

Request for Information



State of Alaska
Department of Transportation & Public Facilities
Division of Administrative Services

Date Issued: December 18, 2023

RFI 2524S052 VENTEK TICKETING KIOSK EQUIPMENT

Introduction:

The Alaska Department of Transportation and Public Facilities (DOT&PF), and Ketchikan Gateway Borough is requesting information from vendors capable of providing contractual assistance in the following areas:

The State of Alaska is seeking a complete system solution for the Ketchikan Airport Ferry that will allow the public to pay for parking, and obtain ferry fares through the use of self-service kiosks or smart phone applications.

Background Information:

As part of DOT's comprehensive improvements to the Ketchikan Gateway Borough's Airport access, ticketing operation for both ferry fares and parking will be reconstructed. All ticketing and enforcement will be conducted electronically, with staff assistance as required.

Required Tasks and Deliverables:

1. Automated payment venSTATION machines that support the purchase of both ferry and parking tickets. Machine configuration shall be a Model 600 cabinet, VenTek POS, NXG Controller, with IM30 all-in one unit for card chip/tap/swipe, bill acceptor, pay by plate, receipt/fare printer with custom foil, encrypted QR codes for validation, and equipped with ADA functions.
2. Option for a future retrofit to fully automate an interconnected ferry ticketing kiosk, gate, and intercom system to function unmanned at the Revilla ticket booth.
3. Customizable mobile application for both Apple and Samsung devices via the app stores. App should support the same purchase functions as the kiosks (i.e. parking, walk-on, vehicle round trip, etc.) with time encoded fares that expire, and QR codes accessible for validation. Mobile application shall also allow for patrons to remotely extend parking if needed and pay any citations.
4. Hand held parking enforcement units to perform real time pay by plate enforcement, and write citations. Hand held devices shall have TicketManager Enforcement System capabilities to retrieve and display inventory in real-time, interconnected with DMV collections, a direct license plate scanner, and search by character features.
5. Customizable online portal for patrons to pay citations.
6. Options for airport vendors and employees to have a frequent user card or pass.
7. System installation, setup, configuration, commissioning and training. Integrated software systems to support data management and accounting, in addition to support and service technicians throughout operations.
8. All products are required to meet Buy America provisions.

Required Minimum Qualifications:

A history of at least five projects, of comparable size, deploying and providing equivalent services in other commercial or government transit and parking context.

RFI # 2524S052 VENTEK TICKETING KIOSK EQUIPMENT

Required Response Information:

Interested and capable parties are invited to submit responses to this RFI.

Responses must include:

- Identify the individual or firm name (including the business website address is applicable) with a contact person and their phone number/email address.
- Provide a detailed description of your company's capabilities and experience related to providing assistance with each required task and deliverable, including how your company meets each of the required minimum qualifications.
- Confirmation that individual or firm is authorized by the manufacturer to provide the required tasks and deliverables.
- Certification products proposed meet federal Buy America provisions.

Responses to this RFI are for informational purposes only. Do not include cost estimates as they will not be considered in a response.

IMPORTANT NOTICE: DOT&PF will not award a contract from this RFI, nor will DOT&PF be financially responsible for the preparation, or administrative costs incurred in developing responses to this RFI. All costs associated with responding will be solely at the interested party's expense. Not responding to this RFI does not preclude participation in any future request for proposal (RFP), if any is issued. DOT&PF may or may not choose to meet with potential offerors to get further clarification of potential capability to meet requirements

This RFI does not extend any rights to prospective vendors or obligate the state to conduct a solicitation or purchase any goods or services.

It is the responsibility of the interested party to follow up with the Procurement Officer listed to ensure your response was received prior to the time and date specified.

Procurement Officer contact information:

Interested and capable parties must submit a written response to the Procurement Officer no later than 2:00 pm Alaska Time, December 29, 2023:

Chris Hunt
Procurement Officer
Department of Transportation & Public Facilities
Division of Administrative Services

Phone: (907) 465-8448
Email: chris.hunt@alaska.gov

Emailed or hard copy responses are acceptable. If sending a hard copy response, send the response to the following address:

U.S. Mail:
P.O. Box 112500
Juneau, AK 99811-2500

Delivery Service (FedEx, UPS):
3132 Channel Drive
Juneau, AK 99801