



## The Woodlands Township

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### **Request for Proposals The Woodlands Express Mobile Ticketing and Fare Card System Contract No. C-2025-0195**

#### **Addendum #1**

March 12, 2025

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

#### **Questions and Answers**

- Q) How many units for the Retail Sales Portals will The Woodlands require?  
A) There will need to be a retail sales portal at each park and ride facility so three (3) units will be required.
- Q) Will The Woodlands be purchasing new computers for the Retail Sales Portal or are there current computers that they plan to use?  
A) If the Township can utilize current equipment, the Township will elect for the cost savings, but if new units are required for the optimal functionality of the system, the Township will consider your proposal.
- Q) If The Woodlands will utilize their current computers, what are the current specifications of those machines?  
A) The Township has four (4) I7 with Touch 5450/Dell Latitude 5450.
- Q) With proper review and justification, would The Woodlands consider a cashless solution for the Retail Sales Portals?  
A) No, we must have a cash option.
- Q) Will the prospective Mobile Ticketing & Fare Card System be replacing or augmenting the Masabi Mobile ticketing system?  
A) Yes.
- Q) Does The Woodlands plan on replacing the Masabi Just Ride validators?  
A) The Township will utilize the units as proposed in each proposal.
- Q) Will every bus/coach have a validator? If so, would The Woodlands still require visual validation?  
A) Yes. The Township will only use visual validation as a back up measure.
- Q) Can you provide additional clarification for the definition of “smart funds”, mentioned on page 10 in the Desired Solution section?  
A) Smart funds should be considered as funds held on a smart device (phone, tablet) that can be utilized to purchase tickets through the mobile app.
- Q) Is the expectation that ticket funds will be processed and collected by the Woodlands directly, or is it acceptable to be reimbursed through the ticketing vendor?  
A) It is acceptable to be reimbursed through the vendor.

- Q) What are the pre-tax payment methods The Woodlands plans to support?  
A) There are no taxes associated with the tickets. The system should allow for purchase by the rider as well as through company sponsored transit benefits.
- Q) What is the average volume and percentage of chargebacks occurring?  
A) The total chargeback rate of about 0.05% and there are minimal chargebacks occurring.
- Q) Does the Township utilize a Cash or Accrual based accounting method?  
A) We are currently in an accrual-based accounting system; however, the Township is currently considering moving to a cash-based method. The desired system should be able to work with both.
- Q) What financial system does the Township utilize and which format does the transactional information need to be exported/supplied in?  
A) Currently, the Township receives data in Excel documentation and the financial staff would like to continue to receive documentation in that format. While raw data can be utilized, the Township prefers data to be formatted through Excel.
- Q) We understand System Support will be 24/7. Is the expectation that end consumer support be provided on a 24/7 basis or during normal operating hours?  
A) It should be between operational hours, 5:00 AM – 9:00 PM, Monday through Friday.
- Q) Does the Township utilize a CRM or other customer communication platform today? If so which one?  
A) No, not for the ticketing.
- Q) Will The Woodlands be performing maintenance and replacement activities for hardware after the initial installation or will they look to have the provider supply those services?  
A) The Township's operator performs maintenance on the vehicles. The Township would prefer an option for the provider to supply remote maintenance support and communication for our operators.
- Q) How many Woodlands staff members will need to be trained and have access to System Support?  
A) There will need to be five (5) Township staff for administration and two (2) for operations through our operations contractor.
- Q) Will there be any Woodlands staff or contractors participating on the install of the validators? If so in what capacity?  
A) Yes, the Township contractors will want to be involved in the installation of the validators in each of the vehicles. The expectation is that the awardee will provide insight and support of the initial installation working with the Township's contractors.
- Q) How many riders did Woodlands Township service in 2024 and 2023?  
A) 2023 – 280,426 riders, 2024 – 292,184 riders
- Q) What are the challenges that Woodlands Township faced with the existing provider?  
A) The current contract is limited to mobile ticketing only and is expiring. The Township wants to expand the contract to have fare cards and mobile ticketing combined.
- Q) What is the budget for this project?  
A) The Township is not releasing the budget for this project.
- Q) I am currently reviewing your RFP and would appreciate it if you could grant us a two-week extension on the deadline for submission. This will allow us to provide a thorough and well-considered response.  
A) Unfortunately, at this time, we cannot accommodate an extension as we are on a strict deadline in order to ensure a new contract is executed prior to the completion of the existing contract.
- Q) Are the vehicles currently equipped with a cellular router? Are ports available?

- A) The Township commuter buses are equipped with public wi-fi. The current card readers are plugged into the router through an ethernet port.
- Q) Will the Township supply virtual server environments for software installation?  
A) No.
- Q) Is the bus garage facility wired for Wi-Fi?  
A) Yes.
- Q) Are all buses housed in the same building?  
A) Yes, all the buses are housed in the same bus yard near the maintenance facility.
- Q) What model buses are in the fleet, would the Township provide a current fleet list?  
A) 25 MCI- D4500 Commuter Coach  
A) All vehicles are the same model, delivered in the following schedule:  
i) Five vehicles in December 2015.  
ii) Ten vehicles in Spring 2016.  
iii) Ten vehicles in Spring 2017.
- Q) Will the agency accept DocuSign for signatures?  
A) Yes.
- Q) Regarding the existing Masabi JustRide validators, will vendors need to integrate with these validators, or is this a replacement of the JustRide validators?  
A) The Township will utilize the units as proposed in each proposal.
- Q) Would you consider a 2-week extension to the due date?  
A) Unfortunately, at this time, we cannot accommodate an extension as we are on a strict deadline in order to ensure a new contract is executed prior to the completion of the existing contract.
- Q) Are the fare cards to act independently of the mobile app?  
A) No, the fare card and mobile ticketing app should work together.
- Q) Are the fare cards only to be refillable at the retail sales portal locations?  
A) Fare cards should also be refillable through an online portal and through the mobile app.