



Concord Kannapolis Area Transit

45 Transit Court Northwest
Concord, NC 28025
www.ckrider.com
704.920.7433

CONNECTING COMMUNITY

Responses to Questions Regarding Request for Proposals:

- RFP# 2690 Electronic Fare Collection System

Version 08.28.2025

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.

Please confirm if it's acceptable for the Proposer to electronically sign the proposal documents using a tool such as DocuSign. [Yes.](#)

Is the Agency tax-exempt? [No, the agency is not tax-exempt.](#)

To give vendors adequate time to review the answers to questions, would you consider a 2-week extension? [Unfortunately, we will not be able to provide an extension.](#)

Please provide a pricing template that should be completed and submitted with our proposal. [We don't plan to offer a pricing template with this project.](#)

Is the intent of this RFP to replace the Umo mobile app or integrate with the Umo mobile app. [The selected product for this contract will not need to be integrated with our current electronic fare collection app.](#)

Please confirm the existing CAD/AVL required for integration. [GMV is our current CAD/AVL provider.](#)

Is there any trip integration or fare structure considerations with the Charlotte CATS system? [While a streamlined trip integration and fare structure with CATS would be ideal, this project is not required to meet that expectation.](#)

Please confirm if vendors are to include validators for this project? [Yes.](#)

If vendors need to provide validators, how many are required for installation and spares? [We have a total of 19 vehicles: 11 Gillig buses and eight Ford Transit Vans. We need validators for each and one spare.](#)



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For the Point of Sale system, are vendors providing hardware for this solution or just the software/licensing to manage and support POS? [The vendor is not expected to provide the POS hardware. The vendor is expected to provide the software, licensing and support.](#)

For the Kiosk option, how many are required for installation? [Please provide pricing for one, two, and three kiosks.](#)

Are vendors to provide smartcard hardware? [Yes.](#)

Who is your existing back-office fare collection system, and is integration required? [We do not have a back-office fare collection system that requires integration.](#)

Is there a DBE requirement for this project? [There is not a DBE requirement for this project.](#)

Is there a tentative budget you can share? [We are not able to share a budget at this time.](#)