



**Request for Proposals for  
Real Time Passenger Information System**

## Overview

The Tuscaloosa County Parking and Transit Authority (TCPTA) is seeking request for proposals from a qualified web and mobile application development company to provide a turnkey Real Time Passenger Information System for its fixed route service. Fixed route service currently consist of 6 Fixed Routes serviced by up to 12 vehicles and operates between the hours of 5:00 a.m. and 6:00 p.m. Monday through Friday and on University of Alabama Football Home Games.

The Web and Mobile Application agreement should include Software Maintenance, Supplies, and Installation with configuration. The agreement will include a three (3) year warranty (maintenance support) to TCPTA with no more than a 10% increase in price to provide service throughout agreed upon option years.

## Scope of Work

### Software Components Fixed Route CAD/AVL

- System will have capability to capture and transmit vehicle location information on a real-time or near-real-time basis.
- System should have an update frequency rate as close to real-time as possible, no more than 2 seconds per update.
- iPhone, Android & mobile website apps must be included in the system offering for better access and convenience.
- System shall offer detailed area and route maps, preferably using familiar maps like Google.
- System should accommodate and/or offer future option of integrating automated passenger counting.
- System should be turn-key and cloud hosted. Vendor should describe their go-live strategy and average release timelines.
- System should provide optional capability and integration of Real-time Transit Data API, including developer documentation that allows for querying data from AVL services, with a JSON document as output. The API should provide real-time vehicle location data and estimated arrival times for vehicles as they approach stops.

### 2. Passenger Components

#### Public website

- Users shall have ability to view only routes that are of interest to them.
- System should provide arrival estimates to give riders more detail about anticipated vehicle arrival times.
- Users shall have the System remember chosen routes from past times they have loaded the website
- Vendor shall design a banner that uses customer-supplied logos/graphics to clearly identify customer's transit system and a web address that is easy to market to riders.
- System shall continuously update the web page (whenever a new estimated time of arrival (ETA) is determined, bus is added/removed, etc.), without the user being required to refresh the webpage.

### ***Mobile Phone Access***

- System should allow riders to access arrival estimates via SMS text messaging (particularly for phones that may not have smartphone & web capability).
- For phones with GPS capability, System should provide geolocation features to allow riders to identify location on map.

### ***Smartphone Access***

- For smartphones (iPhone, and Android), System should provide interface that shows steady vehicle movement without reloading.
- For smartphones with GPS capability, System should provide geolocation features to allow riders to identify location on map.
- System should provide a free-to-download native iPhone application.
- System should provide a free-to-download native Android application.
- Shall provide an optional notification platform. This should work without the rider opening the app.

### ***Public Vehicle Location Displays***

- System shall provide the ability for Customer to use new or existing flat screen monitors to display a version of the System that requires no user interaction (for example, an LCD screen in a building lobby).
- Vendor shall be responsible for ensuring that all maps, routes, and information properly displays and automatically refreshes on LCD screens at all times.
- The display shall include route name and the ability to differentiate routes by design or color.
- The display shall include the ability to identify a specific vehicle and its associated route.

## **3. Management Components**

### ***Management Software Requirements***

- System shall provide real-time graphical displays of vehicle location using map interface.
- System shall provide a management interface to allow assignment of buses to routes by dispatchers.
- Interface should be intuitive and simple to use.
- System shall allow announcements to be posted immediately or in advance for posting at pre-defined time. System shall also allow announcements to be removed automatically at a pre-defined time in the future.
- System shall provide historical playback of vehicle locations.
- All back end administrative tools and functions shall be available on cloud based web portal.

Solution must be 100% cloud based so that login is able to take place via a web portal at any time of the day.

- New accounts for login to the system must be able to be created instantaneously upon request. There should be at least three options for account privileges (dispatcher, viewer, admin, etc...)
- Certain management functions (e.g. assigning buses, activating routes) shall be allowed from internet-enabled smartphones.

### Reports

- System shall provide web-based reports that allow customer to run transit system more efficiently. Desired reports include:
  - On-Time Performance
  - Headway Report
  - Ability to see all of a particular vehicle's arrivals and departures for the day
- Reports shall allow for time based comparison (e.g. last week vs. this week) and historical reporting.
- Reporting data should be captured and remain accessible for at least 2 years.
- Reports shall be exportable to standard Microsoft document format (Excel)

### Support

- Vendor will provide 24-7 support when needed in case of severe emergencies.
- Vendor should be accessible via phone, web and e-mail, at a bare minimum.
- Turnaround response time of vendor for any mission critical component of the system should not exceed 4 hours.
- Vendor shall provide training to all dispatchers, supervisors, administrators, and maintenance technicians prior to deployment of System.
- Vendor shall also provide optional web-based training to all dispatchers, supervisors, administrators, and maintenance technicians prior to deployment of System and on an as-needed basis for future trainees.
- Support shall be available during normal business hours. Standby support shall be available at all other times, including nights, weekends, and holidays.

### Hardware

- At the time of installation, the hardware must be the current technology available and compatible with the vendor's software.
- Hardware shall remain under warranty for one year and shall offer options for extending the warranty for up to 5 years.
- Should a malfunction occur which requires hardware to be replaced-- during the initial contract; the replacement equipment must be new with the latest technology at the time of replacement and/or installation.

### Software

- At the time of implementation, the software must be the current version and compatible with the vendor's hardware.
- No installations of any kind on any Transit Agency computers or servers. Everything must be stored on Vendor's servers.
- Vendor must always ensure that the Transit Agency is utilizing the latest approved software version available.

### Conditions of Acceptance

Final acceptance of product will be contingent upon a 30 day testing and evaluation period commencing after installation and training (hardware and software) has been completed.

### Important Dates

**Bid Date: 11/7/16**

**Bid Due Date: 12/7/16 by 5pm (Mail or Email)**

**Bid Award Date: 12/12/16**

### Contact Information

Russell Lawrence, Director

601 23<sup>rd</sup> Ave

Tuscaloosa, Al 35401

Email: [rlawrence@tuscaloosa.com](mailto:rlawrence@tuscaloosa.com)

Phone: 205-343-2305

Note: All questions concerning this Bid should be directed to Russell Lawrence in writing via email. Any modifications to the bid will be shared to all interested parties via either email or on our website. [www.tuscaloosatransit.com](http://www.tuscaloosatransit.com)

Note: All potential bidders must comply with all FTA Required Clauses. FTA Clauses are listed on our website.