STATE OF ALASKA

Department of Transportation & Public Facilities

Division of Administrative Services

ANTON ANDERSON MEMORIAL TUNNEL TOLL SYSTEM APPLICATION

RFP 2522H004

Project No: 0496018 / CFHWY00584

Amendment # Four

June 17, 2022

This amendment is being issued to answer question submitted to the State.

Important Note to Offerors: You must sign and return this page of the amendment document with your proposal. Failure to do so may result in the rejection of your proposal. Only the RFP terms and conditions referenced in this amendment are being changed. All other terms and conditions of the RFP remain the same.

Matthew L. Pegues
Procurement Specialist
Phone: (907)465-8949
matthew.pegues@alaska.gov

	COMPANY SUBMITTING PROPOSAL
	AUTHORIZED SIGNATURE
	DATE

Questions submitted by potential offerors and answers from the state:

Question 1:   Can you share the Clover POS Model that is in use at AAMT Today, and the Clover Software Version installed for the POS?

Answer: There are two different types of terminal at the tunnel. There is a Clover Flex C403 and a Clover Station C500. The android version is 8.1.0 for the C403s and 7.1.2 for the C500s.

Question 2:   Who is customizing the Clover System for the Toll Collection?   Is that a third-party contractor or is it done by the AAMT Staff?

Answer: There is no special programming for toll collections. AAMT staff the set of Clover to collect toll using only the built in POS parameters.

Question 3:   We are assuming that, today, drivers using the AAMT tunnel, pay for their Tolls at the Tollbooths using Cash, Credit Card (EMV and Swipe), Checks, and maybe the Older Legacy Tickets(?) using the Clover POS. Please confirm

Answer: Correct. AAMT staff developed all those forms of payment.

We believe that we need to provide two applications:

Question 4a: Self-Service Customer Portal (Web Site/Mobile Application) Customer will use it to setup an account and buy eTickets based on the Vehicle Class and Ticket Book Types. For the Payments a Credit Card is required and Offeror will integrate with Clover Virtual Terminal for the Card Payments. Customers will be able to print their eTicket, present it on their phone, or save the ticket to their photos folder so that it can be presented at the tollbooth.

Answer: Correct.

Question 4b: Toll Booth Toll Attendant Application: The application will be used by the AAMT Staff, and by the AAMT Toll Attendants who work at the booth. The Offeror is expected to provide a Scanner to scan the eTickets presented by the Driver (from Driver's Mobile App, Scanned Photo from the Phone, or a Paper Printout) to Pay for their Toll Trip. This App will authenticate the Barcode/QR Code and confirm that the passage is valid for the type of vehicle, and allow for the passage and deduct the eTicket count from the eTicket book.

Answer: Correct

Question 6:   Scenarios/Use Cases for Integration with the Closer POS in the Tollbooth

The Toll Booth Toll Attendant Application will need to run the Toll Booth Toll Attendant Application on a Tablet or a PC (provided by the Offeror), with an Offeror provided Scanner that can scan, validate the eTicket, and accept the eTicket payment for the toll crossing. We can provide this functionality with no integration with the Clover POS in the Tollbooth or more advance features based on the level of integration with the Clover POS in the Toll Booth. But if an eTicket Toll Payment Receipt is required in the booth then there are two options:

1. Scenario A (No Integration with Clover POS in Tollbooth): We can send the eTicket Toll Payment Receipt to the account holder's email on file and not provide a paper toll receipt at the Booth.
2. Scenario B – Case 1 - If AAMT wants to register the eTicket Trip directly into the Clover POS, and also print a receipt via the Clover POS receipt printer, the Offeror should integrate with the Clover POS a Scanner if one is not available, and also enhance the integration with the Offeror's Toll Booth Application.
3. Scenario B – Case 2 - If you think further, should the Offeror's Toll Booth Attendant Application App allow the Driver to purchase new Tickets and pay Cash, or Check in addition to EMV Payment from the POS? If that is the case a more robust integration with the Clover POS is required that accepts Payments for the eTicket Book purchase, and account replenishment.

As you see the complexity, and the integration level of effort with the Clover POS increases with each Scenario, can you please advise what is it that AAMT is looking for?

Answer: Since the tunnel was constructed with Federal Funds and we are obligated to make all purchase options available to every user. It is understood that more than likely local user will take advantage of bulk purchase options. However, we cannot make any assumptions given the information above.
Scenario A is required.
Scenario B – Case 1 is required, – Case 2 is required.

Once again all that is required is application on the Clover devices, that hands off the monetary portion to Clover, and manages only the coupons. Clover sandbox allows for development of Clover compatible applications.

All other terms and conditions remain the same.