The Woodlands Township

Request for Proposals
Implementation and Services for Mobile Ticketing and Fare Card System for The Woodlands Express
Contract No. C-2025-0369

Addendum #1

July 11, 2025

Note: This Addendum must be included as part of the proposal documents.

Clarification – The Township desires a software solution for the fare media. When stated on page 8, "The Township will not consider a "Software as a Solution" model, where the hardware and upfront costs are bundled into a monthly fee," that is only meant to be stated as the hardware and capital costs will not be allowed to be billed monthly. All hardware and capital costs will be charged upfront. The Township still desires the full software system with functional hardware to operate the system.

Questions and Answers

Q) What is the budget for this RFP?

A) The Township is not releasing the budget for the RFP.

Q) May we continue to use and not replace the Masabi Validators?

A) If your software can use the Masabi validators, then yes. The Township owns those validators outright.

Q) Besides the Park and Ride, How will paper tickets be distributed?

A) The Township has security guards stationed at each park and ride that can distribute tickets. Otherwise, tickets are distributed directly from the Township administrative staff to the riders at Town Hall.

Q) Is open payments a requirement?

A) It is the desired solution, but the Township will consider other options.

Q) What are the specifications for the single use tickets?

A) The Township wants a single use ticket that works with the validators and the proposed software. There are no specifications for the design or layout otherwise at this time.

Q) What is the scope of work for the CAD/AVL Integration?

A) The Township has a contract with Passio Technologies for CAD/AVL tracking. The selected provider should work with Passio to host the two technologies under one app or link to one another to provide both services to the riders. The Township prefers integration but would accept linked access through website links.

Q) How many bidders were there for RFP C-2025-0195? Which companies bid?

A) The Township released that information with the previous Board approval of that RFP and it is still available on the Township website.

Q) What cloud infrastructure will host the Mobile Ticketing System (MTS)? Is it scalable and secure?

A) The Township is allowing proposers to provide the cloud infrastructure as the software should host the MTS.

Q) Is the hosting environment PCI-DSS compliant and capable of handling encrypted transactions?

A) The Township is requesting this to be provided by the proposer.

Q) What is the uptime guarantee (SLA) and disaster recovery plan?

A) This should be provided by the proposer.

Q) How is data backed up, archived, and restored??

A) This should be provided by the proposer.

Q) Can the system support both accrual-based and cash-based accounting formats as mentioned in the Township's reporting needs?

A) Yes, the system can support both. However, the system should be provided by the proposer.

Q) Will the mobile app be available on both iOS and Android platforms? What minimum OS versions should be supported for iOS and Android??

A) Yes. The minimum versions should be stated by the proposer.

Q) Can the app function offline for ticket validation and storage?

A) This feature should be proposed as an option by the proposer.

Q) How will updates be tested and deployed for OS compatibility?

A) This plan should be provided by the proposer. Testing is required to be done by the vendor as stated in the RFP.

Q) Will the app support push notifications for service alerts and reroutes?

A) This feature should be proposed as an option by the proposer.

Q) What accessibility features (ADA compliance) are included?

A) This should be noted in your proposal.

Q) Is there a preferred payment gateway or processor e.g. Apple Pay, Google Pay, PayPal, and transit benefits?

A) No.

Q) What types of tickets will be sold (single ride, monthly pass, event bundles)? Can the app support multiple ticket types (single-use, round-trip, ticket books)?

A) Single tickets. The app should support the multiple ticket types.

Q) Will ticket prices vary by route, time, or rider category (e.g., senior, student)?

A) No, there is only the full fare for commuter services and full fare for rodeo or event services. However, please note how your software can accommodate multiple fare types in the software, if the Township chooses to deploy this in the future.

Q) What types of notifications will be sent (e.g., delays, promotions)?

A) The Township would like the capability to send notifications as it relates to the service.

Q) Who will manage the content and timing of these notifications?

A) The Township will work with the provider to release notifications as needed.

Q) Pls specify, user roles (e.g., admin, rider)?

A) There will be administrative access roles for the Township and the operators' access for the third party operator on the back end. Riders should be able to access an app or website to be able to access fare tickets.

Q) Are there any specific devices or screen sizes to prioritize for Mobile App?

A) No.

Q) Pls specify branding guidelines for UX?

A) The Township will work with the selected provider. Please see the Style Guide in Exhibit J for more information on desired colors and logo designs.

Q) Please provide the hardware technical specification for the ticket validator?

A) The Township has listed that they own JustRide validators from Masabi. Any new proposed hardware should be in your proposal.

Q) Can you confirm the required form factor and mounting dimensions for onboard fare validators?

A) The Township will work with the selected provider to determine the best placement for the validators.

Q) Will the agency accept DocuSign for signatures?

A) Yes.

Q) Are there any preferred manufacturers or models currently in use or tested?

A) No.

Q) What are the available power sources and voltage specifications on the buses?

A) 12VDC or 24VDC

Q) Is Ethernet the only acceptable communication protocol, or is Wi-Fi/Bluetooth integration permitted?

A) Wi-Fi/Bluetooth is permitted.

Q) Please confirm whether the existing wi-fi can be leveraged with proposed system?

    A) As long as it does not interfere with wi-fi service for the riders by consuming the bandwidth.

Q) Please confirm whether data retention charges would be borne by customer.

    A) No. The provider should provide data retention with their proposal.

Q) What are the operating temperature and humidity ranges expected for onboard hardware?

    A) The hardware should be able to operate in temperatures typical to Houston weather conditions.

Q) Are validators expected to be weatherproof or ruggedized for vibration and shock?

    A) The validators should be able to handle the wear and tear of use on an over-the-road coach.

Q) Should the validator support simultaneous reading of QR, NFC, and RFID?

    A) The validator should work with your software as proposed.

Q) Is visual validation (e.g., LED or screen confirmation) required for passengers?

    A) No. The validator should work with your software as proposed.

Q) What is the expected duration of offline operation without connectivity?

    A) The validator should work with your software as proposed.

Q) Should validators store transaction logs locally and sync later?

    A) The validator should work with your software as proposed. The software should be able to validate the fares through the mobile app.

Q) What RFID standard is required for refillable fare cards (e.g., MIFARE Classic, DESFire EV2)?

    A) The Township is allowing providers to propose how their software works for the desired outcomes as listed in the RFP.

Q) Are single-use cards expected to be paper-based with QR codes or plastic with RFID?

    A) The Township would like the single-use card to work with your software and hardware.

Q) Will the vendor be responsible for card printing and encoding?

    A) Yes.

Q) Is personalization (e.g., name/photo) required on fare cards?

    A) No.

Q) What is the expected timeline for hardware installation across the fleet and retail locations?

    A) The Township desires the proposer to provide a timeline for implementation that is feasible to getting solutions in place as soon as possible.

Q) Are there any restrictions on modifying bus interiors for mounting hardware?

    A) The validators should be located by the bus entrance. Any modifying of the interiors will need to be approved by the Township and their third-party providers prior to install.

Q) Can you clarify the scope of validator reinstallation during the fleet replacement

A) The Township is currently procuring new over-the road coaches to provide the commuter bus service. So, the Township is aware that in the next two to four years that the provider will need to work with the Township and their third-party operator to uninstall the validators from the vehicles and reinstall them on the new vehicles. The Township is making sure any provider is aware of this.

Q) Can the existing Dell Latitude 5450 PCs be used with proposed retail portal hardware?

A) Yes.

Q) Please confirm that whether existing printer can be used with prosed system.

A) There are no printers at the park and ride. If printers are needed, then please specify this in your proposal.

Q) Will vendors have access to buses during off-hours for installation and maintenance?

A) Yes.

Q) Please confirm that the bidder can decide to continue with the project or not for the extention beyond the initial four years

A) Exercising of the optional extension will be agreed to by both parties.

Q) Please confirm that all hosting infra (on premise or cloud) is provided by woodland township

A) No.

Q) Is a help desk and operator required to be provided by the bidder

A) Yes.

Q) We request you to kindly share the requisite guidelines applicable here

A) The Township has established a procurement policies and procedures based on FTA's Circular 4220.1F. All guidelines are listed in the circular as well as the Best Practices and Lessons Learned Manual, provided by the FTA.

Q) We request you to kindly consider amending the terms as stated herein - "The Township will pay invoices on a net 30-day payment cycle ~~or three (3) days after the receipt of State and Federal funds, whichever is later~~".

A) Denied.

Q) We request you to kindly consider the suggested modifications - 4. If Contractor fails to remedy to Township's satisfaction the breach or default of any of the terms, covenants, or conditions of this Contract within ~~ten~~ thirty (~~10~~30) days after receipt by Contractor of written notice from Township setting forth the nature of said breach or default, Township shall have the right to terminate the Contract without any further obligation to Contractor. Any such termination for default shall not in any way operate to preclude Township from also pursuing all available remedies against Contractor and its sureties for said breach or default.

A) Accepted.

Q) We request you to replace the said entire clause with the folloiwng - 1. Any dispute or difference whatsoever arising between parties out of or relating to the construction, meaning or operation or effect of this Agreement shall, unless resolved amicably, be settled by

Arbitration, conducted in English Language, under the Rules of International Chamber of Commerce

A) Answer is currently pending legal approval. Will post in second addendum as soon as available.

Q) Kindly confirm that the limitation of liability for the project to the bidder is maximum of 100 % of the contract value.

A) Liability is discussed in the Indemnification clause in the RFP.

Q) Please confirm that the payment milestones shall be provided by the bidder as per the techno commercial submission

A) The Township does not understand the use of "techno commercial submission." Payment terms are listed in the RFP.

Q) Kindly confirm that the reference will be accepted from global projects in the same domain.

A) Yes, you can submit projects from other countries.

Q) Are there specific local/state regulatory requirements that must be addressed? Provide a list of relevant compliance standards or regulations.

A) State compliance forms are included in the RFP.

Q) Request you to kindly confirm if two or more companies can jointly bid for the opportunity as a consortium

A) Confirmed.

Q) Please confirm that all necessary support from the third party application vendors will be extended to the bidder

A) The Township does not understand the use of "third party application vendors" in this context.

Q) What is the estimated budget of this project?

A) The Township is not releasing the budget for the RFP.

Q) Kindly confirm the duration/ Timelines during which the bidder is required to complete the scope of work.

A) The Township is requesting proposers to provide a timeline that is feasible for implementation. The Township would like a solution as soon as possible.

Q) What criteria will be used to determine whether an extension in contract term will be exercised?

A) Contract performance and meeting the scope of work as proposed in the original contract.

Q) Please confirm payment gateways will be provided by Customer and bidder is required to integrate with them

A) No, gateways should be provided by the software provider.

Q) Please list with how many payment gateways are required to be integrated

A) Gateways should be provided by the software provider.

Q) Please confirm system is to be designed for how many concurrent users

A) The app should be able to perform for anyone that wants to use it, and the Township does not want to provide a limitation to that.

Q) Please confirm if it's acceptable for the Proposer to electronically sign the proposal documents using a tool such as DocuSign

A) Yes

Q) Please confirm the email address/es where Respondents should submit their questions.

A) Questions can be directed to both rhaut@thewoodlandstownship-tx.gov and kmcmanus@thegoodmancorp.com.

Q) We noticed that Exhibit F should be notarized, yet the Exhibit doesn't contain notary details in the signature section of the Exhibit. Please provide an updated Exhibit F containing details for the notary's signature.

A) One form in Exhibit F should be notarized by state law. The updated form will be attached to this Addendum.

Q) Would you consider a 3-week extension to give vendors adequate time to review the answers to questions and ask further questions?

A) No.

Q) Please confirm the validity period of our proposal?

A) Validity period should be for 120 days.

Q) Can you confirm the specification of the 17 Dell Latitude 5450 PCs currently in use at your park & ride locations along with any other equipment which is intended for reuse, such as printers, webcams, smartcard printers?

A) There is no equipment installed at the park & ride locations at the moment. The i7 Dell PCs are available for the use of the contractor, if needed.

Q) Can the Township provide an estimated volume of fare cards which may be purchased in each year of the contract, broken down by single-use and refillable?

A) While ticket amounts vary from year to year, the Township sells approximately 25,000 tickets a month. The current split is listed in the RFP of fare types. Since the fare card is a new media, the Township is uncertain of the number of fare cards that will be required.

Q) Are refillable cards intended to be personalized to the holder when issued, for example with the capture of a photograph which is printed on the card during issuance?

A) No, there is no personalization on the fare cards.

Q) Can the Township provide further details on the CAD/AVL APIs or SDK and the functionality that is required by the integration?

A) Integration feasibility will be worked out with the selected provider and Passio along with the Township to determine the best connection between the two services.

House Bill 89 Verification

I, _____ (Person name), the undersigned representative of (Company or Business Name)_____ (hereinafter referred to as Company) **being an adult over the age of eighteen (18) years of age, after being duly sworn by the undersigned notary, do hereby depose and verify under oath that the company named above, under the provisions of Subtitle F, Title 10, Government Code Chapter 2270:**

a) Does not boycott Israel currently; and
b) Will not boycott Israel during the term of the contract the above-named Company, business or individual with The Woodlands Township.

Pursuant to Section 2270.001, Texas Government Code:

1. "Boycott Israel" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes; and
2. "Company" means a for-profit sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or any limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate of those entities or business associations that exist to make a profit.

_____   _____
DATE   SIGNATURE OF COMPANY REPRESENTATIVE
STATE OF _____   § COUNTY OF_____

On this day, BEFORE ME**,** the undersigned, personally appeared _____ , the _____ of Company, and personally known to me or proved to me on the basis of satisfactory evidence to be the individual whose name is subscribed to the within instrument and acknowledged to me that he/she executed the same in his/her capacity, and that by his/her signature on the instrument, the individual executed the instrument for purposes and consideration therein expressed.

GIVEN UNDER MY HAND AND SEAL OF OFFICE this _____ day of _____ , 2025.

_____
Signature of Notary Public

_____
Printed Name of Notary Public

NOTARY PUBLIC, State of _____

(SEAL)   My Commission Expires _____