



**Ministry of Transport and Regulatory Affairs**  
**Ministry of Transport and Regulatory Affairs Headquarters**

**Request for Information**  
**For**  
**Automated Fare Media Solution for Public Transport**

Request for Information No.: **MTR-16-S-2018-001**

Issued: **Wednesday, October 31, 2018**

Submission Deadline: **Friday, November 30, 2018 03:00:00 PM AST**

## 1. Introduction

This Request for Information (“RFI”) is issued by the Government of Bermuda (the “Government”) through the Ministry of Transport and Regulatory Affairs is requesting information from interested parties for the purposes of gathering information about the marketplace in order to assist in the determination of future purchasing options or requirements. Respondents are asked to respond to the Government and provide the information requested below.

## 2. RFI Timetable

Issue Date of RFI	Wednesday, October 31, 2018
No Pre-Bid / Site Meeting	
Deadline for Questions	Wednesday, November 14, 2018 4:00 PM
Deadline for Addenda	Friday, November 23, 2018 4:00 PM
Submission Deadline	Friday, November 30, 2018 03:00:00 PM

All times listed are in Atlantic Standard Time (AST). The RFI timetable is tentative. It may be changed by the Government at any time, and the Government may choose to waive or extend the Deadline for Questions, Deadline for Addenda and/or the Submission Deadline.

## 3. Background

The Government of Bermuda is seeking an innovative new Public Transport Automated Fare Media and Mobile Ticketing Solution that will reduce the need for cash, tokens and tickets, by making use of “**Smartcards**”, **Debit\Credit Cards**, including “**Smartphone**” based applications on its Public Buses and Ferries.

The solution will allow for the easy purchase/payment and validation of Fare Media. We are interested in reviewing both Open and Closed Systems with a preference towards a closed system operated by the Government of Bermuda.

As we intend to utilize the solution for both the local and international users of the Bermuda Public Transportation system, the automated ticketing solution should be cloud-based providing back-end administration functions (reporting, data analysis, etc.).

The solution is to allow for the validation of “tickets” on both the buses and ferries. In addition, it must allow for GPS tracking of buses or ferries to provide real time arrivals at Bus and Ferry stops. The required reporting features to allow for the collection of statistical information to include but not limited to; total fare media collection history where purchased, Central Terminal, Kiosks or On-Line, Route Ridership, Peak Ridership etc.

Solution provider must be well established with multiple installations and be willing to provide as references the names and contact details of existing clients.

## 4. Information Requested

### 1. Please provide a background summary of your company including;

1. How is your Company structured organizationally?
2. Describe your Company's experience with and expertise in the public transport fare media industry.

3. If possible, please describe the types of organizations who have either previously used or currently use your organization for public transport fare media services.
4. If possible please describe the size and scope of these organizations?

**2. Please provide the following information regarding your Public Transport Fare Media Solution;**

1. Please describe how your Ticketing Solution can best promote efficiency of the Bermuda Public Transportation System.
2. How can your solution improve Bermuda's fare media accessibility and thereby increase ridership, improve fare media collection and reduce fraud?
3. Briefly describe your solution's method of use, regarding ticket purchase, and ticket validation from a Smartcard, Debit or Credit Card perspective.
4. Please provide what hardware/software would be required by the Government to operate your Public Fare Media Solution.
5. What redundancy (if any) does your solution provide?
6. Please advise where the back-end system(s) of your solution would be housed and how it will be accessed?
7. Would your solution allow for real time notification of services such as schedule changes or cancellations?
8. How many forms of payment can be used with your solution?
9. Please advise if your solution would have the ability to interface with the Bermuda Government's Drupal website.
10. What reporting functions are available within your product to track sales, sales trends, ridership, service evaluation and system performance?

**3. Please provide the following Mobile Ticketing information;**

1. If there is a Mobile App product, please provide the name of the App.
2. Please provide information on any completed implementation of a mobile (Smartphone) ticketing solution and its ease of use.
3. Briefly describe your solution's method of use, regarding ticket purchase, and ticket validation from a Smartphone perspective.
4. Would your "App" be compatible with Android and Apple IOS?
5. Please state how your App would handle multiple zone ticketing.
6. Please provide some indication of the ticket validation process: (e.g. Visual Inspection, Barcode, NFC reader or QR code scanning?)
7. How many differing forms of ticketing can be purchased with your App. (e.g. buses, ferry's. trains).
8. What other mobile services can your company provide through the app?

**4. Additional Information;**

1. Please advise what (if any) information technology security standards are used.
2. What are your standard contracting terms and conditions?
3. Please describe your Service Level Agreement's.
4. Please provide any additional information about your organization that you feel distinguishes you as a provider, or authority in the public transport fare media industry.

5. Please provide additional information about capabilities related to GPS of buses or ferries to provide real time arrivals at Buses and ferry stops. The ability to push service disruption notifications of schedule/route cancellations.

## **5. Submission Instructions**

Respondents are asked to submit their information and signed Respondent Submission Form by Friday, November 30, 2018 03:00:00 PM to the following email address and to the attention of the RFI Contact.

Electronic mail (E-Mail) submissions are accepted at [mrpackwood@gov.bm](mailto:mrpackwood@gov.bm) If documents are larger than ten (10) MB please send them within a zip file. In the subject line of the email, please state the RFI title. Electronic Copy (E-copy) of your proposal in MS Word or Adobe PDF format.

Respondents should direct any questions on this RFI process to the same RFI Contact.

Submissions should include a completed and signed Respondent Submission Form (Appendix A) that acknowledges, among other things, that this RFI and any respondent submissions will not create a legal relationship or obligation regarding the procurement of any good or service.

Respondents downloading this file and intending to respond to this RFI are required to register their interest with the RFI Contact by emailing their company name and contact information to Mannard Packwood at [mrpackwood@gov.bm](mailto:mrpackwood@gov.bm) prior to the Submission Deadline noted in the RFI timetable above.

Amendment/addenda (if any) will be posted at <https://www.gov.bm/procurement-notice>. Respondents should visit the Government Portal on a regular basis during the procurement process.

## APPENDIX A – RESPONDENT SUBMISSION FORM

### 1. Respondent Information

Please fill out the following form, naming one person to be the respondent's contact for the RFI process and for any clarifications or communication that might be necessary.	
Full Legal Name of Respondent or Personal/Given Name:	
Representative's Name (Person with Signing Authority) and Title:	
Street Address:	
City, Province/State, Parish:	
Postal Code/Zip Code:	
Country:	
Phone Number with Area Code:	
Respondent's Social Insurance Number issued by the Government of Bermuda:	
Respondent's Payroll Tax Number issued by the Government of Bermuda:	
Company Website (if any):	
Respondent Contact Name and Title:	
Respondent Contact Phone:	
Respondent Contact Fax:	
Respondent Contact Email:	

### 2. Terms of Reference

In responding to this RFI, the respondent acknowledges its acceptance of the following RFI Terms of Reference:

#### a. Request for Information Not a Formal Competitive Bidding Process

This RFI is issued for information-gathering purposes and is not intended to create legal obligations between the Government and any of the respondents or their representatives. Without limiting the generality of the foregoing, this RFI will not necessarily result in any subsequent negotiations, direct contract award, invitational tendering process or open tendering process, and does not constitute a commitment by the Government to procure any goods or services.

**b. RFI Not to Limit the Government's Pre-Existing Rights**

This RFI will not limit any of the Government's pre-existing rights. Without limiting the generality of the foregoing, the Government expressly reserves the right, at its discretion, to:

- (i) seek subsequent information or initiate discussions with any potential supplier, including potential suppliers that did not respond to this RFI;
- (ii) initiate direct negotiations for the procurement of any good or service with any potential supplier or suppliers, regardless of whether the potential supplier or suppliers responded to this RFI;
- (iii) contact a limited number of potential suppliers, which may include only those that responded to this RFI or may include potential suppliers that did not respond to this RFI, for the purpose of a competitive process for the procurement of any good or service;
- (iv) elect to proceed by way of open tender call where all potential respondents, including those that did not respond to this RFI, are eligible to compete for the award of a contract for the supply of any good or service; and
- (v) elect not to procure the good or service that is the subject of this RFI.

These expressly reserved rights are in addition to any and all other rights of the Government that existed prior to the issuance of this RFI.

**c. Pricing Information for General Information Purposes Only**

Any pricing information provided by respondents is for general information purposes and is not intended to be binding on respondents. Any legally binding pricing or purchasing commitments will be established only where specified by the express terms of a subsequent tender call process or where established through the execution of a written agreement.

**d. Information in RFI Only an Estimate**

The Government and its advisers make no representation, warranty or guarantee as to the accuracy of the information or empirical data contained in the RFI or issued by way of addenda. Any quantities shown or data contained in this RFI, or provided by way of addenda, are estimates provided only as general background information.

**e. Parties to Bear Their Own Costs**

The Government will not be liable for any expenses incurred by a respondent, including the expenses associated with the cost of preparing responses to this RFI. The parties will bear their own costs associated with or incurred through this RFI process, including any costs arising out of, or incurred in, (i) the preparation and issuance of this RFI; (ii) the preparation and making of a submission; or (iii) any other activities related to this RFI process.

**f. Accuracy of Responses**

The respondent acknowledges that the information provided is, to the best of its knowledge, complete and accurate.

**g. Submissions Will Not Be Returned**

Except where set out to the contrary in this RFI or expressly requested in the respondent's submission, the submission and any accompanying documentation provided by a respondent will not be returned.

**h. Confidential Information of the Government**

All information provided by or obtained from the Government in any form in connection with this RFI either before or after the issuance of this RFI (i) is the sole property of the Government and must be treated as confidential; (ii) is not to be used for any purpose other than replying to this RFI; (iii) must not be disclosed without prior written authorization from the Government; and (iv) must be returned by the respondent to the Government immediately upon the request of the Government.

The respondent may not at any time directly or indirectly communicate with the media in relation to this RFI without first obtaining the written permission of the Government.

**i. Disclosure of Information**

The respondent consents to the Government's collection of information as contemplated under the RFI for the uses contemplated under the RFI. Respondents should not include information in their response that is proprietary or confidential. Information provided by a respondent may be released in accordance with governing laws. To the extent that a respondent does include confidential or proprietary information, the respondent should identify any information in its submission or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the Government. The confidentiality of such information will be maintained by the Government, except where the Public Access to Information Act 2010 or where an order by a tribunal or court requires the Government to do otherwise. The respondent consents to the disclosure, on a confidential basis, of this submission by the Government to advisers retained by the Government for the purpose of reviewing this submission.

The respondent acknowledges that the Government may make public the name of any and all respondents.

**j. Governing Law**

This RFI process will be governed by and construed in accordance with the laws of Bermuda applicable therein.

---

Signature of Witness

---

Signature of Respondent Representative

---

Name of Witness

---

Name of Respondent Representative

---

Title of Respondent Representative

---

Date