

CONNECTING COMMUNITY



Concord Kannapolis Area Transit

Request for Proposals

(RFP# 20191016-3)

On-Board WiFi 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

On-Board WiFi

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 #20191016-3
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 on-board WiFi for its fleet of vehicles. 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. This project is being implemented as an update to our current on-board WiFi system, which is not dedicated solely to passenger use and does not provide sufficient capacity for all passengers at any given time. This project will help to provide customers of Rider Transit a convenient and accessible option for public WiFi on-board Rider Transit vehicles.

IV. Scope of Work

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

- Provide a product that will allow uninterrupted wireless internet access on each vehicle in the Rider Transit fleet for all passengers at full vehicle capacity
- Install all hardware on each vehicle in the Rider Transit fleet and any associated software on Rider Transit staff computers



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- Provide ability for high speed internet access using current and near-future data technologies
- Provide a description of any associated data needs and data plan
- Train Rider Transit staff to use the specified product

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
- Specification of all equipment to be provided by the company for the project
- 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 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.



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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
- 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
- November 18th – 22nd, 2019: Product demos of finalists (if necessary)



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- 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.