

Bloomington Public Transportation Corporation
RFP: Mobile Ticketing Solution
Amendment #2

Issued by: Zac Huneck, Planning & Special Projects Manager
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Questions

The following are questions submitted by vendors, followed by responses by BPTC.

- 1. Your riders are Currently using a mobile app. Will they be changing out to a new app if a new provider is selected?**

Yes, customers will need to download the app of whichever vendor is selected through this RFP.

- 2. It was the existing system account-based, and if so, are the accounts to be migrated over to the new system?**

Yes, the current mobile ticketing solution through Token Transit is account-based. No, it is not a requirement for current user accounts to be migrated to a new system.

- 3. How much are you paying for your current solution?**

BPTC's current partnership with Token Transit relies on commission rates according to the dollar amount of the fare type sold. There are two rates based on the dollar amount of the transaction: 1) 10% rate on transactions of \$2.00 or more 2) 13% rate on transactions of \$2.00 or less.

- 4. Has an Independent Cost Estimate (I.C.E.) been completed for this project, and if so, can you share the results of that estimate?**

Based upon current mobile ticketing usage, BPTC's ICE for the project is \$2,500 in annual commission fees paid to the mobile ticketing vendor.

- 5. What is the total annual ridership? What percentage of these are currently mobile ticketing users?**

Total ridership in 2019 was 3,159,071, with approximately seventy (70) percent of those rides taken by students of Indiana University, who ride fare-free according an ongoing service agreement that would preclude their need to purchase mobile passes. Please see Section 3.C. in the original RFP document for a further breakdown of annual ridership, and Question 27 in

Amendment #1 for a breakdown of pass sales by type. Currently, mobile passes make up about three (3) percent of total pass sales by dollar amount.

6. Will the agency consider accepting a mix of fixed monthly fees and commission on fares?

BPTC prefers a payment schedule based entirely on commission rates per passes sold, whereby any fees and costs are incorporated into fixed commission rates.

7. Is there a preferred payment gateway, or is it optional?

BPTC does not have a preferred payment gateway.