

CONNECTING COMMUNITY



Concord Kannapolis Area Transit

Request for Proposals

(RFP# 20191016-1)

Electronic Fare Collection System for Concord Kannapolis Area Transit

RFP Issue Date: **Wednesday, October 16th, 2019**

Proposal Submission Deadline: **Monday, November 4th, 2019**



CONNECTING COMMUNITY

Request for Proposals Electronic Fare Collection System

I. Issue Date

Wednesday, October 16th, 2019

II. Proposal Submission Deadline

Proposals must be received no later than 5:00 PM EST on Monday, November 4th, 2019. Any submission received after the date and time specified will not be considered. Please submit five hard copies and one electronic copy (via USB drive) to:

- Rider Transit Center
ATTN: Andy Christy, RFP #20191016-1
45 Transit Court, NW
Concord, NC 28025

III. Agency Overview and Purpose of Project

The City of Concord, specifically Concord Kannapolis Area Transit (known locally as Rider Transit), is requesting proposals from qualified companies to provide an account-based electronic fare collection system. Rider Transit has a fleet of ten 35-foot buses on eight fixed routes as well four light transit vehicles (LTVs) and three ADA paratransit vans in a 63 square mile service area. In fiscal year 2019, Rider Transit's fixed route system provided a total of 428,205 unlinked passenger trips and collected \$310,453 in fares. Currently, passengers may use cash or paper magnetic tickets purchased from the Rider Transit Center to pay bus fare. Each bus is equipped with a Genfare Odyssey Automated farebox. Annual fare revenues are comprised of the following:

- Cash: \$1.25 per ride (\$0.60 reduced)
- 1-day pass: \$4.00 (\$2.00 reduced)
- 10-ride pass: \$10.00 (\$5.00 reduced)
- 7-day pass: \$12.00 (\$6.00 reduced)
- 31-day pass: \$40.00 (\$20.00 reduced)
- Transfer pass: free

This project is being implemented to provide customers of Rider Transit a convenient option for fare payment that will ultimately allow for greater flexibility mobility throughout the service



CONNECTING COMMUNITY

area and region. Additionally, this project will allow Rider Transit staff to more efficiently provide and track bus fare payment and collection data.

IV. Scope of Work

Once selected, the contractor will be expected to provide the following service, at a minimum:

- Electronic validation of all fare payments using fare media validators installed on Rider Transit vehicles and at the Rider Transit Center
- Options for the purchase of fare products online and at physical locations
- Use of contactless smart cards to pay/validate fares
- Use of a mobile app to pay/validate fares
- Real-time monitoring of the status and location of validators
- Real-time recording and reporting of fare product purchases
- Access for Rider Transit staff, passengers, and third-party distributors

During the term, the contractor will:

- Host and operate an account-based electronic fare collection system, and enable Rider Transit personnel, passengers and other authorized users to use the system that includes the following capabilities:
 - Transaction processing and passenger account management
 - Database of record function
 - Online tools to support customer service
 - Comprehensive transaction reporting
 - Full ADA accessibility
- Support Rider Transit fare policy
 - Configure a fare policy for initial, revenue service launch of the service
 - Enable changes to the fare policy including, but not limited to, fare and fare product prices, introduction of new passes, transfer fares, and transfer validation rules
- Integrate the system with Rider Transit's CAD/AVL system to enable:
 - Single sign on for bus operators
 - Automated capture of current route and trip information
 - Appending of route and trip information to fare payment transaction records
- Provide a website for passengers that offers the following features and functions:
 - Account registration



CONNECTING COMMUNITY

- Viewing of account balance, status of previously purchased passes and transaction history
 - Ability to establish and maintain auto-reload services
 - Ability to purchase fare products (transit stored value and passes)
 - Ability to purchase new and replacement cards
 - Enables Rider Transit to act as the Merchant of Record for electronic payments for online purchases of fare products processed by a merchant acquirer
- Enable Rider Transit personnel to establish a card and fare product distribution network including:
 - Rider Transit Customer Service ticket window
 - Third-party operated locations (e.g. local employers, community service organizations, retailers)
 - Website
 - Mobile Application
- Enable passengers to use various forms of fare media to initiate fare payments at validators including, but not limited to contactless smart cards and passenger-owned mobile devices
- Provide validators and:
 - All instructions, materials and tools required to install the validators on Rider Transit vehicles
 - Specifications for the cellular modem, antenna, cabling and other accessories required to provide communications to the validator
 - Real-time monitoring
 - Maintenance and repair for the duration of the service agreement
- Provide additional non-smart phone fare media options for passenger use including but not limited to:
 - Contactless smart cards that are used as tokens of an associated passenger account, printed and encoded
 - Limited use tickets configurable as any type of trip-based pass
- Provide a mobile application that:
 - Is enabled for use on not less than 90% of smart phones and other mobile devices in North America using the Apple iOS and Google Android operating systems
 - May be downloaded by passengers from the Apple App Store and Google's Android Play store
 - Enables passengers to:



CONNECTING COMMUNITY

- Create and manage transit accounts
- Activate and change auto-reload services
- View transaction history
- Purchase fare products
- Activate automatic fare product reload
- Provides full ADA accessibility
- Provide for processing of online bankcard payments using a solution that is compliant with the Payment Card Industry Data Security Standards (PCI DSS).
 - Deposit all bankcard payments received through online channels into a Rider Transit designated-account
- Support implementation of various fare policies, products and transfer rights with configurable features including, but not limited to:
 - Flat fare with payments using stored value
 - Prepaid passes
 - Time-based passes valid for a specific number of minutes, hours or days from time of first use or from time of purchase/issuance
 - Calendar-based passes valid from any date and time to another date and time
 - Trip-based passes valid for any number of trips with or without transfer rights
 - Stored value fares assessed based on
 - Fare type (e.g. Adult, Senior, Student)
 - Route type
 - Capping at predetermined limits of amounts paid during a single calendar day, week, or month (“Fare Capping”)
- Provide web-based tools for use by Rider Transit staff to perform passenger account management and customer service that include:
 - Viewing of account details and transaction history
 - Changing account status
 - Disabling and replacing lost/stolen cards
 - Assignment and changing of the fare type for any passenger account
 - Sale of fare products
 - Viewing, printing and downloading of a comprehensive set of standardized and ad hoc reports
- Support Rider Transit pre-launch planning and implementation of the service by providing:



CONNECTING COMMUNITY

- On-site training and training materials for initial implementation and “train-the-trainer” materials for Rider Transit instructors
- Current user manuals
- Implementation planning guides and/or checklists
- Validator maintenance instructions
- Pre-launch set-up services for
 - Implementation planning and scheduling
 - Fare policy configuration
 - Fare product definitions

V. Submission Requirements

To be considered for this project, a company must submit a proposal. Proposals should clearly and concisely address the following:

- Brief overview and history of the company
- Description of the qualifications of the company’s ability to complete the required work
- Narrative explaining how the company plans to fulfill the scope of work
- Validator specification
- Specification for contactless smart card or other hard card media
- Description of all equipment needed by Rider Transit for service implementation, including that to be supplied by both the company and Rider Transit
- Explanation of launch services and any additional services related to the launch of the services
- List of exceptions (requirements within the scope of work that cannot be met by the company)
- Key personnel (including any sub-contractors) who will be involved with the project
- Anticipated time frame for completion of all required work within the scope of the project
- Three client references, including point of contact, agency name, address, and phone number
- Documentation of any history of litigation associated with project performance and/or professional liability
- Documentation of the firm’s financial standing and insurance coverage

VI. Pricing



CONNECTING COMMUNITY

In addition to the submission requirements above, respondents should also **submit five hard copies of a detailed cost proposal in a separate sealed package**. Please also include one digital version of the cost proposal on the same USB drive that contains the other required digital submission for this project. Proposal should include pricing for current vehicle fleet of ten buses, four LTVs, and three ADA paratransit vans, as well as a per unit price for any vehicle added over the next five years. (In other words, what would the cost be to Rider Transit to add additional vehicles, if acquired, to the contract?) Please provide a price proposal for a five year period. Price should be stated to be valid for at least 90 days. Please provide a per-unit price and quantity necessary for:

- Each piece of equipment necessary to cover the scope of work
- Installation of all equipment
- Fare media
- Training
- Launch services including integration with CAD/AVL
- Warranty
- Customer support
- Subscription costs, service fees, transaction fees, other fees or on-going costs or commissions
- Any other proposed, required, and applicable costs.

VII. Selection Criteria

Rider Transit staff will evaluate proposals and award the contract based on the criteria and weighted scores, listed below. If necessary after initial evaluation, Rider Transit may request a webinar discussion/product demo from top scoring companies. Rider Transit and the City of Concord will negotiate a contract with the top rated firm following selection. If a contract cannot be successfully negotiated with the top rated firm, the panel will proceed with the second rated firm. Scoring weight percentages and evaluation criteria are as follows:

- **40 %** Ability of the company and its product to deliver the specified scope of work
- **20%** Company's recent experience, knowledge, and familiarity with the type of work contained within the scope of this project
- **20%** Value to Rider Transit/City of Concord of submitted price proposal
- **10%** Ethical and professional standing of the company and satisfactory performance of previous contracts including positive client relationships, sufficient supervision, and efficient project delivery
- **10%** Efficiency of company's anticipated time for completion for all proposed work



CONNECTING COMMUNITY

VIII. Anticipated Project Schedule

This project is being partially funded by federal grant money. The project will need to proceed as quickly and efficiently as possible. The successful bidder will be notified within 60 days. The following timeline is only an estimate and is subject to change:

- October 16th, 2019: RFP issued
- November 4th, 2019: Proposal submission deadline
- November 18th – 22nd, 2019: Product demos of finalists (if necessary)
- December 6th, 2019: Notice of intent to negotiate
- December 12th, 2019: Recommendation for contract approval to Concord City Council
- January 6th, 2020: Notice to proceed

IX. Contracting Requirements

As part of the contract with the City of Concord, the selected contractor will be required to:

- Complete vendor registration with the City of Concord;
- Abide by applicable Federal Transit Administration Procurement Clauses (to be included as an exhibit in the contract);
- Be in good standing with the federal System for Award Management (www.sam.gov);
- Provide proof of required insurance policies including a minimum of:
 - Workers' Compensation: \$500,000 each accident; \$500,000 bodily injury by disease each employee; \$500,000 bodily injury by disease policy limit
 - General Liability: \$1,000,000 per occurrence
 - Automobile Liability: \$1,000,000 per occurrence
 - Umbrella: \$1,000,000 per occurrence if contract does not exceed 180 days; otherwise, \$2,000,000 per occurrence
 - Professional Liability: \$1,000,000 per claim/\$1,000,000 annual aggregate.

Rider Transit and the City of Concord have the right to reject any and all proposals, to waive any irregularities in proposals, and to negotiate scope and price with one or more proposers. Rider Transit staff will make a recommendation to the Concord Kannapolis Transit Commission and Concord City Council to award a contract to the company whose proposal is deemed to be the most responsive, responsible, and best value to the City, cost and other factors considered, subject to negotiation and availability of sufficient funds.

Any questions concerning the scope of this project should be directed by email to Andy Christy, Rider Transit Manager, at christya@concordnc.gov. Any amendments to this RFP will be posted as an addendum at ckrider.com. Thank you for your consideration.