



Re: RFI #: 037/2024 Request For Information About Technologically Innovative Solutions In The Field Of Cognitive Accessibility And Orientation Embarkment For All Population

For NTA – Metropolitan Mass Transit System Ltd (hereinafter: "NTA")

Clarification Notice no.3

1. Following the publication of the RFI documents under consideration, attached hereto are NTA's answers to Participants' clarification questions, as well as amendments and clarifications to the RFI documents, as specified in **Appendix A**.
2. It is hereby clarified that the phrasing of the questions below may not necessarily be identical to the phrasing used by those who addressed NTA, and not all questions are necessarily answered. Additionally, it is clarified that certain questions may have been asked by more than one Participant, and therefore the response shall refer to the phrasing used by one of the Participants.
3. All clarifications, changes, and amendments specified in this Clarification Notice shall be considered part of the RFI documents, and shall prevail over any previous statement in the RFI documents and/or in earlier notices made by NTA. Each Participant submitting a response to the RFI shall be deemed to have agreed to the changes mentioned in this Clarification Notice and its appendices, whether attached to the response or not.
4. Unless stated otherwise, all terms and conditions specified in this Clarification Notice shall be interpreted as stated in the RFI documents.
5. Any verbal or written interpretation, by anyone on behalf of NTA or its Tender Committee, in any forum or manner whatsoever, shall not bind NTA. The only changes to the provisions of the RFI documents, as well as all interpretations and clarifications thereof, are those provided in this Clarification Notice and in further clarification notices that NTA may publish, at its sole discretion.
6. All Participants are required to have this notice signed by their authorized signatories and attach it to their response.
7. The provisions of this Clarification Letter do not modify or detract from the provisions of the RFI documents unless expressly stated otherwise.

With Regards,

NTA – Metropolitan Mass Transit System Ltd.



Appendix A

No.	Reference to the RFI documents	Question / Request	Answer
1	2.. INTRODUCTION OF NTA	Considering that some lines are still under construction, what do you see as a likely time frame for a possible deployment of the described technologies? would it be this year, next year, or five years from now? Would this deployment be in the form of a Proof of Concept (e.g. limited scope or geographical coverage) or a full deployment?	At this preliminary stage, NTA is focused on gathering information about potential solutions and technologies that passengers with cognitive disabilities could benefit from. The time frame for the deployment has not yet been determined.
2	3. SUMMARY OF PASSENGER'S ACTIVITIES WHILE USING PUBLIC TRANSPORTATION	<u>Purchasing the appropriate ticket in the vending machine or in the mobile app</u> - Is it required to have an interface to all current providers of tickets?	1. For the Apps- If the solution has a link to one provider, it should have a connection to all providers on the market. 2. 'Rav Kav' Card - to load contract or budget on the 'Rav Kav' card the solution shall suggest a way to interface with 'Rav Kav online' (an online platform for loading of Rav Kav contracts)
3	3. SUMMARY OF PASSENGER'S ACTIVITIES WHILE USING PUBLIC TRANSPORTATION	<u>Updates on train capacity and available space</u> - Does NTA have real time information about train capacity and available space on the LRVs? if so, who is responsible for integrating this information with other systems? NTA or a third party? If there is a third party, who is it?	At the moment NTA doesn't have real time information regarding capacity or available space on the LRVs. There are passenger counting systems only on 20% of the LRVs. Any solution proposed in this regard shall be examined by NTA.



4	4. CHALLENGES FOR INDIVIDUALS WITH COGNITIVE DISABILITIES WHILE USING PUBLIC TRANSPORTATION	<u>In emergency situations, when the staff might find it hard to recognize people with invisible disabilities who need help -</u> * Is NTA looking for solutions that in case of an emergency can direct people with disabilities to NTA's staff in the station or on the LRV, or direct the station's staff to the location of a person who seeks for help? * Is there an emergency phone number that people with disabilities can call in case they need help?	Currently there is no specific method for directing people with disabilities to the staff on the station, or the other way around. NTA is open to examine any method proposed in order to help the process of assistance to a person with disability. Without derogating from the above, It shall be noted that there are intercoms located: • At the Ticketing machines (at the stations and at grade stops), for people who have difficulties operating the Ticketing machines. • At the Underground stations there are intercoms located at the sides of the Validation gates connected to the station manager office for assistance with validation problems. • There are Information service intercoms connected to the operator service center at the Underground stations and at the grade stops.
5	5. SPECIFICATIONS FOR REQUESTED SOLUTIONS (1.3)	<u>Regarding: The use of the technology does not depend on connection to the network (cellular, Wi-Fi, etc).</u> * in order to notify passengers of unexpected situations (such as changes in the train schedule),	Each proposed solution will be examined according to NTA's Cyber security regulations.



		can the proposed solution have a connection to the communication systems of the station?	
6	5. SPECIFICATIONS FOR REQUESTED SOLUTIONS	The proposed solution is not fully compliant with WCAG21 Level AA, even if it does fulfill a large set of the requirements. Can we submit our proposal anyway?	NTA encourages submissions regardless of the partial compliance with these guidelines. NTA is interested in exploring all available solutions that have the potential to enhance the experience for passengers with cognitive disabilities on the metro. Certain solutions may prioritize different aspects of accessibility. By responding to the RFI, each participant will enable NTA to evaluate the unique features and benefits of its solution in the context of NTA's project objectives. NTA will carefully consider all submissions and assess their suitability based on their overall alignment with its goals and requirements.
7	5. SPECIFICATIONS FOR REQUESTED SOLUTIONS	What do you mean by "The use of the technology does not depend on connection to the network (cellular, Wi-Fi, etc.)"? Does it mean that the solution SHOULD NOT use cellular or Wi-Fi technology? Does this mean that you are not looking for mobile-app based technology? Is it possible to propose a mobile-app-based solution, which of course needs cellular and Wi-Fi technology.	The intention behind this requirement is to make sure that the proposed solutions can operate seamlessly even in scenarios where cellular or Wi-Fi connectivity is unavailable or unreliable. This means that while the solution may leverage cellular or Wi-Fi technology for certain features or functionalities, it should also be capable of functioning offline or with limited network connectivity. Nevertheless, this RFI is open to all solutions and we encourage participants to submit your proposal.



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8	9. EXAMINATION OF THE RESPONSE	Are AI capabilities required in the proposed solution?	AI may be a part of the proposed solution.
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