

Subject	Question	Answer
Enable a toll collection attendant to change with proper credentials and security verification, at any time during open lane conditions.	If the new attendant collects cash, does that attendant have a new drawer or is the cash included in the previous drawer? Is the new attendant a relief	The new attendant would have his/her own login and drawer. He/she would be a relief collector.
Provide a sub-system that defines operating parameters for the lane operating system interaction with all lane peripheral equipment.	Please describe the sub-system and it's intended purpose.	The new system must include the components(sub system) required to send/convert the operating system parameters to each piece of peripheral equipment via network terminal server, ethernet switches, etc.
Touch screen units shall display pre-classification and post-classification treadle information, indicated and collected revenue for the last toll paid transaction and shall also display pre-classification treadle information for two vehicles in the toll lane queue.	Once the transaction is complete, is it acceptable to display the expected class and amount paid for the last three transactions	Yes
System should be integrated to accept various forms of payment in the toll lanes – cash, toll pass cards/stickers, credit cards, Ewallet, Apple Pay, etc.	Is it expected that the credit card readers will be replaced or reuse existing? Is it acceptable that the collector chooses credit card, Ewallet, or ApplePay method of payment or should the reader be fully integrated	We would like to know if the credit card reader can be incorporated into the touchscreen. We currently use an outdated stand alone credit card terminal. After the credit card is approved the tender runs the vehicle under a turnaround and writes cc on the turnaround slip. The back office reconciles in a spreadsheet. The current process slows traffic down. It is acceptable that the collected choose the payment method.
Customer information protection.	What information is expected to be protected and from whom?	The GIBA Board wants to ensure that all credit card data is fully protected from hackers. The system must have multiple levels of security to mitigate this concern.
Bidders shall propose a complete replacement platform to include all hardware, software systems and sub-systems needed to replicate existing operations and allow the seamless and secure transfer of account data between existing and new systems. Bidders shall replace existing hardware and server software to serve as a backup platform to the new system. In addition, maintenance on-line management system shall also be provided that accurately receives system status information from each toll system component (in toll lanes and the server system) on a real-time basis to provide reporting for maintenance purposes.	Are you expecting two new complete sets of server equipment? What is the make, model, and Operating System version of your current systems	Yes. We currently have a primary and backup server. HP ML350 G6. The operating system is Linux The Redhat Enterprise Workstation Version 5.4
Toll attendant reconciliation and activity processing shall include end of shift postings, bank batch closeout postings, bank batch reconciliation postings, end of day postings, and end of month archiving.	Is the bank batch closeout and reconciliation postings to occur within the new system or as external processes based upon new system reporting?	The bank batch and reconciliation should happen within the system
ii. Traffic data information shall include current traffic data and current traffic analysis.	What type of traffic analysis?	Depending on the report selected, currently we are provided with a visual analysis (pie chart, bar graphs) breakdown of vehicle types, payment methods, etc.
iii. Ability to query data based on any combination of header information.	What do you consider header information?	All information pertaining to customer: Account type, Account Number, First Name, Last Name, Address, Phone, Zip Code, Bridge Pass Number, Expiration Date, etc. We want to be able to query based on any and all data associated with a customer.
iv. Flexibility for daily deposit data to be data mapped into existing accounting software (Sage).	Would an excel download for import into existing accounting software be acceptable?	Yes
The server system shall be configurable to run on more than one computer in the administration building via local area network.	Does this mean the server run on multiple computers or multiple users access the same server?	multiple user access the same server
Non System integrated overhead message sign board (prefer integration)	What type of board is required and approximate size ? Please state what type of message are to be displayed.	You tell us the proper board type to be used. The current boards we use: two of them are 24" x 96" and one is 24" x 72". The board is to inform the driver the proper lane to enter: Cash, BG Pass, Cash and Credit Card, Cash and BG Pass,etc.