification Schedule 2 sections 7 (Faregates), 9 (blank section), 11 (PVs), 13 (CSTs) and 20 (Documentation, Parts & Tools) were unchanged.	WMATA confirms that Technical Specification Schedule 2 Sections, 7, 9 (blank section), 11, 13, and 20 were unchanged and still apply.
255	2	4.1.3.1	NEPP software and hardware shall process magnetic stripe, contact EMV, contactless EMV media and NFC-based payment devices. EMV transactions shall be processed accordance with all applicable standards, rules, operating regulations, and other financial industry requirements Please advise which forms of payment are expected at each piece of equipment. For example, PIN entry is possible for web-based and FVD transactions but not practical for OBPT or Turnstile readers. We would appreciate WMATA's specific requirements for each payment situation.	Contractor shall meet all of the requirements of the technical specification. At a minimum, WMATA expects that: <ul style="list-style-type: none"> • Contact EMV would be processed at FVDs • Magnetic stripe cards would be processed at FVDs, HSDs, and CSTs • All NEPP payment targets shall process contactless and NFC transactions • PIN-based transactions would only be processed at FVDs Proposers may propose acceptance of any given payment device type at additional devices beyond that stated above, based on Proposer's expertise and the best recommended approach for WMATA and the Regional Partners.

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256	2	4.1.3.2	<p>Where possible and when a PIN is not utilized, credit card transactions shall accommodate the use of address and/or alphanumeric zip code verification. Address and zip code verification shall be parameter-based including the ability to turn on or off such verification by device type, by Transit Agency and location</p> <p>Please include a list of devices where address verification or zip code verification is required. We understand the requirement for FVDs but are seeking clarification on other devices that could have PIN pads such as Hand Held Units or customer service terminals.</p>	<p>The Transit Agencies are seeking to utilize Address Verification Service (AVS) as a means to control fraudulent purchases on the NEPP system. As such, Proposers shall propose the best recommended approach for WMATA and the Regional Partners based on your expertise and experience in this area.</p> <p>At a minimum, in general WMATA would expect that AVS would be used as a Cardholder Verification Method for purchases where a PIN (Debit or EMV) is not entered. Proposers shall identify if their recommended approach for Customer Service Terminals (CST) would be to collect a signature or prompt for a zip code based on what is best for the Transit Agencies. Transactions at hand held units shall be handled in accordance with general best practices and Proposer shall identify the proposed approach in their proposals.</p>
257	2	10	Please confirm that Operator Control Unit (OCU) refers to the Operator Control and Display (OCD).	Yes, WMATA confirms that OCU refers to the Operator Control and Display (OCD).
258	2	10.6.1	Does the OBPT, when placed in "sales" mode, need to generate a paper receipt for the cash sales? Cash sales do not require a receipt from a regulatory perspective.	The OBPT does not need to generate a paper receipt for cash sales.
259	2	10.6.1	For these potential OBPT cash sales, on which OBPT device does WMATA want that transaction to occur?	In the OBPT configurations that interface with a cash handling device such as a farebox, the cash transaction shall be displayed on the Passenger Transaction Unit (PTU) and OCD and the OBPT shall store and transmit a record of all cash transactions.
260	2	10.10	For buses when the tag-off option is configured (fore and/or aft PTUs), is this to be distance based pricing? If so, what is the source of GPS coordinates and the format?	The implementation of a tag-off option may vary, between WMATA and Regional Partners that may choose to implement this option. The OBPT should be configurable to support distance-based pricing. In the event that distance-based pricing is used, then the GPS coordinates will be generated from the GPS system used by that agency.
261	2	10.10	There is a reference for to "...In addition, the rear-door PTU shall be configurable by WMATA/Regional Partner-configurable to process entering tag-on transactions not requiring Operator intervention (including payment of additional fare or checking reduced-fare photo ID)." Can there be clarification as to how the aft PTU will verify a photo-ID without operator intervention?	ID verification will only be used for front-door boardings.
262	2	12	Given the changes to the HSD requirements, is there a specific device that WMATA is seeking?	No specific device is desired by WMATA; selection of a device that meets the requirements is at the proposer's discretion.
263	2	14	Has the specific Amano device referenced ever been retrofitted in such a manner as described? If so, where?	The Amano gate control device has been configured to recognize successful payment transactions from a separately contained payment device to support SmarTrip® payments from WMATA's legacy system.

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264	2	14.3	Please confirm that all the components of the parking gates are Amano. If that is not the case, please provide the technical details of such components.	Yes, all parking system components are supplied by Amano – including the gates, vehicle detectors, and the “payment station” within the lane; however, some parking system sub-components (credit card readers and receipt printers) are manufactured by other suppliers, but integrated into the system by Amano.
265	2	18.1	The updated Section 18 indicates that the documents shall also be compatible with WMATA’s Asset & Product Lifecycle Management (PLM) system. Is additional software required to achieve compatibility with the PLM? Or is the PLM a document repository? Is the PLM a methodology that defines document structure? Please elaborate on the requirements and provide technical documentation on Clarity.	PLM is not a document repository; it is a software package for managing the relationships between all forms of contract deliverables. For example, PLM software can identify and relate bills of materials to CAD drawings, parts specifications, training documents, and safety bulletins. All vendor deliverables must include a soft copy of the deliverable in its native file format. Contractors are required to use SharePoint or a similar, mutually agreeable, collaboration system. In order to support WMATA’s Clarity requirements the contractor will need PCs that meet these requirements and the following software: <ul style="list-style-type: none"> • IE8 or greater • Java 6 or greater • Microsoft Project 2007 (MSP) • MSP Connector (WMATA will provide) • Crystal Report Viewer Clarity is a cloud application and WMATA will provide the contractor with the appropriate access to support WMATA requirements.
266	2	19	Is the requirement for the use of 3rd party fare collection equipment also applicable during the pilot period?	Yes, 3rd-party fare collection equipment is required for the pilot phase.
267	2	19	Does WMATA have a preference for which equipment supplier is to be used for the Pilot? Do you want bidders to select? Will there be an opportunity to collaborate with WMATA on this topic?	Proposers can identify their preferences in their proposals and during contract discussions with WMATA, but the selection will be WMATA’s.
268	2	19	For the Pilot, are the selected Metro Buses going to all comply with Configuration D and have the new Clever Device OCD? Is it possible to coordinate the installation of the new OCD with the NEPP PTU?	Yes, the selected Metro buses will comply with Configuration D. Yes, WMATA will coordinate the installation of the new OCD with the NEPP PTU.

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269	2	22.2.4.2	<p>Hours of operation shall match those of WMATA's Customer Service Department, which are currently 6:00 AM to 8:30 PM local time on weekdays , and 7:00 AM to 8:30 PM on Saturdays and Sundays. WMATA will evaluate the NEPP Customer Support Center hours in the future, and may modify the operating hours and contract based on customer demand, as applicable.</p> <p>Please confirm that WMATA requires the NEPP Customer Support Center to follow the same hours as the WMATA CSC, including weekends, as is stated in Amendment 15, Section 22. Current SmarTrip customer support center hours do not include weekends.</p>	<p>Yes, WMATA currently requires the NEPP Customer Support Center to follow the same hours as the WMATA CSC, including weekends, as stated in Amendment 15, Section 22. WMATA will evaluate the NEPP Customer Support Center hours in the future, and may modify the operating hours and contract based on customer demand, as applicable. It is also confirmed that the current SmarTrip Regional Customer Service Center does not provide weekend support.</p>
270	4A & 4B		<p>In documents Amendment 15 Schedule 4A.xlsx and Amendment 15 Schedule 4B.xlsx, the tab Option 1 - New Faregates has been updated.</p> <p>In this update, the following line items have been removed from the Equipment and Implementation Tasks subsections: Fare Vending Device - Cashless, Fare Vending Device - Exit, Fare Vending Device - Full Function, Station Support Terminal while Option 1.1 still contains these items.</p> <p>Please confirm that these items should not have been removed from Option 1 - New Faregates. Please supply updated Schedules 4A and 4B if necessary.</p>	<p>The line items deleted from Option 1 were deleted because the choice of Turnstiles (Base) or Faregates (Option) has no bearing on the quantity of FVDs or Station Support Terminals needed. The intent of this update to the price forms is that, if Option 1 is executed, the line items in Form O1 will replace the respective line items in Form B, while the remaining line items in Form B (FVDs and Station Support Terminal) will still apply. For consistency, this update has now been carried over to Form O1.1 in tab "Option 1.1 New Faregates Dulles".</p>
271	4A & 4B		<p>What model In Motion router is currently installed in Metrobus vehicles?</p>	<p>WMATA is currently installing an In Motion Mobile Access Router MAR oMG 4-port 2030 multi-network routers in all buses as part of its contract with Clever Devices.</p>
272	4A & 4B		<p>How many Ethernet ports are available to be used in the In Motion router?</p>	<p>The router has 4 ports. The configuration of the router is managed through WMATA's CoABE project contract with Clever Devices. Any interface with the router must be part of a coordinated design with Clever Devices and WMATA's Bus Technology Department.</p>
273	4A & 4B		<p>Does WMATA expect bidders to include the costs for supplier engineering development, manuals, training and testing in all price forms for one or both suppliers through FAT, through Pilot or, inclusive of a production allocation through the complete term of the NEPP project?</p> <p>For the initial submittal, WMATA requested that bidders supply two sets of price forms with two combinations of equipment suppliers; however, each bidder could create a number of disparate pricing combinations/options depending on which supplier combination/options are selected. Please provide additional instructions regarding a common approach for all bidders.</p>	<p>WMATA expects bidders to include the costs for supplier engineering development, manuals, training, and testing in all price forms for both suppliers through the complete term of the NEPP project. WMATA asserts that there is a sufficient level of detail in the price form to prevent bidders from creating disparate pricing combinations, and that additional instructions are not necessary at this time.</p>