ADDENDUM NO. 7

Revisions to City of Visalia Transit Fleet, Revisions to Trip Planning Software Language, Revision to Warranty Language, Capability and Base Scope Matrix Added Requirement, and Interview Scoring Criteria Added

Issued by: Tulare County Regional Transit Agency
Original RFP Issue Date: January 1st, 2026
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Purpose of Addendum No. 7

This Addendum is issued to provide clarifications and corrections to the Request for Proposals (RFP). Specifically, this Addendum:

- Corrects information related to the City of Visalia Transit fleet;
- Revises language regarding integration with trip planning software;
- Revises language related to warranty requirements; and
- Releases a revised and expanded Capability and Base Scope Matrix, which supersedes the previously issued matrix.
- Adds a scoring criteria for the Oral Interview and Demonstration

This Addendum shall become part of the RFP. Proposers are responsible for reviewing and incorporating the revisions contained herein into their proposal submissions.

All other terms and conditions of the RFP remain unchanged.

City of Visalia Transit Fleet

Section "SOW Current Transit Systems", referencing the City of Visalia Transit's fleet, is hereby revised.

Replace the existing fleet description with the following:

> The City of Visalia Transit Division operates fixed-route and paratransit services within the Visalia Urbanized Area, as well as the Sequoia–Kings Canyon National Park Gateway Shuttle and, under contract with the National Park Service, the internal (in-park)

Sequoia–Kings Canyon National Park Shuttle. Visalia Transit also operates the V-LINE, an express transit service connecting Visalia and Fresno. V-LINE services provide connections to Tulare County Area Transit, Kings County Area Transit, Kings Area Rural Transit (KART), Amtrak (bus service to Hanford), Greyhound, Fresno Area Express, Yosemite Area Regional Transportation System, Visalia Municipal Airport, Fresno Yosemite International Airport, and Amtrak rail service in Fresno. Visalia Transit additionally operates routes serving the Cities of Farmersville and Exeter. **The current Visalia Transit fleet consists of forty-eight (48) fixed-route buses, thirty-three (33) cutaway buses, and seven (7) vans.**

Trip Planning Software

Section "AFC System Objectives and Functional Overview", specifically subsection "2. Improve the Ridership Data Management Process" which references "RouteMatch," is hereby revised.

The references to "RouteMatch" are removed. The requirement shall instead read as follows:

> The proposed system shall support integration of ridership and transaction-level data with the Agencies' existing or future third-party scheduling, dispatch, or operational management software.

> The proposed system shall also support validation of driver log-on credentials and route/run assignments against an external scheduling or dispatch database, where applicable.

Warranty Language

Subsection "6. Warranty Requirements"**,** under Section "Characteristics of the New Automatic Fare Collection System," is hereby revised and replaced in its entirety with the following:

> **6. Warranty Requirements** – Provide a minimum three (3) year warranty covering equipment, software, and artistry.

> a. The manufacturer's warranty period shall commence upon final system acceptance by the Agencies. It shall not begin before completion of a forty-five (45) day testing and acceptance period, if applicable. This warranty requirement shall supersede any

manufacturer warranty terms based on in-service dates, purchase dates, or other alternative commencement provisions.

Any issues found during the testing and acceptance period shall be addressed as soon as possible. If an issue is identified during the testing and acceptance period, the forty-five (45) day testing and acceptance period shall stop and shall start over upon resolution of the issue. Final system acceptance shall occur only after successful completion of a full, uninterrupted forty-five (45) day testing and acceptance period.

All other warranty requirements remain unchanged.

Capability and Base Scope Matrix

The "Optional Features Checklist" issued under Addendum No. 2 is hereby withdrawn and declared void. Proposers shall not complete or submit the Optional Features Checklist as part of their proposal.

In its place, the attached **Capability and Base Scope Matrix** issued with this Addendum shall be completed in its entirety and submitted as part of the proposal.

Responses to the Capability and Base Scope Matrix will be used to evaluate proposal completeness and will be considered as part of the overall scoring and evaluation process.

Failure to submit a completed Capability and Base Scope Matrix may result in the proposal being deemed non-responsive.

Scoring Criteria

The Evaluation and Scoring Criteria section of the RFP is hereby revised to include an additional scored category titled **"Interview and Demonstration"** with a maximum value of 100 points. As a result of this addition, the total maximum evaluation score is revised to **200 points**. The complete, updated Evaluation and Scoring Criteria are provided below and shall supersede any prior point allocations.

1. **Qualifications, Related Experience, and References (15 points)** - The Proposer's demonstrated experience and technical competence in performing work of a similar nature and complexity. The evaluation will consider expertise working with public agencies, the firm's strength and stability, the experience and technical competence of any

proposed subcontractors (if applicable), and client references demonstrating the successful delivery of comparable services.

2. **Project Methodology and Approach (25 points)** - The depth of the Proposer's understanding of the Agencies' requirements and the overall quality of the proposed approach. Evaluation will include the logic, clarity, feasibility, and completeness of the proposed project methodology, transition plan, and start-up work plan.

3. **Price Proposal (20 points)** - The reasonableness, completeness, and competitiveness of the proposed pricing, including total cost, cost allocation by Agency, and clarity of cost assumptions. Pricing will be evaluated based on overall value relative to the proposed technical solution and services.

4. **Optional Checklists (20 points)** - The Proposer's ability to meet, support, and accommodate the optional features identified in the Optional Features Checklists included in Attachment A, including existing functionality and planned or in-development capabilities. *(Optional features identified in Attachment A will be considered as part of the evaluation and may enhance a proposal, but are not required unless expressly stated.)*

5. **Staffing and Project Organization (20 points)** - The qualifications, experience, and availability of the proposed project team, including key personnel and the Project Manager. The evaluation will consider the level of involvement of key staff, the clarity of roles and responsibilities, and demonstrated experience performing similar work.

6. **Interview and Demonstration (100 points)** - Following establishment of a competitive range, selected Proposers may be invited to participate in an oral interview and live system demonstration, which will be scored at a maximum of 100 points. The purpose of the interview is to further evaluate the Proposer's overall solution, implementation readiness, project approach, and ability to successfully deliver and support the Electronic Fare Payment System across participating Agencies. The session will include a live demonstration of the proposed system and an opportunity for the evaluation panel to ask questions regarding functionality, technical architecture, integration, project management, training, and ongoing support. The interview score will reflect the Proposer's demonstrated understanding of Agency needs, clarity of presentation, technical capability, and overall confidence in successful project execution.

All other evaluation criteria and requirements remain unchanged except as modified by this Addendum.

All Other Terms

All other terms, conditions, and requirements remain unchanged. This Addendum No. 7 shall be considered part of the RFP documents and must be acknowledged by all proposers.

Attachment to Addendum No. 7:

Capability and Base Scope Matrix

The attached **Capability and Base Scope Matrix** shall be completed in its entirety and submitted as part of the proposal. Responses are required for each question and for each subpart of each question.

For every item listed in the matrix, the Proposer shall:

1. Indicate whether the capability is **Available**;
2. Indicate whether the capability is **Included in the Base Proposal**; and
3. Indicate whether the capability would require **Additional Cost** if not included in the Base Proposal.

Proposers shall use the following response key for all Yes/No fields:

- **Y** – Yes

- **N** – No

A response of "Y" or "N" must be entered in each applicable field.

Proposers shall use the designated comment space within the matrix to provide any relevant clarification.

If additional space is required, the Proposer shall complete the Additional Comment Form provided following the matrix. The Additional Comment Form must clearly reference the applicable matrix question number and provide the corresponding supplemental explanation.

Failure to complete the Capability and Base Scope Matrix in its entirety, or failure to provide required responses, may result in the proposal being deemed non-responsive.

#	Capability and Base Scope Matrix	Available (Y/N)	Included in Base (Y/N)	Additional Cost (Y/N)	Comments
	Fare Media				
1	Does the proposed system support the following fare media:				
1a	EMV Contactless Credit Card				
1b	EMV Contactless Debit Card				
1c	Apple Pay				
1d	Google Pay				
1e	Samsung Pay				
1f	Smart Card				
1g	Cash App				
1h	Venmo				
1i	Paypal				
1j	Store Valued Card				
1k	Printed Barcode Ticket				
1l	Mobile App Barcode Ticket				
1m	Printed QR Code Ticket				
1n	Mobile App QR Code Ticket				
1o	Magnetic Stripe Card				
2	Do the proposed hardware validators support the following fare media at boarding:				
2a	EMV Contactless Credit Card				
2b	EMV Contactless Debit Card				
2c	Apple Pay				
2d	Google Pay				
2e	Samsung Pay				
2f	Smart Cards				
2g	Cash App				
2h	Venmo				
2i	Paypal				
2j	Stored Value Card				
2k	Printed Barcode Ticket				
2l	Mobile App Barcode Ticket				
2m	Printed QR Code Ticket				
2n	Mobile App QR Code Ticket				
2o	Magnetic Stripe Card				

	Fare Capping				
3	Does the system support fare capping?				
4	Does the system support fare capping for the following:				
4a	EMV Contactless Credit Card				
4b	EMV Contactless Debit Card				
4c	Apple Pay				
4d	Google Pay				
4e	Samsung Pay				
4f	Smart Cards				
4g	Cash App				
4h	Venmo				
4i	Paypal				
4j	Mobile App Payments				
5	Can a rider use different devices tied to one account and still accumulate toward one fare cap?				
6	Can fare capping accumulate across multiple agencies within one rider account?				
7	Can a rider reach a regional daily fare cap using service from more than one agency?				
8	Can a rider reach a regional 7-day fare cap using services from more than one agency?				
9	Can a rider reach a regional 31-day fare cap using services from more than one agency?				
10	Does the system automatically calculate fare caps?				
11	Does the system guarantee that a rider will never pay more than the applicable regional cap?				
12	Can riders view fare cap progress?				
13	Can riders view fare cap progress across all participating agenices?				
14	Can riders view fare cap progress for regional passes?				
15	Can system notify riders when a regional cap has been reached?				
16	Can riders access a unified trip and payment history across all agenices?				

	Institutional IDs (COS)				
17	Does the proposed system provide a solution for administering institutional fare programs within a regional, multi-agency environment?				
18	Can multiple institutional programs operate simultaneously within the same system?				
19	Does the system support verification of institutional program eligibility?				
20	Can eligibility be verified through batch file upload (e.g., CSV roster)?				
21	Can eligibility be verified through API integration?				
22	Can eligibility be verified in real time?				
23	Can eligibility be configured with defined start and end dates?				
24	Can eligibility automatically expire based on predefined rules?				
25	Can eligibility be revoked immediately if needed?				
26	Can institutional eligibility be tied to a rider's regional account?				
27	Can institutional passes be delivered via smart card?				
28	Can institutional passes be delivered via mobile application?				
29	Can the system generate reports of institutional ridership?				
30	Can institutional ridership be reported by individual institution?				
31	Can institutional ridership be reported by participating agency?				
32	Can institutional ridership be reported by route?				
33	Can institutional ridership be reported by fare media type?				
34	Can institutional ridership be reported by rider account (unique ID)?				
35	Can institutional ridership be reported by date range?				

	Promotional Campaigns				
36	Does the system support configurable promotional fare programs?				
37	Can promotions be configured at the regional level?				
38	Can promotions be configured at the individual agency level?				
39	Can multiple promotions run simultaneously?				
40	Can promotions be limited to defined date ranges?				
41	Can promotions be activated or deactivated in real time?				
42	Can the system support percentage-based discounts?				
43	Can the system support fixed-amount discounts?				
44	Can the system support free-ride promotions?				
45	Can the system support limited-use promotional rides?				
46	Can the system support route-specific discounts?				
47	Can the system support zone-based discounts?				
48	Can discounts be tied to specific rider eligibility groups?				
49	Can eligibility-based discounts be applied automatically?				
50	Can discount eligibility expire automatically?				
51	Can promotions apply across all supported fare media?				
52	Can promotional discounts coexist with regional fare caps?				
53	Can the system report on promotional usage?				
54	Can ridership from promotional programs be reported by agency?				

	Via Transportation and Other Integrations				
55	Can the proposed system integrate with Via Transportation's platform for payment?				
56	Does the proposed system support integration with third-party trip planning applications?				
57	Can the proposed system integrate with the following CAD/AVL systems:				
57a	Tripshot				
57b	PeakTransit				
57c	Via Transportation				
57d	Synchromatics				
57e	Synchromatics EasyRider				
57f	Connexionz				
57g	Ecolane				
	Reporting				
58	Can the system generate transaction-level reports?				
59	Can the system report the following transaction-level elements:				
59a	Transaction Date				
59b	Operating Agency				
59c	Vehicle Number				
59d	Route Identifier				
59e	Service Type				
59f	Fare Amount Charged				
59g	Fare Media Type				
59h	Rider Account Identifier				
59i	Validator Identifier				
60	Can the system generate reports based on ridership?				
61	Can the system generate reports based on revenue?				
62	Can the system generate reports based on fare media type?				
63	Can the system generate reports based on date and time ranges?				
64	Can reports be exported in standard formats (e.g., CSV)?				
65	Can revenue be reported by route?				
66	Can revenue be reported by service type (e.g., fixed route, microtransit, paratransit)?				

67	Can daily, weekly, and monthly revenue reports be generated?				
68	Can historical data be retained and accessed?				
	Administrative Dashboard and Customer Interface				
69	Does the proposed system include an administrative dashboard?				
70	Is the dashboard web-based?				
71	Can the dashboard be accessed without installing local software?				
72	Does the dashboard display real-time data?				
73	Can historical data be accessed through the dashboard?				
74	Can dashboard views be customized by user?				
75	Can dashboard metrics be configured by the Agencies?				
76	Can custom KPIs be defined within the dashboard?				
77	Can dashboard data be filtered by agency?				
78	Can agency administrators view only their agency's data?				
79	Can revenue metrics be displayed on the dashboard?				
80	Can ridership metrics be displayed on the dashboard?				
81	Can fare cap usage be visualized on the dashboard?				
82	Can institutional program usage be displayed on the dashboard?				
83	Can promotional campaign performance be displayed on the dashboard?				
	Shared Back Office				
84	Can the system support at least two (2) separate back offices?				
85	Can the proposed system support four (4) or more separate back offices?				
86	Can additional back offices be added in the future without full system replacement?				
87	Can ridership data be reported separately by agency within a shared back office?				

88	Can revenue data be reported separately by agency within a shared back office?				
89	Can fare media type usage be reported separately by agency within a shared back office?				
90	Can transaction-level data identify the operating agency?				
91	Can agency users be restricted to viewing only their agency's data?				
92	Can fare structures differ by agency within a shared back office?				
93	Can revenue be automatically allocated to participating agencies within a shared back office?				
	Hardware				
94	Does the proposed system include on-board fare validators?				
95	Does the proposed system include platform/station validators?				
96	Does the proposed system include handheld inspection devices?				
97	Does the proposed system include ADA-enhanced hardware features?				
98	Does the proposed system include spare/backup equipment?				
99	Can the proposed validator connect to an existing onboard vehicle router?				
100	Does the validator require a dedicated network connection?				
101	Does the validator support Ethernet connectivity?				
102	Does the validator support Wi-Fi connectivity?				
103	Does the validator support cellular (LTE/5G) connectivity?				
104	Does the validator include an integrated cellular modem?				
105	If the validator includes a cellular modem, can it be disabled in favor of agency-provided connectivity?				
106	Does the validator require a vendor-managed SIM card?				

107	Can the agency supply its own SIM card?				
108	Can the validator operate in offline mode?				
109	Can transactions be stored locally when connectivity is unavailable?				
110	Can offline transactions be automatically reconciled once connectivity is restored?				
111	Can EMV transactions be supported in offline mode?				
112	Is all validator-to-back-office communication encrypted using industry-standard protocols?				
113	Can validator data be segmented by agency within the shared system?				
114	Can validators be monitored remotely for connectivity status?				
115	Can firmware updates be deployed remotely?				
116	Can configuration updates be deployed remotely?				
117	Can validators be remotely disabled if necessary?				
118	Does the proposed system include enhanced cybersecurity protections?				
119	Does the proposed system include extended warranty or support?				
120	Does the proposed system included disaster recovery/redundancy options?				
121	Does the system include fraud detection/risk monitoring tools?				
	Driver Functions				
122	Does the validator include a driver/operator interface?				
123	Can driver login be tied to employee ID or badge?				
124	Can the system track transactions by driver?				
125	Can drivers select route, block, or service type at login?				
126	Can validators automatically identify route or vehicle via integration?				
127	Can drivers manually override a fare?				

128	Can drivers apply manual discounts?				
129	Can drivers issue a courtesy ride?				
130	Can the driver indicate a cash payment in the system?				
131	Can driver permissions differ by agency?				
	Merchant Services and Payment Control				
132	Can each participating agency utilize its own merchant account for payment processing while operating within a shared back office environment?				
133	Can the system support a single shared regional merchant account serving multiple agencies?				
134	Can merchant account configuration be modified during the contract term?				
135	Can settlement occur separately by agency within a shared back office?				
136	Can settlement reports be generated by agency?				
137	Does the system support real-time EMV authorization?				
138	Does the system support offline EMV transactions?				

Additional Comments Form (duplicate form as needed).

Question Number:_____

Question Number:_____

Question Number:_____

Question Number:_____