South Central Regional Transit District RFP 2026-1026 Addendum 11.13.26

Fleet Count Revision
The fleet count for installation under RFP 2026-1026 is revised to 33 revenue vehicles. This count supersedes all previous fleet quantities stated in the RFP and this addendum. Please refer to Attachment A for the updated fleet list.

1. **Does SCRTD have an established project budget or available funding amount for this procurement? If so, please provide.**

   SCRTD does not publish a project budget for this procurement. Proposers should offer the solution and pricing that best meet the RFP requirements; pricing will be evaluated according to the evaluation criteria in the RFP.

2. **SCRTD mentions wanting a solution that minimizes cash handling and "practical options for cash/unbanked customers." Does SCRTD not want a validating farebox as part of this project?**

   SCRTD will accept cash payments onboard using its existing fareboxes. SCRTD is not requesting new validating fareboxes or replacement cash-handling equipment under this procurement. The proposed electronic payment system will supplement onboard cash acceptance. Off-board cash loading is not a required component.

3. **Please provide a list of the most recent types of fare collection equipment, including fareboxes, validators, vaults, mobile ticketing systems, and data collection systems that SCRTD used prior to going fare free. Is any of this equipment still installed on the buses? If so:**

   - **Does SCRTD intend for any existing fare collection equipment to remain in service as part of the proposed solution, or should proposers assume a complete replacement of all existing fare collection components?** Yes, currently installed fareboxes will remain on buses.
   - **If existing fare collection equipment is currently installed, will SCRTD require removal and disposal services as part of implementation?** No fareboxes will be removed.

   SCRTD currently has Diamond Manufacturing Model NV and Model XV fareboxes installed on its buses. These fareboxes will remain in service for onboard cash collection. Removal, disposal, or replacement of existing fareboxes is not required. Proposers shall provide the electronic payment equipment and installation needed to operate alongside the existing fareboxes. Electronic integration with or modification of the existing cash fareboxes is not required.

4. **Is SCRTD seeking revenue vaulting, probing, counting, and cash management functionality, or only onboard fare acceptance?**

   SCRTD will manage cash collection, counting, and revenue servicing through its existing procedures. New vaulting, probing, counting, or cash management equipment is not required under this procurement. The contractor shall provide the electronic fare-payment solution, including onboard electronic payment acceptance, mobile ticketing, and the back-office functions necessary to support the proposed system.

5. **Does SCRTD require account-based architecture, or will agency-issued media and device-based fare storage satisfy requirements?**

   SCRTD prefers account-based architecture for electronic payments but will consider alternative architectures that meet the procurement requirements. Proposers shall describe how their solution supports the payment options identified in Questions 6–8, reduced fares, and reporting. Cash-to-digital loading is not required. Cash-paying riders must be able to pay onboard without creating an electronic account.

6. **Is acceptance of contactless EMV bank cards a mandatory requirement at launch or a future enhancement?**

Acceptance of contactless open-loop EMV bank cards and mobile wallets (e.g., Apple Pay, Google Pay) is required at launch on July 1, 2027. Open-loop EMV acceptance is a required launch feature.

7. **Is mobile ticketing considered a mandatory component of the initial deployment?**

   Yes. Mobile ticketing for single-ride fares is required at launch on July 1, 2027. Riders must be able to purchase and present a single-ride ticket using a mobile application. Mobile daily, weekly, monthly, or multi-ride passes are not required under this procurement.

8. **Does SCRTD intend to offer agency-issued fare media, such as smart cards, tickets, or prepaid passes, in addition to mobile and contactless payment options?**

   SCRTD will not issue agency smartcards or physical tickets under this procurement. Daily, weekly, monthly, and multi-ride passes, whether physical or mobile, are excluded from the procurement scope. Please refer to Questions 6 and 7 for required electronic payment options.

9. **Please provide projections, if available, for anticipated payment channel usage, including cash, mobile ticketing, agency-issued media, contactless bank cards, and retail sales.**

   SCRTD has been fare-free and has no historical payment-channel data or formal projections. The fare-free is projected to end in June 2027. Fiscal year 2026 ending ridership was at 207,000.

10. **Has SCRTD established a fare policy, including proposed base fares, reduced fares, transfer policies, fare capping policies, or stored value requirements for implementation on January 1, 2027? If so, can you please share it?**

    SCRTD's proposed fare policy, beginning **July 1, 2027***, is a $1.50 regular single-ride fare and a $0.75 half-fare single ride for seniors age 65 and older, people with disabilities, Medicare cardholders, and students. Medicare cardholders will receive at least the required half fare during applicable non-peak periods; SCRTD proposes to make the $0.75 reduced fare available all day. SCRTD's proposed reduced fare is its own policy choice; it shares Sun Metro's currently published $1.50 regular base fare, but the reduced-fare amounts and categories are not identical.
    For proposal pricing, assume a flat single-ride fare per boarding, with no free transfers, fare capping, stored-value accounts, or route- or distance-based pricing required at launch. These are proposal-pricing assumptions; final fare rules remain subject to SCRTD approval. Please refer to Questions 7 and 8 for mobile ticketing requirements and excluded fare products.
    *Fare-free has been extended to the end of June 30, 2027.

11. **Does SCRTD intend to support fare interoperability with regional transit partners, including RoadRUNNER Transit or Sun Metro?**

    Yes, fare interoperability is intended to be used with El Paso/Sun Metro Transit.

12. **Does SCRTD require integrations with any existing operational systems, including CAD/AVL, GTFS, planning, financial, or reporting platforms? If yes, please identify the systems currently deployed.**

    Required at launch: (1) use of SCRTD's GTFS static feed for routes, stops, and schedules; (2) GPS/location tagging of transactions; and (3) standard reports and data exports (CSV and/or API) for ridership. Real-time integration with SCRTD's financial or accounting system is not required; exportable reports are sufficient. Integration with CAD/AVL is desirable but not required at launch.
    SCRTD uses Passio Technologies for GTFS data and real-time fleet tracking.

13. **Please provide the desired implementation timeline between contract award and revenue service launch. There is public mention that SCRTD intends to begin collecting fares on 1/1/2027? Does SRTD intend to have its new fare collection equipment with all payment functionalities live on 1/1/27?**

    SCRTD's planned fare collection launch has been extended to July 1, 2027, rather than January 1, 2027. Installation will occur following contract execution and Notice to Proceed through May 2027, with pre-

launch testing, readiness approval, and training completed before launch. Final system acceptance will follow the revenue-service acceptance period described in Question 65.

14. **Can you please provide a make/model/year list of the vehicles in SCRTD's fleet that will receive the fare collection equipment?**

    Please refer to Attachment A.

15. **Can vendors provide mark-ups to the federal contract provisions as part of our submission?**

    Proposers shall not delete or alter mandatory federal contract provisions. Requests for clarification may be submitted for SCRTD's consideration. Exceptions or proposed revisions to non-federal terms shall be identified in a clearly labeled exceptions section of the proposal. Proposed exceptions are not accepted unless expressly approved by SCRTD..

16. **Will SCRTD accept 100% electronic proposal submissions via email to lalonzo@scrtd.org, or are hard copies and/or USB drives required? If submitted via email, what is the maximum incoming email attachment file size permitted by SCRTD's mail server?**

    Yes. Proposals may be submitted entirely by email to lalonzo@scrtd.org, either as PDF attachments or through a cloud-sharing link that allows SCRTD to view and download the complete submission without requesting access. Cloud-sharing links may be used regardless of file size.

    Hard copies and USB drives are not required. Electronic submissions may contain one combined PDF or separate, clearly labeled technical and pricing PDFs.

    Proposers choosing printed delivery may submit one complete copy to SCRTD, Attention: Liza Alonzo, 2001 Futurity Drive, Sunland Park, NM 88063.

    All submissions, including accessible cloud-sharing links, must be received by December 14, 2026, at 3:00 p.m. MST. Identify "RFP 2026-1026" and the proposer's name in the email subject line and filenames.

17. **Could SCRTD provide a fleet breakdown for the approximately 26 revenue buses, including vehicle make, model, year, length, and vehicle type (e.g., cutaway shuttles vs. 30'/35'/40' heavy duty transit buses)?**

    Please refer to Question 14 and Attachment A. The revised fleet count is 33 revenue vehicles. Vehicle lengths are not available for every vehicle in the attachment, and the measurement units for populated length fields have not been confirmed. Proposers shall use the listed makes, models, and years for preliminary pricing and identify any dimensional assumptions. Actual vehicle dimensions shall be verified before installation.

18. **What legacy fare collection or passenger hardware (e.g., mechanical fareboxes, drop boxes, smart card readers, passenger counters) is currently installed near the boarding area? Is the selected Contractor responsible for de-installing and decommissioning existing equipment, or will SCRTD handle removal prior to installation?**

    Please refer to Question 3.

19. **Do the 26 revenue buses currently have existing mobile cellular routers/gateways (e.g., Cradlepoint, Sierra Wireless/Semtech) with available wired Ethernet ports and active data plans that the fare collection equipment can utilize?**

    SCRTD will obtain and pay for onboard Wi-Fi internet service through Samsara for all 33 revenue vehicles. The selected contractor may use this Wi-Fi service for its fare-payment equipment and is not required to provide a separate internet service or cellular data plan.

Fleetwide Wi-Fi service is planned to be available by June 30, 2027. SCRTD will arrange Wi-Fi connectivity for the pilot vehicles before the pilot begins, as described in Question 65. Proposers shall identify their equipment's Wi-Fi compatibility and monthly data requirements.
Please note fleet count change.

20. **Does SCRTD intend to procure new onboard fareboxes for cash collection as part of this RFP scope, or is this procurement strictly limited to electronic payment devices (e.g., validators, card readers, tablets) while retaining existing cash fareboxes or phasing out onboard cash handling entirely?**

    Please refer to Question 3.

21. **If SCRTD does intend for proposers to provide new onboard farebox hardware, what type of farebox is required: (a) a non-electronic mechanical drop-box or (b) a validating farebox capable of validating bills and coins?**

    Please refer to Question 3.

22. **If fareboxes are to be included in the proposed scope of work, does SCRTD also require the Contractor to supply and install garage vaulting equipment (e.g., cash vault with cashbox receiver mobile bin) to securely collect cash from the fleet during daily revenue servicing?**

    Please refer to Question 4.

23. **Payment processing and merchant of record (RFP Sections 2, 3.1, and 5; Form B). Form B asks proposers to price payment, transaction, and third-party costs. Does SCRTD hold an existing merchant account or payment-processing agreement the contractor must use, or should proposers arrange payment processing and price the full transaction-fee structure in the proposal? Relatedly, who will serve as merchant of record for card and mobile transactions under the contract?**

    The selected contractor shall provide or arrange the payment gateway, merchant acquiring, processing, and settlement services necessary for the proposed electronic fare-payment system. No existing SCRTD payment-processing agreement is prescribed for use under this procurement.

    SCRTD will serve as merchant of record, with fare revenues settled to an SCRTD-designated bank account. SCRTD maintains banking relationships with Wells Fargo and BMO; proposers are not required to use either bank as their payment processor.

    Proposers shall identify their proposed processing partners, any merchant account or agreement SCRTD must establish, settlement timing, and responsibilities for refunds, chargebacks, and reconciliation. All setup, recurring, transaction, and third-party fees shall be included in the proposal.

24. **Could you please share a plan holders list or the names of the companies that have expressed interest in bidding on this project?**

    SCRTD advertised this solicitation on our website and in the newspaper and has not maintained a formal plan holders list. Because the documents are publicly available, we do not have a complete list of companies considering a proposal.

25. **Please confirm if the vehicles have data connectivity today and if that connectivity is usable by vendors. If yes, is the network wired or wireless/WiFi?**

    Please refer to Questions 19 and 48.

26. **Please provide a summary view of any existing or legacy fare collection equipment installed today?**

    Please refer to Question 3.

27. **Can SCRTD provide their 2025 total ridership and the expected fare policy proposed?**

SCRTD recorded 165,003 passenger trips in FY2025, covering October 1, 2024, through September 30, 2025. Please refer to Question 10 for the proposed fare policy.

28. **Please provide a fleet list for the installation quotation.**

    Please refer to Question 14 and Attachment A.

29. **Regarding Section 3.3, 'Installation on Revenue Fleet,' please provide a projected schedule outlining when the vehicles will be accessible for installation.**

    Vehicles will be available for installation at SCRTD's Sunland Park facility, located at 2001 Futurity Drive, Sunland Park, NM 88063. The projected installation period will begin following contract award, contract execution, and issuance of the Notice to Proceed and continue through May 2027. Specific vehicle availability and installation windows will be coordinated with the selected contractor to minimize service disruption. Proposers should identify installation time per vehicle and required vehicle downtime in their implementation plan.

30. **Should the baseline solution include a farebox for secure cash collection? If yes, does SCRTD have any requirements specifically for the farebox, or can vendor's recommend the best fit for small agencies who want to encourage riders to adopt contactless electronic fares?**

    Please refer to Question 2.

31. **While we noted "contactless payments" in the RFP, can SCRTD confirm if onboard fare payments by credit & debit cards is a required capability to make fare payments easy and convenient for all riders fortunate enough to have these payment capabilities? If open payments are optional, can SCRTD please update the price sheet for optional capabilities?**

    Please refer to Question 6.

32. **Is there a specific DBE goal or requirement for this project?**

    No project-specific DBE goal is established unless issued by addendum. DBE participation is encouraged. Proposers must complete Forms K and L and comply with Appendix A, Section 6.

33. **Validators are typically installed directly on a vertical stanchion and typically require no vehicle modifications. Please confirm if all fleet vehicles have vertical stanchions within view of the driver for mounting validators. If not, please indicate the number of vehicles that require modifications, specifying whether they lack stanchions entirely or have only horizontal stanchions that would require vertical extensions.**

    Not all vehicles have vertical stanchions, and SCRTD does not currently have a vehicle-by-vehicle inventory identifying which vehicles have them. For consistent pricing, proposers shall base their installation quote on the assumption that all 33 vehicles have suitable existing stanchions or mounting hardware. Proposers shall separately provide unit prices for any additional hardware, brackets, stanchion extensions, or vehicle modifications needed where suitable mounting is unavailable. Actual requirements will be confirmed during vehicle inspection.

34. **Is there a page limit for vendor proposals?**

    There is no proposal page limit.

35. **Is an email submission acceptable for vendor proposals?**

    Please refer to Question 16.

36. **Are Indian-registered companies eligible to submit proposals directly?**

Yes. Companies registered in India may submit proposals directly, provided they meet all RFP requirements and applicable federal, state, and local requirements, including contractor eligibility and applicable Buy America requirements.

37. Is a US-based office or local installation partner required?

A U.S.-based office or local installation partner is not specifically required. The selected contractor must provide on-site installation at SCRTD's Sunland Park facility and meet all implementation, training, warranty, and support requirements.

38. Can software development and technical support be delivered remotely from India?

Yes, provided all RFP requirements are met, including cybersecurity, payment security, data access, and support response times. Required on-site installation, testing, and training must be coordinated with SCRTD.

39. Delivery location: May a Wyoming-registered US entity with operations and software delivery based in Monterrey, Mexico, propose with software development and remote support performed from Mexico and physical bus installation performed in New Mexico? Please identify any personnel-location, offshore data-access or data-residency restrictions.

Yes. A Wyoming-registered entity may propose software development and remote support from Monterrey, Mexico, with physical installation performed at SCRTD's Sunland Park, New Mexico facility. There are no personnel-location, offshore data-access, or data-residency restrictions. Proposers must disclose proposed hosting locations, remote data access, and subcontractor arrangements and explain how the solution meets the cybersecurity, PCI/payment-security, and data ownership/access requirements in Sections 3.2 and 3.4. Please also refer to Question 36.

40. Proposal submission: Please confirm the submission channel and recipient/address, required file format, file-size limits, naming conventions, number of copies and any separate technical/price files. Sections 4 and 7 specify content and deadlines but do not specify delivery mechanics.

Please refer to Question 16.

41. Fleet and interfaces: Please provide available bus makes/models, electrical and mounting specifications, existing connectivity and fare equipment, and required interfaces to current AVL, accounting or other back-office systems. Is a target implementation date or installation window prescribed?

Please refer to Question 14 and Attachment A for fleet information; Question 33 for mounting and installation pricing assumptions; Questions 19 and 48 for connectivity; Question 3 for existing fareboxes; Question 12 for required interfaces; and Questions 13 and 29 for the implementation schedule.
Vehicle-specific electrical connection specifications are not available for this addendum. Proposers shall identify their equipment's voltage, power, wiring, and protection requirements and separately price any necessary power converters or electrical modifications. Suitable connection points shall be verified during vehicle inspection before installation.

42. Payment and operating assumptions: Does contactless payment require open-loop bank-card acceptance, closed-loop fare media, or both? Who should be merchant of record, and are a processor/acquirer or gateway prescribed? Please provide available transaction volumes, typical fare values and offline-operation expectations so five-year processing/data costs can be compared consistently.

Please refer to Questions 6–8 for required payment options, Question 23 for payment-processing arrangements, and Question 66 for transaction-volume and pricing assumptions. Closed-loop agency-issued smartcards are not required.

The electronic payment system must support operation during connectivity interruptions, securely store applicable transactions, and automatically upload stored transactions when connectivity returns. Proposers shall describe which payment methods remain available offline, any limitations, risk controls, and associated costs.

43. **Equipment compliance: For Section 8 and Form I, please confirm how SCRTD will determine the covered purchase value and which components require manufacturer Buy America evidence at proposal time. Please also identify any award-specific domestic-content requirements not already in Appendix A. We are seeking the applicable compliance basis, not an exception.**

Buy America requirements (49 U.S.C. 5323(j) and 49 CFR Part 661, as provided in Appendix A and Section 8) apply to manufactured products delivered under the contract, such as onboard validators, mounting hardware, and other equipment. Proposers must submit the signed Buy America certification (Form I) with the proposal. Software licenses, hosted services, and payment-processing services are not manufactured products. Manufacturer documentation supporting compliance is not required at proposal time, but SCRTD may request it during evaluation, and it must be provided before delivery. SCRTD has not identified any award-specific domestic-content requirements beyond Appendix A.
Proposers shall separately itemize equipment, installation, software, hosted services, and payment-processing costs so SCRTD can evaluate the applicable covered purchase value. Separate pricing does not, by itself, establish an exemption from domestic-content requirements. SCRTD will determine the applicable treatment under the funding and procurement requirements governing the award.

44. **Manufacturers and installation firms: Are equipment manufacturers, processors and installation subcontractors permitted as part of the prime contractor's turnkey solution? Is manufacturer authorization, a warranty commitment or other named supplier evidence required with the proposal?**

Yes. Equipment manufacturers, payment processors, and installation subcontractors may be included in the prime contractor’s turnkey solution. The prime remains responsible for complete delivery and performance. Proposals must describe warranty coverage, identify anticipated subcontractors in Forms K and L, and disclose relevant vendor relationships in Form C. Separate manufacturer authorization letters or supplier warranty commitments are not specifically required with the proposal, but SCRTD may request supporting documentation during evaluation.

45. **Accessibility: Which accessibility standards and acceptance evidence apply to the rider application, onboard equipment and administrative portal?**

The solution must meet applicable ADA and Section 504 requirements, with WCAG 2.1 Level AA as the standard for the rider application and administrative portal. Onboard equipment must be accessible and easy to operate. Proposers should describe accessibility features, provide available compliance documentation, and demonstrate accessibility during testing and acceptance.

46. **DBE and bidders list: With no contract-specific DBE goal stated, is good-faith-effort documentation required? For Forms K and L, should equipment suppliers and payment processors be listed alongside installation and other service subcontractors, and is any additional bidders-list format required?**

SCRTD has not established a contract-specific DBE goal, so good-faith-effort documentation is not required. However, proposers must still complete Forms K and L, identifying anticipated suppliers, payment processors, and subcontractors and their known DBE status. Include the prime contractor in Form L. No additional format is required; attach continuation sheets as needed.

47. **Please provide the following statistical information for AGENCY's systems usage:**

- **Total sales of each pass broken down by sales channel (i.e., ticket windows, online, TVMs, etc.)**
- **Total passenger boardings by payment method used (cash, pass, transfer slip, change card, etc.)** SCRTD has operated fare-free in the recent period and has no pass-sales or payment-channel data available.
- **Total ridership and fare revenue from 2021, 2022 & 2023**

Please refer to Question 27 for FY2025 ridership.
FTA NTD annual profiles report the following: FY2021, 64,630 unlinked passenger trips and $14,585 in fare revenue; FY2022, 85,075 trips and $23,440 in fare revenue; FY2023, 101,627 trips and $0 in fare revenue. These figures are historical NTD totals and should not be presented as forecasts for the new fare program.

48. Please confirm if all AGENCY vehicles are currently equipped with a cellular modem and antenna. If confirmed, please provide the following information about these devices:

- **Manufacture(s) and type(s) of modems and antennas installed**
- **Confirmation that the current data plan for the modems can accommodate additional monthly data transfers of up to 100MB per modem**
- **Number of open ethernet ports on the modem, and confirmation that open ports can be used by a third-party device to access the open internet**
- **Please confirm if antennas are connected to the modems for GPS availability**
- **Confirmation that the existing antennas are attached to the roof of vehicles or installed internally**

SCRTD's Gillig buses use Samsara vehicle gateway equipment. SCRTD's procurement records identify Samsara VG55 gateways (HW-VG55-NA), which provide 4G LTE cellular connectivity, an integrated Wi-Fi hotspot, and internal antennas. SCRTD will provide onboard Wi-Fi internet service through Samsara for use by the selected contractor's fare-payment equipment. SCRTD will handle the Samsara service arrangements, activation, and associated costs, including sufficient data capacity for at least 100 MB of additional monthly usage per vehicle.

Available Ethernet ports and access to gateway GPS data have not been confirmed. Proposers shall base their proposals on connecting to SCRTD-provided Samsara Wi-Fi and identify any equipment needed to connect their fare-payment devices.

Please refer to Question 19 for fleetwide and pilot connectivity arrangements.

A complete current vehicle-by-vehicle inventory of modems and antennas across all 33 vehicles is not available for this addendum. Regardless of existing equipment, SCRTD will provide Samsara Wi-Fi service for all vehicles included in the installation scope, as described in Question 19.

49. Please confirm if SCRTD offers a GTFS real-time (GTFS-RT) data feed that identifies the current route assignment and location of its vehicles.

SCRTD uses Passio Technologies for GTFS data and real-time tracking on 12 Gillig buses and Samsara for tracking other vehicles. Availability of a vendor-accessible GTFS real-time feed covering vehicle locations and route assignments has not been confirmed. Proposers shall not assume such a feed is available. Please refer to Question 12 for required launch interfaces.

50. Are all vehicles currently equipped with a scheduling, computer-aided dispatch and/or automated vehicle location (CAD/AVL) system? If yes, please identify the provider, the make and model of the mobile data terminal in use, if any, and the name of the provider's system.

Please refer to Question 49 for existing vehicle-tracking systems. SCRTD does not currently use a computer-aided dispatch system. A vehicle-by-vehicle inventory identifying mobile data terminal makes and models is not available for this addendum. Proposers shall identify any existing equipment or interfaces on which their solution depends and separately price additional equipment required.

51. Please provide the desired implementation and launch schedule.

Please refer to Questions 13 and 29.

52. Has AGENCY conducted any surveys of your riders and/or operators? If so, please provide details.

SCRTD conducted surveys of riders or operators about fare payment on their 10 year plan which can be found on our website.

https://scrtd.org/2026-ten-year-service-financial-plan/

53. Please provide your fleet list.

Please refer to Question 14 and Attachment A.

54. Please provide the desired initial order of smartcards for this RFP.

Please refer to Question 8. No initial smartcard order is required.

55. Please provide AGENCY's current farebox provider.

Please refer to Question 3 for the existing farebox manufacturer and models. SCRTD does not currently have an active farebox service-provider agreement.

56. One year from go-live, what does SCRTD see as success?

One year after launch, SCRTD will consider the project successful if fare collection began on July 1, 2027, with minimal service disruption; the payment options identified in Questions 2 and 6–8 remain available and convenient; electronic equipment is reliable and supports fast boarding; transaction reporting and reconciliation are accurate; and operators spend minimal time resolving fare-payment issues.

57. Does AGENCY have a DBE goal for this procurement? If so, please specify.

Please refer to Questions 32 and 46.

58. Please provide pre-paid pass sales.

Please refer to Question 47.

59. Please provide the fare products and business rules the proposed system must support, including single-ride fares, passes, reduced fares, transfers, fare capping, and any route- or distance-based fares.

Please refer to Questions 7,8 and 10.

60. Please clarify whether SCRTD requires onboard cash acceptance or whether an off-board cash-loading or cash-to-digital solution will satisfy the requirement for cash and unbanked customers.

Please refer to Question 2.

61. Please identify any existing SCRTD or third-party systems that the proposed fare-payment solution must integrate with.

Please refer to Question 12.

62. **Please confirm whether contactless payment requires open-loop EMV acceptance of bank cards and mobile wallets or whether other contactless fare media are acceptable.**

Please refer to Questions 6-8.

63. **Please clarify whether the selected contractor must provide payment gateway, merchant acquiring, settlement, and processing services or integrate with SCRTD's existing merchant-services provider.**

Please refer to Question 23.

64. **Please confirm whether any existing customer accounts, fare media, transaction records, fare products, or eligibility records must be migrated to the new platform. If so, please provide the applicable data formats and estimated volumes.**

No electronic fare accounts, electronic fare-media records, transaction records, fare products, or eligibility records have been identified for migration to the new platform. Please refer to Question 3 regarding existing physical fareboxes.

65. **Please define the required pilot scope, duration, performance measures, acceptance thresholds, and conditions for final system acceptance.**

Proposers shall include a pilot and acceptance plan covering approximately 3–5 vehicles for at least 30 days before the July 1, 2027 launch. Because service will remain fare-free during the pilot, testing shall use test transactions without charging riders. Please refer to Question 19 for connectivity planning.

Proposed performance targets are: validator availability of at least 99%; transaction success of at least 99%; transaction uploads within 24 hours; complete reconciliation of applicable test transactions; verified accessibility; and completed operator and staff training. Proposers shall explain how each measure will be calculated and may recommend alternatives with justification.

The final pilot plan, performance thresholds, and acceptance procedures shall be agreed upon and incorporated into the contract before testing begins. Final system acceptance will follow 30 days of full-fleet revenue operation meeting the agreed requirements, with no unresolved critical or high-priority defects.

66. **Form B requires payment, transaction, and third-party costs to be included in the five-year lifecycle cost. Please provide the transaction-volume and payment-mix assumptions that proposers should use to calculate payment-processing and other variable costs in the five-year lifecycle price or confirm that proposers may state their own assumptions.**

Use the annual ridership planning volume identified in Question 9 and the proposed single-ride fares identified in Question 10. Total boardings must not be treated as a forecast of electronic payment transactions because SCRTD will also accept cash.

For pricing comparison only, proposers shall provide an illustrative scenario of 207,000 electronic single-ride transactions annually, calculated separately at the regular fare and reduced fare. This scenario is not a forecast of payment mix or a guaranteed transaction volume.

Proposers shall itemize fixed charges, per-transaction fees, percentage-based fees, and other processing or third-party costs by payment type. Provide a calculation worksheet showing how costs change with electronic transaction volume and identify all additional assumptions.

67. **We respectfully request that the Agency consider extending the proposal submission deadline by two weeks. With the current deadline falling on Monday, November 30, immediately following the U.S. Thanksgiving holidays on November 26 and 27, the additional time would allow proposers sufficient time to finalize and submit a comprehensive response.**

SCRTD approves the requested two-week extension. The proposal submission deadline is extended from November 30, 2026, to **December 14, 2026, at 3:00 p.m. MST**. The evaluation and anticipated award schedule will be adjusted accordingly.

Except as expressly modified by this addendum, all other terms and requirements of RFP 2026-1026 remain unchanged.