



**MARYLAND TRANSIT ADMINISTRATION**

**MARYLAND DEPARTMENT OF TRANSPORTATION**

Martin O'Malley, Governor • Anthony G. Brown, Lt. Governor  
Beverly K. Swaim-Staley, Secretary • Ralign T. Wells, Administrator

**TO:** All Planholders  
**FROM:** Maryland Transit Administration  
**SUBJECT:** **Addendum No. 2**  
**Contract No.: MTA-1370**  
**MARC and Commuter Bus Ticketing Services and Ticket Vending Machines**  
**DATE:** May 31, 2012

Enclosed and effective this date is Addendum No. 2 to the subject Contract. This addendum does not delay the Proposal Date of June 7, 2012.

A conformed copy of the revised specifications is attached. A list of changes made to this proposal is attached to this Addendum.

The Proposer shall acknowledge receipt of this Addendum by completing and returning this form with the proposal package.

All other terms and conditions remain unchanged.

Sincerely,

Joseph B Johnson, Procurement Officer  
Professional Services & Construction/Installation Section  
Procurement Division

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Acknowledgement of receipt of ADDENDUM #2 to Solicitation MTA-1370

Vendor Name: \_\_\_\_\_

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Authorized Representative's Signature

Date

**ADDENDUM NO.:** 2  
**DATE:** 05/31/12  
**CONTRACT NO.:** MTA-1370

The following additions, deletions, and modifications are hereby made a part of the Contract Documents of MARC and Commuter Bus Ticketing Services and Ticket Vending Machines, Contract No.: MTA-1370.

<b>Item No.</b>	<b>Page</b>	<b>Modification</b>
<b>I. CONTRACT SPECIFICATIONS</b>		
<b>1</b>	<b>Page 16 &amp; 17</b>	<b>Scope of Work, Section B – Existing Revenue and Ridership Figures</b>
<b>2</b>	<b>Page 120</b>	<b>Living Wage Requirements – Revised Living Wage Affidavit Requirements</b>
<b>II. CONTRACT ATTACHMENTS</b>		
<b>3</b>	<b>Attachment 8, Exhibit C</b>	<b>Revised Financial Proposal Sheet</b>
<b>III. QUESTIONS AND RESPONSES</b>		
<b>4</b>		<b>See Attached</b>

Also attached are the answers to contractors' questions, if any.

**Penn Line** – The Penn Line operates between Perryville, Maryland and Union Station in Washington, DC, serving a total of 13 stations. Penn Line trains are operated by Amtrak. Service operates in mixed freight, commuter and intercity rail service. Penn Line trains operate between 4:40 am and 11:27 pm weekdays only, with a total of 56 revenue trips. Amtrak sells tickets for the MARC system through Amtrak self service ticketing (SST or QuikTrak) , in staffed stations (BWI, Union and Penn Station) and with on board cash sales. Some stations have QuikTrak machines which sell tickets in addition to on board cash sales. Odenton Station is staffed which also provides MARC tickets. Ridership on the Penn line is approximately 23,000 daily passenger trips.

**Camden Line** – The Camden Line operates between Camden Yards in downtown Baltimore, Maryland and Union Station in Washington, DC, serving a total of 12 stations. The service is operated by CSXT and shares tracks with freight service. The Camden Line operates weekdays between 5:10 am and 8:50 pm, with nine trains providing service during morning peak times and nine trains running during the evening peak. Some stations have QuikTrak machines which sell tickets in addition to on board cash sales. Ridership on the Camden line is approximately 5,000 daily passenger trips

**Brunswick Line (to Martinsburg)** – The Brunswick Line operates between Martinsburg, West Virginia and Union Station in Washington, DC. It serves a total of 17 stations and is operated by CSXT. The service shares the tracks with both freight and Amtrak intercity passenger rail traffic. The Brunswick Line operates weekdays between 5:00 am and 9:14 pm, running six trains during the morning peak hours, one train during midday on Fridays only, and six trains during the evening peak. Some stations have Amtrak QuikTrak machines which sell tickets in addition to on board cash sales. Ridership on the Brunswick line is approximately 7,000 daily passenger trips.

The Frederick Branch operates between Frederick, Maryland and Union Station, in Washington, DC, serving 14 stations: Frederick, Monocacy, and 12 stations on the Brunswick Line. The Frederick downtown station is staffed by personnel. Service on the Frederick Branch follows 3.2 miles of the MTA-owned Frederick Branch and 10 miles of CSXT's Old Main Line before joining the Brunswick Line to Washington, DC just east of MARC's Point of Rocks Station. Service on the Frederick Branch is operated by CSXT. Hours of operation are from 5:00 am to 8:15 pm weekdays only. There are three morning trains to Washington, DC and three afternoon trains to Frederick each weekday. Currently MARC ticket sales can also be purchased on line through the ticket by mail system via Commuter Direct or through the stores in Ballston, Crystal City, and Rosslyn. In addition, Commuter Direct provides a mobile store where passengers can purchase tickets at various locations throughout DC.

## **B. Commuter Bus Service**

Commuter Bus service is contracted transportation serving both Baltimore and Washington, DC bound commuters from outlying counties. Commuter Bus operates primarily to peak travel destinations and during peak travel times on weekdays only (except for one route in which the number 201 bus operates 365 days per year between Gaithersburg and BWI airport). There are currently 20 routes that operate under twelve multi-year contracts and three addition routes planned to start in early 2012 .The Commuter Bus operation serves the

state of Maryland with 457 daily one-way trips averaging approximately 17,500 passengers daily. The Commuter Bus Service contracts with five different operators to operate the service: Atlantic Coast Charters, Dillon's Bus Service, Keller Transportation, Eyre Bus Service and Martz/Gold Line Service. Revenue for the entire system is approximately \$12 million a year comprised of ticket-by-mail, online sales and on board sales. Not all tickets and the resulting revenue will be handled through this ticketing service.

**Baltimore Commuter Bus** - The Commuter Bus Program in Baltimore provides express transit service from park and ride lots connecting suburban residential areas such as Columbia, White Marsh, Bel Air and Havre De Grace to downtown Baltimore. Five commuter bus routes operate in the Baltimore region, providing 42 daily trips serving 1,400 passengers.

**Washington, DC Commuter Bus** – The Commuter Bus Program in the Washington DC, area provides express transit service from far reaching suburbs such as Hagerstown, Urbana, Columbia, California, LaPlata, Prince Frederick, Kent Island and North Beach into Washington, DC. Fifteen routes provide 378 trips throughout Maryland serving 15,900 passengers.

**InterCounty Connector (ICC) Bus** – The Commuter Bus Program also provides two routes that travel along the ICC, connecting various locations in Montgomery County with Fort Meade and BWI Marshall Airport serving 200 daily passengers. Additional routes along this corridor are planned in the future.

### **C. Current MARC Train Tickets and Ticket Purchasing Options**

#### **MARC Fare Media**

- **One-Way** - Available for one trip in either direction. This ticket is non-refundable and expires six months from the date of purchase.
- **Weekly** - Allows unlimited use beginning on Saturday of designated week until midnight of the following Friday.
- **Monthly** - Allows unlimited use during the calendar month for which the ticket is valid.
- **MARC Transit Link Card (TLC)** – Permits for unlimited monthly use of the WMATA Metrorail and Metrobus when the cost is added to the MARC monthly ticket.
- **Senior/Disability (S/D)** - Qualifying customers receive a discounted price on all MARC tickets (except the TLC).
- **Student Discount** – Students receive up to 15% discount on most MARC tickets with enrollment in the Student Advantage program.
- **Group Tickets** – Groups between 10 and 60 passengers qualify for a group rate. Groups must call the MARC Group Sales Desk at least two weeks prior to the date of travel.
- **BWI Monthly Parking Passes** – Customers who purchase a Monthly MARC tickets through the ticket by mail program are eligible for free parking in the BWI parking garage at the station.

#### **Ticket Purchasing Options (Not all ticket purchases will be handled by the contract).**

- **Ticket Purchases on the Train** – Commuters may use cash to purchase one-way tickets ONLY aboard MARC trains.
- **AMTRAK Self -Service Ticket (SST) Kiosks** – MARC has installed Amtrak Quik-Trak SST kiosks at a number of MARC stations. These machines accept all major credit cards. Cash or vouchers of any kind cannot be used. Available for purchase are one-way, roundtrip, weekly, monthly and senior/disability tickets. The MTA currently has a network of 17 ticket vending

**Commuter Bus Tickets**

**July 2011 through April 2012**

Ten Trip	124,123
TLC	4,319
Monthly	18,162

**MARC Tickets**

**July 2011 - March 2012**

One Way	201,315
Weekly	6,254
Monthly	91,309
TLC	16,647
Group	2,853
Senior One Way	12,055
Senior Monthly	4,017
Senior TLC	654
Student One Way	4,802
Student Weekly	217
Student Monthly	1,599

**488,326**

**Addendum No2**

**Affidavit of Agreement  
Maryland Living Wage Requirements-Service Contracts**

Contract No. \_\_\_\_\_

Name of Contractor \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

**If the Contract is Exempt from the Living Wage Law**

The Undersigned, being an authorized representative of the above named Contractor, hereby affirms that the Contract is exempt from Maryland's Living Wage Law for the following reasons: (check all that apply)

- Bidder/Offeror is a nonprofit organization
- Bidder/Offeror is a public service company
- Bidder/Offeror employs 10 or fewer employees and the proposed contract value is less than \$500,000
- Bidder/Offeror employs more than 10 employees and the proposed contract value is less than \$100,000

**If the Contract is a Living Wage Contract**

- A. The Undersigned, being an authorized representative of the above named Contractor, hereby affirms our commitment to comply with Title 18, State Finance and Procurement Article, Annotated Code of Maryland and, if required, to submit all payroll reports to the Commissioner of Labor and Industry with regard to the above stated contract. The Bidder/Offeror agrees to pay covered employees who are subject to living wage at least the living wage rate in effect at the time service is provided for hours spent on State contract activities, and to ensure that its Subcontractors who are not exempt also pay the required living wage rate to their covered employees who are subject to the living wage for hours spent on a State contract for services. The Contractor agrees to comply with, and ensure its Subcontractors comply with, the rate requirements during the initial term of the contract and all subsequent renewal periods, including any increases in the wage rate established by the Commissioner of Labor and Industry, automatically upon the effective date of the revised wage rate.

**Affidavit of Agreement**  
**Maryland Living Wage Requirements-Service Contracts**

B. \_\_\_\_\_ (initial here if applicable) The Bidder/Offeror affirms it has no covered employees for the following reasons: (check all that apply)

- \_\_\_ The employee(s) proposed to work on the State contract will spend less than one-half of the employee's time during every work week on the State contract;
- \_\_\_ The employee(s) proposed to work on the State contract will be 17 years of age or younger during the duration of the State contract; or
- \_\_\_ The employee(s) proposed to work on the State contract will work less than 13 consecutive weeks on the State contract.

The Commissioner of Labor and Industry reserves the right to request payroll records and other data that the Commissioner deems sufficient to confirm these affirmations at any time.

Name of Authorized Representative: \_\_\_\_\_

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

\_\_\_\_\_  
Witness Name (Typed or Printed)

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Date



**MARC and Commuter Bus Ticketing Services and Ticket Vending Machines**

**CONTRACT NO. MTA-1370**

**31-May-12**

#	QUESTIONS	RESPONSES
# 1	Will there be one comprehensive list of questions asked from potential bidders and the subsequent responses by the MTA? If so, when will this be posted and where can it be found?	Yes... there will be a list of questions and all questioned answered will be posted to the MTA website for this contract MTA-1370. Please check the website for updates.
# 2	The Unit price being listed on Attachment 8, Exhibit C for the Odenton, Frederick and Brunswick locations should represent the costs to operate and support these locations, correct? Should we assume that the tickets are sold at these locations (Odenton and Frederick) are included in the 650,000 units listed on Attachment 8, Exhibit C?	The answer is Yes.
# 3	Is there a minimum unit guarantee offered by MTA? Should we assume it to be the 650,000	There is no minimum unit guarantee for tickets sold. Costs should reflect 650,000 tickets.
# 4	When reviewing the MTA Commuter Bus existing revenue and ridership figures (Scope of Work, Section B page 16 and 17). a. 17,500 passengers daily, does this equate to roughly 8,750 round trips/ unique riders per day? b. Can the MTA provide the current mix of tickets being purchased by MTA riders as a percentage? (for example 72% of MTA Commuter Bus riders use ten trips passes	a. The answer is Yes.  b. No the MTA cannot specifically express the mix of tickets in relation to ridership. Attached are current quantities and average weekly ridership numbers.

<p><b># 5</b></p> <p>In Part Two-Ticketing Services, Section A 1.b lists Round trip tickets for MARC riders. Currently this is not an option and the revenue for a roundtrip ticket is captured at the same rate as 2 one way passes (i.e.\$5 for one way and \$10 for two one ways). Does the MTA anticipate providing the customer a discount for round trip ticket purchases, or will it remain the same as the sum of two one way passes?</p> <p>The current MARC system involves the collection of one way passes by the conductors for each trip taken. If this remains the same, then the successful bidder would need to produce two one way passes for a round trip request. Will this remain the same and if it does, should A,1.b Roundtrip Tickets by Origin/Destination be removed from the Scope of work?</p> <p>If this is not removed, should roundtrip tickets be counted as 2 units for budgeting purposes?</p>	<p><b>a.</b> No we will not change the current process. Customers will receive two One Way tickets to represent the round trip ticket.</p> <p><b>b.</b> Yes it will be removed from the scope. Customers will purchase two One Way tickets.</p> <p><b>c.</b> N/A</p>
<p><b># 6</b></p> <p>In Part Two-Ticketing Services, Section B 3. Ticket Vending Machines. This is listed as part of the Scope of work as a requirement ("The MTA requires the successful Contractor to be capable of selling MARC and Commuter Bus fare media (tickets and all pass products) via: 3. Ticket Vending Machines. Then under Part Three-Optional Services it lists the Ticket Vending Machines again in Section I.</p> <p><b>a.</b> Are the Ticket Vending Machines a requirement at the onset of the contract, or are they optional and part of a future request?</p> <p><b>b.</b> Are Ticket Vending Machines sales part of the current 650,000 unit bid figures? If so, what percentages of the 650,000 units should the contract anticipate selling through the ticket Vending Machine?</p> <p><b>c.</b> For tickets produced by the Ticket Vending Machines, can one single</p>	<p><b>a.</b> They are an option.</p> <p><b>b.</b> Yes the ticket sales will be included as part of the total tickets sold when and if the TVMs are installed. Tickets sold by Amtrak are not included in this amount.</p> <p><b>c.</b> Base ticket stock can be the same but the branding will need to be</p>

<p># 7</p> <p>Can the MTA provide suggested locations for installing ticket Vending Machines to satisfy the MTA Commuter Bus customers?</p>	<p>ticket stock be used for both MARC and MTA Commuter Bus? This ticket stock could be branded with BOTH MARC and MTA Commuter Bus, but the imprinted data that is specific to the ticket being purchased would easily identify this tickets intended use.</p>	<p>approved by the MTA and should not be the same.</p> <p>MTA anticipates that all TVMs will be installed at park-n-ride lots along the commuter bus routes.</p>
<p># 8</p> <p>There does not seem to be a complete Living Wage Affidavit of Agreement in the RFP.</p>	<p>There does not seem to be a complete Living Wage Affidavit of Agreement in the RFP.</p>	<p>The Affidavit of Agreement as being added. See addendum No. 2.</p>
<p># 9</p> <p>The verbiage for Attachment 8, Financial Proposal reads that the offeror needs to provide fully loaded Hourly rate yet the Attachment 8, Exhibit C refers to Unit cost. Can MTA please clarify what is needed to meet the requirements of Attachment 8?</p>	<p>The verbiage for Attachment 8, Financial Proposal reads that the offeror needs to provide fully loaded Hourly rate yet the Attachment 8, Exhibit C refers to Unit cost. Can MTA please clarify what is needed to meet the requirements of Attachment 8?</p>	<p>We the RFP describes you with the estimate of quantities and prices must show the fully loaded Unit Cost. Please see the revised Attachment 8, Exhibit C.</p>

MTA-1370  
Addendum No.2



MARYLAND TRANSIT ADMINISTRATION

MARYLAND DEPARTMENT OF TRANSPORTATION

Martin O'Malley, Governor • Anthony G. Brown, Lt. Governor
Beverly K. Swaim-Staley, Secretary • Ralign T. Wells, Administrator

TO: All Planholders
FROM: Maryland Transit Administration
SUBJECT: ADDENDUM NO. 1
Contract No.: MTA-1370
MARC and Commuter Bus Ticketing Services and Ticket Vending Machines
DATE: May 2, 2012

Enclosed and effective this date is Addendum No. 1 to the subject Contract. This change does not delay the Proposal Date of June 7, 2012. It changes the Deadline for Questions to May 24, 2012.

A conformed copy of the revised specification sections is attached. A list of the changes made to this proposal is attached to this Addendum.

The Proposer shall acknowledge receipt of this Addendum by completing and returning this form with the proposal package.

All other terms and conditions remain unchanged.

Sincerely,

Joseph B Johnson, Procurement Officer
Professional Services/Construction/Installation Section
Procurement Division

Acknowledgement of receipt of ADDENDUM # 1 to Solicitation #MTA-1370

Vendor Name:

Authorized Representative's Signature

Date



KEY INFORMATION SUMMARY SHEET

STATE OF MARYLAND

Request for Proposal (RFP)

**OPERATIONS MONITORING SERVICES**

**CONTRACT NO. MTA-1370**

**RFP Issue Date:** April 26, 2012

**RFP Issuing Office:** MD Department of Transportation  
Maryland Transit Administration

**Procurement Officer:** Joseph B Johnson  
Office Phone: (410) 767-3363  
Facsimile: (410) 333-4810  
E-mail: [jjohnson14@mta.maryland.gov](mailto:jjohnson14@mta.maryland.gov)

**Proposals are to be sent to:** MD Department of Transportation  
Maryland Transit Administration  
6 St. Paul Street, 7<sup>th</sup> Floor  
Baltimore, MD 21202  
Attention: Joseph B Johnson

**Pre-Proposal Conference:** May 10, 2012 – 10:00 A.M. Local Time  
Maryland Transit Administration  
6 St. Paul Street, Rooms 731-732  
Baltimore, MD 21202

**Closing Date and Time:** June 7, 2012 – 2:00 P.M. Local Time

**NOTICE:**

Prospective Offerors who have received this document from a source other than the Procurement Officer's authorized agency and who wish to assure receipt of any changes or additional materials related to this RFP, should immediately visit MTA's website ([www.mta.maryland.gov](http://www.mta.maryland.gov)) to download this RFP. Follow links "Business", "Procurements", "Bids/Solicitations" to view the specifications and/or addenda.

**Disadvantage/Minority Business Enterprises are encouraged to respond to this solicitation.**

## **SECTION I – INTRODUCTION**

### **I. BACKGROUND**

The MTA is a modal administration within the Maryland Department of Transportation (MDOT). The Administration directly operates Core Bus, Metro Subway, Light Rail and Mobility paratransit services in Baltimore City and the surrounding counties. The Administration also contracts with several companies to operate MARC and Commuter Bus.

### **II. PROCUREMENT SCHEDULE**

April 26, 2012	Advertisement of the Request for Proposals in e-Maryland marketplace
April 26, 2012	Issuance of Request for Proposals
May 10, 2012	Pre-proposal Conference at 10:00 a.m. Maryland Transit Administration Contract Administration Division Rooms 731-732 6 St. Paul Street Baltimore, MD 21201
May 24, 2012	Submission deadline for inquiries
June 7, 2012	Closing date for submission of proposals. Proposals must be received by the Procurement Officer on or before 2:00 p.m. EST.
July 25, 2012	Projected date for selection of the Offeror proposed for contract award
November, 2012	Projected date contract with the successful Offeror will be presented to the Maryland Board of Public Works
November, 2012	Commencement date of the contract

### **III. PURPOSE**

The Maryland Transit Administration (MTA) is issuing this Request for Proposals (RFP) to contract for the operation of ticketing services for both Maryland Area Rail Commuter (MARC) and Commuter Bus systems to include web based on-line, ticket by mail, store fronts and self print ticketing. It also includes the option for mobile ticketing on Commuter Bus and the purchase, maintenance, management of ticket vending machines for both MARC and Commuter Bus systems to a third party vendor. The contract is for a period of five (5) years. This does not include on board cash sales.

### **IV. ABBREVIATIONS AND DEFINITIONS**

## **B. Pre-Proposal Conference**

A pre-proposal conference will be held on **May 10, 2012** at the MTA's office located at 6 St. Paul Street, Baltimore, Maryland, 7th floor conference room 731 beginning at 10:00 a.m. Attendance should be limited to no more than two (2) representatives per proposing team.

The conference will be transcribed. A copy of the transcript will be available to potential Offerors on the MTA's website ([www.mta.maryland.gov](http://www.mta.maryland.gov)). A copy of the transcript and all known questions and answers at the time may also be obtained, free of charge, on the MTA's website ([www.mta.maryland.gov](http://www.mta.maryland.gov)).

## **C. Inquiries**

Written questions from prospective Offerors will be accepted by the Procurement Officer prior to the pre-proposal conference. As reasonably possible and appropriate, such questions will be answered at the pre-proposal conference. (No substantive question will be answered prior to the pre-proposal conference). Questions may be submitted by mail, facsimile, or by e-mail to the Procurement Officer. Questions, both oral and written, will also be accepted from prospective Offerors attending the Pre-Proposal Conference. As reasonably possible and appropriate, these questions will be answered at the pre-proposal conference.

Questions will also be accepted subsequent to the pre-proposal conference. All post-conference questions should be submitted in a timely manner to the Procurement Officer only. **The submission deadline for written inquiries is May 24, 2012 by 4:00 p.m.** In case of questions not received in a timely manner, the Procurement Officer shall, based on the availability of time to research and communicate an answer, decide whether an answer can be given before the proposal due date. Answers to all substantive questions that have not previously been answered, and are not clearly specific only to the requestor, will be distributed to all vendors who are known to have received a copy of the RFP.

## **D. Submission Deadline**

**In order to be considered, proposals must be delivered, no later than 2:00 p.m. (Eastern Time) on June 7, 2012, to the Procurement Officer at the address listed in Section 1.V.A.** Offerors submitting proposals by mail should allow sufficient mailing and delivery time to ensure timely receipt by the Procurement Officer. Proposals arriving after the closing date and time are late and shall be rejected in accordance with applicable regulations. Electronic and fax proposals will not be accepted.

One original and four (4) copies of the Technical Proposal and one original and four (4) copies of the Price Proposal, each in a separate sealed envelope, clearly marked with the full name and address of the Offeror and the contents of the envelopes or packages, e.g., "**Technical Proposal, Contract No. MTA-1370**" or "**Financial Proposal, Contract No. MTA-1370**".

The identity of an Offeror and the Register of Proposals may not be disclosed before the Procurement Officer makes a determination recommending the award of the Contract in accordance with applicable regulations.

## **E. Signatures**