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Concord Kannapolis Area Transit

Request for Proposals

(RFP# 20191016-2)

CAD/AVL/APC System for Concord Kannapolis Area Transit

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

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



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Request for Proposals CAD/AVL/APC 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 #20191016-2
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 integrated Computer Aided Dispatch/Automated Vehicle Locator (CAD/AVL), and Automatic Passenger Counting (APC), system. The system should also include automatic stop annunciators, mobile data terminals, and a mobile app. 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. Rider Transit currently has a working CAD/AVL system in place, but will be upgrading as a result of this RFP to a more modern, integrated system that includes APCs. This project is being implemented to provide customers of Rider Transit a more informed and efficient experience using our transit system, that will ultimately allow for greater mobility throughout the service area. Additionally, this project will allow Rider Transit staff to more efficiently manage the daily operations of its system, including improved accuracy in data collection and analysis.

IV. Scope of Work

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

- Computer Aided Dispatch/Automated Vehicle Locator system that includes:
 - Cloud based operation



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- Live bus tracking that uses real-time analytics for arrival predictions
- Live bus tracking from dispatch computers and mobile devices
- Current passenger loads and vehicle location visible to both dispatch and the public
- Auto refresh rate of every one to five seconds for vehicle GPS locations (all cell provider data charges are to be included in the contract)
- Vehicle history tracking/historic playback
- Ability for Rider Transit staff to efficiently make revisions to routes, stops, and announcements and push to vehicles same day
- Mobile app that allows 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
 - Live bus tracking by public users
 - Riders to receive predictions, schedules, notifications, custom alerts, etc.
 - User favorites (route and stop)
 - Bus stop level display that provides an option for passengers who are unable to use the mobile app to receive real-time arrival information via text or QR code scan
 - Full ADA accessibility
- Mobile Data Terminals that include:
 - Single-point and unique driver log in integrated with farebox and digital payment system
 - Route selection
 - Next stop arrival times
 - Manual ridership counting if needed
 - Integration with headsigns and interior digital scrolling text display boards (currently Luminator)
 - Integration with or replacement of digital departure signage on Rider Transit Center bus platform
- Automated Voice Annunciators that include:
 - Internal and external audio announcements (in English and Spanish) with automated pre-set messages at designated locations
 - Ability for Rider Transit staff to program remotely and push to vehicles
 - Integration with internal scrolling LED signs
- Automatic Passenger Counters that include:
 - Tracking of boardings and alightings with APC's installed at front and back doors.



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- Reports including ridership by stop and route for specific periods (annually, monthly, weekly, daily, hourly or by minute)
 - Ability to count bicycle rack usage and wheelchair lift/ramp deployment
- Full cloud based reporting modules for all Rider Transit desktop users that include:
 - Desktop dashboard reporting of all integrated data from the CAD/AVL/APC system
 - Ridership by routes and stops in summary and detail for specific periods
 - On time performance, schedule adherence, and route adherence
 - Dwell Time
 - Missed stops
 - Vehicle hours and mileage
 - Trip times
- Training and Customer Support that provides:
 - A comprehensive training program that prepares Rider Transit personnel for operation, administration, and elementary troubleshooting of the CAD/AVL/APC system. The Bidder shall provide a list of training courses including the title of each course and description. Training by the contractor should include, but not limited to:
 - CAD/AVL/APC System Administration training
 - CAD/AVL/APC System User training
 - Bus Operator training
 - Road Supervisor training
 - Report Generation training
 - Maintenance training

The contractor's responsibilities for the CAD/AVL/APC system project shall include, but not limited to, the following:

- System engineering and design
- Initialization of the CAD/AVL/APC system with existing vehicle data, vehicle operator data, bus stop locations, landmark locations and names, work rules, etc.
- Integration of all hardware, software, cellular, wireless and firmware into an operational system
- All equipment needed to implement a complete functioning system.
- Installation, data initialization, start-up, and checkout of the CAD/AVL/APC system
- Engineering, programming and other technical support/customer support to Rider Transit during the contract period
- Complete documentation, in advance when possible, for all contractor-provided training, hardware, and software



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- Contractor will be responsible for contacting all equipment vendors with which the CAD/AVL/APC system will need to integrate; Contractor will be responsible for paying for all time and material that is required for a vendor to integrate their software and equipment to the CAD/AVL/APC system
- A functional performance test shall completely verify that all the specified and proposed features and functions of the CAD/AVL/APC system hardware, software, and firmware have been properly designed and implemented. Rider Transit representatives will witness all tests and may perform hands-on actions of the test procedures.

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
- 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

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 ten buses and four LTVs, as well as a per unit price for any vehicle added over the next five years. (In other words, what would



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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
- Training
- Launch services including integration with Electronic Fare Collection Systems
- 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

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



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- 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.