July 28, 2017

Addendum:	**NO. 1 TO ALL OFFERORS**
Reference:	**Request for Proposal No. 17-GRTC-0622**
Description:	**Real-Time Arrival Automatic Vehicle Locator and Automated Voice Annunciation System**
RFP Date:	**June 22, 2017**
Deliver To:	**Greater Roanoke Transit Company (GRTC), Roanoke, Virginia**
Due:	**August 16, 2017 @ 2:00 PM Eastern Standard Time**

The deadline for the proposals to be returned to GRTC has changed from August 16, 2017 to ==*August 31, 2017.*== The time has not changed.

QUESTIONS AND ANSWERS.

1. Number of users that will need concurrent access to the system at any given time?
    This is very hard to estimate because depends on various factors; from a management prospective of the system itself doing dispatch functions, getting reports, remapping routes for deviations, and etc.; from concurrent users or riders getting information can be any number of users using this system for real time passenger information via web, APP these users could be at a stop looking for the bus or someone planning to catch the bus.

2. Is GRTC requesting a standalone custom mobile application or would a shared interface application where riders select their agency and then are taken to the agencies interface be acceptable?
    The app should be available for iPhone and Android for real time arrival predictions, live bus map, users can save favorite stops for quick access, custom alerts, embedded Google trip planner, service alerts, and schedules for detours closures delay.

3. Is GRTC interested in any SmartCard technology or other fare collection options outside of farebox integration?
    Smart Cards are not in the current scope of this particular project but it has been discussed for a project that GRTC will implement in the future.

4. Number of Routes Currently being run?
    36 routes total.

5. Number of stops in current route?
    GRTC/Valley Metro services approximately 870 stops throughout the service area.

6.   Does the agency prefer professional voice actors to record stop announcements or would they prefer to be recorded internally by GRTC staff?
This should be text to speech announcements with no real voice actors. This approach allows us to go to bilingual announcement in the future and reduce the management of the system without having to upload audio clips and attaching them to each stop.

7.   Are electronic versions of the RFP also requested? If yes, how many versions?
No, electronic versions of the RFP are not requested.

8.   Has a physical bus stop survey been completed in the last five years?
Yes.

9.   How many stops and routes does GRTC operate?
Approximately 870 bus stops and 36 routes.

10. Can GRTC confirm that any yard has its' access point infrastructure already set up or if pricing will be necessary for these systems if so required?
Currently the properties have no Wi-Fi access for the buses.

11. The Scope of work mentions 'being prepared to provide' a number of features – Are bidders to assume that these are the minimum specifications to price? Is there anything that should be priced as an option vs. a requirement?
The Scope of Work Mention being prepared to provide means that the Offeror should try to include the listed items in their proposal but it is not an absolute. Therefore, provide what your solution has that is from the list of features that GRTC requested. The items listed are not the minimum specifications. GRTC would like for the Offeror to provide GRTC with a solution that possibly could encompass the requested items/features that are listed in the RFP. The Offeror can list options out separately if you wish; not a requirement at this time.

12. Are bidders to provide their own methods for pricing this project /or does Roanoke request certain items have line item pricing?
The Offeror needs to provide their own methods for pricing this project.

13. Can you confirm that the total fleet to be outfitted is 11 vehicles at this time?
At this time and at the phase GRTC will only be outfitting 11 vehicles.

14. Is it to be assumed that the required functionality is needed for ALL vehicles besides the two leased coaches which only mention RTPI, signs, and AVA?
Yes, for integration, passengers still need Wi-Fi.

15. Can you please outline the door details per bus? (number of doors and size). So that the APC's can be effectively priced.

GRTC currently has: (4) 2010 MCI Coaches- 1 door- size 85.5" x 27"
                         (1) 2007 MCI Coach -1 door – size 85.5" x 27"
                         (4) 2008 Trolley – 2 door – size 89" x 43.5"
                         GRTC does not currently own any leased vehicles.

16. Can you specifically describe the 'bunching' requirement? What is the goal of functionality under this requirement?
In the web interface for dispatch functions, it allows GRTC to see how far apart buses are on a route; is Bus-A running too fast or too slow compared to Bus-B.

17. Electronic signs are needed at 5 stations and stops – Can you describe if these locations have access to power or ethernet?
Solar powered solutions are preferred.

18. Does any existing sign infrastructure exist at these locations?
No.

19. Can you provide a copy of Roanoke's pre-post trip inspection form? Can you also please describe the level of integration required for this feature?
No. / Please provide pre/post inspection solution in your proposal.

20. Is Roanoke seeking a new Pre/Post solution or some level of integration with current methods?
Please provide pre/post inspection solution in your proposal.

21. There is a mention of REI LCD's existing in the fleet and the need for customer facing media – Can you confirm that an assumption can be made that the LCD's are in working order?
I can assume the LCD's screen themselves work properly, but the units that drive the displays are non-operational.

22. There is a requirement 'messaging' – What type of messaging is requested? Can you provide more of the functional goals for this item?
The messenger allows you to view incoming and outgoing messages and allows the dispatcher to send messages to a vehicle, route, or broadcast to all vehicles. The operator of the bus can hear and respond or acknowledge the message when stopped.

23. Can GRTC provide contact information for the local 'radio shop' or similar which might currently do maintenance on the radio equipment in the current fleet?
This project and resulting system should not integrate into the radio system.

24. Please confirm whether proposers are to refer to the agency as GRTC or Valley Metro.
Greater Roanoke Transit Company (GRTC) is the legal name but GRTC d/b/a Valley Metro, therefore either is acceptable.

25. The RFP lists several scope items in Exhibit 1, but there are no technical requirements. Can GRTC clarify whether all features in the list of the Scope of Work on page 33 and top of page 34 are required or just the specific requirements that follow that list, and provide technical and functional requirements for each required scope item?
The list of items on Page 33 and 34 are the proposed systems functional requirements. GRTC can't define any technical specifications since GRTC does not sell your products; Offerors are to provide a solution or system to GRTC that meets the functional requirements for each of the listed areas below.

For example:

a. Automatic passenger counter and integration

b. Alternative methods for counting passengers by stops

c. Fare box integration

d. Passenger facing media displays (what type, what content, size, etc.)

e. Public Wi-Fi for passengers and private for all onboard equipment

f. Electronic Signs for (5) Bus Stops and Transfer Station (size, type, content, etc.)

g. Pre-Trip and Post-Trip inspection

25a.   Regarding the fleet:

a. Please confirm that vendors are to price the 11-vehicle pilot.
Yes. 11-vehicle pilot

b. Can GRTC provide inventory details for these vehicles (vehicle type, number of doors, door dimensions, etc.)?
See question # 15.

c. Can GRTC provide the destination sign interface name/model and farebox details (name/model/contact information)?
Twin Vision and Genfare Odyssey.

d. What equipment is to be reused onboard the buses?
This is a turnkey project. The Offeror needs to propose the solution to GRTC.

e. What, if any, equipment is to be removed from the buses by the proposers?
This is a turnkey project. The Offeror needs to propose the solution to GRTC.

25b. Regarding fleet expansion:

a. How many vehicles could potentially be added to this project?
At this time GRTC is only outfitting 11 vehicles. In the future GRTC may phase in vehicles according to funding that is received.

b. What is the approximate timeframe for expanding the proposed solution to the full fleet?
A definite time frame has not been determined as of today but in the near future.

26.   What does GRTC currently use as a scheduling system to provide the static schedule information?
GTFS data

27.   Does GRTC have an existing IVR system?
No

28.   If GRTC requires the proposer to provide an IVR system, can you please provide the following information? If not, can you please clarify or remove the requirement for IVR?

> a. Please confirm that the IVR system will utilize the existing GRTC phone system?
> GRTC does not have IVR.
>
> b. What is the make and model of your existing phone system?
> Jive hosted VoIP solution.
>
> c. Are there available voice lines available in your existing phone system?
> GRTC cannot specify any technical requirements; it is supposed to be submitted as a complete system.

29.   What are the farebox and destination sign types for the fleet?
GRTC currently has Odyessy fareboxes and Twin Vision destination signs.

30.   In reference to "minimum update interval should be no more than every two (2) seconds or optional industry standard": Can you please confirm that this is in reference to the time it takes to update the bus position on the public web site upon receipt from the vehicle? I f not, can you please clarify?
GRTC cannot specify any technical requirements.

31.   The Scope of work identifies a "Web based interface" with multiple sub-bullets. Will GRTC accept a solution that uses a client-server solution for GRTC access and a web-based solution for customer real-time passenger information?
GRTC opted for a hosted web based interface for all functions from management to RTPI; superannuated software requiring a 20-30 year old operating system is no longer viable today.

32.   The scope of work requires a pre-Trip and Post-Trip inspections, while your current fleet equipment includes the Zonar AVL, Pre-Trip Inspections and Engine Diagnostic System. Is the proposed solution to replace the Zonar solution for pre-trip and post-trip inspections? If not, can you please clarify?
Yes, to replace Zonar.

33.   The scope of work requires "Passenger facing media displays", while your current fleet equipment includes REI LCD monitors facing passengers. Is the proposed solution to replace the REI LCD monitors? If not, can you please clarify?
The question is can your system utilize the current LCD display, or will they need to be replaced to use your system.

34.   The RFP includes a certification – "DBE Submission to FTA";

> a. What are the DBE participation requirements / goal for this project?
> There is not a DBE requirement for this project, but DBE's are highly recommended.
>
> b. This form appears to be for certifying whether DBE participation plans have been submitted, which would normally be after the award of a contract, is that correct?

> The top portion of the DBE form needs to be filled out by the offeror if the company has submitted plans to receive DBE certification, if the company has not submitted plans the bottom portion needs to be filled out and returned with the proposal.

> c. If so, how are vendors to fill out the form?
> See response 34b.

35. The RFP lists 8 criteria for evaluation, with responsiveness and compliance at the highest importance, and background, education, and experience of the offeror at lesser importance. How does price factor into the evaluation (at what level of importance or percentage)?
    Price is not included in the evaluation criteria. GRTC wants to evaluate on the solution that the Offeror is proposing then price will be factored into the decision.

36. Is GRTC able to disclose the budget for this project?
    No.

37. Regarding page 7, section 3: Instructions to Offerors, please confirm that pricing is to be included in the main technical package (not separately sealed).
    Yes, price is to be included in the main technical package.

38. Please confirm that there are no bonding requirements for this contract.
    No, there are no bonding requirements for this contract.

39. Would GRTC please indicate what their anticipated budget is for this project?
    GRTC can't disclose the budget.

40. Automated Passenger Counters: Please provide details on the entry and exit doors for all vehicles that require APC equipment. The following door dimensions are requested:
    a) Number of doors on each vehicle
    See question #15.

    b) Height of each door
    See question # 15.

    c) Total width of each door (ignoring handrails, etc.)
    See question # 15.

41. With respect to the fare box integration requirements, will GRTC be responsible for any licensing or system upgrade costs from Genfare or do you require Bidders to include these costs with their proposal?
    Offerors shall submit a turnkey proposal.

42. Please confirm that there are working speakers onboard all vehicles (e.g. for an existing PA or Digital Recorders system) that new annunciator equipment would be able to interface with. Do all vehicles have an exterior speaker(s) for curbside as well as interior announcements?
    Yes the speakers are working onboard all vehicles and yes all vehicles have an exterior speakers.

43.　What is the make and model of the current Digital Recorders AVA system? Are all vehicles equipped with this system?
The model is the DR600. The system should replace the current AVA system.

44.　What is the make and model of the interior LED sign (marque) controlled by the Digital Recorders AVA system? What interface is used by the AVA system to control the sign (e.g. RS-232, J1708, etc.)?
Sunrise Sign

45.　Concerning the equipment installations on the vehicles:

a) What is the minimum and maximum number of vehicles available for installations per day?
1-2 days.

b) What is the location where installations will take place?
GRTC's Garage

c) During what hours will the vehicles be available for installations (i.e. weekdays or evenings/weekends)?
7AM – PM, 7 days a week

d) Will a driver be provided to move vehicles for installation and testing purposes?
Yes.

45a. With respect to GRTC fixed route operations,

a) How does GRTC currently do rostering – via spreadsheets?
GRTC currently use an Excel spreadsheet.

b) Who at GRTC performs the rostering role?
The Director of Transportation.

c) How often is the rostering done?
There are two bid periods that occur in January and July. They run the full six months unless we have to create a new run, fill a run due to operator on leave, or if we have turnover in which case we would have to do another bid so they can pick a run based on seniority.

46.　Does GRTC currently utilize Wi-Fi access points in their garage or parking areas that can be used by the proposed on-board systems to connect with the hosted applications when they are in the yard?
No.

47.　Are the vehicles TwinVision/Luminator destination signs already capable of supporting J1708 interfaces to 3rd-party equipment?
GRTC is not sure of the answer to this question.

48. Please clarify the GRTC Current Fleet Equipment Description for "Emergency Switch/Destination sign Integration (Motorola Trunked Two-Way Radio System)". Are these systems all integrated with each other, and if so please explain this functionality? What are Bidder's requirements for integrating to these systems?
That is GRTC's currently equipment; the proposed system will not do any radio integration. The system should still have an emergency button that sets the sign to 'emergency dial 911' and alert dispatch via the proposed system.

49. For the 2 leased vehicles, please confirm whether the following equipment and/or interfaces are required:

   a. Public Wi-Fi hotspot for passenger use?
   Yes.

   b. Farebox integration?
   Yes.

50. Please confirm whether GRTC wishes Bidders to include the costs of cellular data plans for the onboard systems and wayside signs with their proposal. If so, what term does GRTC wish this priced for in proposals, for example - 5 years?
GRTC cannot specify any technical requirements; GRTC is requested a turnkey system. The Offeror may submit different term cost so that GRTC can determine which is most advantageous for GRTC.

51. Regarding the 5 bus stops signs and transfer station sign, will GRTC be providing a LAN data connection for these or should Bidders include the cost of cellular data modems?
Some of these signs will be at remote locations at highly used bus stops, the signs would need a cell data connection and solar power.

52. Please confirm that this system is currently only for 11 vehicles?
The current pilot project is for 11 vehicles, GRTC's has future goals of expanding to all of the fixed route system.

53. Would you please provide your estimated deployment timing across the 11 vehicles?
Estimated deployment time will be discussed with the awarded vendor.

54. What is your estimated timing for contract award and Notice to Proceed?
Estimated award of the project is November 2017.

55. Do you expect to expand the solution to your fixed route buses as funding becomes available?
Yes.

56. Will the customer own the SIMS and pay for all data costs?
The solution submitted should be all inclusive. GRTC cannot specify any technical requirements; GRTC is requested a turnkey system.

57. What is the minimum and maximum bandwidth requirement between bus and internet? What is the monthly aggregated data volume per bus?

GRTC cannot determine how much data the proposed system will use, nor can we set a minimum or maximum requirement. GRTC cannot specify any technical requirements; it is supposed to be submitted as a complete system.

58. What are the requirements for isolation of AVL/AVA traffic and Passenger Wi-Fi traffic?
VLAN with guest isolation, GRTC cannot specify any technical requirements; it is supposed to be submitted as a complete system.

59. What are the traffic prioritization requirements to handle critical and non-critical traffic?
Equipment traffic for the AVL system to work properly should take priority over all other traffic. GRTC cannot specify any technical requirements; it is supposed to be submitted as a complete system.

60. What are the throttling requirements for Passenger Wi-Fi? Is it per user based or per application or website or all of these?
GRTC cannot specify any technical requirements; it is supposed to be submitted as a complete system.

61. Is there a requirement to deny access to certain websites?
GRTC is not bound by CIPA, GRTC can use a family safe public DNS services to mitigate, if the wireless carrier will allow DNS traffic to be passed and not overridden by their preferred transparent DNS.

62. Should the Wi-Fi be compliant with CIPA or any other compliancy requirement?
GRTC is not bound by CIPA, GRTC can use a family safe public DNS services to mitigate, if the wireless carrier will allow DNS traffic to be passed and not overridden by their preferred transparent DNS.

63. What is the maximum number of concurrent client devices connected to Wi-Fi? Is there a maximum per user data usage rate?
There are 53 seats on the SmartWay buses. GRTC cannot specify any technical requirements; it is supposed to be submitted as a complete system.

64. Is captive portal required? If so, what are the requirements around captive portal? Is accepting terms and conditions on the captive portal sufficient?
We currently do not use captive portals.

65. Do you need another Wi-Fi client to connect to depot Wi-Fi network simultaneously while providing Wi-Fi to the passengers? (i.e. do you require 2 Wi-Fi interfaces?)
GRTC cannot specify any technical requirements; it is supposed to be submitted as a complete system.

66. What are monitoring requirements? Do you need real time monitoring of remote devices and reporting of outages?
GRTC cannot specify any technical requirements; GRTC is requested a turnkey system.

67. What are reporting requirements? Do you need real-time view of Wi-Fi usage, LTE usage and user analytics? Any other Wi-Fi/LTE related reporting requirements?

GRTC cannot specify any technical requirements; GRTC is requested a turnkey system.

68.   What are your requirements around LTE cost management besides throttling? Do you need intelligent system that can make decisions about how to allocate LTE bandwidth and use on-board caching to save on LTE costs?
GRTC cannot specify any technical requirements; it is supposed to be submitted as a complete system.

69.   Will you provide tiered Wi-Fi service – basic and premium?
GRTC cannot specify any technical requirements; it is supposed to be submitted as a complete system.

70.   Can bidders provide multiple pricing model options?
Yes.

NOTE: A signed acknowledgement of this addendum must be received at the location indicated on the RFP either prior to the proposal due date and time or attached to your proposal. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must be signed.

Sincerely,

Ms. Tiffany Ollie, VCA
Purchasing Supervisor
540-982-0305 ext. 116
Fax- 540-982-2703

_____
Print Name of Firm

_____
Print Name

_____   _____
Signature/ Title   Date