

SEPTA NPT System - Respondent Questions and SEPTA Answers

Question Number	Section	Page	Respondent Question	SEPTA Response
1	General		Is SEPTA considering replacing of PROFIT or any other legacy system software as part of this procurement? More generally, what level of integration with legacy systems is SEPTA considering?	SEPTA has not made a final determination regarding the replacement of legacy software. All necessary interfaces will be provided in the RFP package.
2	General		SEPTA mentions the need to integrate with the physical structures of the stations and parking lots, the communications network, and the data network. Are there other systems that need to be considered, such as SEPTA's general ledger?	SEPTA has not made a final determination regarding this matter. SEPTA is seeking input and guidance from Respondents regarding the strategic goals of the system. All necessary interfaces will be provided in the RFP package.
3	General		SEPTA refers in several places to integration, customer convenience, security, and cost efficiencies. While these concepts are clear, does SEPTA have any specific goals or improvements for them in mind?	SEPTA is seeking input and guidance from Respondents regarding the strategic goals of the system. The RFP for this project will reference specific goals. In addition, the FY-2009 Operating Budget Proposal, available on SEPTA's website, contains additional information regarding SEPTA's goals.
4	General		The SEPTA Website indicates the following transfer points that aren't mentioned in the RFI materials: DART First State, Doylestown DART and Warminster and Street RUSH. Can SEPTA verify that these transfer points should be included for NPT planning? Also, can SEPTA provide complete details for all transfer points in the system?	These transfers are complimentary on behalf of the individual service provider. These transfers will not be required for NPT System planning, as it would encompass additional equipment. Any transfer points external to SEPTA will be defined in the RFP package.
5	Video		SEPTA's video materials refer to 50 token machines. Is this the total of machines throughout the SEPTA system?	To the best of our knowledge, this count represents the total number of fare vending devices currently deployed by SEPTA.
6	Video		SEPTA's video materials mention that cash fares make up approximately 10 percent of fares. What is the average cash fare amount?	The average cash fare on the SEPTA systems is \$2.00 for surface and subway/elevated routes and \$6.50 for the Regional Rail routes.
7	3 Overview of the Process	2	Will SEPTA publish the list of companies the RFI was sent to?	The list of parties to whom the RFI package was sent to by SEPTA will be published on SEPTA's website on April 25, 2008. SEPTA does not have a record of the parties that downloaded the RFI document directly from SEPTA's website.

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8	2 Purpose 11.1 Section 5: Alternative Financing and Other Cost Saving Opportunities	2	SEPTA is seeking ideas on ways to cut capital costs and operating costs through various innovative financing approaches, efficiencies, operational streamlining, and public private partnerships. The document also discusses outsourcing. Can SEPTA provide information on any barriers to such innovation that may exist due to labor contracts, the agency's charter, or other legal restrictions? For example, would SEPTA be interested in outsourcing its complete revenue collection operation to a vendor in a partnership arrangement?	SEPTA is currently working through the opportunities and barriers and will specify in the RFP document the outsourcing opportunities that it wishes to pursue.
9	3 Overview of the Process	3	Can SEPTA be more specific on the planned date of release for the RFP?	The anticipated release of the RFP package will be during the summer of 2008.
10	4 Use of Information	4	For a more thorough response to all aspects of this RFI, would SEPTA consider providing confidential / trade secret protection on information provided in this response?	No. It is SEPTA's desire <u>not</u> to receive confidential information during the RFI process.
11		5	What kind of integration with parking payments and toll collection systems does SEPTA envision? Is it SEPTA's intention to treat parking payments at the same level as the modes of transit mentioned in the document? Should the RFI response include comments on a seamless integration with these systems?	The NPT System will integrate parking payments with the other modes of transit. See Section 6 of the RFI document.
12	6 New Payment Technologies System	5	SEPTA mentions the desire to interface with both bank and non-bank financial clearing systems. In Exhibit 3 Question 1.6, specific reference is made to interfacing with PATCO and the Pennsylvania Turnpike. New Jersey Transit is not mentioned. Would SEPTA clarify which non-bank systems it wishes to connect to? In addition, can SEPTA confirm that by bank clearing systems it means American Express, Discover, MasterCard and Visa?	The bank clearing systems mentioned are correct. SEPTA is seeking Respondent input on other responsible bank and non-bank clearing houses and other entities that SEPTA should consider connecting with.

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13	6.1 Major System Goals and Constraints for NPT System	6	Several upgrade projects are mentioned: The CCT Mobile Data Terminal, Smart Stations, and a fiber optic upgrade to station communications. Can SEPTA confirm this is the entire list? Also, Can SEPTA provide more information on these as to the extent and timing of the projects? What vendors are involved?	All relevant currently-planned projects will be defined in the RFP package. SEPTA desires the NPT System to be designed to accommodate integration with other currently unplanned upgrade projects.
14	11.1 Section 3: Suggested Deployment/Transition Strategy	10	Would SEPTA provide more specific criteria for the implementation plan, including specific goals and concerns?	See RFI Section 11.1, Part 3.
15	Exhibit 2 Paragraph 9	15	If SEPTA is informed of a patent held by a vendor that covers a feature that SEPTA desires, how will other bidders gain access to the technology? Will SEPTA negotiate with the owner or ask other bidders to do so?	SEPTA requests that Respondents identify patented subject matter in their RFI Responses. If SEPTA seeks to use patented technologies for the NPT System, appropriate licenses will be negotiated.
16	Exhibit 3 Section 2, Fare Media	17	Can SEPTA provide a breakdown of stations that sell different fare media, specifically, how many stations sell which fare products?	70 out of 150 Railroad stations have ticket agent offices. All products germane to that location would be sold at that location. SEPTA has 92 parking lots, of which 84 require payment for parking. Of these 84 lots, 25 are considered candidates for electronic payment collection (i.e. greater than 200 spaces per location).
17	Exhibit 3 Question 2.17	18	What building access system is SEPTA using? Is this system due for renewal at this time or in the near future?	The current system is an internal, legacy system. This system utilizes a magnetic encoding format and SEPTA wishes to upgrade the system.
18	Exhibit 3 Question 3.3	18	Should the solution include refurbishing the existing fare boxes, and will the awarded company be allowed to modify the fare boxes without limitations? Are there any legal/contractual restrictions to doing this work?	SEPTA will provide details regarding this as part of the RFP package.
19	Exhibit 3 Question 4.2	19	The RFI mentions accepting magnetic stripe cards. Does SEPTA have an expectation on transaction times, similar to the 300 millisecond target that is common in the industry?	All transaction times for different fare instruments will be defined in the RFP package.

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20	Exhibit 3 Section 6, Financial Services	20	What financial system is SEPTA using? Are any upgrades planned?	SEPTA uses a Materials Management System provided by American Software, Inc. All other Systems (General Ledger, Payroll, Accounts Payable, Accounts Receivable, and Fixed Assets) are supported by software provided by INFOR. Information on other upgrades will be provided in the RFP package.
21	Exhibit 3 Question 7.6	21	What communication exists underground and in tunnel installations for SEPTA?	The subway/elevated environment currently has fiber optics cabling run throughout the lines. There are unused strands of fiber in these cables, and the selected NPT System contractor will be responsible for the establishment of a data network utilizing these strands.
22	"Task 2 - Baseline of Existing Fare Collection System, Year 2006, dated May 25, 2006"		SEPTA mentions in several places that it would like a system that can easily manage additional fare types. Are there specific fares that SEPTA would like to introduce with the new system?	The NPT System should have the capabilities to allow SEPTA to implement other fare instruments, including (but not limited to) Best Fare and Floating Period Passes.
23	"Task 2 - Baseline of Existing Fare Collection System, Year 2006, dated May 25, 2006" - General		Is SEPTA interested in engaging a professional change management consultant to facilitate the transition to the NPT system among current employees?	SEPTA is interested in receiving more information regarding this approach.
24	"Task 2 - Baseline of Existing Fare Collection System, Year 2006, dated May 25, 2006" - Executive Summary/Institutional	6	The document mentions the lack of a spare parts inventory system. Will this be part of the RFP?	The Spare Parts Inventory System will be defined as part of the RFP package.

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25	"Task 2 - Baseline of Existing Fare Collection System, Year 2006, dated May 25, 2006" - Executive Summary/Technology and Communication Related Factors	8	Are the subway and elevated services still using dial up connections for communications?	Turnstile data is still polled via an analog dial-up connection.
26	"Task 2 - Baseline of Existing Fare Collection System, Year 2006, dated May 25, 2006" - 2.0 Methodology and Approach	10	Will the contracts with Edens and Blue Ribbon be impacted by this procurement? Are there any other contracts that would be impacted by this procurement?	The impacts of the NPT System on Third Party contracts have not been finalized. SEPTA no longer has a contractual relationship with Blue Ribbon.
27	"Task 2 - Baseline of Existing Fare Collection System, Year 2006, dated May 25, 2006" - 3.2 Fare Instruments and Fare Payment	23	Which vendor is supplying the parking system at the Frankford Transportation Center (FTC)?	The manufacturer of the faregate and pay station equipment at the FTC is ZEAG.
28	"Task 2 - Baseline of Existing Fare Collection System, Year 2006, dated May 25, 2006" - 3.5 Revenue Processing, Communications, and Data Architecture	35, 36	Do students carry an ID card to demonstrate their eligibility for school passes? If so how are these issued to students?	Students are not currently required to carry an ID to demonstrate eligibility for school passes.

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29	"Task 2 - Baseline of Existing Fare Collection System, Year 2006, dated May 25, 2006" - 3.6 Revenue Accounting, Controls, and Deposit (SEPTA CCT Financial Reporting Requirements)	47	Can you provide more information on the system Trapeze has provided to the CCT?	Interface requirements for CCT will be defined in the RFP package.
30	"Task 2 - Baseline of Existing Fare Collection System, Year 2006, dated May 25, 2006" - 5.0 Peer Review and Industry Best Practices	78	Which peer review comments is SEPTA most interested in including in the RFP?	This will be clarified in the RFP package. SEPTA is seeking input and guidance from Respondents regarding the Peer Review Comments that should be included in the RFP.
31	"Task 2 - Baseline of Existing Fare Collection System, Year 2006, dated May 25, 2006"		Can you please provide more clarification regarding the services that Blue Ribbon and Edens provide? They are not mentioned in the Concept of Operations document. Has it been determined whether they will be included in NPT System?	The responsibilities are defined in the Task 2 document. Final determination of their involvement in the NTP System will be defined in the RFP package. SEPTA no longer has a contractual relationship with Blue Ribbon.
32	"Task 2 - Baseline of Existing Fare Collection System, Year 2006, dated May 25, 2006"		What are your sources of bank card payments today?	SEPTA currently accepts VISA and MasterCard
33	"Task 2 - Baseline of Existing Fare Collection System, Year 2006, dated May 25, 2006"		What bankcard acquirer(s) and/or processor(s) are used today by SEPTA? Has SEPTA determined which bankcard processor will be utilized for the NPT System?	SEPTA uses PNC_MS for merchant services who uses Envoy as the processor/acquirer. Contractors operating Rail Ticket Offices (Eden's) uses Chase-Paymentech. Private establishments selling SEPTA fares may have separate card processing relationships. SEPTA has not made any decisions regarding bankcard processing for the NPT System.

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34	"Task 2 - Baseline of Existing Fare Collection System, Year 2006, dated May 25, 2006"		Is it SEPTA's intention to retrofit its existing Parkeon terminals for contactless bankcard acceptance? Will SEPTA deploy Parkeon meters to those lots accepting only cash today, or will fare vending machines be installed? Will SEPTA install contactless reader to accept contactless bankcards at Fare Vending Machines?	This will be clarified in the RFP package. SEPTA is seeking input and guidance from Respondents regarding this issue.
35	Questions		Can you please confirm that for RFI questions 2.3 – 2.7, examples of "interface standards" are ISO/IEC 14443 versus FeliCa, while "encoding format" examples are ISO/IEC 14443 A versus ISO/IEC 14443 B? If these assumptions are incorrect, please provide further definition of these terms.	SEPTA is seeking input from Respondents regarding the card communications standard and encoding format.
36	Questions		In RFI question 3.5, please provide more guidance for the type of information being requested for the comparison of a bank certified reader to a traditional transit contactless card reader.	SEPTA is seeking guidance regarding the deployment of traditional proprietary transit smart card readers versus the contactless smart media readers certified by banks.
37			Is SEPTA interested in receiving other card product proposals such as a loyalty program for your riders, or a dual application card which can work as credit card as well as transit card?	SEPTA is interested in receiving more information regarding this approach.
38			Why has only ISO/IEC 14443 B been requested when this is not compliant to the standard itself which states ISO/IEC 14443 compliant readers must read/write both Types A and B cards, and cards must communicate to the reader using either? There is no advantage to be gained by limiting a system to the incomplete standard thus limiting sources of supply. It is always possible to select one or the other (for cards) based on relevant product selection information so long as the reader infrastructure can accommodate both.	SEPTA is seeking Respondent input regarding the use of the ISO/IEC 14443 A and B.

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39			<p>Many transit agencies participate in the Transit & Parking benefits programs authorized by Congress where patrons are allowed to use pre-tax dollars to purchase qualified transit & parking products/services. In many cases, this represents a significant percentage of the agencies ridership and can be an uptake barrier if they are not accommodated in some way. Today some agencies accommodate these patrons via third parties who collect the funds from the employers and send the patrons some form of media good for transportation; paper tickets, magnetics cards, or vouchers that can be traded for a form of media. Others have addressed this issue as an integral part of their Fare Collection Systems designs. Does SEPTA wish to include any direction on how to accommodate these patrons, and if yes, does SEPTA have any data on how many of their patrons take advantage of the program?</p>	<p>It is SEPTA's desire to move to a fully electronic solution for the Transit Benefits program. Annual revenues for 2007 associated with this program are as follows:</p> <table data-bbox="1331 456 1751 586"> <tr> <td>WageWorks:</td> <td>8.1 mil</td> </tr> <tr> <td>Wired Commute:</td> <td>1.5 mil</td> </tr> <tr> <td>Transit Check:</td> <td>19.2 mil</td> </tr> <tr> <td>Other: (OTC Cards):</td> <td>2.2 mil</td> </tr> </table> <p>Total: 31.0 mil (Note: The "Other" category is an estimate of the utilization of transit benefits stored on cards)</p>	WageWorks:	8.1 mil	Wired Commute:	1.5 mil	Transit Check:	19.2 mil	Other: (OTC Cards):	2.2 mil
WageWorks:	8.1 mil											
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Other: (OTC Cards):	2.2 mil											
40			<p>In Section 2.0 of the RFI, SEPTA requests that response to this RFI identify alternative financing mechanisms such as Public Private Partnerships (PPPs). Payment schemes are generally tied to system availability performance. The only way a Contractor can be responsible for availability is if the Contractor is responsible for maintenance of the system. Would SEPTA consider outsourcing maintenance and support to the Contractor awarded the contract?</p>	<p>SEPTA will specify in the RFP document the outsourcing opportunities that it wishes to pursue. SEPTA requests Respondent input on the benefits SEPTA will accrue by these outsourcing opportunities.</p>								
41			<p>Will the RFP include a Managed Services component?</p>	<p>SEPTA will specify in the RFP document the outsourcing opportunities that it wishes to pursue. SEPTA is seeking Respondent input as to the benefits conveyed to SEPTA by these outsourcing opportunities.</p>								
42			<p>Can you give an overview of your current communication infrastructure including current projects underway (wireline vs. wireless) in progression from the 2006 report developed by Parsons</p>	<p>SEPTA will provide details of the communications infrastructure as part of the RFP package. SEPTA is interested in Respondent guidance and input on the appropriate systems needed to support the NPT System.</p>								

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43			Is SEPTA interested in exploring homeland security applications in the new system architecture?	SEPTA is interested in receiving more information regarding this approach.
44	"Task 5: Concept of Operations (DRAFT), dated August 2007" - Section 3.0		Section 3.0 of the Task 5 - Concept of Operations document states that in fiscal year 2006 SEPTA generated a total of \$329 million in passenger revenue. Item 11, page 8 of the SEPTA Operating Facts for Fiscal Year 2007 document indicates total revenue for 2006 as \$426 million. What is the source for the variance?	Approximately half of the difference is revenue replacement by the Commonwealth of Pennsylvania for senior citizen travel. Other major sources of non-operating revenue include advertising, interest income, leasing, and parking revenue.
45	Question 1.2		The NPT should interface with other regional service providers. Questions: (a) what are the transaction levels (counts) with each of the providers; (b) will all the access to information by other vendors be available (e.g.: PATCO vendor)	Any transfer points external to SEPTA will be defined in the RFP package. Available transactional counts will be provided as part of the RFP package.
46	Question 1.7		Is SEPTA considering a full on-line authorization in buses with the Central Back Office (hardware and communication cost implications and transaction time implications) ?	SEPTA is seeking Respondent input regarding this approach.
47	Question 1.7		Account based smart media intrinsically relies on powerful and rapid communication systems, so has SEPTA assessed the status of the present communication backbone ?	SEPTA will provide details of the communications infrastructure as part of the RFP package. SEPTA is interested in Respondent input for the appropriate systems needed to support the NPT System.
48	Question 1.7		Can SEPTA provide a description of their existing communication system and possible plan for upgrade / renewal?	SEPTA will provide details of the communications infrastructure as part of the RFP package. SEPTA is interested in Respondent guidance and input on the appropriate systems needed to support the NPT System.
49	Question 1.9		Is SEPTA considering an apportionment of revenues between SEPTA and other Transit Agencies ?	SEPTA is seeking Respondent input regarding this approach.
50	Question 1.9		Is SEPTA including a pilot phase to check the validity of concept ?	Currently SEPTA intends to include a pilot phase as part of the implementation phase of this project.
51	Question 1.9		How does SEPTA consider the governance between the various transit agencies ?	SEPTA is seeking Respondent input regarding this approach.

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52	Question 2.13		"It is SEPTA's preference not to deploy SEPTA-owned retail sales devices at external vendor sales locations". Could you please clarify whether SEPTA is rejecting the concept of Third Party Retailers (that usually use much simpler, more compact Sales Terminals with less functionalities than those used by Transit Agencies such as SEPTA) ?	SEPTA is seeking Respondent input regarding different strategies that may be deployed to sell fare media to patrons.
53	Question 2.15		What difference do you make between an "un-banked" and an "under-banked" customer ?	Unbanked - customer does not have a bank account. Under-banked - customer does not have availability to credit.
54	Question 3.2		By "validate", should we understand that SEPTA is contemplating the need to deploy a passenger counting system to verify that the data collected by the NPT system are accurate ?	SEPTA is seeking Respondent input regarding different strategies that may be deployed to validate passenger data, and could be used to verify revenue data.
55	Fact Sheet		Last page mentions contracted routes operated by a third party. On what basis is that third party being paid: depending on the revenue of these routes (which then means that there is some revenue apportionment to calculate in the NPT System) or by a lump sum related to the scope of service performed (which means that SEPTA just needs a Central Back Office)?	SEPTA will provide details regarding this as part of the RFP package.
56	Exhibit 3 - 1.6		Which AFC and fare media are used by PATCO? Are card and ticket formats/libraries published or proprietary?	The necessary interface with the PATCO fare collection system will be defined as part of the RFP package.
57	Exhibit 3 - 1.6		What transit agency or agencies would the SEPTA AFC interface with for E-Z Pass?	For EZ-Pass, the SEPTA NPT System must interact with the Pennsylvania Turnpike Authority.
58	Exhibit 3 - 1.6		At what level does SEPTA require interoperability with other regional payment systems? Card level only? Card and Application level? Back-office level only?	SEPTA is seeking Respondent input regarding this approach.
59	Exhibit 3 - 2.1		"ISO/IEC-14443-C": Does this imply the use of the Sony FeliCa cards, as used in Singapore and Japan? Or does it indicate a requirement for the SEPTA system to accept Near Field Communication (NFC) devices?	SEPTA is seeking Respondent input regarding the NPT System implementation of the ISO/IEC-14443 Type A, Type B, and Type C.

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60	Exhibit 3 - 2.3		"Closed loop": Does this imply a transit system that is not planned to be interoperable with other adjacent or national transit systems?	The term "Closed Loop" is meant to cover the encoding format and encryption key for SEPTA issued smart media, if SEPTA decides to adopt this technology. It is not meant to imply any details regarding NPT System acceptance of external media.
61	Exhibit 3 - 2.3, 2.4, 2.5, and 2.7		"Encoding format": Does this term mean the data structures used throughout the transit system, including the card, or is this term meant to apply to the entire transit application?	"Encoding Format" is the manner in which data is stored on the fare media. This term does not cover the format or transmission of data beyond the card.
62	Exhibit 3 - 2.17		Can SEPTA provide additional technical information on its existing building access control system - e.g. the cards currently used or planned to be used in these systems?	The current system is an internal, legacy system. This system utilizes a magnetic encoding format and SEPTA wishes to upgrade the system.
63	Exhibit 3 - 3.3		What is the version/type of GFI fareboxes currently used?	SEPTA currently has deployed GFI CentsaBill fareboxes.
64	Exhibit 3 - 3.3		What is the version/type of GFI turnstiles currently used?	SEPTA currently has deployed GFI Transentry turnstiles.
65	Exhibit 3 - 3.4		Which Orbital equipment is currently deployed?	This details of the Orbital equipment that SEPTA is currently deploying will be detailed in the RFP package.
66	Exhibit 3 - 5.3		What customer service resources are currently deployed by SEPTA or others?	All Customer Service opportunities are outlined in the DVD that was submitted as part of the RFI package.
67	Exhibit 3 - 6		Does SEPTA have any special banking relationships in the region?	SEPTA's corporate bank is PNC. Contractors operating Rail Ticket Offices and private establishments selling SEPTA fares may have separate banking relationships.
68	Exhibit 3 - 6		Who is SEPTA's acquirer for credit and debit card transactions	SEPTA uses PNC_MS for merchant services who uses Envoy as the processor/acquirer. Contractors operating Rail Ticket Offices (Eden's) uses Chase-Paymentech. Private establishments selling SEPTA fares may have separate card processing relationships.
69	Exhibit 3 - 7.6		What Financial Accounting and Processing systems does SEPTA currently utilize?	SEPTA uses a Materials Management System provided by American Software, Inc. All other Systems (General Ledger, Payroll, Accounts Payable, Accounts Receivable, and Fixed Assets) are supported by software provided by INFOR.

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70			Are any of the SEPTA's operations underground? Are there are any long tunnels?	Many of SEPTA's rail operations extend underground for a significant distance. This includes the Broad Street Line, Market Frankford Elevated Line, the Green Line trolleys, and all Regional Rail Routes.
71			What wide-bandwidth communications exist at rail stations if any?	Fiber optics cables are available at all stations on the subway / elevated routes. Some, but not all Regional Rail stations, also have fiber optics installed, with more planned prior to the deployment of the NPT System. The RFP package will fully document the communications infrastructure that is available for use by the NPT System.
72			Are parking permits issued/administered other than by mail? If so, how and by whom?	Parking permits may also be purchased through Edens vendors at Regional Rail stations.
73	"Task 2 - Baseline of Existing Fare Collection System, Year 2006, dated May 25, 2006"		The "Task 2" document references several projects (parking application re-write to SQL Server, incorporation of RRCF system into PROFIT, etc.) Have these activities been completed?	The RRCF system has been incorporated into PROFIT. The parking application has not been re-written to SQL Server, and there are no current plans to do so.
74	"Task 2 - Baseline of Existing Fare Collection System, Year 2006, dated May 25, 2006"		The "Task 2" document highlights communications infrastructure issues. Has the communications infrastructure been or planned to be updated? If so, how and when?	Fiber optics cables are available at all stations on the subway / elevated routes. Some, but not all Regional Rail stations, also have fiber optic cables installed, with more planned prior to the deployment of the NPT System. The RFP package will fully document the communications infrastructure that is available for use by the NPT System.
75	"Task 5: Concept of Operations (DRAFT), dated August 2007" - 5.3.4.4		The long term direction documented indicates transition from stand alone smart card readers to validating fareboxes. What is the rationale for this duplication of infrastructure hardware?	SEPTA notes that the document entitled "Task 5: Concept of Operations (DRAFT), dated August 2007" ("ConOps") has been attached to this RFI for illustrative purposes only. However, SEPTA's inclusion of ConOps is not intended to indicate any preference of SEPTA with respect to any payment systems, which may have been suggested in ConOps. SEPTA views ConOps as outdated.
76	"Task 5: Concept of Operations (DRAFT), dated August 2007" - 5.3.2.2 and 5.3.4.5		What stand alone smart card reader is currently being implemented?	No Smart Card readers are currently being deployed.

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77	"Task 5: Concept of Operations (DRAFT), dated August 2007" - Table 6.8		What is the rationale behind the customer service channel "Call Center/Live OP" supporting general smart card enquiries, but not card balance or transaction history?	SEPTA notes that the document entitled "Task 5: Concept of Operations (DRAFT), dated August 2007" ("ConOps") has been attached to this RFI for illustrative purposes only. However, SEPTA's inclusion of ConOps is not intended to indicate any preference of SEPTA with respect to any payment systems, which may have been suggested in ConOps. SEPTA views ConOps as outdated.
78	"Task 5: Concept of Operations (DRAFT), dated August 2007" - Table 6.9		What is the rationale behind not using Web Services for the Call Center?	SEPTA notes that the document entitled "Task 5: Concept of Operations (DRAFT), dated August 2007" ("ConOps") has been attached to this RFI for illustrative purposes only. However, SEPTA's inclusion of ConOps is not intended to indicate any preference of SEPTA with respect to any payment systems, which may have been suggested in ConOps. SEPTA views ConOps as outdated.
79	RFI Page 6		SEPTA states a preference to significantly decrease or eliminate its role as transit specific fare media issuer, transaction acquirer and processor, a direction with is not supported by the Task 5 document. Could SEPTA elaborate on its related vision and timeline for the reduction in involvement?	SEPTA notes that the document entitled "Task 5: Concept of Operations (DRAFT), dated August 2007" ("ConOps") has been attached to this RFI for illustrative purposes only. However, SEPTA's inclusion of ConOps is not intended to indicate any preference of SEPTA with respect to any payment systems, which may have been suggested in ConOps. SEPTA views ConOps as outdated.