

July 22, 2024**Addendum No. 02****File Reference Number: RFP 2024 034****Title: Ticketing System Solution****RE: Clarifications/Questions**

Item 1: Would ONTC please consider providing an extension for this RFP 2024 034 – Ticketing System Solution?

Answer: ONTC will agree to extend the submission deadline for this RFP 2024 034 – Ticketing System Solution by two (2) weeks. Please note that the new submission deadline for this RFP is now Friday, August 09, 2024, at 2:00:00 p.m. EDT.

Item 2: Currently ONTC receives 30,000 transactions a month as passenger volumes. Would ONTC be able to comment as to the forecasted Northlander monthly transaction volume? Is Northlander forecasted to be additive to the current 30,000 per month in Motorcoach?

Answer: ONTC's current transaction volume is 30,000 a month and ONTC is expecting an additional 5,000 or so a month with the return of the Northlander.

Item 3: For integration there are 2 approaches: (1) provide open modern API documentation as well as address core integrations like payments, SMS, Metrolinx and other industry partners; and (2) Vendor develops, supports, and productizes integrations custom to ONTC. ONTC throughout the RFP sometimes calls out required "pre-built" integrations and sometimes refers to having APIs. Would ONTC be able to provide us with a "top 10" or such prioritization of integrations you would like the Ticketing system provider to develop/support, for example Microsoft (please be specific to the app), Mailchimp, CRM, support desk, Finance, HR, etc.?

Answer: Depending on the solution provided and what is currently built-in, will differ on what integrations ONTC will want. ONTC's goal is to have as much as possible within the software, anything that connects to the software we are interested in simple built connections/integrations. Core integrations such as communications to our customers is top priority along with partnering with interline and various partnerships for first/last mile. Items such as CRM integrations are important; however, if the proposed solution has many of the same features included then less of a need for an integration is needed.

Item 4: We would like to follow-up on ONTC's answer provided at Item 31(b) in Addendum No. 01.

- (a) With ONTC's current system providing ticketing sales, operations and finance workflows today, can you please list all the additional workflows you are looking for?
- (b) Can you please describe an example in detail for notifications or other such example listed in (a)? ONTC does not have to document this in a workflow diagram but please provide more details, as Workflow seems like an important area of the RFP.

Answer: Additional workflows such as notifications to customers are necessary to provide a modern experience to our passengers. Notifications such as SMS, push notification on an app with possible auto calling and emails that inform customers on delays, service changes, updates etc. are key and could be triggered at various points along the travel (i.e., before and possibly during a trip). Workflows that include an app for seamless experience is high priority.

As indicated in your question the workflow between ticketing sales, operations and finance are the core, with the addition of customer app and notifications.

Regards,

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