



## CONNECTING COMMUNITY

### Responses to Questions Regarding Request for Proposals:

- RFP# 2690 Electronic Fare Collection System

#### Version 09.02.2025

The following questions have been received by Rider Transit regarding the subject RFPs. Responses are being posted to keep the proposal process as fair and transparent as possible.

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1. Does the agency intend to continue to support cash/coin and paper tokens?
    - Yes, we will continue to support cash/coin and paper tokens.
  2. Will the agency accept DocuSign for signatures?
    - Yes, we will accept DocuSign for signatures.
  3. What is the agency's preferred way to receive exceptions to terms and conditions?
    - Just outline the exemptions on a separate page in the proposal.
  4. Would the agency consider a two-week extension to Friday, 9/26/25?
    - No, unfortunately we are not allowing 2 week extension.
  5. Do you have ports available on your routers on the buses? if so what kind of routers do you currently have?
    - Yes, we have open ports. We are currently using Cradlepoints.
  6. Can you please provide the quantity of point-of-sale terminals you are requesting?
    - We need 1 point of sale terminal. We will provide the computer. We just need the software.
  7. What is your anticipated project schedule?
    - Here is our timeline.
    - ☐ August 22<sup>nd</sup>, 2025: RFP issued
    - • September 12<sup>th</sup>, 2025: Proposal submission deadline
    - • September 23<sup>rd</sup> – 25<sup>th</sup>, 2025: Product demos of finalists (if necessary)
    - • October 3<sup>rd</sup>, 2025: Notice of intent to negotiate
    - • October 23<sup>rd</sup>, 2025: Recommendation for contract approval to Transit Commission
    - • November 13<sup>th</sup>, 2025: Recommendation for contract approval to Concord City Council
    - • November 14<sup>th</sup>, 2025: Notice to proceed
    - • January 1<sup>st</sup>, 2026: Go Live