

CONNECTING COMMUNITY



Concord Kannapolis Area Transit

## **Request for Proposals**

(RFP#20240816)

# **CAD/AVL/APC and On-Board W-Fi System for Concord Kannapolis Area Transit**

RFP Issue Date: **Friday, August 16<sup>th</sup>, 2024**

Proposal Submission Deadline: **Tuesday, September 17<sup>th</sup>, 2024**



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### Request for Proposals CAD/AVL/APC System

1. **Issue Date:** Friday, August 16<sup>th</sup>, 2024
2. **Proposal Submission Deadline:** Proposals must be received no later than **5:00 PM EST on Tuesday, September 17<sup>th</sup>, 2024**. Any submission received after the date and time specified will not be considered. Please submit one electronic version via USB drive with the proposal and pricing in two separate files to:
  - Rider Transit Center  
ATTN: Craig Meeks, RFP #20240816  
45 Transit Court, NW  
Concord, NC 28025
3. **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), Automatic Passenger Counting (APC), and On-Board Wi-Fi system. The system should also include automatic stop annunciators, mobile data terminals, and a mobile app. Rider Transit has a fleet of eleven 35-foot buses on eight fixed routes as well as eight smaller revenue service vehicles in a 63 square mile service area. In fiscal year 2024, Rider Transit's fixed route system provided a total of 355,855 unlinked passenger trips. Rider Transit currently has a working CAD/AVL system in place but will be upgrading to a more modern, integrated system that includes APCs and WIFI. This project is being implemented to provide customers of Rider Transit with 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.
4. **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
    - Live bus tracking that uses real-time and live-traffic analytics for arrival predictions



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- Live bus tracking from dispatch computers and mobile devices (Apple iOS and Google Android)
- Current passenger loads and vehicle location visible to both dispatch and the public
- Vehicle speed
- 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 revise routes, stops, detours, 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 exterior head signs (currently Luminator) and interior digital scrolling text display boards
  - Integration with or replacement of digital departure signage on Rider Transit Center bus platform
- On-Board WIFI
  - Provide a product that will allow uninterrupted wireless internet access on each vehicle, on both a password protected network and public network
  - Provide a description of any associated data needs and data plan
  - Provide ability for high-speed internet access using current and near future data technologies
- Digital busway Signs



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- Provide a product that will show the passengers where the bus will park during the transfer
  - Provide time predictions on when the bus will be arriving
- Transit Center Lobby Message Board
  - Provide a digital monitor for the lobby that displays real-time ETA and departure information for all routes
- 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 existing internal scrolling LED signs (or complete replacement of internal scrolling LED signs)
- Automatic Passenger Counters that include:
  - Tracking of boardings and alighting's with APC's installed at front and back doors.
  - 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
  - Lead the effort to ensure that APCs achieve and maintain NTD certification
- 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/WIFI 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
- GTFS
  - Produce a static and real-time GTFS feed
  - Manage and update the GTFS feed as necessary
  - Ensure seamless integration of GTFS feed with Google Transit/Maps and other online mapping services
- 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



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each course and description. Training by the contractor should include, but not limited to:

- CAD/AVL/APC/WIFI System Administration training
- CAD/AVL/APC/WIFI System User training
- Bus Operator training
- Road Supervisor training
- Report Generation training
- Maintenance training
- Quarterly Training for new staff

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

- System engineering and design
- Initialization of the CAD/AVL/APC/WIFI 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 that's needed to implement a complete functioning system.
- Installation, data initialization, start-up, and checkout of the CAD/AVL/APC/WIFI 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
- Contractor will be responsible for contacting all equipment vendors with which the CAD/AVL/APC/WIFI 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/WIFI system
- A functional performance test shall completely verify that all the specified and proposed features and functions of the CAD/AVL/APC/WIFI 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. Contractor is expected to remain on-site during installation/implementation until certainty that all systems and components are operating as expected

**5. 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



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- 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
  - Complete list of 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
- 6. Pricing:** In addition to the submission requirements above, respondents should also submit one digital version of the pricing proposal on the same USB drive that contains the other required digital submission for this project. The pricing should include pricing for eleven buses, eight smaller revenue service vehicles, 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 three-year period with an option of an additional two years. 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.
- 7. Selection Criteria:** Rider Transit staff will evaluate proposals and award the contract based on the criteria listed below. If necessary, after initial evaluation, Rider Transit may request a



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product demo from respondents. 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. Evaluation criteria are as follows:

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

**8. 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:

- August 16<sup>th</sup>, 2024: RFP issued
- September 4<sup>th</sup>, 2024: Deadline for questions/requests for clarification
- September 6<sup>th</sup>, 2024: Responses to questions/requests for clarification posted
- September 17<sup>th</sup>, 2024: Proposal submission deadline
- October 1<sup>st</sup>- 9<sup>th</sup>, 2024: Product demos of finalists (if necessary)
- October 11<sup>th</sup>, 2024: Notice of intent to negotiate
- October 24<sup>th</sup>, 2024: Recommendation to Concord Kannapolis Transit Commission
- November 14<sup>th</sup>, 2024: Recommendation for contract approval to Concord City Council
- December 2<sup>nd</sup>, 2024: Estimated notice to proceed

**9. Liquidated Damages:** A liquidated damages clause will be included in the fully executed contract, to be enforced if the selected contractor fails to meet the requirements set forth in the contract. These liquidated damages may include but are not limited to:

- **Operating System Outage/Failure** – If the operating system is down for more than 24 hours, then liquidated damages of \$500 will be assessed.
- **Customer Service/Tech Support** – If more than eight hours pass before the client receives a return call or email with a personalized contact from a contract representative, then liquidated damages of \$100 will be assessed.



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- **Customer Application** – If the customer app is down or not working properly for longer than 24 hours, then liquidated damages of \$100 will be assessed.
- **Equipment Failure** – If replacement parts are not shipped within 48 hours, then liquidated damages of \$100 per part will be assessed.
- **Maintenance/Installation** – If installation is not scheduled within one week of issue, then liquidated damages of \$200 will be assessed.
- **Reporting** – If any report that is not working properly is not fixed within one week, then liquidated damages of \$100 per report will be assessed and recur every 24 hours.

### 10. 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 registered and in good standing with the federal System for Award Management ([www.sam.gov](http://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.

**11. Questions/Requests for Clarification:** All questions and/or requests for clarification must be submitted by email to Craig Meeks, Planner and Technology Coordinator at [meeksbc@concordnc.gov](mailto:meeksbc@concordnc.gov) by Wednesday, September 4<sup>th</sup>, 2024, at 5:00 PM EDT. Rider Transit will provide an official written response to questions received by the respective deadline and will post responses in a comprehensive document in the form of an addendum by Friday, September 6<sup>th</sup>, 2024, at 5:00 PM EDT.

Rider Transit and the City of Concord have the right to reject any 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.





Concord Kannapolis Area Transit

45 Transit Court Northwest  
Concord, NC 28025  
www.ckrider.com  
704.920.7433

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While there is no Disadvantaged Business Enterprise (DBE) goal for this project, DBEs registered with NCDOT and Small Businesses are encouraged to bid on this project.

Any amendments to this RFP will be posted as an addendum at [ckrider.com](http://ckrider.com).

Thank you for your consideration.