

OFFICIAL TRANSCRIPT OF THE
MARYLAND DEPARTMENT OF TRANSPORTATION
MARYLAND TRANSIT ADMINISTRATION

PRE-PROPOSAL MEETING

FOR

MARC AND COMMUTER BUS TICKETING SERVICES AND TICKETING

VENDING MACHINES

CONTRACT NO. MTA-1370

MAY 10, 2012

10:00 A.M.

Maryland Transit Administration
6 St. Paul Street, 12th Floor Conference
Baltimore, Maryland 21230

Agency:

Joseph Johnson, Procurement
Valerie Moore, Office of Fair Practice
Nancy Noonan, Support Services
Larry Jackson, Treasury

Participants:

Ashok Joshi, Keville Enterprises
David Finkelstein, BrightCard
Jay Freschi, The Convention Store
Elaine Curl, The Convention Store
Carolie Carlson, Cubic Transportation Systems, Inc.
Michael Kuzmich, ACS Xerox

Court Reporter:
Saundra Jackson
One Stop Legal
Hyattsville, MD 20784
(301) 379-6607

1 MR. JOHNSON: Good morning and welcome. My name is
2 Joseph Johnson, Procurement Administrator for the Maryland
3 Transit Administration, MTA. I am the Procurement Officer for
4 this Solicitation and I would like to welcome you to the pre-bid
5 conference for Contract No. MTA-1370, MARC and Commuter Bus
6 Ticketing Services and Ticket Vending Machines. Please make
7 sure that you have signed the attendance sheet.

8 UNIDENTIFIED MALE: It's going around, right now, I
9 think.

10 MR. JOSEPH: Again, this is the pre-proposal
11 conference for MTA-1370, MARC and Commuter Bus ticketing
12 Services and Ticket Vending Machines. This conference is being
13 recorded, and I ask that you state your name and firm, clearly,
14 as you speak.

15 At this time, I would like for everyone to introduce
16 themselves starting with the MTA staff. My name is Joseph
17 Johnson, I'm the Procurement Officer with the Procurement
18 Division.

19 MS. NOONAN: I'm Nancy Noonan, I'm the Deputy CAO and
20 the PM for this project to start.

21 MS. MOORE: And, I'm Valerie Moore, and I'm with the
22 MTA's Office of Fair Practices, MBE Office.

23 MR. JACKSON: I'm Larry Jackson, the Director of
24 Treasury.

25 MS. CARLSON: Carolie Carlson, I'm with Cubic

1 Transportation Systems.

2 MR. FINKELSTEIN: David Finkelstein with BrightCard.

3 MS. CURL: Elaine Curl with the Convention Store, CEO.

4 MR. FRESCHI: Jay Freschi with the Convention Store,
5 Project Manager.

6 MR. JOSHI: My name is Ashok Joshi with Keville
7 Enterprises.

8 MR. JOHNSON: I will send a copy of the minutes to
9 everyone who received a copy of the solicitation. I have
10 distributed plan holders list for everyone to review and use.
11 Make sure that your email address is correct as this item will
12 be used to contact interested parties regarding and changes to
13 this solicitation.

14 If you have any questions about the solicitation,
15 please direct them to me. Only answers received from the
16 Procurement Officer are the official position of the MTA Agency.
17 Also, I may require that you submit your question in writing.

18 Any information, including questions from consultants
19 which alter the specifications on a proposal submission
20 instructions or which is likely to affect a consultant's
21 proposal, will be issued by me as a written addenda to the
22 solicitation to everyone who received a copy of a solicitation.
23 Again, please remember that you are proposing only on the
24 written specifications contained in the solicitation, and any
25 written addenda that I may issue.

1 I will, briefly, highlight some of the contractual
2 related and administrative information, and then, I will turn
3 the meeting over to other panel members to discuss the Scope of
4 Work.

5 The purpose of this RFP is to award one contract on an
6 initial period of five years with no renewal options. The
7 submission **deadline for written inquiries is May 24th, 2012 by**
8 **4:00 p.m.**

9 Section 1, Submission Deadline states, in order to be
10 considered, proposals must be delivered no later than 2:00 p.m.
11 Eastern Time on June 7, 2012 to the Procurement Officer at the
12 address listed in Section 1. One original and four copies of
13 the technical proposal, one original and four copies of the
14 financial proposal, each in a separate sealed envelope, clearly,
15 marked with the full name and address of the Offeror and the
16 contents of the envelope or packages, e.g., "Technical proposal,
17 contract number MTA-1370"; or "financial proposals, contract
18 number MTA-1370."

19 It is the goal of the Administration that MBE
20 participate in all contracts, and an overall MBE subcontracting
21 goal of 10 percent (10%) has been established for this
22 procurement. Our Fair Practice representative will give further
23 instructions later in this meeting.

24 Insurance requirements. Prior to the execution of a
25 contract, the contractor must obtain, at its own cost and

1 expense in keeping force and in effect during the term of this
2 contract including all extensions, the insurance specified in
3 Attachment 10.

4 Section 3, Response to the RFP. Please, adhere to the
5 formatting the RFP and respond, accordingly. Also, please
6 remember to mark the original technical proposal as, "Original."

7 Section 3, Forms, Certification and Assurances. This
8 section contains documents that must be included in order to be
9 submitted as responsive proposals. All required documents are
10 included as attachments. Please do not change the format of
11 these documents.

12 The Evaluation and Selection Procedures. List in
13 order of importance are the evaluation criteria for each -- for
14 which an evaluation team will be evaluating your technical
15 proposal. Remember to submit financial proposal in a separate
16 sealed envelope with your technical proposal. Offeror's
17 proposal will be reviewed by an evaluation committee set up by
18 MTA. The committee will review and rate all proposals
19 individually, and an initial technical ranking will be
20 completed. Offerors who have been deemed reasonably susceptible
21 of being recommended for an award may be contacted to make an
22 oral presentation. The oral presentation will allow the
23 evaluation committee to ask questions and/or and enter into
24 discussions with regard to the Offeror's proposal. This
25 presentation, also, will provide an opportunity for the Offeror

1 to, clearly, clarify aspects of the proposal as requested.

2 I'll now turn the meeting over to our Office of Fair
3 Practice representative.

4 MS. MOORE: Thank you, Joe. Again, my name is Valerie
5 Moore, and I'm an MBE officer with the MTA's Office of Fair
6 Practices. I'm going to go over the required MBE forms that
7 should be submitted with your proposal.

8 As Mr. Johnson stated, there's a ten percent (10%)
9 goal that's been established in this contract. There are no sub
10 goals, which means your ten percent (10%) can be subcontracted
11 to an all Asian American firm, African American firm, or women
12 owned, you don't have to break it up, you don't have to put five
13 percent (5%) here and five percent (5%) there, because there are
14 no sub goals. And, also there's a certified MBE [indiscernible]
15 on this proposal or you know submitting a proposal, you are also
16 required to subcontract out to MBE firms because this is a
17 state-funded contract.

18 The first form is MDOT MBE Form A, and these forms are
19 also contained in the contract specs. MDOT MBE Form A must be
20 included with the proposal. If the Offeror fails to,
21 accurately, complete and submit this affidavit as required, the
22 proposal shall be deemed not susceptible of being selected for
23 award. MBE Form A is the certified MBE Utilization and Fair
24 Solicitation Affidavit which is your commitment and
25 understanding of the overall MBE participation goal. So, on

1 that Form A, MBE Form A, you will, basically, say I understand
2 that there's a ten percent (10%) goal attached to this contract,
3 and, you know, I agree to meet that ten percent (10%) goal or
4 exceed or if you feel as though that you can't meet it, you can
5 request a waiver, and I'll discuss that towards the end of my
6 presentation.

7 The MBE Form B must also be included with the
8 proposal. If the Offeror fails to, accurately, complete and
9 submit Part 2 with the proposal, as required, the proposal shall
10 be not susceptible of being selected for award. MBE Form B is
11 the MBE Participation Schedule which lists the certified MBE
12 firms that you will be utilizing. It is important that you
13 engage the MBE firms as early as you engage any other type of
14 supplier or vendor. So, basically, on that Form B, you will
15 list the MBE subcontractors that you will be using on this
16 contract, and make sure when you put the company down, make sure
17 that they're certified to do the type of work that you would
18 like for them to do. And, that would be -- you would go to
19 MDOT's directory and you can pull information from there. And,
20 you have to pay attention to the NAICS Code, the NAICS Code is
21 going to be the code that, actually, tells you what this
22 subcontractor can do -- what they're certified to do. And,
23 also, when you put your MBE subcontractor firm down, you know,
24 please be sure to put the right name and the right certification
25 number because sometimes we get, you know, a form that had the

1 subcontractor name but the certification number doesn't match,
2 you know, so it's really important to try and have everything
3 match, correctly, because it allows the process to go more
4 smoothly. And, like I said, you can visit MDOT's directory at
5 www.mdot.maryland.gov, and you'll be able to go into the
6 certified directory and do, you know, a search based on whatever
7 type of company you're looking for.

8 Next, Form C&D. If you are notified that you are the
9 current awardee or as requested by the Procurement Officer, you
10 must submit MDOT's MBE Form C&D within ten business days of
11 receiving such notice. MBE Form C is the Outreach Ethics
12 Compliance Statement and MBE Form D is the Subcontractor Project
13 Participation Affidavit. It is mandatory that you obtain
14 signatures on Form D from the participating MBE firms that are
15 listed on the Form B. So, when you submit that Form B, you
16 know, the subcontractor, there's an area for the certified MBE
17 to sign. So, it would have the -- your company -- I don't know,
18 the president or the CEO sign that form and also the certified
19 MBE should sign that form, as well.

20 And then, finally, there's a sixty percent (60%)
21 supply rule. When calculating your goals, there's a sixty
22 percent (60%) rule for supplied items. You may count the entire
23 expenditure to a certified business supplier that manufactures
24 or produces goods from raw materials or that, substantially,
25 alters goods before resale. However, you may only count sixty

1 percent (60%) of the expenditures to certified suppliers who are
2 not manufacturers. And, an example would be, you spend \$2500 on
3 chemicals -- even though this contract won't call for chemicals
4 -- this is just an example that I have in here. But, \$2500 for
5 chemicals, you would only take sixty percent (60%) of that \$2500
6 value, and then, it would bring it to 1500. So, you would,
7 actually, count 1500 towards meeting that MBE goal, not the full
8 2500, only sixty percent (60%). Additionally, the MBE credited
9 supplies may not exceed sixty percent (60%) of the entire
10 contract goal.

11 Finally, requesting an MBE waiver.

12 MS. CURL: Could you explain that, please?

13 MS. MOORE: The sixty percent (60%) rule?

14 THE REPORTER: Excuse me. Your name, please?

15 MS. CURL: Elaine Curl.

16 MS. MOORE: Regarding the sixty percent (60%) rule?

17 MS. CURL: Your last statement.

18 MS. MOORE: The MBE credited supplies may not exceed
19 sixty percent (60%) of the entire contract?

20 MS. CURL: Um-hum.

21 MS. MOORE: We don't -- well not we, the regulations
22 don't want for you to just go out and get all suppliers. You
23 can't go over sixty percent (60%) of the contract value with
24 just suppliers. You have to, you know, also include companies
25 that's going to be doing some other things, not just supplying

1 items.

2 MS. CURL: Right.

3 MS. MOORE: But, with this particular one, who knows,
4 you might want to be free, you might need some supplies. But,
5 you know, most likely may not, I'm not sure, it's really up to
6 you.

7 If you believe that your firm cannot achieve the
8 established overall goal, you have the right to request a
9 waiver. The request should be indicated in your initial bid
10 package, and that's that Form A that I explained to you, and
11 you'll see an area where you can check to say that, you know,
12 for whatever reason you can't meet that goal, you should be able
13 to be check that. You have to make sure that you do that, check
14 that and say that you can't meet it and, you know, then you'll
15 be able to request the waiver. When you request that wavier,
16 you're going to have to include certain things that you include
17 [indiscernible]. The waiver request must be in writing and
18 submitted within ten days following notification that your firm
19 is the apparent awardee or a no bidder. Your waiver request
20 must include the following documentation. A detailed statement
21 of the efforts made to select portions of the work proposed to
22 be performed by the certified MBE, detailed statement of the
23 efforts made to contact and negotiate with certified MBEs. For
24 each certified MBE that placed a quotation or offer that was not
25 acceptable to the Offeror, a detailed statement of the reasons

1 for this conclusion. A list of MBEs that were found to be
2 unavailable which should be accompanied by an Unavailability
3 Certificate or a statement from the apparent successful Offeror
4 that the MBE refused to give the written verification. And once
5 you've submitted all of that work, you know, it can't just be
6 just one letter saying well you know what, I'm requesting a
7 waiver because, you know, I just don't feel that I can meet that
8 goal. You know, you have to actually show, you know, backup
9 information that you, actually, tried to, you know, obtain that
10 goal. And, your waiver request will be sent to MDOT for their
11 final review for their approval or disapproval.

12 And, that's the end of my presentation. If you all
13 have any questions, I'm available to answer. And we're located
14 on the 20th floor here in this building. And again, when you're
15 completing your forms, if you have any questions, whatsoever,
16 about the forms, call us, you know, it's really important. I
17 don't know if you would be the one completing that form, or if
18 it is somebody else at the office that will do it. But, it is
19 really important to have that form completed, properly.

20 MR. JOHNSON: Okay. Now, I'll turn the meeting over
21 to Ms. Nancy Noonan, Project Manager who would like to add
22 anything.

23 MS. NOONAN: Well, I just wanted to, briefly, go over
24 the Scope of Work so that we understand what it is. And,
25 basically, if you download the proposal, you'll see it on page

1 15. We're issuing this RFP as Joseph mentioned to contract for
2 the operation of ticketing services for both MARC, our commuter
3 rail System and commuter bus system to include our web-based
4 online ticket by mail, storefronts and self-print ticketing.
5 We're, also, including options for mobile ticketing on commuter
6 bus and the purchase, maintenance and management of ticket
7 vending machines for both MARC and commuter bus systems to a
8 third party vendor.

9 This contract is for five years. Okay. We require
10 the following services -- to provide a computerized ticketing
11 system both hardware and software to support sales, a web based
12 online purchase of all ticket and pass products for MARC and
13 commuter bus, ticket by mail program to handle the sale of all
14 ticket and pass products for MARC and commuter bus. Both of
15 these require payments by all the major credit card companies.
16 We detail those out, debit cards and transit benefits, both
17 paper and electronic; customer, to provide the customer service
18 to our MARC and Commuter bus riders when they purchase these
19 tickets through the third party vendor. We also will require
20 you to distribute marking materials for us. We will provide
21 those materials, but we need a mechanism to distribute those
22 through the mail and whoever buys a ticket from us; establish a
23 relationship with WMATA, the Washington Metro Transit Authority
24 to actually accept their transit benefits, electronically, in
25 their program and to get reimbursement for those. Also, provide

1 the customer the ability to order pay for, download and print
2 monthly tickets from a home or work computer. This piece, also,
3 has to include the ability for the operator to verify that that
4 is a legitimate ticket and not fraudulent. And, also, to
5 provide our sales staff and equipment for Odenton station sales
6 and equipment for the Frederick station to sell tickets in the
7 field. The options, as I said, include mobile ticketing and
8 also ticket vending machines which are detailed a
9 little further in the Scope.

10 Do you have any questions?

11 MR. JOHNSON: I'll, now, open the floor for questions.
12 Please remember to state your name and firm, clearly, when you
13 speak.

14 Are there any questions?

15 [There was no response.]

16 MR. JOHNSON: If there are no questions --

17 MR. KUZMICH: I have a question. My name is Mike
18 Kuzmich with Xerox. Is the MTA providing any computerized
19 ticketing services, now? I've looked at the website and it's
20 basically ticket by mail when you do order that. Is there any
21 type of capability, currently?

22 MS. NOONAN: Just online, we do. I mean, we have the
23 online mechanism, but we also have a third party that does our
24 MARC tickets, right now.

25 MR. KUZMICH: Okay.

1 MS. NOONAN: MTA itself does not provide computerized
2 ticketing.

3 MR. KUZMICH: Okay.

4 THE REPORTER: Excuse me, Mr. Kuzmich, would you spell
5 your name of the record?

6 MR. KUZMICH: Sure, it is K-U-Z-M-I-C-H.

7 THE CLERK: Thank you.

8 MR. KUZMICH: Sure.

9 MR. FRESCHI: Jay Freschi with the Convention Store.
10 And, I have a question related to question 7 of -- or item 7 of
11 the Scope of Work. And that is, I guess, it's a motivational
12 question. What is the motivation for wanting to be able to
13 print the monthly tickets from a home computer when -- my
14 concern there is the ability for somebody to, no matter how
15 fancy or how hard you code the printing to make it a unique
16 looking ticket, once it leaves our -- the browser, it goes to a
17 print option where the person can select two copies, three
18 copies, five copies, and they would all be identical. Does the
19 MTA have a means to try to avoid that or from the conductors to
20 record monthly passes as they go through the system to avoid
21 fraud?

22 MS. NOONAN: That's what we're asking you to do to
23 figure that out. I mean, that is out there. I mean, that
24 technology does exist. We don't have the details on that
25 technology, so we want you guys to figure that out and tell us

1 what it is.

2 MR. FRESCHI: Okay.

3 MS. CURL: Elaine Curl, the Convention Store. That
4 was going to be my question, is do you have a model that you are
5 looking at and liked and went, wow?

6 [Laughter]

7 MS. NOONAN: No. Actually, no. No. We just know we
8 want it.

9 MS. CURL: Okay, thank you.

10 MR. FRESCHI: Jay Freschi, again, with the Convention
11 Store. As a follow-up to that, is there a -- and I understand
12 that the conductors on the trains are union conductors,
13 currently, employed by CSX and Amtrak, and the commuter bus
14 operators are contracted employees through the various bus
15 operators. What is the -- is there any reasonable level of
16 certainness that the correct -- that the approved Offeror can
17 assume that the conductors are going to, like at what level of
18 effort can we assume the conductors are going to provide to help
19 check these tickets other than just visually?

20 MS. NOONAN: That would depend on the solution to the
21 issue. Right now, conductors check every ticket. We know
22 that's not quite true because the trains get very crowded. So,
23 we would make the assumption that we have periodic checks. How
24 they check them, they can -- we can give them a scanner, we can
25 -- I mean, it's open. Obviously, we would have to negotiate

1 with the union to put this out, but they are required to collect
2 fares and the way we want them to collect fares.

3 MR. FRESCHI: Okay.

4 MS. NOONAN: And, we would like to, especially, on our
5 MARC trains, we would probably like to minimize the impact on
6 the conductors, but we need to come up with a solution that
7 works. I know I'm, really, not answering your question because
8 it's vague. I mean, it's the best solution we can come up with.

9 MR. FRESCHI: Okay.

10 MR. FINKELSTEIN: David Finkelstein from BrightCard.

11 One of the issues that we're all concerned about here is the
12 level of equipment that's in the current transit vehicles,
13 trains and buses. Is this limited to existing ticket
14 verification systems or is there a desire to look at other
15 options for additional ticketing verification automation systems
16 on the -- on vehicles.

17 MS. NOONAN: The only verification systems we have are
18 visual, right now. So, we are looking for something in addition
19 to that. Our MARC trains, they're visually -- the tickets are
20 visually looked at.

21 MR. FINKELSTEIN: There's no match stripe --

22 MS. NOONAN: No. Yeah, I know. And, then, on the
23 commuter bus tickets, they're, on the monthly there's a match
24 stripe, but it's not used, it's a visual ticket as well as the
25 ten trips are, literally, punched.

1 MR. FINKELSTEIN: Oh, you're using --

2 MS. NOONAN: So - oh, yeah, we're very old-fashioned,
3 so --

4 MR. FINKELSTEIN: From my point of view, that would be
5 useful if you can kind of review the current --

6 MS. NOONAN: -- Well, it --

7 MR. FINKELSTEIN: -- ticketing technology.

8 MS. NOONAN: Well, I guess the types of tickets are in
9 here. I mean, if you have very specific questions about how --
10 what they do, I mean we can, you know, if you put your question
11 in writing, we can answer that.

12 MR. FINKELSTEIN: But to answer the question, then you
13 are looking for additional equipment in the vehicles for --

14 MS. NOONAN: -- For mobile ticketing? Yes to read
15 those tickets, yes. Now, again, we may or may not, I mean, this
16 is an option, so we may or may not be able to do it on one mode
17 versus the other mode. So, that's what we're kind of looking
18 for, the solution may not be the same for both modes.

19 MR. FRESCHI: I'll keep going. Jay Freschi with the
20 Convention Store. A little confusion in the way that the RFP
21 was written. At the bottom of page 25, which is -- it starts
22 off Part 3, Optional Services. The very next sentence says
23 under Optional Services that the MTA requires the following
24 services. Should that maybe -- should I read that for --

25 MS. NOONAN: Optional, or request, I don't know how to

1 say that. You're right, it's not a requirement, it's a, well we
2 want to see what your proposal would be and the way it's costed
3 out is with the option so that we can select.

4 MR. FRESCHI: Sure. That's the way I thought it was,
5 but literally it says --

6 MS. NOONAN: -- You're right.

7 MR. FESCHI: -- they're optional, but the request is
8 optional.

9 MS. NOONAN: Optional but required.

10 MR. FRESCHI: Okay. Thank you.

11 MR. JOHNSON: Are there any more questions?

12 MR. FRESCHI: Would you like to do this one?

13 MS. CURL: Sure. Elaine Curl, the Convention Store.
14 Jay is getting tired of being the one to ask the questions. For
15 the -- actually, you're going to have to ask this one because
16 you --

17 MR. FRESCHI: That's fine.

18 MS. CURL: -- The storefront, do you want to replicate
19 the existing storefront as they operate now, indicated that you
20 may or may not add locations. Would they be --

21 MS. NOONAN: I believe it's replicating what's out
22 there, now. We've got Odenton in our station building, we have
23 people who sit there and they use an antiquated system, so we're
24 looking to replace the system with whatever we choose, and then,
25 that one needs staff, I think. Is that what I said? I can't

1 remember off hand.

2 MR. FRESCHI: Odenton does say staff.

3 MS. NOONAN: It does. Okay, and then --

4 MR. FRESCHI: From start time to end time.

5 MS. NOONAN: Right. Okay, and then, the other in
6 Frederick, I think, that's in the Greyhound ticketing booth, or
7 whatever you want to call it. So, we're looking to, actually,
8 establish a storefront there --

9 MS. CURL: Okay.

10 MS. NOONAN: -- and then, you know, staff it. So,
11 it's kind of replicating the same basic business. We're just
12 kind of switching out the equipment and whatever the system
13 would be.

14 MS. CURL: So, Frederick would turn into more of an
15 Odenton.

16 MS. NOONAN: I believe that's what they're looking
17 for. I can clarify that.

18 MS. CURL: Okay.

19 MS. NOONAN: Do you need that in writing? Yeah, would
20 you mind sending that --

21 MR. FRESCHI: Sure.

22 MS. NOONAN: -- question in writing? We have to --
23 and, I'll have MARC clarify that.

24 MR. FRESCHI: And then, my final question is a
25 clarification -- and Jay Freschi from the Convention Store.

1 Attachment 8, which is, actually, the final page of the entire
2 printed RFP, Attachment 8, Exhibit C, it says MTA financial
3 proposal. And, in the "Estimated Quantities" column, it has a
4 number of 650,000. I don't know if those are units, dollars,
5 tickets, passengers. I'm not sure what that represents, so I
6 just wanted some clarification on that.

7 MS. NOONAN: Mine doesn't have anything, so hold on.

8 MR. FRESCHI: I'm reading. I'm concerned. I'm not
9 sure -- and it doesn't -- I read through everything, it doesn't
10 represent -- it never refers to what that number is.

11 MS. NOONAN: I believe that represents an estimate of
12 the number of tickets per year that are issued, which is --
13 seems wrong.

14 MR. FRESCHI: It seems low to me.

15 MS. NOONAN: Yes, it does.

16 MR. FRESCHI: Just an educated guess, educated guess
17 on my part.

18 MS. NOONAN: Yeah, if you would ask that, we'll
19 clarify that.

20 MR. FRESCHI: Okay.

21 MR. FINKELSTEIN: I have another question. David
22 Finkelstein, BrightCard. The -- one of the options that you are
23 seeking is the mobile ticketing capability. But, there is no
24 mention of an option which might include Smart Card technology.
25 Is that, voluntarily, that there's no interest in Smart Cards or

1 is there a presumption that it would be too expensive or what --
2 can you give us some background on that?

3 MS. NOONAN: MTA has a Smart Card system and it's
4 called the charm card. We have never extended that system to
5 MARC and commuter bus as the solution that was proposed to us
6 does not work for MTA for a number of reasons, which I really
7 can't go into. Do you have anything to add? I don't --

8 MR. JACKSON: Larry Jackson, MTA. Although, I think,
9 we have some interest, I think, it becomes very complicated
10 because we're part of a system, we're a partner with the WMATA
11 system and various other partners. I think, it would become
12 very complex to integrate this new system with the WMATA system.
13 I think, what we're asking for here is much simpler, it's
14 standalone, and frankly, I think it's a lot easier for you to
15 propose something standalone versus entering into agreements
16 with Cubic and WMATA to come up with a smart card system that
17 would work. Joe, maybe you can answer, could they propose
18 something on that if they chose? Is that an option? That's
19 really for you to decide.

20 MS. NOONAN: It's open. I mean, the RFP, I'm sorry
21 Joe. The RFP, actually, just says we're looking for a solution.
22 So, if you wanted to propose a standalone Smart Card solution,
23 that would be up to you. But we do have a system and it is
24 connected with WMATA, it's fairly complicated for us, and there
25 are other issues in why we didn't put that in there.

1 MS. CURL: Elaine Curl, the Convention Store. Back to
2 the Attachment 8, Exhibit C, the financial offer. It has the
3 item number 2, storefronts, and a unit price. And, I understand
4 that, I understand an all in unit price. If you had two -- you
5 could have two stores that are -- that have a very diverse
6 budget. You know, one could be a lot cheaper to operate than
7 another one, just for geographic reasons or whatever. If you
8 gave a unit price and one of them closed down, there's a
9 possibility that you wouldn't be able to operate on your unit
10 price. Do you understand what I mean?

11 MS. NOONAN: You're asking us to separate them --

12 MS. CURL: -- Is there --

13 MS. NOONAN: -- that you can price them, separately?

14 MS. CURL: It would be a benefit to both parties, I
15 believe, in the final analysis.

16 MS. NOONAN: Originally, I believe it was done this
17 way so that we could add the storefronts as we went along if we
18 identified maybe one in southern Maryland that we would need or
19 something. I don't know.

20 MS. CURL: Then you would be committed to a price that
21 perhaps was not necessary.

22 MS. NOONAN: I -- if you add that to your questions, I
23 believe we can consider that and I can go back to the commuter
24 rail people --

25 MS. CURL: Okay.

1 MS. NOONAN: -- and see if that's acceptable to them.

2 MS. CARLSON: I have a question -- Carolie Carlson
3 with Cubic. For the pre-proposal - or, actually, the proposal
4 questions, and maybe I missed this when you were going through
5 this part of the document, are they due May 6th or June 6th
6 because I think there were two dates in there?

7 MR. JOHNSON: Well, there was a addenda that was sent
8 out.

9 MS. CARLSON: Oh, there was.

10 MR. JOHNSON: It was changed to May 24th.

11 MS. CARLSON: Oh, to May 24th?

12 MR. JOHNSON: Yes.

13 MS. CARLSON: Okay, thanks.

14 MR. KUZMICH: Mike Kuzmich with Xerox, once again.

15 Question is, unless I've missed something, will you be providing
16 any information on volumes regarding call center volumes,
17 tickets processed, any more detail that can give us some idea of
18 improving our response to understand the current environment and
19 numbers that you're processing.

20 MS. NOONAN: Well, I believe we'll be clarifying the
21 ticket volume --

22 MR. KUZMICH: Okay.

23 MS. NOONAN: -- because that was the number --

24 MR. KUZMICH: Okay.

25 MS. NOONAN: -- that we both think is a --

1 MR. KUZMICH: Right. Right.

2 MS. NOONAN: -- little strange. Call volume, we don't
3 have any numbers --

4 MR. KUZMICH: Okay.

5 MS. NOONAN: -- on that --

6 MR. KUZMICH: Okay.

7 MS. NOONAN: -- so we cannot provide those.

8 MR. KUZMICH: Okay.

9 MS. NOONAN: So, if there's something specific --

10 MR. KUZMICH: Okay.

11 MS. NOONAN: -- you're looking for if you want to just
12 put it in writing.

13 MR. KUZMICH: Okay.

14 MR. JOHNSON: Are there any more questions?

15 [There were no additional questions]

16 MR. JOHNSON: If not, please remember to submit your
17 questions by **May the 24th, 2012** to allow the MTA sufficient time
18 to respond and distribute to everyone. This completes our
19 meeting. Thank you.

20 (PRE-PROPOSAL MEETING WAS CONCLUDED)

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CERTIFICATE OF TRANSCRIBER

I, hereby, certify that the Maryland Department of Transportation, Maryland Transit Administration pre-bid meeting for Contract No. MTA-1370 held at 6 St. Paul Street in Baltimore, Maryland on May 10th, 2012 was recorded by means of electronic sound recording.

I further certify that, to the best of my knowledge, that the foregoing pages represent a complete and accurate transcript of the duplicated electronic sound recording of the proceedings as transcribed by me.

I further certify that I am neither a relative to nor an employee of any MTA employee, herein, and that I have no interest in the outcome of this solicitation and subsequent award.

In witness whereof, I have affixed my signature this 22nd day of May, 2012.

By: 

Lisa P. Campbell
Transcriber