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Addendum No. 01

File Reference Number: RFP 2024 034

Title: Ticketing System Solution

RE: Clarifications/Questions

Please refer to the following information / clarifications for ONTC RFP Appendix A - Requirements Master Workbook - Ticketing System Solution:

Item 1: SOP-MC-04 - The requirement to assign drivers to their respective vehicles: Is this specifically for trip assignment and ETA generation?

Answer: Specific to trip assignment, it's to place which drivers are operating what vehicle so we can easily track items regarding a certain trip i.e., compliment about driver on a certain route, we can quickly find who was operating that route/vehicle instead of other cumbersome methods.

Item 2: IRN - Does ONTC currently have a tool for managing service disruptions, or should this functionality be provided by our solution? Alternatively, will ONTC supply service disruption information via GTFS-RT Service Alerts?

Answer: No current tool is used for service disruptions, currently manual calls, uploading messages on website, phone calls and manual emails to customers.

Item 3: RM-01 - The system should support GIS for real-time tracking of transit (buses/trains). Should this functionality be used exclusively for trip planning, or is fleet monitoring also in scope? Could ONTC please clarify if fleet monitoring is included in the project requirements? If fleet monitoring is included in the project requirements, could ONTC please clarify the specific requirements related to fleet monitoring and indicate if these are critical or nice-to-have features?

Answer: The idea for this is mostly for notification/information purposes (trip planning for customers to see position of bus/train), if the bus/train is running late then it would know via tracking and potentially send updated information to our customers on late arrivals, etc.

Item 4: SOP-G-34 - As part of our solution for the ability to integrate built-in functionality for tracking and managing service delays, we would like to clarify the following: Will ONTC provide GTFS-RT Vehicle Positions and Trip Updates or another API for us to integrate, or is ONTC expecting the solution to generate ETAs based on GPS positions for buses and trains?

Answer: We have a GPS system that could integrate via API for positioning of buses/trains in system to help the ticketing system properly manage delays.

Item 5: MOB-G-01 - Regarding the requirement to ensure the website is fully functional and user-friendly on various mobile devices, can ONTC clarify if a responsive web application fulfills the requirements for the mobile section in the RFP?

Answer: Yes, this would be acceptable. Note ONTC would also still like an App in addition to a fully functional website.

Item 6: ACC – 04 - What is the membership requirement in terms of checkboxes / verification statement? Are we capturing a number, are we validating this membership number?

Answer: A check box with what employee/staff member verified the information and time stamped.

Item 7: AGN-04 - How would this work offline, for example: how would capacity management be enforced offline if multiple agents are attempting to sell the last seat of a trip? What about seat selection with train customer, how would this work?

Answer: Note this is a nice to have and full functionality of reservation tickets are noted that it might not be possible. However, if vendor could provide a solution, we are open to the pros and cons of some sort of solution.

Item 8: CE-TP-14 - Which digital wallets? Which banks? Which payment partners? Should this requirement be split into multiple requirements? As a recommendation from ONTC, how can we answer this requirement if it's Partial? For example:

     Credit / Debit Cards - Yes
     Digital Wallets - No
     Bank Transfers - Available with integrations

Answer: We currently use Moneris. This requirement is looking for all the possible payments the system can include or handle.

Item 9: CE-TP-18 - Is this suggestion occurring at time of booking? Does the user need to be logged in to receive this? Or is this a requirement for email / marketing campaigns.

Answer: This would be for a user logged into their account and possible "last trip" as a suggested new trip to rebook, as an example.

Item 10: CPM-02 - What is the unique requirement for each account type? Can you please elaborate and provide examples.

Answer: Having the ability to understand and refine search by a variety of groups is important. For example, employees might have different pricing/discounts, various corporate and customer accounts would be within our large customer database where customers can charge on account their ticket sales.

Item 11: CPM-17 - Please provide examples/use cases for this requirement.

Answer: A customer account in the ticketing system can be linked to our ONTC company A/R billing accounts so transactions can be charged "on account" instead of cash, credit card etc.

Item 12: CPM-20 - Please provide examples/use cases for this requirement.

Answer: Certain customers to have ability to flag for various items such as "do not ride" or "accommodations needed" etc.

Item 13: CPM-24 - Is this duplicate of CPM-17? If not, please provide examples/use cases for this requirement.

Answer: It is similar functionality as we have company accounts, and we have individuals who have accounts with ONTC for monthly billings. These are processed thru finance and A/R.

Item 14: CPM-41 - What are the privacy options you want to support? Please provide examples/use cases for this requirement.

Answer: Ability for customers to have access to/manage accuracy of/update their own Personal Information (PI).

Ability for customers to provide consent/opt out for how their PI is used, if it will be used differently than the purpose for which it was collected (e.g., customer PI used for marketing purposes, surveys, etc.).

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Item 15: CPM-44 - What additional data fields are required? Today our solution can provide an "external field" that can be populated with desired data. If this is not sufficient, please provide examples/use cases for this requirement.

Answer: Yes, the "external feature" is an example of what we are seeking.

Item 16: CSS-01 - Is this a website requirement? Is ONTC looking for a new website or will ONTC continue to work with their current website developer? If this is not a website requirement, please provide examples/use cases for this requirement.

Answer: We are looking to see what features the ticketing system may have or integrations available to connect with. It could be with current CRM and website; however, if a different proposal/option is available we would like information.

Item 17: CSS-02 - Is this a website requirement? Is ONTC looking for a new website or will ONTC continue to work with their current website developer? If this is not a website requirement, please provide examples/use cases for this requirement.

Answer: Ability for the ticketing system to connect in with an ONTC FAQ webpage i.e., links on tickets or within app/ticketing portal; however, if a different proposal/option is available we would like additional information.

Item 18: CSS-04 - Is this a website requirement? Is ONTC looking for a new website or will ONTC continue to work with their current website developer? If this is not a website requirement, please provide examples/use cases for this requirement.

Answer: We are looking to see what features the ticketing system may have or integrations available to connect with. It could be with current CRM and website; however, if a different proposal/option is available we would like information.

Item 19: CSS-06 - Is this a website requirement? Is ONTC looking for a new website or will ONTC continue to work with their current website developer? If this is not a website requirement, please provide examples/use cases for this requirement.

Answer: We are looking to see what features the ticketing system may have or integrations available to connect with. It could be with current CRM and website; however, if a different proposal/option is available we would like information.

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Item 20: FM-21 - How would this work offline, for example: how would pricing be enforced offline using dynamic pricing that considers capacity or other factors that are changing and require "online syncing"? What about seat map pricing and considerations?

Answer: We are looking for the vendor to provide or suggest a solution on this. Providing ONTC with background info on the Pros and Cons of what is available.

Item 21: FM-51 - What does it mean to travel beyond an end point? Please provide examples/use cases for this requirement.

Answer: If we wanted to add on additional items to tickets i.e., entrance fees to venues.

Item 22: FIN-G-12 - What specifically do we want to display in the ticketing system solution from ERP/FS - is there a purpose to have this displayed in ticketing system solution as opposed to the ERP system directly?

Answer: An example would be to pull the A/R account information from the ERP system for on account sales to be charged in the ticketing system.

Item 23: FIN-G-23 - What does it mean to automate the reconciliation? Today our solution has the reports of payments and transactions by date to reconcile with your payment gateway. Is this sufficient? If not, please provide examples/use cases for this requirement.

Answer: The ability for the payment gateway data and the ticketing system data to be reconciled to provide any variances in actual processed transaction.

Item 24: FIN-G-25 - What does it mean to self-reconcile? Today our solution has the reports of payments and transactions by date to reconcile. Is this sufficient? If not, please provide examples/use cases for this requirement.

Answer: Reports that easily tie together to show, payments, fees, ticket revenue, etc. all balance and potentially any rounding variances or other items that could cause unbalancing of financials.

Item 25: INT-01 - What does it mean to interact with a service provider vs. integrate? Please provide examples/use cases for each provider.

Answer: An example of interact could be a referral to another service but not have any built-in integrations.

Item 26: INT-03 - Is this for passengers or ONTC users? Please provide examples/use cases for this requirement.

Answer: Example, passengers, when a ticket is issued, can add the details of the travel into their calendar.

Item 27: RM-15 - Where should these "real time route updates" come from? Is this a third-party system, and if not, what would you want the system to do? Is this requirement tied to route and schedule creation process?

Answer: ONTC has a GPS tracking system with integrated API's for sharing info. Having the information connected to ticketing to provide updates and ease of "where is my bus/train" could be found for passengers.

Item 28: RM-16 - Where should these "route optimizations" come from? Is this a third-party system, and if not, what would you want the system to do? Is this requirement tied to route and schedule creation process?

Answer: ONTC has GPS tracking of buses, potentially is there any AI within the ticketing that could suggest operations better routing for customers.

Item 29: TMO-22 - Please provide examples/use cases for offline. How does ONTC envision this feature?

Answer: If there is an internet outage, is there a way to pull already purchased ticket information to print for the customer.

Please refer to the following general information / clarifications:

Item 30: From our initial impression on the review of the requirements in Appendix A - Requirements Workbook, the tab "Non-functional Requirements" describes to us a workflow system and management of forms. Are you referring to functionality of systems like Zluri, Clickup, Monday.com, Airtable or Microsoft's power automate? Did ONTC previously run a standalone workflow tool RFP? Is ONTC open to a 3rd party tool augmenting workflow functionality "on top of the Ticketing SaaS?"

Answer: ONTC is open to various solutions provided it is all integrated and seamless for ONTC to operate and have service for.

Item 31: How do you see the ticketing system requiring such workflows? In terms of workflows in a Ticketing SaaS, from our understanding of workflow in a Ticketing SaaS our solution covers workflows for ticketing sales, operations and finance; (a) would ONTC agree with this statement in terms of workflow in a Ticketing SaaS, and (b) are there any other business processes we need to consider and if so, can you specify them or share any documentation?

Answer:

     (a)   Yes, the overall workflow is covered.

     (b)   Any additional items such as request notifications etc. would need to be built in

Item 32: Will Webdrive continue to be your website partner for your end-to-end transactional website, or are you looking for a ticket solution to manage the website moving forward?

Answer: We would like the vendor to provide a recommended solution to ONTC.

Item 33: Are there any Parcel requirements?

Answer: No.

Item 34: Are there any Rail Freight product requirements?

Answer: No.

Item 35: Are there any autocarrier product requirements? (Is this SM-25 in Ticketing System Requirements?)

Answer: SM-25 is a seating requirement pertaining to matching rail cars to the seat map for passengers to select as our rail fleet varies on seat maps.

Various products such an autocarrier would be a requirement.

Item 36: For your passenger app, are you looking to have your ticketing partner provide one, or are you looking to build it yourself/with a third party?

Answer: Ticketing partner to provide.

Item 37: Is the expectation to have the ticketing system solution manage eMarketing and Finance within the system, or to be able to integrate to a third party eMarketing / Finance system? - the RFP seems to ask for eMarketing/Finance requirements in the Ticketing SaaS in some places, and integrations to such 3rd party applications in other places.

Answer: We are looking for options that the vendor can provide to us. Please provide best overall solution.

Item 38: Can you please further describe your definition of the difference between an M1 Out of box response to an M2 Basic and M3 Complex configuration response? If you can, please provide examples.

Answer:

- M1 Product fully supports the requirement, right out of the box with no configuration.
- M2 Product fully supports the requirement with basic configuration work that typically includes two or three configuration screens or tables. For example – may require entry of code set.
- M3 Product fully supports the requirement with more complex configuration work needed. May include workflow design, scripting or many configuration screens. In the Comments field, please provide a description of the type and expected timeline of configuration work that will be required to satisfy this requirement.

Regards,

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