PDF Page	Subject	Question	
4	The GIBA's current electronic pass system is functional, but enhancements are desired. All three (3) GIBA toll lanes shall be fully capable of automatically processing all vehicle mounted bar code decals, hand held plastic toll cards, and vehicle mounted RFID stickers.	a. Where are the decals located on the cars? b. Are the decals associated with specific vehicle class (and thus toll) on the back end?	Decals are located on the driver side back passenger window. The decals are affixed to the vehicle but the account is charged based on the classification selected in lane by the attendant
13	xlvi. 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.	Does GIBA wish to have credit card readers mounted outside the toll booth for direct patron interaction or does GIBA wish to have the patron hand the card to the collector and have the collector process the card in a reader within the booth?	Credit card readers should be interior for the attendant to use.
11	xxii. Overhead display should enable toll collection attendants to identify lane classification to be processed. For example; cash and credit card, cash and BG pass, BG pass only.	Is it expected that the toll attendant will choose what methods of payment are allowed when logging into a lane or is it expected that based on the login type, default methods of payment will be displayed? What messages does GIBA currently display on this sign and what is the make and model of the sign? Or is GIBA interested in obtaining a new sign as part of this project?	I think either by attendant selection of default by login type would be fine. The overhead signs display the following: Cash or BG Pass, BG Pass Only, etc. We want the ability to change the display characters. We would be interested in getting new signs that are integrated with the system.
11	xx. Enable electronic payment for all customer accounts by means of unique bar code decal, bar code hand held credit card, or RFID decal.	What is a bar code hand held credit card? Will SunPass be an option in the near future?	We have toll passes that are handheld (they are plastic and the size of a credit card with a bar code). They are scanned with a bar code reader or a fixed bar code laser reader when the lane is not manned. Sun pass will not be an option
11	xxvii. Identify and detect axle mismatch between pre-classification and post-classification treadles. Violation strobe light, violation audible signal, violation report and database logged event shall occur with each valid event. Violation reports shall contain the following data: violation time; violation date; number of axles; lane number; toll attendant ID ("0" if lane is closed); toll attendant comments field. **Toll attendant must have the ability to reconcile the toll fare in the lane.**	Is it expected that the toll attendant can enter comments at the lane or through the Admin tool for reconciliation and reporting.	No. Disregard "toll attendant must have ability to reconcile toll in lane".
11	ix. Allow toll attendants to select a "Turn-Around" option for electronic toll transactions. The system shall print a simple report for each free pass event and reject attendant badge numbers that do not match the attendant currently on duty.	What is a free pass event? In what instance would an attendant badge number be rejected? What are the badge numbers being used for?	A free pass event is a "turnaround" or "emergency vehicle" Etc. A receipt must automatically print any time a vehicle does not pay the toll. We would like each attendant to have a bar code badge that can be scanned to identify the attendant and open the lane. We don't currently use the bar coded badges. A badge number would be rejected for a past employee who has an inactive badge number.
11	x. Expiration date shall be displayed on touch screens.	Expiration Date of what?	All bridge pass accounts expire one year from last purchase date.
11	xxi. Enable toll collection attendants to begin shifts and end shifts (open and close toll lanes) with a unique barcode attendant badge or user identification and password information.	Is unique User ID and PIN entry acceptable method to log into the lane? (Does GIBA currently use barcode cards for logon?)	We currently use id number and pin to log on. We do not have bar codes for login
12	xxxvii. Provide a means of remote lane controller operations for all toll lanes from the administration building.	Please explain the report lane controller operations needed	Admin should have the ability to log in and view and/or control each lane if necessary
13	xxxix. System time, date, toll attendant ID, lane status (all traffic, BG pass only) and shift number shall be displayed at all times on touch screen units.	What are the current shifts, are they fixed, and what defines them?	Three shifts- 5:45 am to 1:45 pm, 1:45 pm to 9:45pm, 9:45pm to 5:45 am
13	xli. 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.	Pre-Class--- this may allow for fraud on collector behalf if they know what the system thinks is there vs. what the collector should be indicating	The attendant classifies the vehicle and the system expects a certain number of axles, when the vehicle crosses over the treadle the actual number of axles is registered and any difference is flagged as a treadle mismatch. Treadle mismatches are reviewed via the daily report and the video surveillance system every day.
13	xliv. Transaction data to be accurately captured, processed and stored shall include: transaction time; transaction date; shift number; lane number; attendant ID; vehicle classification; expected vehicle axles (indicated by toll attendant or electronic pass account); detected vehicle axles (pre-classification and post- classification treadles); number of violations; loop detector status; fare amount; payment type (cash or electronic); toll card number; lane reset flag (true/false); manual override flag (true/false).	What is the lane reset flag? What is the manual override?	There are times when a treadle mismatch causes the gate arm to stay in the open position. The attendant needs to be able to manually lower the gate arm on the touchscreen via a manual reset. The attendant needs to have the ability to open the gate without performing a vehicle classification via and "Gate up" or "Gate down" option.
12/13	xxix. Identify and detect axle mismatch events for electronic transactions against existing customer base. Allow means of classification override for pre-class treadle reads when lane is out of sync. *and* xliv. Transaction data to be accurately captured, processed and stored shall include: transaction time; transaction date; shift number; lane number; attendant ID; vehicle classification; expected vehicle axles (indicated by toll attendant or electronic pass account); detected vehicle axles (pre-classification and post- classification treadles); number of violations; loop detector status; fare amount; payment type (cash or electronic); toll card number; lane reset flag (true/false); manual override flag (true/false).	When you state "pre-class" here does this mean there are two treadles in your current lane ? One for pre-classification out in front of the toll booth, and one after (post-classification)? Or are you requesting that there be put in an additional treadle and loop system for pre-classification? Why do you seek to pre-classify vehicles?	We only have one treadle. Each vehicle classification in the lane selection has a fixed number of expected axles. We would like the possibility of assigning decals to specific vehicle types (and corresponding expected axles) on the back end. Then when the vehicle pulls up to the lane the classification hit by the attendant must match the expected classification from the back end. Pre-class does not mean we want to add another set of treadles just that we pre-class the vehicle with the corresponding axles expected and then the vehicle drives across the treadle when exiting the booth.
13	xlviii. Provide recommendations for system to be compatible with mobile app and/or include design of mobile app.	What features are you looking for in a mobile application? Is the mobile application for internal or patron use? **Comment:** It's easy to recommend it to be compatible with mobile apps, more work to design it, but that would all come after award of bid, but the cost of designing it (but not implementing it) would need to be included in bid.	The mobile app is for patron use. We are looking for you to tell us if mobile apps are being used in tolling currently and if so how would it benefit GIBA? We are not looking for a specific cost of designing in this initial bid.
14	ii. Cash drawer records shall consist of the following minimum data: **cash drawer number**, attendant ID, date and time record was created, date and time record was reconciled, manager initials creating the record, manager initials reconciling the cash drawer, earliest time and date of attendant's shift, latest time and date of attendant's shift, **initial cash till**, **cash collected in lanes**, cash counted by attendant or manager, cash entered in count room system, **cash over or short**, flag indicating reconciliation but no deposit.	Please explain the reconciliation and deposit processes.	The toll attendant counts the corresponding deposit and fills out a manual verification log. The Customer service person then recounts the deposit and verifies the information is correct on the log. The logs are then totaled for a final deposit total. The deposit bag is placed in the safe and the deposit slip and all logs are given to the Accounting Manager. The Accounting Manger enters each toll attendant's bank in the system and then combines all to a single deposit. All transactions are then verified against the ITV3000 surveillance system and any adjustments necessary are made in to each specific bank drop.
14	iii. 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.	Can you provide the operational steps for the Money Counting process from toll collector entry through end of month archiving. Are any data feeds automated?	Currently the money counting is done manually (See red above). Disregard end of month archiving that should not be included in the section. Clarify data feeds. All data is succesfully transmitted between all workstations on the data base consistently througout the day.
14	iv. Count room activities shall include count room entry subsystem, deposit slip printing, and data handling.	What data is required to print on the deposit slip?	We don't need the system to print a deposit slip, we can continue to do manually.

14	ii. Enable entering a minimum of the following new customer account data to the server system database as follows: account number; customer title; customer first name and last name; customer middle initial; company name; address line 1; address line 2; city; state; zip code; telephone 1; telephone 2; current balance; minimum balance; date account opened; date account last used; predetermined low balance amount; replenishment amount; type of account; historical account usage.	Please describe what is meant by "historical account usage" in terms of a new customer account?	A new customer would not have historical account usage. Disregard	
15	iii. Ability to query data based on any combination of header information.	Please define header information	Any information entered for a new account as listed on page 14 section ii	
15	iv. Flexibility for daily deposit data to be data mapped into existing **accounting software (Sage)**.	Is a manual process of exporting data from the TCS and manual import to Sage acceptable?	Yes	
13	xlv. Provide vehicle exterior mounted bar code RFID stickers, hand held bar code cards, and vehicles mounted bar code stickers.	a. Is the intention to have the RFID stickers barcoded? b. Where are the current vehicle mounted bar code stickers attached to? What part of the vehicle? c. What device is used to scan the vehicle mounted bar codes? Does the toll collector use a handheld device to do the scanning?	Our current RFID stickers are also barcoded. They are mounted to the driver side rear passenger window. We currently have Alien RFID readers and handheld bar code scanners.	
15	ii. Traffic data information shall include current traffic data and current traffic analysis.	What type of analysis is expected?	Breakdown of all traffic categories for the day including percentage of transactions that are cash vs. pass. Also the overall percentage of each classification of vehicle. Same for revenue associated with the traffic	
11	xxiii. System should display an audible ding when RFID is read automatically.	Who should hear the ding? Is it for the patron or the attendant?	Currently the alien reader is in front of the booth. The RFID shows up on the touchscreen once read and then the attendant classifes and hits the Pass button. The ding is for the attendant to be alerted there is an RFID on the touchscreen.	
14/15	iv. Payment processing shall include transaction credits, transaction debits, payment type, payment history and electronic pass information.	Not sure we understand what your looking for ?	On the backend when we are entering payment information we want the flexibility to not only add cash collected but also to debit or credit account balances as needed.	
5	Current Toll System Components	What make and version of the Host System database are you using ?	Linux version	